

SOUTHGATE TERMINAL

Port Operations Security Documentation

Media / Communications – Public Messaging Templates

Purpose:

To provide pre-approved, customisable templates for public-facing communication during crisis situations. These templates ensure consistency, clarity, and alignment with legal, executive, and operational considerations.

Template 1: Holding Statement

Use When: An incident is known or visible externally, but full details are not yet confirmed.

Statement:

We are currently aware of an issue affecting [brief description: operations / systems / access]. Our teams are actively investigating and prioritising resolution.

We are committed to transparency and will provide further updates as more information becomes available. Thank you for your patience.

Template 2: Denial / Refute Statement

Use When: False claims or misinformation are circulating publicly.

Statement:

There have been claims regarding [issue]. Based on our current investigation, we have found no evidence to support these claims.

We continue to monitor the situation closely and will act on any credible information if it arises. We encourage media and the public to refer to our verified channels for official updates.

Template 3: Acknowledgement + Timeline

Use When: A confirmed incident requires public acknowledgement and timing expectations.

Statement:

Earlier today, [organisation name] experienced a disruption affecting [system / service]. The issue was detected at [time], and teams took immediate steps to contain and assess the situation.

Our investigation is ongoing and we are working closely with internal and external stakeholders. We will provide a further update by [insert time or date].

Template 4: Post-Resolution Summary

Use When: The incident has been resolved and follow-up messaging is required.

Statement:

We can confirm that the recent incident affecting [description] has been resolved. Normal operations resumed as of [time/date].

We thank our staff and stakeholders for their cooperation. We will continue reviewing the root cause and applying lessons to strengthen future resilience. Any parties requiring follow-up may contact [media contact or info line].

Usage Guidance

- Always have templates reviewed by Legal before final release
- Tailor language to match tone set by executive team
- Include clear contact method for follow-up where relevant
- Retain published statements in the communications record

Owner: Media & Communications Lead

Reference: MED-02

Version: 1.0

Approved by: Executive Communications and Legal Team