Warning and communication

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**1. Subject**

**1.1 Purpose**

The purpose of this procedure is to manage communication during a disturbance.

Expected benefits of clear and effective communication:

* all staff have the necessary information to follow instructions and be aware of their role
* collaboration between different departments, stakeholders and external services becomes easier
* errors and misunderstandings are reduced

**1.2 Scope**

This procedure applies to all departments and all staff in our organization.

**1.3 Glossary**

BCMS – business continuity management system

BCP - business continuity plan

**2. Responsibility**

The business continuity manager has the authority to write and update this procedure.

**3. Documents**

**3.1 Procedures**

Response to disruptions

Business continuity

Business continuity plan

Exercise and test

**3.2 Instructions and records**

Crisis team

Business impact

Risk communication

Business continuity plans

**4. Requirements of the ISO 22301: 2019 standard**

8.4.3 Warning and communication

8.4.3.1The organization shall document and maintain procedures for:

a) communicating internally and externally to relevant interested parties, including what, when, with whom and how to communicate;

b) receiving, documenting and responding to communications from interested parties, including any national or regional risk advisory system or equivalent;

c) ensuring the availability of the means of communication during a disruption;

d) facilitating structured communication with emergency responders;

e) providing details of the organization’s media response following an incident, including a

communications strategy;

f) recording the details of the disruption, the actions taken and the decisions made.

8.4.3.2Where applicable, the following shall also be considered and implemented:

a) alerting interested parties potentially impacted by an actual or impending disruption;

b) ensuring appropriate coordination and communication between multiple responding organizations.

The warning and communication procedures shall be exercised as part of the organization’s exercise program described in 8.5.

**5. Development**

**5.1 Detection**

As soon as a disruption or threat is detected by a person, they pass the information on to the relevant managers (crisis team).

A team member begins to monitor the situation and its evolution. At the same time he checks the state of the preventive measures (emergency exits, functional fire extinguishers).

**5.2 Communication**

Communication is effective when everyone is clear about what, who, when, with whom and how to communicate internally and externally. Language barriers and cultural differences are taken into account or eliminated.

Communication with stakeholders (such as the national risk system and the media) is verified (good reception).

The business continuity manager continuously monitors the communication of warning information from official sources regarding specific threats (flood alert, chemical leak alert).

Communication equipment with emergency services (firefighters, police) is secured (available in the event of a disruption) such as:

* satellite phones
* two-way radios

Vital information (such as complete evacuation of personnel) can be transmitted to the appropriate authorities.

Information on the disruption (nature, actions taken, lessons learned) is recorded in the Improvement report.

**5.3 Stakeholder alert**

In the case of an imminent disruption (such as transport of toxic products, air or water pollution) measures are taken:

* increased monitoring of the threat is put in place
* warning information from stakeholders and the affected area is established in advance and is ready to be transferred to the relevant public organizations
* the severity of the threat is assessed
* residents of the threatened area are made aware of the nature of the alarms and the immediate actions to be taken

Stakeholder alerting is part of the exercises and tests (see the Exercise and Test procedure).