

Notification protocol crisis communication

1. Identification of the crisis

Describe the crisis very briefly: ...

2. Initial assessment of the situation

a. Gathering basic information:

- i. What happened? ...
- ii. Where and when did it happen? ...
- iii. Who is involved? ...
- iv. What are the possible consequences?

b. Classification of severity

Estimate the severity of the crisis, e.g., low, medium or high impact.

3. Reporting channels

This is always the department head of the employee detecting the crisis. In case of his or her unavailability, this is either the head of the Programmes Department, or the Director (see also permanently accessible number).

In some cases, such as humanitarian or security crises, there is a continuously available hotline, reachable at the following number: +32 499 16 78 12.