

# SOUTHGATE TERMINAL

## ## Port Operations Security Documentation

### Media / Communications – Comms Summary Template

#### Purpose:

To provide a structured log of all communications activities during an incident. This includes public statements, stakeholder briefings, social responses, and internal messaging. The template supports coordination, consistency, and auditability.

#### When to Use

- Begin as soon as the incident is declared
- Update throughout the incident in real-time
- Finalise and archive during closure phase

#### Core Sections

##### 1. Summary Snapshot

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#### Item Entry

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Incident Name [e.g. Southgate	e Terminal Disruption]
Comms Lead [Name / Role]	
Start Time [DD/MM/YYYY	M]
HH:M	
Closure Time [If applicable	]
Number of Statements Issued [#	]
Media Contact Volume [High /	Medium / Low]

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##### 2. Message Log

<b>Time</b> ** M	<b>Channel</b> <b>Message</b> By	<b>Summary</b> Topic	<b>Approved</b> Status	<b>Comments</b> S**
09:15 Twitter (public) a	Internal Holding S incident effect- ing..."	Statement "We are	aware of an CEO Sent	
10:00 Press &	Release Ackn next update 1	acknowledgement Confirm 2:00	media disruption CEO / L	Legal Sent
10:30 Internal Slack	Staff Br Manual Ops	briefing Systems down SOP	Internal – use Media Lead De	Delivered

Use rows to track every comms item, both internal and external.

### 3. Public Questions / Media Themes

- Summary of common inquiries from journalists, regulators, or social media
- Flagged areas needing legal or executive input
- Topics to address in next public statement or update

### 4. Upcoming / Planned Statements

<b>Time</b> (Planned)	<b>Channel</b> **	<b>Message</b> **Purpose	<b>Status</b> **
12:00 Website status		Update Confirm	containment + resolution Drafted
14:00	LinkedIn	Internal Stakeholder	reassurance Drafting

### Notes:

- Update timestamps accurately for legal traceability
- This log may form part of the final post-incident review packet
- Ensure access is controlled and edits are version-tracked

**Owner:** Media & Communications Lead

**Reference:** MED-04

**Version:** 1.0

**Approved by:** Executive Communications and Legal Team