

EMERGENCY RESPONSE PLAN

PHONE TREE

The Emergency Response Phone Tree is used to identify and alert Command Team members in the event of an incident. Share this contact information with your entire Command Team and review on regular basis to ensure no further updates are necessary.

Additional comments and/or considerations for use of Emergency Response Plan Phone Tree:

- Limit the number of people each person must call.
- Leave a message for unavailable contacts. The caller should continue down the phone tree and continue attempting contact with unavailable persons.
- Each unit should have provisions for getting the information to a person who was not contacted.
- The last person called should report back to a designated person to signal the end of the calling process.
- Keep the message short and concise. Only the facts should be given and each caller should avoid speculation. Confidentiality should be stressed.

First Responder On-Site / Property Manager (XXX) XXX XXXX Office (XXX) XXX XXXX Mobile	→	911 / Emergency Services	
↓			Alternate Contact for Maintenance Director:
<NAME> Maintenance Director (XXX) XXX XXXX Office (XXX) XXX XXXX Mobile	→	Additional maintenance Staff and/or Remediation Services Providers. See attached directory for preferred listing of contractors.	<NAME> <POSITION> (XXX) XXX XXXX Office (XXX) XXX XXXX Mobile
↓			Alternate Contact for Regional Manager:
<NAME> Regional Manager (XXX) XXX XXXX Office (XXX) XXX XXXX Mobile ↓	→	Neace Lukens Claim Team (XXX) XXX XXXX Office (XXX) XXX XXXX Mobile Relocation Team / Relief Organization (Red Cross) As Necessary (XXX) XXX XXXX Office (XXX) XXX XXXX Mobile	<NAME> <POSITION> (XXX) XXX XXXX Office (XXX) XXX XXXX Mobile
<NAME> Executive Management Team (XXX) XXX XXXX Office (XXX) XXX XXXX Mobile	→	Local Authorities, Public Relations	