

Annexures:

Annex A

Appendix 1
to Annex A

CHIEF EXECUTIVE OF STATE (PM)

1. General responsibilities

- Formulates policy and operational guidelines in support of policy for the conduct of disaster operations.
- Approves general policy for disaster operations as set forth in the national disaster plan.
- Ensures that information and directions are given to the general public and that contact is maintained with the appropriate levels of government.
- Overall management of the nations survival and recovery efforts, working through the ministers and parish constituency offices.

2. Alert phase

- Ensure that the public has been fully informed of the steps to be taken in the disaster.
- Ensure that every effort has been made to enhance the capacity and quality of public shelters.
- Ensure that all government departments with operational roles are prepared to respond.
- Ensure that all available means are used to warn the public and that people are given explicit instructions regarding the actions they should take to increase their chances of survival.

3. Response phase

Maintain public morale by informing the population of actions being taken for their welfare and safety.

- Receive assessments of damage suffered by the communities during the disaster.
- Review plans for recovery and post-disaster establishment of medical and welfare systems, and the restoration of vital facilities.
- Receive estimates of the time required to execute recovery plans and the number of men and equipment needed over that which is available.
- Declare National disaster or State of Emergency if the situation warrants
- Maintain contact with the appropriate departments of government, receive update situation reports, and respond to requests for assistance, if possible.

4. Recovery phase

- Assist NEOC operations by personal announcements to the public to ensure orderly recovery from the disaster.
- Ensure the continuity of authority in all major government departments and agencies, and in all major institutions, business and industry.
- Ensure that steps are taken for the conservation, use, and distribution of any resources that are made available by Regional or international agencies and/or Governments.

NATIONAL DISASTER COORDINATOR (NDC)

1. Alert phase

Serve as primary contact between NEOC, Regional and Divisional coordinators.

- Ensure that the public has been fully informed of the steps that should be taken in the event of a disaster.
- Review disaster shelter and evacuation plans with Divisional disaster coordinators (DDCs) and Director.
- Ensure that the NEOC is staffed with trained personnel, that communications are operational and that appropriate pre-positioned data and aids are available in the NEOC.
- Check operational readiness of alert and warning systems and improvise means of warning areas not currently covered by the system.
- Review with the Telecommunications Coordinator the mechanics of alerting and warning.
- Check with Director to determine whether all positions in sections have been manned. If not, take appropriate action to fill these positions:
 - NEOC director
 - Operations Officer (OpsO)
 - Public Information and Education Officer
 - Asst Operations Officer/Emergency Coordinator (EC)
 - Communications Officer (CO)
 - Admin and Support Officer
 - Logistic Officer
 - Radio Operator
 - Police rep

- Military rep
 - Coast Guard (if separate from Military) rep
 - Public Works rep
 - Transport Authority rep
 - Telephone Co rep
 - Water authority rep
 - Light and power Co rep
 - Parish Council rep
 - Fire rep
 - Health ministry rep
 - Red Cross rep
 - Admin and support staff
-
- Determine through the Director or Operations Officer that the police, fire, public works, welfare, shelter medical emergency/disaster organizations and other appropriate agencies are alerted and ready to be deployed.
 - Request that the Chief Executive make appropriate announcements to the public over broadcast facilities, as necessary and available.
 - Ensure that the operations officer has reviewed current operational policy for each of his sections.
 - Check through the Director or Communications Officer the type of problems being experienced during the alert phase, and confirm that proper liaison is effected between communications center and operations room personnel.
 - Check deployment of disaster response personnel to Forward Command posts if applicable.

- Review with the Director or Operations Officer the operational status of emergency operating sites established by utility and industrial plants.
- Determine whether communications exist between these sites and the NEOC.
- Check the deployment of manpower, vehicles and equipment of the various utility and industrial organizations and their availability for operational assignments.
- Determine that emergency shutdown procedures have been implemented.
- Review the responses that have been made by utilities and industry and that they have been coordinated with the proper services/authorities in the NEOC.
- Review with the military liaison officer the availability of aid from military sources. Ensure that communications exists to the nearest source of military assistance.

2. Response phase

- Refer to the Chief Executive all problems that require the exercise of emergency powers or changes and interpretation of policy.
- Brief the Chief Executive on the situation that exists throughout the country including a summary of major emergencies that have occurred or are under review by the staff in the operations room.
- Post on the executive bulletin board any announcements affecting the conduct of the disaster operations.
- Ascertain whether the Director and Operations Officer are receiving pertinent and timely reports from the field and disaster areas.
- Ensure that an analysis of field data is being made and that the information is posted on the situation and action boards and operations map.
- Review and keep abreast of the operational activities ordered, or being taken, by the various agencies in the operations room.
- Check with the Public Information officer to determine whether information on survival action is being broadcast to the sheltered population.

- Make sure that broadcasts include assurance by the CES and other key government officials that information available at the NEOC regarding the disaster situation is made known to the public; that the public be advised to remain in shelters until it is determined safe to return to their communities and homes, and to obey the instructions of the shelter managers.

3. Recovery phase

- Determine when it is safe for the population to leave shelters.
- Maintain surveillance over post-shelter deployment.
- Closely monitor the establishment of the emergency medical and welfare systems and the clean up activities.
- Ensure that the Public Information and Education officer informs the public of the details of shelter emergencies, particularly with regard to instructions to restrict entry into specified areas.
- Monitor the implementation of plans for the restoration of vital services.
- Ensure the conservation, proper use and distribution of vital supplies and materials made available by outside sources and international relief organizations and/or Governments.
- Determine whether vital communications links have been disrupted and ensure that either communications are restored or that prescribed reports are delivered by alternate means.
- Ensure that reports are made to the appropriate government officials.

NEOC DIRECTOR

1. General responsibilities

- Chief advisor to the Executive
- Responsible to the Executive for all strategic issues affecting both the activities of the incident and supportive functions of the NEOC. (eg liaison with donor agencies)

2. Alert phase

- Ensure members of the NEOC have been alerted
- Determine which staff officers are present and when the others will report
- Open telephone log
- Begin long range planning

3. Response phase

- Direct NEOC operations
- Obtain briefings from Operations Officer
- Prepare briefings for the executive
- Monitor information displayed

4. Recovery phase

- Ensure NEOC properly deactivated.

PUBLIC INFORMATION AND EDUCATION OFFICER (PIEO)

1. General responsibilities

- Advises the Director about media related activities.
- Gathers facts on the crisis and prepares for dissemination of safety bulletins/clips to the media and public.
- Ensures the availability of 'expert' spokespersons as required.
- Ensures the monitoring of print and electronic media coverage of the event.

2. Alert phase

- Check personal telephone
- Open log and record date and time of arrival
- Check for any messages which relate to your function/responsibilities prior to your arrival
- Report to the Director and receive briefings
- Be aware of alternative methods of public information in the event that 'mass' media is not available. (ie loud hailers)
- Brief the Executive on procedures:
 - By which decisions and guidelines for public information purposes will be issued from the executive authority; and
 - for the staff to follow in answering inquiries or issuing public statements and news releases.
- Identify official 'expert' spokespersons for the news media. (In most cases this should be restricted to the CE, NDC, and the PIEO).
- Meet with the management and staff of the news media (newspaper, radio and television stations) to review emergency public information plans and procedures.

- Develop measures for authenticating the source of information before broadcast or publication.
- After securing approval from the executive, issue news releases announcing preliminary steps the government is taking for increasing preparedness and readiness.
- Direct broadcast, publication and release of information on:
 - Individual and family protective measures
 - Available public shelters
 - Recommended routes to public shelters and other traffic control arrangements;
 - Ways to improve private shelters or improvise shelters where none exist.
 - Supplies which individuals should take to public or private shelters and how supplies can be obtained.
- Activate the media center from which to brief media representatives on a periodic basis and ensure that the following are set up in the media room.
 - Furniture
 - Communications equipment
 - Stationery and supplies
 - Photocopy machine
 - Manual typewriters
 - Battery powered calculators
 - Battery powered radio receivers

3. Response phase

- Prepare first news release to the public and include:
 - What happened (cause and effect)
 - A request for people to stay away from the emergency/disaster area
 - Any other relevant information
- Monitor display boards and situation maps and consult with the Director to keep informed of local situations about which the public should be provided information and advice

- Monitor radio broadcasts.
- Schedule periodic press conferences for the media and general public to keep them informed of the situation. This should include, but need not be limited to:
- Information, advice or instructions related to living in shelters for the duration of the disaster (sanitation, food preparation and conservation)
- Weather conditions
- Estimate of length of time before emergence from shelters can take place
- How the communities are faring.

4. Recovery phase

- Continue to issue information as required to assist the population in recovering from the effects of the disaster with particular emphasis on:
- The kinds of relief available
- The agency's responsibilities for providing the relief and where it may be obtained.

OPERATIONS OFFICER**1. General responsibilities**

- Operations advisor to the NEOC director
- Responsible for the operational and tactical plans for the deployment of resources to the emergency/disaster scene. (Coordination of emergency/disaster operations)

2. Alert phase

- Review the operational status of the NEOC
- Obtain a communications status report
- Review the operational status of each department
- Appoint an incident site manager and establish direct communications with him
- Review the status of the emergency/disaster operation plans and procedures and ensure they are current.
- Confirm that agency representatives have been notified and/or have arrived at the NEOC.
- Check that personnel assigned to the operations room are trained in:
 - Internal operating procedures
 - Policy guiding emergency/disaster operations
 - Report forms
 - Distribution and message routing
 - Displays
 - Internal and external communications.
- Ensure that the following tasks are completed:
 - Set up furniture
 - Set up communications equipment
 - Set up charts and display materials
 - Install phones, fax, computers, radios and scanners
 - Distribute stationery supplies to each desk
 - Inspect generator, antennas, food and water stocks, and fuel supply

- Set up chalkboards/whiteboards.
 - Set up photocopy machine
 - Set up manual typewriters
 - Take out battery powered calculators
 - Take out battery powered radio receivers
 - Take out box of message and report forms
 - Take out stationery and supplies (see list at annex C)
 - Take out emergency/disaster plans and agreements.
- Designate an alternate NEOC if necessary and ensure setup is completed as above.

3. Response phase

- Ensure that rapid, well coordinated and effective responses are made to the emergency/disaster situations referred to the operations group.
- Ensure that response actions are treated on the basis of their seriousness.
- Note whether action is deferred to later time periods, where possible, in favour of activity that must be taken immediately.
- Anticipate problems and take remedial action before large problem situations develop.
- Ensure that coordinated activity is taking place within the operations room and with the executive group and communications center.
- Refer to the Director or NDC those decisions requiring the exercise of extraordinary emergency powers, departure from the operational policy guidelines, and interpretations of policy.
- Brief the Director or NDC periodically on the status of the situation and immediately on vital emergency/disaster operations and major problems.
- Brief all new arrivals

4. Recovery phase

- Continue to coordinate the recovery activities.
- Prepare and consolidate after action reports. (See Annex L for format)
- Deactivate the NEOC

ASSISTANT OPERATIONS OFFICER/EMERGENCY COORDINATOR

1. General responsibilities

- Acts as primary message controller to ensure smooth information flow within the NEOC
- Takes action to provide and coordinate assistance and relief requested by the parishes and communities through the appropriate agency representative or volunteer agency in the operations room.

2. Alert phase

- Test standby power unit
- Ensure all radios, telephones, fax machines etc are activated
- Ensure a ready supply of logs, forms, maps, etc are in the operations and communications area.
- Report operational status to the Operations Officer

3. Response phase

- Receive and record initial disaster reports, and divisional and local situation reports.
- Ensure that maps, displays, logs and registers are correctly maintained.
- Keep the Operations Officer and Director appraised of the situation.
- Exercise direction over shift #2 when the NEOC is operating on a 24-hour basis.

4. Recovery phase

- Deactivate the NEOC as follows:
 - Store furniture
 - Clean and store displays
 - Disconnect and store communications
 - Inventorise and store supplies
 - Replenish supplies

COMMUNICATIONS OFFICER

1. General responsibilities

- Acts as message controller/Emergency Coordinator in the absence of the Assistant Operations Officer
- Supervises operations of the communications center
- Receives and disseminates warnings to regions, parishes and communities as directed by the Operations Officer or Director.
- Establishes and maintains radio communications (National, Regional and International)

2. Alert phase

- Check personal telephone
- Open personal log and record date and time of arrival
- Ensure a ready supply of message forms and logs at all work stations.
- Check for any messages which relate to your function or responsibilities, delivered prior to your arrival
- Open in/out message register
- Switch on all radios, fax machines, telephones etc.
- Conduct a complete operational check of all available radio networks
- Assign radio operators to location as required
- Establish radio communications with site
- Open radio logs
- Report communications status to Operations Officer

3. Response phase

- Coordinate establishment of communications in the disaster area.
- Arrange for additional communications, with capability as directed by the Operations Officer.
- Ensure communications and backup equipment are fully operational.
- Maintain communications status board

4. Recovery phase

- Prepare communications portion of after action reports.

ADMINISTRATION AND SUPPORT OFFICER

1. General responsibilities

- Provides administrative support for the NEOC including the following as required:
 - Billeting
 - Transportation
 - Food
 - Supplies and material, to include fuel for auxiliary power generator
 - Personnel augmentation from outside sources
 - Printing and reproduction
 - Funding and purchasing required for emergency/disaster operations
 - Maintenance and upkeep of disaster directory and work schedules.
 - Obtain additional facilities as required
 - Fiscal functions:
 - Maintain financial records for emergency/disaster operations
 - Perform emergency funding and emergency purchasing actions
 - Prepare financial portion of after action report

LOGISTICS OFFICER**1. Alert phase**

- Check personal telephone
- Open personal log and record date and time of arrival
- Check for any messages which relate to each individual's function or responsibilities delivered prior the individual's arrival.
- Obtain brief from Operations Officer on all available information on the emergency/disaster including resources committed and held in reserve
- Begin compilation of needs assessment.
- Brief operations Officer on logistics status and provide a situation report on the mechanisms in place to collect data on emergency/disaster relief requirements.

2. Response phase

- Ensure logistics related information displayed
- Coordinate damage assessment in terms of identifying and obtaining critical emergency/disaster relief requirements.
- Coordinate surveys in disaster areas to determine damage to property and repair or reconstruction requirements.
- Prioritize and arrange for immediate repair of buildings and infrastructure to ensure speedy rehabilitation of the population to normal activity in the shortest possible time.
- Coordinate transportation of emergency/disaster supplies from air and sea ports of entry to the main distribution center
- Establish a center for the storage and distribution of emergency/disaster supplies.

- Arrange the necessary transportation required for distributing the emergency/disaster supplies from the central warehouse into the districts or villages affected.
- Procure the necessary essential emergency/disaster materials/food supplies and services that may be required.
- Answer the immediate needs of the emergency/disaster.

POLICE/PWD/TPT/MILITARY/FIRE /UTILITIES REPRESENTATIVES**1. General responsibilities**

- Operational planning, decisions and coordination within services or committees represented. (eg Military, Fire, Damage assessment committee, Shelter committee, etc)
- Operational support to the disaster response with continued service to unaffected areas of the country.
- Police to provide security for the NEOC

2. Alert phase

- Check personal telephone/desk
- Open personal log and record date and time of arrival
- Check for any messages which relate to your function or responsibilities delivered prior to your arrival.
- Check the operational guidelines of the service represented.
- Establish communications with the service represented.
- Report operational and communications status to Operations Officer.
- Obtain brief from Operations Officer on all available information on the emergency/disaster including resources committed and held in reserve
- Begin long range planning

3. Response phase

- Brief operations Officer on Departmental status and provide a situation report on the emergency/disaster. Highlight problem areas or unusual resource requirement.
- Answer the immediate needs of the emergency/disaster

4. Recovery phase

- Hand over to normal Government/Commercial agencies.