

Emergency and Crisis Management Plan (ECMP)

Rev 0 – April 2016

Appendix C

Communication Protocols / Checklists

Revision History

REVISION	DATE	DESCRIPTION	AUTHOR	REVIEWER	APPROVAL
A – E	2015/1016	Compilation & DP review	Jim Morrison (add energy)	DP GMO & PMG	
0	8 April 2016	Authorisation for issue	Jim Morrison (add energy)	DP GMO	DP CEO

APPENDIX C – COMMUNICATION PROTOCOLS / CHECKLISTS

C.1 Reception Desk – ‘Initial’ MEDIA RESPONSE (Level 1) Script

Within 1st Hour Only

On receiving early calls from the media or stakeholders, please refer to the proforma information provided below as a guide to responding to questions that may be asked.

ENSURE APPROPRIATE REVIEW / COMMENT / INPUT BY DP LEGAL TEAM

Thank you for your call.

- 1. Can I just take a moment please and get your full contact details;**
Name of Caller:
Company:
Phone No.:
Mobile No.:
- 2. Thank you;**
- 3. What we are able to tell you at this stage is that DP can confirm there has been an (incident / event at);**
- 4. We cannot provide more detail at this point but are hopeful of doing so shortly;**
- 5. As you would appreciate, we are currently seeking to determine the full circumstances surrounding the (incident/event);**
- 6. We expect to have more detailed information available by;**
- 7. Can we call you on the number you have provided?**
- 8. Is there someone else on at that time that we should ask for?**
- 9. Or are you happy to call back then?**
- 10. Be assured, we are answering all media calls as a matter of priority;**
- 11. Can I just repeat your contact numbers? -----**
- 12. Thank you for calling.**

NOTES:

C.2 'Initial' Media HOLDING STATEMENT on DP Letterhead (Level 1)

[Use the format below to prepare a **MEDIA HOLDING STATEMENT**]

ENSURE APPROPRIATE REVIEW / COMMENT / INPUT BY DP LEGAL TEAM

News Release:

Release Time:

Date:

Release Number:

DARWIN PORT

HEADLINE (factual – non emotive)

LOCATION

Darwin Port regrets to advise that a *(insert description of event e.g. fire, explosion etc.)* occurred at *(insert location e.g. East Arm etc.)* at approximately *(insert local time)* today.

Darwin Port emergency response teams and associated procedures have been activated and the company is currently directing all its efforts to ensuring the safety of all personnel in the area.

Few details about the extent of the incident are available at this time, but the environmental impact is expected to be *(negligible, slight, containable, substantial etc. as appropriate)*.

Further information will be made available as it comes to hand. Please direct all enquiries to:

(Name):

(Title):

(Phone): 0401 117 076

C.3 Reception Desk – ‘Subsequent’ MEDIA RESPONSE (Level 2) Script

[On receiving subsequent calls from the media or stakeholders, please refer to the proforma information provided below as a guide to responding to questions that may be asked.]

(i.e. after the establishment of the Emergency Control Centre or Crisis Control Centre, connecting media callers to DP with CMT External Affairs or designated Media Spokesperson...)

ENSURE APPROPRIATE REVIEW / COMMENT / INPUT BY DP LEGAL TEAM

Thank you for your call;

- 1. Can I just take a moment please and get your full details;**

Name of Caller:

Company:

Phone No.:

Mobile No.:

- 2. Thank you.**

- 3. {NAME / NAME} are handling our initial media inquiries;**

- 4. Can I put you through to them?**

- 5. Before I do, if it helps you later in the day;**

- 6. {NAME'S} mobile number is _ _ _ _ _**

or

{NAME'S} is on _ _ _ _ _

or come back to us through this switchboard number (If NAME or NAME lines engaged)

- 7. (if unavailable) They are both on calls at the moment - as you would appreciate, we need to keep the switchboard as free as possible at this time.**

- 8. Can I get NAME or NAME to call you shortly?**

- 9. Be assured, we are answering all media calls as a matter of priority;**

- 10. Can I just repeat your contact numbers? _ _ _ _ _**

Thank you for calling.

Notes:

C.4 'Level 2' MEDIA RELEASE on DP Letterhead

[Use the format below to prepare a **MEDIA RELEASE**.]

ENSURE APPROPRIATE REVIEW / COMMENT / INPUT BY DP LEGAL TEAM

News Release:

Release Time:

Date:

Release Number:

DARWIN PORT

HEADLINE (factual – non emotive)

LOCATION

Darwin Port advises that the (insert description of event e.g. fire, explosion etc.) which occurred at (insert location e.g. East Arm etc.) at approximately (insert local time) today has been (give a brief, factual situation report on what has been, and is being done, and the current confirmed status).

- Number and status of casualties (DO NOT give names and DO NOT mention deaths unless certification and Next of Kin notification has been completed).
- Brief statement on plans to further contain/recover from/investigate the incident.
- Brief, factual overview statement about effects of the incident on the general public and the environment.
- Make positive statements about the company's planning and response.
- Some caring, positive words of concern from the Darwin Port CEO or similar.

A further release will be made when more information is available.

(Signed):

(Title):

Please direct all enquiries to:

(Name):

(Title):

(Phone):): 0401 117 076

C.5 Reception and/or All Staff Receiving Call – if incident unknown

Within 1st Hour Only

[Designed for miscellaneous calls received at **DP** Administration reception, or at a **DP** site/facility, or directly by **DP** personnel where either **NO** information, **OR** minimal details are known about a developing event.]

(i.e. caller gives details to reception desk of who and what organisation and purpose for call – e.g. follow-up on plane crash)

ENSURE APPROPRIATE REVIEW / COMMENT / INPUT BY DP LEGAL TEAM

Reception desk or non-senior staffer.....Thank you for calling;

- 1. Can I just put you on hold for a moment and check the availability of a senior manager...**
- 2. (If available....) I'm now putting you through to, our**
- 3.thankyou for your call...what details of the incident do you have?**
(Obtain caller details)
- 4.I'm sorry...we have not yet been advised of such an (incident / event) but from your information, it is obviously serious...**
- 5. Can I ask where your information came from as we will need to make some urgent inquiries?**
I will need 10-15 minutes to follow-up initially to determine the full circumstances surrounding the (incident)can I call you straight back after that?
- 6. Your direct phone number or mobile?**
- 7. Thank you again; hopefully, we can have some more details for you shortly.**

C.6 Communications with Regulatory Authorities / Govt. – checklist

EMT / CMT Regulatory Authorities Checklist	
1) Ensure understanding of call prioritisation and which calls are to be forwarded to EMT/CMT	<input type="checkbox"/>
2) Release only authorised / confirmed (validated) information approved by the CMT Leader	<input type="checkbox"/>
3) Identify and validate caller’s details and associated regulatory body/organization	<input type="checkbox"/>
4) Don’t assume a telephone call is related to current incident	<input type="checkbox"/>
5) If appropriate, forward telephone calls from regulators to EMT HSE/Regulatory Liaison	<input type="checkbox"/>
6) Ensure accurate log taking of all call details – use Telephone Log Sheets	<input type="checkbox"/>
7) Ensure procedures are followed for regular collection of log sheets by TST Leader	<input type="checkbox"/>
8) Refer to TST Leader for difficult calls/advice	<input type="checkbox"/>
9) For all information requests / any questions received from the NT Government (either via the DP Managing Director or otherwise), the following internal procedure applies: <ul style="list-style-type: none"> a. All such requests will be immediately referred to the DP CEO or his/her delegate; b. The DP CEO or CMT Leader will assess/validate each Government request and authorise a response on behalf of DP; and c. Whether DP’s response is in writing or verbally (by a person authorised to do so) will be at the complete discretion of the DP CEO or the DP CMT Leader. 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

C.7 Communications with Customer and/or Port User – Checklist

CMT Customers and/or Port User Checklist	
1) Ensure understanding of call prioritisation and which are to be forwarded to EMT / CMT	<input type="checkbox"/>
2) Release only authorised / confirmed (validated) information provided by EMT / CMT Leader	<input type="checkbox"/>
3) Identify and validate caller’s details and associated organization	<input type="checkbox"/>
4) Don’t assume call is related to current incident or crisis event	<input type="checkbox"/>
5) If appropriate, forward calls from Customers/Port User to EMT or CMT Leader	<input type="checkbox"/>
6) Ensure accurate log taking of all call details – use Telephone Log Sheets	<input type="checkbox"/>
7) Ensure procedures are followed for regular collection of log sheets by TST Leader	<input type="checkbox"/>
8) Refer to TST Leader for difficult calls/advice	<input type="checkbox"/>

C.8 Media Interface – Guiding Principles

General Media Interface – Guiding Principles	
1) If you are not normally part of the CMT External Affairs team, request advice and continue to liaise as required / instructed	<input type="checkbox"/>
2) Are you the right person to be making this communication?	<input type="checkbox"/>
3) Unless you are authorised to speak on behalf of DP to the media, DON'T!	<input type="checkbox"/>
4) Release only authorised / confirmed (validated) information approved by the CMT Leader and that has received appropriate levels of review/comment by DP's Legal Team	<input type="checkbox"/>
5) Remain calm; do not be intimidated by aggressive/insistent demands for information	<input type="checkbox"/>
6) Do not get drawn into conversation or divulge unconfirmed/ unauthorised information	<input type="checkbox"/>
7) Refer to media response script as necessary	<input type="checkbox"/>
8) Refer all requests for media releases to the CMT External Affairs	<input type="checkbox"/>
9) Reassure any caller that media calls are being answered as a matter of priority	<input type="checkbox"/>
10) Ensure accurate log taking of all call details – use Telephone Log Sheets	<input type="checkbox"/>
11) Ensure procedures are followed for regular collection of log sheets by TST Leader	<input type="checkbox"/>
12) Refer to TST Leader for difficult calls/ advice	<input type="checkbox"/>
13) Media may be open minded but don't assume so – approved personnel are to treat them as friendly but only provide officially released information	<input type="checkbox"/>
14) Respond to aggressive questioning or rudeness with politeness and professionalism – gauge your self-esteem on how well you maintain control and not on how you are being treated (that is how media will rate you too)	<input type="checkbox"/>
15) Beware – the 'friend' in conversation may be the 'enemy' in print	<input type="checkbox"/>
16) Say nothing "off the record" unless you want it quoted loud, often and publicly – i.e. "nothing is off the record".	<input type="checkbox"/>
17) Remember, winning over the media in a single interview is unlikely – consistency in 'messages' is key	<input type="checkbox"/>
18) Be sincere, show regret, and commitment to rectifying the 'problem' – act like a genuine (moralistically) concerned human being and not just a representative of a company	<input type="checkbox"/>
19) Don't blame anyone for causing the event – at this point the 'root cause' is not a key objective and will be a central process during a thorough post incident investigation	<input type="checkbox"/>
20) If part way through a conversation/response, you realise you are not the right person to provide advice, appropriately advise the media contact of that fact up front and that you will arrange a discussion with the right person	<input type="checkbox"/>
21) In regard to priority contacts – if the person knows as much factual information as you, do not be induced into conjecture to ease the silence; concur that it would be advantageous if more information was available and state (and mean it) that you will ensure that they are informed as soon as more facts are known/become available	<input type="checkbox"/>