Communication planning worksheet

Communication should support the procedures appropriate to the venue. Record methods that really exist and can be used when needed, including a fallback if equipment or a key person is unavailable.

Questions to work through

Who issues instructions and who provides shift or absence cover?

Which channels reach staff, visitors, contractors and outside areas? Which are accessible to people with differing needs?

What wording will be understood without disclosing restricted security information?

What happens if power, mobile reception or a normal communication channel fails?

Who contacts emergency services, and what accurate location and incident information can they provide safely?

How will conflicting reports be checked and updates passed on?

Who may communicate with relatives, the media or other organisations? Avoid publishing unverified information.

Record the venue-specific draft

Venue, date, author and reviewer

Authorised communicators and deputies

Primary channels and confirmed reach

Planning aid only. Venue review required. Not certification.

Accessible communication / language needs

Fallback methods and limitations

Emergency contact process and confirmed location information

Draft messages, outstanding facts and review actions

Use with current official guidance

Independent planning aid. Not legal advice, an official SIA template, certification or a guarantee of compliance. Review and adapt to the real premises. Keep completed security information restricted.

Home Office statutory guidance

https://www.gov.uk/government/publications/the-terrorism-protection-of-premises-act-2025/terrorism-protection-of-premises-act-2025-statutory-guidance

SIA explanation and notification updates

https://www.gov.uk/guidance/understanding-martyns-law-and-the-sias-role-as-regulator

GOV.UK collection

https://www.gov.uk/government/collections/terrorism-protection-of-premises-act-2025

ProtectUK

https://www.protectuk.police.uk/