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SOUTHGATE TERMINAL

Port Operations Security Documentation

Inter-Team Communication Protocol

Document Information

Document Type: Communication Coordination Framework **Intended Users:** All Teams, Incident Coordinators, Team Leads **Usage Context:** During multi-team crisis response requiring coordinated communication **Related Scenarios:** Multi-system failures, cross-functional incident response, resource conflicts

Purpose

This protocol establishes structured communication channels and procedures between teams during crisis situations, ensuring information flows efficiently and decisions are coordinated across functional boundaries.

When to Use This Protocol

- Incidents affecting multiple teams or systems
 - Resource allocation conflicts between teams
 - Cross-functional decision-making requirements
 - Information dependencies between team responses
 - Coordinated external communications needed
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Team Communication Matrix

Primary Communication Relationships

Technical Team Communications TO OPERATIONS TEAM: - System isolation impacts on operations - Restoration timeline estimates - Manual procedure requirements - Safety implications of technical changes

TO LEGAL TEAM: - Evidence of cyber incidents - Regulatory notification triggers - Vendor relationship impacts - System compromise confirmations

TO MEDIA TEAM: - Technical incident explanations (non-sensitive) - Restoration timeline communications - System capability confirmations - Public safety technical assessments

TO EXECUTIVE TEAM: - Strategic technical decisions needed - Resource requirements beyond normal allocation - External technical support needs - Long-term system impact assessments

Operations Team Communications TO TECHNICAL TEAM: - Operational priority systems for restoration - Safety concerns requiring technical attention - Manual operation sustainability timelines - Performance degradation impacts

TO LEGAL TEAM: - Safety incident documentation - Regulatory compliance operational impacts - Vendor performance issues - Contractual obligation impacts

TO MEDIA TEAM: - Operational capacity and limitations - Safety measure confirmations - Customer impact assessments - Service restoration timelines

TO EXECUTIVE TEAM: - Operations shutdown/continuation recommendations - Resource allocation needs - Safety decision approvals needed - Strategic operational impact assessments

Legal Team Communications TO TECHNICAL TEAM: - Evidence preservation requirements - Regulatory investigation cooperation needs - Legal privilege protection for communications - Documentation requirements for legal proceedings

TO OPERATIONS TEAM: - Regulatory compliance operational requirements - Safety reporting obligations - Vendor contract enforcement needs - Insurance claim documentation needs

TO MEDIA TEAM: - Legal constraints on public communications - Regulatory disclosure requirements - Litigation risk assessments - Privacy and confidentiality requirements

TO EXECUTIVE TEAM: - Legal decision approvals needed - Regulatory compliance status - Litigation risk assessments - Strategic legal implications

Media Team Communications TO TECHNICAL TEAM: - Technical information verification for public use - System status confirmations for external communications - Technical timeline validation - Public safety technical confirmations

TO OPERATIONS TEAM: - Operational status verification for public communications - Customer impact confirmations - Service restoration timeline validation - Safety measure confirmations

TO LEGAL TEAM: - Communication legal review needs - Regulatory disclosure coordination - Litigation communication restrictions - Privacy protection requirements

TO EXECUTIVE TEAM: - Strategic communication decisions needed - Executive spokesperson requirements - Stakeholder communication coordination - Reputation management strategy needs

Communication Channels and Methods

Primary Communication Channels

Radio Network: For immediate operational coordination - Channel 1: Operations coordination - Channel 2: Technical coordination - Channel 3: Safety/Emergency communications - Channel 4: Executive/Incident Commander

Email: For formal documentation and non-urgent coordination - Subject line format: [TEAM] - [PRIORITY] - [BRIEF DESCRIPTION] - Priority levels: URGENT, HIGH, MEDIUM, LOW - Response timeframes: URGENT (15 min), HIGH (30 min), MEDIUM (1 hour), LOW (4 hours)

Phone/Conference: For complex discussions and decision-making - Team lead direct lines maintained in emergency contact list - Conference bridge available for multi-team discussions - Executive notification line for urgent escalations

Incident Management System: For status tracking and documentation - Real-time status updates from all teams - Decision logging and approval tracking - Resource allocation and request management - Timeline and milestone tracking

Communication Protocols by Urgency

IMMEDIATE (0-5 minutes) **Use For:** Safety emergencies, system failures with immediate operational impact **Method:** Radio first, followed by phone confirmation **Format:** "IMMEDIATE - [Team] to [Team] - [Brief situation] - [Action needed]" **Response:** Acknowledge receipt within 2 minutes, provide response within 5 minutes

URGENT (5-15 minutes) **Use For:** Cross-team coordination needs, resource conflicts, decision approvals **Method:** Phone or email with urgent flag **Format:** "URGENT - [Decision/coordination needed] - [Timeline] - [Impact if delayed]" **Response:** Acknowledge receipt within 5 minutes, provide response within 15 minutes

HIGH PRIORITY (15-30 minutes) **Use For:** Planning coordination, status updates with operational impact **Method:** Email with high priority flag **Format:** "HIGH - [Information/coordination need] - [Required by: time]" **Response:** Response within 30 minutes

STANDARD (30 minutes - 4 hours) **Use For:** Documentation, status updates, planning information **Method:** Email or incident management system **Format:** Standard subject line with clear information need **Response:** Response within timeframe specified or 4 hours maximum

Standard Communication Templates

Status Update Template

FROM: [Team Name] **TO:** [Recipient Teams] **SUBJECT:** [TEAM] - [PRIORITY] - Status Update [Timestamp]

CURRENT STATUS: [Brief overall status] **KEY DEVELOPMENTS:** [Significant changes since last update] **OPERATIONAL IMPACT:** [How this affects operations] **RESOURCE NEEDS:** [Specific support or resources needed from other teams] **TIMELINE:** [Key milestones and estimated completion times] **COORDINATION NEEDS:** [Specific coordination required with other teams] **NEXT UPDATE:** [When next update will be provided]

Decision Request Template

FROM: [Team Name] **TO:** [Decision Authority] **SUBJECT:** [URGENT/HIGH] - Decision Required: [Brief Description]

DECISION NEEDED: [Specific decision or approval required] **BACKGROUND:** [Brief context and current situation] **OPTIONS:** [Available alternatives with pros/cons] **RECOMMENDATION:** [Recommended course of action with rationale] **IMPACT OF DELAY:** [Consequences if decision is not

made by deadline] **REQUIRED BY:** [Specific time decision is needed] **CONSULTATION:** [Other teams or parties that should be consulted]

Resource Request Template

FROM: [Team Name] **TO:** [Resource Controller/Incident Coordinator] **SUBJECT:** [PRIORITY] - Resource Request: [Brief Description]

RESOURCE NEEDED: [Specific personnel, equipment, or support needed] **JUSTIFICATION:** [Why this resource is needed] **DURATION:** [How long resource will be needed] **IMPACT:** [Operational impact if resource not provided] **ALTERNATIVES:** [Other options considered] **COORDINATION:** [How this affects other team resource needs]

Information Request Template

FROM: [Team Name] **TO:** [Information Source] **SUBJECT:** [PRIORITY] - Information Request: [Brief Description]

INFORMATION NEEDED: [Specific information or data required] **PURPOSE:** [How information will be used] **FORMAT:** [Preferred format for information delivery] **DEADLINE:** [When information is needed] **FOLLOW-UP:** [Whether ongoing updates will be needed]

Cross-Team Coordination Procedures

Multi-Team Decision Making

Step 1: Information Gathering (10 minutes) - All relevant teams provide current status and constraints - Information shared through incident management system - Key decision factors identified and documented

Step 2: Option Development (10 minutes) - Teams collaborate to develop viable options - Each option assessed for impact on all teams - Resource requirements and constraints identified

Step 3: Decision Coordination (10 minutes) - Decision authority identified based on scope and impact - Consultation with affected teams completed - Decision made and communicated to all teams

Step 4: Implementation Coordination (Ongoing) - Implementation assignments made to teams - Coordination checkpoints established - Progress monitoring and adjustment procedures activated

Resource Conflict Resolution

Priority Matrix for Resource Allocation: 1. **Safety-Critical:** Resources needed to prevent injury or safety hazards 2. **Operational-Critical:** Resources needed to maintain essential operations

3. **Recovery-Critical:** Resources needed to restore systems and capabilities 4. **Administrative:** Resources for documentation, communication, and support

Resolution Process: 1. **Incident Coordinator Review:** Initial assessment of competing resource needs 2. **Team Consultation:** Brief consultation with requesting teams 3. **Priority Assignment:** Resources allocated based on priority matrix 4. **Alternative Solutions:** Explore alternatives for lower-priority needs 5. **Executive Escalation:** If conflicts cannot be resolved at operational level

Information Sharing Protocols

Sensitive Information Handling: - Classify information: Public, Internal, Confidential, Restricted - Share only with teams having legitimate need for information - Use secure communication channels for confidential information - Document information sharing for audit and legal purposes

Regular Information Sharing: - 15-minute status rounds during active incidents - 30-minute detailed updates during extended incidents - Hourly strategic updates for executive briefings - End-of-shift comprehensive handover reports

Communication During Specific Scenarios

Network Failure Affecting Communications

Backup Communication Methods: - **Primary Backup:** Mobile phones with personal numbers - **Secondary Backup:** Physical messenger system - **Emergency Backup:** Public address system for building-wide communication

Reduced Communication Protocol: - Consolidate information before transmitting - Use standardized brief message formats - Designate single spokesperson per team for external communication - Establish physical coordination center if needed

Multi-System Failure Requiring Coordination

Enhanced Coordination Structure: - **Incident Commander:** Overall coordination authority - **Team Liaisons:** Designated representative from each team - **Communication Hub:** Central location for information coordination - **Decision Support:** Rapid consultation process for cross-team decisions

Communication Priorities: 1. Safety-related coordination communications 2. System restoration coordination 3. Operational continuity coordination 4. Administrative and documentation communications

External Communications Coordination

Internal Coordination Before External Communication: - All teams review and approve public-facing communications - Legal review for regulatory and liability considerations - Technical review for accuracy and completeness - Operations review for operational impact and feasibility

External Communication Roles: - **Media Team:** Primary external communication authority - **Executive Team:** Strategic communications and media interviews - **Technical Team:** Technical information verification and support - **Legal Team:** Regulatory compliance and legal review

Communication Quality Assurance

Message Verification Process

Before Sending Critical Communications: - [] Verify factual accuracy with source teams - [] Confirm appropriate authorization level - [] Check for consistency with previous communications - [] Ensure appropriate distribution list - [] Confirm timeline and response requirements

Communication Effectiveness Monitoring

Real-Time Monitoring: - Track response times to communication requests - Monitor for communication gaps or conflicts - Identify communication bottlenecks or failures - Adjust communication procedures as needed

Post-Incident Review: - Assess communication effectiveness across teams - Identify communication improvements needed - Update protocols based on lessons learned - Recognize effective communication practices

Success Criteria

- Timely and accurate information flow between all teams
 - Effective coordination of cross-team decisions and actions
 - Clear understanding of roles and responsibilities across teams
 - Minimized communication conflicts and misunderstandings
 - Efficient resource allocation and conflict resolution
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Related Documents

- Crisis Decision Authority Matrix
- Executive Briefing Template and Schedule

- Multi-System Failure Coordination Guide
- Crisis Communications SOP
- Safety Risk Assessment Template