



Day 3: Our Structure



Oakwood's Global Crisis Management program is designed to escalate information as appropriate to determine the responsibility for managing the event. Incidents will continued to be managed at the source with leadership support based on the potential impact of the event. Our goal is to isolate the event from the day-to-day business while minimizing the impact on people, assets and reputation. Therefore, we have established the following structure and teams (The Global, Regional, and Local teams will all have a similar structure with a team leader, incident coordinator and scribe.):

DECISION MAKING AUTHORITY

Our president, Ric Villarreal, serves as the ultimate decision-making authority, providing support and guidance as needed in an event.

GLOBAL CRISIS MANAGEMENT TEAM

A Global Crisis Team has been empowered to provide support and assistance to all Oakwood business operations and, when necessary, take over the management of events identified as "red level" both within the US and abroad. Red level events have been defined as those having the greatest potential impact on Oakwood Worldwide.

REGIONAL CRISIS MANAGEMENT TEAMS (To be created by the end of Q1)

Regional Crisis Teams will oversee the strategic management of incidents in each of Oakwood's US and global regions.

LOCAL CRISIS MANAGEMENT TEAMS (To be created by the end of Q1)


At the local level, Local Crisis Teams manage the immediate on-the-ground response to events.

24/7 INCIDENT REPORTING

In addition to reporting a crisis to their immediate supervisors, all Oakwood Associates can report an incident or potential incident by calling the Oakwood Crisis Reporting Line (as of February 1).

IMPACT ASSESSMENT

All teams will follow established Impact Assessment Guidelines to determine if an incident is considered a Yellow, Orange or Red level crisis.



MEET OUR GLOBAL CRISIS MANAGEMENT CORE TEAM: Jill Chapman (Executive Committee), Brad Much (Incident Coordinator), Ana Castellanos (Human Resources), Sharron Saunders (Communications), Leslie O'Brien (Operations), Preethi Ramanath (Scribe)