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RP05 – Recovery Procedures Employee Notification

Purpose & Objectives

This procedure is designed to ensure that employees are notified of the emergency in a timely manner, are readily informed of the institution's status and plans for recovery, and that call results are properly logged in order to provide status tracking on employee notification.

Sequence of Events

Once the BCP MANAGER has initiated the "Telephone Tree" employee notification chain, the following sequence should be activated:

1. (As deemed appropriate), the BCP MANAGER should complete and circulate the "Employee Notification Form" to BCP CALLERS, who will provide details about the disaster/emergency situation and recovery instructions to employees upon notification.
Supporting Documentation / [RP05A-EmployeeNotificationForm.doc](#)
2. PRIMARY CALLERS (or SECONDARY CALLERS, when the former is unavailable/incapacitated) should contact/notify all employees assigned to them on the "Telephone Tree" report.
3. BCP CALLERS should follow the instructions for the most-appropriate of the following scenarios:

Scenario A / Employee is Available → Relay the following information as provided by the BCP MANAGER on the "Employee Notification Form":

- Disaster type and status.
- Hotsite/Command Center location(s) and telephone numbers.
- Employee Hotline number for updates and information.
- Recovery plans and/or actions to be taken.
- Brief statement on media policy, emphasizing that situation not be discussed with anyone.
- Inform employee to standby until more information is available OR inform employees of meeting place/time and provide checklist of required materials (documents, IDs, payroll stubs, etc.).
- Log the results of the call using the appropriate checkbox on the "Telephone Tree" report.

Scenario B / Employee is Not Available → When a call is answered by a person other than the employee (wife/husband, child, roommate, babysitter, etc.) or a machine/answering service:

- Attempt to obtain a number where staff can be reached.
- If there is no alternate number or the employee can not be reached at the alternate number, leave a message and number to have the employee call ASAP, calling the original number if necessary.
- If at any time during the process the employee is reached, refer to instructions in *Scenario A* above.
- Log the results of the call using the appropriate checkbox on the "Telephone Tree" report and detailing your conversation in the "Notes" field.

Scenario C / Line is Busy/Unanswered → When the line is busy or the call is unanswered:

- Attempt to call again in 5-10 minutes.
- If the line remains busy, call the operator and request an "emergency break through".
- If the call remains unanswered, call the employee's designated "Emergency Contact" and, (if call is answered), refer to *Scenario B* above.
- If all calls remain unanswered, log the results of the call using the appropriate checkbox on the "Telephone Tree" report and detailing your attempts in the "Notes" field.