Preptorum

# HANDOVER AND CALL TREE

EXAMPLE PACK: PELLBROOK & MARR
DOCUMENT 04
FICTIONAL · NOT A REAL COMPANY

**Head office, regions, stores and warehouse · Pellbrook & Marr · Continuity pack document 04**

> **FICTIONAL EXAMPLE CONTENT – Pellbrook & Marr is not a real company.** Roles only, no names. All phone numbers are placeholders. A real retailer replaces them with its own contact sheet.

## 1. WHO HOLDS THE INCIDENT

The **head-office Incident Lead** owns the incident across the whole company. Regional Managers own the response in their region, Store Managers in their store, and the Warehouse Shift Manager in the warehouse, each reporting to the level above. Every level hands over at shift change; nobody leaves an open incident without an owner.

| LEVEL | USUAL SHIFT PATTERN (EXAMPLE) | HANDS OVER TO |
|---|---|---|
| **Head office Incident Lead** | Day and evening duty | Next duty director |
| **Regional Manager** | Day, with an evening on-call manager | Evening on-call regional manager |
| **Store Manager** | Opening and closing shifts | Closing manager or duty supervisor |
| **Warehouse Shift Manager** | Early, late and night shifts in peak | Next shift manager |

## 2. HANDOVER CHECKLISTS

**Head office and Regional Managers.** The outgoing lead reads this out on the bridge; the incoming lead confirms each item.

- ☐ **Status:** incident type, start time, what is affected, trading mode (Normal, Restricted, Closed).
- ☐ **Stores:** which are open, closed or struggling; payment methods working.
- ☐ **Online:** orders paused or open; click-and-collect position; customer messages sent.
- ☐ **Warehouse:** paper picking progress, carrier collections.
- ☐ **Technology:** containment, cause if known, recovery estimate.
- ☐ **People:** rotas covered for the next shifts; staff welfare.
- ☐ **Communications:** what customers, press and regulators have been told, and when the next update is due.
- ☐ **Open actions:** each with an owner and a due time.
- ☐ **Words of handover:** "You have the incident" / "I have the incident", said out loud and written in the log with the time.

**Stores.** The outgoing manager walks the incoming manager round the store.

- ☐ Payment points open, and how each is taking payment.
- ☐ Cash in each payment point and in the safe, counted by two people.
- ☐ Paper sales books, refund requests and click-and-collect records, kept together.
- ☐ Staff on shift and breaks due.
- ☐ Anything unsafe or any customer complaint still open.

**Warehouse.** The outgoing shift manager hands over at the shift desk.

- ☐ Orders picked, checked, packed and dispatched on paper; orders still open.
- ☐ Priority list agreed with head office.
- ☐ Carrier collection times and hand-written manifests.
- ☐ Pick sheets filed in order for entering later.

## 3. OUT-OF-BAND CHANNELS

Used when email, Teams or company sign-in cannot be trusted.

| CHANNEL | USE | WHERE DETAILS ARE KEPT |
|---|---|---|
| **Conference bridge with a provider outside our main platforms** | Head office and regional bridge | Contact sheet on the drive and in the incident folder |

| CHANNEL | USE | WHERE DETAILS ARE KEPT |
|---|---|---|
| **SMS cascade from company and personal mobiles** | Messages to stores, the warehouse and staff | Call tree below |
| **Store phones and the warehouse shift desk phone** | Regional Managers to stores; head office to the warehouse | Store and site contact sheets on the drive |
| **Alternate email domain held outside Microsoft 365** | Customer and supplier messages, if used | Communications runbook |

## 4. CALL TREE (ROLES ONLY)

The person who spots the problem calls **Level 1**. Each person calls the people beneath them, then reports back that the calls are done. If someone does not answer within 5 minutes (example), call their stand-in and move on.

| LEVEL | ROLE | CALLS NEXT | NUMBER |
|---|---|---|---|
| 1 | Head-office Incident Lead | Level 2 | +44 1XXX XXXXXX |
| 2 | Technology On-Call Lead | Cyber response lead, platform engineers | +44 1XXX XXXXXX |
| 2 | Store Operations Lead | All Regional Managers | +44 7XXX XXXXXX |
| 2 | Warehouse Shift Manager | Warehouse team leaders, carriers | +44 1XXX XXXXXX |
| 2 | Online and Customer Service Lead | Contact centre duty manager | +44 1XXX XXXXXX |
| 3 | Regional Managers (one per region) | Every Store Manager in the region | +44 7XXX XXXXXX |
| 3 | People Duty Lead | Rota contacts | +44 7XXX XXXXXX |
| 3 | Finance Duty Lead | Cash collection company, payment provider | +44 1XXX XXXXXX |
| 3 | Communications Lead | Press office on call | +44 7XXX XXXXXX |
| 3 | Data Protection Lead | Legal duty counsel | +44 1XXX XXXXXX |
| 4 | Store Managers | Duty supervisors and store teams | Store contact sheet |
| 4 | Chief Executive delegate | — | +44 7XXX XXXXXX |
| 4 | Cloud provider support (AWS, Microsoft) | — | Account contact sheet |

**First SMS to stores (template):** "P&M INCIDENT [time]: tills/online/warehouse affected. STAY OPEN if safe. Cash and card offline only. No refunds or exchanges for now. Do not switch off tills. Do not use email/Teams for this incident. Your regional manager will call you. Next update [time]."

## 5. KEEPING THIS CURRENT

- Each role holder checks their own entries monthly (example).
- The document owner runs a test cascade each quarter (example), and one in the weeks before peak, and records how long it took to reach every store.
- Update the drive copy the same day a contact changes. The drive holds only what our own staff put on it, so the document owner records the date of every update.

## 6. KEEPING THE DRIVES UNDER CONTROL

Procedures only. A real retailer sets these out in its own policy.

- **Who holds a drive:** the duty Incident Lead, the Store Operations Lead, each Regional Manager, each Store Manager, each Warehouse Shift Manager, and the Technology On-Call Lead (example list). Each drive is numbered and signed for in a register.
- **Spare drives:** kept in a locked cabinet at head office, in each store's safe or manager's office, and at the warehouse shift desk (example), and checked against the register each quarter (example).
- **Updates:** the document owner and the trading team copy fresh price lists, rotas and contact sheets onto every drive on a set schedule (example: weekly, daily in peak), and record the date and drive number.
- **Returns:** drives are handed back when someone changes role or leaves, and the register is updated the same day.
- **If a drive is lost or stolen:** tell the document owner at once; record the drive number, when and where it was last seen; change any bridge PINs or codes held in the pack; issue a replacement; and review whether anyone outside the company

needs to be told under our own procedures.