**Crisis/ emergency Management Team**

The Crisis/ emergency Management Team is responsible for controlling all technical aspects of crisis/ emergency response. The Team will be led by the Incident Commander. Members of this Team (and only these designated members) have the authority to:

* Order facility shutdown
* Initiate evacuation of employees and customers
* Declare that an incident has ended
* Communicate with the media
* Initiate the crisis/ emergency response phone tree

The following employees comprise the Crisis/ emergency Management Team:

* <Employee name and role>
* <Employee name and role>
* <Employee name and role>

<Employee name and role>

In the event that these individuals are not available, the following employees may serve as alternative members of the Crisis/ emergency Management Team:

* <Employee name and role>
* <Employee name and role>

**Incident Commander**

The Incident Commander is responsible for communicating with internal and external resources in the event of an crisis/ emergency. This individual has the authority to declare an crisis/ emergency, shut down company facilities and communicate with the media.

* <Employee name> is the Incident Commander.

In the event that <Employee name> is not available, <Employee name> shall serve as the Incident Commander.

**Team Processes and Procedures**

<Team processes and procedures>

**Incident Commander Workflow**

In the aftermath of an crisis/ emergency, immediately take the following steps to resume operations:

* Organize a recovery team and list your business' top priorities for resuming operations.
* Ensure the safety of personnel on the property by evaluating any remaining hazards and controlling security at the scene of the incident.
* Conduct an employee briefing.
* Maintain detailed records. Record all decision making and videotape or photograph the damage.
* Account for all damage-related costs by establishing charge codes for purchases and repair work.
* Follow your notification procedures. Notify employees' families about on-duty personnel, notify off-duty personnel about their work status and alert insurance carriers and appropriate government agencies.
* Protect undamaged property by closing building entrances and exits, restoring sprinkler systems, re-establishing power, guarding property against moisture and removing smoke, water and general debris.
* Coordinate your restoration actions with appropriate government agencies.
* Regulate salvage operations by segregating damaged property from undamaged property and retaining damaged goods until an insurance adjuster can view them. However, you should move material outside if it impedes traffic and can withstand exposure to the elements.
* Perform an inventory count on damaged goods with an adjuster or the adjuster's salvor. Obtain a signed inventory listing the quantity and type of goods if you release any to the salvor.
* Restore equipment and property. Do not undertake any major repair work without consulting the insurance adjuster and appropriate government agencies.
* Assess the value of any damaged property and the financial impact of business interruption.
* Maintain constant contact with customers and suppliers to instil confidence.

**Crisis/ emergency Operations Center**

will designate two Crisis/ emergency Operations Centers. These centers will serve as a centralized location where the Crisis/ emergency Management Team can gather in the event of an crisis/ emergency. The primary center will be on campus and the secondary center will be located off campus. In the event that the primary center is not able to be utilized, the Crisis/ emergency Management Team will utilize the secondary center

Both locations will be stocked with the following resources:

* Three cellphones
* Three cellphone chargers
* Copy of the crisis/ emergency management plan
* Blueprint of the facility
* Map of the surrounding area
* Chain of command list and contact information
* Security information for the building, including the alarm code and activation/deactivation procedures
* Phone tree for contacting employees
* Crisis/ emergency generator and gasoline
* Three flashlights equipped with spare batteries
* First-aid kit
* 15 gallons of clean water

Access to the primary and secondary Crisis/ emergency Operations Centers is limited to members of the Crisis/ emergency Management Team. The Incident Commander and the Human Resources Manager will have keys to each facility.

* The primary crisis/ emergency operations center is located here: <Address>
* The secondary crisis/ emergency operations center is located here: <Address>.