SOUTHGATE TERMINAL

Port Operations Security Documentation

Executive Briefing Template and Schedule

Document Information

Document Type: Executive Communication Framework Intended Users: Executive Team, Incident Coordinators, Team Leads Usage Context: During crisis situations requiring executive oversight and decision-making Related Scenarios: Multi-system failures, cyber incidents, regulatory compliance, media attention

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Purpose

This template provides structured executive briefing format and scheduling protocols during crisis situations, ensuring executives receive critical information efficiently and can make informed strategic decisions rapidly.

When to Use This Template

- Incidents requiring executive awareness or decision-making
- Regulatory or legal implications requiring executive oversight
- Media attention or public relations concerns
- Resource allocation decisions exceeding operational authority
- Safety incidents with potential liability or regulatory impact

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Executive Briefing Schedule Framework

Briefing Frequency by Crisis Level

Level 1: Routine Incident (Green) Characteristics: Single system issue, no safety impact, contained within operational response - Briefing Frequency: Daily summary email - Format: Written summary only - Duration: N/A (written communication) - Attendees: CEO or designated deputy

Level 2: Significant Incident (Yellow) Characteristics: Multiple systems affected, some operational impact, potential regulatory implications - Briefing Frequency: Every 4 hours - Format: Written summary + verbal brief if requested - Duration: 10 minutes maximum - Attendees: CEO, COO, CTO as appropriate

Level 3: Major Incident (Orange) Characteristics: Major operational impact, safety concerns, definite regulatory/legal implications - Briefing Frequency: Every 2 hours - Format: Structured verbal briefing + written summary - Duration: 15 minutes maximum - Attendees: CEO, COO, CTO, Legal Counsel, Head of Communications

Level 4: Crisis (Red) Characteristics: Terminal-wide impact, safety emergencies, potential organizational threat - Briefing Frequency: Every 30 minutes or as developments occur - Format: Immediate verbal brief + formal written summary - Duration: 20 minutes maximum - Attendees: Full executive team, board notification, external advisors as needed

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Executive Briefing Template

Executive Summary (30 seconds)

CURRENT STATUS: [One sentence describing overall situation] SAFETY STATUS: [Personnel safety and any ongoing risks] OPERATIONAL STATUS: [Current operational capacity and limitations] RESOLUTION TIMELINE: [Expected timeline for resolution or next major milestone]

Situation Overview (2 minutes)

INCIDENT DESCRIPTION: - What happened: [Brief factual description] - When: [Timeline of key events] - Systems affected: [Specific systems and impact] - Current scope: [Contained/expanding/stable]

ROOT CAUSE ANALYSIS: - Known causes: [Confirmed causes] - Suspected causes: [Under investigation] - External factors: [Weather, vendor issues, etc.] - Deliberate action: [Evidence for/against]

Impact Assessment (2 minutes)

OPERATIONAL IMPACT: - Current capacity: [Percentage of normal operations] - Revenue impact: [Estimated financial impact] - Customer impact: [Service delays, disruptions] - Recovery timeline: [Estimated return to normal]

SAFETY IMPACT: - Personnel safety: [Any injuries or ongoing risks] - Public safety: [Community or environmental risks] - Safety measures: [Additional precautions in place] - Emergency services: [Involvement if any]

REGULATORY/LEGAL IMPACT: - Notification requirements: [What must be reported and when] - Compliance status: [Current standing with regulations] - Potential liability: [Legal exposure assessment] - Insurance implications: [Coverage and claims status]

Response Actions (2 minutes)

IMMEDIATE ACTIONS TAKEN: - Technical response: [System restoration efforts] - Operational response: [Manual procedures, resource allocation] - Safety response: [Personnel protection measures] - Communication response: [Internal and external communications]

ONGOING RESPONSE: - Technical teams: [Current activities and focus] - Operations teams: [Current activities and capacity] - External support: [Vendors, contractors, emergency services] - Resource allocation: [Personnel and equipment deployment]

Decisions Required (1 minute)

IMMEDIATE DECISIONS NEEDED: 1. [Decision 1]: [Brief description and urgency] 2. [Decision 2]: [Brief description and urgency] 3. [Decision 3]: [Brief description and urgency]

STRATEGIC DECISIONS PENDING: - [Medium-term decisions requiring executive input] - [Resource allocation decisions beyond operational authority] - [Policy or procedural changes under consideration]

External Factors (1 minute)

STAKEHOLDER CONCERNS: - Customers: [Specific concerns and communication needs] - Vendors: [Impact on vendor relationships] - Regulatory bodies: [Agency interest or involvement] - Community: [Public interest or concerns]

MEDIA AND PUBLIC RELATIONS: - Media interest: [Current level and type of coverage] - Social media: [Public discussion and sentiment] - Communication needs: [Planned communications and messaging] - Reputation impact: [Assessment and mitigation strategies]

Next Steps and Timeline (1 minute)

NEXT 2 HOURS: - [Key milestones and expected developments] - [Critical decisions or actions required] - [Resource needs or challenges anticipated]

NEXT 24 HOURS: - [Major restoration milestones] - [Key decision points] - [External commitments or deadlines]

LONGER TERM: - [Full recovery timeline] - [Lessons learned process] - [Prevention measures under consideration]

Specialized Briefing Formats

Cyber Security Incident Brief

THREAT ASSESSMENT: - Attack type: [Confirmed or suspected] - Threat actor: [Known or suspected source] - Attack vector: [How system was compromised] - Scope of compromise: [What systems/data affected]

CONTAINMENT STATUS: - Systems isolated: [What has been disconnected] - Ongoing threats: [Active threats remaining] - Evidence preservation: [Forensic actions taken] - Law enforcement: [Involvement status]

Safety Emergency Brief

INCIDENT DETAILS: - Personnel involved: [Number and condition] - Emergency response: [Services involved] - Cause analysis: [Known or suspected causes] - Ongoing risks: [Continuing safety concerns]

RESPONSE STATUS: - Medical response: [Treatment and transport] - Area security: [Evacuation or isolation] - Investigation: [Safety investigation status] - Regulatory notification: [Required reporting status]

Media Crisis Brief

MEDIA LANDSCAPE: - Coverage scope: [Local/national/international] - Key narratives: [What stories are being told] - Source accuracy: [Factual vs. speculative reporting] - Trend analysis: [Growing/stable/declining coverage]

COMMUNICATION STRATEGY: - Current messaging: [Key messages being used] - Spokesperson status: [Who is speaking for organization] - Planned communications: [Upcoming statements or interviews] - Stakeholder outreach: [Direct communication with key parties]

Executive Decision Framework

Decision Categories and Authority

Category A: Immediate Safety Decisions Authority: CEO or any executive present Timeline: Immediate implementation Examples: Personnel evacuation, emergency services contact, operations shutdown Documentation: Decision and rationale recorded immediately

Category B: Operational Continuity Decisions Authority: CEO with COO consultation Timeline: Within 30 minutes Examples: Extended manual operations, significant resource allocation, vendor engagement Documentation: Formal decision record with impact assessment

Category C: Strategic Communication Decisions Authority: CEO with Communications/Legal consultation Timeline: Within 1 hour Examples: Public statements, media interviews, stakeholder communications Documentation: Message approval and legal review record

Category D: Legal and Regulatory Decisions Authority: CEO with Legal Counsel required Timeline: As required by regulation Examples: Regulatory notifications, legal proceedings, insurance claims Documentation: Legal compliance documentation

Decision Documentation Template

DECISION ID: [Unique identifier] DATE/TIME: [When decision was made] DECISION MAKER: [Executive making decision] CATEGORY: [A/B/C/D as above] DECISION: [Specific action authorized] RATIONALE: [Key factors influencing decision] CONSULTATION: [Who was consulted] IMPLEMENTATION: [Who will implement and timeline] REVIEW: [When decision will be reviewed]

Communication Protocols

Pre-Briefing Preparation (15 minutes before briefing)

Information Gathering: - [ ] Collect latest status updates from all teams - [ ] Verify all facts and timelines - [ ] Prepare decision options with recommendations - [ ] Review previous briefing for updates

Document Preparation: - [ ] Complete briefing template - [ ] Prepare visual aids if helpful (charts, timelines) - [ ] Have supporting documents available - [ ] Prepare alternative scenarios or options

During Briefing

Presenter Guidelines: - [ ] Stick to template structure and timeline - [ ] Present facts clearly and concisely - [ ] Acknowledge uncertainties honestly - [ ] Provide clear recommendations for decisions - [ ] Be prepared to answer follow-up questions

Executive Guidelines: - [ ] Ask clarifying questions immediately - [ ] Focus on strategic decisions needed - [ ] Consider organizational and stakeholder impacts - [ ] Make decisions promptly when possible - [ ] Request additional information if needed for decisions

Post-Briefing Actions (5 minutes after briefing)

Documentation: - [ ] Record all decisions made - [ ] Document any new information requirements - [ ] Update briefing schedule if needed - [ ] Communicate decisions to implementation teams

Follow-up: - [ ] Ensure decisions are being implemented - [ ] Schedule next briefing - [ ] Alert stakeholders to executive decisions as appropriate - [ ] Update crisis status level if warranted

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Escalation and External Coordination

Board Notification Triggers

Immediate Notification Required: - Safety incidents with serious injury or fatality - Criminal activity or major security breaches - Regulatory investigations or legal proceedings initiated - Media crisis with national attention - Financial impact exceeding $[X] threshold

24-Hour Notification Required: - Extended operational shutdowns - Major customer or vendor relationship impacts - Regulatory compliance violations - Reputation risks requiring strategic response

External Advisor Engagement

Legal Counsel: - Criminal activity suspected - Regulatory investigations - Potential liability issues - Contract or employment law implications

Crisis Communications Specialist: - National media attention - Social media campaigns against organization - Stakeholder relationship management needs - Reputation recovery planning

Technical Specialists: - Cyber security incidents requiring forensic expertise - System failures beyond internal expertise - Vendor coordination for critical systems - Emergency procurement needs

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Success Criteria

- Executives receive timely, accurate, and actionable information
- Strategic decisions made promptly with appropriate consultation
- Clear documentation of all executive decisions and rationale
- Effective coordination between operational response and executive oversight
- Appropriate stakeholder communication and relationship management

Related Documents

- Crisis Decision Authority Matrix
- Crisis Communications SOP
- Legal Risk Escalation Flowchart
- Safety Risk Assessment Template
- Multi-System Failure Coordination Guide