

Emergency Communication Protocols Manual

1. Introduction

This manual provides clear and concise protocols for effective communication during emergency situations. All personnel must follow these guidelines to ensure timely and accurate information flow.

2. Emergency Contacts

Role	Name	Contact Number	Email
Emergency Coordinator	_____	_____	_____
Security	_____	_____	_____
Medical	_____	_____	_____

3. Notification Procedures

- Identify the type and severity of the emergency.
- Activate the appropriate notification system (call, text, email, intercom, etc.).
- Communicate essential information clearly:
 - Nature of the emergency
 - Location
 - Immediate actions required
 - Who has been notified
- Follow up with updates as necessary.

4. Roles and Responsibilities

- Staff:** Report emergencies and follow instructions.
- Emergency Coordinator:** Initiate communication, oversee response, and ensure protocols are followed.
- Security:** Secure premises, assist emergency services, facilitate evacuation if needed.
- Medical Team:** Provide first aid and update coordinator on health status.

5. Communication Channels

- Phone (landline/mobile)
- Email
- Emergency notification app
- Two-way radios
- PA/intercom system

6. Message Templates

Emergency Alert

"This is an emergency alert. [Describe the situation briefly]. Please proceed to [location/action]. Await further instructions."

All Clear Message

"The emergency situation is now resolved. It is safe to resume normal activities. Thank you for your

cooperation."

7. Record Keeping

Document all communications during emergencies. Include time, recipient, message content, and any responses.

8. Review and Drills

Conduct periodic reviews and drills to ensure familiarity with communication protocols.