

Who Do I Call?

Should I go in to work or do I stay home after a disaster hits? Are we open for business? Am I an essential employee? These are typical questions employees often ask themselves when a disaster hits after operational hours and, impacts operations. Communication with staff before a disaster is often overlooked, but can be addressed easily.

Your first step

Identify employees who are essential to the maintenance and/or restoration of core functions. Essential employees should ideally reside within close proximity of the business and are vital to operations. Staffing level should be kept to a minimum and **only** employees classified under this category should report for work when the disaster hits or post disaster.

Establish a communication tree

One tree should be essentials, (i.e. President, CEO, CFO, Ops Mgr, IT Mgr, etc.) and their contact information. The second communication tree are non-essentials and would provide an operational update. Depending on the comfort level of your business, the communication method could be via phone, text messaging, or email.

It could also be a combination of all or some of those methods. Determine what method works for your staff and be consistent with it. Ensure that your employee contact information is up to date.

Initiate the communication tree

Designate a staff member ahead of time and delegate the responsibility of contacting employees on the respective Communication Trees. Be mindful that communication starts Pre-disaster. Depending on the level of the disaster, plan on when and what information should be released.

A pre-drafted script stating

system is an effective and easy way for employers and employees to communicate during an event. Employees can call in to the Hotline and receive updates without having to speak to a live voice.

Information is provided via a pre-recorded scripted message providing detailed instructions or information for staff.

Communication is the key

Effective communication will clear up any confusion that may occur during an event. Stay connected to your employees and keep them posted during a disaster!!



what your message to your employees is recommended.

Consider a Hotline

A Hotline or message notification

Analyze • Inform • Motivate



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About DTRIC Insurance Risk Consulting Services

The Risk Consulting Services team at DTRIC Insurance is designed to help you reduce accidents and injuries in the workplace. Our approach involves our proven **A.I.M.** process that is easy to understand and simple to implement.



ANALYZE

We start by helping you understand and assess your current situation with services including:

- Safety audits
- Property and liability hazard surveys
- Accident investigation training
- Graphical analysis
- Job hazard analysis

INFORM

Keeping your team members informed is essential to success. We'll help you:

- Develop a safety committee
- Provide educational resources
- Work with your management team to develop their skills and knowledge of regulations
- Address loss trends with training on key issues
- Open communications within your organization

MOTIVATE

The more safety is promoted in your workplace, the more motivated your team members will be to make safety a top priority. Whether you motivate with promotions, incentives or recognition, we'll help you develop a results-driven method to encourage safety at all times.

DTRIC's Risk Consulting Services team will work closely with you to create a program to effectively improve your bottom line.