



Greater Amman Municipality

Toolkit

Crisis Management and Response Guide Toolkit



Introduction

This toolkit has been developed to support the Greater Amman Municipality (GAM) in implementing its Crisis Management and Response Guide. It offers a set of practical, easy-to-use tools designed to strengthen preparedness, enable effective response, guide recovery and support institutional evaluation, reporting and learning.

Through standardised templates, checklists and forms, the toolkit promotes coordinated action and enhances Greater Amman Municipality's (GAM) capacity to manage a broad range of crises efficiently. It serves as a practical and live resource for improving readiness and ensuring a consistent, resilient municipal approach to crisis management and response.

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01. Crisis Management Action Plan Framework

Crisis Preparedness and Prevention Phase

Purpose: To provide a clear, structured approach for planning and tracking proactive measures that enhance Greater Amman Municipality's ability to anticipate, prevent, and prepare for potential crises. This framework supports early identification of risks, assigns responsibility for mitigation actions, and ensures coordination and readiness across departments.

Contributors (Name of Personnel and/or Team):

Plan Overview

Plan Title:

Version: 1.0

Date Issued: [Insert Date]

Review Cycle: Annually

Responsible Department: []

Plan Objectives

- Protect public and employee safety
- Ensure continuity of operations
- Respond to and manage both external and internal crisis
- Communicate clearly with staff, public, and partners
- Recover

Roles and Responsibilities

Role	Responsibility
Mayor / City Manager	Overall leadership, internal and public communication
Crisis Management Team	Manages incidents and overall response coordination
HR Director	Leads internal crisis management (e.g., misconduct, morale, legal issues)
IT Director	Leads cyber response and digital continuity
Department Heads	Activate department plans, maintain function, and support communication

Situation Overview

Possible Crisis Scenario	
Crisis Type and Scope:	<input type="checkbox"/> Internal <input type="checkbox"/> External <input type="checkbox"/> Both <input type="checkbox"/> Department <input type="checkbox"/> Municipality <input type="checkbox"/> City (specify district(s))
Known Hazards (External)	
Known Risks (Internal)	
Critical Operations/Infrastructure	
At-Risk Areas, Services, Groups	
Level of Risk	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
Prevention and Mitigation Actions	(Refer to 02. Risk Assessment Mitigation and Register Template)

Level 1: Low Severity (Routine/Monitoring)

- Minimal impact on people or systems.
- Resources are adequate and under control.
- Normal operations continue with increased awareness.
- Example: A localized power outage or a minor incident with no casualties.

Level 2: Moderate Severity (Escalated Response)

- Significant impact but still manageable with existing resources.
- May require coordination across departments.
- Services may be partially disrupted.
- Example: Severe weather causing property damage or limited access to services.

Level 3: High Severity (Major Crisis)

- Widespread or severe impact, often requiring external support.
- Critical disruption of operations or services.
- Risk to life, infrastructure, or major systems.
- Example: Natural disasters (earthquakes, floods), terrorist attacks, pandemics.

Command and Coordination

Lead Department:

Chain of Command:

Incident Commander:

HR/IT/Legal Liaison:

Public Spokesperson:

Response Priorities (Select based on crisis type)

- Maintain services
- Ensure safety of staff/residents
- Contain internal issue and initiate legal steps
- Communicate with transparency
- Protect city assets and reputation

Action Plan

Category	Actions to Be Taken	Responsible Person / Team	Coordination Requirements	Timeframe
Crisis Response				
Communication				
Recovery				

Attachments (if available)

- Updated Contact List
- Training Schedule
- Resource Inventory
- Risk Assessment Summary

02. Municipality Risk Assessment Mitigation and Register Template

Purpose: The risk assessment and register serves as document to identify, assess, and monitor risks that may affect the municipality's operations, departments, and services. It helps ensure risks are managed proactively, with appropriate mitigation strategies in place to minimize potential negative impacts on the city, its infrastructure, and its citizens.

Completed by (Name of Personnel and/or Team):

Category Descriptions:

Risk No.: A unique identifier for each risk for tracking purposes.

Risk Description: A brief summary of the risk and what it entails. What can happen? How can it happen? When can it happen?

Likelihood: The probability of the risk occurring:

- **Low:** Rare or unlikely.
- **Moderate:** Possible, but not frequent.
- **High:** Likely to occur or happens often.

Scope: The risk primarily affects:

- **Department** – A specific municipal department (e.g. HR, Finance).
- **Municipality** – Across multiple departments.
- **City** – Affects services or infrastructure city-wide.

Impact: The potential consequence or severity if the risk occurs.

Level of Risk: Assessment of **Likelihood x Impact:**

1. **Low:** Manageable with routine procedures.
2. **Moderate:** Requires a mitigation plan.
3. **High:** Needs urgent attention and monitoring.

Level of Risk Scoring Scale:

- 1-2 Low
- 3-4 Moderate
- 6-9 High

Mitigation Strategy: Actions to reduce or eliminate the risk.

Risk Owner: The person (position) or team responsible for managing the risk.

Status: Current state of the risk: Open, In Progress, or Closed.

- **Open:** The risk has been identified and documented, but no mitigation actions have started yet. It still requires planning, assignment, or review.
- **In Progress:** Work is actively being done to manage or reduce the risk. Mitigation strategies have been initiated and are underway.
- **Closed:** The risk has been addressed or is no longer relevant. All necessary actions have been completed, and no further follow-up is needed.

Colour Code for Risk Levels: (1) Low is **Green**, (2) Moderate is **Yellow**, (3) High is **Red**.

Risk Assessment Mitigation and Register									
No	Risk Description	Likelihood	Scope	Impact	Level of Risk	Mitigation Strategy	Contingency Action	Risk Owner	Status
1	Ex: Disruption caused by protestor unrest Ex: Flooding in	High	City	High	High	Engage with protest organizers when possible; increase site security; monitor protest activity in real-time.	Deploy emergency response teams; temporarily suspend operations if necessary.	Security/ Operations	Open
2	low lying areas during rainy season	High	City	High	High	Improve drainage systems; emergency response planning.	Activate flood emergency response plan; deploy sandbags and temporary barriers; evacuate residents if necessary; coordinate with emergency services for rescue, shelter, and recovery operations.	Manager City Engineer	



04. Stakeholder Mapping and Communications Matrix

Stakeholder Mapping

Purpose: This matrix is a strategic tool used to identify and assess key stakeholders. It also supports effective communication planning by clarifying roles, influence, and informational needs, ensuring outreach efforts are prioritized and purposeful.

Completed by (Name of Personnel and/or Team):

Stakeholder Group

Refers to individuals, departments, or organisations either directly involved in or impacted by the crisis.

Internal or External

Distinguishes between stakeholders within the organization (internal) and those outside of it (external), helping tailor messaging accordingly.

Level of Influence (High/Moderate/Low)

Assesses the stakeholder’s ability to shape decisions or influence outcomes. Those with high influence may be involved in planning or response coordination.

Level of Interest (High/Moderate/Low)

Reflects the stakeholder’s level of engagement with the issue. High-interest groups require timely, transparent updates and ongoing communication.

Stakeholder Group	Internal/External	Level of Influence (High/Mod/Low)	Level of Interest (High/Mod/Low)
Police Department			
Local Schools			
Health Department			
Citizens			
Media Outlets			
NGOs			
Emergency Services			
IT Department			

Communications Matrix

Purpose: The Communications Matrix serves as a strategic tool to align the Greater Amman Municipality’s messaging efforts with its diverse stakeholder groups. It helps identify who needs to be informed, through which platforms, with what type of message, and how frequently ensuring consistent, targeted, and effective communication that supports engagement, transparency, and trust across all levels of influence and interest.

Glossary:

Stakeholder Group: The specific audience or group the Greater Amman Municipality (GAM) is communicating with (e.g., general public, businesses, youth).

Influence/Interest: An assessment of the stakeholder's power to affect or be affected by GAM's actions, policies, or projects. This helps prioritize engagement strategies:

- *High/Medium/Low Interest: How much the stakeholder cares about GAM's work.*
- *High/Medium/Low Influence: How much power the stakeholder has to affect decisions or outcomes.*

Key Message: The main idea or information that GAM wants to communicate to this group. Messages are tailored to align with the stakeholder's interests and concerns.

Preferred Platform(s): The communication channels most effective for reaching each group (e.g., social media, email, website, in-person meetings).

Tone/Style: The recommended voice and delivery of the message (e.g., formal, friendly, professional, visual), depending on the audience's expectations and context.

Frequency: How often communication should take place to maintain effective engagement (e.g., weekly, monthly, as needed).

Objectives: The communication goals for each stakeholder group, such as informing, building trust, encouraging participation, or promoting collaboration

Stakeholder Group	Interest / Influence	Key Message	Platform(s)	Tone	Frequency	Objectives
General Public	High interest / Medium influence	Stay informed about services and city updates	Social media Website SMS	Clear friendly inclusive	Weekly	Raise awareness
Internal Staff	High interest / Medium influence	GAM's mission operations	Email, Intranet, Staff App	Professional motivational	Weekly	Maintain morale and operational alignment
Media	Medium interest / High influence	Updates policies Decisions	Press-release	Objective fact based timely	As needed	Accurate reporting

05. Crisis Communication Plan and Action Guide

Purpose: To provide clear and coordinated actions for communicating effectively and responding decisively during emergencies and crises, ensuring Greater Amman Municipality can manage public information, stakeholder coordination, and operational response in a timely and organized manner.

Contributors (Name of Personnel and/or Team):

Immediate Priorities in Any Crisis:

1. Activate the Crisis Communication Team immediately.
2. Draft and approve an initial holding statement.
3. Notify internal stakeholders before external communication.
4. Publish to multiple channels simultaneously.
5. Monitor response sentiment constantly.
6. Adapt messaging based on feedback and developments.
5. Monitor response sentiment constantly.
6. Adapt messaging based on feedback and developments.

Crisis Overview

Crisis Type:	Description
Date/Time	
Identified:	
Reported By:	Description

Initial Crisis Assessment

Criteria	Description
Severity Level	
Affected Areas	
Stakeholders	
Impacted	

Summary of Immediate Risks:

Crisis Communication Team (CCT)

Name	Role	Contact Information	Status (Available/Notified)

First Team Meeting Scheduled for: _____

Crisis Communication Strategies

Selected Strategies (check all that apply):

- Proactive Monitoring and Listening
- Centralized and Unified Messaging
- Immediate Holding Statement (within __ minutes)
- Tailored Communication by Audience
- Transparency with Ongoing Updates
- Multi-Channel Dissemination
- Trained Spokesperson Deployment
- Reputation Management Planning

Specific Strategy Notes:

Key Messages

Stakeholder Communication Plan

Stakeholder Group	Key Message Focus	Delivery Channel	Responsibility
Employees			
Media			
Public			

Holding Statement (a **pre-prepared, brief message** used during the **initial stages of a crisis** when full details are not yet available):

Primary Message (consider tone and style):

Specific Strategy Notes:

Media Management

Spokesperson(s):	
Key Media Contacts:	Name
	Outlet
	Contact info
	Status (Alerted / Responded)

Communication Monitoring and Feedback

Monitoring Lead	Feedback Collection Methods (social media, radio, etc.)	Information

Post-Crisis Actions

Debrief Meeting Date:

Lessons Learned Summary:
Recommended Improvements for Future Response:

06. Crisis Communication Flow Chart

Purpose: Use this framework to manage the flow of information during a municipal crisis. Customize it according to GAM's communication hierarchy and preferred channels.

Assign specific roles and responsibilities to promote a swift, transparent, and unified response.



07. Crisis Simulation Scenario Template

Purpose: The purpose of this crisis simulation scenario template is to provide a structured framework for planning and conducting realistic crisis exercises.

Prepared by (Name of Personnel and/or Team):

1. Scenario Overview

Simulation Title:

Date of Simulation:

Lead Facilitator:

Estimated Duration:

Objective(s) of the Simulation: _____

Instructions for Participants:

1. Crisis Background

Scenario Description:

(Provide realistic details about the crisis event. Include where, when, and how it began.)

Origin of the Crisis:

- Internal Incident
- External Event
- Natural Disaster
- Cyberattack
- Security Breach (e.g., unauthorized access, bomb threat, terrorist attack)
- Reputational Issue
- Other: _____

Triggering Event

(What kicks off the crisis during the simulation?)

2. Key Facts Available to Participants

(Information they will know at the start of the simulation.)

3. Evolving Information (Timeline)

(What new facts will emerge during the simulation? When will they be revealed?)

4. Stakeholders Involved

Primary Audiences to Consider:

- Employees
 - Media
-

- Regulatory Authorities
- Partners
- Public

Stakeholder Challenges (e.g., language barriers, legal sensitivities, emotional impact)

5. Expected Participant Actions

Participants should:

- Activate the Crisis Management Team (CMT)
- Assign roles (e.g. operations, logistics, communication)
- Assess the situation quickly
- Draft and approve key messages
- Communicate with internal and external stakeholders
- Coordinate with other agencies
- Monitor the situation and adjust actions/messages
- Maintain essential services
- Handle media inquiries
- Start early recovery planning
- Record actions and decisions
- Consider reputation recovery

6. Evaluation Criteria

Performance will be assessed based on:

- Speed of activation and response
- Quality of situation assessment
- Clarity and consistency of messaging
- Coordination with partners
- Adaptability to changing information
- Teamwork and decision-making
- Early recovery planning
- Lessons identified

7. Post-Simulation Debrief

Debrief Date and Time: _____

Facilitator Notes (Observations during the simulation)

Team Self-Assessment Notes (What did the team think went well and what needs improvement?)

Action for Improvement

08. Pre-Crisis Inventory Management Sheet

Purpose: To ensure essential assets and resources are accounted for and operational in preparation for emergencies.

Assigned to (Name of Personnel and/or Team):

Date:

Instructions for completing the inventory management sheet

1. Inspection Frequency: Conduct quarterly or prior to forecasted threats

2. Condition Options: For each item select one of the following: Operational / Needs Servicing / Reorder Needed / Expired

Inventory Management Sheet

Asset Name	Category	Quantity Available	Storage Location	Owning Department	Last Inspection	Condition
Emergency Radios	Communications	35	Emergency Ops Center	Public Safety	5-05-2025	Ready
Backup Power Generators	Energy Supply	50	Public Works	Utilities	10-05-2025	Needs Servicing
Traffic Control Barriers	Infrastructure Tools	70	Public Works	Transportation	20-05-2025	Good

08.1. Resource and Inventory Tracking Sheet

Purpose: This log sheet helps record and manage the deployment of both resources (e.g., personnel, vehicles) and inventory (e.g., supplies, tools) during emergencies.

Completed by (Name of Personnel and/or Team):

Summary		
Log date of crisis event		
Affected area		

Resources Deployed (Non-Inventory Assets)					
Resource Type	Assigned To	Department	Date Deployed	Status	Notes
Vehicle – 4x4	Logistics Team	Public Works	YYYY-MM-DD	In Use	Transport to Zone 3

Inventory Items Deployed

Resources Deployed (Non-Inventory Assets)							
Item	Category	Quantity	From Storage Location	To Deployment Site	Date Sent	Date Received	Status / Notes
Fuel Drum (20L)	Operational Fuel	10	Vehicle Depot	Generator Site B	YYYY-MM-DD	YYYY-MM-DD	Delivered

Return and Replacement Log

Item/Resource	Returned? (Yes/No)	Condition	Replacement Needed?	Action Taken / Notes
4x4 Vehicle	Yes	Good	No	N/A

Financial Tracking Section

Item / Service	Type	Quantity	Unit Cost (JOD)	Total Cost (JOD)	Funding Source	Paid? (Y/N)	Notes
Fuel Drums (20L)	Inventory	10	25.00	250.00	Fuel Reserve Account	Yes	Used for backup generators

Sign-Off and Comments

Deployment Authorized By: _____

Date: _____

Finance Officer Reviewed (if applicable): _____

Additional Comments:

08.2. Post-Crisis Resources and Inventory Checklist

Purpose: This checklist provides a quick, structured way for GAM teams to assess the status and financial impact of all deployed resources and inventory after a crisis. It supports replenishment planning, cost recovery, and financial reporting.

Completed by (Name of Personnel and/or Team):

General Information

Crisis/Event Name	
Deployment Log ID	
Department/Unit Managing the Crisis	
Assessment Completed By	
Date of Assessment	

Resource Review Checklist

Resource Type	Used During Crisis	Returned	Damaged	Needs Replacement	Comments
Vehicles (Type/ID):		X			
Staff / Volunteers Deployed					N/A
Power Equipment					
Communication Devices					
Other					

Return and Replacement Log

Item Name	Fully Used	Partially Used	Returned to Stock	Damaged / Lost	Comments
Fuel Containers (20L)					
First Aid Kits					
Other					

Replenishment and Action Items

Item/Resource	Reorder Quantity	Responsible Unit	Requested Yes / No	Notes
Fuel Containers (20L)				
Other				

Financial Tracking Section

Item/Resource	Lost/Damaged Qty	Estimated Unit Value (JOD)	Total Estimated Loss (JOD)	Funding Source for Replacement	Replacement Requested? (Y/N)

Sign-Off

- Checklist and Financial Section completed
- Attached to original Resources and Inventory Log

Completed By: _____

Title: _____

Date: ___ / ___ / 20__

Supervisor Review and Approval: _____

Date: ___ / ___ / 20__

09. Crisis Activation Protocol

Purpose: To ensure a rapid, coordinated response to emergencies (e.g. floods, snowstorms, infrastructure collapse, etc.) that affect the city of Amman.

Directed / Activated by: The Mayor and Higher Committee for Crisis and Emergency Management.

Activation Criteria

The Crisis Protocol is **activated when:**

- Public safety is at risk.
- Critical infrastructure is compromised.
- Natural disasters or severe weather warnings are issued.

Crisis Activation Protocol

Identify and Assess the Threat	<ul style="list-style-type: none"> • Use real-time monitoring, risk assessments, and predefined thresholds to recognize threats early. • Evaluate potential impact on public safety, critical infrastructure, and municipal services.
Notify Decision-Makers and Authorize Activation	<ul style="list-style-type: none"> • Ensure rapid internal communication with department heads and emergency leads. • Use a defined chain of command to authorize activation based on severity and scope.
Activate Response Teams and Assign Strategic Roles	<ul style="list-style-type: none"> • Deploy trained personnel according to specific emergency operations plan / crisis management plan. • Align leadership, operations, logistics, and communications roles for maximum efficiency.
Implement Coordinated Communication and Tactical Response	<ul style="list-style-type: none"> • Disseminate accurate, timely information to internal teams, stakeholders, and the public. • Ensure decisions are data-driven and aligned with municipal priorities (e.g., continuity of services, public trust).
Demobilize, Restore Operations, and Conduct Strategic Review	<ul style="list-style-type: none"> • Deactivate emergency operations with minimal disruption, announce crisis resolution. • Lead a formal after-action review to capture lessons learned and update protocols for future resilience.

Crisis Activation Protocol Checklist

	Trigger timely action to initiate an organized emergency response.
	Clarify roles and responsibilities for all key personnel and departments.
	Coordinate communication within the organization and with external stakeholders.
	Mobilize resources quickly , including staff, equipment, and supplies.
	Maintain continuity of operations to minimize service disruption.
	Ensure safety of employees, the public, and critical infrastructure.

09.1. Security Crisis Activation Protocol

(Protests, Terror Attacks, and Civil Unrest)

Purpose: This establishes a clear, structured protocol for Greater Amman Municipality (GAM) response during protests, terror attacks, or large-scale civil unrest, ensuring public safety, service continuity, and coordination with national agencies, such as the National Centre for Security and Crisis Management (NCSCM).

Activated by: The Mayor and Higher Committee for Crisis and Emergency Management

Key Principle: Support security forces, protect civilians, restore city services.

Scope

Applies to:

- Planned or spontaneous protests.
- Violent demonstrations.
- Terrorism-related incidents (bombings, armed attacks).
- Other mass disturbances disrupting normal city function.

Lead Agency

- The National Centre for Security and Crisis Management (NCSCM)
- Security operations are led by:
 - Public Security Directorate (PSD)
 - Ministry of Interior (MOI)
 - General Intelligence Department (GID) (for counterterrorism)
- GAM's role is supportive and non-combatant, focusing on urban services, infrastructure management, and public safety.

Activation Criteria

The Mayor and Higher Committee for Crisis and Emergency Management will activate the Security Crisis Protocol when:

- Requested by the National Centre for Security and Crisis Management (NCSCM)
- Requested by security authorities (PSD/MOI).
- Major public infrastructure (roads, bridges, tunnels) is affected.
- Public gatherings exceed 500 people in sensitive areas.
- Acts of violence, sabotage, or terrorism are confirmed or likely

Command and Control Structure

Position	Role
Mayor of Amman and Higher Committee for Crisis and Emergency Management	Senior liaison with national crisis command. Activates internal GAM response units.
Crisis Management Team (CMT)	Support the Mayor of Amman.

Security Crisis Protocol

<p>Operational Phases</p>	<p>Alert Phase</p> <ul style="list-style-type: none"> • Monitor intelligence and news channels for early warning. • Pre-position teams (non-deployed, on standby). • Inform emergency shelters to prepare if necessary. <p>Activation Phase</p> <ul style="list-style-type: none"> • Partially or fully activate GAM Crisis Management Team. • Establish direct communication with Public Security Directorate or Ministry of Interior. • Activate Crisis Communication Team (media management). <p>Response Phase</p> <p>Urban Service Actions:</p> <ul style="list-style-type: none"> • Remove obstacles for emergency vehicles. • Close high-risk public spaces. • Manage traffic rerouting and roadblocks upon request. • Provide sanitation services post-demonstration or attack cleanup. <p>Crew Safety:</p> <ul style="list-style-type: none"> • Deploy only under secured conditions. • Withdraw crews immediately if new threats emerge. <p>Public Communication:</p> <ul style="list-style-type: none"> • Disseminate only officially verified information. • Encourage public to follow curfews, evacuations, or shelter-in-place orders. <p>Recovery Phase</p> <ul style="list-style-type: none"> • Repair damaged public assets. • Sanitize public spaces. • Support public mental health recovery initiatives. • Conduct incident reviews and after-action reports.
<p>Public Messaging Guidelines</p>	<ul style="list-style-type: none"> • Messages must be coordinated with Ministry of Interior or official government spokespersons. • No independent political commentary or crisis interpretations by GAM staff. • Focus on logistics: road closures, available public services, safety zones.
<p>Community Support Services (Post-Event)</p>	<ul style="list-style-type: none"> • Activate psychological first aid points (in municipal centres if needed). • Provide temporary shelter services if there is displacement. • Offer citizen assistance hotlines for missing persons, damaged property claims.
<p>Training and Preparedness</p>	<ul style="list-style-type: none"> • Conduct twice-yearly drills simulating civil unrest or terror incidents. • Mandatory safety and situational awareness training for all GAM staff.

10. Emergency and Crisis Response Worksheet and Checklist

Purpose: This template is designed to help Greater Amman Municipality (GAM) quickly organise and guide its response to emergencies and crises, ensuring the protection of lives, public services, and infrastructure through clear leadership, communication, and coordinated action.

Completed by (Name of Personnel and/or Team):

Emergency Response Worksheet and Checklist

Instructions: Use the Emergency section for smaller, contained incidents, and the *Crisis* section for major disruptions. Update information continuously during the event.

Distinction Between Emergency and Crisis

- **Emergency:** A sudden event that can be handled with available resources and existing plans (e.g., small flood, minor infrastructure failure).
- **Crisis:** A major event that disrupts operations significantly, requires extraordinary resources, and may cause severe impact to municipal reputation, public safety, or infrastructure (e.g., large-scale earthquake, major civil unrest).

Strategic Emergency Response

What is the Emergency Situation?	Emergency Type (e.g., Localized Flood, Road Collapse)
Brief Description	
Date and Time Identified	
Main Emergency Objectives	(List the objectives)
Emergency Leadership	Emergency Coordinator Deputy Coordinator
Immediate Actions for Emergency	<ol style="list-style-type: none"> 1. Notify emergency services [Yes/No] 2. Evacuate affected area [Yes/No] 3. Establish safety perimeter [Yes/No] 4. Alert public [Yes/No]

Key Contacts for Emergency Response

Role	Name	Phone Number	Email
Emergency Services Contact			
Communications Officer			

Resources Needed for Emergency

Resource	Quantity	Status (Pending / Available)
Emergency Vehicles		
Rescue Equipment		

Action Plan

Task	Responsible Person	Deadline

Action Communication Plan

Initial Notification Method	
Key Messages	
Updates Frequency	
Responsibility	

Checklist:

- Identify and classify the situation (Emergency or Crisis).
- Assign leadership and key roles immediately.
- Contact critical personnel.
- Implement immediate safety actions.
- Activate and follow the communication plan.
- Assess resource needs and request support if needed.
- Document all actions, decisions, and communications.

Crisis Response Worksheet and Checklist

Purpose: This template is designed to help Greater Amman Municipality (GAM) quickly organise and guide its response to emergencies and crises, ensuring the protection of lives, public services, and infrastructure through clear leadership, communication, and coordinated action.

Completed by (personnel and/or team):

Emergency Response Worksheet and Checklist

Instructions: Use the Emergency section for smaller, contained incidents, and the *Crisis* section for major disruptions. Update information continuously during the event.

Distinction Between Emergency and Crisis

- **Emergency:** A sudden event that can be handled with available resources and existing plans (e.g., small flood, minor infrastructure failure).
- **Crisis:** A major event that disrupts operations significantly, requires extraordinary resources, and may cause severe impact to municipal reputation, public safety, or infrastructure (e.g., large-scale earthquake, major civil unrest).

Strategic Emergency Response

Crisis Situation Overview	<ul style="list-style-type: none"> • Areas Impacted: • Estimated Number of People Affected: • Primary Hazards Present:
Brief Description	
Date and Time Identified	
Main Crisis Response Objectives	(List the objectives)
Crisis Leadership	Mayor and Higher Committee for Crisis and Emergency Management
Immediate Actions for Crisis Response	<ol style="list-style-type: none"> 1. Notify emergency services [Yes/No] 2. Evacuate affected area [Yes/No] 3. Establish safety perimeter [Yes/No] 4. Alert public [Yes/No] 5. Sheltering Required? [Yes/No] 6. Critical Infrastructure Affected? [Yes/No]
External Assistance and Coordination	<ul style="list-style-type: none"> • Agencies Contacted: • NGOs/Private Sector Partners Involved: •

Key Contacts for Crisis Management

Role	Name	Phone Number	Email
Role			
Role			
Role			

Resource Requirements

Resource Type	Quantity Required	Status (Pending / Received)
Emergency Vehicles		
Medical Kits		

Immediate Action Plan

Task	Person Responsible	Deadline

Crisis Communication Plan

Main Message to the Public	
Communication Channels	

Response Management Reminders

- Always prioritize human safety.
- Communicate clearly and consistently.
- Document every action and decision.
- Remain flexible and adaptive to changing situations.

Checklist:

- Identify and classify the situation (Emergency or Crisis).
- Assign leadership and key roles immediately.
- Contact emergency services and critical personnel.
- Implement immediate safety actions.
- Activate and follow the communication plan.
- Assess resource needs and request support if needed.
- Document all actions, decisions, and communications.



11. Rapid Needs Assessment Sheet

Purpose: This Rapid Needs Assessment Sheet is designed to capture critical, time-sensitive information within the first 24–72 hours of an emergency or crisis situation, to guide immediate response decisions. It supports Greater Amman Municipality in identifying priority needs, affected populations, and the scale of impact across department, municipal, and city levels. It can be performed rapidly in the field, updated as new information becomes available.

When to use: Immediately and during a high-risk evolving crisis.

Completed by (Name of Personnel and/or Team):

Section 1. General Information

Item	Description
Assessment Date	
Assessed by (Team)	
Contact Info (Phone/Email)	
Location	District: _____ / Area: _____ / GPS (if possible): _____
Type of Incident	<input type="checkbox"/> Flood <input type="checkbox"/> Security threat <input type="checkbox"/> Other:
Incident Start Date	
Weather Conditions	<input type="checkbox"/> Clear <input type="checkbox"/> Rain <input type="checkbox"/> Wind <input type="checkbox"/> Other:
Security/Access Constraints	<input type="checkbox"/> None <input type="checkbox"/> Partial <input type="checkbox"/> Severe (explain):

Section 2. Level of Impact and Response Coordination

Scope	Affected (Yes / No)	Description of Impact	Required Action
Department Level			
Municipality			
District Level			
Citywide			

Section 3. Population Impact

Category	Numbers	Comments
Estimated Total Affected Population		
Displaced Households		
Injured Persons		
Fatalities		
Vulnerable Groups		

Section 4. Sectoral Needs Snapshot

4.1. Infrastructure and Critical Services

Infrastructure Type	Status
Roads	<input type="checkbox"/> Clear <input type="checkbox"/> Damaged <input type="checkbox"/> Blocked
Electricity	<input type="checkbox"/> On <input type="checkbox"/> Off <input type="checkbox"/> Intermittent
Waste Management	<input type="checkbox"/> Normal <input type="checkbox"/> Disrupted <input type="checkbox"/> Stopped
Communication (Mobile/Internet)	<input type="checkbox"/> Functional <input type="checkbox"/> Unstable <input type="checkbox"/> Outage

4.2. Shelter

Question	Response
Are people sheltering safely?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Overcrowded
Are existing shelters damaged or unsafe?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Urgent Shelter Needs (non-feed items)	<input type="checkbox"/> Tents <input type="checkbox"/> Blankets <input type="checkbox"/> Mattresses <input type="checkbox"/> Solar Light <input type="checkbox"/> Other: _____

4.3. WASH (Water, Sanitation and Hygiene)

Question	Response
Is safe drinking water available?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Limited
Sanitation facilities functioning?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Damaged <input type="checkbox"/> Overused
Urgent WASH Needs	<input type="checkbox"/> Hygiene Kits <input type="checkbox"/> Water Containers <input type="checkbox"/> Other: _____

4.4. Health

Question	Response
Access to health care?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Health facility damage?	<input type="checkbox"/> Fully operational <input type="checkbox"/> Partially <input type="checkbox"/> Non-functional
Most common health concerns?	
Medical response needed?	<input type="checkbox"/> First Aid <input type="checkbox"/> Mobile Clinic <input type="checkbox"/> Mental Health <input type="checkbox"/> Medicines

4.5. Food Security

Question	Response
Food currently available?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Inadequate
Nutrition concerns	<input type="checkbox"/> Yes <input type="checkbox"/> No
Urgent Food Needs	<input type="checkbox"/> Ready-to-eat <input type="checkbox"/> Dry goods <input type="checkbox"/> Infant formula <input type="checkbox"/> Cooking fuel

Section 5. Security Events and Risks

Question	Response
Is this a security-related incident?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Type of Security Event(s)	<input type="checkbox"/> Violent demonstration <input type="checkbox"/> Bomb threat/explosio <input type="checkbox"/> Armed confrontation <input type="checkbox"/> Sabotage (e.g., infrastructure) <input type="checkbox"/> Other:
Affected Areas (districts/streets)	
Is access restricted due to security risks?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially, describe:
Presence of security forces (police, army)?	<input type="checkbox"/> None <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy
Impact on municipal operations	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High - describe:
Municipal support	Describe:

Section 6. Images and Maps

- Attach images and maps of affected areas.
- File Name/Reference:

Section 7. Local Economic Activity (Livelihoods and Services)

Question	Response
Are essential services (pharmacies, bakeries, fuel stations) functional?	<input type="checkbox"/> Yes <input type="checkbox"/> Partially <input type="checkbox"/> No
Are local businesses operating?	<input type="checkbox"/> Yes - Fully <input type="checkbox"/> Partially <input type="checkbox"/> Not operating
Types of affected businesses	<input type="checkbox"/> Shops <input type="checkbox"/> Markets <input type="checkbox"/> Restaurants <input type="checkbox"/> Pharmacie <input type="checkbox"/> Service providers <input type="checkbox"/> Other:
Main reasons for disruption	<input type="checkbox"/> Infrastructure damage <input type="checkbox"/> Supply chain issues <input type="checkbox"/> Security concerns <input type="checkbox"/> Staff unavailable <input type="checkbox"/> Power/water outage
Immediate support needed to restore business continuity	<input type="checkbox"/> Clean-up/debris removal <input type="checkbox"/> Utilities restoration <input type="checkbox"/> Security/stability <input type="checkbox"/> Other:
Impact on livelihoods	<input type="checkbox"/> Minimal <input type="checkbox"/> Moderate <input type="checkbox"/> Severe - Describe:

Section 8. Priority Needs and Recommendations

Rank	Need	Description
1		
2		

Section 9. Additional Observations and Comments:



12. Emergency Budget Request Form

Purpose: This form is used to request emergency funding during crisis response or recovery operations. It supports rapid decision-making while maintaining financial accountability.

Request Details

Request ID	EM-BUD-
Date of Request	
Department/Unit	
Name and Position of Requester	
Phone/Email	

Crisis Incident Information

Crisis Incident Name	
Type of Crisis	
Affected Area(s)	
Start Date of Incident	

Budget Request Summary

Item/Service	Purpose (brief)	Qty/Unit	Unit Cost (JOD)	Total Cost (JOD)
			Total Requested Amount (JOD):	
Justification for Request (Briefly describe why this funding is needed and how it supports crisis response)				

Funding Source (if known or suggested)

Emergency Fund Department Reserve Donor Contribution Other: _____

Approvals

Submitted to (Name/Position)	
Date	
Reviewed by (Finance Officer)	
Approved by (Authorized Official & Signature)	
Approval Date	



13. Spokesperson Briefing Sheet

Purpose: To ensure accurate, calm, and consistent messaging during a crisis, and to support the spokesperson in addressing the public, media, and stakeholders with confidence and clarity.

Prepared by (Name of Personnel and/or Team):

Spokesperson Information

Name <i>(Insert full name)</i>	
Title <i>(Insert title, e.g., Director of Public Affairs)</i>	
Contact Information <i>(Phone/email for coordination)</i>	

Crisis Overview

Crisis Type <i>(e.g. Infrastructure failure, protest, natural disaster)</i>	
Date/Time Detected <i>(Insert date/time)</i>	
Initial Cause (if known): <i>(Brief factual statement)</i>	
Affected Areas/Services: <i>(List locations, services, or demographics impacted)</i>	

Key Messages (Top 3)

1- Reassurance and Safety:

“The safety and well-being of citizens is our top priority. We are actively managing the situation.”

2- Action and Response:

“GAM has mobilized emergency teams and is working in coordination with relevant authorities to resolve the issue swiftly.”

3- Transparency and Updates:

“We are committed to keeping the public informed with timely, verified updates through official channels.”

Designated Communication Channels

- Social Media (Official GAM Accounts)
- GAM Website (Newsroom/Alerts Page)
- SMS Alerts (for urgent public updates)
- Press Briefings/Media Statements
- Hotline: (Insert number if available)

Anticipated Questions and Suggested Responses

Question	Suggested Response
What caused the issue?	We are currently investigating the root cause and will share verified updates soon.
Who is responsible?	Our focus is on resolving the issue. Accountability will follow a full investigation.
How long will it take to fix?	We are working around the clock and will provide updates as we progress.
Is the public at risk?	We are taking all necessary precautions to ensure public safety.

Spokesperson Do's and Don'ts

Spokesperson Do's	Spokesperson Don'ts
Stick to the facts; do not speculate.	Don't use technical jargon.
Show empathy for affected individuals.	Don't assign blame or show frustration.
Use clear, accessible language.	Don't comment on unverified information or rumours.
Repeat key messages.	Don't speak off the record unless pre-approved.
Redirect questions you can't answer to the appropriate authority.	



14. Social Media Monitoring and Response Log

Purpose: This document establishes a structured approach for monitoring, documenting, and responding to social media activity that affects the operations, services, and reputation of the Greater Amman Municipality (GAM). It aims to:

- Detect and analyse public discourse in real time
- Monitor public sentiment and identify emerging issues
- Counter misinformation and disinformation effectively
- Ensure timely, accurate, and transparent communication with the public
- Support crisis management and reputation protection

Scope: This policy applies to all social media platforms and digital communication spaces where the public engages with GAM services or issues, including but not limited to:

- Twitter (X), Facebook, Instagram, TikTok, YouTube
- WhatsApp and Telegram groups
- Local news websites and comment sections

Review and Updates: This document should be reviewed quarterly and revised after any major incident or significant update to GAM's digital communication strategy.

Completed by (Name of Personnel and/or Team):

Monitoring and Logging Process

Social Media Monitoring Log Guide:

Section	Description
Date/Time	When the issue was first seen (e.g., 11:00 ,06-05-2025 AM)
Platform	Where it was posted (e.g., Facebook, Instagram, Telegraph)
Issue/Topic	What the post is about (e.g., power outage, false security threat)
Sentiment	Public feeling: P = Positive, N = Negative, U = Unclear
Volume	How many people are talking about it: Low / Medium / High (based on shares, comments, and reach)
Key Quotes	What people are saying (quote 3–2 comments)
Action Taken	What GAM did (e.g., checked info, posted reply, flagged post)
Status	What is the situation now: Resolved / Ongoing / Escalated

Monitoring Log Table

Date/Time	Platform	Issue /Topic	Sentiment	Volume	Key Messages / Quotes	Action Taken	Status
2025-05-06, 11:00 AM	Instagram	Power outage in Marka	Negative	High	No electricity for 2 days!	Public Works; issued statement	Resolved

Misinformation and Disinformation Response Protocol

Identification

Red flags include:

- Viral posts from unknown sources
- Edited or misleading content
- Fear-mongering or panic-inducing language
- Inconsistencies with official data

Verification

- Cross-check facts with relevant departments or agencies
- Confirm with Joint National Committee

Community Engagement

- Promote fact-checking and digital literacy
- Share official channels for accurate info
- Partner with trusted influencers and civil society organisations

Action Plan

Action	Responsible
Flag to platform for review	Social-Media Officer
Post correction/clarification on GAM channels	Crisis Communications Team
Engage public in comments with verified info	Crisis Communications Team
Issue press release if public safety is at risk	Official Spokesperson
Log incident for internal report	Crisis Communications Team

15. Leadership Decision-Making Framework

Purpose: To support timely, well-informed, and accountable decision-making by the Mayor and Higher Committee for Crisis and Emergency Management during crises. This tool guides critical choices within the first 24–72 hours, ensuring coordination, legality, and operational clarity.

Completed by (Name of Personnel and/or Team):

Rapid Situation Appraisal

Key Question	Response

Identify Critical Decision Areas

Decision Area	Action Required (Yes/No)	Action to be Taken
Public Safety		
Local emergency		
Service continuity (water, electricity, roads)		
Public closures (schools, markets, roads)		
Supporting Evacuations		
Requesting national or external assistance		
Approving emergency funding/resources		

Make and Log Key Decisions (For each decision, confirm legal authority / regulations and coordination requirements.)

Decision	
Time / Date	
Legal Basis	
Approved by Name and Title	
Implemented by Name and Title	

Communicate the Decision

Communicate clearly and promptly with appropriate stakeholders / public:

- Public: Use holding statements, press, social media.
- Internal teams: Assign actions and reporting lines.
- Partners: Share decisions, request support if needed.

Stakeholder	What to Communicate	How	Responsible

Follow Up and Reassess

- Monitor situation updates
- Assess implementation status of key decisions
- Identify new decisions or adjustments needed
- Schedule next leadership check-in: _____



16. Community Support Services Templatek

Purpose: This template is designed to help Greater Amman Municipality (GAM) staff efficiently record, coordinate, and track community needs, available resources, and partner responses during any crisis or emergency situation. It ensures that information is organized, accessible, and actionable to support effective crisis management and service delivery.

Completed by (Name of Personnel and/or Team):

Incident Information

Date: [Insert date of incident reporting]	
Location: [Specify district]	
Type of Crisis: [e.g., Flood, Security, Pandemic]	

Affected Area Details

Neighbourhood / Area: [Insert the name of affected area]	
Estimated Number of People Affected: [Insert approximate number]	
Immediate Needs (Tick or Describe):	<input type="checkbox"/> Food <input type="checkbox"/> Water <input type="checkbox"/> Medical Care <input type="checkbox"/> Shelter <input type="checkbox"/> Psychosocial Support <input type="checkbox"/> Other: [Specify if needed]

Support Organisations and Contacts

Organisation	Service	Contact Person and Information

Resources and Deliveries

Resource Type	Quantity	Provider / Donor Organisation	Delivered (Yes / No)

Coordination Notes:

Follow-up Actions (If Any)

Challenge (describe issue)	Action Required	Responsible Person / Unit	Deadline



17. Crisis Documentation Checklist

Purpose: To help GAM teams and departments collect, organize, and safely store all important documents created during and after a crisis. This ensures proper records for accountability, coordination, financial review, and future learning. This checklist is designed to be easy to use, even for staff without technical experience.

Completed by (Name of Personnel and/or Team): _____

Basic Information

- Crisis Event Name: _____
- Department/Team Handling the Crisis: _____
- Person Completing This Form: _____
- Date: ___ / ___ / 20___

Before and/or During Crisis

Task	Status (Complete / Incomplete)
Set up a digital folder for this event (e.g., "2025_Storm_Amman")	
Create a paper folder or binder with event name label	
Assign a team member to collect documents daily	
Label each document with event name and date	

Document Types to Collect

Document Type	Status	Comments
Daily incident reports		
Staff or volunteer deployment lists		
Inventory and resource logs		
Receipts and financial records		
Internal communication notes		
Public announcements		
Photos or maps from the field		
Meeting notes and minutes		
Partner or donor correspondence		

Digital File Handling

Task	Status
Files named clearly (e.g., Incident Report Ref-01.pdf")	
Saved in correct event folder	
Backup completed (cloud or external drive)	
Access secured for authorized users only	

Task	Status
Paper files sorted and labelled properly	
Stored in secure cabinet or archive folder	
Important forms signed and dated	

Task	Done
All documents collected and stored	
Physical and digital records match	
Ready to submit to GAM archive	



18. Post-Crisis Recovery Worksheet

Purpose: This tool helps Greater Amman Municipality (GAM) assess and manage the recovery of internal operations and public services after a crisis. It supports departments in identifying what is working, what needs attention, and who is responsible for restoring full functionality.

Completed by (Name of Personnel and/or Team):

Department Information

- **Department/Unit Name:** [Insert Name]
- **Assessment Lead Contact:** [Name, Title, Contact information]
- **Date of Assessment:** [Insert Date]

INTERNAL RECOVERY – GAM Operations *(Check the current status of your internal operations)*

Internal Area	Current Status (Tick One)	Notes / What's Needed
Staff Availability	<input type="checkbox"/> Full <input type="checkbox"/> Partial <input type="checkbox"/> Not Available	[Explain if partial]

EXTERNAL RECOVERY – Public Services *(List your key services to the public and their current status)*

Public Service	Current Status (Tick One)	Notes / Support Needed

Resource and Support Needs *(What do you need to fully restore operations or services?)*

- [Example: More staff, equipment, IT support, external suppliers]
- [Example: Budget approval, transportation, public communications]

Risks or Barriers *(List anything preventing full recovery)*

- [Example: Damaged infrastructure, delayed supplies, staff shortages]

Recovery Actions

Medium-term recovery happens in the weeks and months after the crisis. It focuses on helping people return to daily life, providing mental health and social support, restoring services, and supporting affected families and communities.

Action Needed	Responsible Unit	Target Date
Example: Arrange contractor support for clean-up	Operations Department	Date

Long-term recovery can take months or years. It focuses on rebuilding the city, improving systems, strengthening communities, and making sure the city is better prepared for future crises.

Action Needed	Responsible Unit	Target Date

Review and Submission

- Reviewed By: [Director Name]
- Date: [Date]
- Submit to GAM Recovery Coordination Team

18.1 Post-Crisis Recovery Metrics Framework

Purpose: To monitor and manage the transition from immediate response to medium- and long-term recovery by defining measurable performance, readiness thresholds, and community impact indicators.

Completed by (Name of Personnel and/or Team):

Departmental Identification

Metric	Data Point
Department/Unit Name	[Insert Name]
Assessment Lead	[Name, Title, Contact Information]
Date of end of crisis	[Insert Date]
Date of Assessment	

Internal Recovery Metrics: GAM Operations

Operational Area	Metric Description	Current %
Staff Availability	% of staff available compared to pre-crisis	[Percentage]
Workspace Readiness	% of physical workspaces operational	
IT/System Functionality	% of critical systems operational	

External Recovery Metrics: Public Services

Public Service	Metric Description	Target %	Current %
Waste Collection	% of neighbourhoods fully serviced	100%	%
Water Services	% of coverage restored	%100	
Public Transport	% of routes operational	%100	
Other Key Services			

Resource and Support Needs Metrics

Risk Category	Severity (Low/Med/High)	Description
Infrastructure Damage		
Supply Chain Delays		
Staff Shortages		
Other Risks		

Phase Transition Criteria

Recovery Phase	Transition Readiness Criteria
Immediate to Medium	70%+ of core services operational Major risks stabilized
Medium to Long-Term	90%+ services restored Resources secured Public support programs in place

Time-Based Recovery Metrics

Metric	Target (Days)	Current (Days)
Average days to restore core services		

Community Impact Metrics

Metric	Target %	Current %
% of affected population with restored services	100%	
% of positive community feedback	80%+	
% of public communication reach achieved		

Recovery Actions Progress

Medium-Term Recovery Actions

Action	Responsible Unit	Target Date	Progress %

Long-Term Recovery Actions

Action	Responsible Unit	Target Date	Progress %

Review and Submission

Reviewer	Review Date
[Director Name]	

19. Post-Crisis Business Recovery Support Template

Purpose: This document is designed to assist GAM in supporting the recovery of businesses in the local community following a crisis. By gathering essential information (**Provide Link for Businesses**) on the challenges faced by businesses and connecting them with relevant resources and partners.

Business Impact Survey (Business owner submits form)

Business Name	
Contact Person	
Registration Number	
Phone / Email	
Location	

Impact Areas

Area Impacted	Brief Explanation	Support Needed *
Property/Physical Damage		
Supply Chain Disruption		
IT / Communication Outage		
Other		

Immediate Support Needed

- Temporary Workspace or Utilities
- Supplier/Partner Matching
- IT/Digital Support
- Marketing/Customer Reconnection
- Other: _____

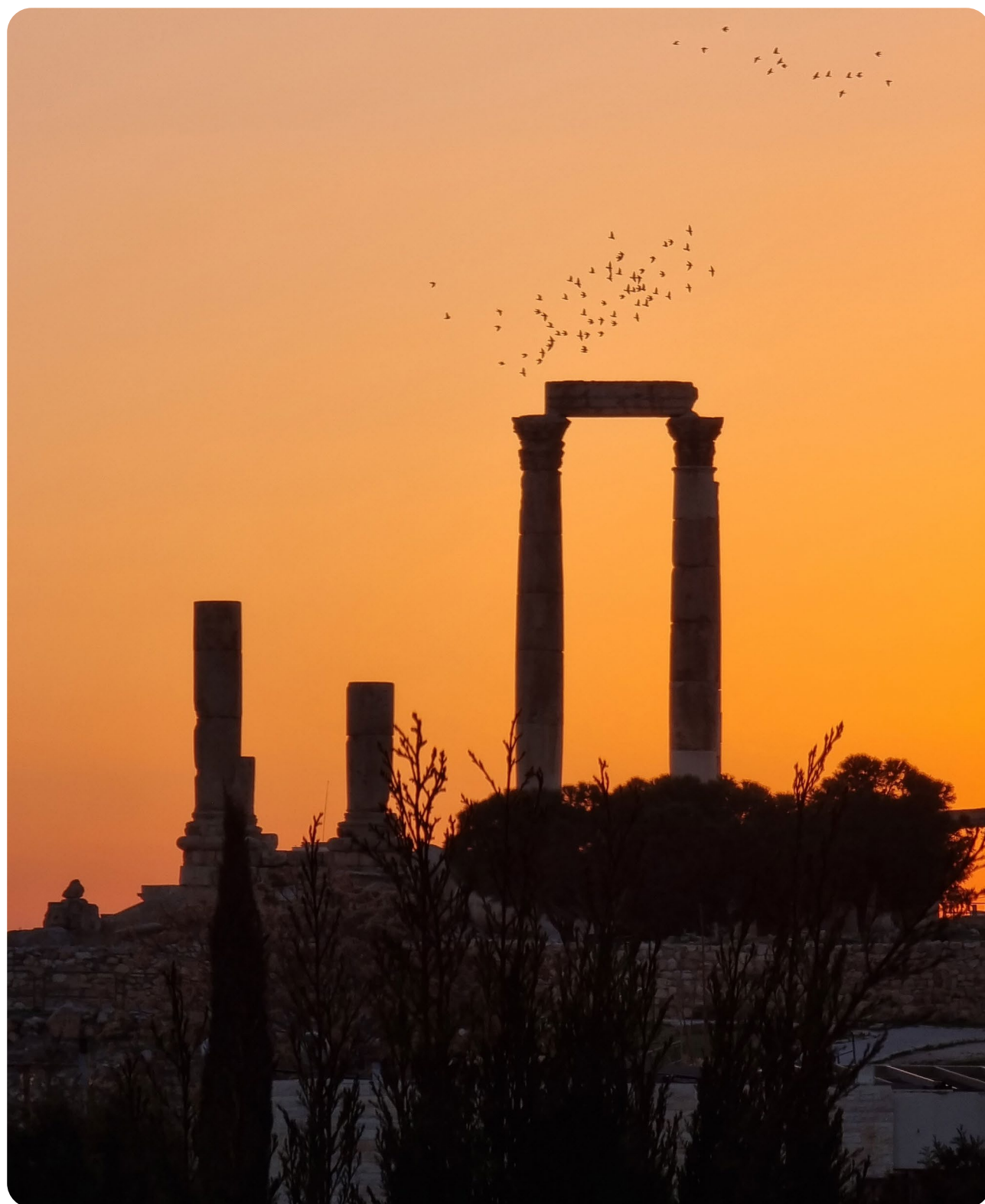
Quick Links: Support Directory *(Attach or Provide Link)*

Provide the following information to the business:

- Government Recovery Programs Contact List
- Financial Institution Support Contacts (Loans, Grants)
- Legal and HR Advisory Services
- Local Supplier/Partner Directories
- Utility and Communications Providers Contacts
- Emergency Workspace or Facility Providers

Contact Follow-Up Tracker (Internal Use Only)

Business Name	Support Provided	Follow-Up Date	Responsible Staff	Outcome



20. Post-Crisis Evaluation and Feedback Template

Purpose: This template is designed to assess the GAM's crisis response efforts. It supports structured reflection on what worked well, what challenges were encountered, and what improvements are needed to strengthen future responses and coordination.

Completed by (Name of Personnel and/or Team):

Crisis Incident Overview

Incident Title:	[e.g., Flood Response – April 2025]
Incident Dates:	[Start and end date]
Affected Areas:	[List districts]
Crisis Type:	[Security threat, Earthquake, etc.]
Lead Department / Unit:	[Insert responsible unit]
Evaluation Prepared By:	[Team, Name, title, contact details]
Date of Evaluation:	[Insert date]

Summary of Response Actions

Key Objectives: [List the intended outcomes of the response]

Main Activities Delivered: [Summarize key actions carried out]

Stakeholders and Partners Involved: [List partners, agencies, and community groups]

Positive Results:

- [Example: Emergency food distribution reached 5,000 people within 48 hours]
- [Example: Successful coordination with Civil Defence for evacuations]

Challenges Faced:

- [Example: Delays due to blocked roads]
- [Example:]

Key Lessons Learned:

- [Example: Strong community networks improved outreach speed]
- [Example: Better logistical planning is needed for remote areas]

Team and Partner Feedback:

[Collect and summarize direct feedback from staff, partners, or community representatives involved in the response.]

Positive Feedback	(What worked well)
Reported Challenges	(Summarize or quote feedback)
Suggestions for Future Improvement	(Summarize or quote feedback)

Recommendations for Improvement:

1. [Recommendation 1]
2. [Recommendation 2]

Follow-up Actions

Action Needed	Responsible Unit	Deadline
[Example: Update emergency contact database]	[Emergency Management Unit]	[Date]

Additional Notes or Attachments

[Provide any further information, attach reports, photos, data, or other supporting documents.]

21. After-Action Report (AAR) Template

Purpose: This After-Action Report (AAR) template is provided to document response performance following any crisis affecting the Greater Amman Municipality. It serves to capture response actions, assess operational effectiveness, record lessons learned, and recommend improvements to enhance future crisis management and response capacity.

Completed by (Name of Personnel and/or Team):

After Action Report

Report Information	<p>Report Title: <i>[Specify the event]</i></p> <p>Prepared By: <i>[Name, Title, Unit]</i></p> <p>Date of Completion: <i>[Date]</i></p> <p>Review Authority: <i>[Manager or Crisis Coordinator]</i></p>
Crisis Incident Overview	<p>Crisis Type: <i>[e.g. Security Incident, Flood]</i></p> <p>Start and End Dates: <i>[Insert dates]</i></p> <p>Affected Locations: <i>[List impacted districts or areas]</i></p> <p>Lead Coordinating Department: <i>[Insert Department or Unit]</i></p> <p>Supporting Agencies / Partners: <i>[List key external and internal partners]</i></p> <p>Crisis Summary: <i>[Briefly describe the nature, scale, and impact of the crisis]</i></p>
Response Objectives	<p>Identify the key objectives that guided the response efforts.</p> <ul style="list-style-type: none"> <i>[Example: Restore essential municipal services as quickly as possible]</i>
Action Taken	<p>Describe the major response actions executed to meet the objectives.</p> <ul style="list-style-type: none"> <i>[Example: Deployment of municipal teams for debris clearance]</i>
Key Achievements	<p>Summarize positive results and successful outcomes.</p> <ul style="list-style-type: none"> <i>[Example: Emergency water distribution covering 5 neighborhoods]</i>
Operational Challenges	<ul style="list-style-type: none"> <i>Identify gaps or limitations encountered during the response.</i> <i>[Example: Insufficient transport capacity for relief distribution]</i> <i>[Example: Delayed communication with field teams due to technical issues]</i>
Lessons Learned	<p>Describe practical insights gained that can inform future responses.</p> <ul style="list-style-type: none"> <i>[Example: Strong pre-crisis partner engagement improves field coordination]</i>
Recommendations for Future Crisis Management	<p>List clear, actionable recommendations to strengthen future capacity.</p> <p><i>Recommendation 1: Conduct annual training for municipal emergency teams]</i></p> <p><i>[Recommendation 2: Establish backup communication systems for field teams]</i></p>
Action Plan	<p>Action Required:</p> <p>Responsible Unit:</p> <p>Deadline:</p>
Supporting Documentation	<ul style="list-style-type: none"> Situation Reports Contact Lists Maps and Data Logs Meeting Minutes Photos and Media Other Relevant Documents

22. GAM Post-Crisis Archiving Checklist

Purpose: This checklist helps confirm that all essential documents from a crisis event have been collected, reviewed, stored, and submitted properly. It supports GAM's goal of maintaining complete, accurate, and organized records for audit, evaluation, and long-term preparedness.

Completed by (Name of Personnel and/or Team):

General Information

- Crisis/Incident Name: _____
- Log Sheet ID: _____
- Archive Lead: _____
- Review Date: ___ / ___ / 20___

Archive Contents Confirmed

Item	Confirmed
Incident reports (daily/summary)	
Inventory/resource deployment logs	
Staff rosters and attendance records	
Financial documents (copy of invoices, receipts)	
Public communication samples	
Photos/maps collected during crisis	
Meeting notes and minutes	
Partner/donor coordination letters	
Post-Crisis Evaluation and Feedback Reports	
Notes:	

File Format and Storage


Task	Completed	Notes
All items saved digitally (PDF, Word, etc.)		
Stored in correct event folder		
Backup completed (cloud or external drive)		
Printed copies organized in archive folder		

Submission and Sign-Off

- Completed by: _____
- Supervisor Approval: _____
- Archive Submission Date: ___ / ___ / 20___

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