



ONE ASEAN  
ONE RESPONSE

# COORDINATING UNITY



# 7

This book serves as a five-year report on the establishment and operationalisation of the AHA Centre which highlights all the work and programmes that the AHA Centre has undertaken to enhance the region's capacity in disaster management and emergency response.

**The AHA Centre  
Knowledge Series Book #7**

**Coordinating Unity**

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The AHA Centre Knowledge Series

Book #7

**COORDINATING UNITY**

The Founding 5 Years of the AHA Centre

# **COORDINATING UNITY**

**THE FOUNDING 5 YEARS OF THE AHA CENTRE**

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## 5 ENGAGING THE WORLD



## H.E. WILLEM RAMPANGILEI

Chief of BNPB  
National Disaster Management Authority of Indonesia

### FOREWORD

#### **From the Chair of ASEAN Ministerial Meeting on Disaster Management and AADMER Conference of the Parties, 2016**



This year Indonesia has been honoured to chair the ASEAN Ministerial Meeting on Disaster Management (AMMDM), the AADMER Conference of the Parties (COP), the ASEAN Committee on Disaster Management (ACDM) and the Governing Board of the AHA Centre. Sitting in these roles during 2016 has allowed Indonesia to witness the hard work and achievements reached by the AHA Centre throughout the last five years, and we are honoured to be part of the ongoing efforts undertaken in coordinating disaster management across the ASEAN region.

Indonesia has stood beside the AHA Centre since its establishment, and throughout the last five years has acted as the Host Country to facilitate the ongoing establishment and expansion of all AHA Centre's work. We are proud to have supported the AHA Centre through such processes, and have found great value in overseeing the movement. The Centre's role as the coordinating body for disaster management within the ASEAN region has become increasingly relevant and clear as we constantly face the increasing threat of disaster that affects our communities, our infrastructure and our social fabric as a whole.

We recognise the key roles played by National Disaster Management Offices of all ASEAN Member States, and highly value their engagement, support and input across all that we have undertaken throughout the last five years. We also extend our appreciation and thanks to all of our ASEAN Dialogue Partners and other partners who have supported and added value to the progress of our work, and hope that such support continues as we progress in the coming years.

2016 has also seen the important step of the ASEAN Declaration on One ASEAN One Response signed in September by all ASEAN Leaders. This vision, and its universal support, creates the strongest of platforms for the advancement of emergency management within ASEAN into the future. Indonesia is proud to have been a supporting member of the advancement of this vision, and looks forward to working with all parties towards the vision's realisation.

We offer congratulations to the AHA Centre in all its work undertaken as captured by the AHA Centre Knowledge Series books. We also wish continued success for the future to come as we continue towards a coordinated and prepared ASEAN region in the face of disaster.



### **MR. SAID FAISAL**

Executive Director  
ASEAN Coordinating Centre for Humanitarian  
Assistance on disaster management

### **FOREWORD**

#### **From the Executive Director of the AHA Centre**



ONE ASEAN ONE RESPONSE

The first five years of the AHA Centre has been full of achievements, challenges, surprises and overall hard work by our dedicated team, stakeholders and supporters. Through the AHA Centre Knowledge Series, we take a moment and a step back to witness the impact that the AHA Centre has had since its formation in 2011, to appreciate the achievements, to recognise the challenges and lessons, and to move forward as a united ASEAN region in the midst of the turbulence and instability that disaster can create.

Across the last five years, the AHA Centre and the overall solidarity of the ASEAN region has been tested time and again by disaster, and has grown stronger and more unified than before. Whether responding to large-scale destruction, developing world-class programmes, or implementing and promoting regional mechanisms to solidify the ASEAN emergency management sector, the AHA Centre has relentlessly strived to achieve its overall goals. However, we appreciate these achievements always with vision towards the future, understanding and preparing for the challenges and obstacles that lie ahead.

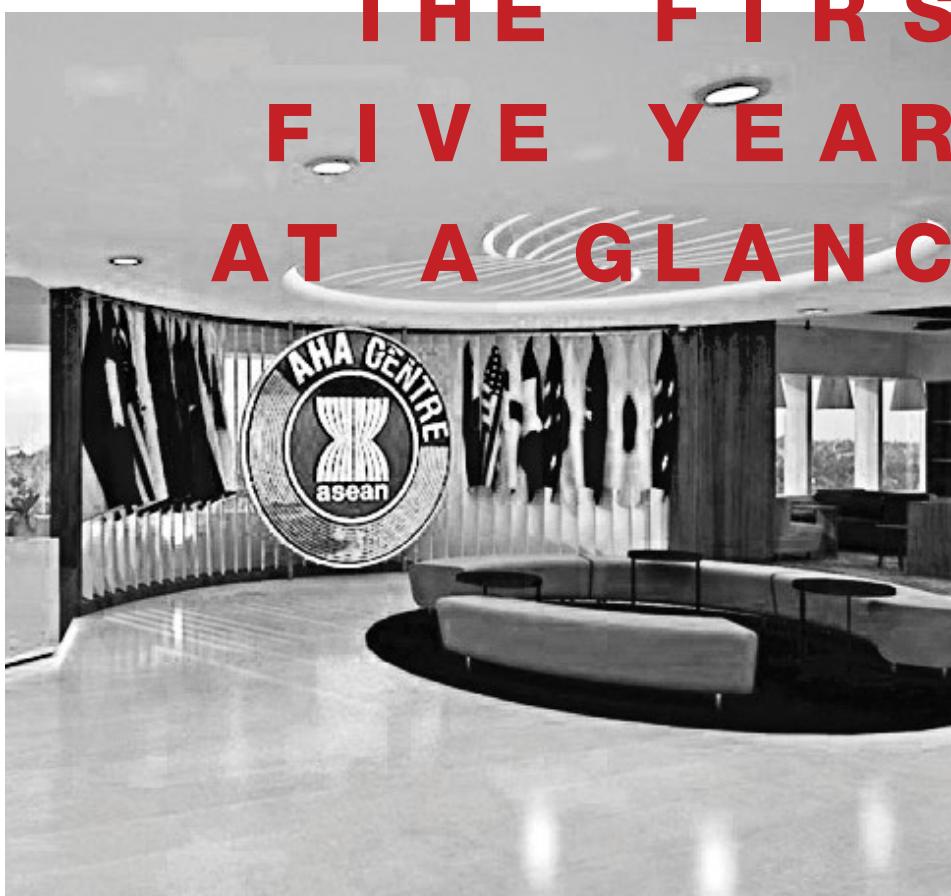
The recent ASEAN Declaration on One ASEAN One Response by the leaders of our region's nations forms the next key building block for continuing the expansion and unification of our work within the ASEAN region. With this substantial declaration, the AHA Centre received not only full support for the work we have undertaken over the previous five years, but importantly regional confidence and trust for the AHA Centre to continue in the role of coordinating ASEAN's futures in the face of disaster. This confidence placed in our work provides even more passion and drive to reach new heights, and ensures the AHA Centre is fully resourced and prepared for what lies in wait.

It must be recognised that the outcomes realised since the AHA Centre's establishment in 2011 could not have been achieved without the support of many, primarily from the ASEAN Member States and their National Disaster Management Offices. Their ongoing willingness to engage, support, and work with the AHA Centre has been the key factor in the development of our working areas. The support from the ASEAN Secretariat has also been highly valued. Our Dialogue Partners and partners have provided valuable ongoing support across the scope of our work. Finally, we recognise the leadership and support provided by the ASEAN Member States through the AMMDD, AADMER COP, ACDM and Governing Board over the last five years and also show great appreciation to Indonesia as the host country for the AHA Centre's operations since formation.

With this book, we remember all those who have been affected by disaster, we learn the lessons to strengthen and improve our readiness in the future, and we duly appreciate the achievements and efforts of the AHA Centre and all its supporters. While predicting the future of disaster impact on the region is a near-impossible action, our region's ability to prepare and respond as one single movement is a vision that gives us great confidence and hope for the future of a united and engaged ASEAN in the face of disaster.

# 1

## THE FIRST FIVE YEARS AT A GLANCE

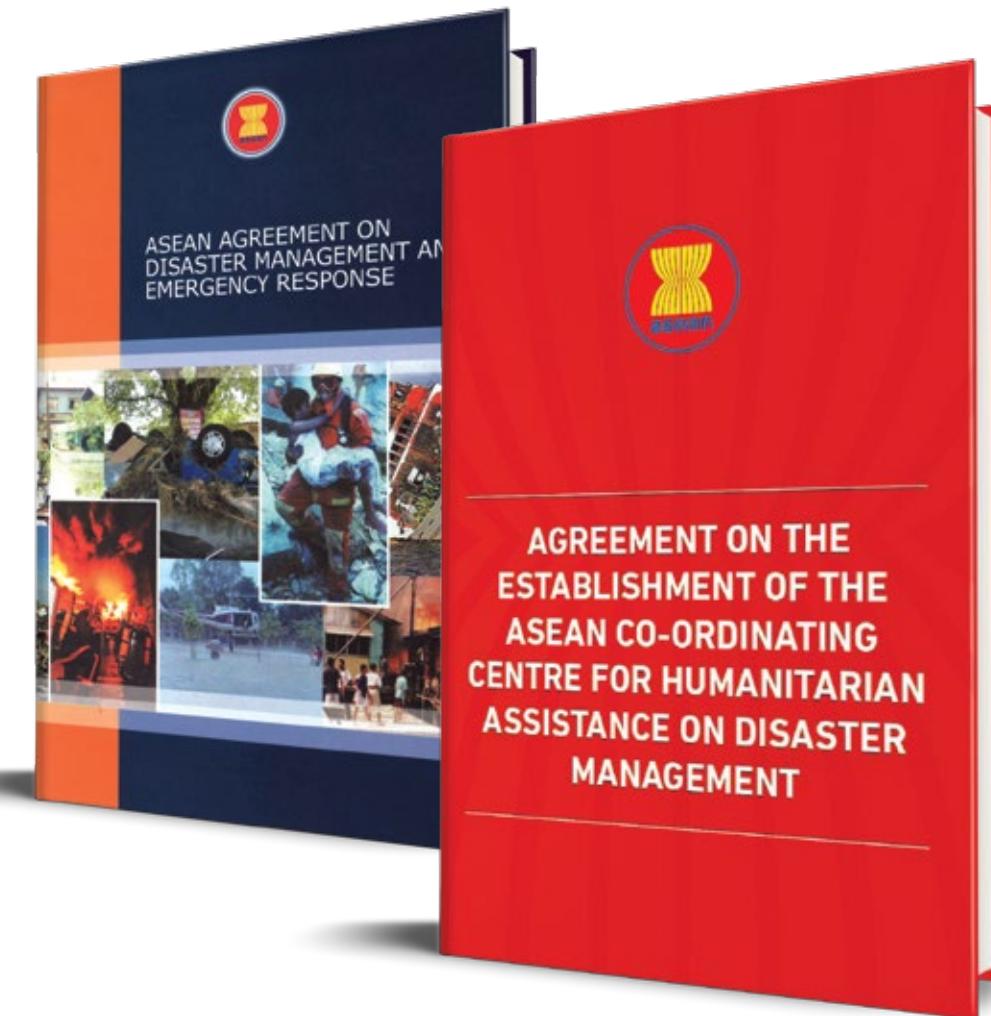


In 2005, when the ASEAN Agreement on Disaster Management and Emergency Response (AADMER) was signed by the entire ASEAN leadership, the way was paved for the establishment of the ASEAN Coordinating Centre for Humanitarian Assistance on Disaster Management (AHA Centre). A little more than six years later, the ribbon was cut to begin a new history of ASEAN regional response and management of emergency situations. In the five years since its opening day on 17 November 2011, the AHA Centre has grown to become a force of its own in the regional emergency management field. While there have been a multitude of challenges, and plenty of lessons learned, the ASEAN region as a whole has become increasingly focused, coordinated and responsive in the face of disaster.

The emergency management sector is an evolving form; unstable, unpredictable and ever-changing. The AHA Centre was identified by AADMER as a key mechanism to coordinate response to this turbulence, and create a united and prepared ASEAN region, so often facing the full force of natural disaster. To achieve this, it was determined that the AHA Centre, based from its offices in Jakarta, Indonesia, would be the key coordinator for the following emergency management focus areas.

It would work within its key areas through the implementation of numerous mechanisms and a range of operations. For one, there is the emergency monitoring and response centre, a central nervous system of computer screens, maps and communication devices. Alongside this, the AHA Centre implements a multitude of preparedness programs, whether it be the future leaders of ASEAN emergency management in the ACE Programme, or an emergency response and assessment team across the region, prepared for speedy deployment through the ASEAN-ERAT training course and stand-by roster system.

Finally, and so importantly, **the AHA Centre has become the cornerstone of coordination across the ASEAN region**. Immeasurable success has also been achieved through the AHA Centre's relationships with international partners for funding, training and knowledge-sharing, as well as with other emergency management stakeholders in civil society, international NGOs, and United Nations institutions. As the AHA Centre looks to the future, the building blocks have been laid for increasing engagement and support with the private sector, beginning to close the loop on the range of stakeholders in the emergency management field. Yet the last 5 years cannot be looked back upon without remembering the disasters that impacted the lives of so many ASEAN citizens, whether the enormous Typhoon Haiyan, the multiple floods in Indonesia and Myanmar, and so many more, the lives and livelihoods of millions have been heavily affected. The AHA Centre has steadily improved its response mechanisms to such disasters, and with each year becomes increasingly prepared to coordinate across nations, across the region, and even out into the international environment. While the establishment of the AHA Centre was a success in itself, the last five years are bursting with an increasing number of achievements, large and small, and each with its own meaning and story. As we look back across a range of accomplishments, we do so with the complexities and unpredictability of the emergency context in mind, as well as the added challenges of multi-national coordination and facilitation. It is within this context that all that has been accomplished by the AHA Centre is magnified, and recognised for the true success that has been achieved by the AHA Centre throughout the preceding five years.



## THE AHA CENTRE'S FOUNDING AGREEMENTS

### AADMER

Image on left page: ASEAN Agreement on Disaster Management and Emergency Response (left)

The idea of an underlying mechanism for ASEAN disaster management first took flight back in 2004, and realised years later at the end of 2009. The ASEAN Agreement on Disaster Management and Emergency Response (AADMER) became one of the world's first truly regional disaster management agreements, and was also to be the key driver for the development of the AHA Centre. Within its comprehensive content is found the key statement that supported the development of the AHA Centre that can be seen today. Specifically, in Article 20, the agreement states that the AHA Centre must be established for facilitation and coordination of ASEAN disaster management practices. It is within these words and this agreement that the AHA Centre receives its mandate.

### FROM THE AADMER TO THE AHA CENTRE

Image on left page: Agreement on the Establishment of the AHA Centre (right)

The “Agreement on the Establishment of the ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (AHA Centre)” was signed by all ASEAN Foreign Ministers, and witnessed by ASEAN Heads of State/Government on 17 November 2011. This establishment of the AHA Centre in its base form was in itself a key achievement, both for those who had advocated for its development, and for the ASEAN nations in general. It was a primary step in the realisation of the ASEAN Agreement on Disaster Management and Emergency Response (AADMER), that had been signed by all ASEAN nations over 6 years earlier. This agreement paved the way for all signature countries to begin cooperation in pursuit of improved disaster management and emergency response mechanisms, as part of a well-resourced and united ASEAN front. The AHA Centre has become the central figure in this coordination, with its work and knowledge contributing highly to the realisation of AADMER implementation across the ASEAN region.

## THE AHA CENTRE'S GOVERNING BODIES

### THE ACDM

The AHA Centre was initially overseen and governed by the ASEAN Committee on Disaster Management (ACDM), who took on the role under the AADMER Conference of the Parties (COP). The ACDM's general roles include providing guidance to the achievement of the AADMER functions, as well as overseeing actions that work towards AADMER outcomes. The ACDM is primarily made up of the key



heads of each ASEAN nation's NDMO, with a mandate to meet at least one time per year. Each year, one of the ten ASEAN nations' ACDM representatives takes on the role as the Chair of the ACDM. ASEAN Secretariat acts as the secretariat to the ACDM.

## GOVERNING BOARD OF THE AHA CENTRE

*Image on left page: Visit of the delegates of Conference of the Parties to AADMER and the Secretary-General of ASEAN to the AHA Centre, 15 March 2012 (top)*

The AHA Centre and the scope of its work required increased and undivided intention, and therefore the Governing Board of the AHA Centre was established under the Agreement on the Establishment of the AHA Centre. This board would undertake similar practices to the ACDM, however within a space solely assigned to the AHA Centre's affairs. This key decision reflects the rate in which the AHA Centre has expanded and broadened its impact, and the importance that ASEAN nations assign to the outcomes that the AHA Centre works towards. The Governing Board now sits a number of times per year to provide guidance to AHA Centre's direction, give approval to AHA Centre's decisions, and ensure that all ASEAN nations are on-board and in agreement with the AHA Centre's strategy and operations. The ASEAN Chair of the ACDM also sits in the role as the Chair of the Governing Board.

## HIGH-LEVEL SUPPORT

The ASEAN Ministerial Meeting on Disaster Management (AMMDM) is the forum in which government ministers, responsible for their own countries' disaster management portfolios, give input and guidance to the direction of AADMER and the AHA Centre's Governing Board. This group represents a key link between the role and work of the AHA Centre, and the wider political scope. In December 2015, the AMMDM endorsed the draft Declaration on 'One ASEAN One Response', for adoption and signature by the ASEAN Leaders. This decision further increases the message of unity within ASEAN emergency response, and the importance placed upon it by all engaged parties and stakeholders.

## THE FOUNDING FATHERS

**ASEAN COMMITTEE ON DISASTER MANAGEMENT (ACDM) AND THE GOVERNING BOARD OF THE AHA CENTRE**



**BRUNEI DARUSSALAM**



**National Disaster Management Centre**

**Ministry of Home Affairs**  
Berakas BB 3510  
Bandar Seri Begawan,  
Brunei Darussalam



**CAMBODIA**



**National Committee for Disaster Management**

**Council of Ministers**  
New Building, Street 516,  
Khan Russey Keo, 12105  
Phnom Penh, Cambodia



**INDONESIA**



**BNPB**  
**National Disaster Management Authority**

Graha BNPB Jalan Pramuka  
Kav. 38 Jakarta Timur  
P.O Box 13120, Indonesia



**LAO PDR**



**Social Welfare Department**

**Ministry of Labour and Social Welfare**  
Pangkham Road, Chanthabuly district, Vientiane Capital, Lao PDR



**MALAYSIA**



**National Disaster Management Agency**

**Prime Minister's Department**  
Level 6 & 7, Block D5, Complex D Putrajaya 62502, Malaysia



**MYANMAR**



**Relief and Resettlement Department**

**Ministry of Social Welfare, Relief and Resettlement**  
Building No. 23  
Special Development Zone  
Naypyidaw City, Myanmar



**PHILIPPINES**



**Office of Civil Defense**

**National Disaster Risk Reduction and Management Council**  
Camp General Aguinaldo, Quezon City, Philippines



**SINGAPORE**



**SCDF**  
**Singapore Civil Defence Force**

91 Ubi Avenue 4,  
Singapore 4088277



**THAILAND**



**Department of Disaster Prevention and Mitigation**

**Ministry of Interior**  
3/12 U-Thong Nok Road, Dusit Bangkok, Thailand



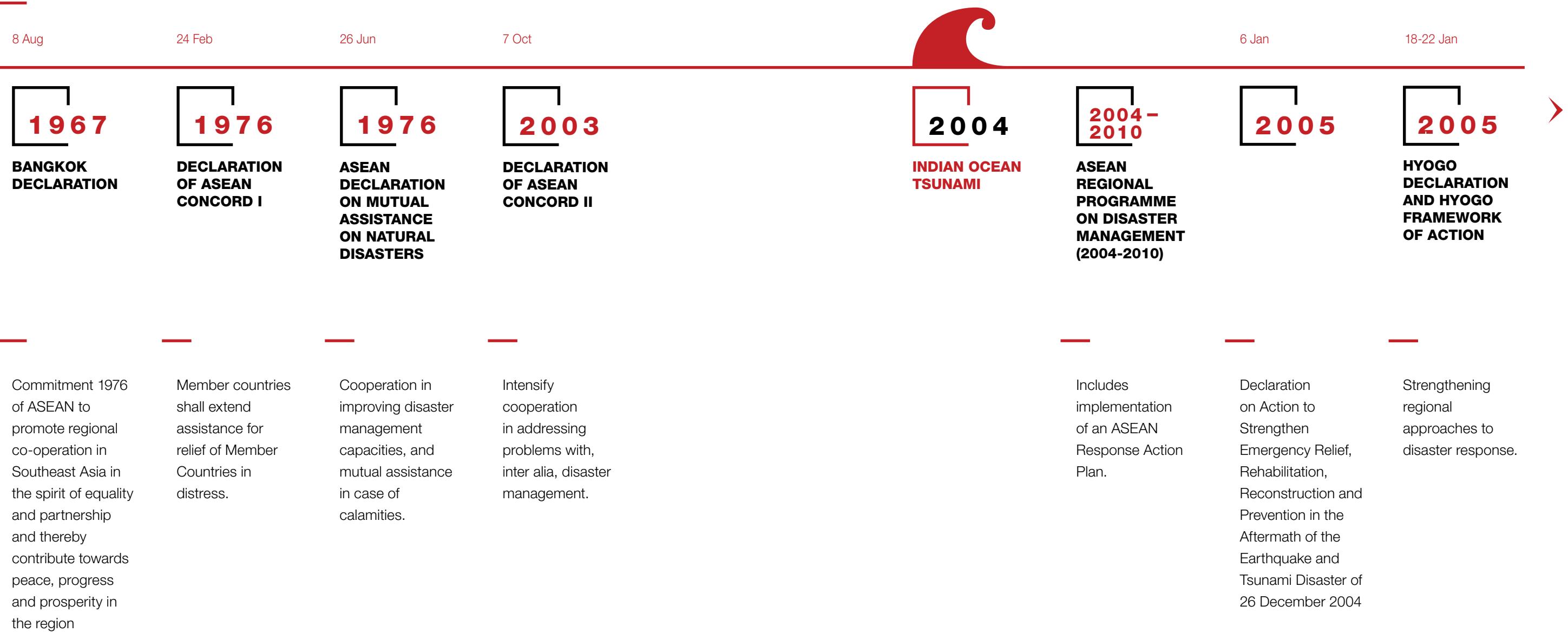
**VIET NAM**

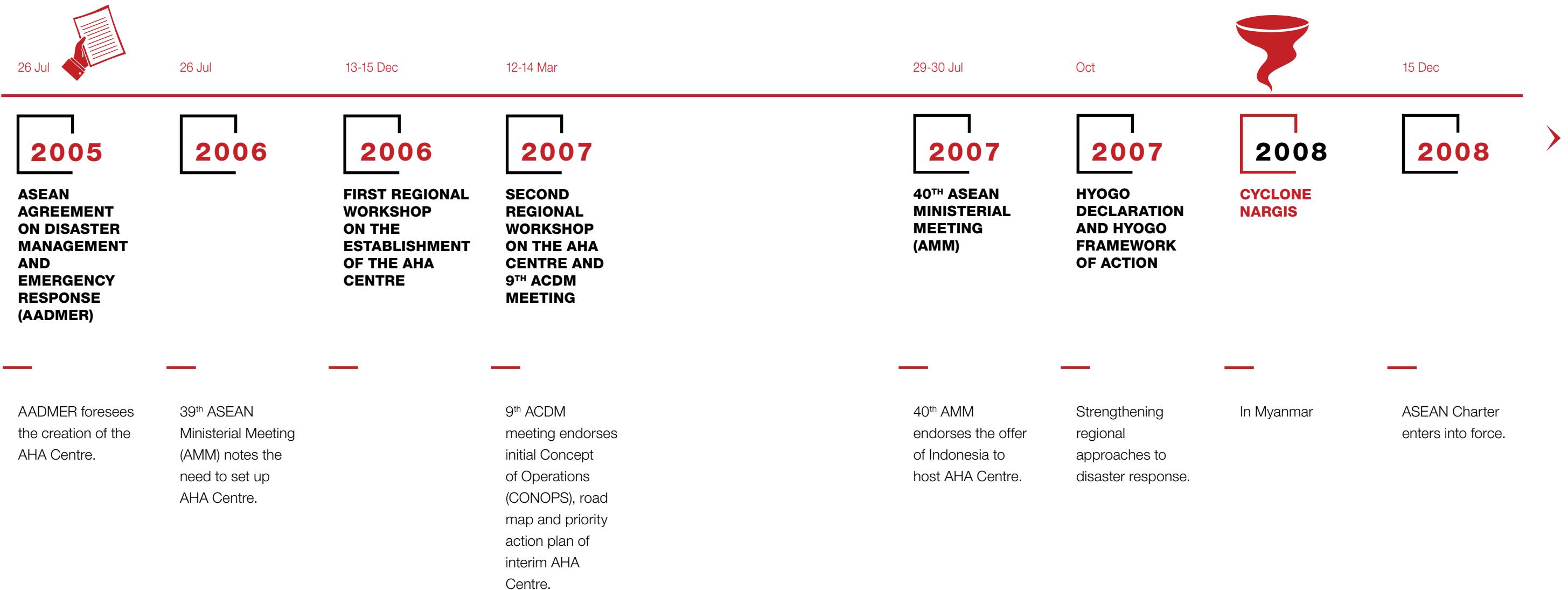


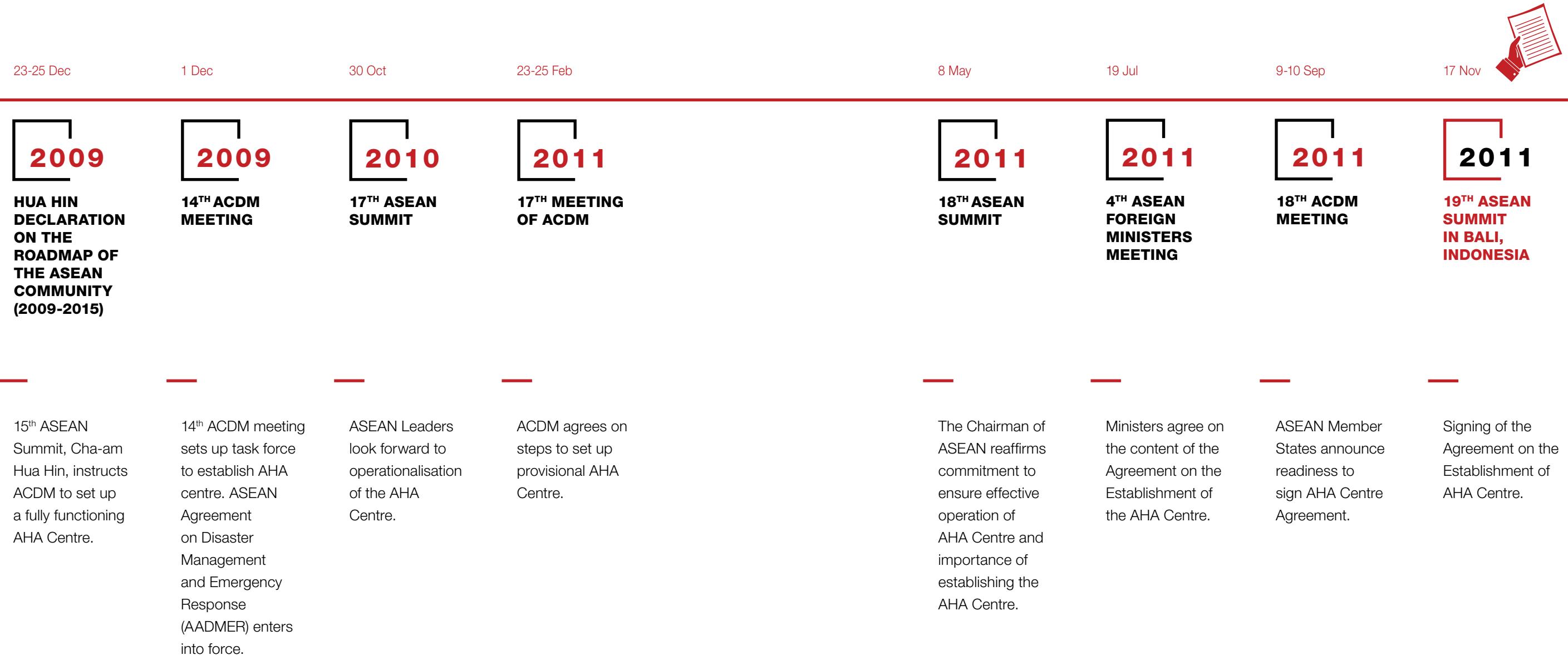
**Department of Natural Disaster Prevention and Control**

**Ministry of Agriculture and Rural Development**  
Building A4, No 02 Ngoc Ha Str, Ba Dinh dist, Ha Noi, Vietnam

**MILESTONES IN THE DEVELOPMENT  
OF THE AHA CENTRE**

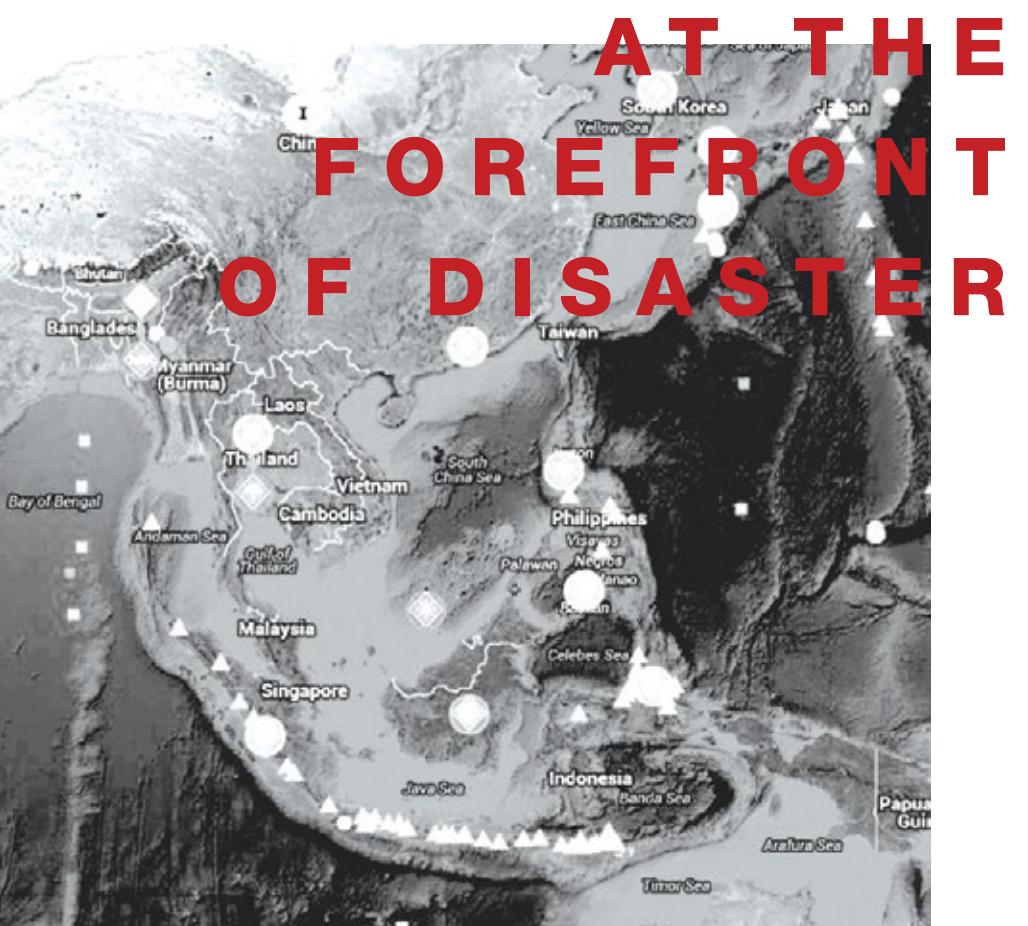


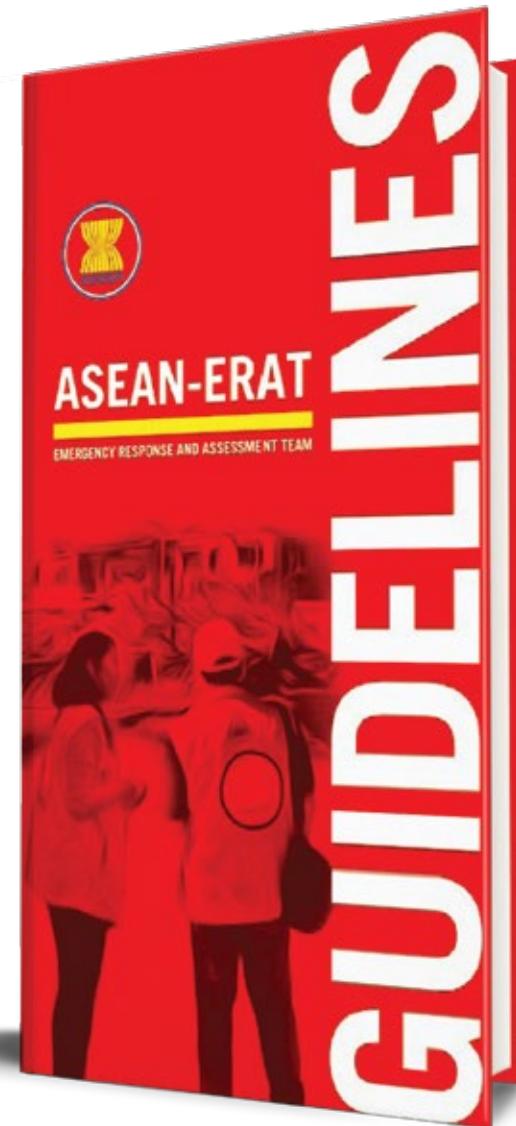




# 2

The primary reason for the establishment of the AHA Centre, as part of the overall ASEAN regional disaster management system, was to ensure a speedy, coordinated and united response when disaster strikes any of the ten nations that form the ASEAN region. Since its inception, the AHA Centre has coordinated the ASEAN response to 14 disasters, including floods, typhoons and earthquakes, that have affected the lives and livelihoods of the ASEAN region's communities. The last five years have provided numerous successful response activities for the AHA Centre, as well as many lessons learned, to support the centre's growth, improvement, and overall impact in the disaster response sphere.





## ASEAN-ERAT

EMERGENCY DEPLOYMENT  
ACROSS THE REGION

### A COORDINATED RESPONSE

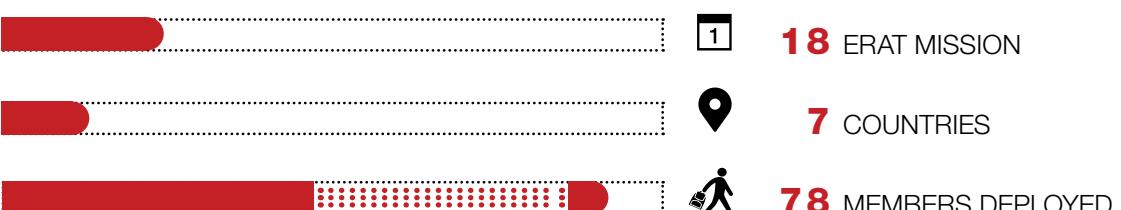
The key role of the AHA Centre at the time of disaster is to monitor, communicate and coordinate the response on the ground, ensuring that the mechanisms established under the AADMER agreement are implemented and facilitated to achieve the best outcomes for the affected communities. They form the key body that links all ASEAN stakeholders, providing information and insight that allows ASEAN leaders to make informed and responsive decisions. The AHA Centre monitors unfolding disasters from its innovative hub in the centre of Jakarta, and implements a variety of communication methods to ensure all parties are one step ahead of any disaster situation. The AHA Centre ensures the most up-to-date information is gathered and distributed to all identified stakeholders, coordinate deployment of the ASEAN-ERAT, and provide oversight of the Disaster Emergency Logistics System for ASEAN. They make certain that direct aid is effectively mobilised and handed over to the National Disaster Management Offices or other relevant government bodies.

### ASEAN - ERAT RESPONSE

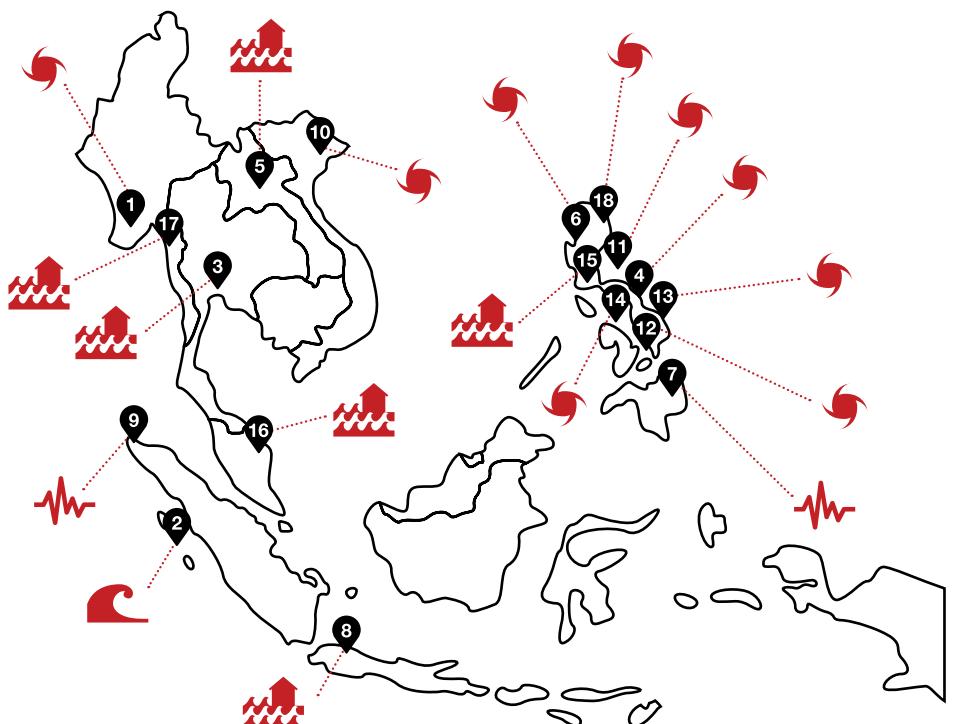
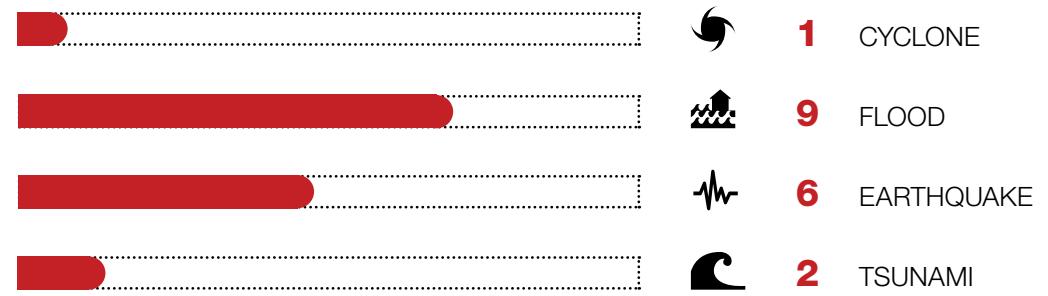
ASEAN-ERAT members, the trained field responders to disasters in the region, are managed and deployed by the AHA Centre. As such, they are heavily engaged in AHA Centre operations, and aside from field knowledge, must also have a strong understanding of AHA Centre protocol and procedure. After being trained by the AHA Centre, these skilled response technicians return to their place of work across the ASEAN region, always prepared for deployment to the next disaster situation. Procedures and processes for engagement and deployment of ASEAN-ERAT members have improved and progressed over time, as has the training that prepares them for deployment.

### ASEAN-ERAT MISSIONS 2008-2016

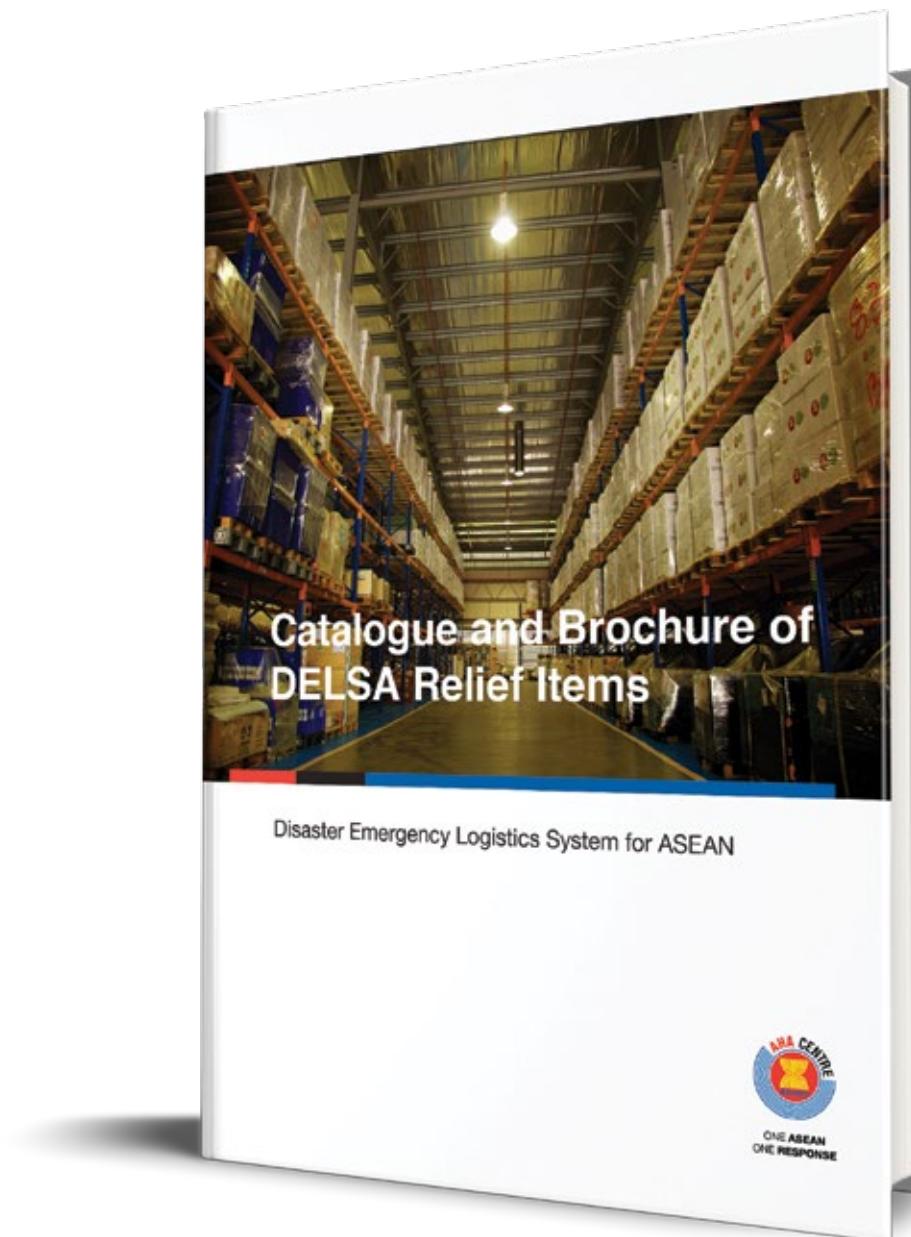
as of 30 November 2016



## NUMBER OF ASEAN- ERAT MISSION BY DISASTER TYPE



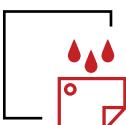




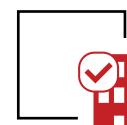
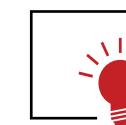
## DELSA

### DISASTER EMERGENCY LOGISTICS SYSTEM FOR ASEAN

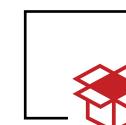
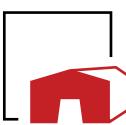
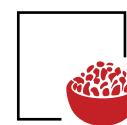
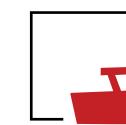
The Disaster Emergency Logistics System for ASEAN (DELSA) was established by the AHA Centre in late 2012, and is the key mechanism for swift provision of relief items to ASEAN nations experiencing an emergency crisis. Located in Subang, Malaysia, DELSA houses a stockpile of emergency relief goods, that can be accessed by ASEAN Member States through the AHA Centre and distributed as needed across the region. Amongst an array of stock on hand, the DELSA warehouse stores:



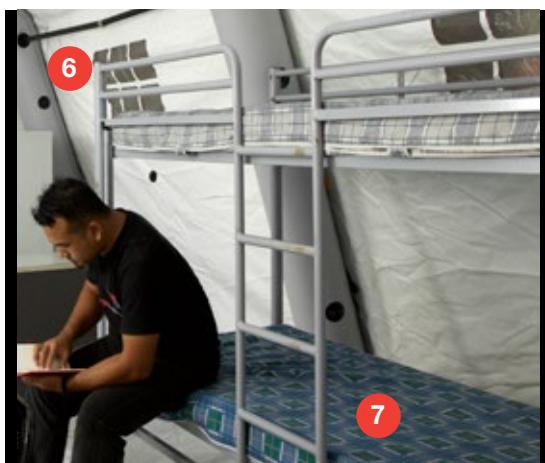
TARPAULINS

OFFICE  
AND LIVING  
PREFABS

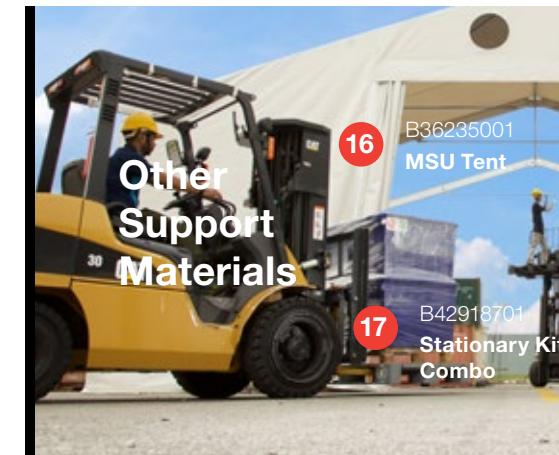
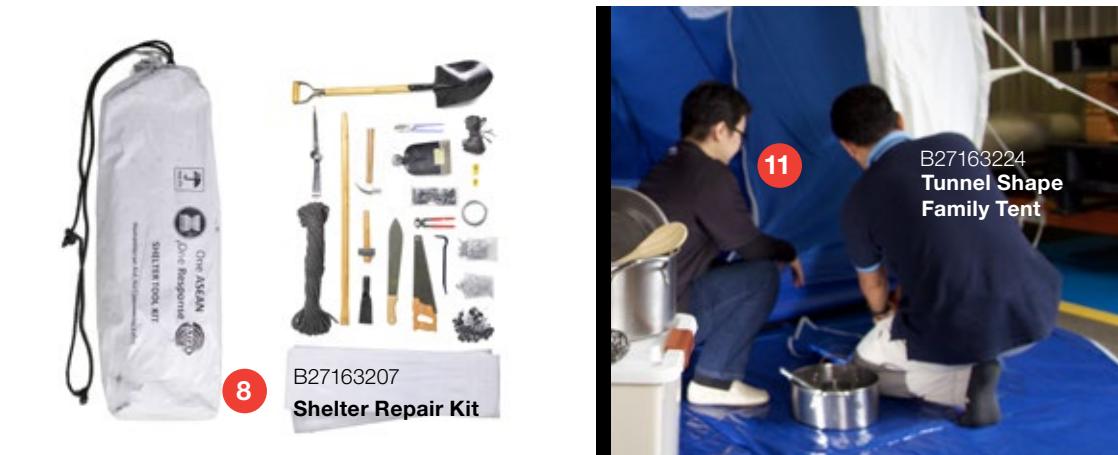
GENERATORS

FAMILY  
TENTSASEAN  
FAMILY  
KITSMOBILE  
STORAGESREADY-TO-  
EAT MEALSRESCUE  
BOATSOFFICE  
SUPPLIESICT  
SUPPORT

The DELSA stockpile is supported by the Japanese Government, and the AHA Centre worked closely with the Government of Malaysia and the WFP-UNHRD to establish the warehouse. The AHA Centre has also entered into an agreement with the UNHRD and UNWFP, as leaders in the emergency logistics field, to manage the warehouse on behalf of ASEAN. ASEAN-ERAT and ACE Programme participants are also trained and engaged in the DELSA procedures, allowing for fluent, multi-stakeholder distribution of crucial supplies whenever disaster strikes the ASEAN region.



- 1 B27163019 Inflatable Lightweight Tent
- 2 B38713205 Folding Desk
- 3 B38713406 Folding Chair
- 4 B38713207 Filing Cabinet
- 5 B38713203 Pedestal File Drawer
- 6 B38713403 Bunk Bed
- 7 B38713404 Matress







## JOCCA

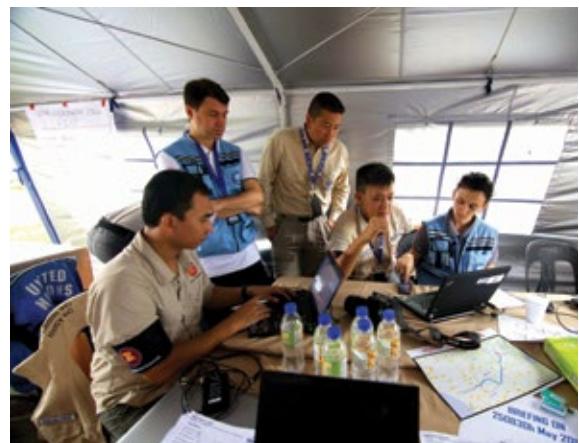
### JOINT OPERATIONS AND COORDINATION CENTRE OF ASEAN

The Joint Operations and Coordination Centre of ASEAN (JOCCA) forms a key step in the increased coordination and unification of the ASEAN disaster response mechanism. JOCCA is a mechanism that allows the temporary establishment of a central coordinating centre at ground-zero in the affected area of an ASEAN country experiencing a disaster.

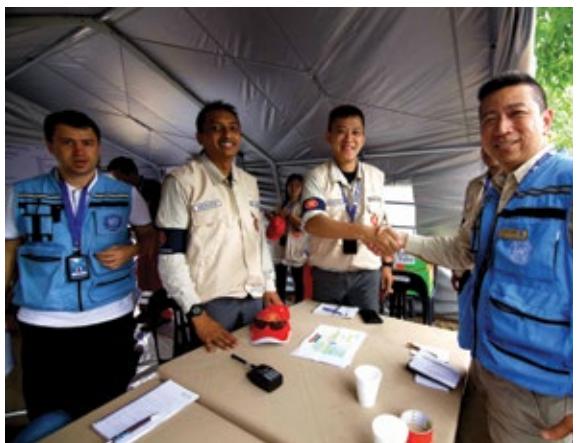
This centre will be used as the initial command base for on-the-ground emergency response coordination. A JOCCA site will be implemented and led by the national NDMO, and staffed by ASEAN-ERAT members, AHA Centre teams, as well as ASEAN surge capacity resources at times of emergency. Adaptable and flexible to each country's existing internal mechanisms, JOCCA aims to provide three integral functions during disaster response, namely:

- **Support the NDMO in the affected nation to establish an on-site central coordination system;**
- **Establish a physical space that forms a single point of service for all stakeholders in the emergency response, including from the state, civil society organisations, private sector stakeholders, and any other ASEAN responders; and**
- **Implement a platform at ground level for coordination with other response mechanisms, such as United Nations and other international bodies, as well as civil and military coordination.**

In its physical state, JOCCA will provide a central area with space for working, meeting and coordination, living facilities, and ICT and other information services.



INTERNATIONAL LOGISTICS TEAM						
TEAM NAME	COUNTRY	TEAM CAPACITY	RESPONSE CAPACITY	LEADERSHIP	DIS. CARS	ARRIVED
1. TAN SEE TEAM	THAILAND	THA-10	H	N	Gif	-
2. BIL UZEE TEAM	INDONESIA	IND-10	L	N	20	-
3. IND USE TEAM	INDONESIA	IND-10	M	W	13	-
4. SCDF(SING) TEAM	SINGAPORE	SIN-01	L	Y	10	-
5. SURELT TEAM	MYANMAR	MMR-10	M	N	21	-
6. C156E TEAM	CHINA	CIN-01	H	Y	51	-
7. CRIMATICE TEAM	CHINA	CIN-10	H	N	20	-
8. BRUNEI USE TEAM	BRUNEI	BKA-10	L	N	4	-
9. GFORM TEAM	MYANMAR	MAS-11	M	N	39	3
10. JCDP(JPN) TEAM	JAPAN	SPN-01	L	Y	16	-
TOTAL NUMBER OF CARS						
25 MAY						
26 MAY						
27 MAY						
28 MAY						
29 MAY						
30 MAY						
31 MAY						



## AHA CENTRE EMERGENCY RESPONSES 2011-2016

Since its establishment in late 2011, the AHA Centre has enacted full emergency response mechanisms a total of 14 times across 6 of the ASEAN nations, as well as provided preparedness and assessment on another 4 occasions. Earthquakes, floods and typhoons have been the main disasters experienced, with a huge variety of support and relief provided in material, human resource and financial forms.

The ASEAN-ERAT members have been deployed to all emergency situations (both preparedness and response), supporting the assessment, coordination and delivery of much needed aid in the field. With the world experiencing increased unstable weather situations and an increasingly unpredictable environment, these emergency response achievements are only likely to grow, along with the AHA Centre itself.

### THABAITKYIN EARTHQUAKE

NOVEMBER 2012, MYANMAR

Thabaitkyin, Myanmar  
11 November 2012

#### ASEAN RESPONSE

Deployed coordination support team



Magnitude 6.8 Richter Scale

Impact as of 22 November 2012

Affected Population 6,687 people

Deaths 11 people

Injured 140 people

House Damaged 1,836 houses

#### Delivered:

250 MULTI PURPOSE TENTS covering 250 families approximately 1,250 people

70 ROLLS OF TARPAULINS covering up to 700 families or approximately 3,500 people

### TYPHOON BOPHA

DECEMBER 2012, PHILIPPINES

Mindanao, Philippines  
3 December 2012

Impact as of 25 December 2014

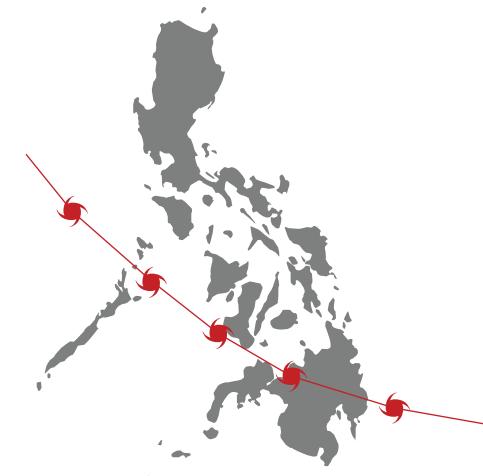
Affected Population 6,245,998 people

House Damaged 216,816 houses

Deaths 1,067 people

Injured 2,666 people

House Damaged 216,816 houses



#### ASEAN RESPONSE

Deployed emergency response and ERAT team

#### Provided:

250 MULTI PURPOSE TENTS covering 250 families approximately 1,250 people

MEAL FOR 200 VOLUNTEER in Inter-Agency Relief Operation hub in Davao City

600 ASEAN FAMILY KIT

3 MOBILE STORAGE UNIT (MSUs) to power up emergency response operation centres

5,000 ROLLS OF TARPAULINS

45 KVA GENERATORS to power up emergency response operation centres

USD 100,000 WORTH OF RICE

10-WHEELER TRUCKS to transport relief items

### JAKARTA FLOOD

JANUARY 2013, INDONESIA

Jakarta, Indonesia  
15 - 21 January 2013

Impact as of 21 January 2013

Affected Population 245,119 people

Deaths 20 people



#### ASEAN RESPONSE

Deployed portable toilets and provided drinking water, trash bags, sanitary wipes for approximately 3,000 evacuees.

**BENER MERIAH & ACEH TENGAH EARTHQUAKE**

JULY 2013, INDONESIA

Aceh, Indonesia 2 July 2013	Deaths 40 people
Magnitude 6.2 Richter Scale	Injured 2,532 people
Impact as of 14 July 2013	House Damaged 18,902 houses
Affected Population 52,113 people	

**ASEAN RESPONSE**

Deployed response team
------------------------

**PROVIDED:****MALAYSIA DELIVERED:**

250 FAMILY TENTS	1,000 FAMILY TENTS	1,000 TARPONLINS
500 SHELTER TOOLKITS	1,000 BLANKETS	

**TROPICAL STORM MARING**

AUGUST 2013, PHILIPPINES

Manila, Philippines 19 August 2013	<b>ASEAN RESPONSE</b>
Impact as of 23 August 2013	Deployed response team
Affected Population 1,928,685 people	
Deaths 10 people	9 RESCUE BOAT for NDRRMC
Injured 41 people	
Estimate Cost of Damaged USD 2.2 million	

**FLOOD IN CENTRAL & NORTHERN REGION OF LAO PDR**

AUGUST 2013, LAO PDR

Lao PDR 27 August 2013
---------------------------

**ASEAN RESPONSE**

Impact as of 27 August 2013	Deployed response team
--------------------------------	------------------------

Affected Population 112,586 people
---------------------------------------

Deaths 20 people
---------------------

**PROVIDED:**

200 ASEAN FAMILY KIT
----------------------

**BOHOL EARTHQUAKE**

OCTOBER 2013, PHILIPPINES

Bohol, Philippines 15 October 2013
---------------------------------------

Injured 976 people
-----------------------

Impact as of 15 October 2013
---------------------------------

Missing 8 people
---------------------

Affected Population 3,221,248 people
-----------------------------------------

House Damaged 73,000 houses
--------------------------------

Deaths 222 people
----------------------

**ASEAN RESPONSE**

Deployed response team
------------------------

**PROVIDED:****MALAYSIA ASSISTED:**

250 FAMILY TENTS
------------------

2 C-130 PLANES to deliver relief goods
-------------------------------------------

250 FAMILY KITS
-----------------

## TYPHOON HAIYAN

DECEMBER 2013, PHILIPPINES

 Leyte, Philippines  
8 December 2013

 Affected Population  
16,078181 people

 Impact as of  
24 December 2013

 Deaths  
6,109 people

 Injured  
28,636 people

 Estimate Cost of Damaged  
USD 142,191,945

 Missing  
1,779 people



### ASEAN RESPONSE

 Deployed response team and ERAT

### PROVIDED:

 EMERGENCY COMMUNICATION SUPPORT

 2.5 TONS OF RICE OF RICE

 2,000 BOTTLED WATER

 2,000 ROLLS OF TARPAULINS

 2,200 PERSONAL HYGIENE KITS

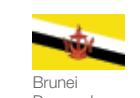
 2 OFFICE PRE-FABRICATION UNITS

 1 GENERATOR  
for OCD temporary office in Tacloban

 1 MOBILE STORAGE UNIT (MSUs)  
for temporary warehouse in Guiuan

 250 SHELTER TOOL KIT

## ASEAN COUNTRIES ASSISTANCE FOR TYPHOON HAIYAN:



Brunei  
Darussalam



4 CH-235 full  
of food items,  
non-food  
items, medical  
supplies.



3 Naval ship full  
of food items,  
non-food  
items, medical  
supplies.

 4 Personnel to  
support AHA  
Centre field  
team



Cambodia



US \$ 100,000  
In-cash donation



Indonesia



6 C-130 full of  
food items,  
non-food  
items, medical  
supplies.



US \$ 1,000,000  
In cash donation



Lao PDR



US \$ 50,000  
In-cash donation



Malaysia



3 C-130 full of  
food items,  
non-food  
items, medical  
supplies.



1 Field hospital  
and mobile  
medical  
service.

 53 Medical personnel  
and Special  
Malaysia Disaster  
Assistance and  
Rescue Team  
(SMART).



US \$ 1,000,000  
In-cash donation



Myanmar



US \$ 100,000  
In-cash donation



Provide various relief items



Singapore



2 C-130 full of  
food items,  
non-food  
items, medical  
supplies.



2 Singapore  
Civil Defence  
Force (SCDF)  
personnel

 Provide relief items worth of  
**US \$ 260,000**



2 C-130 full of  
food items,  
non-food  
items,medical  
supplies.



2 Naval ship full  
of food items,  
non-food  
items, medical  
supplies.

 US \$ 2,700,000  
In-cash donation



Thailand



US \$ 100,000  
In-cash donation



Viet Nam

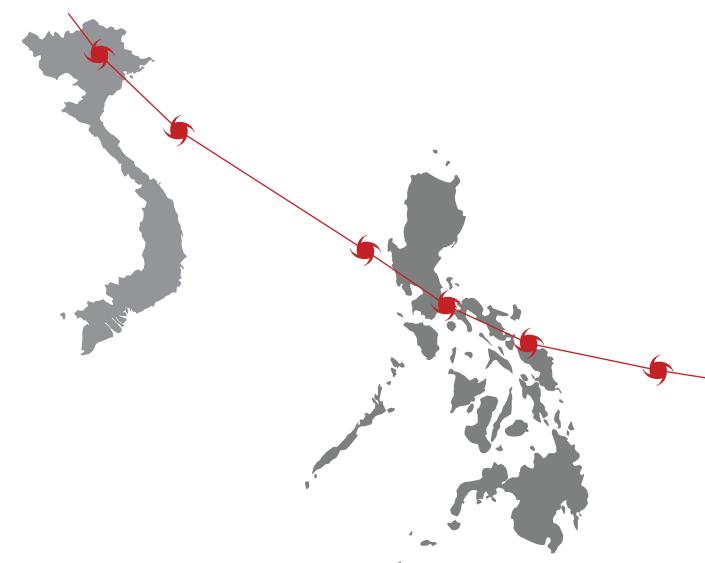


US \$ 100,000  
In-cash donation

### TYPHOON RAMMASUN

JULY 2014, PHILIPPINES & VIET NAM

	Bohol, Philippines 15 July 2014		Injured 630 people
	Impact as of 24 July 2014		Missing 5 people
	Affected Population 4,000,987 people		Displaced 27,380 people
	Deaths 98 people		House Damaged 497,276 houses



	Northern Region, Viet Nam 15 July 2014		Deaths 24 people
	Impact as of 24 July 2014		House Damaged 1,300 houses

#### ASEAN RESPONSE

Deployed response team

#### PROVIDED:

500 ROLLS OF TARPAULINS    2 GENERATOR  
for OCD temporary office

### TYPHOON HAGUPIT

DECEMBER 2014, PHILIPPINES

	Bohol, Philippines 3 December 2014		Deaths 18 people
	Impact as of 19 December 2014		Injured 916 people
	Affected Population 4,149,484 people		Displaced 100,264 people



#### ASEAN RESPONSE

Deployed emergency response and ERAT team

#### PROVIDED:

650 ROLLS OF TARPAULINS    5,000 SHELTER  
for families in Pasay City

### MALAYSIA FLOODS

DECEMBER 2014 - JANUARY 2015\*, MALAYSIA

Affecting 6 States:  
Johor, Kelantan, Perak,  
Pahang, Terengganu, Sabah

Deaths  
17 people

Affected Population  
77,703 people

House Damaged  
3,840 houses

most roads in affected  
areas blocked



#### ASEAN RESPONSE

Deployed 3 ASEAN-ERAT  
team

#### PROVIDED:

538 family tents

538 family kits

498 shelter toolkits

1,000 rolls of tarpaulins

1,500 kitchen sets

#### SINGAPORE PROVIDED:

7 water purification units

Singapore Civil Defence Force  
(SCDF) and Singapore Armed  
Forces personnel

Pleaded SGD 100,000 of aid  
channelled through Singapore Red  
Cross to Malaysian Red Crescent  
Society

#### THAILAND DELIVERED:

500 tons of rice

\*taken from various sources

**MYANMAR FLOODS**

JULY - AUGUST 2015\*, MYANMAR

-  Deaths  
110 people
-  Crops damaged  
910,000 acres of crops damaged
-  Affected population  
1,615,335 people
-  People displaced  
333,178 people
-  House Damaged  
16,095 houses
-  Agricultural land  
1.4 Million acres of agricultural land inundated

**ASEAN RESPONSE**

-  Deployed In-Country Coordination Team (ICCT), consisting of 2 AHA Centre staffs + 7 ASEAN ERAT members

**PROVIDED:**

-  2,000 tarpaulins

-  USD 100,000 of aid

**CAMBODIA DELIVERED:**

-  2,000 collapsible jerry cans

**THAILAND DELIVERED:**

-  2,000 mosquito nets

-  Ministry of Foreign Affairs: THB 5 Million (US \$ 142,000)

-  4 aluminium boats with engine

-  His Majesty the King and Her Majesty the Queen: THB 5 Million (US \$ 142,000)

-  3 mobile storage unit

-  Government of Thailand: 120 tons of relief supplies (medical supplies, medical equipment, family kits, tents, blankets,
-  2,000 family kits (purchased locally)
-  2,000 kitchen kits (purchased locally)

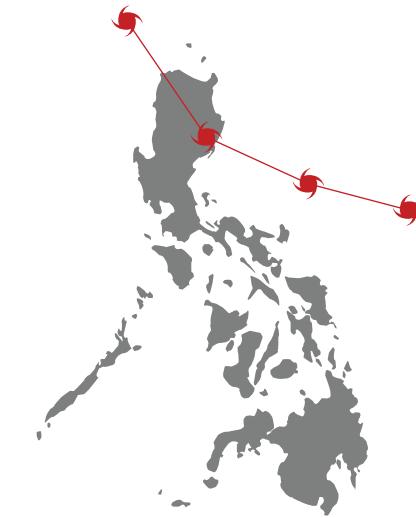
-  The Ministry of Commerce provided 200 tons of rice

\*taken from various sources

**TYPHOON KOPPU (LANDO)**

OCTOBER 2015\*, PHILIPPINES

-  Casiguran, Philippines  
October 2015
-  Deaths  
48 people
-  Injured  
83 people
-  Missing  
4 people

**ASEAN RESPONSE**

-  Deployed 3 AHA Centre staffs + In-country ASEAN-ERAT members

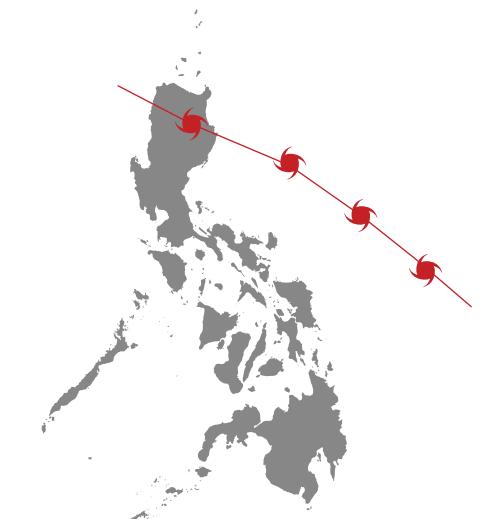
-  1,000 rolls of tarpaulins

\*taken from NDRRMC Situation Update no. 22

**TYPHOON HAIMA**

OCTOBER 2016, PHILIPPINES

-  Landfall  
19 October 2016
-  Deaths  
14 people
-  Max sustained winds  
225 kph
-  Injured  
4 people
-  Gustiness  
315 kph
-  Affected Population  
46,592 people
-  House Damaged  
90,035 houses

**ASEAN RESPONSE**

-  Deployed In-country Coordination Team (ICCT) consisting of 2 AHA Centre Staff and deployed 2 ASEAN-ERAT member from the Philippines

-  Provide 8 units of generator set 20-25 KVA



## TYPHOON HAIYAN

### THE GREATEST CHALLENGE

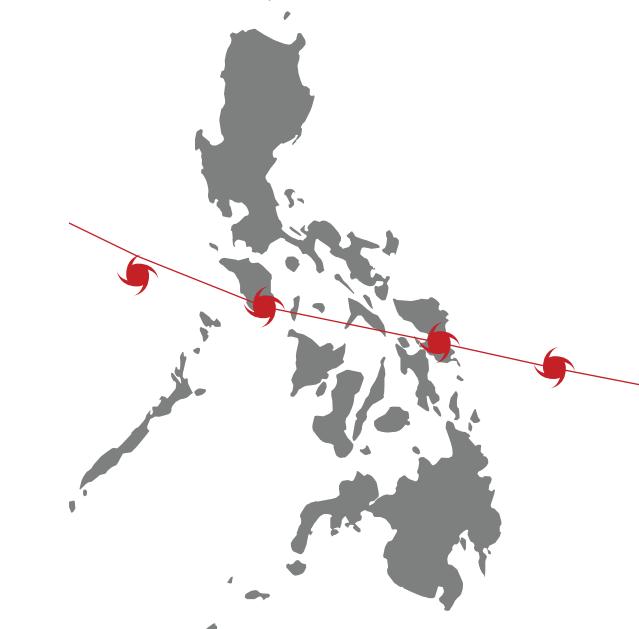
In late 2013, Typhoon Haiyan tracked its way across the Philippines, wreaking havoc and destruction as the storm made landfall on the 8<sup>th</sup> of November. Left in its wake was a response of grand proportions, and by far the largest faced by the AHA Centre in its short history. Haiyan's impact on millions of lives created a coordination task that was many times the size of any that had come before, with the AHA Centre leading the way to ensure a fast and extensive response.

More than sixteen million felt the force of Haiyan's power, with a massive four million people displaced, and thousands of people either deceased or missing. The international response was as large as it was fast, with the task of the response coordination sitting with the highly skilled but relatively new AHA Centre team. With mountains of aid rushing in and no time to spare, the AHA Centre embarked upon a new and challenging journey in its role as the key coordinating body for disaster response in the ASEAN region. As the aftermath of the typhoon brought together communities across the Philippines, so it too brought together the AHA Centre. With challenges building by the hour, the team put their skills to the greatest of tests, with resulting successes, opportunities to learn, and overall, a show of solitude in support for the people of the Philippines at their greatest time of need. This response, the biggest faced by the AHA Centre in its short existence, was a remarkable achievement on numerous fronts.

 Tacloban Island, Philippines  
November 2013

#### Total Number of Devastation

	US\$ 142,191,945 <small>total cost damages</small>
	62,500 people <small>data as of December 24, 2013</small>
	Missing 1,779 people
	Displaced 4,095,280 people
	Deaths 6,109 people
	Injured 28,626 people
	Affected Population 16,078,181 people



## UNITED ASEAN

The AHA Centre's response to Typhoon Haiyan could be said to be a reflection of the AHA Centre's development over the past years. As its impact continues to expand through emergencies such as Typhoon Haiyan, so do the lessons to be learned and the improvements to be gained. Yet overall, one key achievement during the response stood out above all else; the strength and solidarity of the ASEAN nations during the most critical of times. The AHA Centre's role in this solidarity was significant, and was given the space to flourish by the united ASEAN Member States themselves. Many neighbouring countries implemented the SASOP mechanisms, allowing for efficient dispersion of aid and supplies to those in desperate need across the country's ravaged landscape. The fast-tracking of fund disbursement through the recently-established ADMER Fund had its desired effect, with the forces on the ground not inhibited by bureaucracy and roadblocks that is often experienced during the process of multi-government disbursement. The importance of collective response has only grown through the Haiyan disaster, with AHA Centre increasingly focused on partnerships with governments across all levels, alongside promoting the use of SASOP, and improving communication and information between AHA Centre and governments during times of disaster.





## A COORDINATED ACHIEVEMENT

Examples of successful outcomes from relationship establishment, both at ground level and in government halls, have never been displayed more significantly than during the Haiyan emergency response. To begin, the AHA Centre and ASEAN-ERAT members coordinated efficiently in close quarters with the Philippines government. In tandem with the NDMO, the AHA Centre also engaged with other government stakeholders such as the Department of Social Welfare, with open dialogue and coordination allowing aid to be fluently distributed to the most severely impacted districts. Key relationships were also built outside the government spectre, with the strengthening of ties between the AHA Centre and international agencies, such as the World Food Programme and the United Nations Office for Coordination of Humanitarian Affairs, renowned coordinators of emergency response across the world. Finally, the AHA Centre also garnered support and worked in tandem with the Philippines military, building a relationship that allowed for more efficient distribution of supplies, and served to display the possible further increase in efficiency should similar relationships be pursued within other ASEAN nations. Relationships such as these and more were primary factors in the success of the response to Typhoon Haiyan.

## FIRST ON THE GROUND

The deployment of AHA-ERAT members, not only in the hours following, but importantly, in the days preceding Typhoon Haiyan, was a key decision that significantly increased the positive impact of the AHA Centre's work immediately after the worst of the storm had moved on. Not only did the ASEAN-ERAT members establish themselves as a key stakeholder in disaster response, they also were a major mechanism for coordination both before, and during the disaster. Deployed in the days as Typhoon Haiyan whirled its way towards landfall, the holders of the significant ASEAN-ERAT certification worked with local communities, government counterparts and other stakeholders in preparation and training for the approaching destruction. There is little doubt that this key initiative had an impact on saving many lives across the nation's worst-hit locations. Upon the moment that the high-velocity winds and rain lashed their first target, ASEAN-ERAT members were on standby with their own telecommunications devices to connect the regions. This allowed such a significant service to be up and running within a short timeframe, after the typhoon had decimated this infrastructure so integral to coordinating response.

## POSITIVE RECOGNITION

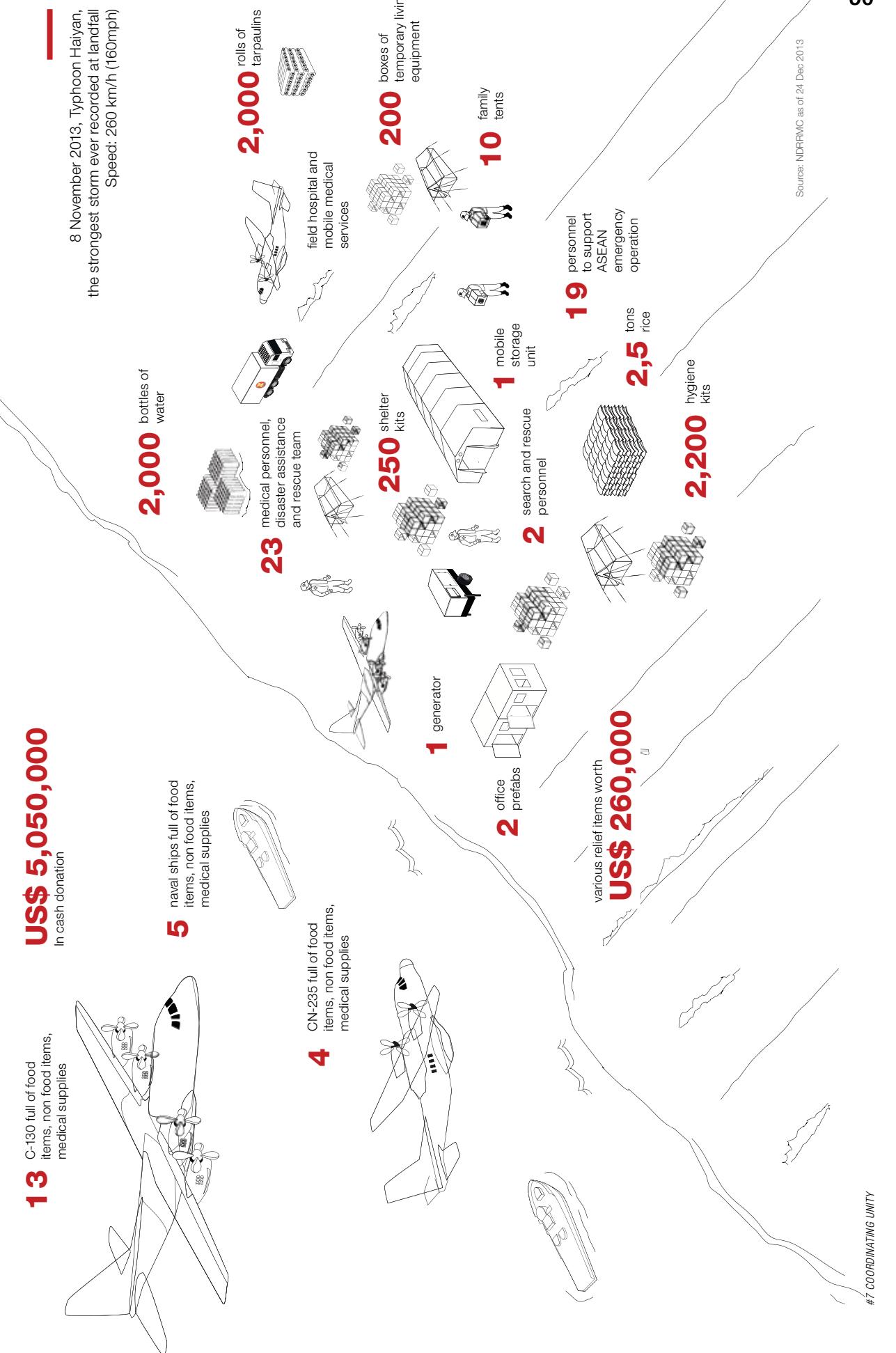
In the lead up to Typhoon Haiyan, positive perceptions of the AHA Centre were growing significantly across the emergency response sector, with such perceptions increasing further after the coordinated Haiyan response. The AHA Centre's ability to coordinate, build relationships, and respond on the ground was not lost on all those who responded alongside them, with the AHA Centre's work clearly highlighting its value in a response of such magnitude. Whether within ASEAN governments, the international humanitarian response sector, or across the ASEAN community in general, such increases in perception lead to increases in expectations. These expectations provide a challenge that must be met by the AHA Centre, and form the opportunity for continued growth and expansion within disaster response, preparedness and coordination in the years to come.

## VALUABLE LESSONS

While the response to the devastating Typhoon Haiyan was a key achievement in the AHA Centre's early years, it also represents a coming of age for the organisation, with many lessons learned that will only enhance future responses to a variety of disasters. While the deployment of ASEAN-ERAT members was a pivotal action, there was also a highlighted need for redesign and re-focus of the ASEAN-ERAT training mechanisms, with attention focused towards ensuring that all members hold core competencies and skills to undertake such highly engaging work. Ensuring that ASEAN-ERAT members originate from a range of government, military and civil society stakeholders will only increase understanding, coordination, and altogether unitedness of the AHA Centre and ASEAN disaster response processes.

Advocating for the importance of a collective response is another key focus, alongside further engagement with the wider international humanitarian sector to share, learn and work in a fluent and efficient state. All of this can be guided by engagement from the top of ASEAN governments, with a key identified priority being the role of the ASEAN Secretary-General as the ASEAN Humanitarian Assistance on Coordinator (SG-AHAC) at times of emergency. Overall, the need to be the first on the ground underpins the learnings and outcomes that have arisen from the devastation caused by Typhoon Haiyan, and this priority is reflected within the work of the AHA Centre over its initial five years.

The experience from Typhoon Haiyan emergency response further inspired the development of the vision of One ASEAN One Response.



## TYPHOON RAMMASUN

### COORDINATION ACROSS BORDERS

Within disaster response, new and unexpected challenges can arise unpredictably, and Typhoon Rammasun offered up a range of challenges for the AHA Centre. The storm struck not only the Philippines, but made its way on to northern Viet Nam, leaving in its trail a path of destruction and chaos. With hundreds dead or missing, and thousands displaced, the AHA Centre rose to the challenge of coordinating the ASEAN response, ensuring the provision of supplies and much needed support for affected local governments and communities across the two ASEAN nations.

Typhoon Rammasun created a situation that was new and unique for the AHA Centre; namely, it had to coordinate two separate responses across two nations for the one disaster event. Rammasun made landfall in the north-eastern Philippines on the 15 July 2014, swiftly sweeping its way north-west, creating havoc in numerous regions before hitting areas northern Viet Nam and southern China on 19 July 2014. In the Philippines, Typhoon Rammasun affected over 4 million people across approximately eight regions, with around 500,000 homes damaged, 30,000 people displaced, and the unfortunate loss of approximately 100 lives. While the typhoon had weakened as it made its way across the Philippines, a number of provinces in northern Viet Nam felt the severe gale-force winds, with damage to over 1,300 homes and 24 people reported dead. The AHA Centre's response took place concurrently in the two nations, providing a range of successes alongside numerous valuable lessons learned, that would shape the response to future events with similar characteristics.

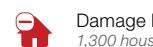
#### VIET NAM



Viet Nam  
July 2014



Deaths  
24 people



Damage Houses  
1,300 houses

Source : Central Committee for Flood and Storm Control (CCFSC)

Source : National Disaster Risk Reduction and Management Council (NDRRMC) of the Philippines as of 24 July 2014

#### PHILIPPINES



Philippines  
July 2014



Affected Population  
4,000,987 people



Deaths  
19 people



Missing  
5 people



Injured  
630 people



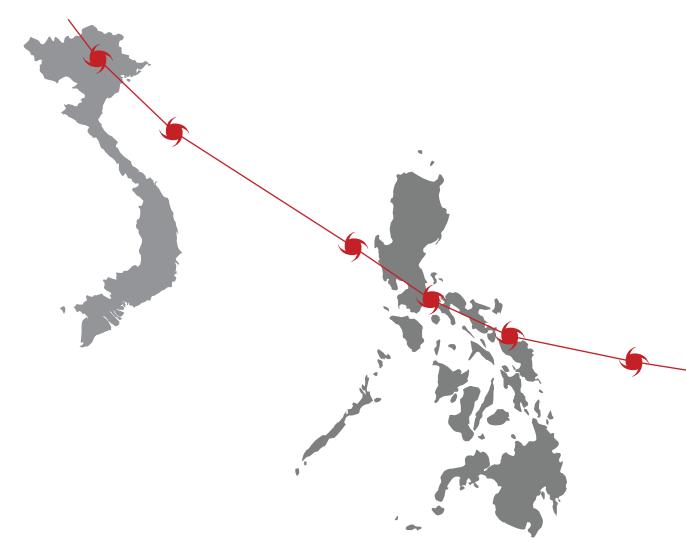
Displaced  
27,380 people



Evacuation Centres  
115 people



Damage Houses  
497,276 houses



## A UNIQUE RESPONSE

After monitoring the impending disaster from the 10 July 2014, the AHA Centre deployed three ASEAN-ERAT members to the field in the short time after the typhoon made initial landfall. This deployment was quickly followed by three more ASEAN-ERAT members deployed to Viet Nam the following day, in preparation for the advancing storm. A key highlighted success was the communication between the two ASEAN-ERAT teams, as well as with the AHA Centre. Through a mix of communication methods, including importantly the AHA Centre's WebEOC platform, the teams were able to coordinate and assist each other with a variety of information, as well as providing continuous updates to the AHA Centre as the coordinator. Coordination between the AHA Centre and the WFP-UNHRD (as the logistics lead for the DELSA stockpile) was undertaken swiftly, allowing for timely provision of DELSA supplies to support the Office of Civil Defence and affected communities. Alongside the deployment of ASEAN-ERAT members to coordinate and undertake assessments, the AHA Centre was able to mobilise 500 rolls of tarpaulins for damaged homes, as well as a number of generators and other equipment to support the sustainable operation of the Office of Civil Defence. Finally, the developing processes of the AHA Centre were positively highlighted during the disaster, with well-documented decisions and communications stored in WebEOC for review and learning practices.

In Viet Nam, Rammasun affected several provinces in the Northern part of the country, namely Dien Bien, Lang Son, Tuyen Quang, Lai Chau, Son La, Yen Bai, Cao Bang, Bac Kan, Ha Giang, Lao Cai, Quang Ninh and Bac Giang. Central Committee for Flood and Storm Control (CCFSC) reported 24 death, 1300 damaged houses and 6000 inundated houses.

The AHA Centre conducted field assessment works along with the Viet Nam authorities in Mong Cai city, Quang Ninh province prior to, and after the arrival of Rammasun. Based on the assesment result, the Government of Viet Nam decided that they could manage the impacts of the disaster by themselves.

### CHALLENGES

The unique and challenging context of the Typhoon Rammasun disaster highlighted a number of key areas for the AHA Centre's attention, with some resulting in positive organisational and procedural changes. Communications formed a primary challenge during this disaster response, and although internal coordinating communications showed clear improvement, challenges relating to communications and technology on the ground required attention. As can be expected after a severe typhoon strikes, there were multiple issues related to telecommunications and internet access, some which could not be avoided, and others that needed consideration. A key outcome from this learning, alongside other

similar occurrences, has seen the development of a mobile platform for the AHA Centre's WebEOC system. A number of issues relating to equipment and supplies stored in the DELSA stockpile were also highlighted, with clear need for a closer relationship with stakeholders such as the WFP-UNHRD as operator of the DELSA provisions. Actions towards improvements such as this can already be witnessed within AHA Centre working areas, as closer engagement and communication becomes a larger part of the AHA Centre's mandate. Speedier access to available funds was also raised, and since this time changes have been made to protocol and processes to ensure no hindrance throughout the critical initial response phase.

The Typhoon Rammasun response also pushed the AHA Centre to consider preparing its capacity to respond more than one disaster at a time. As a result of this response, the AHA Centre has increasingly used multi-country or multi-hazard situations for disaster scenarios during training or simulation exercises, preparing participants for the unique and multi-faceted context faced when responding to the challenge of coordinating multiple disaster responses within a single time.

While every emergency will without doubt throw up new challenges to the AHA Centre, a commitment to learning and improving will ensure that such challenges are taken in stride. The AHA Centre has achieved so much in relation to disaster response across a short timeframe of five years, and this commitment to learning and improving will create a positive environment for many more achievements into the future.

# 3

While five years may feel like a relatively short time, the rate and constant change and evolution that takes place in the dynamic disaster management field is proportionally high and unpredictable. Managing and utilising the opportunity that such dynamicity presents, while maintaining engagement in daily and responsive operations has been a significant challenge for the AHA Centre. However, through initiative, sound planning, and an array of support and assistance, the AHA Centre has turned the challenge of benefitting from such a precarious balance into strong, valuable, and sustainable success.

## AN EVOLVING CENTRE

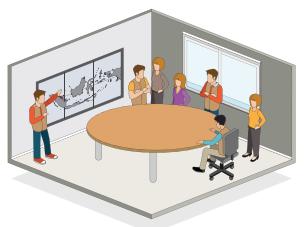


## COORDINATION MECHANISM

There have been multiple key experiences that have allowed the AHA Centre coordination mechanism to positively evolve and change in its first five years, allowing it to stay relevant, effective yet practical in conducting its mandate. This ability to evolve has seen the AHA Centre strongly positioned to undertake and advance its work, and therefore its impact, within disaster management and coordination of the ASEAN region.

### THREE COORDINATING LAYERS

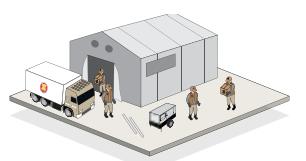
As part of the AHA Centre's evolution, three coordination layers have been established and strengthened to facilitate its coordination role. The disaster response mechanism of the AHA Centre is founded upon these layers of coordination during the lead-up, response, and follow-up to a disaster. These layers are:



**Strategic Coordination** – Activation of the Secretary-General of ASEAN as the ASEAN Humanitarian Assistance Coordinator (if necessary); Executive Briefing and Meeting between AHA Centre and the Secretary-General of ASEAN, the Committee of Permanent Representatives (CPR) and other relevant senior officials to ASEAN.



**Operational Coordination** – AHA Centre In-Country Coordination Team (ICCT) liaises with the affected country's NDMO Headquarters; Executive Briefing with the in-country Ambassadors of ASEAN Member States.



**Tactical Coordination** – ERAT deployment at ground-zero; Activation of Joint Operation and Coordination Centre of ASEAN (JOCCA).

## INCIDENT COMMAND SYSTEM

The development of a strong incident command system within the AHA Centre has been an ongoing process, with multiple changes and improvements taking place to increase efficiency and streamline information. Initially, the Emergency Response Structure systemised unfolding emergencies by expanding the EOC structure while preserving the normal organisational structure. Recent changes have developed the system to become more fluent, engaged and prepared, with increased focus towards strong planning, communication and coordination processes at times of emergency. The most updated mechanism, known as the Emergency Response Organisation (ERO), transform the normal organisational structure into a completely different emergency response organisation during emergency situation and covers a wider scope of emergency response in line with the One ASEAN One Response vision, and promotes emergency response as an ongoing and cyclical mechanism.

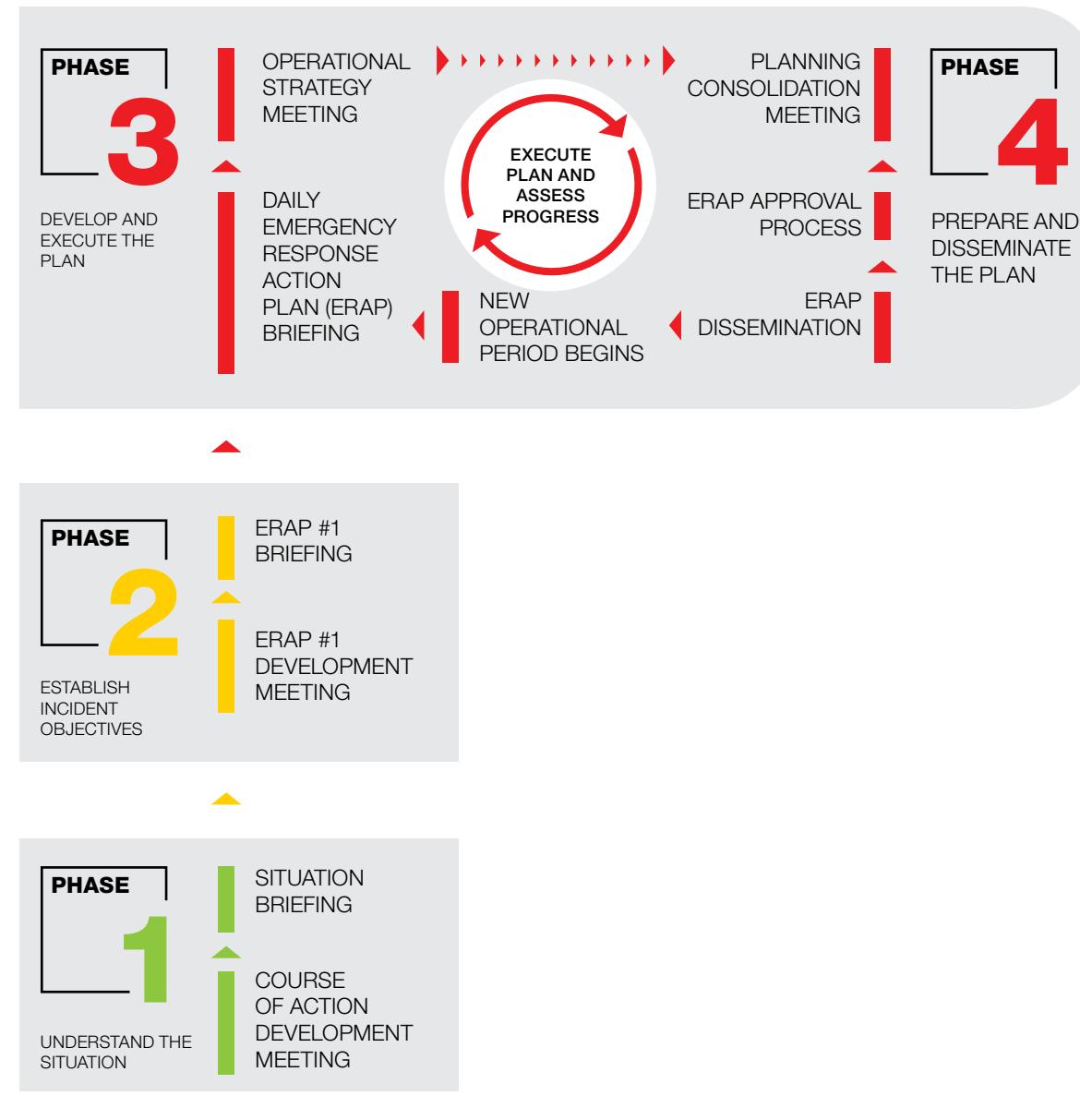
### ICS STRUCTURE AND PLANNING PROCESS EVOLUTION

In the late 2011, AHA Centre started to develop its own concept of operations (CONOPS) to outline key organisational, functional and operational elements that will be used to finalise the EOC design and implementation. The CONOPS was intended to provide a framework for further development of the EOC operational guidelines. Since then, the operational guidelines were developed, used and continuously revised to better guide AHA Centre's operations.

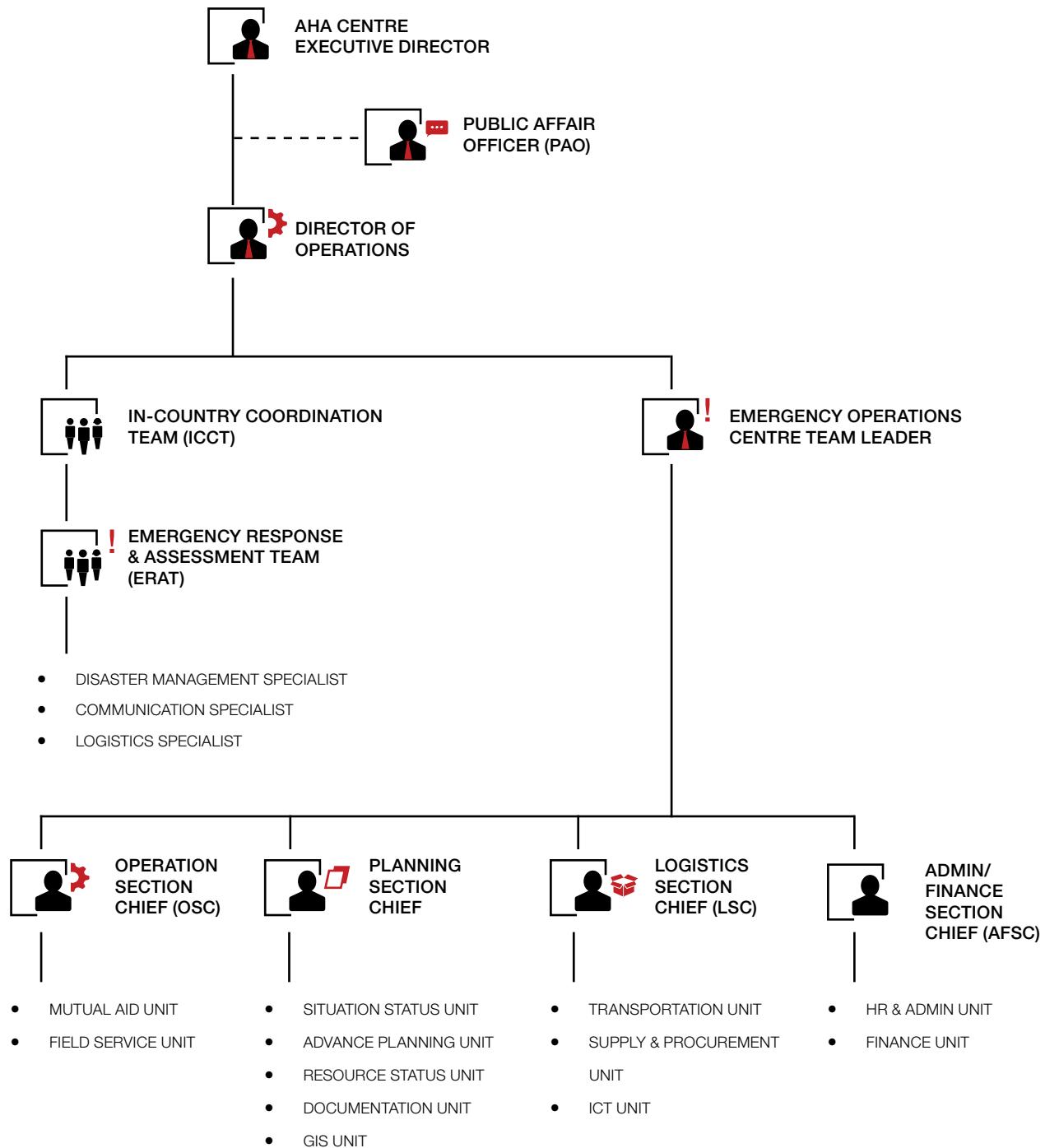
Early 2013, AHA Centre further developed its new Emergency Operation Manual with the support of USFS and the Government of United States. The Manual was firstly used during the Philippine Earthquake emergency operation in October 2013. The Manual was proven to be beneficial in structuring, guiding and focusing each AHA Centre's functions to achieve its emergency response objective. Still in the same year, lessons learned from Typhoon Haiyan operations directed AHA Centre to slightly modify its emergency operation structure by inserting Planning Section Chief to the EOC structure.

In 2015, with continue supports from USFS, AHA Centre made significant improvement in its Emergency Operation structure and process. AHA Centre created bigger structure with wider functions that will accommodate its current vision of "ONE ASEAN, ONE RESPONSE" that synergises the whole ASEAN communities to response to disasters as ONE.

### AHA CENTRE CURRENT PLANNING PROCESS



### AHA CENTRE CURRENT ICS STRUCTURE



## COORDINATION THROUGH INFORMATION

The dissemination of vital information, whether during times of emergency or otherwise, forms a key focus of the AHA Centre's role as the ASEAN coordinating body for disaster management. While information dissemination procedures form a core function of the AHA Centre's ICT systems, during the establishment phase the AHA Centre was quick to recognise that the importance of information sharing required an increase of focus and methods. As a result, the AHA Centre has developed a variety of modes for information dissemination, during and outside of disaster response, while targeting a wide array of audiences both within and outside the AHA Centre's operational mechanisms. This achievement is yet another step towards the AHA Centre's vision of a united and strong ASEAN region under One ASEAN One Response.

### DURING EMERGENCY TIMES



**Flash Updates** – These critical updates are presented in the form of a one-page overview of any impending or happening disaster, giving critical information and statistics at a time of imperative need. They are distributed to NDMOs as soon as information comes to hand, and are also circulated to all other stakeholders, as well as published in the AHA Centre's social media accounts.



**Situation Updates** – Situation Updates are developed and circulated amongst ASEAN stakeholders during a time of emergency, and include relevant and up-to-date information regarding multiple elements of the unfolding disaster. Usually distributed every 2 days during an emergency, they contain detailed insights into the situation, using information from a variety of sources including the AHA Centre, ASEAN affected country's information sources, news and media outlets, and other UN and NGO sources on the ground.

The document provides key points relating to the disaster, an overall summary, response plans and actions undertaken, and maps, images and graphics related to the situation.

## DURING NON-EMERGENCY TIMES



**Weekly Disaster Updates** – Published every Monday, these updates are provided to NDMOs, Dialogue Partners, UN, Red Cross/Red Crescent Movement, Civil Society Organisations and other stakeholders. They provide an overview of information related to any disasters that have occurred the previous week, as well as situations being monitored, with links to relevant information on ASEAN Disaster Information Network (ADInet).



**Diasfore** – The Disaster Risk Foresight (Diasfore) publication is a disaster preparedness communication release, developed and circulated every month to NDMOs, ASEAN bodies, partners and stakeholders, and the general community through various media. Each release gives an insight into various disaster-related topics, providing explanations and developing mitigation recommendations for the readers to prepare for possible disasters.



**The Column** – In April 2015, the AHA Centre began a monthly publication of a newsletter-style document called 'The Column'. Available electronically and in print form, the publication aims to further promote and communicate the work being undertaken by the AHA Centre to its partners, stakeholders, and the wider ASEAN and international community. This publication also includes the Monthly Disaster Outlook, which gives an overview of disasters across ASEAN for the previous month.

## OPERATIONAL TOOLS

A simple wander through the AHA Centre's 'nerve centre' of disaster management communications can give a great insight into the key technological achievements of the AHA Centre across the last five years. Huge monitors filled with colourful maps and information stand boldly at the front of the room, while staff busily go about their tasks in the glow of computer screens, always alert to the ever-present possibility of an emergency situation. For the untrained eye, the mesh of colours and technology is impressive in itself, however behind each monitor, each portal, each mode of communication is a feat of knowledge, skill, support and coordination.

The AHA Centre utilises some of the most innovative and complex Information and Communication Technology (ICT) systems in the world, and the design and amalgamation of these ICT systems within the AHA Centre's operational processes is in itself a success. Yet each piece of technology plays an integral part in the bigger picture, allowing the AHA Centre to innovatively and efficiently undertake its role of managing and coordinating disaster response and preparedness across the ASEAN region. The complex technology is constantly improved and updated, allowing the AHA Centre to undertake monitoring, response and communications with the utmost fluency and efficiency. The systems cover three integral areas of emergency management, allowing the AHA Centre to monitor and predict possible disasters, communicate and coordinate within the ASEAN disaster management sphere, and provide the wider ASEAN community with relevant and timely information regarding emergency situations unfolding in their local area.

## ICT DEVELOPMENT

A key achievement of innovation during the AHA Centre's first five years has been the implementation of a state-of-the-art ICT project, focused on development and improvement of the AHA Centre's disaster monitoring and emergency response capabilities. The three phases project has created ongoing improvement, updates and innovation within the technological systems used as part of the AHA Centre's monitoring, response and communication operations.

**PHASE 1** Focused on the supply and development of the AHA Centre's ICT platforms, the first ICT phase, implemented in 2011-2013, built the technological emergency monitoring and response system within the newly developed AHA Centre's premises. This phase provided the AHA Centre with a disaster information dissemination system, incident management software, and facilitated the AHA Centre to create the ASEAN Disaster Information Network (ADInet).

## PHASE 2

The second ICT phase, implemented between 2013 to 2015, turned its focus to inter-connectivity between the AHA Centre and the NDMOs in each ASEAN country. This aimed to ensure that systems were connected and could be used concurrently, allowing systems between parties to communicate with fluency and efficiency. This was achieved primarily through the development of the ASEAN Web-based Emergency Operations Centre (WebEOC), that linked the AHA Centre with in-country NDMOs, allowing for the amalgamated sharing of information through the platform in both emergency and during simulation exercises. The system was tested at the 2013 ARDEX simulation, with such training implementation increasingly becoming key within AHA Centre's capacity development programming.

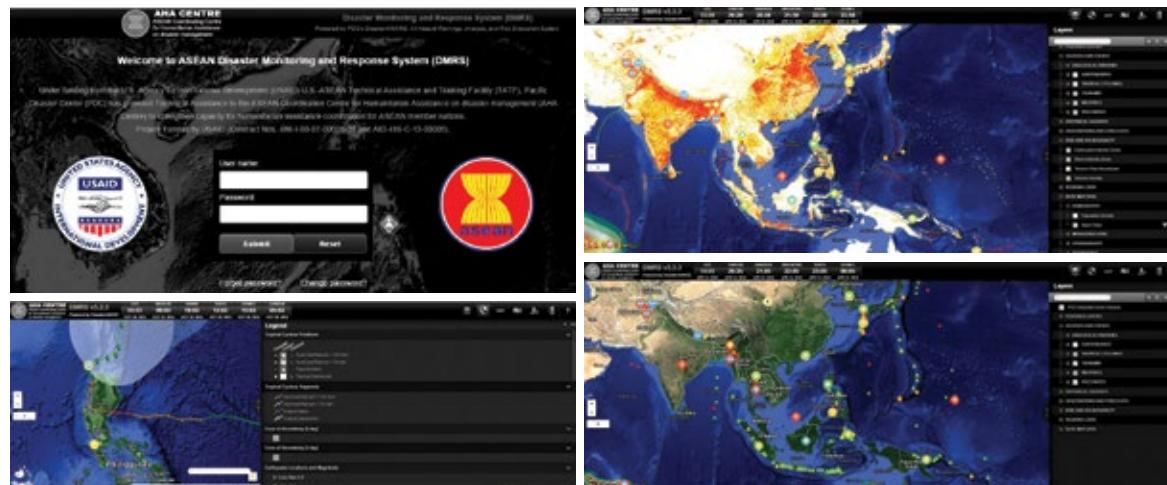
## PHASE 3

Starting in 2016, the third phase of the ICT project moved on to establishing sustainability and strengthening ICT systems operating within the AHA Centre. With the systems developed, and interconnectedness between nations established, the third phase is set to ensure the continuity and resilience of such important information systems. The third phase's primary aims are to enhance the AHA Centre's operation capacity in using ICT systems, protect and safeguard the systems to ensure continuing availability and use, and to develop business continuity plans and ensure ICT disaster back-up plans are in place. Numerous activities are being undertaken to meet these objectives, including increased and expanded training of staff and incorporation with wider AHA Centre training mechanisms, system enhancements and improvements in-line with most updated technology, and the development of a back-up system, site and recovery plan should the primary ICT systems experience failure or issues of any kind.

## DISASTER MONITORING AND RESPONSE SYSTEM (DMRS)

The ASEAN Disaster Monitoring and Response System (DMRS) is a key platform that allows the AHA Centre to monitor the onset of disaster events across the ASEAN region. The software was developed by the Pacific Disaster Center (PDC) and funded by the US Government. This state of the art technology has been operational within the AHA Centre since early 2012. The DMRS platform is the integral system that allows the AHA Centre to quickly prepare and respond to developing emergencies, with almost real-time information regarding weather and possible emergency situations broadcast onto the screens and computers within the AHA Centre's EOC. The latest updates of the DMRS include incorporation with Google Maps, providing increased spatial and topographical detail, and has also created access platforms that are compatible with mobile phone devices, allowing for greater ease and coverage of access to DMRS information. The AHA Centre provides training in use of the DMRS to a variety of stakeholders, and ensures refresher courses and updated information as the system technology evolves.

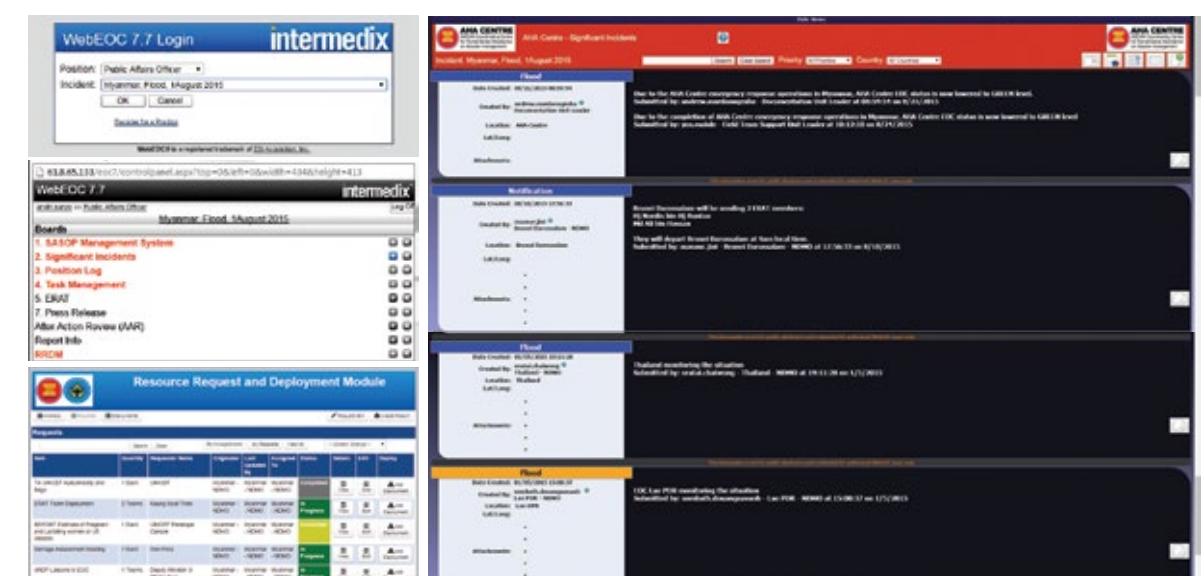
The speed of access to integral information provided by the DMRS allows much-needed time for the AHA Centre and other ASEAN emergency management stakeholders to disseminate vital information, and make key strategic decisions in the face of an impending disaster. The lead-up to the Typhoon Haiyan disaster provides an example of the system's benefit, as the AHA Centre was able to track the path of the oncoming storm across the region. With this up-to-date and detailed information, key decisions were made to deploy support before the typhoon struck, with locations predicted through use of the sophisticated DMRS mapping service. Overall, the implementation of the DMRS has enhanced and strengthened the capacity of the AHA Centre, allowing it to be more aware, alert and prepared in an evolving and volatile environment.



## WEB-BASED EMERGENCY OPERATIONS CENTRE (WEBEOC)

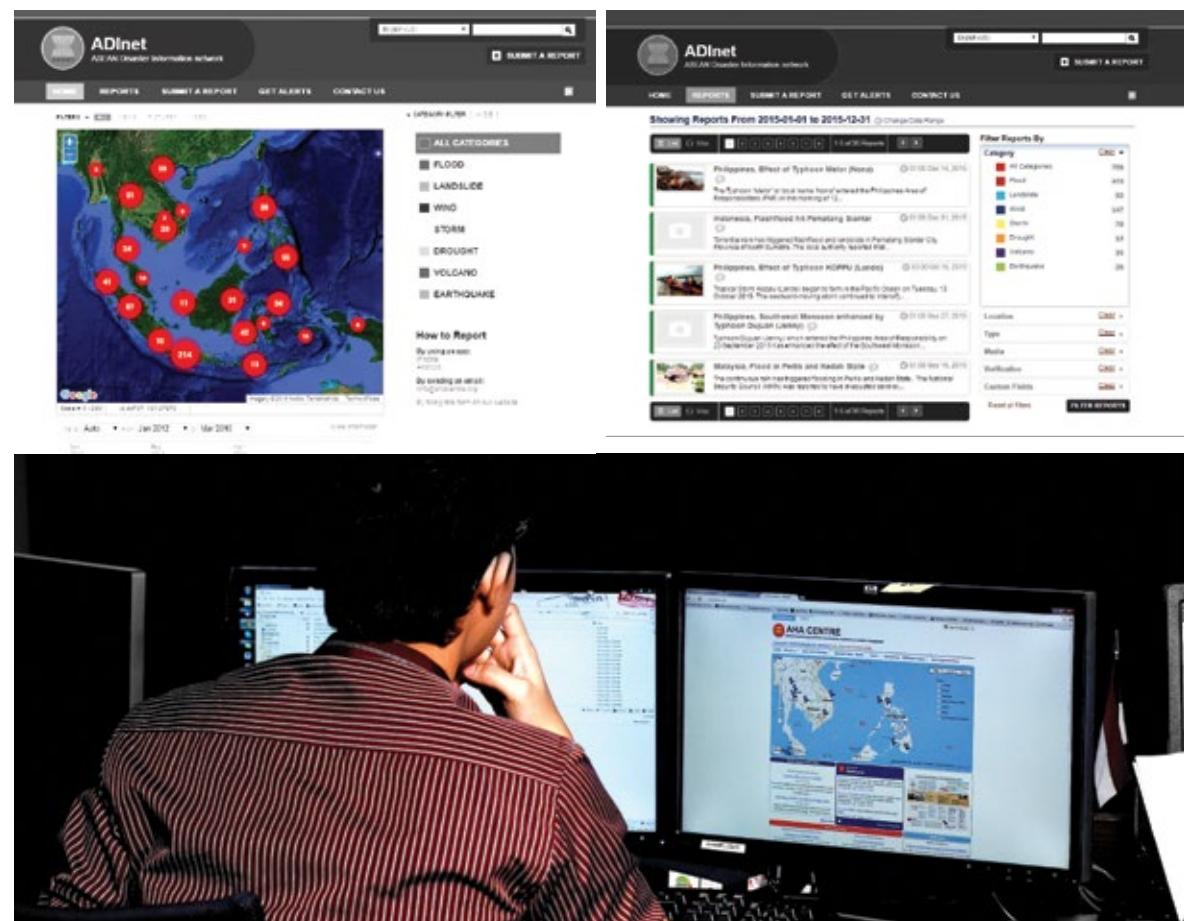
Within the AHA Centre's role as a regional disaster management coordinator, there is an imperative need for strong and timely sharing of information, and modes for working together across distance. The AHA Centre's Web-Based Emergency Operations Centre (WebEOC) provides this key link, allowing the AHA Centre to respond to regional emergencies in unison with other key emergency response stakeholders. Developed under the ICT Phase 2 project, this online hub of information allows key members within AHA Centre response operations to communicate, coordinate and make decisions in real time during a state of emergency. WebEOC is utilised by the AHA Centre, the ASEAN Secretariat, in-country NDMOs and deployed ASEAN-ERAT team members, ensuring that the internal response management includes all key ASEAN stakeholders in an evolving and time-critical situation. The system also allows for shared understanding of an evolving disaster situation between the Emergency Operations Centre (EOC) in the AHA Centre and each EOC within the ten ASEAN Member States. In 2014, the WebEOC system rolled out for use on mobile platforms, allowing users to increasingly engage while in the field, keeping them connected and updated and providing the ability to share reports, stories and photos directly. The system also allows for documentation of the ASEAN response, that feeds into AHA Centre quality and learning processes, with an overall result of a more united, informed and responsive ASEAN region.

To directly share, communicate, and consolidate information on ASEAN's joint emergency response, AHA Centre, ASEAN countries' NDMOs and ASEAN Secretariat utilises WebEOC, that enables real-time information sharing to help emergency operation managers make sound decisions quickly.



## ASEAN DISASTER INFORMATION NETWORK (ADInet)

The development of the ASEAN Disaster Information Network (ADInet) forms the third of the key disaster management areas encapsulated by the AHA Centre's ICT systems. With monitoring and predicting disasters undertaken through the DMRS, and internal coordination of response implemented within WebEOC, the relaying of information and raising awareness of unfolding situations is provided through the ADInet system. ADInet is updated regularly by the AHA Centre's disaster monitoring and analysis team, and is available to the general public through the AHA Centre's website. To be registered in ADInet, a disaster must effect at least 100 people, and involve more than one sub-district. During the four years between 2013 – 2016, the AHA Centre's team has registered 904 disaster situations across the ASEAN region. The ADInet platform will play a key role into the AHA Centre's future vision of 'One ASEAN One Response', as it engages and disseminates important information to ASEAN communities who are most heavily effected by disaster.



## NEW HOME WITH NEW IDENTITY

### NEW LOGO



*The old logo of the AHA Centre*



ONE ASEAN  
ONE RESPONSE

*The new logo of the AHA Centre*



ONE ASEAN  
ONE RESPONSE

ASEAN Emblem represents the ASEAN identity of the AHA Centre as the official coordinating agency in humanitarian assistance on disaster management in the region

The red colour in "AHA" depicts energy and passion, while black in "CENTRE" represents the formality of being the coordinating centre for humanitarian assistance on disaster management of ASEAN

The ten half-circular shape represents the ten National Disaster Management Offices (NDMOs) in ASEAN

The outer-bold-half-circle-shape represents the ASEAN Committee on Disaster Management as the founding fathers of the AHA Centre and also as the Governing Board of the AHA Centre

Combined altogether, all elements create a united identity for the vision of One ASEAN One Response

## MOVING TIME

At the outset of the AHA Centre's establishment, the Government of Indonesia offered to host the physical form and functions of the AHA Centre, providing office space within the BPPT Building in Jalan Thamrin, Central Jakarta. This office has formed the hub for the first five years of the AHA Centre's formation and work. The Host Country Agreement, signed by the Government of Indonesia and AHA Centre's Executive Director, allows for a wide variety of functions to take place within the AHA Centre, affording the centre similar privileges as those afforded to other international organisations. Importantly, this agreement ensures that the AHA Centre will continue to function at full capacity regardless of any external influencing factors, allowing for a state of continuity and security within AHA Centre's operations.

As the team's operations and requirements expand, so does the need for the most fitting and modern working space, and so in 2015 the AHA Centre began a move to an extensive and modern building not far from the AHA Centre's current premises. Continuing the strong commitment as the Host Country to the AHA Centre, the Government of Indonesia has provided the 13th floor of the BNPB office in Jalan Pramuka, East Jakarta, to develop an even higher-quality state-of-the art AHA Centre's office. This move is being undertaken in phases, and should be completed by the end of 2016.

With actions such as these, and many, many more, the AHA Centre will receive a considerable boost in its role as a leader in the emergency management sector, as well as to the future vision of 'One ASEAN One Response'. Engaging stakeholders new and old, learning together, and recognising the importance of innovation and collaboration, will ensure that the AHA Centre has access, and provides access, to a vast array of important and valuable information and knowledge, thereby creating an increasingly positive impact in the ASEAN emergency response and management field throughout the years to come.



PROVISIONAL AHA CENTRE OFFICE 2011  
RECEPTION AREA



PROVISIONAL AHA CENTRE OFFICE 2011  
OPERATIONS ROOM



PROVISIONAL AHA CENTRE OFFICE 2011  
OPERATIONS ROOM



AHA CENTRE OFFICE 2011-2016  
RECEPTION AREA



AHA CENTRE OFFICE 2011-2016  
EMERGENCY OPERATIONS CENTRE



AHA CENTRE OFFICE 2011-2016  
MEETING ROOM



NEW AHA CENTRE OFFICE 2016/2017 AT GRAHA BNPB  
LOBBY



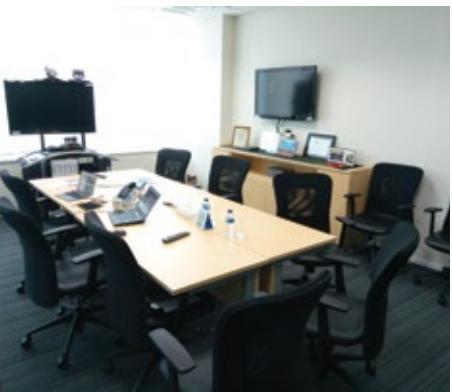
NEW AHA CENTRE OFFICE 2016/2017 AT GRAHA BNPB  
KNOWLEDGE ENGINE



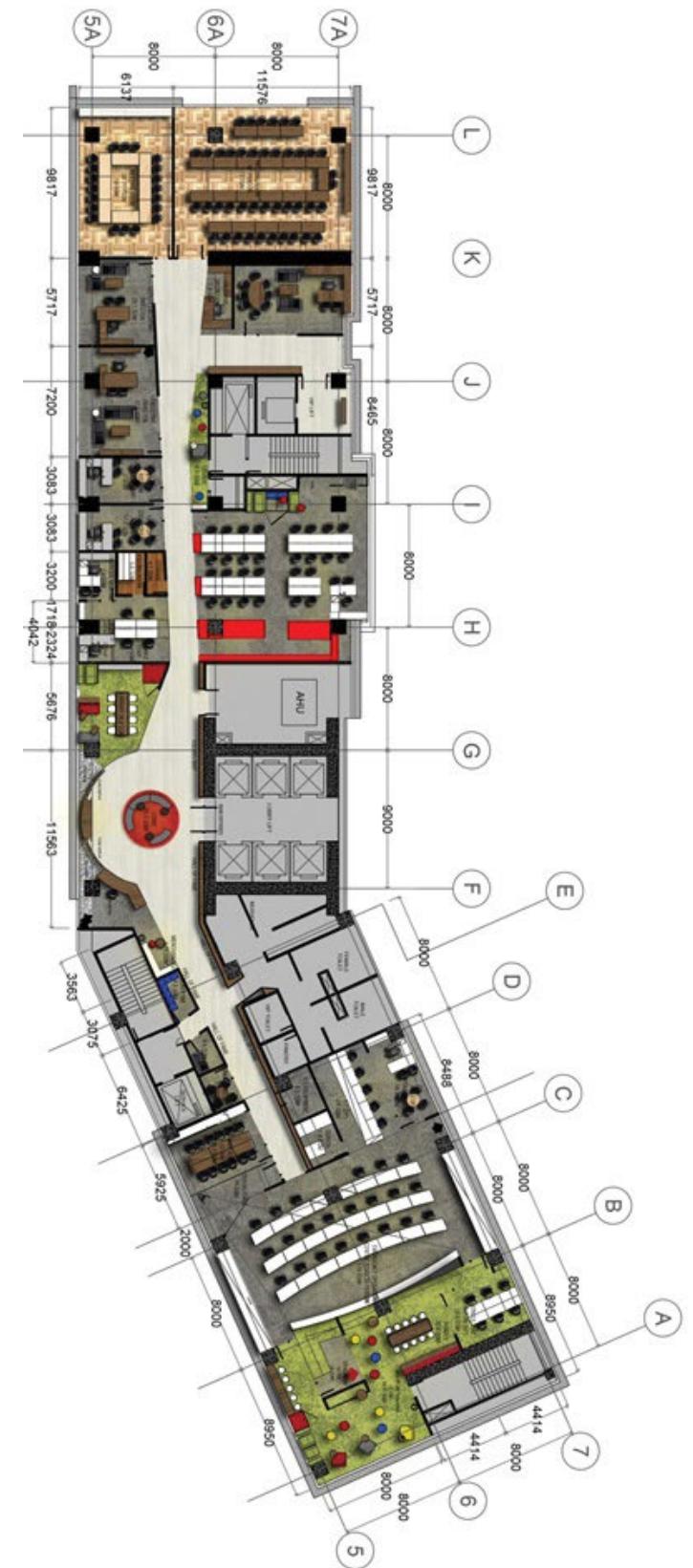
AHA CENTRE OFFICE 2016/2017 AT GRAHA BNPB  
ALLEY TO EMERGENCY OPERATIONS CENTRE



AHA CENTRE OFFICE 2016/2017 AT GRAHA BNPB  
EMERGENCY OPERATIONS CENTRE



AHA CENTRE OFFICE 2016/2017 AT GRAHA BNPB  
MEETING ROOM

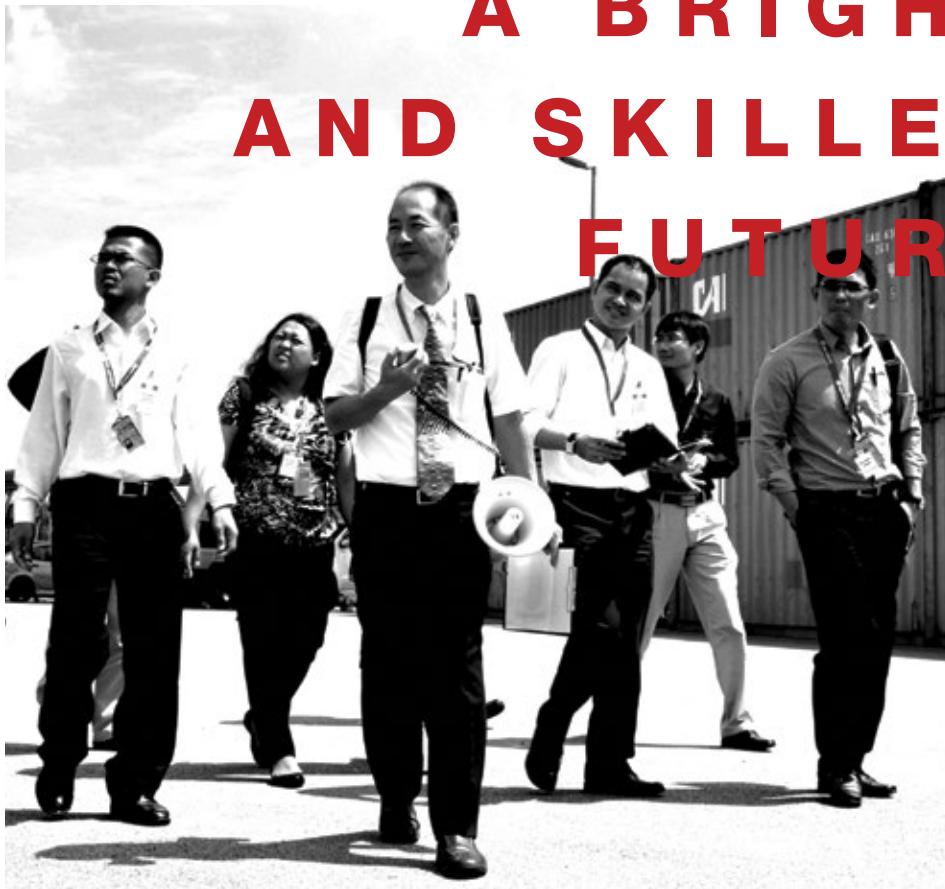


AHA CENTRE OFFICE 2016/2017 AT GRAHA BNPB  
FLOOR PLAN

# 4

Two key aspects of disaster management are the need for skilled and knowledgeable individuals that work within disaster preparedness and response systems, as well as strong coordination in a dynamic multi-stakeholder environment. Over the last five years, the AHA Centre Executive (ACE) Programme has developed, trained and prepared an ever-growing team of skilled and capable leaders, prepared for coordinating and implementing disaster response whenever and wherever it may strike.

A BRIGHT  
AND SKILLED  
FUTURE





## DEVELOPING FUTURE LEADERS THROUGH THE ACE PROGRAMME



Following the establishment of the AHA Centre in late 2011, the focus of the ACDM, under the umbrella of the AADMER agreement, turned towards the establishment of regional mechanisms to prepare for, and respond to disasters. Alongside the establishment of DELSA, the need for skilled personnel and improved coordination within ASEAN was prioritised, with the ACE Programme identified as a key mechanism for combining these two integral facets to develop regional leaders in disaster management. Not only would the programme ensure highly-trained and capable emergency response leaders, but also that all ASEAN nations would benefit

from working together, to allow for increased coordination and efficiency during highly volatile times. This programme also aims to increase communication and relationships between the participating NDMO representatives, with such relationships and networks strengthening as participants develop into national and ASEAN leadership roles in the future.

With the newly established AHA Centre taking the lead on such coordination matters, the challenge was passed to the AHA Centre's team to design and implement a strong and effective leadership course that encompassed all aspects of building the capacity of human capital, while facilitating coordination across the ASEAN nations, and exposing participants to the regional context. Since the year 2014 there have been three successful groups of ACE graduates. With the passing of each year, the AHA Centre has expanded and strengthened the programme to encompass all aspects of managing emergency response, based on feedback from participants, course implementers, and a variety of skilled and knowledgeable external stakeholders. The sixth month, over 1000-hour course has resulted in 45 skilled and prepared ACE graduate leaders, returning to their home countries, organisations and communities with the capacity and knowledge to coordinate and respond in times of disasters. While the original ACE Programme courses focused primarily towards ASEAN NDMO representatives and relevant governmental ministries, the ACE Programme has expanded the course to engage a variety of other key sector stakeholders as course providers. The ACE Programme forms a key facet of the push towards a united and coordinated ASEAN in the face of natural disasters, by developing a continuously growing group of ASEAN disaster management leaders.





## UNDERSTANDING CONTEXT

To grasp a greater understanding of the ASEAN working climate, processes, and overall aims, participants in the ACE Programme undertake an intensive course on the background of ASEAN, the AHA Centre, and learn the thinking behind the design of their programme and the wider united ASEAN movement. Understanding of this context forms a strong base upon which participants then build their skills and learnings. Strategic individuals deliver presentations and work with the participants to comprehensively understand the mechanisms, and the reasons behind such mechanisms, that form the base for a regional coordinated disaster management direction. Alongside these learnings, participants also spend time working within the AHA Centre nerve centre, gaining direct and real insight into the daily activities that monitor and respond to a wide variety of emergency situations across the region. Here they learn how the AHA Centre works in both emergency and non-emergency environments, and gain technical skills in the use of systems such as information and Communications Technology (ICT), the AHA Centre's disaster Monitoring Response System (DMRS), and the innovative WebEOC programme. Studying the SASOP guidelines also allows a deeper insight into the mechanisms designed specifically for the environments in which they will be deployed. This comprehensive knowledge and technical training arms the participants with understanding and technical skills to progress not only within the ACE Programme, but to facilitate their work as emergency response leaders into the future.

## STRENGTHENING ASEAN RELATIONSHIP

ACE Programme graduates will continue on to become key leaders and figureheads in ASEAN emergency management. To constantly improve and strengthen the coordination and participation required in ASEAN joint emergency management, strong inter-country relationships within ASEAN are paramount. The ACE Programme allows future leaders to begin working more closely together, fostering strong working and personal connection that will only serve to benefit the ASEAN emergency management sector into the future. Participants from each ASEAN nation spend time working, living and learning together, allowing them to share all facets of their work, culture and characteristics, thereby creating a stronger and sustainable mutual understanding and respect of their individual backgrounds. Following three successful batches of ACE Programme graduates, in November 2016 the AHA Centre held the first ACE Programme annual conference, which provided an opportunity for all graduates to meet, build and strengthen relationships amongst themselves. The conference also created a forum for ACE Programme graduates, in their role as future ASEAN leaders, to engage in the production of strategic recommendations on the improvement of disaster management in the ASEAN region.

## HANDS-ON TRAINING

The amount and variety of technical skills required to implement management of disaster preparedness and response is extensive to say the least, and the aim of the ACE Programme is to ensure that all such technical and ‘soft’ skills are developed with participants. The programme, while recognising the difference between technical and ‘soft’ skills, incorporates these two facets into its trainings, with the understanding that the balance of both types is central in successful emergency management and therefore must be employed simultaneously. Key courses, such as Coordination Needs Assessment training, Camp Coordination and Management training, and Data Collection training prepare the participants for activities they must implement when coordinating a disaster zone. Project Management training, Incident Command System (ICS) and Emergency Operations Centre (EOC) workshops, and Humanitarian Logistics and Supply Chain training arm participants with the knowledge required to navigate the complex systems and processes that underpin emergency response. Finally, participants undertake numerous ‘soft’ skills workshops and trainings courses, focused towards understanding environments and cultures, managing and coordinating a vast array of people, and learning, understanding and improving their own self-management, leadership and engagement. There were also numerous courses to develop soft skills to facilitate relationships between the civil and military sectors and improve their personality and management knowledge. Overall, these training courses, and many more, prepare participants to lead the multitude of activities, relationships and situations that face them as they are deployed into emergency response situations.

## ACE PROGRAMME CURRICULUM

### PREPARING THE FUTURE LEADERS OF DISASTER MANAGEMENT IN ASEAN

Based on 2016 curriculum



- KEY LEARNING**
- ASEAN
  - AADMER
  - SASOP
  - ADInet
  - DMRS
  - WebEOC
  - DELSA
  - Standby Arrangement
  - AHA Centre
  - Emergency Response
  - Security Briefing
  - ERAT

- KEY LEARNING**
- Monitoring and Analysis
  - ICT
  - Communications
  - Data Collection



#### KEY LEARNING

- Logistics
- Incident Command System (ICS)
- Emergency Operations Centre (EOC)
- Information Connectivity
- Exercise Management
- Camp Coordination and Camp Management
- International Humanitarian System
- Supply Chain
- Civil Military Coordination
- Disaster Management
- Hazard
- Rapid Assessment
- Post Disaster Need Analysis

#### KEY LEARNING

- Leadership in Crisis
- Communication for Disaster Management Professional
- Leader Talk Sessions
- Table Top Exercises
- Debates Sessions
- Personality Development



**ACE GRADUATED  
PARTICIPANTS**

**FIRST BATCH**



**Meas Rasmey**  
**Cambodia**



**Hari Susanto**  
**Indonesia**



**Ayu Setiadewi**  
**Indonesia**



**Ka Saysana**  
**Lao PDR**



**Vilaykham Lathsaath**  
**Lao PDR**



**Shalihin Annuar**  
**Malaysia**



**Nurul Fatien Rusly**  
**Malaysia**



**Win Ohnmar**  
**Myanmar**



**Aye Kyi Mann**  
**Myanmar**



**Wariga Riewlaung**  
**Thailand**



**Kedsirin**  
**Panichayacheewa**  
**Thailand**

## ACE GRADUATED PARTICIPANTS - FIRST BATCH



**Le Ngoc Diep**  
Viet Nam



**Nguyen Van Hoang**  
Viet Nam

ACE GRADUATED  
PARTICIPANTS

## SECOND BATCH



**Mao Saohorn**  
Cambodia



**Ly Chandara**  
Cambodia



**Merina Sofiati**  
Indonesia



**Theophilus**  
**Yanuarto**  
Indonesia



**Sombath**  
**Douangsavanh**  
Lao PDR



**Bouasavanh**  
**Vongbounleua**  
Lao PDR

## ACE GRADUATED PARTICIPANTS - SECOND BATCH



 **Amir Shah Noor Ahmad**  
**Malaysia**



 **Muhammad Fauzie Ismail**  
**Malaysia**

## ACE GRADUATED PARTICIPANTS - SECOND BATCH



 **Pisuth Wannachatrasiri**  
**Thailand**



 **Wirinda Sirisuwan**  
**Thailand**



 **Min Soe Han**  
**Myanmar**



 **Khan Lynn**  
**Myanmar**



 **Vu Hoang**  
**Viet Nam**



 **Duong Duc My**  
**Viet Nam**



 **Marc Rembrandt Victore**  
**Philippines**



 **Riezel Joy Chatto**  
**Philippines**

**ACE GRADUATED  
PARTICIPANTS**

**THIRD BATCH**



**Chun Buntha**  
**Cambodia**



**Lorn Trob**  
**Cambodia**



**Fazlisyah Bin**  
**Muslim**  
**Malaysia**



**Rohaizat Bin Hadli**  
**Malaysia**



**Wahyu Indriyadi**  
**Indonesia**



**Luqmanul**  
**Hakim**  
**Indonesia**



**Thein Zaw Htike**  
**Myanmar**



**Zaw Myo Khine**  
**Myanmar**



**Sacksy Vilayhak**  
**Lao PDR**



**Vimala**  
**Khountalangsy**  
**Lao PDR**



**Mark July Yap**  
**Philippines**



**Mary Grace Somido**  
**Philippines**

## ACE GRADUATED PARTICIPANTS - THIRD BATCH



**Phatsita  
Rerngnirunsathit**  
**Thailand**



**Suttapak Suksabai**  
**Thailand**



**Nguyễn Đức Thắng**  
**Viet Nam**



**Nguyễn Vinh Long**  
**Viet Nam**

## STAKEHOLDER ENGAGEMENT

One of the key aspects of successful emergency management is building strong relationships with all stakeholders engaged in the sector. Therefore, ACE Programme emerging leaders are familiarised with stakeholders from the outset. Stakeholder engagement varies throughout the ACE programme, some deliver direct training with participants, for example, the Red Cross, an important player in emergency response, delivering their induction course to ACE participants to allow for better understanding of the Red Cross and Red Crescent Movement. Organisations such as UN OCHA and WFP also play a strong part in the delivery of the ASEAN-ERAT training, which is provided to ACE participants during the programme. Others, such as NDMOs, facilitate visits to their offices to learn about the internal functioning of a nation's disaster management processes. Government agencies outside the ASEAN region also generously offer major engagement opportunities for participants, through learning opportunities and site visits to gain insight into the experiences and mechanisms of emergency management further abroad. The Japanese Government (also the primary supporter of ACE), hosts participants for the Hazard Workshop and Area Business Continuity Workshop, which is followed by site visits to some of the heaviest hit regions from recent major earthquakes and the giant 2011 tsunami. The Government of New Zealand, as another ASEAN Dialogue Partner, hosts ACE participants each year to learn about crisis leadership and the country's response to major earthquakes, and witness its EOC and other monitoring mechanisms at work. As the programme host country, Indonesia facilitates visits to a variety of disaster sites across the Ring of Fire island chain.

Such stakeholder engagement provides great value on many levels. Learning directly with external parties, witnessing the results and plans of other bodies to manage disaster response, and importantly, making early connections with the people who will later be working alongside ACE leaders in the field, are all integral outcomes derived through the engagement of external stakeholders in the ACE Programme.



## SIMULATION AND RESPONSE

As all these skills and capacities are developed, there is an importance to ensure that participants are given the opportunity to implement in the field. The idea of ‘learning on the job’ is key across all varieties of humanitarian work, and none more so than the area of emergency management. Deployment is the accumulation of all the skills and knowledge built during the ACE Programme, and whether deployed into an actual emergency, or within simulation, it is the ultimate opportunity for participants to prepare themselves for the task ahead and hone their leadership skills. A key component of this simulation is the ASEAN-ERAT course, which not only provides participants with the opportunity to hone their coordination and management skills, but also provides the accreditation for them to engage as field responders should emergency strike. In this course, participants have the opportunity to work on their assessment and coordination practices, within a simulated emergency designed to create an environment similar to that which is faced in the field. Other ventures, such as liaising with the affected local NDMO, managing the Reception and Departure Centre (RDC), establishing and managing the Joint Operations and Coordinating Centre of ASEAN (JOCCA), allow further opportunity for ACE participants to practice management and coordination in a simulated situation.

The opportunities and the capacity that the ACE Programme presents ensures that it is a key aspect, and its implementation a key achievement, within the scope of the AHA Centre’s work. With every year comes new improvements, for example the increase of English language training and humanitarian project management workshops, while the programme provides an ultimate vehicle for the AHA Centre’s vision of One ASEAN One Response. Overall, the existence of 45 new highly trained and skilled disaster management leaders, dispersed across a majority of the ASEAN Member States, is an achievement that is highly sustainable, with impacts that will benefit the lives of countless ASEAN community members well into the future.

## IMPROVING ASEAN EMERGENCY RESPONSE THROUGH ERAT TRAINING

To facilitate this, the AHA Centre provides disaster management professionals with key training courses, most notably the renowned ASEAN Emergency Response and Assessment Team (ASEAN-ERAT) course. Alongside this, the AHA Centre engages staff and partners in a range of other training and workshops provided throughout the disaster management sector. Through such activities over the last five years, the AHA Centre has ensured a deep and continuously expanding pool of talent across the ASEAN region, prepared to undertake direct response in rapid time should emergency situations develop.

Developed before the establishment of AHA Centre, the ASEAN-ERAT course is a hands-on, technical preparation workshop for NDMO and other related professionals, focused on preparation for coordinating in the field should disaster strike. Across the six training sessions since its inception, ASEAN-ERAT has developed a talent pool of 155 responders, with representation from every ASEAN nation. Participants include NDMO staff, representatives from other government bodies, NGOs and CSOs, and AHA Centre staff themselves. The participants are technically trained in coordination across the scope of emergency response, namely:

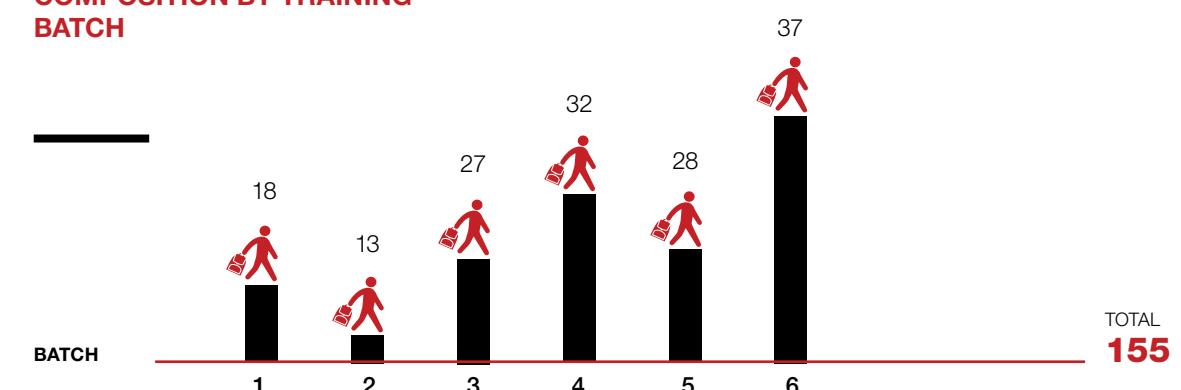


The ASEAN-ERAT members ensure extended use of such ASEAN emergency management mechanisms as SASOP, and engage strongly with the ICT system team and communications within the AHA Centre. The year 2013 also saw the implementation of the ERAT guidelines, ensuring uniform and high-standard mechanisms and tools across the scope of ASEAN emergency response.

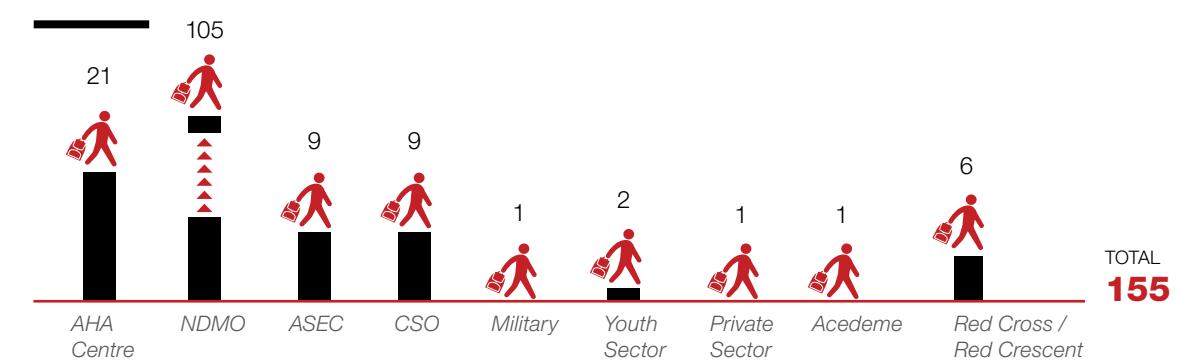
## ASEAN-ERAT Members Composition,

as per 30 November 2016

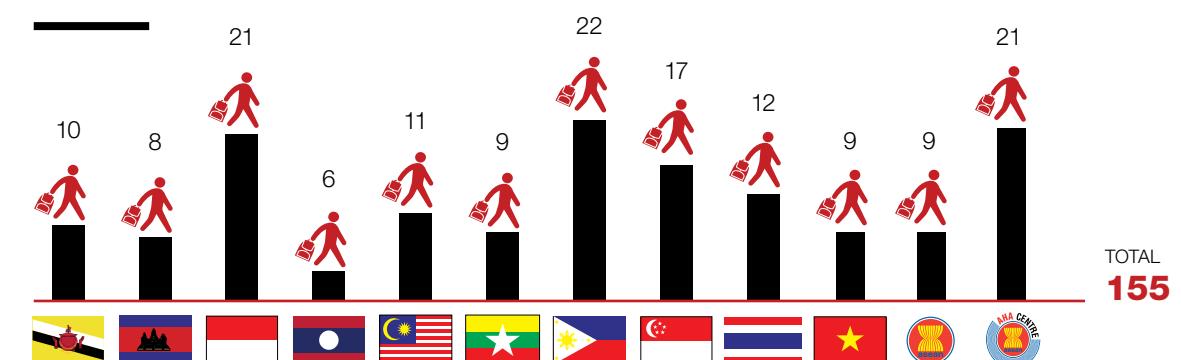
### COMPOSITION BY TRAINING BATCH



### COMPOSITION BY INSTITUTION



### COMPOSITION BY DUTY STATION





## STRENGTHENING CAPACITY WITHIN THE AHA CENTRE



ONE ASEAN ONE RESPONSE



While the first five years of the AHA Centre's existence have been a significant success, the AHA Centre not only demands constant improvement, but strives to achieve it. This improvement and evolution is not only within the way that disaster management is undertaken across the region, but within the walls of the building and the minds of the people who make up the AHA Centre team. With the AHA Centre implementing numerous self-improvement mechanisms during their initial five years, the results can be seen across their work, with positive outcomes set to benefit the ASEAN Community into the years ahead.

Self-improvement has taken on a variety of forms for the AHA Centre across the last five years. Whether related to infrastructure, processes, or the minds and skills of its staff, this constant focus towards betterment has laid a strong foundation for future success. Staff participate in numerous training and learning projects, gaining knowledge and skills from a variety of sources. Processes and procedures are reviewed, discussed and renewed with new insights focused towards innovation and efficiency. Infrastructure is planned and designed, with some major changes beginning to take shape for the near future. Self-improvement within the AHA Centre is exciting and absorbing, and adds an extra element to the successes and achievements of the AHA Centre in the five years since its inception.

## STAFF CAPACITY DEVELOPMENT

The training and development of AHA Centre's staff is an integral part of the centre's growth during the last five years, and continues to be a focus for internal strengthening. As key members of the region's emergency management system, AHA Centre's staff aim to gain as much insight and understanding related to all factors of their work. As part of their roles as coordinators for the ASEAN region, AHA Centre's staff are constantly engaged in the learning and up-skilling process. The AHA Centre's team is often invited to participate in an array of training and programs provided by partners and other stakeholders, which only serves to increase the internal capacity of the team members. Many staff have undertaken the ASEAN-ERAT course, and are well versed in the content from other trainings such as the ACE Programme.

## LEARNNG FROM EXPERIENCE

As regional coordinators, the processes and procedures that guide the AHA Centre's work are integral, and therefore, the process of review and evaluation of such procedures and processes is equally important. Whether it be reviewing responses to certain disasters, auditing financial and administrative practices within the organisation, or developing and refining standard operating procedures or policy, the act of reflection and learning forms a key aspect for improving the AHA Centre's internal operations. Alongside implementing the existing standard operating procedures, the AHA Centre, under its strategy towards the year 2020, has engaged external support to further improve and develop required strong and transparent standard operating procedures, as well as continuing to improve and upgrade its financial management platforms, through the use of some of the world's best financial management technology platforms. The AHA Centre has also afforded increased time and resources to learning from and evaluating their previous work, through activities such as the design of a 'lessons learned' document after the Typhoon Haiyan in 2013. This effort involved engaging a range of stakeholders who worked within the extensive response to the devastating typhoon, gathering information and feedback about the AHA Centre's work, as well as the overall ASEAN's response. To engage in learning mechanisms together, as well as document learnings and develop recommendations for the future, such an operation was an extremely valuable process for all stakeholders, particularly the AHA Centre.

# 5

ASEAN and the AHA Centre's engagement in the wider international community is a key factor contributing to its success over the past five years. The AHA Centre's existence, operations, and achievements would not have been possible without continuing support and assistance from stakeholders within and outside the ASEAN region, including the ASEAN Dialogue Partners and other partners. Not only have these partners contributed significant support to a range of AHA Centre's operations, and been a pivotal source of knowledge and information sharing, but with a vision of AHA Centre's engagement outside of the ASEAN region, these partnerships form a strong building block for realising the ASEAN and AHA Centre's capacity in an international context.

## ENGAGING THE WORLD



## THE ASEAN DIALOGUE PARTNERS

ASEAN Dialogue Partners have provided key support across a range of AHA Centre's operational areas. There has been funding for the operationalisation of the centre, and key investments into infrastructure and technology, such as the AHA Centre's ICT projects. Significant support has been provided for institutional and human capital capacity building, with training and engagements for staff, as well as experienced input into strategy and organisational structures. Dialogue Partners' engagement and support of key programmes has also been prevalent, with partners facilitating technical training within the ASEAN-ERAT programme, as well as providing new opportunities for ACE Programme participants to visit and study within Dialogue Partners countries. The successful and sustainable facilitation of these partnerships is an achievement of note for the AHA Centre, and will continue to create positive outcomes as the AHA Centre expands into the future.

## JAPAN



Since the development of the AHA Centre in late 2011, the Japanese Government, through the Japan-ASEAN Integration Fund (JAIF), have been a major supporter and donor across a range of AHA Centre's working areas. This successful partnership has resulted in funding for a number of the AHA Centre's operational functions, including three phases of AHA Centre's ICT systems (valued at almost USD 12 million), and the development of the DELSA emergency logistic system (over USD 12 million). Japan is the major donor for the ACE Programme, and also supports the programme's implementation through technical workshops provided by JICA, and facilitating in-country study visits for the ACE developing emergency management leaders. By supporting and funding long-term activities, including the next phases of the DELSA project and the ACE Programme, the contribution of the Japanese Government has supported financial stability and long-term increases in human capital and infrastructure. The successful facilitation and engagement of all parties within this partnership has proven to be an outstanding success for the AHA Centre.

## AUSTRALIA



Australia's engagement as a Dialogue Partner was cemented through a Cooperation Agreement between Australia and ASEAN for the 2010 – 2016 period. A major outcome of this partnership has been continuous funding of the AHA Centre's operational costs, a key step to ensuring the AHA Centre has the space to develop and grow. Alongside a total contribution of around USD 4.5 million to ASEAN since the AHA Centre's inception, the Australian Government has also provided a variety of capacity building and training opportunities, with the aim to strengthen the knowledge and skills of the ASEAN region in emergency preparedness, response and coordination.

## CHINA



In late 2014, ASEAN formed a partnership with the Government of China that will provide strong funding and capacity building opportunities to the AHA Centre in the years to come. During the three-year period of the Memorandum of Understanding, China has committed over USD 8 million to support AADMER working areas, including the AHA Centre, with work focused towards building the capacity of disaster response in the ASEAN region. Community Based Disaster Risk Reduction methods and training courses will be a high priority in this agreement. Funding has also been directed to the AHA Centre's internal development, with an outlook to improving facilities, and focusing on human resource and capacity development.

## EUROPEAN UNION



In 2014, the European Union (EU) and ASEAN implemented a programme aimed at strengthening connectivity between the multiple arms of the ASEAN emergency management parties. The ASEAN-EU Emergency Management Programme (AEEMP) supports the AHA Centre, ASEAN Secretariat, and ASEAN Member States to develop and solidify their working processes across the emergency management spectre. Such work includes supporting the design, improvement and implementation of working standards, organisational structures, guidelines and communication processes, as well as strategic planning mechanisms. The AHA Centre has witnessed regional operations implemented by the EU, and learned about mechanisms such as EU best practice and financial administration. The AHA Centre has also received great insight into combined technological software solutions, in this case the Enterprise Resource Planning system, with opportunities identified to integrate similar systems into the AHA Centre's operating environment.

## NEW ZEALAND



From 2013 to 2015, the New Zealand Government generously appointed around USD 400,000 of its national aid budget to a variety of operations undertaken within the AHA Centre, particularly in the areas of disaster monitoring and management. More specifically, the New Zealand Government has supported the AHA Centre with its risk identification and monitoring processes, supported development and improvement of SOPs, and focused to needs assessment training, database management and AHA Centre office equipment maintenance, through a mix of financial and practical measures. Each year, through the University of Canterbury's Centre for Risk, Resilience and Renewal (UCR3), New Zealand has hosted training courses and site visits for the AHA Centre's ACE Programme participants, allowing them direct insight into disaster management processes within one of the Pacific region's most disaster-prone countries.

## USA



Through its Overseas Humanitarian, Disaster and Civic Aid (OHDACA) office, the USA has supported the AHA Centre with a variety of skills and capacity building training courses and workshops since 2013. Prior to this, the USA also provided and trained staff in the use of the AHA Centre's Disaster Monitoring and Response System (DMRS), and has since ensured a number of updates are fully rolled-out within the centre. During this time, the USA has also engaged the AHA Centre in joint activities, such as workshops on the US Army Marine Corps planning processes, as well as worked with ACE Programme participants on Incident Command System and Emergency Operations Centre training workshops. The USA has also provided support for AHA Centre operations through programmes with the US Forest Services (USFS), US-PROGRESS, the Center for Excellence in Disaster Management and Humanitarian Assistance, and the Pacific Disaster Center.

## ENGAGING WITH THE INTERNATIONAL HUMANITARIAN COMMUNITY

At just 5 years-old, the AHA Centre is still new on the international disaster management scene. Working alongside, and surrounded by an experienced and extensive field of professional organisations and individuals, the AHA Centre has opened its doors and its minds to all that the international sector has to offer. The strong and stable relationships that the AHA Centre has built with those from outside the region is one significant value for all parties. Not only does it promote the AHA Centre's work, and open a multitude of avenues for the sharing of knowledge, but it creates a strong, clear and harmonious working environment at times when all parties are implementing response mechanisms in the field.

The formation of working relationships with stakeholders in the international humanitarian community has been an achievement of considerable value for the AHA Centre, with outcomes that will flourish and be sustained well into the future. The AHA Centre, across the last five years, has worked alongside these external partners, sharing knowledge and support across all aspects of its working scope, resulting in successes of immeasurable value to staff, partners and communities. The AHA Centre coordinates with the International humanitarian community in its emergency operations, invites and engages various stakeholders within its training programmes, and participates in a broad range of programs facilitated by its external counterparts. The AHA Centre was one of the lead contributors in the World Humanitarian Summit in May 2016 in Istanbul, and has strengthened various other international disaster management conferences by providing insight and knowledge from the ASEAN perspective. Over the years, the AHA Centre has also hosted a wide array of these stakeholders in its offices to witness its work, allowing the AHA Centre to provide understanding and insight to ASEAN emergency management mechanisms, and promote its own work within the international sector.

### UNITED NATIONS

As the key stakeholders in delivering and coordinating disaster response across the globe, the United Nations Office for the Coordination of Humanitarian Assistance (UN OCHA) and the World Food Programme (UN WFP) are two key successful partnerships established by the AHA Centre during the last five years. The engagement of these bodies has contributed to the success, learning and sharing experienced by all parties involved.

UN OCHA plays an important role in AHA Centre's training programmes, particularly within the ACE Programme, in which it provides resources to deliver intensive management and coordination workshops with programme participants. These training sessions focus primarily towards such areas as International Humanitarian Affairs, Humanitarian Communication, and the Civil-Military Coordination

Framework. UN OCHA also provides training within the ASEAN-ERAT course, related to the overall international humanitarian system, allowing participants to gain in-depth and knowledgeable insight into the processes and practices of disaster response management in an international context.

The UNWFP acts as the cluster lead for logistics across the international emergency response sector, therefore the AHA Centre's development of a partnership that allows the UNWFP, through the UNHRD, to manage the DELSA stockpile is a major success. The UNWFP supports the warehouse management of AHA Centre's emergency relief items located in Subang, Malaysia, working with the AHA Centre to mobilise said relief at times of disaster in the ASEAN region. In addition, the UNWFP also provides in-depth training for ACE Programme participants. This training, focused on the Humanitarian Logistics and Supply Chain, provides participants the opportunity to work hands-on with the UNWFP team, and learn the technicalities of logistic supply during emergency response.

UNDP is also working with the AHA Centre in developing and testing recovery reference guide, to strengthen ASEAN's capacity in recovery planning measures. Apart from that, the AHA Centre has been supporting workshops across the region, to develop mechanisms for implementing the UN platform for Space-based Information for Disaster Management and Emergency Response (UN-SPIDER). This process aims to create more fluent and improved access to exciting and innovative technology, that would provide the AHA Centre and other ASEAN bodies with space-based and geo-information to draw upon when making emergency coordination decisions. The process has reached the stage of creating user guidelines, with a guidelines simulation taking place in 2016. The AHA Centre also works with organisations such as the International Organisation for Migration (IOM), who undertakes important work with displaced people at times of emergency.

## CIVIL SOCIETY AND RED CROSS & RED CRESCENT MOVEMENT

The AHA Centre has developed strong relationships with such organisations as the International Federation of the Red Cross and red Crescent Societies, alongside the national societies, to increase engagement in training and knowledge-sharing exercises between these important emergency management stakeholders. The AHA Centre has also formed a positive and ongoing relationship with the AADMER Partnership Group (APG), a consortium of seven civil society organizations formed to assist the people-centred implementation of AADMER procedures across ASEAN. The APG in particular, played an integral role in the AHA Centre's development of a lessons learned document after Typhoon Haiyan, ensuring valuable insight and feedback that has allowed the AHA Centre to continue to improve its work in the field.

Other bodies such as RedR Australia, and numerous universities across the region, undertake valuable training within the ACE and ASEAN-ERAT programmes, while many organisations and bodies are



invited to participate in AHA Centre-led simulation and training exercises across the region. Each year also sees delegations from across the world visit the AHA Centre, sharing, learning and witnessing the variety and scope of AHA Centre operations.

## **PRIVATE SECTOR**

The ASEAN Vision 2025 on Disaster Management focuses towards new partnerships as one of its key working areas, and the AHA Centre recognises the importance of this notion. Whether working with a range of community organisations on the ground, coordinating with international NGOs and national military, or engaging private sector in the support of AHA Centre operations, this expansion of the partnership scope remains a priority area for the AHA Centre well into the future. Private sector's engagement provides a strong example of the benefits such partnerships can have for all parties. Private sector as a stakeholder could be heavily engaged and impacted by emergency situations, whether through procurement of supplies or through the multitude of effects an emergency can have on their business operations. In 2015, the AHA Centre achieved its first partnership with a group of private sector entities, namely the Corporate Citizen Foundation in Singapore. The MoU sees the parties benefit through numerous channels focused on the cross-sharing of resources, particularly assets, expertise and networks. This partnership has opened up a range of opportunities for the AHA Centre, and provides exciting prospects for the years to come. In November 2016, the AHA Centre signed another MoU with the Singapore-based Shaw Foundation and California-based Direct Relief.

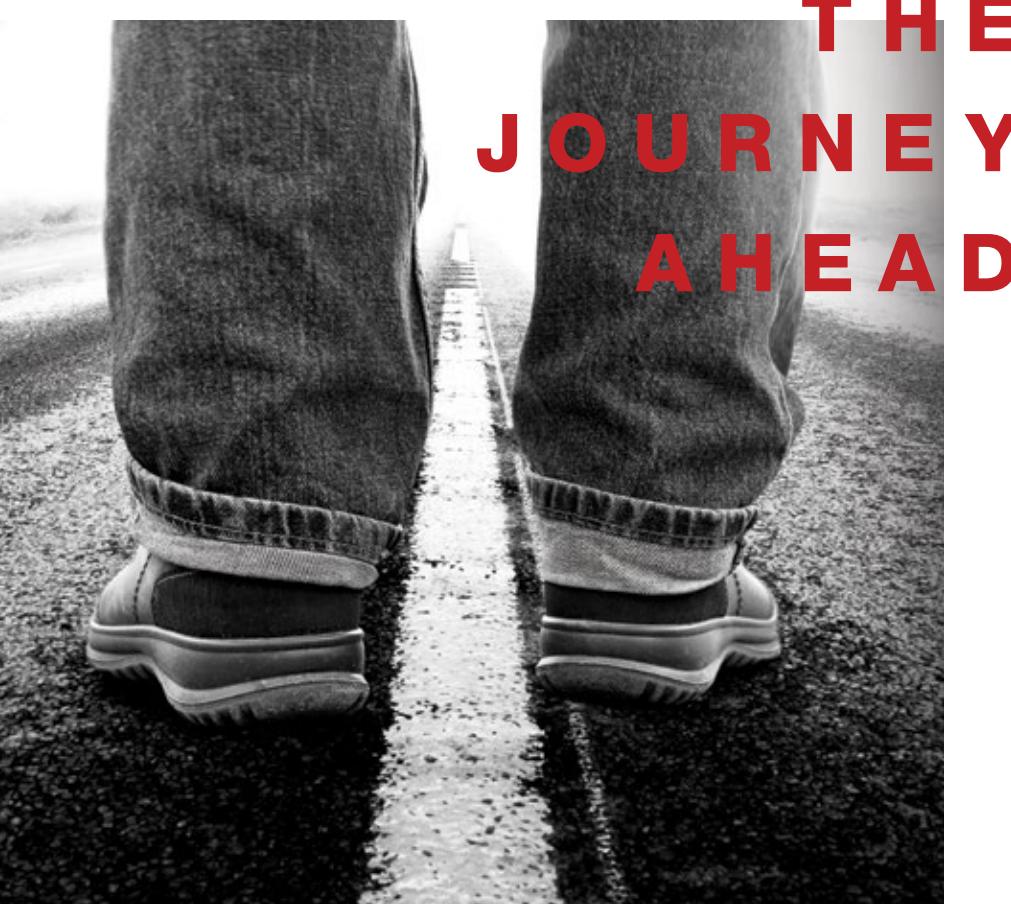


Japan-ASEAN Cooperation



# 6

The view looking back over the initial 5 years of the AHA Centre, celebrating the successes and learning from the challenges, is one of hard work and achievement. However, as is the AHA Centre's nature, this retrospectivity is undertaken with one eye firmly on the road ahead. The coming five years are full of promise and possibility, and while no doubt littered with challenges and difficult decisions, the near future is something that the AHA Centre faces with positive anticipation. There have been strong plans created, a new vision described, and the inner rumblings and changes of the AHA Centre all point to the exciting, challenging and rewarding years to come.



## A UNITED FUTURE FOR ASEAN EMERGENCY MANAGEMENT

The key blueprint that will guide the AHA Centre into its next stage is known as the ‘One ASEAN One Response’ vision. Designed in 2014, and signed in 2016, the idea sits under the ASEAN Vision 2025 on Disaster Management, and sets out the key areas and steps that guide the coming years of the AHA Centre’s work. The focus, as is seen in the title of the vision, is the idea of unity across the ASEAN region, honing in towards the role that the AHA Centre will play in increasing the response speed, expanding the response scale and strengthening the response solidarity within ASEAN. The vision promotes ASEAN-centralised response, coordination and preparedness in the emergency field, and aims to bring all ASEAN stakeholders together, united as one, to deliver a state of increased preparedness, coordination, and response delivery across the region.

### **ASEAN DECLARATION ON ONE ASEAN ONE RESPONSE**

On 6 September 2016, the One ASEAN One Response vision was materialised through the signing of One ASEAN One Response Declaration by all Heads of State / Government from the 10 ASEAN Member States, a notable show of support for the AHA Centre’s mission, and ASEAN emergency management in general.

The support from the highest level of each Member State further strengthens the purpose and vision of the AHA Centre, as well as the operational role that it plays. Alongside this, the declaration allows and requests further mobilisation of resources and mechanisms to ensure the vision can be achieved, which will provide the AHA Centre with the strongest of purpose and methods to achieve the vision of One ASEAN One Response.



## **IMPORTANT POINTS IN THE DECLARATION OF ONE ASEAN ONE RESPONSE**

**1**

### **AGREE**

to materialise “One ASEAN, One Response: ASEAN Responding to Disasters as One in the Region and Outside the Region” to achieve faster response, mobilise greater resources and establish stronger coordination to ensure ASEAN’s collective response to disasters;

**2**

### **CONFIRM**

that AADMER is the main regional policy backbone and common platform for the implementation of One ASEAN, One Response;

**3**

### **AFFIRM**

that the AHA Centre is the primary ASEAN regional coordinating agency on disaster management and emergency response and, where appropriate, will work in partnership with relevant regional and international agencies and centres to strengthen HADR efforts that include civilian and military coordination;

**4****COMMIT**

to strengthen the capacity and enhance the sustainability of the AHA Centre to provide effective support in realising ASEAN's collective response to disasters;

**5****CONFIRM**

that the ASEAN Standard Operating Procedure for Regional Standby Arrangements and Coordination of Joint Disaster Relief and Emergency Response Operations (SASOP) as a protocol under AADMER is the main standard operating procedure to be used for mobilisation of both civilian and military response in materialising One ASEAN, One Response;

**6****ENDORSE**

the ASEAN-Emergency Response and Assessment Team (ERAT) as the official resource of ASEAN under AADMER, managed and coordinated by the AHA Centre, and as such, endeavour to mobilise ERAT members and provide resources for their deployment upon request by the AHA Centre;

**7****EARMARK**

on a voluntary basis, both civilian and military assets, resources, capabilities and capacities, which may be available for the ASEAN Standby Arrangements that can be mobilised immediately to disaster-affected areas through the coordination of the AHA Centre;

**8****SUPPORT**

the use of both national and ASEAN flag and emblem in responding to disasters as part of the efforts to underscore that ASEAN is responding together as one;

**9****REALISE**

the implementation of EAS Statement on Rapid Disaster Response, and, at the appropriate time, establish a coordination mechanism to respond to disasters in the ASEAN region, bilaterally between the EAS participating countries and through the AHA Centre, while maintaining ASEAN Centrality;

**10****RECOGNISE**

the role of the AHA Centre, at a later stage, to enable ASEAN to respond to disasters outside the region, where appropriate, in partnership with regional and international agencies and centres;

**11****AGREE**

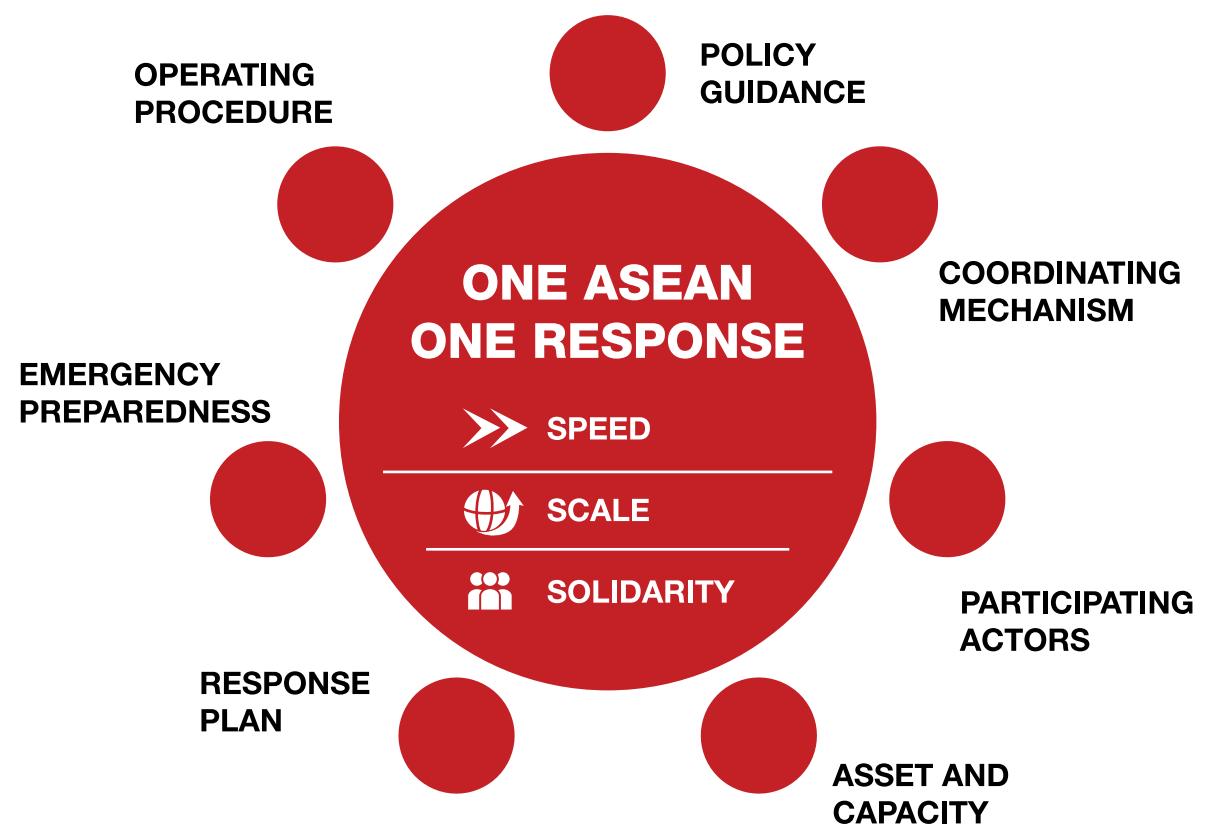
to explore ways to increase the contributions to the ASEAN Disaster Management and Emergency Relief (ADMER) Fund and AHA Centre Fund to provide resources for effective and sustainable implementation of One ASEAN, One Response;

**12****ADOPT**

the Terms of Reference of the Secretary-General of ASEAN as the ASEAN Humanitarian Assistance Coordinator (AHAC), and underline the importance of his/her role in realising One ASEAN, One Response.

## ASEAN JOINT DISASTER RESPONSE PLAN (AJDRP) - A COORDINATED RESPONSE PLAN

To realise the goal of One ASEAN One Response, it was determined that a united and coordinated preparedness mechanism was required to align emergency response throughout the region, ensuring that emergency response will be ASEAN-focused. The ASEAN Joint Disaster Response Plan (AJDRP) will form the base of any disaster response across the ASEAN region, allowing clear and transparent processes for all engaged parties from the outset of a disaster response. The AJDRP aims to achieve the ultimate speed, scale and solidarity in disaster response, focusing on partnerships with all emergency response stakeholders, coordinating preparedness before the advent of disaster, and arranging assets and capacity in preparation for mobilisation when the need arises. Overall, the AJDRP aims to strengthen the implementation and interoperability of all ASEAN disaster response mechanisms, while enhancing cooperation and coordination with established national and international stakeholders and the wider humanitarian community across the region.



**ACRONYMS****DEFINITIONS****AADMER**

ASEAN Agreement on Disaster Management and Emergency Response

**ACDM**

ASEAN Committee on Disaster Management

**ACE Programme**

AHA Centre Executive Programme

**ADInet**

ASEAN Disaster Information Network

**ADMM**

ASEAN Defence Ministers Meeting

**ADPC**

Asia Disaster Preparedness Center

**AHA Centre**

ASEAN Coordinating Centre for Humanitarian Assistance on disaster management

**AHAC**

ASEAN Humanitarian Assistance Coordinator

**AJDRP**

ASEAN Joint Disaster Response Plan

**AMMDM**

ASEAN Ministerial Meeting on Disaster Management

**AMS**

ASEAN Member States

**APG**

AADMER Partnership Group

**ARDEX**

ASEAN Disaster Emergency Response Simulation Exercises

**ARF**

ASEAN Regional Forum

**ASEAN**

Association of Southeast Asian Nations

**ASEAN-ERAT**

ASEAN Emergency Response and Assessment Team

**BNPB**

Badan Nasional Penanggulangan Bencana (Indonesian National Authority for Disaster Management)

**COP**

Conference of the Parties

**CPR**

Committee of Permanent Representatives

**DELSA**

Disaster Emergency Logistic System for ASEAN

**DMRS**

Disaster Monitoring and Response System

**EOC**

Emergency Operations Centre

**ICCT**

In-Country Coordination Team

**ICS**

Incident Command System

**ICT**

Information and Communication Technology

**ACRONYMS****DEFINITIONS****JAIF**

Japan-ASEAN Integration Fund

**JOCCA**

Joint Operations and Coordination Centre of ASEAN

**NADMA**

Malaysia's National Disaster Management Agency

**NDMO**

National Disaster Management Organisation

**NFP**

National Focal Point

**OCHA**

Office for the Coordination of Humanitarian Affairs

**PDC**

Pacific Disaster Center

**PRWG**

Preparedness and Response Working Group

**PSC**

Project Steering Committee

**SASOP**

Standard Operating Procedure for Regional Standby Arrangements

and Coordination of Joint Disaster Relief and Emergency Response Operations

**SCDF**

Singapore's Civil Defence Force

**SMART**

Special Malaysia Disaster Assistance and Rescue Team

**UNHRD**

United Nations Humanitarian Response Depot

**WFP**

World Food Programme

**WHO**

World Health Organisation



ONE ASEAN  
ONE RESPONSE

BOOKS OF THE AHA CENTRE  
KNOWLEDGE SERIES

- |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b># 1</b> DARE TO DREAM<br/>CARE TO SHARE</p> <p><b># 2</b> AHA CENTRE<br/>PARTNERSHIP</p> <p><b># 3</b> DISASTER EMERGENCY<br/>LOGISTIC SYSTEM FOR<br/>ASEAN (DELSA)</p> <p><b># 4</b> ASEAN EMERGENCY<br/>RESPONSE AND<br/>ASSESSMENT TEAM<br/>(ASEAN-ERAT)</p> | <p><b># 5</b> AHA CENTRE EXECUTIVE<br/>(ACE) PROGRAMME</p> <p><b># 6</b> COORDINATING REGIONAL<br/>DISASTER EMERGENCY<br/>RESPONSE</p> <p><b># 7</b> COORDINATING<br/>UNITY</p> <p><b># 8</b> THE STORY OF THE<br/>AHA CENTRE IN PICTURES</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## The AHA Centre

ASEAN Coordinating Centre  
for Humanitarian Assistance  
on disaster management

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Japan-ASEAN Cooperation



ONE ASEAN ONE RESPONSE