GUIDELINES

ASEAN-ERAT

ASEAN-EMERGENCY RESPONSE AND ASSESSMENT TEAM

ONE **ASEAN**
ONE **RESPONSE**

ASEAN-Emergency Response and Assessment Team (ASEAN-ERAT) 2018

Supported by:

JAIF

Japan-ASEAN Cooperation

AHA CENTRE

ONE **ASEAN** ONE **RESPONSE**
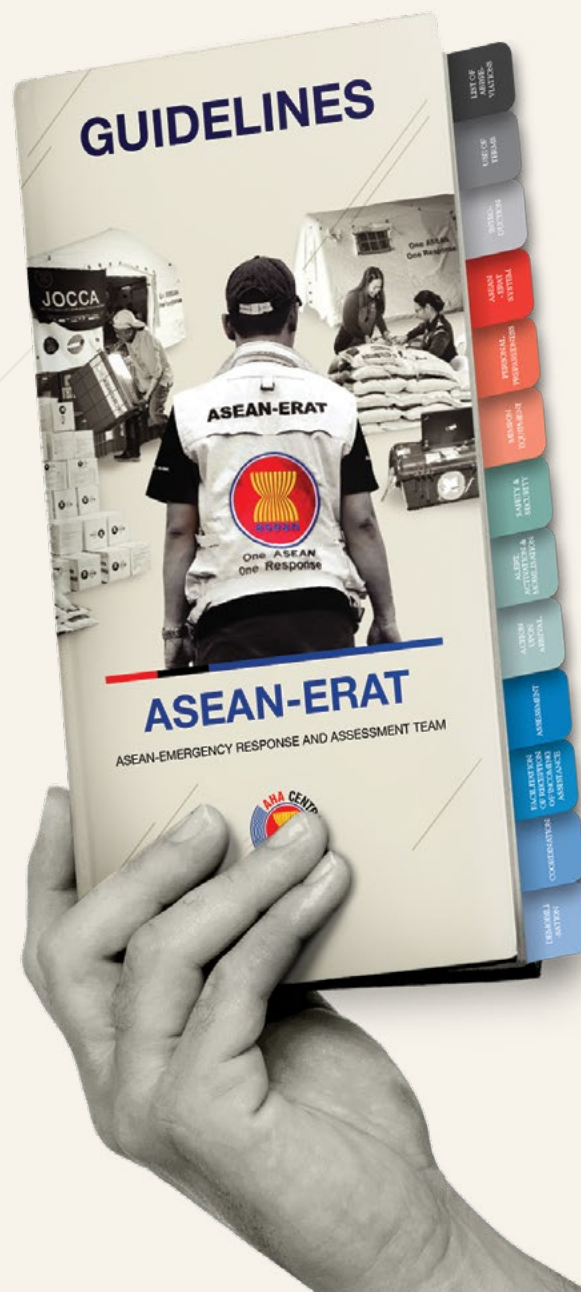
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LIST OF ABBREVIATIONS

List of Abbreviations

AADMER	ASEAN Agreement on Disaster Management and Emergency Response
ADMM	ASEAN Defence Ministers Meeting
AHA Centre	ASEAN Coordinating Centre for Humanitarian Assistance on disaster management
AJDRP	ASEAN Joint Disaster Response Plan
AMRG	ASEAN Military Ready Group
AMS	ASEAN Member States
APG	AADMER Partnership Group
ARDEX	ASEAN Regional Disaster Emergency Response Simulation Exercise
ARF-DIREX	ASEAN Regional Forum Disaster Relief Exercises
ASEAN	Association of Southeast Asian Nations
AWP	AADMER Work Programme
CA	Competent Authority
CMCoord	Civil-Military Coordination
CIQ	Customs, Immigration and Quarantine
CSO	Civil Society Organisation
DELSA	Disaster Emergency Logistics System for ASEAN
EMT	Emergency Medical Team
EOC	Emergency Operations Centre
ERAT	ASEAN-Emergency Response and Assessment Team
FRP	Field Response Plan
ICLT	In-Country Liaison Team
IFRC	International Federation of the Red Cross and Red Crescent Societies
HADR	Humanitarian Assistance and Disaster Relief
INAC	Initial Needs Assessment Checklist
INSARAG	International Search and Rescue Group
JOCCA	Joint Operations and Coordination Centre of ASEAN
LCA	Logistics Capacity Assessment
MNCC	Multi-National Coordination Centre
NDMO	National Disaster Management Organisation
NFP	National Focal Point
SASOP	Standard Operating Procedure for Regional Standby Arrangements and Coordination of Joint Disaster Relief and Emergency Response Operations
SG-AHAC	Secretary-General as the ASEAN Humanitarian Assistance Coordinator
TOR	Terms of Reference
UN	United Nations
UN OSOCC	United Nations On-Site Operations Coordination Centre
UNDAC	United Nations Disaster Assessment and Coordination
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
USAR	Urban Search and Rescue
V-OSOCC	Virtual On-Site Operations Coordination Centre
Web-EOC	Web-Emergency Operations Centre

2

USE OF TERMS

AADMER: The legally-binding regional agreement for cooperation on disaster management in the ASEAN region.

Disaster: A serious disruption of the functioning of a community or a society causing widespread human, material, economic or environmental losses.

Member State: A member country of ASEAN (also referred to ASEAN Member State or AMS).

Affected ASEAN Member State: The member country of ASEAN that is affected by a disaster.

Assisting Entity: A State, international organisation, and any other entity or person that offers or renders assistance to the affected AMS in the event of a disaster emergency.

National Focal Point: An entity designated and authorised by AMS to receive and transmit information in accordance with the provisions of the AADMER.

The NFP plays an important role in facilitating communication with other AMS and the AHA Centre and serves as the single point of contact for the country. The NFP is also responsible to coordinate with one or more Competent Authorities for regional emergency response coordination.

NDMO: The National Disaster Management Organisation of the Member State.

Competent Authorities: One or more entities designated and authorised by each AMS to act on its behalf in the implementation of the AADMER.

National Operation Centre: The designated centre within the Member State that operates on 24/7 basis to help the NFP receive or transmit reports and situation updates from and to the AHA Centre or other Assisting Entities.

AHA Centre: The Centre is mandated to facilitate cooperation and coordination among the AMS, and with relevant United Nations and international organisations, in promoting regional collaboration. The AHA Centre has the responsibility over the management of the ASEAN-ERAT system.

The AHA Centre works on the basis that the affected AMS will act first to manage and respond to disasters. In the event that the affected AMS requires support to cope with such a situation, it may seek assistance from the AHA Centre directly or may request the AHA Centre to facilitate the coordination of assistance from any Assisting Entity.

EOC: The AHA Centre Emergency Operations Centre based in Jakarta, Indonesia.

3

INTRODUCTION

3A

Background

³**A1** The objective of the ASEAN Agreement on Disaster Management and Emergency Response (AADMER) as stated in Article 2 is to jointly respond to disaster emergencies through concerted national efforts and intensified regional and international co-operation. AADMER also stipulates a number of actions to be taken by ASEAN Member States (AMS) in terms of preparedness and to jointly respond to a disaster in the region. These are described in Articles 8 to 16 of Parts IV and V of the AADMER.

³**A2** Under AADMER, ASEAN has established disaster preparedness and emergency response mechanisms and tools, including the Standard Operating Procedure for Regional Standby Arrangements and Coordination of Joint Disaster Relief and Emergency Response Operations (SASOP), ASEAN Regional Disaster Emergency Response Simulation Exercise (ARDEX), and the ASEAN-ERAT to ensure the overall preparedness, response, deployment, coordination and supervision of assistance when a disaster occurs within the region.

³B

Development of the ASEAN-ERAT System

³B1 After the ARDEX-07 hosted by Singapore on 20-24 October 2007, participants of the After-Action Review (AAR) brought up the need for an ASEAN rapid assessment team. The ASEAN Committee on Disaster Management (ACDM) during its succeeding meeting agreed to form the ASEAN Rapid Assessment Team on 26 October 2007.

³B2 The ASEAN disaster preparedness and emergency response tools and mechanisms were put into use when the Cyclone Nargis made a landfall in the Ayeyarwady and Yangon Divisions of Myanmar on 2 and 3 May 2008. Cyclone Nargis left almost 140,000 dead or missing and adversely affected up to 2.4 million people.

³B3 Following the disaster, the ASEAN Secretariat as the Interim AHA Centre activated the SASOP and released daily situation updates to monitor the situation, gather updates and recommend response required. One of the recommendations made in the daily situation updates was the mobilisation of the ACDM-coordinated ERAT to Myanmar to conduct joint assessment, coordinate, and gather information in the field. The word "emergency" was added to the name; henceforth until 2014, the team was called "ASEAN-Emergency Rapid Assessment Team".

³B4 The first batch of the ASEAN-ERAT began to operate in Yangon from 9 May 2008. The mission lasted until 18 May 2008. The key objective of the first ASEAN-ERAT mission was to gather and analyse assessment findings (from consultations with senior government officials and field assessments) in order to provide recommendations on the way forward to support the Government

of Myanmar. In addition to ASEAN-ERAT members, United Nations Disaster Assessment and Coordination (UNDAC) members who were ASEAN nationals and were in the field at the same time were invited to join the ASEAN-ERAT as resource persons.

³B5

The mission report of ASEAN-ERAT was presented to the Special ASEAN Foreign Ministers' Meeting in Singapore on 19 May 2008. It contains key findings covering issues involving humanitarian access, logistics, shelter, water, health, food security, education. Recommendations, including the immediate establishment of a humanitarian coalition to coordinate and facilitate the ongoing relief, recovery and reconstruction efforts were put forward. The ASEAN-ERAT mission report was crucial as it led to the creation of the coalition, the ASEAN Humanitarian Task Force for the Victims of Cyclone Nargis, and its derivative, the Tripartite Core Group comprising ASEAN, the Government of Myanmar and United Nations. The ASEAN-led mechanism proved successful in facilitating relief and recovery efforts for the cyclone-affected people.

³B6

In March 2010, the ACDM adopted the AADMER Work Programme (AWP) that contains the strategies for implementing AADMER. One of the flagship projects identified by the ACDM Working Group on Preparedness and Response was the establishment of a fully-functional Emergency Rapid Assessment Team. The rationale behind this priority were the need to strengthen ASEAN's preparedness and capacity to respond to disasters and ensure the rapid and collective deployment of ASEAN's assistance following a major

disaster in one or more Member States in the region. The ACDM also agreed that Singapore, as Lead Shepherd Country for the Working Group on Preparedness and Response for the implementation of the AWP, would take the lead in finalising the Guidelines for the Deployment of ASEAN-ERAT and convene the ASEAN-ERAT training in 2010. By the end of October 2010, the ASEAN-ERAT Workshop and 1st ASEAN-ERAT Induction Course was successfully conducted in Singapore.

³B7

In November 2011, the AHA Centre was established. During the 3rd ASEAN-ERAT Induction Course, Singapore handed over management of ASEAN-ERAT to the AHA Centre.

³B8

In November 2013, Typhoon Haiyan struck the Philippines, displacing 4 million people and leaving damage worth USD 142 million. ASEAN-ERAT was deployed two days before the expected landfall; one member was on the ground in Tacloban when the typhoon hit. That presence in Tacloban proved to be beneficial as ASEAN was able to provide emergency communications support to the Philippine government immediately after the typhoon left, when all other communication systems were damaged. The success and challenges of the ASEAN response in Haiyan were published in the book "Weathering the Perfect Storm: Lessons Learnt on the ASEAN's Response to the Aftermath of Typhoon Haiyan".

³B**9** From the lessons from Haiyan, the ACDM during its 23rd meeting in Da Nang, Viet Nam, agreed that the role of the ASEAN-ERAT will be expanded to include support to emergency response operations. In addition to rapid assessment, ASEAN-ERAT roles will include support to emergency logistics, communications, coordination, among others. Hence, the ASEAN-ERAT will be known henceforth as the "ASEAN-Emergency Response and Assessment Team."

3

One ASEAN One Response

3C1 The ASEAN Leaders during the 28th ASEAN Summit in Vientiane, Lao PDR in September 2016 adopted and signed the "Declaration on One ASEAN, One Response: ASEAN Responding to Disasters as One in the Region and Outside the Region". One ASEAN One Response commits to increasing the speed, scale and solidarity in the delivery of humanitarian assistance to affected Member States.

3C2 The ASEAN Declaration on One ASEAN One Response affirms the role of ASEAN-ERAT as the official resource of the ASEAN under AADMER, managed and coordinated by the AHA Centre.

3C3 The goal of One ASEAN One Response is to achieve faster response, mobilise greater resources, and establish stronger coordination to ensure ASEAN's collective response to disasters in ASEAN and outside the region. This aim will be achieved by harnessing the capacities and cooperation of all relevant sectors and stakeholders including:

ASEAN Member States and ACDM

National agencies and authorities that have responsibilities in disaster management and response

ASEAN centres, bodies and entities

Non-state humanitarian actors including civil society organisations (CSOs); private sector; academic, technical and scientific institutions; media and communications agencies; youth, professionals and other private civic groups

International humanitarian actors, including ASEAN Dialogue Partners, International Federation of the Red Cross and Red Crescent Societies (IFRC), Red Cross and Red Crescent National Societies, UN agencies, multilateral organisations, other regional organisations.

State Actors
NDMO, Defence, Military, Health, Foreign Affairs, Social Welfare

Private Sector
ASEAN-born, multi-national companies, private sector coalitions

ONE ASEAN ONE RESPONSE

asean

Non-ASEAN and other International Organisations
ASEAN Dialogue Partners, EAS participating countries, Red Cross and Movement, regional centres, UN agencies

Civil Society Organisations
NGOs, Foundations, Philanthropic/Faith-based Organisations

$^3C4$ During major disasters, the areas of cooperation will be at three levels:

Strategic: at regional level, by the AHA Centre and the Secretary-General as the ASEAN Humanitarian Assistance Coordinator (SG-AHAC), in the AHA Centre Emergency Operations Centre (EOC) in Jakarta;

Operational: at country level, by the AHA Centre In-Country Liaison Team (ICLT) embedded in the national EOC together with civil-military liaison officers; and

Tactical: at the affected area, by the ASEAN-ERAT, managing JOCCA.

$^3C5$ Activation of Secretary-General of ASEAN as the ASEAN Humanitarian Assistance Coordinator:

SG-AHAC will be activated at the request from the affected Member State or with the acceptance of the offer of assistance made by the Secretary-General;

Activated

When SG-AHAC is activated, she/he shall immediately call for support from ASEAN Leaders to mobilise resources to support the affected Member State, ASEAN's sectors and mechanism, international organisations and partners.

³C6 **SASOP.** To ensure preparedness for effective response, the AMS, on a voluntary basis, shall earmark assets and capacities that may be made available and mobilised for disaster relief and emergency response (called Standby Arrangements). The establishment of standard operating procedures serves as guide in implementing regional standby arrangements, utilisation of military and civilian personnel, equipment, facilities, goods and services and the facilitation of their transboundary movement, and coordination of joint disaster relief and emergency response operations.

³C7 The **ASEAN Joint Disaster Response Plan (AJDRP)** provides a common framework to deliver a timely, at-scale, and collective joint response through mobilisation of required assets and capacities as well as a coordinated response by all entities responding to a disaster, both government, non-government, inter-governmental institutions, and the private sector.

3

ASEAN-ERAT Guidelines

3 D1 The ASEAN-ERAT Guidelines has been developed by the ACDM Working Group on Preparedness and Response in cooperation with numerous actors who have gained invaluable experience in developing response capabilities and responding to major regional and international disasters.

3 D2 The ASEAN-ERAT Guidelines is intended as:

an easily accessible reference tool for ASEAN-ERAT before and during a mission to a disaster

as a primary reference for training of the ASEAN-ERAT

NFP as a reference for NFPs and humanitarian actors in the region in order to maximise the capacities of ASEAN-ERAT.

3 D3 The ASEAN-ERAT Guidelines is also closely linked to the SASOP as it makes use of the existing emergency response procedures in the SASOP to facilitate alert, activation, mobilisation and deployment of the ASEAN-ERAT. This ensures the various institutions involved are constantly synchronised in their understanding of the procedures involved and actions required during an emergency.

3 D4 Finally, the ASEAN-ERAT Guidelines will continue to be improved and will evolve with the experience gained by the ASEAN-ERAT in responding to regional disasters and participating in preparedness exercises.

4

ASEAN-ERAT
SYSTEM

4

The ASEAN-ERAT

4 A1 The ASEAN-ERAT is the official resource of ASEAN under AADMER, designed to support the NDMO of the affected AMS[1] in the immediate aftermath of a disaster.

Annex 1: List of NFPs and NDMOs of ASEAN Member States

4 A2 The ASEAN-ERAT is:

able to be deployed at very short notice anywhere in the ASEAN region and outside the region;

able to be deployed within 24 hours upon acceptance of its deployment by the affected AMS;

under the direction, supervision and control of the NDMO of the affected AMS throughout the deployment; and

self-sufficient with its own resources and equipment to assist the NDMO in its disaster response operations and will not divert resources from the affected AMS.

4 A3 The ASEAN-ERAT System is composed of personnel, training, mission equipment, operations, and management *(refer to Section E).*

Training

Personnel

Mission Equipment

ASEAN -ERAT

Management

Operation
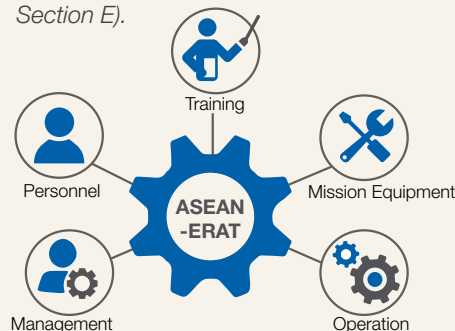
[1]Unless otherwise indicated, all references to NDMO refers to the NDMO of the affected AMS.

4 B
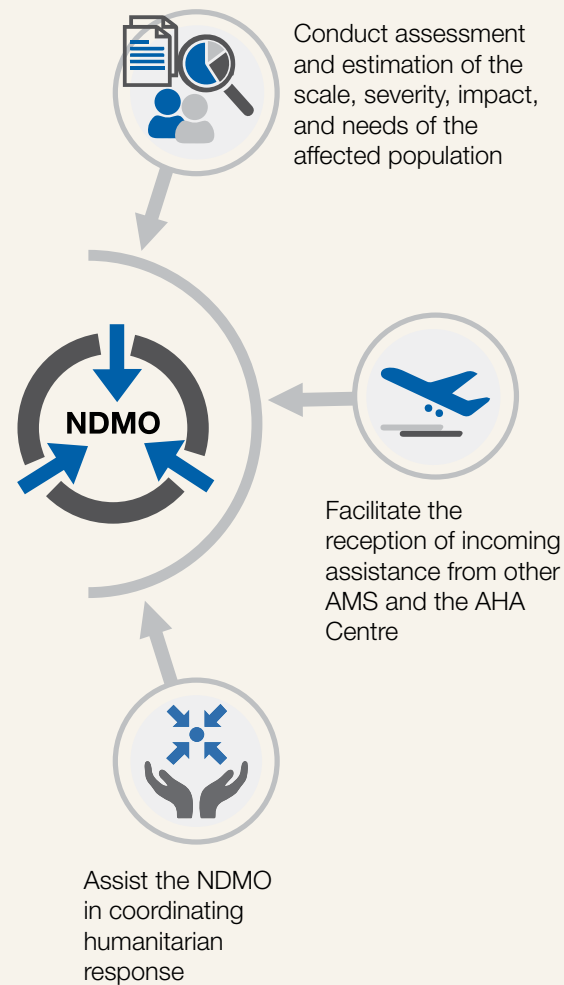
Purpose of ASEAN-ERAT

⁴B 1 The purpose of the ASEAN-ERAT is to support the NDMO of disaster-affected countries in the region and outside the region as a functional symbol of the ASEAN collective response.

4

C

Core
Functions

The following are the core functions of
ASEAN-ERAT:

Conduct assessment
and estimation of the
scale, severity, impact,
and needs of the
affected population

NDMO

Facilitate the
reception of incoming
assistance from other
AMS and the AHA
Centre

Assist the NDMO
in coordinating
humanitarian
response

4

Preparedness Mission

4D1 ASEAN-ERAT Preparedness Mission refers to deployment in "time of peace" to provide technical support for preparedness and response activities as required by NDMO such as contingency plan development, training, and response planning.

4D2 ASEAN-ERAT may be deployed in Preparedness Missions in order to:

- gather pre-disaster information such as demographics of populations potentially affected and preparedness capacity at local and national level

- get acquainted with potential partners from government, non-government and inter-governmental organisations should a response be required

- gather information about potential suppliers for logistics

- be pre-positioned in case a humanitarian crisis develops.

4

ASEAN-ERAT System

The ASEAN-ERAT System is composed of the following components:

^{4}E$_1$ Personnel

The ASEAN-ERAT members are composed of deployable team from the AMS, ASEAN Secretariat, the AHA Centre, CSOs, Red Cross societies, private sector groups, academic and technical institutions, and other ASEAN partners.

ASEAN-ERAT members may be deployed in-country (also called "Local ERAT") and to other AMS (called "regionally deployed team").

ASEAN-ERAT members have cultural awareness and respect for diversity, able to work in a multi-disciplinary, multi-national team, able to adapt to rapidly changing situations with minimum guidance and support, and able to cope with extreme working and living conditions.

^{4}E$_2$ Training

a All members of ASEAN-ERAT go through a minimum 100-hour Induction Course and competency assessment.

b The ASEAN-ERAT members' competencies include:

Generalists (Level 1): able to carry out ASEAN-ERAT's core functions flexibly and effectively

Specialists (Level 2): with in-depth knowledge and experience

in specific aspects of humanitarian response (for example, sectoral assessment, information management, humanitarian coordination, logistics, emergency communications, etc.)

Leaders (Level 3): experienced humanitarian response managers and with team-building skills, able to assume authority as required.

c ASEAN-ERAT members participate in regional disaster simulations exercises such as ARDEX, ASEAN Regional Forum Disaster Relief Exercise (ARF-DiREx) as well as national simulation exercises in this capacity as ASEAN-ERAT.

^{4}E3 Equipment

ASEAN-ERAT shall be self-sufficient in personal and team mission equipment when deployed during disasters.

^{4}E4 Deployment Procedures

Upon the request of the affected AMS or upon its acceptance of offer of assistance, the AHA Centre shall facilitate the deployment of ASEAN-ERAT in coordination with the NFP, national EOC, and head of other assisting organisations.

ASEAN-ERAT may also be deployed to support coordination of ASEAN collective response in the EOC of the AHA Centre in Jakarta, Indonesia.

ASEAN-ERAT Roster. The ASEAN-ERAT System is also enhanced by having a list of members that have been pre-approved by

the NDMOs for deployment to facilitate immediate mobilisation of personnel. The ASEAN-ERAT Roster is updated on a quarterly basis.

^{4}E5 Management

a The AHA Centre is responsible for the management, strengthening and growth of the ASEAN-ERAT System, and the provision of support to deployed ASEAN-ERAT members.

b Referring to the ACDM Preparedness and Response Working Group meeting conducted in April 2015, in Malaysia, it was agreed that the ASEAN-ERAT Advisory Group should be established for the purpose of providing strategic and technical advice on the improvement of the ASEAN-ERAT System. The ASEAN-ERAT Advisory Group comprises representation of NDMOs who are knowledgeable about ERAT System or senior ASEAN-ERAT members.

PERSONNEL

DEPLOYMENT PROCEDURE

ERAT MANAGEMENT

TRAINING

EQUIPMENT

^{4}E6 ASEAN Web-EOC

The ASEAN Web-Emergency Operations Centre (Web-EOC) is a web-based online coordination platform that allows information exchange between AMS, the AHA Centre and ASEAN Secretariat from the early phase of the emergency and throughout the period of response. Through this platform, AMS could indicate their offer of assistance including details of resource and assets that is going to be mobilised.

Through the ASEAN Web-EOC, response teams on the ground could also exchange information on the status of operations, provide baseline information, update situation from assessments, provide other information such as entry points and logistical support required. The ASEAN Web-EOC will be used during operations of the JOCCA as a tool to synchronise information-sharing between the Reception and Departure Centres (RDCs), sub-JOCCA(s), primary JOCCA and the AHA Centre. For further information and access to the ASEAN Web-EOC, please contact administrator through email: operationroom@ahacentre.org

^{4}E7 The ASEAN-ERAT System is guided by the Humanitarian Principles:

Humanity - Human suffering must be addressed wherever it is found. The purpose of humanitarian action is to protect life and health and ensure respect for human beings.

Neutrality - Humanitarian actors must not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature.

Impartiality - Humanitarian action must be carried out on the basis of need alone, giving priority to the most urgent cases of distress and making no distinctions on the basis of nationality, race, gender, religious belief, class or political opinions.

Independence - Humanitarian action must be autonomous from the political, economic, military or other objectives that any actor may hold with regard to areas where humanitarian action is being implemented.

4

ASEAN-ERAT and ICLT

⁴F **1** ASEAN-ERAT will coordinate closely with In-Country Liaison Team (ICLT) — the AHA Centre team at the capital of the affected AMS — to ensure a well-coordinated action in information exchange, liaison and synchronised planning with NDMO's Headquarters.

⁴F **2** ASEAN-ERAT and ICLT will mutually support one another to effectively support the NDMO of the affected AMS, in the following areas:

Safety and security

Logistics, administrative and financial aspects

Liaison with NDMO and other humanitarian actors

Coordination of ASEAN response on the ground and with the AHA Centre EOC

Information management.

4

G

Structure

4G1 The ASEAN-ERAT Structure has the following characteristics:

a **Reports to NDMO:** When deployed, the ASEAN-ERAT will report directly to the NDMO or its designated representative.

b **Modular and Scalable:** The core functions are filled based on the Terms of Reference and request of the NDMO. The number of personnel under each function expands or contracts based on the Field Response Plan and number of deployed ASEAN-ERAT.

c **Flexible:** The ASEAN-ERAT composition varies depending on the nature of the disaster. ASEAN-ERAT members must expect to be given a range of tasks and responsibilities in order to support the NDMO and the AHA Centre regional coordination and collective response.

4G2 Tasks & Functions of the Team Leader:

Provides briefing to the NDMO including reports and updates of operations.

Manages and supervises the activities of the Team, including the following:

- ✔ Lead the development of the ASEAN-ERAT Field Response Plan

- ✔ Task the Team Members in carrying out the ASEAN-ERAT Field Response Plan

- ✔ Assess the status and progress of on-site disaster operations

- ✔ Assess requirements from the field for additional assistance.

Coordinates with the AHA Centre in Jakarta or the ICLT at the capital or NDMO's Headquarter in order to:

- ✔ Update the AHA Centre on the disaster situation

- ✔ Request for additional assistance or operational support for the Team

- ✔ Update the AHA Centre on safety and security of the Team and coordinate support for emergency or medical evacuation when necessary

- ✔ Liaise with other humanitarian actors on the ground

- ✔ Serve as spokesperson of the ASEAN-ERAT on operational aspects.

4G3 The next sections list the tasks and responsibilities that may be assigned to ASEAN-ERAT members in carrying out their core functions.

4G4 Assessment

Conduct rapid assessments, damage and needs assessment of the area, or sectoral assessments, as requested by the NDMO

Coordinate with other teams on the ground for coordinated, harmonised or joint assessments as directed by the NDMO

Produce an analysis and report based on data gathered

Provide support to information management to the NDMO as requested

Perform other tasks delegated by the Team Leader.

4G5 Logistics

Coordinate with ICLT or the AHA Centre on the schedule arriving ASEAN relief items and ASEAN personnel

Coordinate with the NDMO or other local authorities regarding the location of the warehouse or storage facility for the delivery and reception of ASEAN assistance, or location of stations of incoming personnel from AMS

Prepare logistics for transport and ground handling of relief items

Prepare other logistics and procurement including hotel and mission equipment and supplies for the Team and incoming AMS personnel as necessary

Perform other tasks delegated by the Team Leader.

4G6 Coordination

Set-up and manage JOCCA when necessary

Support NDMO in coordinating with ASEAN responders and partners on the ground to know their plans, initiate joint activities, and provide technical support as necessary

Establish links with UN, UNDAC, On-Site Operations Coordination Centre (OSOCC), IFRC, national Red Cross society, civil society and humanitarian actors as well as participate in relevant humanitarian response coordination meetings

Support the management of the RDC or set-up the RDC when requested by the NDMO

Coordinate humanitarian actors when requested by the NDMO (for example, organising and moderating coordination meetings)

Perform other tasks delegated by the Team Leader.

4G7 Safety and Security

Collect information related to the safety and security of the team

Brief the team about safety and security procedures in the operations or field sites

Coordinate with the team's logistics focal point for safety and security concerns such as hotel location; comprehensive and third-party liability insurance of rented vehicles, cargo insurance, etc.

Track the location of all team members at all times, and where requested, other ASEAN deployed personnel

Update the Team Leader on safety and security incidents if any

Ensure the security of the team's mission equipment and other assets such as ASEAN relief items.

4.G8 Admin-Finance

Support the ASEAN-ERAT operations in all aspects of administrative, finance and logistics

Manage funds by monitoring expenditures, providing fund use and cost estimates, and implementing controls

Documenting and processing claims

Comply with financial reporting requirements of the AHA Centre.

4.G9 Information Management:

Lead in the collection, consolidation and analysis of on-going situation and response conditions for the team and the AHA Centre

Establish and maintain an information network

Produce reports such as situation report and operational overview documents that may be needed at JOCCA

In coordination with the AHA Centre, develop key messages for dealing with media
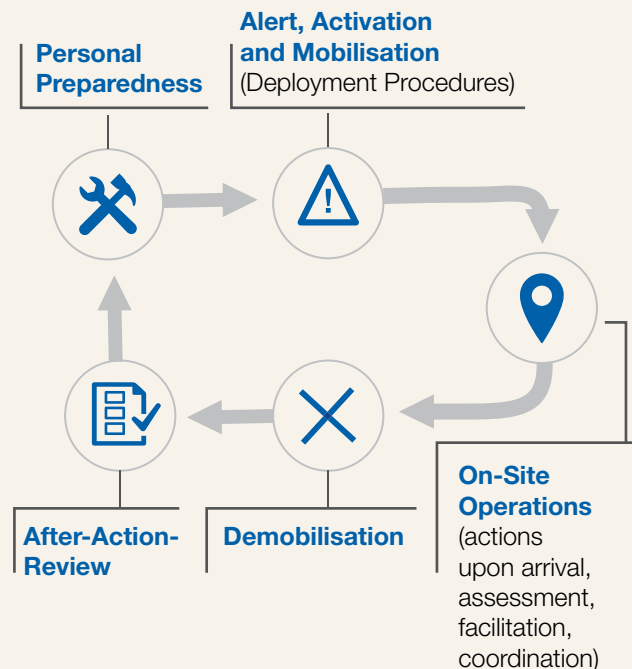
Support the AHA Centre in the development of communication and information products including documenting and organising visual evidence (photographs).

4

Mission Cycle

4 H1 The ASEAN-ERAT Mission Cycle commences from self-preparation to demobilisation. In brief, the mission cycle follows the following steps:

Personal Preparedness

Alert, Activation and Mobilisation (Deployment Procedures)

On-Site Operations (actions upon arrival, assessment, facilitation, coordination)

Demobilisation

After-Action-Review

4 H2 ASEAN-ERAT members may also be called upon to participate in After-Action-Review organised by the AHA Centre or the NDMO.

5

PERSONAL
PREPAREDNESS

PERSONAL
PREPAREDNESS

5

A

Concept

5A1 It is the responsibility of the ASEAN-ERAT members to maintain a high-level of readiness to allow them to leave for a mission at very short notice and to be fully independent and self-sufficient throughout the mission.

5A2 Personal preparedness comprises readiness with regard to:

Ability to leave family and work at short notice for 14 days with possible extension up to one week in maximum

Understanding of the disaster management structure and familiarity of the culture of the affected AMS

Self-sufficiency with regard to clothing and personal effects

Having necessary documentation ready at all times.

5 B

Mission Readiness

5B1 The unpredictability and urgency of the nature of ASEAN-ERAT missions requires members to have:

Emotional and mental preparedness, as the mission comes with high levels of stress, anxiety, frustration, confusion, disorientation arising, for example, from rapidly changing response conditions or inability to communicate well with each other due to language differences. ASEAN-ERAT members should understand that this response is natural and often happens to others in similar situations;

Prepared their immediate family members for the sudden departure to a mission. This extends to ensuring all time-sensitive matters that require their attention are settled before they leave for the mission. Such anticipatory actions would enable the ASEAN-ERAT personnel on mission not be distracted or pre-occupied with his or her domestic issues whilst on mission;

Made professional arrangements such as rapid release from employment for ASEAN-ERAT mission, continuation of salary and benefits whilst on mission, or application for leave, and insurance coverage;

Ensured the validity of access to ASEAN Web-EOC and Virtual On-Site Operations Coordination Centre (V-OSOCC), the UN's real-time online coordination platform that allows information exchange early in an emergency;

Sufficient knowledge of the disaster management set-up and structures within the Affected AMS *(Refer to Annex 2)*; and

Awareness of the cultural conditions, practices and sensitiveness in the affected AMS *(Refer to Annex 3).*

^{5}B2 Appropriate behaviour expected of ASEAN-ERAT members include:

Patience and realistic expectations about one's ability to make a difference

Initiative to make full use of time in the mission productively and to use all possible problem solving strategies

Flexibility to adjust to changing conditions and diverse political and cultural situations

Sense of humour

Extensive knowledge of cultural conditions and practices and courtesy amidst difference and respect for diversity

Ability to work cohesively with people from different backgrounds, different agencies, and different personality types and culture

Non-tolerance for harassment and all forms of exploitation or abuse towards colleagues, disaster victims and other persons during the mission.

5

Personal Mission Gear

$^5C_1$ Personal documents, equipment, and supplies for the mission are listed below.

DOCUMENTS

✓ Required
- ✔ Passport with minimum 6-month validity
- ✔ Visas, where required
- ✔ Letter of deployment from the AHA Centre
- ✔ ASEAN-ERAT Identification Card
- ✔ Prescription for medicines
- ✔ Copy of medical insurance
- ✔ Prescription for eyeglasses or contact lenses, if applicable
- ✔ Adequate amount of US$ or local currency
- ✔ Notebook with writing materials
- ✔ Maps (either printed from internet or obtained through the AHA Centre)
- ✔ SASOP
- ✔ ASEAN-ERAT Guidelines

★ Recommended
- ★ Vaccination/Immunisation Records (also called 'Yellow Book' with copies of records, indicating blood type, dates for various vaccinations – Tetanus, Polio, Hepatitis A & B, Typhoid)
- ★ International credit or debit card/s
- ★ Personal business cards

PERSONAL ITEMS

- Back pack to carry all personal
- belongings
- Spare bag
- Plastic packaging or resealable bags (to keep critical documents and equipment dry in wet conditions)
- Sufficient clothing and appropriate footwear (suitable for the location, prevailing weather conditions and type of assignment; female ASEAN-ERAT member to have appropriate clothing including long-sleeves and headscarves, if local customs necessitate)
- ASEAN-ERAT cap, t-shirt, vest
- Personal medicines (including water purification tablets)
- Sunglasses and spare spectacles where necessary
- Sunscreen lotion
- Insect repellent
- Personal toiletries, towel
- Rain gear
- First aid kit (for personal use)
- Pocket knife (to put in check-in bag)
- Torch light with batteries
- Rubber gloves and health/dust masks
- Sleeping bag

PERSONAL GEAR

- Mobile phone and charger (recommended: Android smart phones with audio recording, camera, global positioning system, compass functions, and dual-SIM function)

- Spare mobile phone for use with a local SIM card (recommended)
- Personal laptop and charging cables
- USB memory stick
- Video or still camera (recommended)
- Power bank and extra batteries
- Universal adapter
- Extension cord

Other important items to bring are listed in Pre-Deployment Arrangements in the succeeding chapters.

5C2 **Update of Information.** ASEAN-ERAT members are responsible for updating their contact information and employment status to the AHA Centre through the ASEAN Web-EOC.

6

MISSION
EQUIPMENT

MISSION
EQUIPMENT

6A

Team
Mission Kit

6A1 Consistent with the concept of self-sufficiency of the ASEAN-ERAT during deployment, the team will be equipped and the AHA Centre will support the deployed team with the following:

a   Basic team survival gear:
- ✔ Adequate supply of food and water
- ✔ Tent
- ✔ Torch lights
- ✔ Small water filter
- ✔ First Aid Kit
- ✔ Field stove

b   ICT equipment:
- ✔ Computer with basic applications for creating and editing documents, spreadsheets and presentations, internet browser, basic photography editing, and virus protection
- ✔ Printer and scanner (or multi-function printer) with ink and paper supplies sufficient for the duration of the deployment
- ✔ VHF radios
- ✔ Mobile phones with local SIM cards
- ✔ Satellite phones with phone number on the equipment, credit and top-up
- ✔ Camera
- ✔ Navigation devices (handheld GPS devices, etc.)
- ✔ Spare batteries or powerbank

6A2 The equipment in the mission kit allows scalable deployment to meet minimum requirement to support the operations.
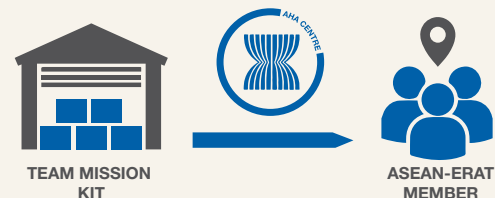
$^{6}A_{3}$ The AHA Centre may also support the response operations of the NDMO, including the provision of tent for office operations and necessary equipment (computers, printers, tele-communications, WiFi or BGAN) to run the office. In this case, the ASEAN-ERAT should be able to set-up said office and to immediately hand it over to the NDMO. This support to the NDMO shall be provided apart from the mission equipment provided to ASEAN-ERAT.

$^{6}A_{4}$ ASEAN-ERAT members should as far as possible have their own laptop and communication equipment during deployment.
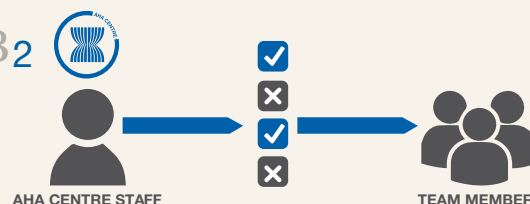
6 B

## Set-up/ Operation

6 B1

TEAM MISSION KIT

ASEAN-ERAT MEMBER

The Team Mission Kit will be brought along by the ICLT to the meeting point where it will be handed over to the ASEAN-ERAT member.

6 B2

AHA CENTRE STAFF

TEAM MEMBER

The ICLT should inform the receiving team member about any specific conditions under which the equipment should or should not be operated (extreme whether condition, within hospital location, etc.).

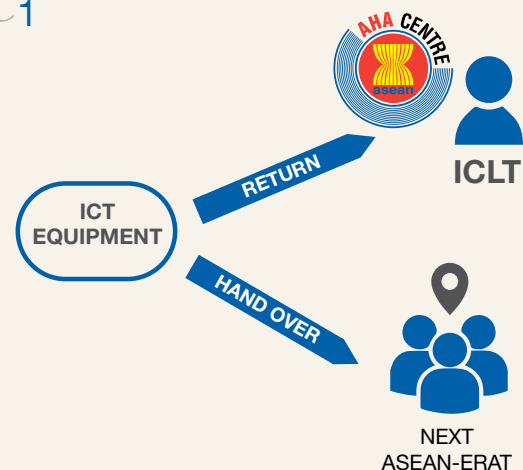### 6 B3

TEAM MEMBER
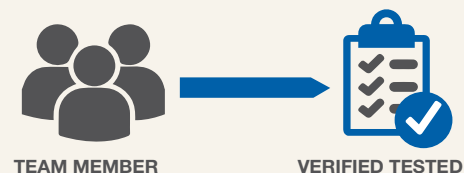
VERIFIED TESTED

The team member must immediately verify the checklist and test the equipment to ensure it is functioning normally. The team member shall sign the checklist to confirm that she/he has verified all the equipment to be in good working condition.
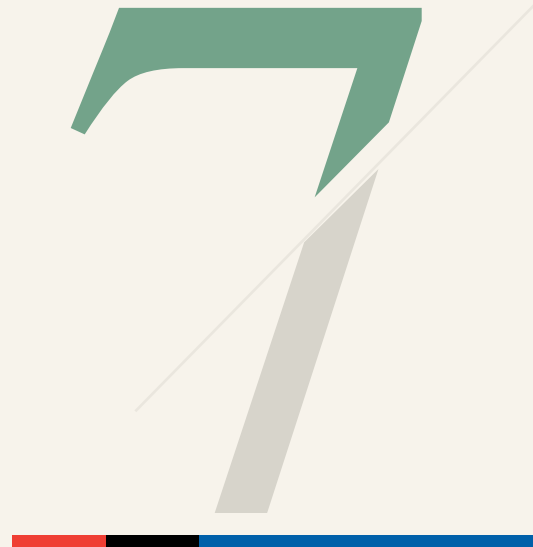
6

Handover or Returning the Equipment

$^6C_1$

Before leaving the country or base of operations, the team member who received the equipment must return them to the ICLT or hand over to the next batch of deployed ASEAN-ERAT, making sure that the equipment is in good working condition.
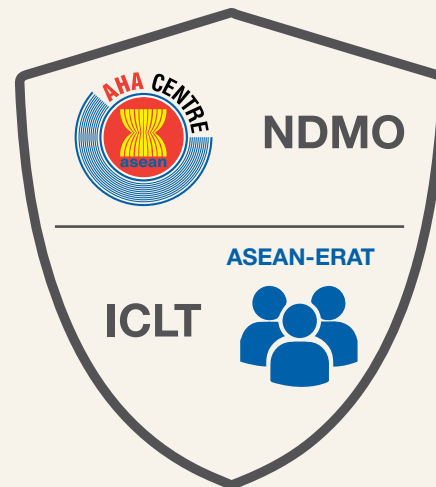
7

SAFETY & SECURITY

7A

Concept

⁷A₁

ASEAN-ERAT member is responsible for her/his own safety and security. The AHA Centre will support the safety and security of ASEAN-ERAT in coordination with NDMO and ICLT.

⁷A₂ The safety and security of ASEAN-ERAT personnel shall always be a priority. Health and wellness throughout the mission is important. ASEAN-ERAT members must expect the conditions of the mission to be very challenging, and provisions for accommodation, food and water, energy will be at bare minimum. Expect working hours to be long and demanding, and the working environment will be stressful, physically, mentally and emotionally challenging.

7B

Responsible Entities

⁷B 1   The AHA Centre

Provide ASEAN-ERAT with basic travel insurance during mission

Through ICLT, provide safety and security information specific to the locations of the mission for example, weather, typhoon track, safe roads, among others

Provide emergency contact numbers and contact person's name

Based on recommendation from or in consultation with ASEAN-ERAT Team Leader, the AHA Centre can withdraw ASEAN-ERAT members from the assignment if the risk of safety and security is considered too high and unacceptable for ASEAN-ERAT members to continue with deployment.

⁷B 2   NDMO

Ensure the safety and security of ASEAN-ERAT members and equipment in line with AADMER Article 12.2: "The Requesting or Receiving Party shall provide, to the extent possible, local facilities and services for the proper and effective administration of the assistance. It shall also ensure the protection of personnel, equipment and materials brought into its territory by or on behalf of the Assisting Entity for such purposes. Such military personnel and related civilian officials are not to carry arms."

When necessary, liaise with local security authorities with regard to ASEAN-ERAT field deployment to provide safety and security for ASEAN-ERAT members

Assist in emergency evacuation where possible.

^{7}B3 ASEAN-ERAT Team Leader

On the ground, the ASEAN-ERAT Team Leader is responsible for safety and security measures under these guidelines. The Team Leader may designate a Safety and Security focal point from among the team members to assist in monitoring the situation and the movement of the team throughout the mission.

The Team Leader must provide a safety and security briefing to all team members upon arrival including:

- ✔ Potential risks whilst on mission
- ✔ Actions to be taken with regard to relevant safety and security risks
- ✔ Incident reporting procedures
- ✔ Emergency contact numbers.

ICS Develop Safety and Security Plan using Incident Action Plan Safety Analysis Form 215 A and Medical Plan Form 206 *(Annex 7 & 8)* as part of the Incident Command System (ICS)

Immediately report through any means of communication any incident to ICLT and the AHA Centre and actions to be taken.

^{7}B4 ASEAN-ERAT Member

ASEAN-ERAT member upon acceptance of deployment acknowledges that the mission entails risks and that she/he is personally responsible for her/his own safety and security.

ASEAN-ERAT member must take all means and precautions to ensure safety and security among members. Other responsibilities include:

- ✔ Ensure validity of the UNDSS Basic Security in the Field II course and the Advanced Security in the Field course
- ✔ Monitor risk throughout the mission, and pass on relevant safety or security information to the Team Leader as soon as they become aware of it
- ✔ Avoid or seek to minimise risks to oneself and the team at all times
- ✔ Check-in with the Team Leader or Safety and Security Focal Point at various points during travel and upon arrival at the destination
- ✔ Notify the Team Leader or Safety and Security Focal Point of movements and changes in accommodations or travel plans
- ✔ Immediately notify the Team Leader or Security Focal Point of any safety or security incident, illness or injury.
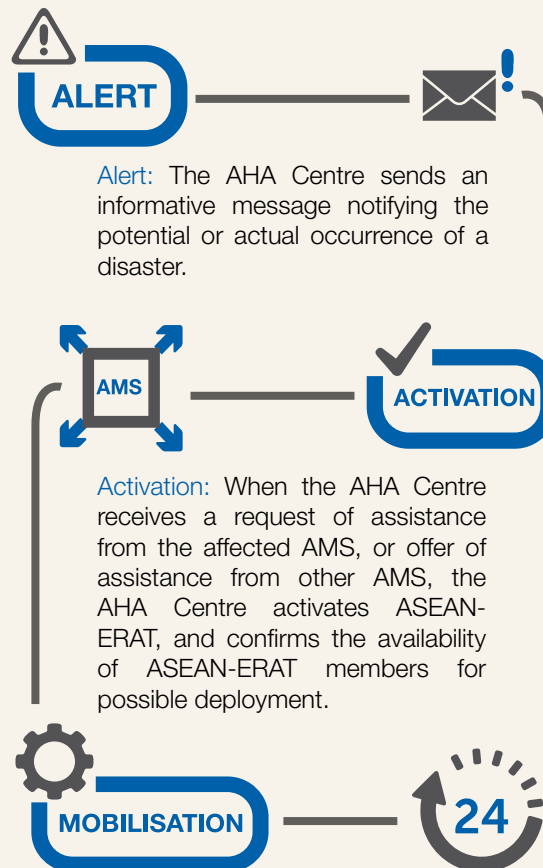
8

ALERT,
ACTIVATION AND
MOBILISATION

8

A

Concept

⁸A1 When a disaster occurs in an AMS that requires collective ASEAN response, ASEAN-ERAT should be mobilised and arrive within 24 hours upon the acceptance of the NDMO of the affected AMS of the deployment.

ALERT

Alert: The AHA Centre sends an informative message notifying the potential or actual occurrence of a disaster.

AMS

ACTIVATION

Activation: When the AHA Centre receives a request of assistance from the affected AMS, or offer of assistance from other AMS, the AHA Centre activates ASEAN-ERAT, and confirms the availability of ASEAN-ERAT members for possible deployment.

MOBILISATION

24

Mobilisation: When the NDMO approves the deployment of ASEAN-ERAT, arrangements are made to ensure that the selected members arrive in affected country within 24 hours.

8

Alert

8B1


from AHA
ALERT!

REPLY ▶

The AHA Centre informs the ASEAN-ERAT members about the potential or actual occurrence of a disaster through the AHA Centre Emergency Alert Service that uses automated voice, SMS and email services.

8B2

Upon receiving the alert message, the member should immediately go through the Personal Preparedness checklist in the previous chapter, as well as inform family and supervisor regarding the potential ASEAN-ERAT deployment to make the necessary arrangements.

8B3

ALERT!

Personal Preparedness checklist

Deployment

Inform

Supervisor
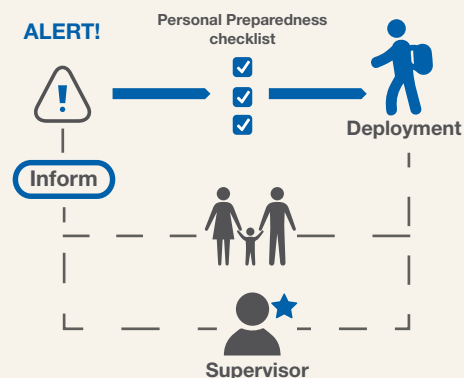
ASEAN-ERAT members are also encouraged to proactively follow the development of the incident through the AHA Centre disaster monitoring products (Flash Update) and other reliable sources.

8

Activation

$^8C1$ When a request or offer of assistance is received from the AMS, or when the AHA Centre perceives the deployment of ASEAN-ERAT is likely, it makes an Offer of Assistance to the affected AMS. The AHA Centre immediately notifies the ASEAN-ERAT members of the activation.

$^8C2$ The AHA Centre sends an activation message to all ASEAN-ERAT members requesting for their availability for deployment. ASEAN-ERAT members must immediately reply using the options provided in the activation message (available or not available), whilst simultaneously securing the official approval from their respective offices.
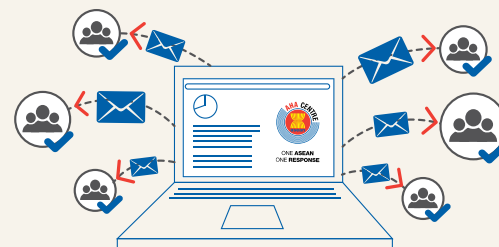

$^8C3$ The AHA Centre immediately selects and forms the team that will be deployed based on the availability of ASEAN-ERAT members. Subsequently, the AHA Centre also undertakes the necessary documentary requirements for the offer of ASEAN-ERAT deployment, including the Terms of Reference (TOR) of the ASEAN-ERAT and an official letter of request for deployment of the member.

$^8C4$ When an ASEAN-ERAT member indicates availability for deployment, the AHA Centre sends an official letter of request to the member's supervisor and/or head of organisation to approve the deployment.

8

Mobilisation

$^8D_1$
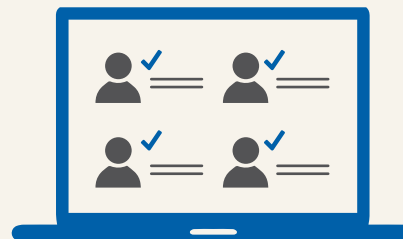
When the AHA Centre receives the acceptance or approval from the NDMO for the deployment of ASEAN-ERAT, it immediately undertakes Pre-Deployment Arrangements.

$^8D_2$ The AHA Centre will notify the selected team members about their deployment.

$^8D_3$ The AHA Centre selects the Team Leader for the mission and immediately informs the latter.

$^8D_4$ Pre-Deployment Arrangements by the AHA Centre. The AHA Centre shall be responsible for the following:

 Inform the NDMO of the affected Member State of the names and nationalities of the incoming ERAT members

 Facilitate departure and arrival requirements of the deployed team

 Send necessary documents to all team members, including:
- ✔ Letter of Deployment
- ✔ Terms of Reference
- ✔ Entry Point
- ✔ Contact details of the team, NDMO Focal Point, ICLT and other operational focal points

✔ Letter for Customs Clearance for mission equipment and ICT equipment.

Purchase of the following:
✔ Roundtrip airline tickets
✔ Travel insurance
✔ Satellite phone credit and top-up.

Send briefing materials to the team including:
✔ Mission TOR
✔ Situation update, latest reports and information of the disaster situation
✔ Latest media reports
✔ Update on safety and security
✔ Baseline data of disaster area
✔ Maps (large-scale maps of whole country & affected areas)
✔ Team contact information.

Prepare Team Mission Equipment including:
✔ Mission equipment
✔ JOCCA flag
✔ User guide for ICT equipment.

$^8D5$ Preparation by Team Member

ASEAN-ERAT member selected for deployment must go through the checklist of Personal Preparedness and also coordinate with the Team Leader and the AHA Centre for other items to be prepared.

Team members must also go through the information provided by the AHA Centre and Team Leader,

and gather more information about the disaster situation as well as geographically and culturally specific information in order to prepare accordingly, such as:

✔ Language
✔ Specific religious or cultural characteristics (which may be different from the capital)
✔ Geographic or political structure of the affected area (which may be different from the capital)
✔ Accessibility of market, access to banks and money transfer facility, modes of transportation and availability of telephone or cellular connection
✔ Requirements for clothing and personal effects
✔ Safety and security considerations.

Log-in at the ASEAN Web-EOC and V-OSOCC to get information about the incident.

$^8D6$ Preparations by Team Leader:

The Team Leader must coordinate with the AHA Centre on the following:
✔ Schedule of arrival of the Team and other arrival information (ICLT, mission equipment, etc.), immigration, customs and quarantine requirements
✔ Safety and security procedures and support required
✔ Location of operations (capital or affected area)

- ✔ Means of receiving the Team mission fund and financial reporting requirements
- ✔ Necessity for setting up JOCCA and RDC.

The Team Leader must prepare an initial ASEAN-ERAT Field Response Plan and briefing with the NDMO based on the TOR.

The Team Leader must make an initial contact with the team members in order to:

- ✔ Know the team members such as language, skills, response experience, etc., prior to arrival in the affected country;
- ✔ Inform the team of the initial communication channel upon arrival. Create a group chat if possible by email or messaging app (such as WhatsApp, Skype); and
- ✔ Assign data gathering tasks to team members relevant to safety and security, disaster situation, logistics information, local culture, and disaster management structure, etc.

$^{8}D_{7}$
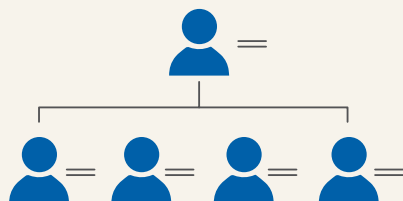
Set-up the team structure according to main functions, responsibilities and tasks.

8

E

Mission
Stand-down

^{8}E 1 In light of developments of the disaster situation, the AHA Centre may, in consultation with the NDMO, make the decision to stand-down the ASEAN-ERAT.

^{8}E 2 In this situation, the AHA Centre shall send a "Stand-down" message to the AMS and the ASEAN-ERAT that was activated.

8

F

Readiness Tests

[8]F **1** To ensure connectivity, readiness, and responsiveness of the ASEAN-ERAT, the AHA Centre shall regularly test the alert procedures with the ASEAN-ERAT members.

**STANDARD TOR
FOR AN ASEAN-ERAT
MISSION**

The objective of the ASEAN-ERAT Mission is to:

Conduct assessment and estimation of the scale, severity, impact, and needs of the affected population

Facilitate the reception of incoming assistance from other AMS and the AHA Centre

Assist the NDMO in coordinating humanitarian response

When on mission, the ASEAN-ERAT shall:

Be under the authority of the affected AMS, providing operational support to the national or local emergency response operations

Establish a JOCCA co-located with the NDMO

Carry out a rapid assessment at the most affected area or areas designated by the NDMO (either as part of the NDMO or local assessment team of the government, or through joint or coordinated assessments)

Assist the NDMO in the reception of ASEAN assistance (personnel and/or relief items) and coordinate ASEAN response in the affected AMS

Assist the NDMO in the coordination of humanitarian response such as by providing logistics, information management, emergency telecommunications support, or by organising, and conducting documentation of humanitarian response coordination meetings by the NDMO

Report to the NDMO or other designated authorities on the developments in the emergency situation, whilst keeping the AHA Centre informed of the humanitarian needs and gaps in response for the mobilisation of ASEAN assistance

Maintain links with and regularly reports on the progress of its mission to the NDMO or designated authority and the AHA Centre throughout the duration of its mission.

9

ACTIONS
UPON ARRIVAL

ACTION UPON
ARRIVAL

9

A

Concept

[9]A1 Upon arrival at the affected country or affected area, ASEAN-ERAT members shall:

Go through immigration, customs and quarantine inspection (as applicable)

Make initial contact among other team members and with NDMO and ICLT

Develop the ASEAN-ERAT Field Response Plan

Hold an initial briefing with the NFP or her/his designated officer(s)

Establish operations base.

[9]A2 The first 12-24 hours upon arrival in-country are crucial for the ASEAN-ERAT to establish its credibility with the NDMO and subsequent functioning. The following actions are some of the possible tasks required to be taken by all Team Members.

Immigration and Customs

✔ Proceed through the necessary immigration procedures and customs clearance upon arrival
✔ Show the Letter of Deployment at the immigration
✔ Show the customs clearance for ICT equipment and other mission equipment when asked at the customs station.

ICLT

Initial Contact with ICLT

✓ The Team Leader makes an initial contact with the ICLT about the following:

- Collect mission equipment, funding, and other mission related materials
- Request update on response operational conditions
- Discuss safety and security procedures
- Discuss possible base of operations
- Other guidance relevant to the mission
- Discuss arrangement of the meeting with NFP.

Initial Team Meeting

✓ The Team Leader convenes the team for introduction, discussion of the TOR, the ASEAN-ERAT Field Response Plan, and task assignments.

✓ The Team Leader gives a briefing of the safety and security procedures for the mission.

✓ The Team Leader must remind the team that the AHA Centre Financial Rules and Regulations are very strict, and there is zero tolerance towards fraud and corruption. Expenses will not be reimbursed unless officially authorised and originals of official receipts are provided. It is therefore important to consult

the ASEAN-ERAT Team Leader and/or Field Support Leader before incurring such expenses.

✓ The team prepares for the initial briefing to the NDMO, deciding on the following:

- Who will give the briefing (normally the Team Leader)

- Who will answer specialised questions (normally based on individual personnel expertise, otherwise the Team Leader)

- Outline of the briefing (to maintain focus)

- Finding out who are members of the NDMO or Competent Authority (CA) who will be attending the briefing and their respective roles.

NDMO

Initial Contact with the NDMO. The Team Leader informs the NDMO of the arrival of the ASEAN-ERAT and arranges for a brief meeting with the NFP and/or her/his designated Officer.

NDMO

Initial Briefing with the NFP

The initial briefing by the ASEAN-ERAT to the NFP is extremely important, as it is the initial opportunity provided for the ASEAN-ERAT to establish its role, usefulness and credibility. In preparation for the briefing, the following should be planned so that it can be done professionally:

✔ Introduce ASEAN-ERAT, its purpose, and what it can add to the national response, by referring to the TOR

✔ Briefly introduce Team Members, experience and main functions

✔ Seek guidance on specifics of the TOR and expectations from the ASEAN-ERAT, including:

- What assistance the NDMO requires if details can be provided

- Where ASEAN-ERAT can be most useful or focus of ASEAN-ERAT during the mission

- Locations of ASEAN-ERAT operations (base and field operations)

- Dealing with other humanitarian actors and with media

✔ Emphasise to the NDMO that the ASEAN-ERAT is there to support the government by enhancing its capacity to deal with the emergency. Further, it should be explained that the ASEAN-ERAT is self-sufficient and will not divert resources from the NDMO.

Update the Field Response Plan

✔ Revise the ASEAN-ERAT Field Response Plan as necessary, and as the situation demands

✔ The Team Leader informs the ICLT or the AHA Centre of the ASEAN-ERAT Field Response Plan and any major concerns arising from the briefing with the NDMO.

Establish the ASEAN-ERAT Base

✔ In the capital, the team base of operations will normally be at the office of the NDMO

✔ If this proves impractical, in consultation, the Team Leader will ask the guidance of the NDMO for the appropriate location of the ASEAN-ERAT operations base or the location of JOCCA if it is required to be established. Another option is for the team to be based at the hotel they are staying.

9

ASEAN-ERAT Field Response Plan

9 B 1 The Field Response Plan (FRP) should contain information available on the emergency, the mission objectives (with reference to the TOR) and the planned activities of the ASEAN-ERAT given its resources. It should be kept short, simple and to the point. The final FRP for execution should also include the details/outcome of the initial discussion with the NDMO. The Plan should also reflect significant conditions or concerns affecting the Team operations. The following should be addressed in the Plan:

Situation

Brief background information on the emergency, risks, national and regional response

Mission Objectives

Scope and type of assistance, desired outcome, estimated duration of mission

In-country counterparts (primarily the NDMO and CAs)

ASEAN-ERAT team structure

Programme of work
Details of planned activities in order to achieve mission objectives. Indicate:
- ✔ Activities under each core function where appropriate
- ✔ Location
- ✔ Timelines
- ✔ Operational conditions/ support needed (e.g., mode of transport, logistics, etc.).

Communications

- ✔ Information on the reporting channel between the ASEAN-ERAT, NDMO/CA, ICLT and the AHA Centre and the NDMO
- ✔ Communications plans including
  - Primary and secondary means of communications
  - Call signs for communications using radio frequencies
  - Numbers of mobile and satellite phones
  - Emergency contact numbers.

Safety and Security

- Risk assessments specific to the areas of operation and precautionary measures observed by the ASEAN-ERAT to counter safety and security issues, using ICS Incident Incident Action Plan Safety Analysis Form 215 A *(Annex 7)* and Medical Plan Form 206 *(Annex 8).*

External relations

- ✔ Dealing with media: ASEAN-ERAT key communication strategy including key messages on dealing with local and international media that it may come across during the mission

- ✔ Liaison, networking and coordination with other humanitarian actors.

9

Team Meetings and Reporting

^{9}C1 The Team Leader should ensure that the NDMO or designated authority is updated of the status of the team's operations.

^{9}C2 The ASEAN-ERAT should, where possible, carry out team meetings daily:

Update and review changes in the Field Response Plan

Briefly surface feedback and reflection from the team members, especially if there are extremely difficult operational conditions or psychological, emotional and interpersonal issues that need to be dealt with

Update safety and security information

Update on logistics and plan for the next day.

9

Implementation of ASEAN-ERAT Field Response Plan

9D1 Refer to the next chapters on Assessment, Facilitation of Reception of Incoming Assistance, and Coordination.

10

ASSESSMENT
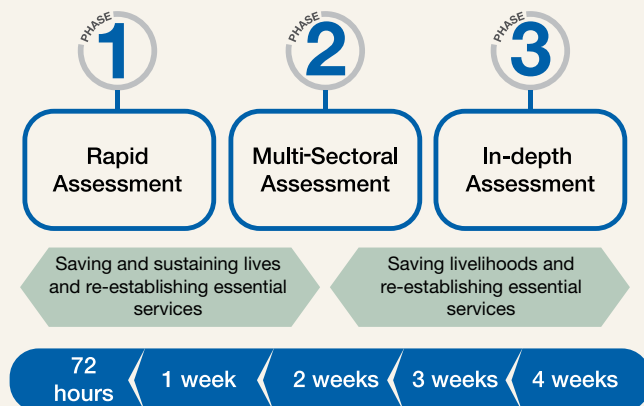
ASSESSMENT

10

Concept

10 A1 A disaster needs assessment is the planned process of collecting and analysing information about the scale of impact of a disaster and needs of a population affected by the disasters and any collateral hazards in the immediate period after the incident in order to inform decisions and direct humanitarian response effectively.

10 A2 ASEAN-ERAT may be involved in damages and needs assessment during the initial phase of disaster.

10 A3 Assessment Phase

PHASE 1	PHASE 2	PHASE 3
Rapid Assessment	Multi-Sectoral Assessment	In-depth Assessment

Saving and sustaining lives and re-establishing essential services

Saving livelihoods and re-establishing essential services

| 72 hours | 1 week | 2 weeks | 3 weeks | 4 weeks |

10 A4 Purpose of ASEAN-ERAT Rapid Needs Assessments

In general, the purpose of the ASEAN-ERAT assessment is to enable the ASEAN response to contribute to the objective of the NDMO in responding to the needs of the disaster-affected population and reducing further risks to people and public assets important to the restoration of community life.

As such, the purposes of ASEAN-ERAT Assessments are to:

Provide decision makers with relevant information in order to improve humanitarian response

Assist the NDMO of the affected AMS in deciding the type, means, time, and location of the assistance

Recommend priority assistance that may be provided by ASEAN using ASEAN Standby Arrangements such as the Disaster Emergency Logistics System for ASEAN (DELSA) and other resources.

10A5 ASEAN-ERAT assessments should utilise and support the national assessment framework of the affected AMS. In some cases, the government conducts its own assessment that the ASEAN-ERAT may be asked to support. In other cases, ASEAN-ERAT may be asked to assist in coordinated assessments.

10A6 Coordinated assessments are assessments planned and carried out in partnership among humanitarian actors, in order to document the impact of a particular crisis and to identify the needs of affected populations. The results of the assessments are shared with the broader humanitarian community. Coordinated assessments include joint and harmonised assessments.

Joint assessments use one single process carried out by different agencies and lead to the production of a single report.

Harmonised assessments are those carried out by agencies who collect, process and analyse data separately, but where the collected data is sufficiently comparable such as use of common operational data sets, key indicators, and geographical and temporal synchronisation.
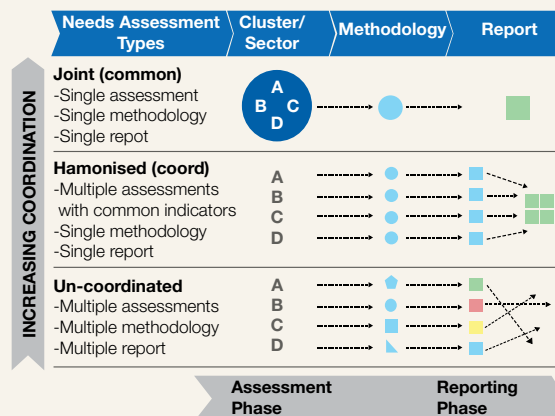
10A7 Key aspects of the ASEAN-ERAT assessment should cover:

Situation snapshot: scale and severity of impact and needs of affected population

Initial Response: actions being done by government and other actors

Analysis: estimation of needs, gaps in the initial response, identification of priority for response, and scenario development
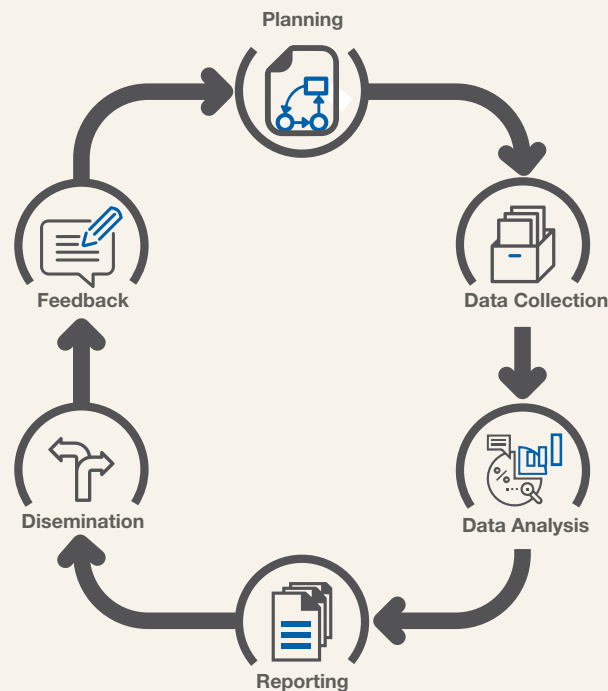
Recommendations for improving national response and for mobilisation of ASEAN Standby Arrangements personnel and assets.

10 B

Assessment Methodology

10 B 1 **Assessment Cycle.** As a planned process, the assessment follows the following steps:

Planning

Data Collection

Data Analysis

Reporting

Disemination

Feedback

a **Planning:** involves setting the objective of the assessment, target location, distribution of tasks, timeframes, and resources required. This is should be discussed with and receive clearance from the NDMO

b **Data Collection:** gathering secondary and primary data

c **Data Analysis:** interpreting the data collected to identify gaps, trends and scenarios that will be useful for decision-making

d **Reporting:** producing a document that outlines the key findings, analysis and recommendations for improving the humanitarian response

e **Dissemination:** sharing the information or report for decision-making or other purposes

f **Feedback:** taking inputs to inform the assessment; it is done throughout the cycle, thus, allowing the assessment to be iterative, meaning, as the disaster situation develops, new information may require revising the plan, additional data collection and updating of the analysis.

10 B2 ASEAN-ERAT Methodology. When the NDMO does not prescribe a tool for assessment, ASEAN-ERAT may use the Initial Needs Assessment Checklist (INAC) Tool (refer to Annex 10).

INAC provides the following:

Activities to be done prior to the assessment

Four collection means (observation, key informants interview, visits to physical facilities and visits to households), through suggested questions for the five main sectors:
- ✔ Health
- ✔ Food and Nutrition
- ✔ Water, Sanitation and Hygiene (WASH)
- ✔ Shelter and Non-Food Items (NFIs)
- ✔ Protection

Analysis (by sector)

Actions to be taken

Sectoral thresholds and standards.

10

Planning the Assessment

$^{10}C_1$ The Assessment Plan is drawn up in consultation with the NDMO and the AHA Centre where necessary.

$^{10}C_2$ Secondary data provided to ASEAN-ERAT during the pre-deployment phase by the AHA Centre and from other sources will be useful in the initial planning process for the assessment, including demographic information and maps.

$^{10}C_3$ The Assessment Plan includes:

Defining the objectives of the assessment and type of assessment (independent or coordinated assessment)

Selecting target locations. The selection of locations for assessment are generally either:

✔ Purposive – from the objectives of the assessment, certain sites will be prioritised based on their characteristic or feature, for example, particular regions, population groups (poor, urban, coastal/upland etc.)

✔ Convenient – collecting information where it is most feasible given the time and resources (such as along major road networks)

Target locations may also be identified based on where information gaps are most apparent (such as when no humanitarian actor is providing information on those areas).

Deciding on data collection tool. The national assessment framework must be adhered to, when it is existing. ASEAN-ERAT is encouraged to use the assessment tools in this Guideline, if there is no prescribed tool from the affected AMS.

Assignment of roles and sub-teams. Depending on the scale of the assessment required and size of the ASEAN-ERAT, the following functions will need to be filled:

- ✔ Data enumerators (generalist and specialist, as necessary)
- ✔ Language translator and/or local liaison officers
- ✔ Data analyst
- ✔ GIS analyst
- ✔ Support functions (security, logistics)
- ✔ Consider gender balance in the team, to ensure that different impacts of the disaster on men and women, boys and girls, can be distinguished, and particularly where in specific cultures, women are allowed to speak only with women.

Setting timelines and report generation deadlines. Plan the end date of data gathering and ensure there is enough time for data analysis, report generation, and team debriefing.

Discussing resources and support required such as:

- ✔ Transport and movement plan
- ✔ Accommodation
- ✔ Food and water
- ✔ Equipment: GPS, satphones; cameras; etc.
- ✔ Communications (mobile; satphone)
- ✔ Frequency of communication
- ✔ Security.

10

Data Collection

10D1 Data may be gathered using secondary and primary sources.

Secondary Data Analysis of the developing disaster situation, obtained from existing sources such as initial report of the affected AMS, reports from the AHA Centre or ASEAN Web-EOC, reports from Virtual OSOCC and other humanitarian actors, and reliable news or media reports. Preliminary analysis may also be informed by utilising reliable demographic data, national disaster management framework and preparedness plans, logistics information database, satellite imagery, and other sources that could inform the scale and severity of the disaster impact and potential humanitarian needs to be addressed. This may be collected and analysed before arrival at the affected area.

Primary Data Collection and Analysis is carried out on the ground by interacting with affected populations, local authorities, and other local humanitarian actors and using observation. Tools included in this Guideline are:

✔ Initial Needs Assessment Checklist or INAC *(Annex 10)*
✔ ASEAN-ERAT Rapid Assessment Tool *(Annex 4)*

Triangulation of Data. ASEAN-ERAT should verify both secondary and primary data by referring to more than one source of information

to validate the same data (for example, number of population affected or displaced). Establishing the validity and reliability of the data is important in order for the analysis and recommendations to be useful for decision-making.

✔ Validity refers to whether the data describes the situation as accurately as possible

✔ Reliability establishes whether the sources used are credible or trustworthy

$10D_2$ Observation techniques

Use your five senses to take note of the impact of disaster and the needs of the affected population. Pay particular attention to:

✔ Extent of physical damage on settlements, public infrastructures, power, transportation and communication networks, livelihoods (farms, fishing equipments, etc.), including the conditions from one village to the next whilst travelling
✔ Economic activities such as whether markets and banks are open, how people get and prepare food, fuel, water, energy source
✔ Moods and disposition of people in the community, and how they react to you or the environment

✔ Dynamics of people in the community and with regard to assisting humanitarian actors, local authorities, etc.
✔ Look for the "not obvious" especially protection issues.

Take note of your observations immediately, noting the date and place where those observations were made. Take photos or videos to support your observation.

Be aware of your assumptions about the culture and place you are observing. For example, when you observe a particular situation or behavior, ask a local what they think of that situation, or why people behave in certain ways rather than relying on what you think is the reason for the behavior or observation.

$10D_3$ Interview Techniques and Tips

Be familiar with the tools and questions you intend to ask. Ask assistance in translating the questions beforehand in the local language and test if you get the answers the questions were intended to generate. Be aware of confusion between similar words or ideas as well as taboo words.

Build rapport with the respondent. Introduce yourself and the purpose of your interview (how you will use it) and ask their consent.

Use open-ended questions such as:

✔ What are your most urgent needs at the moment?
✔ What are your concerns in the next two weeks?
✔ How are you coping with the situation?

Avoid closed-ended questions that can be answered by "Yes" or "No".

Ask for examples when asking questions related to frequency or other relative response. For example numerical.

Talk less and listen more. Don't interrupt the respondent unless necessary.

As you listen, provide feedback through gestures and affirmative words such as:

✔ You said… Could you say something more?
✔ What does (something) mean?
✔ Others have said… What do you think or feel about this?

It is advantageous to use the same words that the respondent used, so that you validate whether you understood what was said.

Follow the conversation; the interview should flow like a friendly chat. This is where mastery of the tool and questions is important. As interviewer, you don't have to follow the questions very rigidly, taking away the conversational element of the interview.

Be aware of the time so that you do not distract the respondent away from what they need to do in the aftermath of a disaster.

Don't be afraid to ask stupid questions. Check the assumptions you have.

When the conversation comes to a stop, you may refer back to the guide and check which ones you need to ask or follow up on.

Thank the respondent for their time in the beginning and at the end of the interview.

10

E

Data Analysis

^{10}E$_1$ Data analysis is the process of interpreting data for the purpose of identifying significant observations, trends, and deviations (such specific areas that have particular needs or situations). Think in terms of percentages and absolute numbers.

^{10}E$_2$ There are many methods and tools for data analysis. The most common for disaster assessments consist of the following:

Identifying trends

✔ What observations are common in most areas? For example, what regions or areas are affected or severely affected?

✔ What observations are distinct in specific areas or groups of the population that require special attention?

✔ What are the most urgent needs (specific humanitarian sectors) across all affected areas or in specific areas?

✔ If this is being observed, so what?

Estimation

✔ Estimate how many of the population are affected or severely affected (think about proportion, percentages and absolute numbers)

✔ Based on the population affected, estimate the scope of humanitarian assistance required (by sector, potential type and volume of assistance) referencing Sphere standards as far as possible.

Scenario Development. Build scenarios of how the disaster situation may evolve in the next few days or weeks including new or secondary risks that may arise. Scenarios may be developed as "best case" or "worst case" scenarios or somewhere in-between. The following questions may help the team illustrate the potential situation:

- ✔ What are the secondary risks related to the disaster?
- ✔ What would the affected population do if the situation improves or worsens?
- ✔ What is the likely speed and scale of the response?
- ✔ What could happen if certain needs are not met within the next three days to one week?

Identifying gaps
- ✔ Who is doing what, where?
- ✔ Which sectors are not being addressed sufficiently or not being addressed at all?
- ✔ Which areas are not being reached by humanitarian assistance?
- ✔ Which population groups do not have access to humanitarian response and why?
- ✔ What are the capacities of the local and national authorities to respond immediately?

Recommending priorities. The following criteria may help prioritise from a long list of needs:

- ✔ **Appropriateness:** what are the most urgent identified needs of the affected population? In what form should assistance be provided (for example, should water be rationed or water systems repaired?)

- ✔ **Availability:** what needs cannot be met by local supply or by the affected population?

- ✔ **Access:** what is preventing the immediate delivery of relief and assistance to the affected communities?

10

Reporting and Dissemination

10 F 1 The following are things to consider when preparing the assessment report:

Affected Population: Your report should represent the voice of the affected population.

Audience/Users:
✔ Primary Audience/Users: What is the key message or most important information they need to take away from the report?
✔ Secondary Audience/Users: What information would be useful to a broader audience? In what format should they be available? Consult with the NDMO who may have access to the report or specific information in the report.

Timing of the Report: Will decision-makers need the information at a specific time?

Organisation of the report
✔ Give a brief overall picture first, followed by the details.
✔ How information should be presented (in numbers, infographics, map, charts, lists, etc.) so they get this key message?
✔ Use accepted terms and standards (refer to Sphere standards)
✔ Identify the most reliable/ accessible information sources (such as by using footnotes).

Assumptions and limitations: Make clear the limitations of the assessment and any assumptions made during the analysis.

^{10}F**2** Use the report format provided by the NDMO. If no format is prescribed, use the ASEAN-ERAT Report Format (Refer to Annex 5), with the following content:

Mission objectives

General description of disaster impact on population

Status of Populations Living in Affected Area, particularly in the following areas:
- ✔ Access to information and assistance
- ✔ Shelter and essential non-food items (NFI)
- ✔ Water, Sanitation and Hygiene (WASH)
- ✔ Health
- ✔ Food and nutrition
- ✔ Livelihoods
- ✔ Access to education
- ✔ Safety, security and protection

National capacities and response

International capacities and response

Coordination overview

Immediate unmet needs

Operational considerations

Recommendations

Information gaps and requirements for further assessment.

11

FACILITATION OF RECEPTION OF INCOMING ASSISTANCE

11A

Concept

$^{11}A_1$ One of the key tasks of ASEAN-ERAT is to facilitate the reception of incoming assistance (humanitarian relief goods, response support equipment, and personnel) from AMS, the AHA Centre, and other ASEAN partners, as part of One ASEAN One Response, arriving in the affected AMS by air, land, and sea. These include:

- Customs, Immigration and Quarantine (CIQ) support

- Logistics support upon arrival of relief items and personnel upon arrival at the port of entry

- Procurement in-country where necessary.

$^{11}A_2$ Whereas Assisting Entities are expected to also be self-sufficient when they provide assistance, particularly where personnel is involved, ASEAN-ERAT may be asked to support the arriving teams from AMS, where necessary.

$^{11}A_3$ It is important that the team will have a Local ERAT during the operations or where possible, a local liaison officer, as part of the team.

11 B

Reception and Handover of ASEAN Relief Items

11 B 1 Preparing for Arrival of Relief Items

The AHA Centre or ICLT will inform the team about the schedule of arrival of incoming assistance including:

✔ Port of entry
✔ Type of goods, nature of packing (boxes, bags, crates, rolls, etc.)
✔ Tonnage or volume (weight) and packaging or size of goods
✔ List of personnel, capacity or expertise, length of stay
✔ CIQ approval prior to arrival in-country
✔ Responsibility for safety and security of items and personnel.

The team preparations include:

✔ Establishing a network of contacts to inform them of arrival of assistance and to secure requirements, documents and support where necessary:
  ▬ CIQ and port personnel
  ▬ Other Competent Authorities (health, social welfare, transport and communications)

✔ Informing the AHA Centre or ICLT about
  ▬ Requirements for allowed items (e.g., medicines with English or generic-labelled packaging, halal food, etc.)
  ▬ Needs or limitations for ground handling
  ▬ Necessity for procurement of transport, ground handling and other logistics support

✔ Getting other instructions from the NDMO (such as target locations for delivering items, warehouse support, etc.) and seeking support, such as for securing items when necessary

✔ Being at the port of entry before the scheduled arrival including all transport and ground handling.

¹¹B2 Arrival and reception of incoming ASEAN relief items generally involves the following actions:

Verifying shipping documents. Three mandatory shipping documents needed for Customs Clearance are:
✔ Bill of Lading/Airwaybill/Receipts for the Goods
✔ Packing List
✔ Commercial/Non-Commercial Invoice

Facilitate the documentation of receipt of DELSA stockpile and AMS relief items, as well as ensuring that the affected NDMO receives and acknowledges the DELSA stockpile and AMS relief items

Assist the NDMO to ensure proper ground handling and transport of the items to the designated location or warehouse is available

Ensure that the appropriate officials from the affected government are able to receive the ASEAN relief items

Ensure that that the arrival, reception and handover of the relief items are properly documented (photo and/or video).

¹¹B3 Arrival of Response Team from ASEAN

Personnel from Assisting AMS are expected to be self-sufficient. If the Assisting AMS conveys the need for support to the AHA Centre, ASEAN-ERAT may support the Response Team from ASEAN in terms of logistics, and other relevant information.

¹¹B4 Departure of ASEAN Response Teams

In assisting the departure of ASEAN personnel after their mission, ASEAN-ERAT may support through the following:

Coordinate with the team leader on support needed, if any

Request for information about handover of documents to another team, if necessary

RDC
Facilitate their exit registration at the RDC, if applicable.

11

Logistics and Procurement

11C1 Humanitarian logistics involves delivering the right resources to the right people, at the right place, at the right time, in the right quantities with the right price. *(Refer to Annex 9: Emergency Indicators and Minimum Standards).*

11C2 These are the key aspect of humanitarian or emergency logistics:

Transportation
- ✔ Supplies should not just be moved in any way and at any time, but that the challenge is to do so safely and in a timely manner.
- ✔ When deciding which means of transport to use, these two need to be considered:
  - • The needs of the ground (urgency, types of supplies, distance of the destination, other conditions as routes, weather, etc.)
  - • Feasible forms of transport (available means, cost, transmission capacities, etc.)

Refer to Annex 6 for the calculation of transportation requirements.

Warehouse/storage. Aspects to consider:
- ✔ Volume or weight of goods to be stored (in tons or cubic meters)
- ✔ Frequency and size of deliveries to be received
- ✔ The frequency and size of dispatches to be made from the warehouse

✔ General environment (ensure there is no deterioration in the quality of goods during the storage period)
✔ Temperature sensitivity, whether the goods need to be stored in a special temperature
✔ Warehouse facilities and equipment
✔ Location of the warehouse
✔ Whether the goods to be stored contains hazardous materials

Procurement. Procurement covers all process from the beginning until the end to obtain goods or services.

Types of Procurement:
✔ Local Procurement
✔ Imports
✔ Loan

✔ Advantage	✖ Disadvantage
Local Procurement	
• Prompt delivery • Lower transport cost • Lower transport cost	• Not always available in the quantity and quality needed • Can create competition between agencies for the purchase of the product • Can cause shortage in the local market
Imports	
• Possible to obtain better quality, larger quantity • Can order according to the specification	• Longer delivery time • Higher transportation costs • Do not support the local economy
Loans	
• Sometimes, it is material or equipment that is hard to purchase • Lower operation cost	• Depend on how long the items can be loaned • The loaned items must be cared of and must be replaced if damaged • It is hard to demand responsibility, quality or the meeting of deadlines and other commitments

CIQ

To facilitate entry of ASEAN relief items and personnel, ASEAN-ERAT may be required to obtain:

✔ Customs Clearance
✔ Mandatory (minimum) shipping documents required for Customs Clearance:
  - Bill of Lading (Airwaybill, Waybill, etc.)
  - Commercial Invoice (non commercial value for humanitarian cargo)
  - Packing list
  - Other mandatory certificate for food, medicines, textile, ICT equipment etc.
✔ Duties and taxes exemption (if needed)
✔ Ground handling equipment
✔ Landing permit from discharge port (if needed)
✔ Quarantine clearance for animals (dogs of SAR team)
✔ Any other related CIQ issues.

Emergency Logistics Assessment
It is the process of gathering, analysing, and disseminating logistics related data and information in relation to the impact of disaster. Assessments enable logisticians to understand the impact of disaster on the environment and how the impact affects the population, and how the logistics services are to be provided.

Scope of logistics assessment includes:

- ✔ Airports, civil aviation, alternative aircraft
- ✔ Seaports, roads and bridges, also railroads
- ✔ Local trucking capacity, local transport (bus, taxi, etc.)
- ✔ Warehouses
- ✔ Electric power, hydro facilities
- ✔ Communications
- ✔ Market condition
- ✔ Water/sewage, etc.

The Logistics Capacity Assessment (LCA) designed by the United Nations World Food Programme is a formal evaluation to obtain a fundamental understanding of a country of region's transportation infrastructure and support contingency planning activities. The LCA may be accessed here http://dlca.logcluster.org/display/public/DLCA/LCA+Homepage

12

COORDINATION

12

A

Concept

¹²A1 Humanitarian coordination pertains to facilitating the involvement of various humanitarian actors responding to an emergency in order to achieve better impact and reduce duplication and wastage of resources by sharing information and resources, and working together.

¹²A2 ASEAN-ERAT may be requested to provide support to humanitarian coordination by the NDMO, in particular, to coordinate ASEAN response on the ground.

¹²A3 One of the coordination mechanisms that may be established is the JOCCA.

¹²A4 ASEAN-ERAT members should be familiar with the national and local emergency response structure of the affected AMS (refer to Annex 2).

12

Scope of Coordination Support to NDMO

^{12}B**1** Obtain guidance from the NDMO on the scope of coordination, which may involve:

Coordinating ASEAN Response Teams (from arrival to departure)

Information management

Assisting the NDMO in organising coordination meeting

Assisting in setting-up and management of RDC (refer to previous chapter).

^{12}B**2** ASEAN-ERAT must be familiar with the humanitarian landscape through contact-building and networking. Maximise information gathering from Local ERAT.

^{12}B**3** Some of the following are things that ASEAN-ERAT members need to be aware of in supporting the NDMO in terms of coordination meeting:

Frequency of meetings, agenda, schedules, location, and who should participate (government only or government and selected stakeholder groups)

Venue

Documentation (meeting notes and attendance list)

Distribution of meeting notes.

12

C

Establishment of JOCCA

$^{12}C_1$ JOCCA is on-site coordination tool to facilitate the ASEAN collective response particularly during large-scale disasters in the ASEAN region. It is the functional symbol of ASEAN's response on the ground.

$^{12}C_2$ The JOCCA is under the direction and control of the NDMO and whenever possible should be co-located with the NDMO.

$^{12}C_3$ When the JOCCA is established, staff to the JOCCA may come from the ASEAN-ERAT, the AHA Centre, and surge capacity from AMS. The number of staff needed to perform JOCCA functions will depend on the load of the activities and the number of shifts per day.

$^{12}C_4$ The objectives of JOCCA are as follows:

To support the NDMO to establish an on-site coordination system in receiving and coordinating incoming relief assistance from ASEAN in a large-scale disaster

To establish a physical space as a single point of service for state actors, civil society organisations, the private sector and other ASEAN responders involved in the emergency response operations in the affected country

To establish a coordination platform at the ground level with relevant United Nations and other international organisations including civil-military coordination. JOCCA will be primarily focused on facilitating assistance from AMS.

$^{12}C_5$ ASEAN-ERAT must be guided by the principles in operationalising JOCCA, which are:

The JOCCA will only be established with the consent of the affected AMS through the NDMO.

AMS JOCCA's primary objective is to support the government of the affected AMS. When established, JOCCA is under the coordination and leadership of the NDMO.

JOCCA concept offers an inclusive coordination mechanism among concerned humanitarian actors in ASEAN, which includes all state actors and non-state actors such as civil society organisations, private sector, volunteers, among others, who are involved in the emergency response operations to support the achievement of the affected country's disaster response objectives and priorities.

JOCCA operations shall be dynamic and flexible allowing it to adapt to national or local mechanism and respecting existing mandates and structures.

JOCCA is a living concept that can be updated based on lessons learned from emergency response experience or exercises.

$^{12}C_6$ Role of JOCCA in Disasters

JOCCA will provide direct coordination interface between ASEAN responders and the NDMO. Apart from its main roles, the

JOCCA may offer other services to ensure more effective and efficient response. The services may consist of, but not limited to, the following:

Situation updates and maps

Briefing on the response priorities of the affected government (urgent needs and gaps)

Matrix of who is doing what, where and when

Information on logistical aspects (entry points, flights arrival and departure, transportation, accommodation, operational support, etc.)

Emergency telecommunication

Information on safety and security

Information on arrival and departure of the ASEAN response teams and relief items.

$^{12}C_7$ The JOCCA will not provide direct assistance to the affected local communities or beneficiaries.

$^{12}C_8$ JOCCA will be activated when the following criteria are fulfilled:

Large-scale disaster emergency in the ASEAN region

With the consent of the NDMO of the affected country.

$^{12}C9$ Terms of Reference

Prior to the activation of the JOCCA, the TOR of JOCCA should be developed by the AHA Centre ICLT, ASEAN-ERAT Team Leader and NDMO.

$^{12}C10$ Structure of JOCCA.

JOCCA will be led by the ASEAN-ERAT Team Leader who is reporting directly to the NDMO. There are several units or sections that will be filled in by one or more ASEAN-ERAT member(s) depending on the scale of the disaster or ASEAN regional collective response operations.
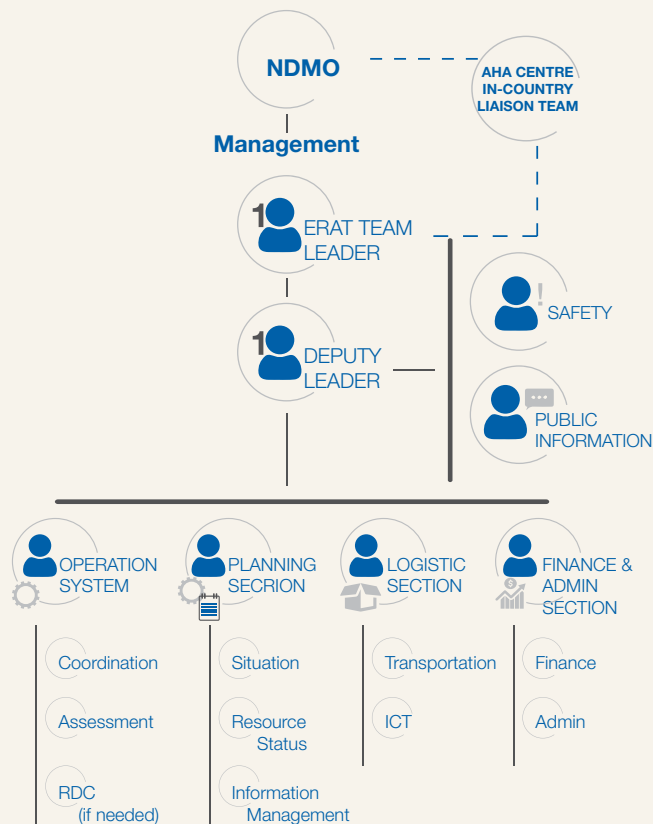
The functional units comprising JOCCA include:

Management This function consists of the following positions:

a.1 ERAT Team Leader

Responsible for overall operations including setting objectives for the response based on the guidance from the NDMO and the AHA Centre. The ERAT Team Leader should also maintain effective liaison with the NDMO and other stakeholders including the UN, other international agencies and the military.

a.2 Deputy Team Leader

Responsible for ensuring that the TOR and objectives of the JOCCA are carried out effectively according to the established, and by providing support and guidance to the team.

a.3 Safety Officer

Responsible for ensuring the team's safety including safety and security risk assessment including the development, implementation and monitoring of the safety and security plan for all personnel associated with the JOCCA.

a.4 Public Information

Responsible for coordinating public information activities and the dissemination of appropriate information as authorised by the ERAT Team Leader.

Operations Section

Responsible for assessment and coordination functions of ASEAN-ERAT including:

- ✔ Supporting the NDMO in conduct of rapid damage and needs assessment of the area
- ✔ Coordinating with the disaster response teams from ASEAN Member States
- ✔ Supporting the NDMO in organising coordination meetings with other humanitarian actors
- ✔ Coordinating with the UN-OSOCC, UNDAC team and other relevant international organisations
- ✔ Proposing and organising the itinerary for the AHA Centre Executive Director and the SG-AHAC
- ✔ Providing updates and information on the safety and security of the area of operations if no separate Safety and Security unit is established

Planning and Information Section

Responsible for producing situation reports, resource allocation, and documentation, including the following:

- ✔ Capturing and updating "Who, Where, What" (3W) information (particularly for ASEAN assistance)
- ✔ Preparing briefings on the latest situation update including impact of the disaster, and international assistance entry points

- ✔ Collecting, analysing and processing of situation information
- ✔ Establishing information collection activities as necessary (such as weather, demographics, environmental, etc.)
- ✔ Compiling and disseminating of situation status information upon instruction by the NDMO
- ✔ Preparing maps and whenever possible obtaining relevant satellite images
- ✔ Dealing with media inquiries including the preparation of media releases
- ✔ Providing support on situation report writing
- ✔ Preparing talking points for the AHA Centre Executive Director or SG-AHAC
- ✔ Developing communication key message for dealing with media
- ✔ Supporting the AHA Centre in developing communications products including providing photos.

Logistics Section

Responsible for the management of transportation, ICT, and other facilities, including the following functions:

- ✔ Setting-up JOCCA facilities
- ✔ Facilitating and expediting the entry of incoming relief supplies and materials as required to support the RDC
- ✔ Establishing telecommunication network and connection

✔ Providing information on the aspects of logistics support (entry point, flight arrival and departure, transportation and accommodation, etc.)

✔ Identifying operational support gaps and extend the support to NDMO and to ASEAN disaster response teams

✔ Coordinating with the Logistics Cluster when necessary

✔ Developing transportation plan to support the JOCCA activities particularly to the AHA Centre team, ASEAN-ERAT, Executive Director and the SG-AHAC when they go to the affected area.

Finance and Admin Section
Responsible for ensuring administrative and financial support to the JOCCA including:

✔ Developing operational cost projections in coordination with ASEAN-ERAT Team Leader

✔ Conducting random audits of financial documents, and develop financial and cost analysis as requested

✔ Providing financial input to the demobilisation planning

✔ Ensuring that all obligation documents initiated at the incident are properly prepared and completed

✔ Ensuring vendor contracts, leases, and fiscal agreements are carried out consistent with the AHA Centre financial rules and regulation.

Information Management for ASEAN-ERAT

What is Information Management?

Information management is a continuum involving the collection of data, processing it into information, subjecting information to analysis, and disseminating it to users.

Information management also involves organising, storing and retrieval of data and information. This is especially important in humanitarian response where data and information is constantly changing and is rapidly being updated.

Collection

Processing

Analysis

Dissemination
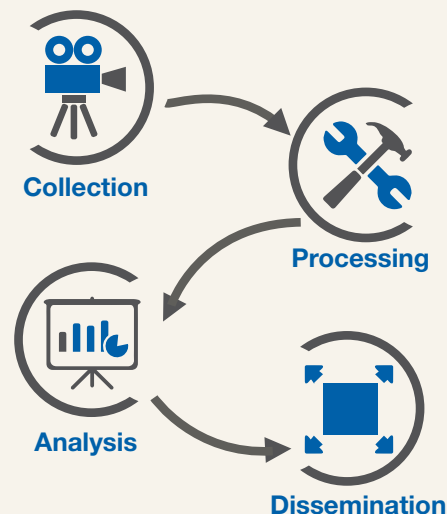
Is Information Management in Humanitarian Context Different?

In disaster response context, data and information are either limited, hard-to-find, or is constantly changing day-by-day, even by the minute or hour.

Information management has to support decision-makers and disaster response operations in this condition of either limited or constantly changing data and information in order for these users to make decisions and carry out the disaster response operations in a timely and effective manner.

It also requires information to be communicated in the most appropriate way to the users. For instance, infographics are an effective means of providing quantitative information in a single page, aided by maps, charts and illustrations. So that, presenting the 3Ws (who, what, where) in this format is useful for its target audience.

ASEAN-ERAT Information Management Plan

✔ **Data Collection.** Who will collect data and how? What data needs to be collected? Where to get the data? How often should data be collected or updated?

✔ **Processing.** How does information flow among the team? Who is responsible for processing, for analysis, for dissemination? How the information will be validated? How the information will be stored? How will the data be categorised? What is the file management structure and file naming convention?

✔ **Analysis.** Who should be involved in the analysis? What are the needs of the target users (to ensure analysis tools used are appropriate)? What kind of analysis will be conducted (comparison, interpretation, forecast, or estimation)? What tools are available and will be used for (for example, response gap analysis)?

✔ **Dissemination.** What are the information products needed (e.g. report, infographic)? What is the objective (example, to inform, to update)? Who are the target users? When should it be disseminated? In what format?

$^{12}C11$ The roles, size ,and composition of JOCCA may expand or be reduced based on the needs of coordination or operational support on the ground.

$^{12}C12$ Visibility
JOCCA flag shall be placed in a strategic and visible location to allow responders recognise its physical space.

¹²C13 JOCCA and UN-OSOCC

In the event the affected AMS accepts the offer of both ASEAN and UN to establish JOCCA and the UN-OSOCC, the two shall be co-located, where possible, but each may maintain its own physical office. By preference, the site of the OSOCC-JOCCA should be at or near the NDMO. The possibility of sharing a co-location should be explored by the team leaders of the ASEAN-ERAT and UNDAC in coordination with the AHA Centre and Office for the Coordination of Humanitarian Affairs of the UN (UNOCHA). However, if it is not possible due to the limitation of space or other constraints, exchange of information and other resources shall be done to ensure that the response efforts are harmonised to support the affected government. Where deployed to support either the UNDAC or ERAT and where the OSOCC and JOCCA are co-located, support partners such as Télécoms Sans Frontière, MapAction, may jointly support both teams.

JOCCA and RDC

What is the RDC?

The purpose of Reception and Departure Centre is to provide information on arriving resources and will be under direct supervision of the UN-OSOCC.

The RDC is a service provided by OSOCC under INSARAG Guidelines to facilitate the efficient arrival of relief teams and assists in coordinating their deployment to the OSOCC field.

When is the RDC set-up?

If the response triggers a request for International Urban Search and Resque Team (USAR) or Emergency Medical Team (EMT), an RDC will be established by the first team arriving whether this be the first arriving UNDAC team, ASEAN-ERAT Team, INSARAG-classified USAR team or EMT-trained medical team.

Who manages the RDC?

The RDC will be under UNDAC leadership. In the event that there is no UNDAC deployment, the RDC will be established under the leadership of the ASEAN-ERAT. The RDC can also support the receipt of other resources, such as relief items. The RDC will then become is a component of JOCCA and will be established if there is a requirement for it.

When established by ASEAN-ERAT, the RDC will be under JOCCA Operations function.

What is the role of ASEAN-ERAT in RDC?

The RDC is a service provided to facilitate the efficient arrival of international response teams and to assist in coordinating their deployment to the field. It can also support the receipt of other resources, such as relief items.

The RDC is linked to JOCCA and will be established if there is a requirement for it. The RDC operations focus on:

Registering incoming relief teams at the point of entry and passing this information to the JOCCA and OSOCC

(when it is established) to facilitate operational planning

Briefing arriving teams on the evolving emergency situation.

Providing arriving teams with available information related to practicalities such as logistical support, airport/port procedures and services, security and JOCCA location.

Supporting point of entry authorities in coordinating the arrival of international resources, including air/ground traffic control, ground services, storage, procedures and liaison.

RDC **How many RDCs can be established during an emergency?**

Where indicated by the realities of the emergency, more than one RDC can be established. The decision to open additional RDCs is based on practicalities. For example, if there are multiple points of entry (airports, seaports, roads, etc.).
More information on RDC can be found in the UN-OSOCC Guidelines.

When the RDC will be closed?

In general, the RDC will be closed after the international responders have been demobilised.

^{12}C$_{14}$ Civil-Military Coordination

Concept

Within national legal frameworks, the military of the affected AMS shall have overall responsibility to respond to the humanitarian needs of affected population within their territory. In so far as the ASEAN region is concerned, military forces are often part of the first response of the affected AMS.

In the past, foreign militaries including ASEAN militaries have been deployed bilaterally to support response operations. However, with the concept of the ASEAN Military Ready Group (AMRG), a military team for quick deployment to areas of crises, ASEAN military response could be more coordinated. The AMRG on Humanitarian Assistance and Disaster Relief (HADR), when activated, will comprise military forces from the AMS which will operate in coordination with the affected AMS.

In large-scale emergencies, military-to-military coordination from the Assisting States will be done through the Multi-National Coordination Centre (MNCC), as indicated in SASOP Chapter VI. If the affected AMS requests military assistance or accepts the offer of military assistance from Assisting States, the MNCC will support the affected AMS' disaster response

effort by coordinating Assisting States' military capabilities to promote efficient military support for the overall disaster response in order to save lives and mitigate the conditions of suffering (MNCC SOPs adopted by ASEAN Defence Ministers Meeting or ADMM).

In large-scale emergencies, it is essential to establish dialogue and interaction between civilians and the militaries to protect and promote humanitarian principles, avoid competition, minimise inconsistency, and, when appropriate, pursue common goals. SASOP Chapters VI defines this civilian to military dialogue and interaction through the Civil-Military Coordination (CMCoord) function of the MNCC.

Liaison Arrangements

The interface between JOCCA and the MNCC is essential to ensure an effective coordination platform on the ground. This is important to optimise the use of military assets and capacities as well as to prioritise immediate needs.

To facilitate this interaction between JOCCA and the MNCC through its CIMIC function, liaison officers will be appointed. From the JOCCA, an ASEAN-ERAT member trained in civil-military coordination will perform the role of connecting with the relevant military officers representing the CIMIC function of the MNCC. SASOP Chapter VI

supports this by suggesting that it is "encouraged that liaison officers and/or planning teams be placed at the MNCC and the AHA Centre" which, by extension, is the JOCCA, at the ground level.

JOCCA — MNCC Coordination Elements between JOCCA and MNCC

The coordination elements between JOCCA and MNCC are the following:

✔ Information sharing – exchange of situational information and analysis including security information. This includes facilitating access to assessment results, identified priorities, needs and requirements.

✔ Task division – identifies humanitarian activities that can be supported by military resources based on priorities identified by the NDMO of the affected AMS.

^{12}C15 De-activation of JOCCA. JOCCA may be de-activated based on either of the following:

Guidance from NDMO (including announcements of the end of the emergency phase or that no more international assistance is expected)

On-site coordination is no longer required.

^{12}C16 Overall demobilisation plan for JOCCA is led by Deputy Team Leader with support from the Admin and Finance function. In conjunction with the physical demobilisation, the ASEAN-ERAT Team Leader as JOCCA Coordinator will ensure reporting to the NDMO to provide a summary of the JOCCA operations.

13

DEMOBILISATION

13

A

Concept

13 A1 The end of the ASEAN-ERAT mission must be concluded properly including:

Handover to the next Team, if any

Handover of equipment, supplies and information to the NDMO

Exit meeting with the NDMO

Team debriefing, assessment and submission of the end-of-mission report

Completion of all administrative and financial requirements.

13 A2 The Team Leader must consult with the AHA Centre if there are equipment, supplies and materials that will be turned over to the NDMO.

13 A3 The Team Leader must begin demobilisation procedures at least one day before the final date of the team mission date in order to comply with the demobilisation requirements. The demobilisation phase may be longer particularly if there will be a handover to the next team or handover of equipment and supplies to the NDMO.

13

Conclusion of the Mission

¹³B 1 The end of the mission date will be indicated in the TOR and Letter of Deployment. At mission end, the following should be covered:

Conclusion of pending work or assignment

The Team leader must ensure any outstanding tasks are assigned to appropriate team member and finished in time for the end of the mission.

Assessment of accomplishments

The Team Leader will facilitate an assessment of the individual and team performance. This includes:

✓ Assessment of success of the mission based on Team's perspective, as well as based on feedback from NDMO and other relevant contacts

✓ Lessons learnt such as changes needed in the next mission, training needs, and other recommendations to improve the ASEAN-ERAT System.

Debriefing among the team

The Team Leader shall facilitate debriefing session with all team members present. The debriefing session should be honest, respectful, and learning-oriented. It also serves the purpose of airing any emotional or stress arising from the experience.

The Team Leader should ensure that the members have sufficient closure emotionally and psychologically about their experience. If there is a need for a follow-up support, the Team Leader should inform the AHA Centre for appropriate action.

Packing or handover of all equipment and supplies

Account for all equipment and supplies including list and records of asset that are on loan or to be handed over. Update the condition of the equipment whether it is in good condition or needs maintenance. Prepare non-expendable items such as ICT equipment for return to ICLT or shipment to the AHA Centre including completion of customs documents.

The equipment and supplies may also be handed over to the NDMO upon consultation with the AHA Centre.

Handover of information
The Team should also ensure that information management function is handed over properly to the next Team, the ICLT and the NDMO, especially when ASEAN-ERAT was given responsibility over information management by the NDMO.

Completion of administrative and financial requirements.

The following documents will be required:
- ✓ Completed and signed the AHA Centre travel claim form and expense report form
- ✓ Originals of all boarding passes and any air tickets issued
- ✓ Originals of all receipts relevant to personal expenses incurred (e.g. excess baggage charges, airport taxes, receipt for taxis, official phones call or internet usage, accommodations)
- ✓ Originals of all receipts of procurement
- ✓ All logistics documentation (bill of lading, etc.)
- ✓ All supporting documents related to handover of equipment and supplies to the NDMO.

End of Mission Report
The Final Report from Assisting Entity to the AHA Centre in accordance with SASOP must be used as end-of-mission report. This report should contain information about team accomplishments in relation to the Field Response Plan; and the key challenges and corresponding recommendations for improving ASEAN-ERAT system. Supporting administrative and financial information should be included.

13

Personnel Rotation

¹³C**1** If there is a requirement for a new batch of ASEAN-ERAT, the following should be prepared by the outgoing team:

- Mission accomplishments

- Outstanding tasks

- Situation reports, maps, contact details of key actors/partners

- Operational Information (safety, security, logistics, communications)

- Information management (electronic and printed copies). Remind the next Member responsible about confidential and sensitive information

- Administration and finance

- Asset and equipment settlement.

¹³C**2** It is essential that the outgoing ASEAN-ERAT conduct a face-to-face handover to the incoming ASEAN-ERAT to ensure continuity of the mission. Where possible, the AHA Centre will make sure that there is opportunity for this face-to-face handover by arranging that the incoming team arrives two to three days before the outgoing team departs.

¹³C**3** The team should also inform relevant contacts and partners about the end of the mission and facilitate the transition to the next team, if necessary.

13

Handover of Equipment and Supplies to the NDMO

D1 When equipment and supplies will be handed over to the NDMO, preparations to be made include:

Deed of donation

Training of NDMO personnel to set-up, operate, and maintain the equipment.

13

After-
Action-
Review

13 E 1 The AHA Centre will organise an AAR at the end of operation involving the ASEAN-ERAT team that was deployed. This is to draw out lessons learnt to enhance the ASEAN-ERAT system. In the case of a major deployment, a more formal AAR may also be organised by the AHA Centre as part of the wider response evaluation. If time and resources permit, this will be done through focus group discussions. In the absence of such, the AHA Centre may use its teleconferencing facilities to connect with each member of the deployed ASEAN-ERAT.

1 Annex 1: List of NFPs and NDMOs of AMS

Country	Organisation
Brunei Darussalam	National Disaster Management Centre (NDMC)
Cambodia	National Committee for Disaster Management (NCDM)
Indonesia	National Disaster Management Authority (BNPB)
Lao PDR	Social Welfare Department
Malaysia	National Disaster Management Agency (NADMA)
Myanmar	Department of Disaster Management (DDM)
Philippines	National Disaster Risk Reduction and Management Council (NDRRMC)
Singapore	Singapore Civil Defence Force (SCDF)
Thailand	Department of Disaster Prevention and Mitigation (DDPM)
Viet Nam	Department of Natural Disaster Prevention and Control (DNDPC)

2 Annex 2: Disaster Management Structure in AMS

Brunei Darussalam

English	Melayu Brunei	Example (of location)	Incident Manager	Disaster Management Authority
National	Kebangsaan	-	Prime Minister	National Disaster Management Centre (NDMC)
District	Daerah	Temburong	District Officer / Related agencies	District Office
Sub-district	Mukim	Kota Batu	Penghulu (Head of Country) / Related agencies	Related agencies such as Royal Brunei, Armed Forces, Royal Brunei Police Force, Brunei Fire Rescue Dept, Minister of Health
Village	Kampong	Kampong Kota Batu	Ketua Kampong (Head of Village) / Related agencies	(Depending on the type of disaster)

Cambodia

English	Khmer	Example (of location)	Incident Manager	Disaster Management Authority
National			Prime Minister	NCDM
a) Province	Khaet	Battambang	Governor	Provincial Committee for Disaster Management (PCDM)
b) Capital	Reach Theany	Phnom Penh		

District	Sròk	Banan	District Chief	District Committee For Disaster Management (DCDM)
	Krong	Bavet		
	Khan	Russeykeo	District Chief	District Committee for Disaster Management
Commune	Khum	Kantueu Muoy	Commune Chief	Commune Committee for Disaster Management (CCDM)
	Sangkat	Bavet		
Village	Phum	Thmei	Village Chief	Village Chief Disaster Management Group (VDGM)

Indonesia

English	Bahasa Indonesia	Example (of location)	Incident Manager	Disaster Management Authority
National	Nasional		President	BNPB
Province	Provinsi / Propinsi	Sumatera Barat	Gubernur	BPBD Provinsi
Regency/ City	Kabupaten /Kota	Nias / Padang	Bupati / Walikota	BPBD Kabupaten / Kota
Sub-District	Kecamatan	Pagai Selatan	Kepala Desa /Lurah	-
Neighbour-hood	Rukun Warga (RW)	-	Ketua RW	-
Neighbour-hood	Rukun Tetangga (RT)	-	Ketua RT	-

Lao PDR

English	Laotian	Example (of location)	Incident Manager	Disaster Management Authority
National			President	NDMC

Province Prefecture	Qwang Kampheng Nakhon	Luang Prabang Vientiane Prefecture		Provincial Disaster Management Committee (PDMC)
District	Muang	Chomphet District		District Disaster Management Committee (DDMC)
Village	Baan	Hmong Village		Village Disaster Protection Unit Disaster (VDPU)

Malaysia

English	Bahasa Melayu	Example (of location)	Incident Manager	Disaster Management Authority
National	Kebangsaan		Minister Appointed by Prime Minister (currently Minister in Prime Minister's Dept),	NADMA, Prime Minister Department
State	Negeri	Johor	State Secretary	NADMA, Prime Minister Department
District	Daerah	Kota Tinggi	District Officer	NADMA, Prime Minister Department

Myanmar

English	Burmese	Example (of location)	Incident Manager	Disaster Management Authority
National	-	-	Prime Minister, Chairman of NDMC	National Disaster Management Committee (NDMC)
State / Division / District	-	Ayeyarwady Division	DDM	State/ Region Disaster Management Authority
Township	-	Da Ni Seik (Pyinsalu Sub-Township)	MSWRR	Township Disaster Management Authority
Village Tract	-	Tha Pya Kone Village Tract	MSWRR	Ward/ Village Tract Disaster Management Authority
Village	-	Mya Yar Kone Village	MSWRR	-

Philippines

English	Filipino	Example (of location)	Incident Manager	Disaster Management Authority
National	Pambansa	(entire Philippines)	President / Chairman NDRRMC	NDRRMC
Regional	Rehiyon	Region III – Central Luzon	Regional Director NDRRMC	Regional Disaster Risk Reduction Management Council
Provincial	Probinsiya	Zambales	Governor	Provincial Disaster Risk Reduction Management Council
City / Municipality	Bayan	Olongapo City	Mayor	City Disaster Risk Reduction Management Council
Barangay	Baranggay	Sta. Rita	Barangay Captain	Barangay Disaster Risk Reduction Management Council

Singapore

English	Example (of location)	Incident Manager	Disaster Management Authority
National	-	President	SCDF
Community Development Council District	Central Singapore	Mayor	SCDF
Constituency	Hong Kah Group Representative Constituency	-	SCDF
Division	Keat Hong Division	-	SCDF

Thailand

English	Thai	Example (of location)	Incident Manager	Disaster Management Authority
National	Pratet		Prime Minister	DDPM
A) Province	Changwat	Chiang Mai	Governor	Disaster Prevention and Mitigation Provincial Office
B) Municipality	Krung Thep Maha Nakhon	Bangkok	Governor	Governor
a) District	Amphoe	Chom Thong	District Chief Officer	Disaster Prevention and Mitigation Provincial Office
b) District (Bangkok only)	Khet	Chatuchak	District Chief Officer	DDPM

a) Subdistrict	Tambon	Ban Luang	Chief of SAO	Sub- district Administrative Organisation (SAO)
b) Subdistrict (Bangkok only)	Khwaeng	Wong Sawang	-	DDPM
Village	Muban	Ban Na	Chief of Village	SAO

Viet Nam

English	Vietnamese	Example (of location)	Incident Manager	Disaster Management Authority
National	Quôc gia		Prime Minister/ Vice Prime Minister/ Minister of MARD *	Central Steering Committee for Natural Disaster Prevention and Control (CCNDPC)

* Minister of MARD – Minister of Agriculture and Rural Development – Chairman of CCFSC

Province/ City	Tinh/Thành phô	An Giang/ Cân Tho	President/ Vice President	Provincial Committee for Natural Disaster Prevention and Control
District / Country	Quân/Huyên	Ba Dinh	President/ Vice President	District Committee for Natural Disaster Prevention and Control
Commune/ Ward	Phùòng / Xã	Kim Mã	Chairman of Ward/ Chairman of Commune	Ward Committee for Natural Disaster Prevention and Control

Annex 3:
Customs and Culture in ASEAN

Country	(a) Gestures	(b) Taboos	(c) Law & Order
Brunei Darussalam	Pointing is done by using the thumb. Always present and receive items with your right hand.	Clapping during religious functions is considered a big faux pas. Avoid extreme physical contact and public displays of affection between male and female in public.	Alcohol is not sold anywhere. Penalties for the possession of illegal drugs are harsh. Royalties have right on way on roads.
Cambodia	To beckon someone, hold your hand palm downwards with the fingers pointing towards the ground and waggle them loosely in a scratching motion. Remove shoes when entering somebody's home.	It is rude to point directly at a person and avoid touching people's head.	No legal drinking age. Penalties for possession, acquisition, and trafficking of drugs are severe.
Indonesia	Pointing is done using the open palm or thumb. Use right hand to pass or receive objects.	Avoid touching or passing object over the top of anyone's head. Avoid public displays of affection between men and women.	Legal age drinking and smoking is 18. Penalties for possession, acquisition, and trafficking of drugs are severe. Sales of alcohol to Muslims are illegal.

Lao PDR

To beckon someone, hold your hand palm downwards with the fingers pointing towards the ground and waggle them loosely. Avoid pointing directly.

Hide feet from view while seating and keep body, arms and legs covered when entering temples.

No legal drinking age. Penalties for possession, acquisition, and trafficking of drugs are severe.

Malaysia

Beckon one another by extending an arm and Use right hand to pass and receive items.

Avoid touching or passing object over the top of anyone's head.

Legal age drinking and smoking is 18. Penalties for possession, acquisition, and trafficking of drugs are severe. Sales of alcohol to Muslims are illegal.

Myanmar

Avoid pointing directly.

Dress conservatively and always receive items with right hand or both hands.

Legal age for drinking is 18. Penalties for possession, acquisition, and trafficking of drugs are severe.

Philippines

Beckon one another by extending an arm and making a scratching motion with their fingers. Avoid putting one's feet on furniture.

Avoid pointing or wagging a finger at people. Loud voices, public drunkenness and rude behavior are frowned upon.

Legal age for drinking and smoking is 18. Penalties for possession, acquisition, and trafficking of drugs are severe.

Singapore

Point using an open palm or the thumb with the hand closed. Avoid moving objects with feet.

Avoid touching or passing object over the top of anyone's head.

Legal age for drinking and smoking is 18. All laws are strictly enforced. Penalties for possession, acquisition, and trafficking of drugs are severe.

Thailand

Take your shoes off when entering a Thai home and be sure to step over all thresholds. Beckon one another by extending an arm and making a scratching motion with their fingers. Use whole hand or palm flat to point.

Use right hand to pass or receive items. Avoid touching or passing object over the top of anyone's head. Do not touch anyone's head.

Legal age for drinking is 20 and smoking is 18. Penalties for possession, acquisition, and trafficking of drugs are severe.

Viet Nam

Using your whole hand or palm flat to point. Receive items with both hands.

Avoid touching or passing object over the top of anyone's head. Crossing the index and middle fingers is a rude gesture.

No legal age for drinking. Legal age for smoking is 18. Penalties for possession, acquisition, and trafficking of drugs are severe.

Country	(d) Greetings	(b) Communication Style	(c) Personal, Space and Touching
Brunei Darussalam	Brief firm handshakes with the right hand are the most common form of greeting. Wait for females to initiate handshake. It is taboo for religiously observant men to touch women and vice- versa.	Be non-confrontational and indirect.	Approximately at arms'length, avoid touching between members of the opposite sex while conversing.
Cambodia	Smile and place their both palms together, slightly bow the head and say "ChhumReap Suo". Handshakes are also possible especially to friends.	Be non-confrontational and indirect.	Slightly more than arms length distance.
Indonesia	Handshakes using right hand are the most common form of greeting. Wait for females to initiate handshake.	Saving face is a big part of the culture. Face-to-face meetings tend to get more attention rather than fax/email/ phone calls.	At least arms lengths is common.
Lao PDR	Smile, put both hands pressed together in a prayer in front of your body and accompanied by a slight bow or nod, say "Sabaideebor" which means "how are you?" Light handshakes are permissible.	Saving face is a big part of the culture. Face-to-face meetings tend to get more attention rather than fax/email/ phone calls.	At least arms lengths is common.
Malaysia	Gentle and non- prolonged handshakes are the most common form of greeting.	Keep verbal communication non-confrontational and indirect.	At least arms lengths is common.
Myanmar	Smile and say, "Mingalarbar" which means an auspicious occasion. Handshakes between men are permissble. Avoid touching females.	Face is a part of the culture and do not lose temper in public. Keep verbal communication non-onfrontational.	At least arms length. Avoid touching monks, nun and women. When sitting, do not point feet at Buddha image, monk or an older person.
Philippines	Gentle and non- prolonged handshakes are the most common form of greeting.	Keep verbal communication nonconfrontational and indirect. Avoid hurting other people's feelings.	At least arms lengths is common.
Singapore	Gentle and non- prolonged handshakes are the most common form of greeting.	Keep verbal communication non-confrontational and indirect.	At least arms lengths is common.
Thailand	Place both hands in a prayer position and then touched to somewhere between the chest and top of the head, and say "wai".	Keep verbal communication non-confrontational and indirect.	At least arms lengths is common.
Thailand	Gentle and non- prolonged handshakes are the most common form of greeting.	Be non confrontational and indirect.	At least arms lengths is common.

Annex 4:
ASEAN-ERAT Rapid Assessment Tool

PRELIMINARY NOTES

✔ Not all questions or sections may be relevant to a particular emergency. If the question is not applicable to the situation being assessed, please mark 'Not Applicable' (NA).

✔ If the information being asked is applicable but not available, please mark 'Information Not Available' (INA).

✔ Please indicate source of information: government, IDPs, NGOs, etc.

✔ Please note and distinguish questions intended for Households (HH), Focus Groups (FG), Key Informants (KI) and Observation (O).

SECTION 1 — IDENTIFICATION INFORMATION

1.1. Date of Assessment: ___/___/___ up to ___/___/___ (DD/MM/YYYY)

1.2. Assessment Team:

Name _____
Position/Title_____
Organisation_____

Name _____
Position/Title_____
Organisation_____

Add more names as appropriate.

1.3. Location of assessment (the area covered by this assessment/form)

Province	District	Sub-district	Village

Interview taking place at (tick all that apply):
☐ Village ☐ Informal camp ☐ Mosque
☐ Urban area ☐ Formal camp ☐ Church
☐ Collective center ☐ School ☐ Other: _____

Person interviewed (tick all that apply):
☐ Male ☐ Female ☐ Religious Leader
☐ Village Leader ☐ Community Member ☐ Women's Focus Groups
☐ Informal leader ☐ Formal camp ☐ School Teacher
☐ Police ☐ Health-care worker ☐ Child (< 18 yrs)

Accessibility of Disaster Location: Can be reached by:
☐ 2x4 car ☐ 4x4 car ☐ truck
☐ motorcycle ☐ boat ☐ walking only
☐ no access at all ☐ other

SECTION 2—DEMOGRAPHICS

2.1. Size of affected population:

Estimated # of people who are affected by the emergency: ———— individuals ———— HH

Total population of site visited:
———— individuals ———— HH

What number or percentage of the affected population is:

Age	Male	Female
0-5		
6-12		
13-17		
18-25		
26-60		
60 yrs+		

2.2. How many people are dead, missing or injured due to the crisis?

	Women (18 yrs+)	Men (18 yrs+)	Girls (0-17 yrs)	Boys (0-17 yrs)
Dead				
Missing				
Injured				

2.3. General Information on Demographics:

Description	Number
Elderly person headed HH (>60 yrs):	HH
Female headed HH:	HH
Child headed HH (<18 yrs):	HH
Person with disability (physical):	individuals
Person with disability (mental):	individuals
Pregnant women:	individuals
Lactating women:	individuals
Migrants or ethnic minorities	individuals

2.4. Population Movements and Displacement:

How many people have left their houses?_____
(indicate if individuals or HH)

Where are the displaced currently living? _____

Where did the displaced come from?_____

How did the community move?
☐ Communal/Organised   ☐ Individual   ☐ Chaotic

Did families generally move together as a group?
☐ Yes   ☐ No

How many IDP centres/ camps (formal and informal)?
_____Formal evacuation centres
_____Informal evacuation centres

How many people are living in the IDP centres/camps?
_____

Where the residents come from and their location:
Origins of IDPs:_____ No. of people in camp:_____
Origins of IDPs:_____ No. of people in camp:_____

Please add more as necessary.

2.4. Access to Information and Assistance (interview with IDPs)

Have you been informed of the relief and recovery
efforts in a language or manner that you understand?
☐ Yes   ☐ No

In your community, do the following groups of persons
have food, water, shelter and protection from violence,
abuse and exploitation?

Older people	☐ Yes	☐ No
People with disabilities	☐ Yes	☐ No
Children living on their own, without adults	☐ Yes	☐ No
Female-headed households	☐ Yes	☐ No

Is there an effective way that you or your community
can resolve problems with regards to your current
situation, including any threats to your security and
ensuring everyone receives aid equitably?
☐ Yes   ☐ No

SECTION 3 - SHELTER AND ESSENTIAL NON-FOOD ITEMS (NFIs)

3.1. Access to shelter:

Total number of houses in the disaster-affected
area: _____ unit

How many houses are uninhabitable?
_____ unit
(Uninhabitable = foundation and structure destroyed)

How many houses suffered damage but remain
usable? _____ unit
(Usable = windows broken, cracks in walls, roof slightly
damaged)

What type of salvage materials can be used from
destroyed houses?
☐ Wooden plank   ☐ Zinc roof   ☐ Bricks
☐ Wooden poles   ☐ Door frame   ☐ Window Frame
☐ Roof Tile

3.2. Access to essential NFIs:

Do households have at least 2 containers (10-20 litres
each) to hold water?
☐ Yes   ☐ No

Do HH have household water storage containers?
☐ Yes   ☐ No

If yes, what type of household water storage is
available? (Please tick relevant box/es)
☐ Jerry can   ☐ Bucket   ☐ Water gallon
☐ Other, please specify_____

Do households have appropriate equipment and
materials to cook their food (stove, pots,dished plates,
and a mug/drinking vessel, etc)?
☐ Yes   ☐ No

Do women and girls have easy access
to sanitary materials?
☐ Yes   ☐ No

Do people have reliable access to sufficient sanitation/
hygiene items (bathing soap, laundry soap, shampoo,
toothpaste and toothbrush)?
☐ Yes   ☐ No

Do households have bedding materials available (tarps,
plastic mats, blanket)?
☐ Yes   ☐ No

Do people have at least 2 full sets of clothing (shirt, pants/sarong, underwear)?

☐ Yes ☐ No

Have they received or expecting to receive any shelter/NFI assistance in the coming days?

☐ Yes ☐ No

If so, list what and by whom?
☐ Hygiene kits   Source _____
☐ Household kits   Source _____
☐ Family tarpaulin   Source _____
☐ Other   Source _____

SECTION 4 - WATER AND SANITATION

4.1. Water supply:

What are the major sources of drinking water?
☐ PDAM   ☐ Dug Well
☐ Spring   ☐ River
☐ Faucet/Piped   ☐ Water
☐ Other, please specify _____

How long will this water resource last? _____

What are your major sources of clean water for daily use (ex: washing, cooking, bathing)?
☐ PDAM   ☐ Dug Well
☐ Spring   ☐ River
☐ Faucet/Piped   ☐ Water
☐ Other, please specify _____

How long will this water resource last? _____

From where did you access water for daily use before the disaster?
☐ PDAM   ☐ Dug Well
☐ Spring   ☐ River
☐ Faucet/Piped   ☐ Water
☐ Other, please specify _____

4.2. Access to water:

How long does it take you to reach the available water resources? (Specify the time required to go there and back, including queuing time, by foot)
☐ 0-15 minutes   ☐ 15-30 minutes
☐ 30-60 minutes   ☐ over one hour

Is it safe to collect the water? ☐ Yes ☐ No
If not, why? _____

Who usually collects water for the family?
☐ Child   ☐ Adult male ☐ Adult female
☐ Older person (>60 yrs)

Sanitation

Where do the majority of people defecate? (Please tick relevant box/es)
☐ Open defecation ☐ Pit ☐ Latrines ☐ River
☐ Other, please specify

Distance (estimate) between latrines/defecation areas and water source: _____

Where do animals defecate?
☐ Enclosed area   ☐ Within human habitat

Is there any industrial or agro-chemical production close to the affected area/village?
☐ Yes   ☐ No

4.4. Access to sanitation

How many latrines are available in the village/IDP centre/Camp? _____

What types of latrines are available in the village / IDP centre / camp
☐ Flush latrine with septic tank ☐ Pit latrine

Are there separate latrines for men and women available?
☐ Yes   ☐ No

Distance (estimate) between latrines and temporary shelter: _____

SECTION 5 - HEALTH

5.1. Availability and type of health services

Were there health services functioning for the community prior to the disaster?
☐ Yes   ☐ No

If yes, did they have basic medical supplies?
☐ Yes   ☐ No

Are there health services functioning for the community since the disaster? If yes, are basic medical supplies available?
☐ Yes   ☐ No

How many days will the supplies last? _____

What type of health services are still functioning in the affected area?
☐ PusTu   ☐ Puskesmas   ☐ Hospital

How many doctors/ nurses/ midwives in the health centres are still actively working?
☐ Doctors _____ ☐ Nurses _____ ☐ Midwives _____

How long does it take you to walk to the health service? (in minutes)
☐ 0-15 minutes   ☐ 15-30 minutes   ☐ 30-45 minutes
☐ 45-60 minutes   ☐ over one hour

5.2. Health conditions of disaster-affected people

What type of health problems do people have?
☐ Respiratory infections   ☐ Diarrhea   ☐ Dehydration
☐ Other (specify) _____ ☐ None of the above

What type of health problems do children have? (Tick relevant box/es)
☐ Respiratory infections   ☐ Diarrhea   ☐ Dehydration
☐ Other (specify) _____ ☐ None of the above

Are there people in your community with chronic illnesses?
☐ Yes, children   ☐ Yes, older people
☐ Yes, other   ☐ No

Are they receiving sufficient care and assistance?
☐ Yes   ☐ No

Were there cases of malnutrition in this area before the emergency?
☐ Yes   ☐ No

Were there reports or evidence of outbreaks of any micronutrient deficiency disorders before the emergency?
☐ Yes   ☐ No

Were breast milk substitutes being used prior to the disaster?
☐ Yes   ☐ No

Are breast milk substitutes being used here since the disaster?
☐ Yes   ☐ No

For babies who are not being breastfed, what are they being fed on?
☐ Porridge   ☐ Banana ☐ Instant porridge ☐ Air tajin
☐ Other (specify) _____
☐ None of the above

Are there cases of diarrhea among children under 5?
☐ Yes   ☐ No

If yes, approximately how many children had diarrhea in the past 48 hours? _____ children

SECTION 6 - NUTRITION / FOOD SECURITY

6.1. Food Availability

What food stocks exist? (Tick relevant box/es) Main Dishes:
☐ Rice   ☐ Noodles   ☐ Biscuits   ☐ Corn
☐ Cassava   ☐ cooking oil

Side Dishes:
☐ Salted fish   ☐ Canned fish   ☐ Chicken Eggs
☐ Other (specify)

6.2. Food Sources

How long will the food last? (tick relevant boxes)
☐ 1-3 days   ☐ 4-7 days   ☐ 8-14 days

What are people's normal ways of obtaining food? (tick relevant box/es)
☐ Local market   ☐ Field cultivation   ☐ Food stall
☐ Animal husbandry   ☐ Raising poultry
☐ Other (specify)

Have normal food sources been disrupted?
☐ Yes   ☐ No
If yes, specify _____

Have you received or expecting to receive any medical or food assistance in the coming days?
☐ Yes   ☐ No

If so, list what and by whom?
☐ Mobile clinic   Source _____
☐ Rice/ noodles/ biscuits   Source _____
☐ Cooking oil   Source _____
☐ Other   Source _____

SECTION 7 - LIVELIHOOD

7.1. Sources of Income (interview with IDPs)

What are your main sources of income now?
☐ Agriculture   ☐ Fishing   ☐ Poultry
☐ Casual Labor   ☐ Small Trade   ☐ Other

What do you spend most of your income on now?
- ☐ Education   ☐ Health   ☐ Food
- ☐ Hygiene   ☐ Shelter   ☐ Clothing
- ☐ Funeral   ☐ Alcohol
- ☐ Other, specify _____

What were your main sources of income before the disaster?
- ☐ Agriculture   ☐ Fishing   ☐ Poultry
- ☐ Casual Labor ☐ Small Trade ☐ Other

7.2. Access to Cash

Do you have access to cash to restart your business?
- ☐ Yes   ☐ No   ☐ Business not damaged

If yes, where?
- ☐ Family friends   ☐ Government
- ☐ Bank/micro finance   ☐ Humanitarian NGO
- ☐ Other, specify _____

7.2. Community Priorities for Early Recovery

What support do you think is most essential right now? (Rank)

_____ Assistance for immediate repair/ reconstruction of houses
_____ Farmland/fishing material assistance
_____ Re-stocking of poultry
_____ Assistance for health care
_____ Transportation assistance
Other, specify _____

SECTION 8 - EDUCATION

8.1. Access to education services

Total number of schools in affected area:_____schools

Number of Public schools_____

Number of Private schools _____

Number of Religious schools _____

How many schools are uninhabitable/destroyed?
_____ schools
(Uninhabitable = foundation and structure destroyed)

How many schools are damaged but remain usable
_____ schools
(Windows broken, cracks in walls, roof slightly damaged)

What type of salvage material can be used from destroyed schools?
(Specify)
- ☐ Wooden plank   ☐ Zinc roof   ☐ Bricks   ☐ Wooden poles
- ☐ Door frame   ☐ Table   ☐ Chairs   ☐ Books
- ☐ Black/ Whiteboard

Are there any alternative places for studying?
- ☐ Yes   ☐ No
If yes, how many are available

Where are those places? (Tick relevant box/es)
- ☐ Community centre   ☐ Mosque   ☐ Government building
- ☐ Church   ☐ Open area
- ☐ Other (specify)_____

8.2. School activities

How many primary/secondary schools were opening prior to the disaster?

How many of the primary/ secondary schools are now open and running a regular schedule of class?

How many teachers worked in the schools prior to the emergency? _____ people

How many teachers have been affected by the emergency? _____ people
(Affected = unable to work)

How many primary school age children (6-12) are in the affected area?
_____girls _____ boys

How many are not attending school?
_____ girls _____ boys

How many secondary school age children (13-18 yrs old) are in the affected area?
_____ girls _____ boys

How many are not attending school?
_____ girls _____ boys

What are the factors affecting school attendance? (please tick relevant box/es)

- ☐ School is used for other purpose   ☐ School heavily damaged
- ☐ School destroyed   ☐ Desire to remain with family
- ☐ Lack of school uniform   ☐ Lack of supplies at school

☐ Lack of transport to school   ☐ Displaced
☐ Children not enrolled
in new school
☐ Other (specify) _____

Have schools received or expecting to receive any
assistance?
☐ Yes   ☐ No

If so, list what and by whom?
☐ School tents   Source _____
☐ Educational material Source _____
☐ Other   Source _____

SECTION 9 - PROTECTION

9.1. Physical Safety

Are the areas that children, older people, and people
with disabilities live in, play in and walk through on a
daily basis physically safe?
☐ Yes   ☐ No

Has the safety and security of women and children in
your community changed since the emergency?
☐ Yes   ☐ No

Without mentioning any names or indicating anyone, do
you know of incidents of violence against women or girls
occurring since the disaster?
☐ Yes   ☐ No

Do you know of any other incidents of violence?
☐ Yes   ☐ No

What should be done to reduce women and children's
vulnerability to violence?

9.2. Separated Children, Caregiving Arrangements and
Persons in Institutions

Do you know of:	No	Many	Some	Few
Children separated from their parents or caregivers?	☐	☐	☐	☐

If yes, where are the children
originally from? _____

	No	Many	Some	Few
Parents or caregivers missing children?	☐	☐	☐	☐
Children who have been orphaned by the disaster?	☐	☐	☐	☐
Children that have been sent away to a safe place?	☐	☐	☐	☐

If yes, to where?_____

	No	Many	Some	Few
Children living on their own (without adults)?	☐	☐	☐	☐
Children that have disappeared without explanation in the period since the disaster?	☐	☐	☐	☐
Older people who are the primary caregivers of children?	☐	☐	☐	☐

Are there people living in any of the following types of
institutions in this area?

Homes for disabled children	☐ Yes	☐ No
Orphanages (child)	☐ Yes	☐ No
Children in pesantren or dyah	☐ Yes	☐ No
Children in juvenile detention	☐ Yes	☐ No
Children in adult prisons	☐ Yes	☐ No
Adults in prisons	☐ Yes	☐ No
Older people in pantis (panti lanjut usia)	☐ Yes	☐ No
Other _____		

What is the total estimated number of people in these
institutions?
☐ 1-10   ☐ 11-50   ☐ 51-100   ☐ 100+

Are there staff present and caring
for the residents? ☐ Yes ☐ No
Do they have adequate food and water? ☐ Yes ☐ No

9.3. Psychosocial support

How did girls and boys spend most of their time prior
to the disaster?

	Girls (12 yrs)	Boys (<12 yrs)	Girls (13-17 yrs)	Boys (13-17 yrs)
Playing	☐	☐	☐	☐
Domestic chores	☐	☐	☐	☐
School / studying	☐	☐	☐	☐
Doing nothing (no structured activities)	☐	☐	☐	☐
Working or other to provide money, food	☐	☐	☐	☐
Other: _____				

How do girls and boys currently spend most of their
time?

	Girls (12 yrs)	Boys (<12 yrs)	Girls (13-17 yrs)	Boys (13-17 yrs)
Playing	☐	☐	☐	☐
Domestic chores	☐	☐	☐	☐
School / studying	☐	☐	☐	☐
Doing nothing (no structured activities)	☐	☐	☐	☐
Working or other to provide money, food	☐	☐	☐	
Other: _____				

Are older people, women, people with disabilities or
adolescents participating in activities that help them
cope with the disaster? (ex:meeting with other older
people or women, participating in religious activities,
volunteer in community clean-up, etc)

Older people ☐ Yes ☐ No
Women ☐ Yes ☐ No
People with disabilities ☐ Yes ☐ No
Migrants or ethnic minorities ☐ Yes ☐ No
Adolescents and youth ☐ Yes ☐ No

In general, what are the greatest needs of:
Older people in your community? _____
People with disabilities? _____
Children and youth? _____
Female-headed households? _____

5 Annex 5:
ASEAN-ERAT Report Format

The ASEAN-ERAT should prepare a 5-page report on the rapid assessment immediately following completion of the field trip and analysis (approximately within 48-72 hours). Time is of the essence immediately following a disaster and it is essential that all information discovered by ASEAN-ERAT and any recommendations are made available as soon as possible. The report should be short and clear with explicit recommendations. It should also make clear the limitations of the assessment and any assumptions made during the analysis.

Mission Objective/s

1 General Description of Disaster Impact on Population
(State briefly the immediate impact of the disaster on the population and specific community groups affected; number of people affected, estimated number of people evacuated and evacuation sites, reported number of dead, injured and missing persons, as appropriate. Consider population age, sex, ethnicity characteristics, population movements/ displacements)

2 Status of Populations Living in Affected Areas
(State the situation that requires urgent attention and assistance under each sector. Provide as much detail as possible on the estimate number of people/households affected or needing assistance, culturally-appropriate requirements, etc.)

Access to information and assistance

Shelter and essential non-food items

Water, Sanitation and Hygiene (WASH)

Health

Food and Nutrition

Livelihoods

Access to education

Safety, Security and Protection

3 **National capacities and response**

4 **International capacities and response**

5 **Coordination Overview** (Overall coordination mechanisms in place, both national and international; constraints in coordination)

6 **Immediate Unmet Needs**
(List in order of priority the specific needs to manage or cope with the current emergency. This may include emergency response teams or expertise, emergency logistics, equipment and supplies, and water and sanitation facilities, among others.)

7 **Operational Consideration** (Relief entry points, logistical constraints in relief delivery (access, communication, power, transport, local market conditions, etc.), relief delivery issues (customs information), security issues

8 **Recommendations / Proposed Actions for the ASEAN and the AHA Centre**

9 **Information Gaps and requirements for further assessment**

10 **Others**

6 Annex 6:
Calculation of Transportation
Requirements[3]

! Information Required
- ✔ How many tons/cubic meters of supplies have to be moved? What has to be moved? For how long?
- ✔ How long does a round trip to the receiving site take? (do not overestimate speed, and include time for loading and unloading)
- ✔ What is the vehicle's cargo capacity?

✚ Values and Measurements

P	**Period** required for delivery (hours)
W	**Weight** of Items to be moved (tons or m³)
V	**Volume** = Length x Width x Height (tons or m³)
T	**Time** how long a roundtrip takes (hours)
C	Vehicle cargo **capacity** (tons or m³)

[3]From The Logistics Chain of Emergency Supplies in Disaster, C. Timoleon, 2012

Calculator

(A) No. of possible trips per vehicle

Period ÷ Roundtrip Time + Add 25% time for contingency

(B) No. of loads
   = total tonnage or cubic ÷ vehicle capacity

Total Tonnage (W) ÷ Vehicle Capacity (C)
or
Total Volume (V) ÷ Vehicle Capacity (C)

(C) No. of vehicles

Number of Load (B) ÷ Number of Possible Trips (A)

---

7 **Annex 7:**
Incident Action Plan Safety Analysis

1. Incident Name

2. Incident Number

3. Date/Time Prepared   Date   Time

4. Operational Period   Date from   Date to
                              Time from   Time to

5. Incident Area	**6**. Hazard/ Risks	**7**. Mitigation

8. Prepared by (Safety Officer) ＞   Name | Signature |

Prepared by (Operations Section Chief) ＞   Name | Signature |

ICS 215A   Date/Time

ICS 215A
INCIDENT ACTION PLAN SAFETY ANALYSIS

PURPOSE

The purpose of the Incident Action Plan Safety Analysis (ICS 215A) is to aid the Operations Section Chief in completing an operational risk assessment to prioritise hazards, safety, and health issues, and to develop appropriate controls. This worksheet addresses communications challenges between planning and operations, and is best utilised in the planning phase and for Operations Section briefings.

PREPARATION

The ICS 215A is typically prepared by the Operations Section Chief during the incident action planning cycle. When the Operations Section Chief is preparing for the tactics meeting, the Safety Officer collaborates with the Operations Section Chief to complete the Incident Action Plan Safety Analysis. This worksheet is closely linked to the Operational Planning Worksheet (ICS 215). Incident areas or regions are listed along with associated hazards and risks. For those assignments involving risks and hazards, mitigations or controls should be developed to safeguard responders, and appropriate incident personnel should be briefed on the hazards, mitigations, and related measures. Use additional sheets as needed.

DISTRIBUTION

When the safety analysis is completed, the form is distributed to the Resources Unit to help prepare the Operations Section briefing. All completed original forms must be given to the Documentation Unit.

Notes:
- ✔ This worksheet can be made into a wall mount, and can be part of the IAP.
- ✔ If additional pages are needed, use a blank ICS 215A and repaginate as needed.

Block Number	Block Title	Instructions
1.	Incident Name	Enter the name assigned to the incident.
2.	Incident Number	Enter the number assigned to the incident.
3.	Date/Time Prepared	Enter date (month/day/year) and time (using the 24-hour clock) prepared.
4.	Operational Period Date and Time From Date and Time To	Enter the start date (month/day/year) and time (24-hour clock) and end date and time for the operational period to which the form applies.
5.	Incident Area	Enter the incident areas where personnel or resources are likely to encounter risks. This may be specified as a Branch, Division, or Group.
6.	Hazards/Risks	List the types of hazards and/or risks likely to be encountered by personnel or resources at the incident area relevant to the work assignment.
7.	Mitigations	List actions taken to reduce risk for each hazard indicated (e.g., specify personal protective equipment or use of a buddy system or escape routes).
8.	Prepared by (Operations Section Chief) Name Signature Date/Time	Enter the name of the Operations Section Chief, who should collaborate on form preparation. Enter date (month/day/year) and time (24-hour clock) reviewed.

8 Annex 8:
Medical Plan

1. Incident Name

2. Operational Period

Date from	Date to
Time from	Time to

3. Medical Aid Stations:

Name	Location	Contact Number(s)/ Frequency	Paramedics on Site?
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No

4. Transportation (indicate air or ground)

Ambulance Service	Location	Contact Number(s)/ Frequency	Level of Service
			☐ ALS ☐ BLS
			☐ ALS ☐ BLS
			☐ ALS ☐ BLS
			☐ ALS ☐ BLS

5. Hospitals

Hospital Name	Address, Latitude & Longitude if Helipad	Contact Number(s) /Frequency	Travel Time Air Ground	Trauma Centre	Burn Centre	Helipad
				☐ Yes Level:	☐ Yes ☐ No	☐ Yes ☐ No
				☐ Yes Level:	☐ Yes ☐ No	☐ Yes ☐ No
				☐ Yes Level:	☐ Yes ☐ No	☐ Yes ☐ No

□ Yes   □ Yes   □ Yes
Level: □ No   □ No

□ Yes   □ Yes   □ Yes
Level: □ No   □ No

□ Yes   □ Yes   □ Yes
Level: □ No   □ No

1. Incident Name   **2**. Operational Period

Date from   Date to
Time from   Time to

6. Special Medical Emergency Procedures:

□ Check box if aviation assets are utilized for rescue. If assets are used, coordinate with Air Operations.

7. Prepared by (Medical Unit Leader) ❯   Name | Signature |

8. Approved by (Safety Officer) ❯   Name | Signature |

ICS 206 | IAP Page | Date/Time

ICS 206
MEDICAL PLAN

PURPOSE

The Medical Plan (ICS 206) provides information on incident medical aid stations, transportation services, hospitals, and medical emergency procedures.

PREPARATION

The ICS 206 is prepared by the Medical Unit Leader and reviewed by the Safety Officer to ensure ICS coordination. If aviation assets are utilised for rescue, coordinate with Air Operations.

DISTRIBUTION

The ICS 206 is duplicated and attached to the Incident Objectives (ICS 202) and given to all recipients as part of the IAP. Information from the plan pertaining to incident medical aid stations and medical emergency procedures may be noted on the Assignment List (ICS 204). All completed original forms must be given to the Documentation Unit.

Notes:
✔ The ICS 206 serves as part of the IAP.
✔ This form can include multiple pages.

Block Number	Block Title	Instructions
1.	Incident Name	Enter the name assigned to the incident.
2.	Operational Period Date and Time From Date and Time To	Enter the start date (month/day/year) and time (24-hour clock) and end date and time for the operational period to which the form applies.
3.	Medical Aid Stations	Enter the following information on the incident medical aid station(s):
	Name	Enter name of the medical aid station.
	Location	Enter the location of the medical aid station (e.g., Staging Area, Camp Ground).
	Contact Number(s)/ Frequency	Enter the contact number(s) and frequency for the medical aid station(s).
	Paramedics on Site? ☐Yes ☐No	Indicate (yes or no) if paramedics are at the site indicated.
4.	Transportation (indicate air or ground)	Enter the following information for ambulance services available to the incident:
	Ambulance Service	Enter name of ambulance service.
	Location	Enter the location of the ambulance service.
	Contact Number(s)/ Frequency	Enter the contact number(s) and frequency for the ambulance service.
	Level of Service ☐ASL ☐ BSL	Indicate the level of service available for each ambulance, either ALS (Advanced Life Support) or BLS (Basic Life Support).

9 Annex 9:
Emergency Indicators and Minimum Standards

Malnutrition Emergency Definitions

Global Acute lilialnutrition (GEM) =

Severe Acute Malnritritlon
(SAM)
+
Moderste Acute Malnutrition
(MAM)

GAM for <5 age group

Z-Score <-2	MUAC < 13.5 cm	WFH/WFL < 80 %

SAM for <5 age group

Z-Score <-2	MUAC < 11.0 cm	WFH/WFL < 70 %

MAM for <5 age group

Z-Score >-3 and <-2	MUAC > 11.0 & < 13.5 cm	WFH/MFL > 70% & 80%

See section D of chapter lll, Interpretation of Malnutrition Rates and Corresponding Action, for malnutrition indicators.

Mortality Rate Emergency Indicators

Crude Mortality Rate (CMR): single most important indicator of serious stress in affected population

CMR = deaths/10,000/day: emergency phase

<1	= Under control
>1	= Serious condition
>2	= Out of control
>4	= Major catastrophe

Mortality rate for <5 age group

1	= Normal In a developing country
< 2	= Emergency phase: under control
>2	= Emergency phase: in serious trouble
>3	= Emergency phase: out of control

Minimun Water Requirements

Minimum maintenance	= 15 llters/person/day
Feeding centers	= 30 liters/inpatient/day
Health centers and hospitals	= 40-60 liters/inpatient/day

1 tap stand/250 people not > 100m from users

A large quantity of reasonably safe water is preferable to a small amount of pure water

Minimun Food Requirements

Minimum shelter space	= 3.5 - 4.5 m2 covered area per person

Minimun Sanitation Requirements

At least 1 toilet for every 20 persons

Maximum of 1 minute walk from dwelling to toilet
(≥ 6 and $\leq 50m$)

ENGLISH TO METRIC

To Convert	Into	Multiply by
Lengths		
Inches	millimetre	25.4
Inches	centimetres	2.54
Inches	metres	0.0254
Feet	metres	0.3048
Yards	kilometres	0.0009
Yards	metres	0.9144
Miles	kilometres	1.6093
Surfaces		
Square inches	square centimetres	6.4516
Square feet	square metres	0.0929
Square yard	square metres	0.8361
Square miles	square kilometres	2.5900
Acres	hectametres	0.4047
Volumes		
Cubic inches	cubic centimetres	16.387064
Cubic inches	litres	0.016387
Cubic feet	cubic metres	0.028317
Cubic feet	litres	26.316847
Cubic yards	cubic metres	0.764555
Liquid ounces	cubic centimetres	29.573530
Gallons (USA)	cubic metres	0.003785
Gallons (USA)	litres	3.785412
Teaspoon	millimetres	4.928922
Tablespoon	millimetres	14.78676
Fluid ounces	millimetres	29.573530
Cups	litres	0.236589
Pints	litres	0.473176
Pints	litres	0.473176
Quarts	litres	0.946353
Weights		
Grants	grams	0.064799
Ounces	grams	28.349523
Ounces	kilograms	0.028350
pounds	kilograms	0.453592
pounds	tons (metric)	0.000454
tons (USA)	kilograms	907.184740
tons (USA)	tons (metric)	0.907185
tons (long)	kilograms	1,016.046909
tons (longs)	tons (metric)	1.016047

ONE **ASEAN**
ONE **RESPONSE**

ASEAN COORDINATING CENTRE
FOR HUMANITARIAN ASSISTANCE
ON DISASTER MANAGEMENT

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