**NACO – Suggested Protocol - checklist**

* Security Classification – top and bottom
* Version and date
* Owner
* Set out what security classification means for distribution, handling and storage
* Content pages
* Contact details
* Document Control:
	+ Review cycle
	+ Name of person approving reviewed plan
	+ List of what has changed
* Exercising of plan – how often will you re-validate the protocol?

**Protocol**

* Aim of protocol – scope and what it is, and isn’t applicable to
* Activation – who can authorise its activation and what they must do
* Primary spokesperson – be sure that everyone else understands who is representing the council’s views.
* Timing – When is D day not D day…
* Latest information and Guidance – Resilience Direct/NACO website
* Preparation before the day

**D Day**

* Command and Control – who is in charge and what they do
* Flags – up, down
* Dress Code
* Media messages
	+ Council general statement
	+ Specific about flowers/condolence books/Proclamation Day
	+ ‘One voice’
* Website – Council/Royal/both? Is it prepared? Who can make it ‘live’?
* Ceremonies and Oaths of Allegiance
* Lighting of public buildings?
* Cancellation of planned civic events – what’s your policy? Who decides?
* Resilience Direct – need to check any latest documents/guidance
* Bank Holiday – what services will your council run? Who decides?
* Portraits of HM
* Cancellation of council wide events – what criteria, who decides, countywide co-ordination?
* Tolling of bells – prepared in advance? Other bells? Other religions?
* Laying of flowers
	+ Where
	+ Security/assistance?
	+ Relocation of flowers – how/by whom?
	+ What do you tell the public?
	+ When remove flowers?
	+ What you do with them?
	+ Cards/tags/teddies/candles?
	+ Charity donation instead of flowers?
* Condolence books
	+ Where?
	+ When open?
	+ Monitoring?
	+ Moderating?
	+ Queuing?
	+ Table/photo?
	+ Civic Head to sign first?
* Local Proclamation preparations
	+ Who is leading?
	+ Where?
	+ Invites sent out?
* Local Events
	+ Are you activating plans for local events?

**D+1**

* Opening of condolence books
	+ Civic head/Leader signed book? Publicity?
	+ Opening times made public?
	+ Monitoring/supervision in place?
	+ Queuing?
	+ Enough books/loose leaf papers?
* Civic Service
	+ Preparations going well?
* Letter of Condolence
	+ Written, signed and sent?

**D+2**

* High Sheriff/Local proclamation
	+ Event staging prepared
	+ Proclamation practised?
	+ Publicity
	+ Robes/Maces
	+ Arrangements for Parish/Town proclamations?

**D+3 to D+8**

* What civic events are going ahead? What aren’t?
* Are you planning a Two minutes silence on D+10?
* Royal Train Route
	+ Which Civics are attending on Platform?
	+ What are the arrangements at the station?
	+ Public viewing along route? Publicise? Encourage/discourage particular places?

**D+9**

* Local Church Service? One Service for whole County?
* Non- denominational/’Other’ Religions? Secular commemorations?

**D+10**

* Two minutes silence?
	+ Where
	+ Who attends?
	+ If Silence not held, what will your Civic Head be doing?
* Large screen
	+ Event management?
	+ Civic head attendance? Role played by Civic?
	+ Publicity

**D+11**

* Flags
* Condolence books – gather up. What are you doing with them?
* When are you replacing Pictures of HM The Queen?
* Restock condolence boxes…