Introduction
The risk of facility incident can hardly be zero in reality due to internal and external factors. For proactive facility management, the contingency plan should be reviewed regularly to ensure that it is current. In the event of critical facility incident such as water outage, timely response and activation of relevant contingency plan is important for effective crisis & business continuity management of the hospital. The response under scenarios of facility incident should be risk based. In a situation of high risk level, non-clinical and clinical staff at various levels may have important roles to play. However, the contingency plan developed by one operational unit may not be comprehensive or up-to-date to reflect the recent corporate communication requirements of the hospital administration. The coverage on notification may not fulfill the reporting needs and immediate follow up actions expected of major stakeholders. For example, there may be need of group exchange by phones at hospital level. There may be need of triggering the Rapid Communication System (RCS). There may be need of starting Advance Incident Reporting System (AIRS). During non-office hours, there may be need of the On-call Manager to bridge the communication between the front line operations and the top management. A good contingency plan should address the needs of these multiple stakeholders. The contingency plan in text format only may not be the best way to present information to the stakeholders in a complicated and stressful situation. In order to facilitate ease of visualization of decisions and procedures, a user friendly flowchart is introduced.

Objectives
1. To review contingency plans and drill reports of critical facilities through case study on water supply; 2 To identify gaps for improvement of contingency plan; 3 To consider communication requirements of multiple stakeholders in contingency plan; 4
To recommend enhancement of design of contingency plan.

**Methodology**
Through document review of contingency plans and drill reports, areas for improvement are identified. Case study is conducted on the contingency plan of water supply.

**Result**
The requirements of multiple stakeholders are incorporated in the flowchart design of contingency plan. This approach may be applied to contingency plans for incidents of other critical facilities.