Envoy

Keep communication clear and flowing.

✓ Learn

Improve

✓ Repeat

Get your plan in shape.

The only emergency communication checklist your office needs

Emergencies can hit hard—and fast. When they do, people need answers, not silence. But one in four employees say their company dropped the ball on communication during a critical event.[1] That's why a clear plan isn't just a nice-to-have. It's a must. Use this checklist to keep everyone in the loop before, during, and after a crisis.
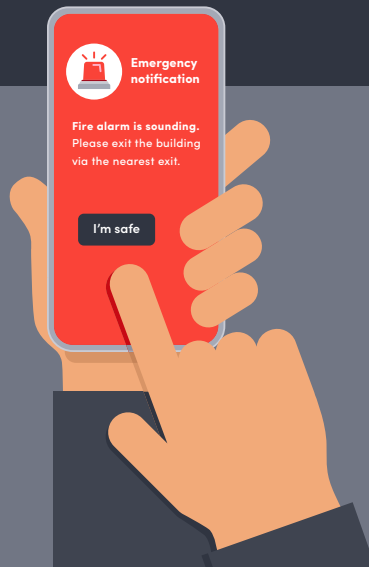
Before the emergency: Get your team, tools, and plan in shape

Assign roles and responsibilities

Decide who's in charge of what—like sending alerts, handling questions, or coordinating with first responders. Everyone should know their role and who'd fill in for them if they're out.

Build your recipient list

Not everyone needs the same info. Make a list of who needs updates and what they need to hear— like evacuation routes for visitors, and high-level updates for execs.

Draft your core messages

Write simple, clear messages for the most likely scenarios. What should people do? Where should they go? What's the latest update?

Test the system, train the team

Upload your messages, run a system check, and train your team on how to use it. Don't forget to send test alerts so people know what to expect when a real one is sent.

> **Pro tip:** Choose one system to send messages across all the channels people are already on—like Slack, Teams, SMS, and email—so everyone gets important info at the same time.

During the emergency: Keep communication clear and flowing

Share updates early and often

Even if you don't have all the details, say what you can. Simple, timely updates help people stay calm and reduce confusion.

Keep messages clear and actionable

Tell people exactly what to do. Keep it short and clear. Here's an example: "Severe weather. Move to your floor's safe area—stay away from windows."

Be ready to respond fast

Make sure people can ask questions, request help, or report issues—and be ready to reply as things unfold.

> **Pro tip:** Pick an **emergency notification system** that provides read receipts and lets people mark themselves safe. It gives you real-time visibility into who's accounted for and who might need help.

After the emergency: Learn, improve, repeat

Hold a debrief

Get your team together to talk about what worked—what didn't. Pull insights from your notification system to review what was sent, when, and to who, so you can spot gaps.

Update your plan

Now's the time to make changes based on your learnings. Tweak messages, adjust roles, or add people to your contact lists.

Train regularly

Run refreshers and practice drills at least twice a year to keep everyone sharp. The more familiar your team is, the faster they'll act when it counts.

[1] *EHS Today*

Emergency plan? Check. Now power it with the right tools.

Envoy brings emergency notifications with essential workplace tools together in one platform, so your team stays ready every day—and through any crisis. Book a demo to see it in action.

Book a demo

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