

EMERGENCY COMMUNICATION DISRUPTION PLANNING CHECKLIST

Purpose

This checklist supports planning for communication disruptions during incidents where normal communication channels may be unavailable, degraded or unreliable.

Use this checklist to:

- Identify backup communication methods
- Support operational coordination during disruptions
- Confirm priority messages and audiences
- Strengthen communication resilience during incidents
- This checklist may be completed proportionate to the building, operational complexity and communication risks.

Who Should Use This Checklist

Typical users may include:

- Building managers
- Security supervisors or control room personnel
- Chief Wardens / ECO members
- Facilities or operations personnel
- Incident coordination leads

This checklist may support communication between:

- Building teams
- Occupants and contractors
- Precinct stakeholders and neighbouring buildings
- Emergency services and supporting agencies

COMMUNICATION DISRUPTION OVERVIEW				
Communication Method	Primary Use	Potential Disruption	Backup Method	Responsible Role
Mobile Phone				
Email				
PA System				
SMS / Messaging				
In-Person Communication				
Two-Way Radios				
Other				

PRIORITY MESSAGES Focus on the most critical messages that must still be communicated if normal channels are disrupted			
Priority Message	Primary Method	Backup Method	Priority Audience
Initial warning / alert			
Instructions to occupants			
Incident Updates			
Stand-Down / All Clear			

Accessibility and Communication Considerations

Consider:

- Visitors and contractors
- Accessibility requirements
- Language needs
- Areas with limited communication coverage
- Alternative in-person communication methods

TESTING / REVIEW		
Prompt	Y/N	Notes
Backup communication methods identified		
Responsible roles understood		
Contact methods tested		
Accessibility considerations addressed		
Communication disruptions reviewed following incidents or exercises		

