

Emergency Communication Protocol

Purpose

This protocol outlines the steps for communicating during emergency situations to ensure the safety of all personnel and effective information dissemination.

Scope

Applies to all staff and visitors present within the facility during emergency events.

Emergency Contacts

Role	Name	Phone	Email
Emergency Coordinator	Jane Doe	555-123-4567	jane.doe@email.com
Security Office	John Smith	555-234-5678	john.smith@email.com
Local Emergency Services	â€”	911	â€”

Communication Procedures

1. **Initial Alert:**

- Identify nature of emergency.
- Activate alarm systems if necessary.

2. **Notification:**

- Contact Emergency Coordinator immediately.
- Notify on-site staff and visitors via intercom or public address system.

3. **Information Update:**

- Provide regular updates through designated communication channels (SMS, email, intercom).
- Deliver instructions for evacuation or shelter-in-place if required.

4. **After-Action Communication:**

- Debrief all personnel after the incident.
- Document actions taken and lessons learned.

Communication Channels

- Intercom/Public Address System
- Mobile Phones (calls/SMS)
- Email
- Two-way Radios (for staff)
- Emergency Notification Apps (if available)

Roles and Responsibilities

1. **Emergency Coordinator:** Oversee all emergency communication; serve as primary point of contact.
2. **Security Personnel:** Assist with notification and support evacuation procedures.
3. **All Staff:** Follow instructions and relay critical information as needed.

Revision & Review

This protocol will be reviewed annually or after any emergency event and updated as needed.