

Media process

Version control:

Version	Date	Change(s)	By
1.0	29/11/2023	Initial release	LJ

Introduction – Working with the British Red Cross Media Team

The Media Process covers what to do if we receive a call from a journalist or where we suspect that someone is recording the conversation.

Operators

If you receive a call from a journalist, please refer them to the media team on 020 7877 7557 or press@redcross.org.uk

If you receive a call, you suspect may be from a journalist or person who has recorded the conversation, please alert your supervisor who will contact the coordinators on duty that day.

Coordinators

If we receive a call where the operator suspects may be from a journalist or person who has recorded the conversation, please alert the shift manager, and let the BRC media team know on 020 7877 7557 or press@redcross.org.uk

The media team are available to support and consult 24/7, there is always a press officer on-call, and a manager available for escalation as needed.

The team are also available to help share information with the public. We can work with you to help share helpful information on social media channels and our website.

Names	HN	NJ	LP	MB	PB	GG	LJ
Read & Understood							
Names	CL	DR	EG				



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