**Emergency Chain of Command**

**[Company Name]**

[Modify the table, including sample entries, as applicable to your facility needs.]

|  |  |  |  |
| --- | --- | --- | --- |
| **Continuity Function** | **Contact Person/ Department/ Physical Location** | **Responsibilities** | **Contact Person Information** |
| Crisis Manager (primary) |  |  | Work phone:Home phone:Cell phone:E-mail: |
| Crisis Manager (alternate) |  |  | Work phone:Home phone:Cell phone:E-mail: |
| Recovery Management Team | **[Name]**, Information Technology (IT) Manager |  | Work phone:Home phone:Cell phone:E-mail: |
| **[Name]**, Physical Plant Manager |  | Work phone:Home phone:Cell phone:E-mail: |
| **[Name]**, Media Relations Manager |  | Work phone:Home phone:Cell phone:E-mail: |
| **[Name]**, Vendor/Contractor Manager |  | Work phone:Home phone:Cell phone:E-mail: |
| **[Name]**, Facility Security |  | Work phone:Home phone:Cell phone:E-mail: |
| **[Name]**, Human Resources Manager |  | Work phone:Home phone:Cell phone:E-mail: |
| Customer Service Manager |  |  | Work phone:Home phone:Cell phone:E-mail: |
| Recovery Command Center Supplies Manager |  |  | Work phone:Home phone:Cell phone:E-mail: |
| Environmental, Health and Safety (EHS) Manager |  |  | Work phone:Home phone:Cell phone:E-mail: |
| **[Other]** |  |  |  |
| **[Other]** |  |  |  |

**Crisis Manager.** The primary Crisis Manager, alternate Crisis Manager, or designee is responsible for directing the recovery of business operations and has full authority to make decisions related to recovery efforts. The Crisis Manager will be responsible for communications with the insurance provider.

**Recovery Management Team.** The Recovery Management Team members are responsible for implementing the portions of the Recovery Plan for their functional areas and are given authority to do so by the Crisis Manager.

**IT Manager.** The Information Technology Manager will implement the IT Systems Recovery program and maintain all IT operations.

**Physical Plant Manager.** The Physical Plant Manager will direct the reestablishment and maintenance of basic utility services (e.g., communications, water, electric, waste disposal) and ensure that critical equipment remains in service.

**Media Relations Manager.** The Media Relations Manager will establish and maintain contact with the news media and other organizations concerning disaster recovery operations.

**Vendor/Contractor Manager.** The Vendor/Contractor Manager will reestablish and maintain contact with vendors and contractors to provide supplies and services during recovery from a disaster.

**Facility Security Manager.** The Facility Security Manager will ensure that facility surveillance is maintained, prevent unauthorized entry to the facility, and maintain communications with government enforcement authorities as needed to protect employees and property.

**Human Resources Manager.** The Human Resources Manager will implement any changes or amendments to personnel policies during disaster recovery, and administer personnel relocation or layoff programs.

**Customer Service Manager.** The Customer Service Manager will reestablish and sustain communications with customers, and resume other customer services as soon as feasible.

**Recovery Command Center Supplies Manager.** The Command Center Supplies Manager will provide basic supplies and services for Command Center operations.

**EHS Manager.** The EHS Manager will ensure that appropriate safety programs are implemented to protect employees from workplace injuries and illnesses. The EHS Manager will also administer the disaster recovery training programs and the disaster recovery integrity test.

**Suppliers and contractors.** Certain suppliers and contractors have agreed to provide supplies and services during a disaster or any major business disruption. See Attachment **[number]** for the Suppliers and Contractors List form.