



Standard Operating Procedures

FOR THE

**NATIONAL EMERGENCY COORDINATION
CENTRE**

Prepared by the NEMO

17 August 2011

ACRONYMS

CEO	-	Chief Executive Officer
DECC	-	District Emergency Coordination Centre
DLO	-	Disaster Liaison Officer
EMA	-	Emergency Management Act 2007
EMP	-	Emergency Management Plan 2008
LIS	-	Land Information System
NECC	-	National Emergency Coordination Centre
NEMC	-	National Emergency Management Committee
NEMO	-	National Emergency Management Office
NEMS	-	National Emergency Management System
NEOC	-	National Emergency Operations Committee
NERC	-	National Emergency Recovery Committee
ORT	-	Operation Room Team
RESTAT		Resource Status
SISTAT		Situation Status
STREP-		Situation Report
SOP	-	Standard Operating Procedure
TDS	-	Tonga Defence Service

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FOREWORD

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Hon. NUKU
Minister of Works and Disaster Relief Activities

AMENDMENT LIST

Suggested amendments or additions to the contents of these Standard Operating Procedures are to be forwarded in writing to:

Maliu Takai
Deputy Director, National Emergency Management Office,
Ministry of Works
P O Box 52
Nukualofa
Tonga

Amendments promulgated are to be recorded in the following table to track changes made to these operating procedures.

No.	Summary – Nature of Amendment	Date of Amendment	Authority for Amendment	Authority Signature
		07 July, 2009		

1.0 GENERAL

1.1. Introduction

The National Emergency Coordination Centre (NECC) Standard Operating Procedures (SOP) sets out the detailed arrangements for emergency or disaster management at a national level. This SOP will therefore provide a guide for the operational methodology to employ to respond to the impact (impeding or current) of disaster caused by both natural and/or human-induced event in Tonga.

The SOP also provides a guide on the operational linkages between Lead Agencies for various hazards with the National Emergency Management Office (NEMO), the National Emergency Operation Committee (NEOC) and the NECC.

1.2. Policy Statement

The National Emergency Management Plan 2008 (NEMP) requires all agencies to develop support plans and in this context this SOP will provide an operational basis for the involvement of the NEOC in all types of emergency or disaster operations.

The NEMP stipulates:

“Agencies are responsible for preparing their own designated organisational plans, which allow them to respond effectively and maintain an appropriate level of business continuity during and following disasters.”

1.3. Hazards & Risks

This SOP will allow the NECC and NEOC to respond to emergencies or disasters as stipulated in Part C of Emergency Management of the NEMP 2008

1.4. SOP Review

The NEMC is to ensure that this SOP is to undergo review and be updated regularly in order to account for any changes to national policy in relation to disaster risk management.

1.5. SOP Amendments

The NEMC must endorse any amendments to this SOP.

A record of amendments must be maintained in the table as illustrated under the heading - Amendment List

2.0 ORGANISATION - NATIONAL EMERGENCY COORDINATION CENTRE

2.1 Introduction

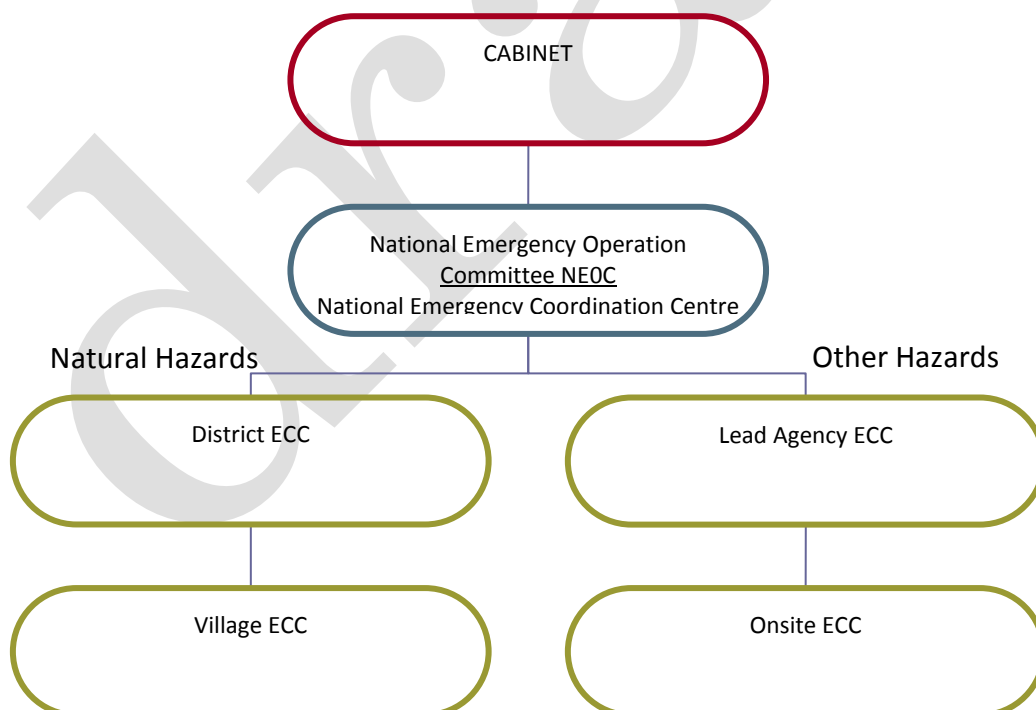
The NECC is divided into the following functional areas:

- Meeting/Consultation/Briefing Room
- Communication Room
- NECC Task Force Working Room
- Operations Room
- Information & Media Liaison
- Administrative & Finance Support

The network of District/Village EOCs, and Lead Agency EOCs and their respective support networks complement the NECC.

2.2 Structure

The organisational structure for emergency operations is shown in the chart below.



2.3 National Emergency Management Committee

The NEMC is the overarching policy advisory body to Government on all matters related to disaster risk reduction and disaster management.

The members of the NEMC are as follows:

1. Minister of Works (Chair)
2. Chief Secretary and Secretary to Cabinet
3. Director of Works
4. Secretary for Finance and Planning
5. Director of Agriculture, Forestry, Fisheries and Food
6. Director of Health
7. Director of Education
8. Commander, Police
9. Commander, TDS
10. Secretary for Lands, Survey, Natural Resources
11. CEO, Ministry of Transport
12. Manager¹/Deputy Director, NEMO as Secretary

2.4 National Emergency Operations Committee

The NEOC has central control during national disaster operations and can convene daily to review the emergency operations and take policy and operational decisions for the operation.

The NEOC will be briefed daily by the Manager, NEMO on the implementation of its decisions and overall situation on the ground.

The NEOC will fully inform Cabinet on its decisions and operations.

The specific functions of the NEOC are:

- a) Activate the emergency management system in response to an event that has happened, is happening or may happen
- b) Meet on a regular basis during the emergency operation to guide and direct the operation
- c) Liaise with ministries, nongovernmental organisations and community groups in the execution of their emergency management roles and responsibilities
- d) Carry out initial damage assessment
- e) Collate and prioritise immediate disaster relief requirements
- f) Manage the distribution of immediate relief supplies
- g) Coordinate the humanitarian response roles of any Government or non government agency
- h) Allocate all available resource of the government which the Minister considers necessary
- i) Meet during the Alert stage to review preparedness arrangements and prepare for a coordinated response.
- j) Provide any other support and assistance that may be required by the Prime Minister or the Cabinet

The membership of the NEOC will be flexible depending on the type of hazard with which it is responding to. However, there are to be six (6) core members as follows:

1. Minister of Works (Chair)
2. Director of Works
3. Commander, TDS
4. Commander, Police
5. Secretary, Foreign Affairs

¹ Section 8 of the EM Act 2007

6. CEO Transport
7. Manager/Deputy Director NEMO (Secretary)

Depending on the nature of the hazard the NEOC may co-opt additional members. In making these appointments the NEOC shall consider the nature of the disaster and the experience and knowledge required to address the disaster.

The NEMO shall provide secretariat and administrative support to the NEOC.

2.5 NECC Task Force

The NECC Task Force is activated during times of emergency to facilitate the compilation and submission of all major reports, papers and draft Cabinet Submission, etc. to the NEOC, NEMC and Cabinet. Members of the task force are to include the following

1. Deputy Director of Works (Building Division) – Chair
2. Deputy Commander TDS
3. Deputy Commander Police
4. Deputy Secretary Foreign Affairs
5. Deputy Secretary Transport
6. Deputy Director Health
7. Deputy Director Agriculture
8. Manager/Deputy Director NEMO (Secretary)

2.6 Disaster Liaison Officers

The following agencies shall appoint a senior level officer to be its Disaster Liaison Officer (DLO). The DLO is the main point of contact for, emergency operations. .

- a) Ministry of Works
- b) Ministry of Transport
- c) Ministry of Health
- d) Ministry of Agriculture
- e) Tonga Police Force
- f) Tonga Defence Service
- g) Ministry of Information
- h) Ministry of Education
- i) Ministry of Lands and Survey (LIS)
- j) Statistics Department

The specific functions of DLO are to:

- (i) Liaise with the NECC on emergency assistance and information from his/her Agency;
- (ii) Engage in operations at the NECC during times of disaster

2.7 District ECCs

The District ECCs shall coordinate emergency or disaster operations in their respective district and report to the NECC.

The Governors and Government Representatives are the District Disaster Controller for his/her respective District.

The District Disaster Controller is responsible for activating and coordinating disaster operations at district level. In this regard the District Disaster Controller will work in close coordination and consultation with the District Emergency Management Committee (DEMC) and NECC.

The District Disaster Controller can direct other agencies to make available Government resources for disaster operations at District level.

2.8 Administrative Functions

2.8.1 Equipment, Transport

The Ministry of Works shall provide all vehicles and equipment to be used by the NECC. These may be supplemented by other equipment and vehicles that the Manager NEMO may deem necessary and will acquire through the assistance of other Agencies.

2.8.2 Maintenance of NECC

The responsibility for the maintenance and upkeep of the facilities of the NECC shall be vested in the Manager NEMO.

2.8.3 NECC Staff Welfare, Feeding & Relief

The Manager NEMO will ensure that proper rostering of ORTs is carried out and that staff requirements for sustenance are adequately provided for.

The provision of meals and refreshments for staff in the NECC during periods of activation is to be carried out in accordance with the relevant Government instructions.

2.8.4 Financial Management

The incurring of expenditure for any matters related to the operations of the NECC shall be in accordance with the relevant Finance Instructions and the provisions of the Ministry of Works.

3.0 NATIONAL EMERGENCY COORDINATION CENTRE

3.1 Location

The National Emergency Coordination Centre (NECC) is located in the National Emergency Management Office, Ministry of WORKS, Vaololoa, Nuku'alofa. It is equipped with telephones, fax, computer (e-mail), photocopier, TV set, and a range of status-boards and map-boards. Other support facilities include telecommunication system (radio telephones & handset phone) sat phone and EMWIN machine and standby power system.

3.2 Functions

The NECC facilitates the NEMO's responsibility in coordinating response to all emergencies or disasters once the emergency management system is activated.

The functions include:

- (i) Monitoring of potential major threats
- (ii) Support response operations being conducted by a lead agency or agencies;
- (iii) Issuance of official information relating to the threat that will ensure public safety
- (iv) Issuance of official information on the status of operation
- (v) Facilitate information collection about the impact of an event
- (vi) Liaison with other agencies to support response to victims of the event
- (vii) Coordinate activities determined by the NEMO.

3.3 Layout

The following office layout requirements will be provided to facilitate operations as also shown in APPENDIX A..

3.3.1 Operations Room

To be set up in the designated area within the NEMO.

3.3.2 Emergency Committee Room/Meeting

To be set up in the National Emergency Management Office Conference Room

3.3.3 Emergency Committee Task Force Room

To be set up in NEMO

3.3.4 Communication Room

To be set up in the designated area within the NEMO.

3.3.5 Information/Media Briefings Room

NEMO Conference Room to be used for all media briefings.

3.3.6 Rest Room

To be set up in designated area within the NEMO.

3.3.7 Kitchen

The NEMO kitchen to be used for this purpose.

3.3.8 Store Room

The NEMO Store Room to be used for this purpose.

4.0 SUPPLIES

All resources designated beforehand for use during NECC operations are to be expressly reserved for this purpose. A list of NECC supplies is listed in **APPENDIX B**

5.0 RELOCATION OF THE NECC

Consideration will be given to relocating the NECC to another site if disaster conditions make it impossible or impractical for operations to be conducted. The NEMO shall identify an alternative site for such an eventuality beforehand and make the necessary preparations to facilitate relocation.

The relocation is to be managed in such a way as to enable the new NECC facility to be set up, equipped and made operational in a short time.

6.0 EMERGENCY OPERATIONS

6.1 Stages of Operations

There are 4 basic stages of emergency/disaster operations: These stages may not be followed in sequence but one stage may be combined with the other depending on the onset of the threat.

Stage 1: ALERT (WHITE)

This will initiate activation of the NEOC

Stage 2: WARNING (YELLOW)

The warning will initiate 24-hour manning of the NECC and relevant DECC

Stage 3: ACTION (RED)

Issued when an emergency or disaster is imminent or has occurred.

Stage 4: STAND DOWN (GREEN)

This will be activated when according to the NEOC, the emergency operation, with its associated activities and responsibilities can be terminated and when relief and rehabilitation activities can be implemented under normal procedures.

6.2 Activation Authority

The NECC is activated by the NEOC based:

- (i) On receipt of an Alert or report in relation to an impending crisis or natural disaster that may have severe consequences,
OR;
- (ii) On receipt of information on an emergency initially managed by the Lead Agency responsible for that emergency but which may require a subsequent national coordinated response,
OR;
- (iii) On any specific instruction from the Chair of NEOC

6.3 Activation Procedure

Upon receiving an alert of an oncoming hazard or of an impact that has happened the following shall be adhered to;

1. NEMO duty officer to notify the Manager NEMO or Officer in Charge immediately
2. The Manager NEMO or Officer in Charge would alert the NEOC Chair and members of the threat
3. The Chair may either convene an NEOC meeting to activate the National Emergency Management System (NEMS) or he can do so if the situation warrants immediate activation.

Manager NEMO or Officer in Charge to carry out the following tasks with immediate effect upon the activation of the NEMS;

- a) Open NECC
- b) Advise Operation Room Teams (ORT) Leaders of activation to mobilize their teams according to per determined rosters
- c) Issues first public advisory of the threat and notification of the activation of the NECC
- d) Meet and brief ORT Team Leaders of the nature of the emergency.
- e) Attend to administrative arrangements to support the ORTs.
- f) Continue monitoring of the event until the ORTs is in place
- g) Activate disaster assessment systems (Refer to the Disaster Assessment Manual)

6.4 Operations Room Team

Manager NEMO shall ensure that adequate number of Operations Room Team (ORT) are identified and trained as part of preparing the NECC. The ORT should comprise at least 12 officers. A typical shift for an ORT is 8 hours. No ORT should be expected to work for longer than 12 hours

Manager NEMO is responsible for ensuring the availability of such ORTs and will arrange with selected Ministries and Departments for their staff to fulfil the roles for each ORT.

Contact details for each member of an ORT are to be maintained by the NEMO.

The basic team composition is as follows:

- Team Leader - Senior Officers to be provided by various Ministries and Departments.
- Planning Officer – Provided by various Ministries and Departments
- Information Management Officer – Provided by LIS and Statistics
- TDS Liaison Officer – additional role as a plotter of information in the NECC
- Police Liaison Officer – additional role to provide security and assist plotting of information in the NECC
- Media Liaison Officer - Provided by the Ministry of Information
- Radio Operator /Communications x 3– Provided by TDS
- Recorders x 3 - Provided by various Ministries and Departments

6.5 Limited Activation of NECC

Depending on the circumstances related to an emergency or disaster there might be no need to fully activate the NECC. This will be in situations where an emergency or disaster may be limited to a small area or be of a limited scope.

In such situations the NECC will be activated with a skeletal staff by the NEMO staff to fulfil the required roles. Alternatively, the Manager NEMO can arrange for other staff to serve in the required roles from the Ministry of Works.

6.6 Staff Call-out Procedures

In the event the NECC needs to be activated the following must be immediately contacted:

Designation	Contact No's	Mobile No's
NEOC Chair (Hon. Nuku)	23100	7748042
Manager NEMO (Maliu Takai/	28215/ 26340	7776458
Other NEOC Members:		
Commander TDS	23099	7716468
Commander of Police	23322	7715846
Director of Works	23100	7716100
Secretary, Foreign Affairs	23600	7726410
Director Health	23200/ 28233	
Director Education	23511	
CEO Transport	28029	7714069
Secretary of Lands and Survey	23611	7727578
District Emergency Management Committees Chairman		

Designation	Contact No's	Mobile No's
Vavau	70070	7784073
Ha'apai	60005	7713870
Niuafo'ou	80005	
Niuaatoputapu	85401/85402	7753306
Eua	50522	

Depending on the nature and anticipated impact of the emergency or disaster other organisations and individuals not listed above may need to be contacted. Manager NEMO will determine those individuals that are to be contacted and make arrangements for this accordingly.

Chair of NEOC is to ensure that as soon as practicable either before or following activation the Prime Minister is to be contacted and informed of the situation.

6.7 *Lines of Communication*

All of the following lines of communication may be used for the transmission of INWARD messages.

OUTWARD messages must be transmitted through the Operations Room.

Operations Room

Telephone - +676 28-004; 28-005; 26-340

Fax - +676 28220 Mobile: - +676 7776458

Email – makai@kalianet.to

Radio Frequency –

Call Sign -

Minister of Works/Chair NEOC

Telephone - +676 23 100

Fax - +676 25 440 Mobile: - +676 7748042

Email –

Director of Works

Telephone - +676 23 100; 23 009

Fax - +676 25 440/ 23 102 Mobile: +676 7716100

Email – mowtonga@kalianet.to

Manager NEMO

Telephone – +676 28 215/ 26 340

Fax - +676 28220 Mobile -+676 7776458

Email – makai@kalianet.to

6.8 *Message Control*

All messages originating and received in the NECC are to be made on the indicated forms as mentioned below samples of which are in APPENDIX C.

6.8.1 *Inward Messages*

All Inward messages from radio, telephone, fax or verbal in regards to the operation entering the Operations Room must be dealt with as follows; .

- a) All incoming messages received in the Communications Room will be recorded in the Incoming Message Form and logged in the Communications Log by the Communication Officer
- b) The Incoming Message Form will then delivered to the Operations Room to be logged by the recorders in the Master Operation Log
- c) The message form is then passed to the ORT leader to determine the appropriate action
 - In cases where actions will entail commitment of funds, the approval of the Manager NEMO must first be sought.
 - In cases where resources of line agency are required to attend to the message, DLO must be notified immediately by the ORT Leader
 - In cases where displays are to be updated the TDS or Police Liaison Officers must be tasked to undertake the update
- d) Any notification to the DLO must be recorded in the Action Taken section of the Incoming Message Form.
- e) Following action, the originator of the message is informed of action taken through the Outgoing Message Form
- f) All Message Incoming Forms must be filed in chronological order after actions has been taken.

6.8.2 Outward Messages

1. All outgoing message from the NECC must be vetted by the ORT Leader who will assign a priority and determine the best means to transmit the message.
2. All Outgoing Messages must be recorded on the Outgoing Message Form and logged in the Master Operations Log before being delivered to the Communication Room
3. The Communications Officers must record all outgoing messages in the Outgoing Communications Log after sending the message and then file chronologically.
4. Communication Officers needs to follow up with the addressee on messages requiring immediate action.

In urgent situations, DLOs may see the need to transmit information directly by telephone or radio either to their headquarters or operating units in the field. In such cases, Agency DLOs should encapsulate the essence of the message when time permits and provide the Outward Message Recorder with a copy for logging and filing.

6.9 Displays

The following displays will be provided for in the Operations Room and the Manager NEMO is to ensure that all stationery and equipment required for the updating of these displays is available prior to and during emergency operations.

6.9.1 Status Boards

The following displays are used to display both Inward and Outward information such as the deployment of resources and requests for assistance and samples are in APPENDIX D.

Resource Status (RESTAT) – Provides up-to-date information on the resources requested/available/committed, units deployed etc. This may include resources of other agencies

Situation Status (SITSTAT) – The most current information on the casualties, infrastructure, highways, bridges, damage and needs.

NECC Layout – Diagram showing the location of various functions.

Communications Net – Diagram of the communications network that should include Call Signs, Designations and radio frequencies.

NECC Functional Chart – To assist with NECC operations

Significant Events – A chronology of key events that have occurred and need to be available for rapid reference.

Contact List – Displays the pertinent information of persons and offices contacted relative to the incident.

Status of Evacuation Centres – Displays the status of shelters/centres available in the affected areas, their activation status and use. Used for determining additional shelter needs.

Meteorological Information – To contain the latest observations, forecasts and warnings.

Media Board – The latest news releases and press coverage to be placed at the entrance of NEMO.

6.9.2 Maps & Charts

These are used to record pictorially significant operational information including details of the area or specific locations under threat and the extent of damage caused. The types of maps and charts include:

- National Map – used to plot locations of damage, resources, problems etc.
- Vessel Locations Chart – used to show the location of surface vessels
- Cyclone Tracking Map – used to plot the location and movement of cyclones etc as reported by the Tonga Meteorological Service.

6.10 Resource Deployment

Following the declaration of an emergency the NEOC may request resources from various agencies, government and non-government, to be put at its disposition. These resources typically are:

- Personnel
- Vehicles
- Equipment
- Equipment consumables
- Office space

Following acquisition of resources the NEOC shall be the sole authority for the deployment of these resources acting on the advice and support of the NECC.

Other resources may also be commandeered by the NEOC as in Section 36 and 37 of the EM Act 2007. The following procedure is to be followed:

- a) Manager NEMO to advise the Chair NEOC of the required resources and the sources of those resources
- b) Chair NEOC to then authorise the Manager NEMO to commandeer the resources

- c) Upon receiving the authorisation, the Manager NEMO would inform the relevant agencies for the deployment of the resources within a stipulated time period
- d) Manager NEMO to follow up and ensure that resources have been provided and deployed to areas of need.

In the event resources are not provided the Manager NEMO is to inform the Chair NEOC of those concerned and commence corrective action as provided for under the Act.

6.11 Situation Reports

There are 2 basic types of Situation Reports (SITREPs) to be prepared within the NECC

6.11.1 ORT Shift SITREP

The ORT Leader following the conclusion of each ORT Shift prepares the ORT Shift SITREP. This SITREP should contain a progressive update of the emergency situation in terms of:

1. An outline of the type of hazard
2. The areas affected.
3. Impact on infrastructure, environment etc.
4. Number and nature of casualties/fatalities.
5. Any other relevant information.

Information for these SITREPS is drawn from information collected by the ORT in the NECC or submitted by DEMC, field ECCs and Agency ECCs.

6.11.2 Daily SITREP

A Daily SITREP is to be submitted to the NEOC by the NECC Task Force by 1000 hours each day. It will summarise all activities experienced/conducted on the previous day.

The daily SITREP is to be jointly prepared by the Manager NEMO and the NEOC Task Force

The Manager NEMO shall provide the Chair of the NECC Task Force with all the ORT Shift SITREPs and any other relevant information to facilitate the compilation of the Daily SITREP.

6.12 Media Bulletin Preparation & Release

Media Bulletins are to be prepared by the Media/Information Officer at regular intervals or at any time as determined by the NEOC

All Media Bulletins are to be cleared by the Manager NEMO prior to release.

6.13 Briefings

All briefings are to be organised by the Media/Information Officer and should be held in the NECC Meeting/Briefing Room or allocated space.

6.14 Lead & Support Agencies

Roles of Lead and supporting agencies is shown in Part C of the NEMP 2008

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7.0 GENERAL ROLES & RESPONSIBILITIES

7.1 *Director of Works*

1. Efficient command, administration and operation of the NEMO
2. Closely liaise with the Chair the NEOC.
3. Provide support to head of Lead Agency responsible for non-natural disaster in the event of such a disaster.

7.2 *Deputy Director of Works*

- (i) Chair of NECC Task Force.
- (ii) Deputise for Director Works in his/her absence.
- (iii) Any other duties assigned by Director of Works

7.3 *Manager/Deputy Director NEMO*

- (i) Provide advice and support to NEOC.
- (ii) Provide advice and support to District ECCs on all aspects of emergency operations.
- (iii) Provide advice and support to Lead Agency ECCs during non-natural emergencies or disasters.
- (iv) Activation of the NECC.
- (v) Efficient management and resourcing of the NECC and its personnel.
- (vi) Proper maintenance of NECC records.
- (vii) Ensure security of NECC and facilities.
- (viii) Proper maintenance of NEOC minutes and all its records

7.4 *ORT Team Leader*

- (i) Manage ORT shift.
- (ii) Ensure security of Operations Room.
- (iii) Ensure that maps and displays are regularly updated and that information is appropriately displayed, logged and filled.
- (iv) Advise Manager NEMO of significant developments including requests from District ECCs and/or Lead Agency ECCs for assistance.
- (v) Prepare ORT Situation Reports to cover ORT shift.
- (vi) Ensure proper handover to next ORT Team Leader.

7.5 *Recorders*

- (i) Recording and filing of all inward and outward messages sent by telephone, fax, radio etc.
- (ii) Maintenance of Operations Room Log.
- (iii) Assist with plotting of maps and updating of displays.
- (iv) Any other duties assigned by the ORT Leader

7.6 *TDS Liaison Officer*

- (i) Provide advice and support to ORT Team Leader.
- (ii) Provide advice and support to Manager NEMO.
- (iii) Assist with rostering and supervision of Radio Operator.
- (iv) Assist with map plotting and updating of displays.

- (v) Liaise with TDS on tasking of TDS resources and personnel and other aspects of emergency operations.
- (vi) Provide reports on TDS deployment.
- (vii) Support Planning Officer in managing logistics required for operations

7.7 Police Liaison Officer

- (i) Provide advice and support to ORT Team Leader.
- (ii) Provide advice and support to Manager NEMO.
- (iii) Assist with map plotting and updating of displays.
- (iv) Liaise with Police on tasking of Police resources and personnel and other aspects of emergency operations.
- (v) Provide reports on Police deployment.
- (vi) Provides security to the NECC

7.8 Media Liaison Officer

- (i) Develop Press Releases for clearance by Manager NEMO.
- (ii) Coordinate with media agencies to ensure dissemination of press releases to government agencies, diplomatic missions, development partners, private sector and the public.
- (iii) Ensures all necessary emergency information is available to the public through various media
- (iv) Organise NECC media briefings as advised by Manager NEMO.

7.9 Information Management Officer

- (i) Collate damage reports from District ECCs and teams
- (ii) Summarise humanitarian requests from communities
- (iii) Maintain current technical data on the existing emergency and provide advice to the ORT with the Planning Officer for decisions on issues including but not limited to evacuation recommendations, resource protection, and shelter activation/operations

7.10 Planning Officer

- (i) Support ORT Leader
- (ii) Determine needs based on assessment reports
- (iii) Prioritise actions to be taken
- (iv) Manage logistics required to support operations
- (v) Oversee welfare of ORT on duty
- (vi) Receives briefings from the Information Management Officer

7.11 Communication Officer

- (i) Ensures redundant communications capabilities with relevant ECCs.
- (ii) Conduct regular radio checks.
- (iii) Record and file all inward and outward messages in radio log.
- (iv) Ensure immediate notification of ORT Team Leader in the event of any URGENT messages.

7.12 Other DLOs

- (i) Provide advice and support to ORT Team Leader.
- (ii) Provide advice and support to Manager NEMO.
- (iii) Liaise with respective Agency head on tasking of Agency resources and personnel and other aspects of emergency operations.

- (iv) Provide reports on Agency emergency response and relief and rehabilitation operations.

7.13 Duty Officer

The duty officer is only on call until the ORT team arrives for the operation. The duty officer is required to:

- (i) Prepare NECC for operations including the checking of the communications systems, backup generator and other equipment needed for a full operation
- (ii) Assess the NECC needs and maintain supplies for NECC

7.14 Other roles

Depending on the nature or scale of the emergency the Manager/Deputy Director NEMO may advise the NEOC to bring in additional staff other than that prescribed. This could include a Technical Specialist who's primary role would be to provide specific technical advice and recommendations in their area of expertise e.g. seismology, hydrometeorology, public health. They should also be able to develop briefings or special reports as needed.

- Assigns personnel to their specific roles and tasks and goes over the operational periods for a full-scale activation.
- Oversees development of an initial operation report and a plan of action outlining the objectives for the next 24-hour period.
- Attends the planning meetings or briefings where activities will be discussed
- Develops, modifies, proofs and delivers the plan of action in hard copy and electronic form to the NEOC/Task Force
- Meets with other operational groups to acquire the needed information for the report.

8.0 STAND-DOWN PHASE

8.1 *Stand- Down Authority*

The NEOC shall determine the need to proceed to the Stand-Down phase of operations either on their own judgement or upon advice of the Manager NEMO.

The implementation of Stand-Down procedures is the responsibility of Manager NEMO supported by the final ORT Team Leader (on duty at the time the Stand-Down was decided upon by NEOC. The Manager NEMO shall inform the public of this.

8.2 *Filing of Records*

As soon as the decision to Stand-Down is issued the on duty ORT Team Leader will organise the filing of records for the operations and hand these to the Manager NEMO.

8.3 *Clearing & Archiving of Data Displays*

Data displays and other map information will remain as displayed following Stand-Down. These will only be removed once the Manager NEMO is satisfied that they no longer serve any useful purpose for the on-going emergency/disaster operation.

8.4 *Staff Stand-Down*

Staff Stand-Down will be organised by the ORT Team Leader. Prior to staff departure the ORT team Leader must conduct a debrief and include issues arising in the final SITREP submitted to the Manager NEMO.

8.5 *Communications Systems*

The communications systems within the NECC will remain open and will be monitored by NEMO staff following Stand-Down.

Any further communications on on-going relief or other matters linked to the emergency/disaster are to be handled through routine procedures of the NEMO.

8.6 *NECC*

The NECC shall remain open after Stand-Down to facilitate any further communications traffic that the NEMO may require in relation to the emergency/disaster.

8.7 *Debriefings*

A debriefing of ORT Team Leaders shall be conducted by the Manager NEMO within 7 days following the decision to Stand-Down. This debrief will cover all Stages of the operations. The findings from this debrief is to be compiled in a report by the Manager NEMO to the NEOC. Any lessons learned from the debriefing are to be used to improve operations systems and procedures.

REFERENCES

Emergency Management Act 2007

Draft Revised National Emergency Management Plan 2008

Emergency Operations Centres – Reference Materials, Office of US Foreign Disaster Assistance (August 2005 Edition)

Draft

APPENDICES

Appendix A - NECC Floor Layout

Draft

Draft

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Appendix D NECC Displays



**RESOURCE STATUS
(RESTAT)**

Update Time

Resource Item	Location	Source	Status	Assigned	Released

SITSTAT Template



SITUATION STATUS

Incident/Event: _____ SITSTAT No: _____

Date: _____ Time: _____

NotesNo.

		NO.	NOTES
People	Dead		
	Missing		
	Hospitalized		
	Sick/Injured		
	Homeless/evacuated		
Permanent Dwellings	Destroyed		
	Damaged not habitable		
	Damaged habitable		
Schools and community buildings	Damaged or Destroyed		
Businesses	Destroyed		
	Damaged not habitable		
	Damaged habitable		
Utilities	Damaged or Destroyed		

COMMENTS:

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