

CONTENT

STEP 2: DEVELOP A COMMUNICATION PROTOCOL

Step 2: Develop a communication protocol

During an activation, it is crucial that everyone knows what to do and whom to inform. Especially for fast onset hazards, information getting stuck or being slowed at any stage can undermine the timeliness of the entire activation. The communication plan or protocol indicates who should communicate to whom, what and when through the entire process of forecast monitoring, trigger activation, funding release, distributing warning messages, implementing early action(s), monitoring activation through to evaluating the intervention. This can also be part of the activation plan that is outlined in the next step.

The table below provides an example communication protocol that you can adjust according to your needs (e.g. add names and telephone numbers of the responsible parties). You can also find a simple template in the [toolbox](#) at the end.

Phase	Institution	Person	Informs who?	Means of communication	Purpose of communication
Phase 1: 8-24 hours after activation	Hydrometeorological agency	Head of department	Head of DM	Email, phone	Inform about the hazard, trigger being reached and where
	HQ National Society	Head of DM	Director General	Email, phone	Informing about the upcoming hazard in the respective region(s)
	HQ National Society	Director General	All respective department managers	Emergency briefing	Taking decisions on initial steps and distribution of tasks
	HQ National Society	Director General	IFRC	Email	Report on the activation of the EAP
	HQ National Society	Head of DM	Provincial Branches	E-mail, phone, WhatsApp	Informing about the upcoming hazard in the respected region(s) and preparation of resource mobilization
Phase 2: 24-96 hours after activation	HQ National Society	Head Finance and Logistics	Local suppliers and transport company	E-mail, phone	Preparing/packing of distribution items
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