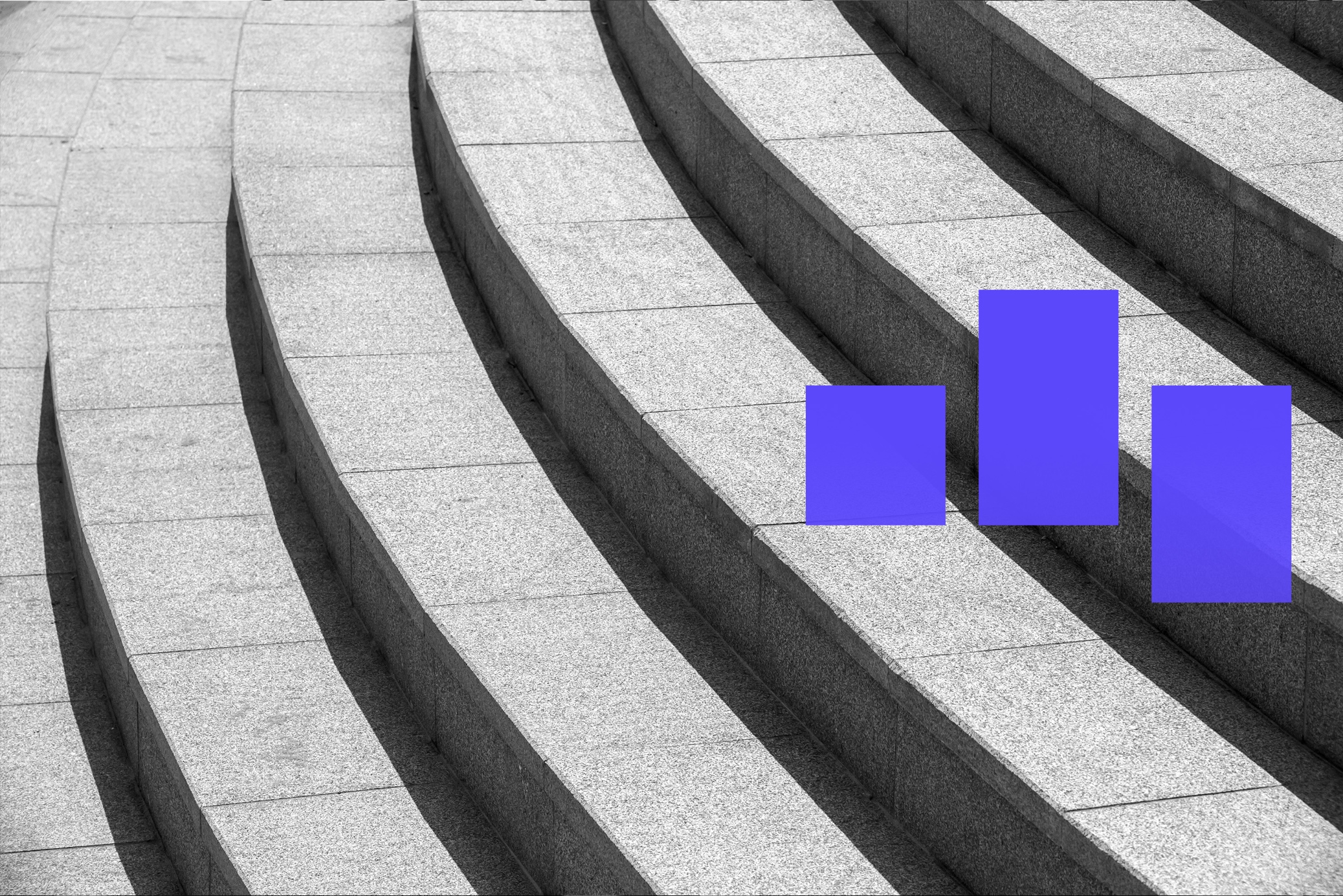
A close up of a logo

Description automatically generated

**Escalation Paths Template**

*Processes for communicating with stakeholders during crises and business disruptions*



**Reviewers**

This document will be distributed to the following people for review:

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **Version** |
|  |  |  |
|  |  |  |
|  |  |  |

**Approvers**

This document will require approval from the following people prior to baselining:

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **Version** |
|  |  |  |
|  |  |  |

Last Reviewed:

Table of Contents

[Using This Document 4](#_Toc39050021)

[Scope 4](#_Toc39050022)

[Responsibilities 4](#_Toc39050023)

[Staff Contact Numbers 4](#_Toc39050024)

[Office Location 1 5](#_Toc39050025)

[Critical Suppliers 1 5](#_Toc39050026)

[Information Security Team 5](#_Toc39050027)

[Escalation Call Tree Guidance 5](#_Toc39050028)

[Appendix A: Information Security/Technology: Example Escalation Call Tree 1 6](#_Toc39050029)

[Appendix B: Stakeholder: Example Escalation Call Tree 2 7](#_Toc39050030)

[Appendix C: Critical Third Parties: Example Escalation Call Tree 3 8](#_Toc39050031)

[Appendix D: Key Personnel: Example Escalation Call Tree 4 9](#_Toc39050032)

[About Prevalent 10](#_Toc39050033)

# Using This Document

This document has been developed as a guidance template to assist your organization in creating escalation paths. Where you see this [text], it means that the text can be replaced with what is most appropriate for your business and the purposes for what this document will be used for. This also applies where an example has been given. Text in (*parentheses*) serves guidance and best practice.

# Scope

This document contains [e.g., emergency] contact numbers of staff which are to be made available to the [e.g., emergency response event management team] for the following purposes:

* Check the welfare of staff during a major incident so that the dedicated incident management teams can assist senior management with the safety of their staff.
* Contact staff during an operational disruption or civil emergency. This may be to notify them of the nature of the disruption or to inform them to take the necessary steps of implementing the business continuity plan or to provide appropriate guidance in managing the situation.

*(Remember that for data protection purposes, this document should be protected, and any physical copies stored securely. Should a staff member leave the organization their details should be removed immediately from this document.)*

# Responsibilities

[Document owner/Assigned person] is responsible for maintaining the accuracy of this document. *(It is advised that testing and reviewing of contact numbers is conducted at least once annually to ensure the accuracy of the contact numbers and of staff that have assigned responsibility. Changes should also be made immediately in the event of a staff turnover in order for this document to remain effective).*

[Assigned personnel] are responsible for appropriate use and control of this document.

# Staff Contact Numbers

*(Create as many contact numbers lists as your organization requires to cover all locations and relevant departments. It is important to have more than one contact number for each staff member; if you only have a work desk phone number, for example, then chances are that you will not be able to reach that staff member during an operational disruption. Lists can be separated in a number of different ways. For example, instead of office locations, the lists could be for all senior management, emergency/incident response teams or critical suppliers. Create what works best for your organization.)*

## Office Location 1

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Department** | **Work Number** | **Mobile Number** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Critical Suppliers 1

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Department** | **Work Number** | **Mobile Number** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Information Security Team

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Department** | **Work Number** | **Mobile Number** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# Escalation Call Tree Guidance

A call tree mechanism can be created to assist with ensuring that all staff and employees are notified in the event of a [disaster, disruption or civil emergency] without undue delay. This will be cascaded down from the [emergency response event management] team to senior management and then disseminated to the rest of the employees. The person discovering the incident is to contact a member of the [emergency response event management] team in the order listed below. If no [emergency response event management team] member is available then alternates are to be tried.

*(Create as many call trees as your organization requires to set out clearly who has to contact whom and in what order. Each of the examples below can be used for multiple purposes. Please select the most appropriate example for your use case.)*

# Appendix A: Information Security/Technology: Example Escalation Call Tree 1

# Appendix B: Stakeholder: Example Escalation Call Tree 2

# Appendix C: Critical Third Parties: Example Escalation Call Tree 3

# Appendix D: Key Personnel: Example Escalation Call Tree 4

# About Prevalent

Prevalent takes the pain out of third-party risk management (TPRM). Companies use our software and services to eliminate the security and compliance exposures that come from working with vendors and suppliers throughout the third-party lifecycle. Our customers benefit from a flexible, hybrid approach to TPRM, where they not only gain solutions tailored to their needs, but also realize a rapid return on investment. Regardless of where they start, we help our customers stop the pain, make informed decisions, and adapt and mature their TPRM programs over time.

To learn more, please visit [www.prevalent.net](http://www.prevalent.net).

© Prevalent, Inc. All rights reserved. The Prevalent name and logo are trademarks or registered trademarks of Prevalent, Inc. All other trademarks are the property of their respective owners. 06/23