

DISASTER RESPONSE AND PREPAREDNESS IN SOUTHERN AFRICA

A Guide to International Tools and Services
Available to Governments



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Southern Africa is prone to natural disasters and epidemics of an increasing intensity, frequency and magnitude, which are often combined with socioeconomic shocks. Tropical cyclones, floods/droughts and epidemics are the most frequent hazards, but the impact of these natural disasters has also been complicated by high levels of HIV/AIDS prevalence.

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- Coordination support (surge capacity) in emergency response
- Disaster response preparedness
- Regional information management activities
- International funding mechanisms
- Regional advocacy
- Support to regional networks
- Partnership

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Acronyms and Abbreviations

ACAPS	Assessment Capacities Project
ALNAP	Active Learning Network for Accountability and Performance
ASP	Associates Surge Pool (OCHA)
CAP	Consolidated Appeal Process (UN)
CBO	Community-Based Organization
CDA	Collaborative for Development Action
CERF	Central Emergency Response Fund (UN)
COP	Common Operating Picture
CP	Contingency Plan
CSR	Corporate Social Responsibility
DART	Disaster Assistance Response Team (USAID)
DFID	Department For International Development (UK Government)
DFID/CHASE	DFID Conflict, Humanitarian and Security Department (UK)
DNH	Do No Harm
DREF	Disaster Relief Emergency Fund (Red Cross/Red Crescent)
DRRU	Disaster Risk Reduction Unit
ECB	Emergency Capacity Building
ECHO	European Commission Humanitarian Aid and Civil Protection (formerly the European Community Humanitarian Aid Office)
ECOSOC	Economic and Social Council (UN)
EEC	Environmental Emergencies Centre
ERAT	Emergency Rapid Assessment Team
ERC	Emergency Relief Coordinator (UN)
ERF	Emergency Response Fund (UN RC and OCHA)
ERR	Emergency Response Roster (OCHA)
ERU	Emergency Response Unit (Red Cross/Red Crescent)
EWS	Early Warning System
FACT	Field Assessment Coordination Team
FAO	Food and Agriculture Organization (UN)
FEAT	Flash Environment Assessment
FTS	Financial Tracking System (OCHA)
GA	General Assembly (of the United Nations)
GDACS	Global Disaster Alert and Coordination System
GenCap	Gender Standby Capacity (NRC – Norwegian Refugee Council)
GFDRR	Global Facility for Disaster Reduction and Recovery (World Bank)
GIEWS	Global Information and Early Warning System
Groupe URD	Groupe Urgence – Réhabilitation – Développement
HAP	Humanitarian Accountability Partnership
HC	Humanitarian Coordinator (UN)
HCT	Humanitarian Country Team (UN)
HEWS	Humanitarian Early Warning Service
HFA	Hyogo Framework for Action [2005–2015: Building the Resilience of Nations and Communities to Disasters]

HIC	Humanitarian Information Centre (OCHA)
HIV/AIDS	Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome
IARRM	Inter-Agency Rapid Response Mechanism
IASC	Inter-Agency Standing Committee (UN)
IASC IAES	IASC Inter-Agency Emergency Simulation
ICRC	International Committee of the Red Cross
ICS	Incident Command System
ICVA	International Council of Voluntary Agencies
IDP	Internally Displaced Person
IDRL	International Disaster Response Laws, Rules and Principles
IEC	INSARAG External Classification [see expansion of INSARAG below]
IFRC	International Federation of Red Cross and Red Crescent Societies
IHL	International Humanitarian Law
IHP	International Humanitarian Partnership
IMU	Information Management Unit
iMMAP	Information Management and Mine Action Program
INEE	Inter-Agency Network for Education in Emergencies
INGO	International Non-Governmental Organization
INSARAG	International Search and Rescue Advisory Group
IOC	Indian Ocean Commission
IOM	International Organization for Migration
ISDR	International Strategy for Disaster Reduction
JDR	Japan Disaster Relief
JICA	Japan International Cooperation Agency
JSI	Joint Standards Initiative
LEGS	Livestock Emergency Guidelines and Standards
MAC	Multi-Agency Coordination
MCDAs	Military and Civil Defence Assets
MDG	Millennium Development Goal (UN)
MIRA	Multi-sector/cluster Initial Rapid Assessment
MISP	Minimum Initial Service Package [for Reproductive Health in Crisis Situations]
MPAT	Multinational Planning Augmentation Team
MPP	Minimum Preparedness Package (OCHA)
MSEE	Minimum Standards for Education in Emergencies [Chronic Crises and Early Reconstruction]
NDMA	National Disaster Management Authority (or Agency)
NDMO	National Disaster Management Organization
NGO	Non-Governmental Organization
NIMS	National Incident Management Systems Development
NOAA	National Oceanic and Atmospheric Administration (USA)
NORCAP	Norwegian Capacities (NRC – Norwegian Refugee Council)
NRC	Norwegian Refugee Council
NS	National Society (Red Cross/Red Crescent)
OCHA	Office for the Coordination of Humanitarian Affairs (UN)
OCHA CMCS	OCHA Civil-Military Coordination Section
OCHA FCSS	OCHA Field Coordination Support Services
OCHA IMU	OCHA Information Management Unit
OCHA ROSA	OCHA Regional Office for Southern Africa
OCHA SCS	OCHA Surge Capacity Section
OFDA	Office of US Foreign Disaster Assistance
OHCHR	Office of the High Commissioner for Human Rights (UN)

OSOCC	On-Site Operations Coordination Centre
PAHO	Pan-American Health Organization (UN)
PDNA	Post-Disaster Needs Assessment
PDNA-RF	Post-Disaster Needs Assessment and Recovery Framework
ProCap	Protection Standby Capacity (NRC)
RC	Resident Coordinator (UN)
RC/HC	Resident Coordinator/Humanitarian Coordinator (UN)
RCRC	Red Cross and Red Crescent
RDRT	Regional Disaster Response Team (Red Cross/Red Crescent)
RIMES	Regional Integrated Multi-Hazard Early Warning System
SADC	Southern African Development Community
SADC DRRU	SADC Disaster Risk Reduction Unit
SCHR	Steering Committee for Humanitarian Response
SEEP	Small Enterprise Education and Promotion [Network]
Sitrep	Situation Report (OCHA)
SR on HR of IDPs	Special Rapporteur on the Human Rights of Internally Displaced Persons (UN)
SRP	Strategic Response Plan
TRAC	Target for Resource Assignment from the Core (UNDP)
UFE	Underfunded Emergencies Window
UN GA (or UNGA)	United Nations General Assembly
UN MCDA	United Nations Military and Civil Defence Assets
UN RC	United Nations Resident Coordinator
UN WOMEN	United Nations Entity for Gender Equality and the Empowerment of Women
UN-CMCoord	United Nations Humanitarian Civil-Military Coordination
UNCT	United Nations Country Team
UNDAC	United Nations Disaster Assessment and Coordination
UNDAC DRP	UNDAC Disaster Response Preparedness (UN)
UNDAC ERR	UNDAC Emergency Response Roster (UN)
UNDP	United Nations Development Programme
UNEP	United Nations Environment Programme
UNFPA	United Nations Population Fund (formerly the United Nations Fund for Population Activities)
UN-Habitat	United Nations Human Settlements Programme
UNHCR	(Office of the) United Nations High Commissioner for Refugees
UNHRD	United Nations Humanitarian Response Depot
UNICEF	United Nations Children's Fund (originally the United Nations International Children's Emergency Fund)
UNITAR	United Nations Institute for Training and Research
UNMDG	United Nations Millennium Development Goal
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs (formally called OCHA)
UNOSAT	United Nations Operational Satellite Applications Programme
UN-SPIDER	United Nations Platform for Space-based Information for Disaster Management and Emergency Response
USAID	United States Agency for International Development (USA)
USAR	Urban Search and Rescue
USG	Under-Secretary General (UN)
USGS	United States Geological Survey (USA)
WCO	World Customs Organization
WFP	World Food Programme (UN)
WHO	World Health Organization (UN)



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Foreword

In recent years we have witnessed an increase in Disaster Management capacities in Southern Africa but humanitarian dynamics in the region are changing rapidly. Population growth, migration, urbanization, water scarcity, climate change and environmental degradation are some of the issues that compound the impacts of tropical cyclones, floods/droughts and epidemics - which are the most frequent hazards in Southern Africa.

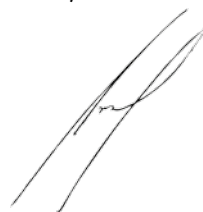
To respond to these challenges, Southern African Government Disaster Management Authorities/Agencies and Disaster Managers have sought to know international humanitarian institutions better, especially those international tools and services that may be at their disposal.

However, we cannot any longer respond to crises in a standardized way, as we must recognize that each emergency occurs in a particular socio-economic and cultural environment. Therefore, we need to better tailor humanitarian responses to each specific context.

Instead of continuing to meet such a need on a 'when-asked-or-needed' basis, the OCHA Regional Office for Southern Africa (ROSA) has drafted and published the present publication entitled *Disaster Response and Disaster Response Preparedness in Southern Africa: A Guide to International Tools and Services Available to Governments*.

The Guide focuses on existing international tools and services available to Governments for both disaster response and disaster response preparedness. However, to be more useful, it also covers the international humanitarian architecture, humanitarian actors and coordination mechanisms behind or attached to such tools and services.

We hope that this Guide will be a valuable reference document that genuinely helps Southern African Government Disaster Management Authorities/Agencies and Disaster Managers – as well as their local partners – to interact better with their international counterparts. We also anticipate that National Government can request and adapt international tools to their national contexts, strengthening humanitarian effectiveness and accountability of the international humanitarian system.



Ignacio Leon-Garcia
Head of the OCHA Regional Office for Southern Africa
(ROSA)



Introduction

Why this Guide?

Disaster Response and Disaster Response Preparedness in Southern Africa: A Guide to International Tools and Services Available to Governments is a guide to Southern African Government Disaster Management Authorities/ Agencies (NDMAs) and Disaster Managers on different mechanisms, international tools and services and needs assessments – all for disaster response and disaster response preparedness (see definitions in box).

The Guide has been developed to enhance the knowledge capabilities of NDMAs and their local partners. This is accomplished by exposing them to the existing tools and services developed by the international community to facilitate effective disaster response to any scale of disaster (small, medium and large) and assist in comprehensive response preparedness.

It also serves as a reference document to national partners.

What is the scope of this Guide?

The Guide focuses on existing international tools and services that National Governments could use in emergency preparedness and response. It also covers other key information that helps better understand international tools and services – and make better use of them.

How is the Guide organized?

The Guide is divided into the following six (6) parts:

Part 1: International Humanitarian Architecture

Part 2: International Humanitarian Actors

Part 3: International Humanitarian Coordination Mechanisms

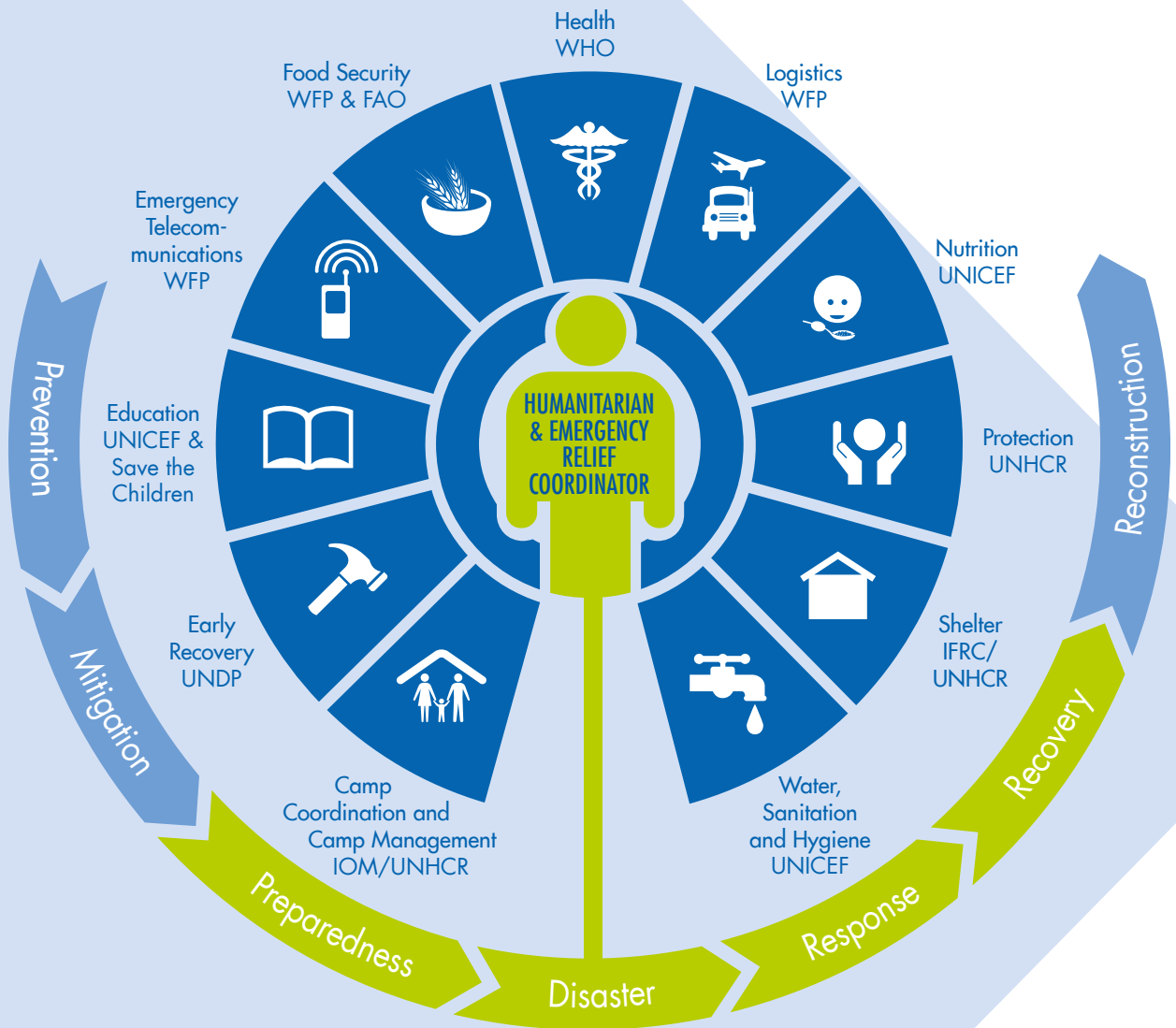
Part 4: International Tools and Services for Disaster Response

Part 5: International Tools and Services for Disaster Response Preparedness

Part 6: Summary Table of International Tools and Services Available to Governments

Disaster Response is the provision of assistance or intervention during or immediately after a disaster to meet the life preservation and basic subsistence needs of those people affected. It can be of an immediate, short-term or protracted duration.

Disaster Response Preparedness is pre-disaster activities undertaken to minimize loss of life, injury and property damage caused by a disaster; and to ensure that rescue, relief, rehabilitation and other services can be provided following a disaster. Preparedness for the first and immediate response is called 'emergency preparedness'.



International Humanitarian Architecture

Humanitarian assistance is crucial for victims of disasters. People affected by disaster have the right to request and receive assistance and protection from Governments. Each State has the first and foremost responsibility to take care of the victims of emergencies occurring on its territory by initiating, organizing, coordinating and implementing humanitarian assistance.¹

The first humanitarian actors on site after the occurrence of a disaster are the local community and local government. When Governments request international humanitarian support to respond to a disaster, national legal systems provide the main regulatory frameworks to ensure the protection of affected people. Humanitarian actors frame their work within a rights-based approach.

The key objective of international humanitarian action is to support national efforts in protecting the lives and dignity of people in need. Humanitarian action, seen from the perspective of humanitarian agencies, is considered as the need to assist and protect people affected by disaster – their lives, livelihoods and environments. The goal of humanitarian action therefore includes saving lives, alleviating human suffering, maintaining human dignity during and after a natural or human-induced crisis or disaster, and working on disaster prevention as well as improving disaster response.

1 See UN General Assembly Resolution 46/182 of 19 December 1991.

Humanitarian action is also regulated by binding and non-binding international humanitarian and human rights laws, and by the humanitarian principles of humanity, neutrality, impartiality and independence enshrined in two UN General Assembly (GA) resolutions.² These humanitarian principles provide the basis for humanitarian action and are essential to ensuring access to affected populations. Compliance with these humanitarian principles in humanitarian response is critical to effective coordination.

Another important concept of humanitarian action is that of ‘Do No Harm’ (DNH),³ originally coined by Mary B. Anderson in her seminal work *Do No Harm: How Aid Can Support Peace – or War*. This concept implies that humanitarian action must:

- Avoid creating or exacerbating disparities and discrimination among the affected population
- Avoid creating or exacerbating environmental degradation
- Avoid creating or exacerbating conflicts in the affected population
- Take into account the special needs of vulnerable groups.

2 A/RES/46/182, OP2 (1991) and A/RES/58/114 (2004).

3 Collaborative for Development Action (CDA) is a US-based NGO that has prioritized DNH and established some of the guiding principles behind this concept for international humanitarian actors. For more information, visit: <http://www.cdacollaborative.org>

HUMANITY	Human suffering must be addressed wherever it is found. The purpose of humanitarian action is to protect life and health and ensure respect for human beings.
NEUTRALITY	Humanitarian actors must not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature.
IMPARTIALITY	Humanitarian action must be carried out on the basis of need alone, giving priority to the most urgent cases of distress and making no distinctions on the basis of nationality, race, gender, religious belief, class or political opinions.
INDEPENDENCE	Humanitarian action must be autonomous from the political, economic, military or other objectives that any actor may hold with regard to areas where humanitarian action is being implemented.

1.1. Binding Regulatory Agreements

In the event of a natural disaster, the protection of individual rights is essential but sometimes incomplete. National legal systems are the main regulatory frameworks to ensure the protection of people affected by disasters and it is the responsibility of the State to respect, protect and guarantee these rights.

At the international level, four regulatory bodies ensure the protection of individual rights:

1. Laws based on treaties, conventions or protocols are binding for signatories and prevail over domestic law (e.g. Human Rights Treaties – www.ohchr.org/EN/Countries).
2. Customary law enshrines the peremptory norms that are so fundamental that they cannot be repealed, such as the right to life and freedom from torture, genocide or discrimination.
3. International Humanitarian Law (IHL), select binding UN Security Council resolutions and the 1949 Geneva Conventions and their Additional Protocols enshrine the protection of civilians and combatants

specifically in situations of armed combat (www.icrc.org). Parties not directly participating in hostilities have the right to physical protection and the right to receive goods essential to their survival and will be, in all circumstances, protected and treated humanely without discrimination. Health personnel, facilities, transportation and medical supplies will be protected. The emblem of the Red Cross or Red Crescent on a white background is the sign of such protection and must be respected.

4. Non-binding or Soft Law includes documents such as codes, declarations, recommendations and guiding principles issued by states, international organizations or humanitarian partners in the humanitarian field. Despite lacking mandatory status, these principles are still widely accepted and have the moral authority to address humanitarian action.

1.2. Non-Binding Regulatory Agreements Between States

A number of important non-binding agreements exist between States that govern international humanitarian action for the purposes of effective disaster response. They include the following:

1. United Nations General Assembly resolutions 46/182 of 1991;
2. International Federation of the Red Cross and Red Crescent (IFRC) Guidelines for the Domestic Facilitation and Regulation of International Disaster Relief and Initial Recovery Assistance;
3. World Customs Organization (WCO) Resolution of the Customs Cooperation Council on the Role of Customs in Natural Disaster Relief.

1.2.1. United Nations General Assembly Resolution 46/182 (1991) defines the role of the United Nations (UN) in coordinating international humanitarian assistance when a Government requests external support. Resolution 46/182 was unanimously adopted by UN Member States in 1991. The resolution establishes a number of UN mechanisms to strengthen the effectiveness of international humanitarian action:

- The Emergency Relief Coordinator (ERC) and the Inter-Agency Standing Committee (IASC);
- The Central Emergency Response Fund (CERF), Strategic Response Plan (SRP)/Flash Appeal.

1.2.2. IFRC Guidelines for the Domestic Facilitation and Regulation of International Disaster Relief and

Initial Recovery Assistance (also known as IDRL⁴ Guidelines) are a set of recommendations that seek to assist Governments in preparing national legal frameworks for international disaster relief operations. The Guidelines were unanimously adopted by all States parties to the Geneva Conventions and the International Red Cross and Red Crescent (RCRC) Movement at the 30th International Conference of the RCRC in November 2007. The Guidelines address issues such as: requesting and receiving international assistance; issuing visas and work permits to international humanitarian personnel; facilitating customs clearance of relief items; taxation; and obtaining domestic legal personality or legal status as well as other aspects that research indicates is crucial to implementing rapid, efficient and coordinated disaster response with support from international actors. The IDRL Guidelines are meant to assist governments to become better prepared for the common legal problems in international response operations. By following the recommendations in the IDRL Guidelines, Governments can avoid needless delays in the dissemination of humanitarian relief while at the same time ensuring better coordination and quality of the assistance provided. An Introduction to the IDRL Guidelines is available at: <http://www.ifrc.org>.

IFRC, UNOCHA and the Inter-Parliamentary Union (IPU) have developed a *Model Act for the Facilitation and Regulation of International Disaster Relief and Initial Recovery Assistance*, which is intended to be a tool to assist States to strengthen their legal preparedness for international disaster cooperation. It is built upon and is intended as a supplement to the IDRL Guidelines (mentioned above). The Model Act on IDRL is available on: <http://www.ifrc.org>.

1.2.3. World Customs Organization (WCO) Resolution of the Customs Cooperation Council on the Role of Customs in Natural Disaster Relief highlights the need for disaster preparedness in Customs administrations. It encourages States to implement measures expediting and facilitating relief consignments (Reference: As contained in Chapter 5 of Specific Annex J to the Revised Kyoto Convention). The WCO resolution was unanimously adopted by WCO Member States in 2011.⁵

1.3. Voluntary Guidelines Governing Humanitarian Action

A secondary body of voluntary guidelines governs relations among humanitarian actors and between humanitarian actors and disaster-affected people. These guidelines apply to a variety of audiences within the international humanitarian community.

The list below focuses on some of the most important voluntary guidelines, but is not exhaustive:

1. Code of Conduct for the RCRC Movement and NGOs in Disaster Relief
2. Sphere Project: Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere Handbook)
3. Humanitarian Accountability Partnership (HAP) Standard in Humanitarian Accountability
4. IASC Operational Guidelines on the Protection of Persons in Situations of Natural Disasters
5. Guiding Principles on Internal Displacement
6. Oslo Guidelines on the Use of Foreign Military and Civil Defence Assets (MCDA) in Disaster Relief
7. Management of Dead Bodies after Disasters Field Manual
8. Guidelines for Environmental Emergencies
9. IASC Guidelines for Gender-Based Violence Interventions in Humanitarian Settings
10. IASC Gender Handbook in Humanitarian Action
11. People in Aid Code of Good Practice in the Management and Support of Aid Personnel.

Before describing each of the voluntary guidelines in detail, it is important to note an ongoing initiative called the Joint Standards Initiative (JSI), co-led by the Humanitarian Accountability Project (HAP), People in Aid and the Sphere Project. The initiative seeks to increase coherence amongst quality and accountability standards in humanitarian assistance. To accomplish this, JSI has engaged in an international effort to develop the Core Humanitarian Standard, which should replace the 2010 HAP Standard and the People in Aid Code of Good Practice. This effort has been pursued in full consultation with the humanitarian community and has included over 2,000 people across 114 countries. The second draft of the proposed Core Humanitarian Standard is under review and available for download at: www.corehumanitarianstandard.org.⁶

⁴ The term 'IDRL' was borrowed from the name of the IFRC's International Disaster Response Laws, Rules and Principle programme.

⁵ <http://www.wcoomd.org>

⁶ For more information, please visit: <http://www.jointstandards.org> or <http://www.hapinternational.org>

1.3.1. Code of Conduct for the RCRC Movement and NGOs in Disaster Relief is a voluntary code adhered to by the RCRC Movement and participating NGOs. It lays down ten points of principle to which signatory agencies commit to adhere in their disaster response work and describes the relationships they should seek with affected communities, donor Governments, host Governments and the UN System. To date, 524 separate organizations have signed the Code of Conduct⁷ (as of 14 April 2014). To view a list of signatories or if interested in becoming a signatory to the Code of Conduct, please visit the following website: <http://www.ifrc.org>.

1.3.2. Sphere Project: Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere Handbook) is an internationally recognized set of common principles and universal minimum standards for the delivery of humanitarian assistance. It aims to improve the quality of assistance provided to people affected by disasters and to improve the accountability of humanitarian actors to their constituents, donors and affected people. Sphere standards guide humanitarian action across four primary areas: (1) Water supply, sanitation and hygiene promotion; (2) Food security and nutrition; (3) Shelter, settlement and non-food items; and (4) Health action.

There is also a series of Sphere companion standards, published as separate volumes, but compiled with the same rigour and process of consultation as the Sphere Handbook. These include the following:

1. Inter-Agency Network for Education in Emergencies (INEE) Minimum Standards for Education in Emergencies, Chronic Crises and Early Reconstruction (MSEE) [2008]
2. Minimum Initial Service Package (MISP) for Reproductive Health in Crisis Situations [2010]
3. Livestock Emergency Guidelines and Standards (LEGS) [2011]
4. Small Enterprise Education and Promotion (SEEP) Network's Minimum Standards for Economic Recovery after Crisis [2011]

The Sphere Project⁸ is not a membership organization. The Project is governed by a Board composed of representatives of global networks of humanitarian agencies.

1.3.3. Humanitarian Accountability Partnership (HAP) has developed another set of voluntary standards to improve the quality of humanitarian action. The HAP set of standards includes a complementary system of certification for humanitarian agencies that allows them to demonstrate compliance with proven good practices in humanitarian action. HAP certification is valid for three years. There are currently 87 HAP member agencies worldwide, 15 of which have undergone HAP certification. The HAP membership process takes approximately 30 days.

The HAP Certification Scheme provides a rigorous verification of an organization's accountability and quality management. When an organization is HAP certified, it means that it is compliant with the 2010 HAP Standard in Accountability and Quality Management. HAP promotes certification because it is the most effective way to help organizations achieve and get recognition for their commitment to quality management and accountability to the people they aim to assist.

The 2010 HAP Standard is intended to complement other standards relating to accountability to people affected by different types of crises, as well as issue-specific standards and guidelines on quality management systems, human rights and protection from abuse and corruption. In particular, the HAP Standard is intended to complement work by People In Aid, the Sphere Project, the Emergency Capacity Building (ECB) Project, Groupe URD (*Urgence, Réhabilitation, Développement*), ALNAP (Active Learning Network for Accountability and Performance) and national self-regulatory schemes that focus on accountability and quality in the non-profit sector.

HAP certification is open to local, national and international organizations (HAP members and non-members) working in humanitarian relief, development and/or advocacy either directly or through partners. To apply for HAP certification, please consult the following websites: <http://www.hapinternational.org> and <http://www.hapinternational.org>.

1.3.4. IASC⁹ Operational Guidelines on the Protection of Persons in Situations of Natural Disasters promote and facilitate a rights-based approach to disaster relief. In particular, they call on humanitarian actors to ensure that human rights principles are integrated into all disaster response and recovery efforts, and that affected people are fully consulted and can participate in all stages of disaster

⁷ For more information, please visit: <http://www.ifrc.org>

⁸ For more information, please visit: <http://www.sphereproject.org>

⁹ Information on IASC (Inter-Agency Standing Committee) will be provided in Section 3.1.2.



What does the HAP certification look like?

response. The IASC published the Operational Guidelines in 2011. They are based on existing human rights law and humanitarian accountability standards. For more information, please visit: <https://docs.unocha.org/sites/dms/Documents/Operational%20Guidelines.pdf>

1.3.5. Guiding Principles on Internal Displacement identify rights and guarantees relevant to the protection of persons against forced displacement and their protection and assistance during displacement as well as during return or resettlement and reintegration. They were established by the UN in 1998. For more information, please visit: <https://docs.unocha.org/sites/dms/Documents/GuidingPrinciplesDispl.pdf>

1.3.6. Oslo Guidelines on the Use of Foreign Military and Civil Defence Assets in Disaster Relief address the use of foreign military and civil defence assets in international disaster relief operations. The Guidelines highlight the principle that the use of foreign military and civil defence assets should be requested only where there is no comparable civilian alternative. They also provide principles and procedures for requesting and coordinating military and civil defence assets when these resources are deemed necessary and appropriate for humanitarian response. A Consultative Group on the Use of Military and Civil Defence Assets (MCDA) manages the Oslo Guidelines. For more information, please visit: <http://www.humanitarianinfo.org>.

1.3.7. Management of Dead Bodies after Disasters Field Manual is a technical guide produced jointly by the ICRC, IFRC, Pan-American Health Organization (PAHO) and World Health Organization (WHO), which outlines the proper and dignified management of dead bodies after a disaster. The Field Manual covers a range of specific tasks related to the management of dead bodies, including infectious disease risks, body recovery, storage, identification and disposal of dead bodies. The Field Manual also includes a number of identification and inventory forms among other useful resources. For more information, please visit: <http://www.icrc.org>.

1.3.8. Guidelines for Environmental Emergencies offer technical guidance to Governments wishing to improve their preparedness frameworks for environmental emergencies and for international environmental emergency responders providing assistance. They were jointly developed by OCHA and UNEP (United Nations Environment Programme) and issued in 2009. For more information, please visit: <http://www.eccentre.org>.

1.3.9. IASC Guidelines for Gender-Based Violence in Humanitarian Settings enable Governments, humanitarian organizations and communities to establish and coordinate a set of minimum multi-sectoral interventions to prevent and respond to gender-based violence during the early phase of an emergency. They were established by the IASC in 2005. For more information, please visit: <http://www.humanitarianinfo.org>.

1.3.10. IASC Gender Handbook in Humanitarian Action sets standards for the integration of gender issues from the outset of an emergency so that humanitarian services reach their target audience and have maximum impact. The Handbook was published in 2006. For more information, please visit: <http://www.humanitarianinfo.org>.

1.3.11. People in Aid Code of Good Practice in the Management and Support of Aid Personnel is an internationally recognized management tool that helps humanitarian aid and development agencies enhance the quality of their human resources management. The Code provides a comprehensive and sector-specific framework relevant to organizations of any shape or size. As a management framework, it is an important part of agencies' efforts to improve standards, accountability and transparency amid the challenges of disaster, conflict and poverty. For more information, please visit: <http://www.peopleinaid.org>.



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International Humanitarian Actors

If a Government requests and/or accepts external assistance, a variety of international humanitarian actors may be asked to support disaster response and disaster response preparedness, including the UN, the RCRC Movement, regional inter-governmental bodies, non-governmental organizations (NGOs), assisting Governments and the private sector. Below is a short description of these different categories of international humanitarian actors.

2.1. The United Nations

UN funds, programmes and specialized agencies (UN Agencies) have their membership, leadership and budget processes separate to those of the UN Secretariat, but are committed to working with and through the established UN coordination mechanisms, and reporting to UN Member States through their respective governing boards. UN Agencies, most of which also have pre-existing development-focused relationships with Member States, provide sector-specific support and expertise before, during and after a disaster. The main UN agencies with humanitarian mandates are FAO, IOM, OCHA, UNDP, UNFPA, UNHCR, UN-Habitat, UNICEF, UN WOMEN, WFP and WHO, which support a wide range of disaster response needs, from shelter, protection, food security, health, nutrition, education and livelihoods to common services like coordination, logistics and telecommunications.

The senior UN official in a country, who is usually designated as the Resident Coordinator (RC or UN RC), is the primary focal point for a Government's engagement with the UN System. In some cases, the designation of Humanitarian Coordinator (HC) may also be given to a UN official, making that person the primary focal point for interaction between Government, UN and non-governmental actors working in the humanitarian field.

The UN has also established a number of interdependent coordination and response mechanisms designed to support it in fulfilling its humanitarian responsibilities. These are described in detail in Part 3: International Humanitarian Coordination Mechanisms.

How do UN bodies work with Governments? At country level, UN bodies work in partnership with the National Disaster Management Authority/Agency (NDMA) and with their respective Government line ministries.

2.2. The International Red Cross and Red Crescent Movement

The International Red Cross and Red Crescent (RCRC) Movement is the world's largest humanitarian network, comprising nearly 100 million members of, volunteers in and supporters of 189 National Societies (NS). Structurally, the RCRC Movement comprises three core components:



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1. 189 National Red Cross and Red Crescent (RCRC) Societies
2. The International Federation of Red Cross and Red Crescent Societies (IFRC)
3. The International Committee of the Red Cross (ICRC)

Each body functions independently but together they operate worldwide with a mission to prevent and alleviate human suffering wherever it may be found, to protect life and health, and to ensure respect for the human being, particularly in times of armed conflict and other emergencies.

The RCRC Movement works in accordance with the fundamental principles of humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

2.2.1. National Red Cross and Red Crescent Societies (National Societies) occupy a unique place as auxiliaries (see meaning of ‘auxiliary’ in box below) to public authorities in the humanitarian field in their countries. They provide disaster relief, support health and social programmes, and promote international humanitarian law and humanitarian values.

What does the term ‘auxiliary role’ mean?

‘Auxiliary role’ is a technical term to express the unique partnership a National Society has with its Government in providing humanitarian services. As an auxiliary to public authorities in the humanitarian field, a Red Cross or Red Crescent National Society is expected to support and supplement the public authorities in their humanitarian tasks, including through close coordination and serious consideration of any official requests by authorities to carry out humanitarian activities within their mandate.

Although National Societies work alongside Governments and public authorities, they are independent and their work is not controlled or directed by the national Government.

Each Government must recognize its National Society as a legal entity and allow it to operate autonomously and in compliance with the fundamental principles of the RCRC Movement.

How do National Societies work with Governments?

Given their close proximity to an affected area, National Societies are typically the first at the scene when disaster strikes. National Societies are also generally the first points of contact for Governments requesting additional support from the IFRC (in natural disasters) and ICRC (in situations of armed conflict). National Societies are not NGOs and have a different relationship with Governments and public authorities than registered NGOs. National Societies work alongside national and local public authorities in disaster situations. In Southern Africa, 15 countries have a National Red Cross or Red Crescent Society.

2.2.2. The International Federation of Red Cross and Red Crescent Societies (IFRC) coordinates and directs international assistance following natural and man-made disasters in non-conflict situations in support of RCRC National Societies. IFRC represents the interests of National Societies (NS) at the international level in coordination with NS. The goal of the IFRC is to save lives, protect livelihoods and strengthen recovery from disasters and crises. To achieve this, the IFRC works in tandem with its National Red Cross and Red Crescent Societies on activities involving preparedness, response and development work, disaster preparedness, emergency health, disaster law, water and sanitation, humanitarian diplomacy and the promotion of humanitarian values and activities aimed at fighting the spread of diseases such as HIV, tuberculosis and malaria. The IFRC may also manage its own humanitarian assistance operations. The IFRC is recognized as having an international legal personality, served by a Secretariat in Geneva, and has a Southern Africa Regional Office based in Gaborone, Botswana. <http://www.ifrc.org>

How does IFRC work with Governments? IFRC has its own status agreements in some countries. IFRC interfaces with Governments directly and through the 189 member National Societies, in support of national efforts during natural and man-made disasters.

2.2.3. The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization mandated to provide humanitarian help to people affected by conflict and armed violence and to promote the laws that protect victims of war. During an armed conflict, the ICRC is responsible for directing and coordinating the RCRC Movement's international relief activities. As the guardian of the 1949 Geneva Conventions and their Additional Protocols, the ICRC promotes the importance of International Humanitarian Law (IHL)

and draws attention to universal humanitarian principles. The ICRC is headquartered in Geneva, Switzerland, and employs some 12,000 people in 80 countries. It has been granted observer status to the UN General Assembly. <http://www.icrc.org>

How does ICRC work with Governments? In a conflict-affected country, ICRC and that country's National Society pool their operational resources to support victims of war and other situations of violence. Following the universal adoption of the Geneva Conventions, the ICRC works with Governments to ensure the principles of IHL are upheld during situations of armed conflict. This is accomplished through detention monitoring, civilian protection, family reunification activities, organization of relief operations and building respect for IHL.

2.3. Regional Intergovernmental Organizations and Forums

The Southern Africa region has one intergovernmental organization that offers an array of humanitarian tools and services to Member States and participating States.

2.3.1. Southern African Development Community (SADC). SADC is an intergovernmental body created for the purpose of spearheading economic integration of Southern Africa. Some of SADC's key objectives include achieving development and economic growth; alleviating poverty and enhancing the quality of life of the peoples of Southern Africa; promoting self-sustaining development on the basis of collective reliance; and achieving sustainable utilization of natural resources/protecting the environment. SADC's mandate reaches 15 countries in the region. It is headquartered in Gaborone, Botswana.

2.3.1.1. SADC Disaster Risk Reduction Unit (DRRU). Southern Africa is a region prone to a variety of natural hazards, all of which, if not dealt with effectively, threaten development within the region. The SADC DRRU was established to minimize the negative impacts of disasters on the achievement of the United Nations Millennium Development Goals (UNMDGs) in the subregion, by emphasizing integration of disaster risk reduction (DRR) and management into the regional poverty reduction, security and sustainable development agenda to help create safer and more resilient communities. To accomplish this, the SADC DRRU has developed a regional framework for coordinating disaster risk management activities within SADC Member States.

How does SADC work with Governments? All emergency preparedness and response activities for both Governments and international partners are coordinated through the SADC DRRU. The DRRU holds annual preparedness meetings before the onset of Southern Africa's flood and cyclone season to discuss regional preparations for the upcoming season. Through the NDMAs, the DRRU rolls out the SADC DRR strategy.

2.3.2. The Indian Ocean Commission (IOC). The Indian Ocean Commission (IOC) is an intergovernmental organization that was created in 1982 in Port Louis, Mauritius, and institutionalized in 1984 by the Victoria Agreement in the Seychelles. The IOC is composed of five (5) western Indian Ocean island nations: the Comoros, Madagascar, Mauritius, Réunion Island (a French-owned territory) and the Seychelles.

IOC's principal mission is to strengthen friendships between its member countries and to be a platform of solidarity for the entire population of the western Indian Ocean region.

IOC's mission also includes development, which is undertaken through projects pertaining to the sustainability of the region. These comprise projects aimed at protecting the region, improving the living conditions of the populations and preserving the various natural

resources that the countries depend on. The IOC has a project on natural hazards, which aims to protect people and property from natural disasters, reduce the vulnerability of exposed property and build resilient societies.

How does IOC work with Governments? The IOC provides a forum for dialogue and sharing of experiences among its five member States through a series of regional meetings/workshops. Political and strategic orientations of the organization are under the responsibility of the IOC Council of Ministers, which meets annually.

2.4. Non-Governmental Organizations

Civil society actors can be divided into two categories: national and community-based non-governmental organizations (NGOs), and international NGOs (INGOs). In addition to their independent relationships with Governments, NGOs assemble themselves according to networks and consortia on global, regional and country levels.

2.4.1. National and Community-Based Organizations (NGOs/CBOs) are civil society organizations that function within national borders only. These NGOs/CBOs work independently to support the emergency preparedness and response activities of Governments, UN Agencies



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and larger international NGOs (INGOs). They generally possess strong community-based networks critical to reaching disaster-affected communities. National NGOs/CBOs can be either secular or faith-based entities.

How do national and community-based NGOs work with Governments? National NGOs/CBOs are officially registered as national organizations with host Governments. National NGOs/CBOs, sometimes together with international NGOs, organize themselves according to consortia that interface with Governments on sector-specific bases.

2.5. Assisting Governments

There are a number of Governments both within Southern Africa and outside the region that routinely respond to the needs of disaster-affected States.

Assisting (donor) Governments are central to disaster response. Governments can assist in international disaster response by giving assistance through direct bilateral contributions to affected States, including through the mobilization of in-kind aid of Military and Civil Defence Assets (MCDA). Many assisting (donor) Governments have established aid cooperation structures, often embedded in their respective Foreign Affairs ministries. The day-to-day management of the cooperation takes place through their

embassies in the affected countries.

They can also channel funding through multilateral agencies, such as UN Agencies, regional organizations, the RCRC Movement or NGOs.

2.6. The Private Sector

Private sector companies are increasingly involved in disaster response and sometimes in preparedness, often as part of their commitment to a corporate social responsibility (CSR) strategy. This involvement can take many forms, including as donors to the NDMA, UN, Red Cross/Red Crescent Societies and NGOs, and/or as direct service providers of aid.

Companies like DHL and Ericsson have been working to support humanitarian logistics and telecommunications for many years and are being joined by a growing number of private sector actors now involved in disaster response. The vast majority of private companies' involvement in disaster relief occurs independently.

How does the private sector work with Governments?

Governments may be approached by private sector companies that wish to offer assistance and should examine such offers on their own merits. Modalities for private sector assistance vary by country.





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International Humanitarian Coordination Mechanisms

Effective disaster response requires careful coordination at global, regional and national levels. As noted earlier, the UN has established a number of interdependent coordination mechanisms designed to guide relations among humanitarian actors and between humanitarian actors, Governments and disaster-affected people to ensure the delivery of coherent and principled assistance.

This section of the Guide describes the structure and operating protocols of the principal international coordination frameworks, with details on how component mechanisms work during both the disaster-response and disaster-response preparedness phases. It also offers clear information about how these coordination mechanisms interrelate with one another and how they work with Governments.

The mechanisms presented include the following:

Global-Level Mechanisms

- Emergency Relief Coordinator (ERC)
- Inter-Agency Standing Committee (IASC)

Country-Level Mechanisms

- Resident and Humanitarian Coordinators (RCs/HCs)
- Humanitarian Country Team (HCT)
- Cluster Approach
- UN Office for the Coordination of Humanitarian Affairs (OCHA)

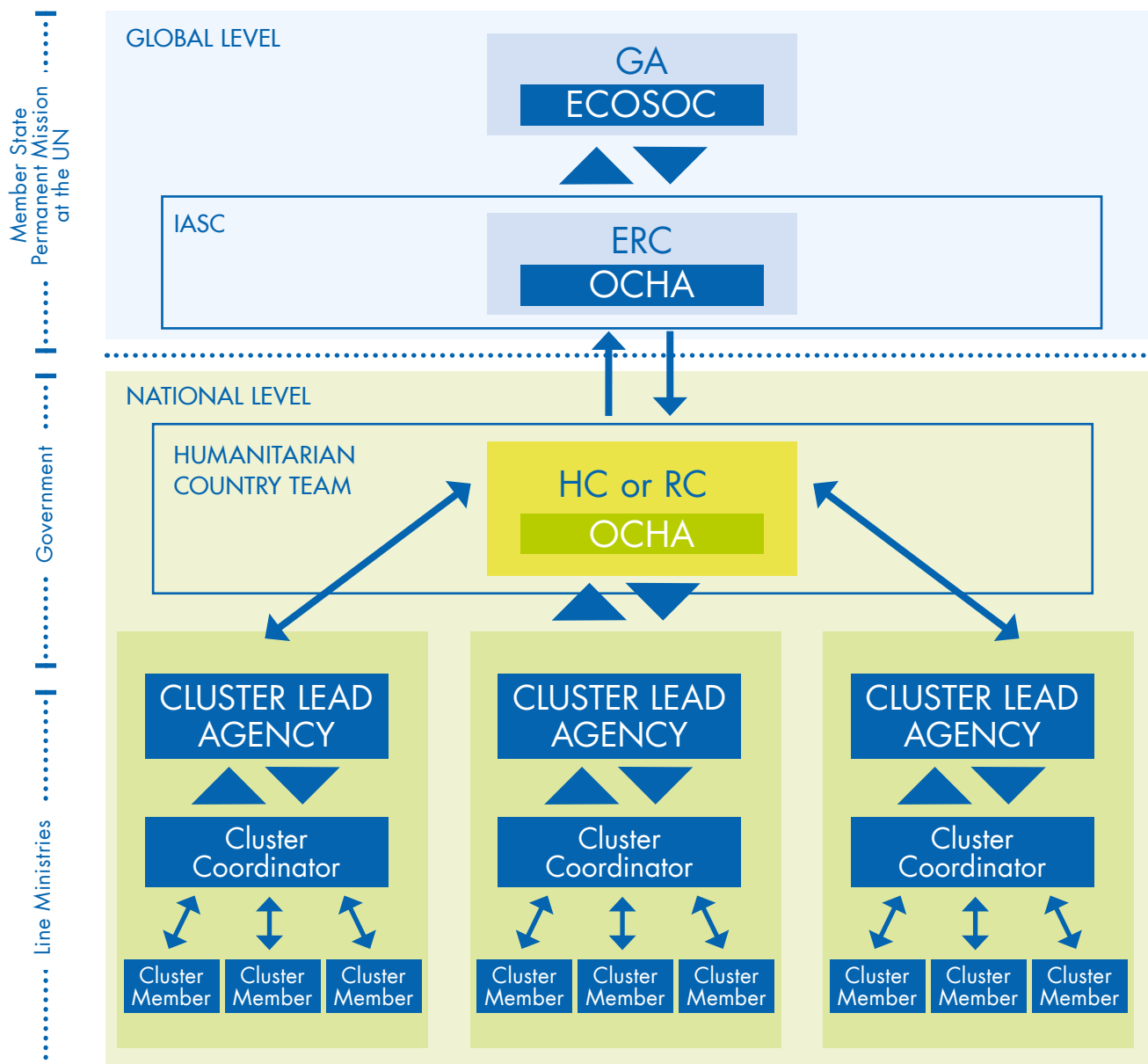
3.1. Global-Level Mechanisms

3.1.1. The Emergency Relief Coordinator (ERC) is the most senior UN official dealing with humanitarian affairs, mandated by the UN General Assembly (Resolution 46/182) to coordinate international humanitarian assistance during emergency response. S/he also acts as the central focal point for governmental, intergovernmental or non-governmental organizations' relief activities.

S/he reports directly to the UN Secretary-General, with specific responsibility for processing Members States' requests and coordinating humanitarian assistance; ensuring information management and sharing to support early warning and response; facilitating access to emergency areas; organizing needs assessments, preparing joint appeals and mobilizing resources to support humanitarian response; and supporting a smooth transition from relief to recovery operations. At time of printing, Ms Valerie Amos holds the position of Under-Secretary General (USG) for Humanitarian Affairs and Emergency Relief Coordinator.

How does the ERC work with Governments? The ERC is responsible for the oversight of all emergencies requiring international humanitarian assistance and supervises the actions of country-level UN Resident Coordinators (UN RCs) and Humanitarian Coordinators (HCs). S/he

IASC Humanitarian Coordination Architecture



HC: Humanitarian Coordinator, RC: Regional Coordinator, ERC: Emergency Relief Coordinator, ECOSOC: Economic and Social Council, GA: General Assembly

also plays a central role in advocacy and fundraising for humanitarian action.

3.1.2. The Inter-Agency Standing Committee (IASC) is chaired by the ERC (Emergency Relief Coordinator). It is an inter-agency forum for coordination, policy development and decision-making involving key UN and non-UN humanitarian partners at a global level. IASC members are FAO, OCHA, UNDP, UNFPA, UN-Habitat, UNHCR, UNICEF, WFP and WHO. IASC Standing Invitees are ICRC, the International Council of Voluntary Agencies

(ICVA), IFRC, InterAction, the International Organization for Migration (IOM), the Office of the High Commissioner for Human Rights (OHCHR), the Steering Committee for Humanitarian Response (SCHHR), the Office of the Special Rapporteur on the Human Rights of Internally Displaced Persons (SR on HR of IDPs) and the World Bank.

The IASC continuously seeks to improve the effectiveness of the humanitarian system as a whole. It is currently engaged in implementing changes to improve the international humanitarian system particularly in the areas of effective coordination, better

accountability and strengthened leadership, through the IASC Transformative Agenda.

In the context of the IASC Transformative Agenda, the IASC Principals agreed that there must be sufficient capacity amongst operational humanitarian organizations to rapidly deploy within 72 hours of the onset of a Level 3 emergency. Level 3 emergencies are defined as major sudden onset humanitarian crises triggered by natural disasters or conflict, which require a humanitarian system-wide mobilization. Five criteria are used by the IASC Principals to determine whether a Level 3 response is required: scale, urgency, complexity, combined national and international capacity to respond, and reputational risk. The final decision of whether a crisis is declared as Level 3 rests with the ERC, based on the recommendations of the IASC Principals.

How does the IASC work with Governments? The IASC and its subsidiary bodies are global mechanisms. At the country level, Humanitarian Country Teams (HCTs) fulfil a similar function and have similar membership to the IASC among humanitarian organizations resident or working in the host country.

3.2. Country-Level Mechanisms

3.2.1. The UN Resident Coordinator (UN RC) is the designated representative of the UN Secretary-General in a particular country and leader of the UN Country Team (UNCT). The UN RC function is usually performed by the UNDP Resident Representative. S/he is accredited by letter from the UN Secretary-General to the Head of State or Government. The Humanitarian Coordinator (HC) is

Useful distinction

Resident Coordinator (RC or UN RC)

The RC supports coordination of development operations among UN actors only.

Humanitarian Coordinator (HC)

The HC supports coordination of humanitarian operations among all international actors – UN and non-UN.

IASC Inter-Agency Standing Committee

Full members



Full members: FAO, OCHA, UNDP, UNFPA, UN-Habitat, UNHCR, UNICEF, WFP, WHO

Standing invitees



Standing invitees: ICRC, ICVA, IFRC, InterAction, IOM, OHCHR, SCHR, SR on HR of IDPs, World Bank

appointed by the ERC (Emergency Relief Coordinator), in consultation with the IASC, when large-scale and/or sustained international humanitarian assistance is required in a country. The decision to assign an HC to a country is often made at the start of a crisis and in consultation with the affected Government. In some cases, the ERC may choose to designate the UN RC as the HC, in others another Head of Agency (UN and/or INGO participating in the coordinated response system) may be appointed and/or a stand-alone HC may be deployed from the pre-selected pool of HC candidates. The HC assumes the leadership of the HCT (Humanitarian Country Team) in a crisis. The HC function normally phases out once the emergency subsides.

In the absence of an HC, the UN RC is responsible for the strategic and operational coordination of response efforts of UNCT (UN Country Team) member agencies and other relevant humanitarian actors.

How does the UN RC and/or HC work with Governments?

The UN RC (or RC) is the senior UN official in a country and the Government's first point of contact with the UN. S/he is responsible for coordination of all UN operational activities and chairs the UNCT (UN Country Team). Where appointed, however, the HC assumes leadership on humanitarian response and supports the coordination of all relevant humanitarian organizations (UN and non-UN). The HC is then the Government's first point of contact on disaster response. In a humanitarian situation where no HC has been appointed, the RC remains the Government's first point of contact and may Chair a Humanitarian Country Team (HCT) as well as the UN Country Team (UNCT).

3.2.2. Humanitarian Country Team (HCT). Once an HC is designated, the UN Country Team (UNCT) will be expanded with additional members and become a

Humanitarian Country Team (HCT). The HCT is an in-country decision-making forum focused on providing common strategic and policy guidance on issues related to humanitarian action. Its membership generally mirrors that of the IASC at country level, composed of UN and non-UN humanitarian organizations resident and/or working in the country. Subject to their individual mandates, the components of the RCRC Movement may participate in an HCT. Some HCTs have also decided to include representatives of key assisting Governments in their membership. The HCT is chaired by the HC or in the absence of an HC, by the UN RC.

How does an HCT work with Governments? An HCT's primary function is to provide strategic and policy guidance to humanitarian actors. However, it can also serve as a senior-level central point of interface for Governments.

3.2.3. The Cluster Approach. Clusters are the IASC-managed organizational groupings of operational agencies, both UN and non-UN, in each of the main sectors of humanitarian action. Clusters operate at global and country levels to support National Governments in managing international assistance.

At the global level, clusters are responsible for strengthening system-wide preparedness and coordinating technical capacity to respond to humanitarian emergencies in their respective sectors.

At the country level, clusters ensure that humanitarian organizations' activities are coordinated and serve as a first point of call for the Government, the UNRC and the HC. To the extent that this is possible, clusters mirror national response structures, use terminology that is close or identical to that of the national sectors and are co-chaired by Government representatives. Cluster lead

Useful distinction

Humanitarian Country Team (HCT)

The HCT comprises only Heads of UN Humanitarian Agencies and non-UN Humanitarian Actors (i.e. NGOs and RCRC Movement). It addresses strategic issues of the wider humanitarian community.

UN Country Team (UNCT)

The UNCT includes Heads of all UN Agencies plus IOM and focuses on UN support for national development programmes.

Like the HC and RC functions, the HCT and UNCT coexist; they do not replace each other. The RC or HC is responsible for ensuring complementarity between the two.

Cluster	Global Cluster Lead
Food Security	FAO and WFP
Camp Coordination and Camp Management (CCCM)	UNHCR (conflict situation) and IOM (natural disaster)
Early recovery	UNDP
Education	UNICEF and Save the Children
Emergency Shelter and Non-Food Items (NFIs)	UNHCR (conflict situation) and IFRC (natural disaster)
Emergency Telecommunications	WFP
Health	WHO
Logistics	WFP
Nutrition	UNICEF
Protection	UNHCR
Water, Sanitation and Hygiene	UNICEF

agencies are responsible for ensuring sufficient level of preparedness within their clusters.

How do clusters work with Governments? In-country clusters support the response needs of Governments through hand-in-hand support to line ministries. They are accessed through the HC, the HCT or Cluster Lead agencies/organizations. Regional and global cluster work is accessed through OCHA ROSA.

Why do clusters always look the same in every country?

There is wide diversity in how clusters are activated and de-activated at the country level. A *Guidance Note on Using the Cluster Approach to Strengthen Humanitarian Response* exists, but does not call for activation of clusters in every instance. The RC/HC should only recommend the activation of clusters when there is an identified need that is not already being addressed. To activate one or more clusters, the RC/HC agrees with the HCT on which clusters should be activated, based on the contingency plan (CP) and with clear rationale for each case that takes into account national capacity.

In certain emergency situations, only some clusters are activated; others and additional sub-clusters are required to address the breadth of coordination needs.

While the UN and NGOs are designated as cluster leads at the global level, clusters may be led by other

organizations, including Government entities, at country and local levels. Country-level clusters are generally activated for the first time in emergency situations, but clusters can exist in varying forms before, during and after a disaster. For more information, please visit: <https://www.humanitarianresponse.info/clusters/space/page/what-cluster-approach>.

3.2.4. The UN Office for the Coordination of Humanitarian Affairs (OCHA) is an Office of the UN Secretariat that provides institutional support to the ERC at the global level and UN RCs and HCs at the country level, to coordinate humanitarian action, advocate for the rights of people in need, develop humanitarian policy and analysis, manage humanitarian information systems and oversee humanitarian pooled funds. OCHA is headquartered in Geneva and New York with a strong presence at regional and country levels.

The OCHA Regional Office for Southern Africa (ROSA) is located in Johannesburg, South Africa. It provides support to the following 15 countries: Angola, Botswana, the Comoros, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, the Seychelles, South Africa, Swaziland, Tanzania, Zambia and Zimbabwe.

OCHA maintains Country Offices in Zimbabwe, providing support to Humanitarian Coordinators and local HCT. The Zimbabwe office will be absorbed by OCHA ROSA in 2015 and a Humanitarian Advisory Team (HAT), which is a small OCHA presence, will remain in-country. OCHA also maintains a HAT, located in Antananarivo, Madagascar, to support the Resident Coordinator and/or Humanitarian Coordinator.

How does OCHA work with Governments? UN RCs and HCs are a Government's first point of contact with the international humanitarian system. OCHA typically supports UN RCs through its regional offices and HCs through a country office or, in some cases, through a Humanitarian Advisory Team (HAT). Increasingly, OCHA also works directly with relevant Government counterparts, particularly NDMOs (National Disaster Management Organizations), to provide support to government-led emergency coordination, preparedness activities and/or capacity-building. OCHA also provides support to regional organizations that have humanitarian mandates.



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International Tools and Services for Disaster Response

This section describes some of the most important international tools and services available for disaster response in Southern Africa.

As previously explained, primary responders in any emergency are disaster-affected communities and their Governments. International tools and services are activated **only** when disaster response needs exceed national capacities and an affected Government requests and/or accepts international assistance.

This section covers international tools and services across four (4) areas:

1. Technical Team Mobilization
2. Technical Services Mobilization
3. Financial Resources Mobilization
4. Information Management and Assessments

4.1. Technical Team Mobilization

4.1.1. Inter-Agency Rapid Response Mechanism (IARRM)

What is IARRM? The IARRM is a roster of senior, experienced and trained Level 3 capable and deployable staff, drawn from IASC agencies. Staff is deployed to support the HCT in defining and implementing the humanitarian response.

How does it work? The IARRM represents a composite of the individual rapid response capacities of agencies,

rather than constituting a stand-alone integrated team. The activation of the IARRM will not necessarily trigger the emergency rapid response mechanisms of individual agencies for programmatic or operational delivery, but all agencies agree to immediately put these on alert. IARRM deployees work under their individual organizations and through them, under the direction of the HC, support the HCT towards the goal of an effective and collective international response that meets the actual needs of the affected population within the overall framework of the national response.

4.1.2. UN Disaster Assessment and Coordination (UNDAC)

What is an UNDAC? UNDAC is a standby team of disaster management professionals – who belong to government agencies, the UN and other disaster response organizations – that can deploy anywhere in the world at short notice (12 to 48 hours), free of charge for the disaster-affected country. UNDAC teams usually stay in the affected area during the initial phase of emergency response (2 to 4 weeks).

What is its purpose? The purpose of UNDAC is to support the UN humanitarian network and the Government concerned in assessment and needs analysis, coordinate

international response, handle the management of information and carry out liaison activities. UNDAC also sets up facilities for incoming international Urban Search and Rescue (USAR) teams and establishes the On-Site Operations Coordination Centre (OSOCC).

How is an UNDAC team requested?

- The concerned Government and/or the RC/HC request an UNDAC team through OCHA.
- An UNDAC team may be requested to support coordination efforts without a Government's request for international assistance.
- An UNDAC team deployment is free of charge. Team members are funded through preliminary agreements made with agencies and Governments.
- The UNDAC team members chosen for deployment depend on need and may include an UNDSS (UN Department of Safety and Security) security officer, an expert in environmental assessment, a civil-military coordination officer, etc.
- An UNDAC team may request additional technical support for maps and relief-related software solutions through partnerships with organizations such as MapAction, Télécoms sans Frontières, the Americas Support Team (USAID), etc.
- An UNDAC team does not make detailed or sectoral evaluations, does not deliver humanitarian aid and does not carry out sectoral coordination.
- An UNDAC team can also be requested for a preparedness mission to evaluate national disaster response capabilities (two weeks).
- Each country should have a national UNDAC focal point and provide OCHA with contact information.

Since 1993, UNDAC has conducted over 227 missions in over 100 countries or a third of the planet. Between 2005 and 2010, one preparedness mission was carried out in Southern Africa, i.e. in the Comoros in 2010.

UNDAC members benefit from regular training and high standards.

How are they accessed? An UNDAC team is deployed at the request of an affected Government, the UN RC or the HC. During an emergency, an UNDAC team can be requested through the OCHA Regional Office for Southern Africa (OCHA ROSA) on tel: +27 82 908 1338 or OCHA Geneva on +41-(0)22-917-1600, e-mail: leoni@un.org or undac_alert@un.org.

4.1.3. Urban Search and Rescue (USAR)

What is USAR? USAR (Urban Search and Rescue) teams are trained experts who provide search, rescue, medical, management and logistics assistance to save the lives of people trapped under collapsed structures in urban areas. The teams use specialized search and rescue equipment, including search dogs, and are mobilized either in light, medium, or heavy capacities depending on the response required. Teams can be operational in the affected country within 24 to 48 hours of the disaster and are self-sufficient for the duration of their deployment. USAR is managed by the INSARAG Secretariat, which is OCHA.

INSARAG (International Search and Rescue Advisory Group) was formed in 1991 and it is a global network of disaster-prone and disaster-responding countries, and organizations dedicated to Urban Search and Rescue (USAR) and operational field coordination, with more than 80 countries and organizations under the UN umbrella. INSARAG member countries and organizations are dedicated to search and rescue in urban areas and operational coordination in the field, following an accepted methodology and standards. In 2005, INSARAG established a classification system for international USAR (Urban Search and Rescue). To facilitate international participation, INSARAG is organized within the framework of the United Nations. OCHA serves as the secretariat of INSARAG to facilitate international participation and coordination.

What are their responsibilities?

- To achieve greater efficiency in emergency preparedness and response to save lives, reduce suffering and minimize adverse consequences.
- To improve efficiency in cooperation between international search and rescue teams working in a disaster area and the concerned Government.
- To develop internationally accepted procedures and systems for cooperation between internationally operating USAR teams.



- To develop skilled teams through training, adherence to international standards, self-reliance and capacity-building to avoid being a burden on the affected State or a danger to those trapped.
- To promote and facilitate the development of national USAR capacity in disaster-prone countries.

International USAR teams are crucial when national response teams are overwhelmed in their ability to rescue trapped victims. For further reading and to view the 2012 INSARAG Guidelines, please visit: <http://www.insarag.org>.

How is an international USAR team accessed? A Government seeking assistance in activating international USAR teams through INSARAG can do so through a pre-identified INSARAG National Focal Point or directly through the INSARAG Secretariat at insarag@un.org.

4.1.4. Bilateral Technical Response Teams

Bilateral technical response teams are emergency teams deployed by assisting Governments to make an initial assessment of needs for contributions to the affected Government and/or to UN Agencies, the RCRC Movement and NGOs.

Some key bilateral technical response teams active in Southern Africa include the following:

- USAID Disaster Assistance Response Team (DART)
- DFID Conflict Humanitarian and Security Department (CHASE) team (UK)
- JICA's Japan Disaster Relief (JDR) team
- ECHO's Civil Protection Team and Rapid Response Team

Who are they for? The majority of these bilateral technical response teams have been designed to support the assisting (donor) Government in making a decision on what type of support to provide during an emergency response. Some, such as Japan's JDR team, also provide search and rescue, medical and other technical support.

How are they accessed? More information on these bilateral technical response teams can be obtained from embassies of the respective countries.

4.1.4.1. Red Cross/Red Crescent (RCRC) Movement

- **Regional Disaster Response Teams (RDRTs)** are trained regional response teams comprised of National Society staff and volunteers, who can be deployed within 24 to 48 hours of a disaster to bring assistance to National Societies

in neighbouring countries. RDRTs aim to promote the building of regional capacities in disaster management. The primary functions of RDRT members are:

1. To undertake primary assessments
 2. To develop operational planning
 3. To conduct relief management
- **Field Assessment Coordination Teams (FACT)** are rapidly deployable teams comprising RCRC Movement disaster assessment managers, who support National Societies and IFRC field offices. FACT members have technical expertise in relief, logistics, health, nutrition, public health and epidemiology, psychological support, water and sanitation, and finance and administration. FACTs are on standby and can be deployed anywhere in the world within 12 to 24 hours for two to four weeks.
 - **Emergency Response Units (ERUs)** are teams of trained technical specialists mandated to give immediate support to National Societies in disaster-affected countries. They provide specific support or direct services when local facilities are destroyed, overwhelmed by need or do not exist. ERUs work closely with FACT. The teams use pre-packed sets of standardized equipment and are designed to be self-sufficient for one month. ERUs can be deployed within 24 to 72 hours and can operate for up to four months.

Who are these three technical teams for? All three technical teams are deployed to support National Societies, IFRC and Governments of disaster-affected countries.

How are they accessed? Information about these teams can be accessed through National Societies and IFRC.

4.2. Technical Services Mobilization

In addition to technical teams deployable in an emergency, there are technical services that can be triggered to support National Governments and international organizations in their response. For the purposes of the present Guide, technical services include everything from pre-positioned supplies to communications technology packages and emergency surge rosters. Technical services described in this section are organized according to three areas: Relief Assets and Stockpiles; Technical Networks and Manuals; Standby and Surge Rosters.

1. **Relief Assets and Stockpiles:** Military and Civil Defence Assets (MCDA); International Humanitarian Partnership (IHP); UN Humanitarian Response Depot (UNHRD) Network.
2. **Technical Networks:** ICRC Family Links Network.

Some Key Principles on the Use of MCDA

MCDA should be seen as tools that complement existing relief mechanisms in response to the humanitarian gap between the needs that the relief community is being asked to satisfy and the resources available to meet them.

In principle, MCDA should be requested only as a last resort and the costs involved in using MCDA on disaster relief missions abroad should not be diverted from those available for international relief and development activities.

3. **Standby and Surge Rosters:** OCHA Emergency Response Roster (ERR) and Associates Surge Pool (ASP); Emergency Telecommunications Cluster and Logistics Cluster surge rosters; NORCAP (Norwegian Capacities), ProCap (Protection Standby Capacity), GenCAP (Gender Standby Capacity) and ACAPS (Assessment Capacities Project).

4.2.1. Relief Assets and Stockpiles

4.2.1.1. **Military and Civil Defence Assets (MCDA)** are uniformed assets and services contributed by foreign military and civil defence organizations for humanitarian assistance. They include relief personnel, equipment (e.g. air, ground and sea transport, and communication equipment) and supplies and services (e.g. medical support and security services). MCDA are provided at no cost to the affected State and/or to the UN, unless otherwise regulated by international agreements. MCDA that are deployed through a central request to support UN Agencies are called UN MCDA. MCDA and UN MCDA are governed by individual Status of Forces Agreements between two countries and/or by the *Oslo Guidelines on the Use of Foreign Military and Civil Defence Assets in Disaster Relief*.

Who are they for? MCDA are for affected States. UN MCDA are for UN Agencies operating in support of affected States.

How are they accessed? With the expressed consent of the affected State, MCDA can also be requested through the UN RC or the HC.

4.2.1.2. **International Humanitarian Partnership (IHP).** IHP is a platform for international cooperation and sharing of resources, providing appropriate operational, technical and financial support to multilateral organizations

(primarily the UN, but also the European Union and other humanitarian actors) engaged in humanitarian assistance around the world. Support is provided in both complex emergency (conflict-related) and natural disaster situations. The Partnership currently has seven members: Denmark, Estonia, Finland, Germany, Norway, Sweden and the UK. The IHP Secretariat and permanent focal point is provided by OCHA Geneva.

IHP objectives include: (1) enhancing operational capacity in emergencies, through the deployment of specialized surge capacity (experts and equipment) to multilateral organizations; (2) conducting joint deployments through sharing of financial, physical and human resources and capitalizing on synergies and experience from all members; (3) improving effectiveness and efficiency in humanitarian response operations; (4) supporting coordination of humanitarian assistance and encouraging cooperation between partners in humanitarian response; (5) providing a practical demonstration of donor-government cooperation and coordination; and (6) enhancing emergency preparedness, through capacity-building, trainings and exercises.

IHP provides operational, technical and financial support to multilateral organizations – primarily the UN, but also the EU and other humanitarian actors – engaged in humanitarian assistance around the world.

Requesting organizations send alerts/requests to the IHP Chair and IHP Secretariat after consolidating information, emergency needs and requirements.

IHP Chairperson (Christian Dischiena): e-mail Christian.dischiena@msb.se, tel. +46 70 360 9120. **IHP Secretariat (OCHA Geneva):** e-mail (Ben Negus), Negus@un.org, tel. +41 79 468 5950.

4.2.1.3. **UN Humanitarian Response Depot (UNHRD) Network** is a tool that supports the strategic stockpiling efforts of the UN and international, governmental and non-governmental organizations. The Network holds

strategic stock reserves of emergency relief goods, such as medical kits, shelter items, IT equipment and operations support assets, to support relief organizations in their response to emergencies. It was also set up to facilitate WFP's capacity to respond to multiple large-scale emergencies at any given time.

The Network is made up of six strategic locations, located in Ghana, the United Arab Emirates, Malaysia, Panama, Italy and Spain. Hubs are strategically located near disaster-prone areas, within airport complexes, close to ports and main roads. Because of this pro-active positioning, when emergencies strike, relief items can be delivered to affected areas worldwide within 24 to 48 hours.

A UNHRD shipment is normally dispatched within five to seven days following a request.

UNHRD has Authorized Users and Ad hoc Users. Authorized Users are Humanitarian UN and non-UN Organizations, Humanitarian Agencies, Governmental and Non-Governmental Organizations, that have signed a Technical Agreement (TA) with WFP to use the UNHRD Network. Ad hoc Users are other humanitarian organizations/entities that wish to use, on ad hoc basis, UNHRD facilities and specific services (at cost).

Standard Services are offered at no cost to Authorized Users. These services include the 'routine' management of stock from the point of receipt at the HRD and during the period of storage at the HRD. UNHRD also provides additional services at a cost, such as procurement, transport, technical assistance, insurance, repackaging and kitting.

UNHRD Brindisi, Italy, holds strategic reserves of emergency non-food relief goods, including medical kits, shelter items, IT equipment and other items designed to assist emergency response.

To access UNHRD services, all users – authorized or ad hoc – are required to comply with its Standard Operating Procedures (<http://www.unhrd.org>).

4.2.2. Technical Networks and Manuals

4.2.2.1. ICRC Family Links Network is the primary global framework for restoring family links in the wake of conflict, disaster and/or migration. Restoring Family Links (RFL) is the general term given to a range of activities that aim to locate and reunite family members, restore and maintain contact between separated families, and to clarify the fate of persons who have been reported missing. The Family Links Network consists of the ICRC's Central Tracing Agency (CTA), tracing services of National Societies and tracing agencies of Governments.

Who is it for? The ICRC Family Links Network is designed to assist families and family members who have been separated by conflict, disaster or migration.

How is it accessed? In-country Family Links Network support can be accessed through National Societies. ICRC also maintains the following Family Links website: <http://familylinks.icrc.org>.

4.2.3. Standby and Surge Rosters

In addition to the external technical teams that it manages, OCHA has a variety of internal surge staffing mechanisms by which staff can be deployed to address critical new or unforeseen humanitarian needs in the field. Deployments typically involve establishing a new OCHA presence or reinforcing existing offices during escalating crises.

In small and medium emergencies, surge support is generally provided by OCHA Regional Office staff, which has local knowledge, a broad range of skills (i.e. information management, public information, civil-military coordination and reporting) and the necessary equipment to support them in the field. In larger emergencies, OCHA Headquarters-managed rosters will be used to ensure a transition from initial regional surge to medium- to longer-term support.

4.2.3.1. Emergency Response Roster (ERR): The ERR is OCHA's main internal mechanism for short-term deployment of staff to larger emergencies. A number of OCHA staff members are on the roster at any one time and can be deployed within days for up to six weeks. All of the regular profiles found in OCHA field offices can be sourced through the ERR.

4.2.3.2. Associates Surge Pool (ASP): The ASP was developed to bridge the gap between immediate surge and the arrival of regular staffing. The ASP is composed of pre-cleared 'externals' that can be quickly recruited and deployed. The average ASP deployment is three to six months.

WFP manages two common service clusters that provide important technical standby and surge capacities to humanitarian organizations from the onset of an emergency. These are the Emergency Telecommunications Cluster and the Logistics Cluster.

NORCAP (Norwegian Capacities) provides expertise in everything from protection and emergency education to logistics and engineering through to rapid deployment of professional and experienced personnel. In addition to NORCAP, the Norwegian Refugee Council (NRC) also

manages the following thematic standby and surge rosters: ProCap (Protection Standby Capacity) and GenCap (Gender Standby Capacity).

4.2.3.3. Protection Standby Capacity (ProCap) Roster responds to priority gaps and needs in emergency protection response at the country level.

4.2.3.4. Gender Standby Capacity (GenCap) Roster builds the capacity of humanitarian actors at the country level to mainstream gender equality programming, including prevention and response to gender-based violence, in all sectors of humanitarian response.

How are these standby and surge rosters accessed? The UN and the Norwegian Ministry of Foreign Affairs have established a number of standby and surge capacities to reinforce technical expertise in emergencies. The largest general surge roster is called the Norwegian Refugee Council's Standby Roster.

4.2.3.5. Assessment Capacities Project (ACAPS) is an assessment standby capacity that provides accessible expertise, timely data and analysis to inform decision-making by National Governments and IASC HCTs (Humanitarian Country Teams).

Who are they for? NORCAP, ProCap, GenCap and ACAPS teams are generally deployed as a resource for local HCTs and in support of the HC. They are often hosted by UNHCR, UNICEF, OHCHR, OCHA and/or other agencies. ACAPS' assessment expertise has also been deployed to support National Governments.

How are they accessed? NORCAP, ProCap, GenCap and ACAPS are managed by the Norwegian Refugee Council (NRC) on behalf of the Government of Norway and the United Nations. Information about the rosters can be accessed at NORCAP and all queries can be addressed to scs@un.org.

4.2.3.6. Emergency Telecommunications Cluster (ETC) provides in-country inter-agency telecommunications infrastructure, services and expertise for humanitarian organizations in an emergency. Within 48 hours of a disaster, the ETC provides vital security communications services and voice and internet connectivity to assist humanitarian workers in their life-saving operations.

4.2.3.7. Logistics Cluster deploys logistics response teams to emergencies to assume an initial logistics coordination role for humanitarian organizations.

Who are these two clusters for? In-country telecommunications and logistics support through the WFP-led global clusters are for humanitarian organizations. Representatives from aid organizations interested in participating in information and communication technologies or logistics coordination and information sharing can attend local working group meetings.

How to access it? Information about both clusters is available through the WFP Regional Office for Southern Africa or through the cluster websites: <http://www.wfp.org> and <http://ictemergency.wfp.org>.

4.3. Financial Resources Mobilization

Fast Money is a critical tool in kick-starting response at the onset of a disaster. This section describes international financial resource tools that can be mobilized to support immediate life-saving and relief efforts. The purpose of these mechanisms is to disperse funds quickly, based on initial assessments and response plans, while in-depth assessments and strategic planning are organized to mobilize larger sums of money for longer-term recovery. This section also describes international strategic planning and resource mobilization tools used in sudden-onset and protracted crises, namely the Preliminary Response Plan (SRP) and Strategic Response Plan (PRP).

4.3.1. Funding Mechanisms

Even though national disaster funding, bilateral contributions and private donations are also central to rapid disaster response, the mechanisms described herein are multilateral mechanisms:

1. OCHA Emergency Cash Grant
2. Central Emergency Response Fund (CERF)
3. IFRC Disaster Relief Emergency Fund (DREF)
4. UNDP Target for Resource Assignment from the Core (TRAC) 1.1.3 Category II
5. Emergency Response Fund (ERF)

4.3.1.1. OCHA Emergency Cash Grant (ECG) is an emergency relief grant that can be quickly dispersed in the event of a sudden-onset disaster. The Grant represents a relatively small amount of resources sourced from the UN regular budget and disbursed for pressing relief activities in the immediate aftermath of a disaster. The amount per

Notes

While many 'seed money' mechanisms are not directly available to affected States, Governments should work closely with the UN, the RCRC Movement and NGOs to ensure the appropriate use of these relief funds. Funding provided is commensurate with the magnitude of the emergency.

The provision of CERF funding is dependent on the quality of the grant application.

allocation cannot exceed USD100,000, though more than one allocation can be made per emergency.

Funds are disbursed within ten days and can be useful in funding specific, immediate, life-saving activities such as local procurement, logistics support and/or transporting relief items.

Who is it for? Emergency Cash Grants are usually received by the UN RC or HC. The UN RC or HC may spend the funds directly or seek OCHA's consensus for their transfer to national authorities or local NGOs.

How is it accessed? Funds are requested by the UN RC or HC, or by the OCHA field office or regional office. A Government can also request an OCHA Emergency Cash Grant through its Permanent Mission to the UN in Geneva or New York.

4.3.1.2. Central Emergency Response Fund (CERF) is an OCHA-managed UN fund intended to kick-start emergency humanitarian assistance. The CERF comprises both a USD 450 million grant element and a USD 30 million loan facility. The grant element is subdivided into a Rapid Response Window and an Underfunded Emergencies Window.

Rapid Response Window grants are provided to support critical, life-saving activities in sudden-onset disasters and situations of acute need, as well as other time-critical interventions not funded by other sources. As a guideline, CERF rapid response funding does not exceed USD30 million per country per emergency, although the ERC can offer funding beyond this amount if s/he believes it is necessary. In most instances, the CERF rapid response provision aims to be about ten per cent of the total funding requested in a Response Plan.

Underfunded Emergencies Window (UFE) funds are provided to: (1) ensure rapid response to sudden-onset emergencies or rapidly deteriorating conditions in an existing emergency; and (2) support humanitarian response activities within an underfunded emergency.

Who is it for? The purpose of CERF is to give priority to providing assistance that saves the lives of people in need. It provides an initial injection of funds to allow agencies to launch humanitarian assistance. CERF funding can be granted to UN agencies and IOM only. Non-UN humanitarian partners, including NGOs and technical Government counterparts, can access CERF funding indirectly as implementing partners for CERF grant recipients.

How are they accessed? CERF rapid response grants are requested by the UN RC or HC on behalf of the Humanitarian Country Team (HCT). However, once allocated, contractual arrangements are made between CERF and the recipient agency directly. CERF rapid response grants are generally dispersed within two weeks of a request. In-country sectoral lead agencies have the responsibility for preparing funding requests for their respective sector under the overall leadership of the RC/HC. Other humanitarian actors can receive funding indirectly by being implementing partners in projects receiving CERF funding.

4.3.1.3. IFRC Disaster Relief Emergency Fund (DREF) is an emergency response fund that provides immediate financial support to Red Cross and Red Crescent National Societies, enabling them to carry out their unique role as first responders after a disaster. Allocations may be made as start-up loans in the case of large-scale disasters, as grants to meet the costs of responding to small-scale emergency relief operations, or for making preparations in the case of imminent disaster.

Who is it for? DREF is available to all 189 Red Cross and Red Crescent National Societies.

How is it accessed? IFRC reviews requests for DREF allocations on a case-by-case basis. Money can be authorized and released within 24 hours.

Notes

Bilateral 'seed money' is also a very important source of funding available to affected Governments for initial life-saving activities. The amount and details of the funding vary and are generally negotiated on a case-by-case basis between assisting and affected Governments.

4.3.1.4. UNDP Target for Resource Assignment from the Core (TRAC) 1.1.3 Category II resources are available to coordinate an effective response to a sudden crisis (disaster or conflict), conduct needs assessments, initiate early recovery frameworks and establish solid foundations for sustainable recovery. Funds usually do not exceed USD100,000 and need to be spent within 12 months.

Who are they for? UNDP TRAC 1.1.3 Category II resources are available internally to UNDP country programmes.

How are they accessed? Requests are made by the UN RC in a simple proposal, accompanied by an OCHA Situation Report. This then has to be approved by the Head of UNDP within 48 hours of a request.

4.3.1.5. Emergency Response Fund (ERF) is a country-based pooled fund managed by the HC with OCHA support. The fund is meant to provide NGOs and UN agencies with rapid and flexible funding to address critical gaps in humanitarian emergencies. ERFs, also known as Humanitarian Response Funds in some countries, are usually established to meet unforeseen needs not included in concerted humanitarian action plan. For more information, please visit: <http://www.unocha.org>.

Who are they for? ERF grants can be provided to UN agencies and NGOs.

How are they accessed? ERF funds are managed by the HC with support from the OCHA office and under the advice of a selected Advisory Board, which may include UN Agencies, IOM, NGOs and components of the RCRC Movement.

4.3.2. Strategic and Fundraising Tools

4.3.2.1. Preliminary Response Plan (PRP or ex-Flash Appeal) is an initial inter-agency humanitarian response strategy and resource mobilization tool based on a rapid appraisal of the disaster situation. The PRP identifies the

common funding requirements of humanitarian actors for the earliest phase of the response, generally for the first three to six months. In cases where emergency response is required for more than six months or in a protracted emergency, the PRP is extended and transformed into a Strategic Response Plan (SRP – ex-Consolidated Appeal Process – CAP).

Who is it for? The PRP can include projects from UN Agencies, other international organizations and NGOs. It may also include project partnerships with the RCRC Movement and/or National Society of the affected country. Government ministries cannot appeal for funds directly through the PRP, but may be partners identified in UN or NGO projects.

How is it accessed? The PRP is initiated by the UN RC or HC in consultation with the HCT and with the support of the UNDAC team, if deployed. In countries without an existing OCHA presence, the nearest OCHA regional office and/or OCHA Headquarters supports the development of the PRP.

4.3.2.2. Strategic Response Plan (SRP) is an advocacy and financing tool that brings aid organizations together to plan, coordinate, implement and monitor disaster response. It comprises a common humanitarian action plan and a portfolio of concrete projects necessary to implement that plan. It serves as an ongoing frame of reference and detailed work plan for large-scale, sustained humanitarian action. A SRP is generally launched when humanitarian needs extend beyond the period of a Flash Appeal (usually six months). In Southern Africa, Zimbabwe was one of countries that had developed a CAP.

Who is it for? The SRP includes projects implemented by UN Agencies, the RCRC Movement, IOM and NGOs. Governments cannot seek money through the SRP, even though SRP does encourage close cooperation between donors, humanitarian organizations and host

Governments. As with the PRP, Governments may be identified as partners in implementing specific projects.

How is it accessed? The SRP is accessed through the HC and HCT and is normally managed in-country through the OCHA office.

4.4. Information Management and Needs Assessments

Achieving an effective plan of action, be it for preparedness or response, depends on efficient collection and analysis of a lot of information from many different sources. The management of this information is key to ensuring that the right information is available at the right time and to the right people so that it can be used to make decisions that are timely and operationally useful, thereby minimizing the suffering of the affected population.

Information management during emergencies refers to the various stages of the set of processes (see box on next page) that, when applied properly, improve the efficiency of individual or group response actions. If we consider that all decisions leading to action are based on information, the best actions are taken when the information is quickly accessible, easily understandable and reliable.

UN General Assembly Resolution 59/212 of March 2004 calls on Member States, UN Agencies and international organizations to act together to minimize gaps in disaster management. All humanitarian actors should identify ways to improve processes, systems and information networks for data collection on the premise that appropriate analysis of accurate information facilitates sound decision-making.

The absence of pre-established critical variables, common protocols and standardized tools leads to loss of resources, time and valuable opportunities in humanitarian response, which is most often reflected in duplication of efforts.

Several tools and services offered by OCHA are available to assist national authorities and the national and international humanitarian community in the management of information in emergencies. These good practices seek to harmonize actions and concepts related to good management of information.

Governments have their own mechanisms for sharing and managing information between emergency response-related agencies and ministries. This section explains how the international humanitarian community manages information in an emergency with a view to helping Governments better understand how the international community functions and to identify key areas where

Governments and international organizations can work together and share information.

Experience has shown that coordinating needs assessments are an important element in saving lives and restoring people's livelihoods. Along with emergency preparedness, the timeliness and quality of assessments help determine an effective humanitarian response.

A coordinated assessment is an assessment planned and carried out in partnership by humanitarian actors, in order to document the impact of a particular crisis and to identify the needs of affected populations.

The services and tools described below are organized along the following categories:

1. Overall information management
2. Reporting tools
3. Satellite imagery and mapping
4. Needs assessment tools

4.4.1. Overall Information Management

OCHA country offices have a dedicated information management (IM) capacity, normally in the form of an Information Management Unit (IMU). This includes technical staff members that deliver an information service to the humanitarian community by developing and promoting common standards that enable data exchange between organizations. They consolidate this information in order to provide an overview of the humanitarian response. They also provide technical support to initiatives, such as needs assessments, and publish information products, such as contacts lists, meeting schedules, maps and infographics.

The OCHA IMU works in close collaboration with information management focal points in Government and in cluster lead agencies to aggregate information and provide an overview of the emergency response. To facilitate this exchange of data, an information management network, made up of IM staff from OCHA, key Government agencies (NDMO, national statistics agencies, etc.) and cluster lead agencies, is often formed.

In countries where there is no OCHA office, like most countries in the Southern Africa region, the Johannesburg-based OCHA Regional Office, which has an IMU, supports countries in the same way an OCHA Country Office would. Working through the Government and UN coordination mechanisms in-country, the OCHA Regional Office's IMU can be called upon or deployed for both preparedness and response activities.

In the case of a very large and complex emergency response and when adequate information management capacity is not available in-country, technical capacity can be



Information Management: Definition, Process, Preparedness

Humanitarian information management is defined as the collection, processing, analysis and dissemination of information to support decision-making and coordination in an emergency. Information Management is done to meet certain objectives. Defining the objectives is key as it determines how the information is managed.

1. Information/Data Requirements: The process of establishing the data/information that needs to be collected so as to meet set objectives.
2. Collection: Data collection can take many forms, from needs assessments and remote sensing to a review of baseline data.
3. Processing: Sufficient time and skilled staff must be allocated for data to be processed. For example, before 200 assessment questionnaires can be analyzed and used for planning, they must be checked and entered into a database.
4. Analysis: In an emergency, analysis is usually limited to summarizing information, prioritizing and learning something new. Decision-makers require analysis that summarizes a large volume of information and points out key aspects of the emergency situation.
5. Dissemination: Information needs to be communicated clearly and effectively to a wide audience using the appropriate medium, whether in an e-mail, report, map, briefing or website.

Preparedness in information management is critical to its effectiveness in an emergency. Preparedness measures can include: collecting key baseline data; establishing a multi-stakeholder information management network, which includes key government departments/ministries (NDMOs, national statistics offices, national mapping agencies), the UN and NGOs cluster/sector lead agencies; ensuring that information management is addressed in the contingency plan (CP); and developing a full needs assessment methodology.

increased by deploying a HIC (Humanitarian Information Centre). The HIC would deploy with additional resources to support existing country capacities, for instance with hardware (e.g. large format plotters), and set up a physical space where relief organizations, in support of the Government, can manage and share information about an emergency.

Who is it for? The OCHA IMU, as well as the HIC, is for Governments and humanitarian organizations. Information Management capacity in cluster lead agencies supports cluster members and line ministries.

How is it accessed? If there is an OCHA office, it is accessed in-country through OCHA. Where there is no OCHA office, the OCHA Regional Office's IM services can be accessed through the UN RC. The OCHA Regional Office for Southern Africa (OCHA ROSA) can be contacted on +27 82 908 1338 or ocharosa@un.org.

4.4.2. Reporting Tools

4.4.2.1. OCHA Situation Report (Sitrep) is an operational document issued by OCHA that provides a snapshot of current needs, response efforts and gaps in an emergency. Sitreps are only issued during the acute phase of an emergency (i.e. at the onset of a new crisis or following the deterioration of an ongoing emergency). They are not used to report on chronic emergencies. The OCHA Head of Office, where there is an OCHA Country Office, or the Head of the OCHA Regional Office, in consultation with the UN RC and/or HC, decides whether a specific disaster event merits a Sitrep.

Other OCHA reporting products may also be rolled out to support humanitarian decision-making. The *Humanitarian Snapshot* is an infographic (including a full-page map, graphics and textual summaries) that provides timely, visual insight into the situation. The *Humanitarian Dashboard* is an IASC tool designed to help clusters and HCTs monitor implementation of the response plan over the course of a crisis.

Who is the Sitrep for? The Sitrep audience is operational humanitarian actors working inside and outside the affected country, as well as donors, Governments, civil society organizations, the media and the public.

How is it accessed? Sitreps are available at reliefweb.int; www.unocha.org/rosa and rosa.humanitarianinfo.org for public access. Interested actors may also subscribe to receive Sitreps issued by OCHA globally (e-mail

ochareporting@un.org to request inclusion) and/or in the Southern Africa Region (e-mail ocharosa@un.org to request inclusion).

4.4.2.2. ReliefWeb is a humanitarian website managed by OCHA that provides timely, reliable and relevant information and analysis (documents and maps) on humanitarian emergencies and disasters. It offers a consolidated collection of information from trusted sources, including international and non-governmental organizations, Governments, research institutions and the media, among others; information such as news articles, public reports, press releases, appeals, policy documents, analysis and maps related to humanitarian emergencies worldwide. To ensure ReliefWeb is updated around the clock, it maintains offices in three time zones: New York (USA), Bangkok (Thailand) and Nairobi (Kenya).

Who is it for? ReliefWeb is open to all.

How is it accessed? ReliefWeb can be accessed on the web and via RSS, e-mail, Twitter and Facebook.

4.4.2.3. Financial Tracking System (FTS) is a global database maintained by OCHA that records humanitarian contributions (cash and in kind) to emergencies. FTS is a real-time, searchable database that includes all reported international humanitarian aid. FTS can only record contributions that are reported to it by donors and recipient entities.

Who is it for? FTS is publicly accessible.

How is it accessed? Donor and affected Governments can report contributions via fts@un.org or a form available on the FTS website. Contribution reports are triangulated with reports from recipient agencies to show how contributions are used (i.e. whether they have been committed to an appeal).

4.4.2.4. www.unocha.org/rosa is OCHA ROSA's website. It is mostly used as a platform to bring to light and advocate humanitarian issues/concerns within the Southern Africa region.

Who is it for? It is publicly available.

How can it be accessed? It can be accessed at: www.unocha.org/rosa and www.rosa.humanitarianresponse.info.

4.4.2.5. www.rosa.humanitarianresponse.info is a humanitarian web-based platform to support inter-cluster coordination and information management in line with the endorsed *IASC Operational Guidance on Responsibilities of Cluster/Sector Leads and OCHA Information Management*. It is a website intended for operational people on the ground, providing core preparedness and response operational information for all countries in the Southern Africa region. Each country in the Southern Africa region has a dedicated page displaying information that includes baseline data, latest in-country reports, maps, infographics, and in the case of an emergency, real-time information of the emergency or disaster.

It is not a branded website that is intended to complement the information management capabilities of national authorities and in-country humanitarian and development actors. It is a resource specifically tailored to the needs of coordination mechanisms in-country through the sectors/clusters, but it is publicly accessible.

4.4.3. Satellite Imagery and Mapping

Satellite imagery can be a powerful tool for analyzing the effects of a disaster quickly and over a large area. Mapping is an effective means of analyzing and sharing information about the effects of an emergency. Many

organizations, including OCHA, have a capacity for mapping data and using satellite imagery. The following tools and services are available to Governments. Information on MIRA (Multi-sector/cluster Initial Rapid Assessment) is available in-country through OCHA, the HC or the UN RC or where there is no OCHA office, through the OCHA Regional Office for Southern Africa (OCHA ROSA).

4.4.4. Needs Assessment Tools

4.4.4.1. MIRA (Multi-sector/cluster Initial Rapid Assessment) is a multi-sector assessment methodology carried out by key humanitarian stakeholders during the first two weeks following a sudden-onset disaster. It aims to provide fundamental information on the needs of affected people and the priorities for international support. The MIRA approach produces a preliminary scenario definition within the first 72 hours following a disaster and a final report within two weeks. MIRA is guided by the *IASC Operational Guidance on Coordinated Assessments in Humanitarian Crises*, which was produced in 2011.

Who is it for? MIRA is for the Governments and the humanitarian community in general to get a quick understanding of where the affected population is and its priority needs, with the objective of saving and sustaining lives.

Satellite Imagery and Mapping Services in Southern Africa

Name	Host	Main Purpose	Access Through
UNITAR's Operational Satellite Applications Programme (UNOSAT)	UN	Delivering imagery analysis and satellite solutions to UN and non-UN humanitarian organizations.	ocharosa@un.org and unosat@unitar.org
UN Platform for Space-based Information for Disaster Management and Emergency Response (UN-SPIDER)	UN	Connecting disaster management and space communities; assisting Governments in using space-based information for disaster preparedness.	www.un-spider.org
International Charter for Space and Major Disasters	Consortium of national space agencies	Providing a unified system of space data acquisition and delivering them to people affected by natural or man-made disasters through authorized users.	www.disasterscharter.org
MapAction	MapAction	Delivering information in a mapped form to support decision-making and delivery of aid.	www.mapaction.org
iMMAP (Information Management and Mine Action Program)	iMMAP	Providing decision-making support services to national and international actors through mapping and a specialized tool for disaster awareness called the Common Operating Picture (COP) Framework.	http://immap.org

How is it accessed? Information on MIRA is available in-country through OCHA, the HC or the UN RC, or where there is no OCHA office, through the OCHA Regional Office for Southern Africa (OCHA ROSA).

4.4.4.2. Post-Disaster Needs Assessment (PDNA) and Recovery Framework (RF). A Post-Disaster Needs Assessment (PDNA) is a Government-led assessment exercise with integrated support from the UN, the European Commission, the World Bank and other national and international actors. It produces a single consolidated report containing the following information: the physical impacts of a disaster; the economic value of damage and loss; the human impacts as experienced by affected people; and the resulting early and long-term recovery needs and priorities.

The Recovery Framework (RF) is the principal output of a PDNA. It provides a basis for the prioritization,

design and implementation of a coherent set of recovery programmes. There are various stages and procedures necessary in carrying out a PDNA, including a planning mission, an orientation meeting with all stakeholders, and sectoral training/orientation, on top of the work of doing the assessment. A PDNA complements rather than duplicates initial rapid assessments (such as the earlier-mentioned MIRA) conducted by humanitarian actors. It analyzes these assessments to obtain recovery-related data.

Who is it for? It is for Governments.

How is it accessed? Information about PDNA-RF can be accessed through the World Bank's Global Facility for Disaster Reduction and Recovery (GFDRR), the OCHA Information Management Unit (IMU) and the Humanitarian Information Centre (HIC).

Remember:

In addition to the multi-sectoral assessments described, there are many other cluster-specific and thematic assessment methodologies and tools that can be employed in an emergency. One example is the Flash Environment Assessment Tool (FEAT) used in identifying acute environmental issues immediately following a disaster.





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International Tools and Services for Disaster Response Preparedness

With a clear understanding of the primary international tools and services available for disaster response, it is now possible to review the suite of international disaster response preparedness tools and services available to assist Governments in their planning and technical capacity-building.

These tools and services exist in addition to the growing number of national response preparedness tools that Governments in the region have developed to support local authorities and civil society on their sovereign territories. As noted earlier in the Guide, entries included here are limited to response preparedness tools and services and do not encompass broader Disaster Risk Reduction (DRR) efforts under the Hyogo Framework for Action (HFA) or the general rubric of preparedness.

This section covers tools and services in four areas of disaster response preparedness:

1. Technical Training
2. Readiness Planning
3. Simulation Exercises
4. Early Warning Systems

5.1. Technical Training

Technical training opportunities are included in this section. They are organized as follows:

1. International technical training
2. Bilateral technical training

5.1.1. International Technical Training

- UNDAC training
- INSARAG training
- UN-CMCoord training
- EEC training

5.1.2. **UNDAC Training** is offered via two courses: the UNDAC Induction Course and the UNDAC Refresher Course.

- The Induction Course is a two-week training that provides participants with applicable knowledge about UNDAC's core activities: assessment, coordination and information management.
- The Refresher Course is a four to five-day training course that UNDAC roster participants are required to take every two years to maintain these skill levels. Once a year, an UNDAC specialty course on environmental emergencies is also offered.

UNDAC training is available to representatives of UNDAC member countries/organizations and UNDAC participating countries. Representatives are generally from Government entities, OCHA and UN Agencies, but

can also be from NGOs. After completing the course, participants are eligible to sign a contract and be added to the UNDAC Emergency Response Roster (ERR). UNDAC roster members are expected to be available for at least one emergency mission per year.

Who is it for? UNDAC training can be accessed through the OCHA Field Coordination Support Services (OCHA FCSS) at ocha-fcss@un.org or through the OCHA ROSA office at ocharosa@un.org.

5.1.3. Training in INSARAG Guidelines and Methodology offers technical expertise in international USAR (Urban Search and Rescue) response according to the following phases: preparedness, mobilization, operations, demobilization and post-mission. INSARAG training is designed to share internationally accepted procedures and systems for sustained cooperation between USAR teams in an emergency.

In addition to engagement with the above-mentioned INSARAG Guidelines, INSARAG member countries with USAR teams deploying internationally are encouraged to apply for INSARAG External Classification (IEC). The IEC is an independent, peer-reviewed process of international USAR teams endorsed by INSARAG since 2005. The IEC classifies teams as 'Medium' and 'Heavy' to ensure that only qualified and appropriate USAR resources are deployed in an emergency.

Who is it for? Countries interested in joining the INSARAG network can contact the INSARAG Secretariat in Geneva at insarag@un.org. OCHA ROSA, which also is a liaison between countries in Southern Africa and INSARAG, can be contacted at ocharosa@un.org.

5.1.4. UN Humanitarian Civil-Military Coordination (UN-CMCoord) is offered by OCHA through its HQ-based Civil-Military Coordination Section (CMCS). National and international actors are trained in the humanitarian civil-military coordination concept and principles, and their practical application in emergencies. The various courses offered are: Familiarization Course, Regular Course, Field Course and Training-of-Trainers Course.

Who is it for? UN-CMCoord training is for staff of Government organizations, aid agencies, civil protection units, military and civil defence organizations, UN Agencies, the RCRC Movement and NGOs.

How is it accessed? Training schedules and application

forms can be downloaded at <http://www.unocha.org>. Additional information can also be provided by OCHA in Geneva at +41 (0) 22 917 34 84 or by OCHA ROSA at ocharosa@un.org.

5.1.5. Environmental Emergencies Centre (EEC) training provides an overview of the environmental emergency response process and introduces tools for assessing environmental risks for contingency planning and preparing for emergencies at the local level. The EEC, managed by the Joint UNEP/OCHA Environment Unit, conducts its environmental learning through free online tools, classroom training and workshops. Topics include disaster waste management, rapid environmental assessments and environmental emergency contingency planning.

Who is it for? EEC introductory and advanced training is for the staff of Governments, UN organizations and public sector entities. EEC provides a free online learning platform. The Centre can also arrange classroom training and workshops. Enquiries can be made at ochaunep@un.org or through OCHA ROSA at ocharosa@un.org.

5.1.6. Bilateral Technical Training

Incident Command System (ICS) Technical Support and Training is offered through USAID and the US Forest Service International Programs to help Governments incorporate ICS into their national emergency response systems. The primary focus is the ICS, which is a system that allows for the integration of facilities, equipment, personnel, procedures and communications operating within a common organizational structure in an emergency.

The US Forest Service also provides training and technical assistance in other incident management system components, including Emergency Operation Centre (EOC) management, Multi-Agency Coordination (MAC) systems and Exercise Design/Conduct/Evaluation. US Forest Service technical assistance programmes typically include a train-the-trainer scheme, pilot testing and implementation, and a process for customizing and institutionalizing the system.

Who is it for? ICS, EOC, MAC and exercise-related training and technical assistance are for national Governments and partner response agencies/organizations.

How is it accessed? For more information on ICS training through USAID and US Forest Service International Programs, contact the USAID/OFDA Regional Office for Southern Africa.

5.2. Readiness Planning

The term ‘readiness planning’ refers to policy and legal preparedness, contingency planning, establishing national incident command systems and other processes that clarify roles between humanitarian actors.

Five readiness tools and services are included in this section under the following three areas:

- **Legal preparedness:** (1) Legal preparedness for disasters consistent with IDRL Guidelines; (2) UN Model Customs Facilitation Agreement;
- **Integrated preparedness packages and missions:** (1) Minimum Preparedness Package; (2) UNDAC Disaster Response Preparedness (DRP) missions; and
- **Support for national incident management systems:** (1) National Incident Management System development.

5.2.1. Legal Preparedness

Legal preparedness for disasters consistent with IDRL Guidelines addresses the initiation, facilitation, transit and regulation of international disaster relief and initial recovery assistance. Preparedness planning can include the review and development of disaster management laws, immigration laws, customs laws, quarantine procedures and civil and criminal liability processes. An IFRC-facilitated review of national legislation on disaster management usually takes between six and eight months. However, developing new laws is a longer-term process, as these laws are subject to the review and adoption processes of a particular country’s legal system.

A model legislation developed by IFRC to support legal preparedness for disasters by National Governments is called the Model Act for the Facilitation and Regulation of International Disaster Relief and Initial Recovery Assistance. It is a reference tool and example for lawmakers on how to develop legislation appropriate to a national situation, keeping in mind different legal and disaster response systems across States.

Implementing the IDRL Guidelines and the Model Act greatly helps to enhance timely response to a sudden-onset disaster or emergency.

Who is it for? Legal preparedness consistent with the IDRL Guidelines and the Model Act, are for Governments.

How to access it? The legal-preparedness process is usually initiated by a RCRC National Society in cooperation with its National Government and with support from the IFRC. The Model Act is available online. It is also available through National Societies or the IFRC.

UN Model Customs Facilitation Agreement is a tool available to States to expedite the import, export and transit of relief consignments and the possessions of relief personnel in a disaster. The UN Model Customs Agreement contains the following: provisions regarding simplified documentation and inspection procedures; temporary or permanent waiving of duties, taxes on imports of relief items and equipment of relief personnel, UN Agencies and accredited NGOs; and arrangements for clearance outside official working hours and locations.

Who is it for? A UN Model Customs Agreement is signed between a Government and the UN.

How to access it? Information on procedures for signing the agreement can be accessed through the UN RC or HC or through OCHA ROSA at ocharosa@un.org.

5.2.2. Integrated Preparedness Packages and Missions

Minimum Preparedness Package (MPP) is an integrated set of support services managed by OCHA and designed to help Governments, RC/HCs and HCTs at the country level to improve response preparedness. The MPP seeks to identify preparedness gaps and thereafter provide targeted training to achieve basic readiness to undertake a coordinated response in support of Government. Simulation exercises are used to determine the overall impact of interventions. The MPP focuses on six main areas considered central to an effective and well-coordinated response: (1) basic roles and responsibilities; (2) arrangements for coordination, including with Governments; (3) needs assessment; (4) arrangements for resource mobilization; (5) communications and reporting; and (6) arrangements for information management.

Who is it for? The MPP is for RCs/HCs, HCTs and Governments at the country level.

How is it accessed? UN RCs/HCs and Governments can request OCHA ROSA to undertake an MPP implementation. NDMA and relevant line ministries are an integral part of the related in-country activities. For more information, please contact OCHA ROSA at ocharosa@un.org.

5.2.3 UNDAC Disaster Response Preparedness (DRP)

missions support the evaluation and strengthening of national response preparedness, including policies and legislation. UNDAC DRP missions comprise five to ten trained UNDAC members and include experts from UN

humanitarian organizations, UN Member States, donor countries, the RCRC Movement and humanitarian NGOs. The missions are generally conducted over two weeks and periodic reviews on the progress in implementing the recommendations that have been agreed with national authorities are undertaken by the UNDAC mission.

Who is it for? UNDAC DRP missions are conducted at the request of and for Governments and/or HCTs.

How is it accessed? National Governments, in particular the national UNDAC Focal Point, where such exists, can contact the UN RC or HC, as they provide overall guidance on UNDAC DRP missions. Information is also available from OCHA ROSA at ocharosa@un.org.

5.2.4. Support for National Incident Management Systems

National Incident Management Systems Development (NIMS) is provided by USAID and US Forest Service International Programs in collaboration with other US Government entities. NIMS has five primary components: Preparedness, Communications and Information Management, Resource Management, Command and Management (including ICS), and Ongoing Maintenance and Management. A national incident-management system provides a consistent nationwide approach for incident management that enables Government officials at all levels and their partners to work together before, during and after incidents.

Who is it for? NIMS technical support is for National Governments.

How is it accessed? It is accessed through USAID/OFDA Southern Africa Regional Office.

5.3. Simulation

5.3.1. International Organization-Led Simulation

There are a number of regular, intergovernmental simulation exercises that take place annually and are organized by international or regional organizations.

Regional INSARAG USAR Simulation Exercises give disaster managers the opportunity to test earthquake response methodologies and improve coordination between local, regional and international USAR teams. The exercises include pre-exercise training, simulation and lessons-learned components that take place over one week. The INSARAG simulation exercises are for Government officials, including civil defence and USAR teams, and national and international humanitarian organizations.

Who is it for? Disaster managers interested in participating in or hosting USAR simulation exercises.

How is it accessed? Contact can be made to the INSARAG Secretariat in Geneva at insarag@un.org. OCHA ROSA is also a liaison between countries in Southern Africa and INSARAG and can be contacted at ocharosa@un.org.



5.3.2. IASC Inter-Agency Emergency Simulation (IASC IAES) is an inter-agency simulation platform that aims to reinforce country-level emergency preparedness and coordination. The simulation includes a one-day pre-briefing, a full-day field exercise and a one-day debriefing. IASC IAES has been developed to enable in-country actors to test existing disaster preparedness policies, contingency plans (CPs) and procedures.

Who is it for? IASC IAES are conducted at the national level. Participants include Government entities and in-country humanitarian agencies.

How is it accessed? The IASC IAES can be requested through the UN Resident Coordinator (RC) or Humanitarian Coordinator (HC) or through OCHA ROSA at ocharosa@un.org.

In addition to the overarching simulation exercises described before, UN Agencies, NGOs and clusters often run additional sector-specific and/or community-level simulations.

5.3.3. Regional organization-led exercises

Regional Civil-Military Simulation Exercises are designed to strengthen regional partners' ability to respond to shared security challenges and other contingencies. Many focus on the rapid and effective establishment and/or augmentation of a multinational task force headquarters and include skills training on humanitarian assistance and disaster response. A variety of such exercises

takes place in Southern Africa throughout the year and mostly through bilateral arrangements between the South Africa War College and their dialogue partners.

Who is this for? Regional civil-military simulations are for national military forces and their dialogue partners.

How is it accessed? Information about the civil-military simulations listed above can be accessed through the military forces of hosting and organizing countries.

5.4. Early Warning

There are a growing number of early warning systems available to disaster managers in Southern Africa. Early warning systems vary in geographic and thematic coverage, and offer different levels of situational awareness, alerting and executive decision-making support to National Governments and their partners. Effective early warning and preparedness systems play a critical role in preventing hazardous events from turning into disasters and ultimately help save lives. International organizations have thus been involved in assisting in the development of new systems and/or enhancing existing structures to bolster international preparedness and response capacity.

5.4.1. International Strategy for Disaster Reduction (ISDR) – Platform for the Promotion of Early Warning, which started operations in 2004, is mandated to assist with the development of early warning and preparedness



systems by advocating for better early warning systems, especially in development assistance policy and programmes, collecting and disseminating information on best practices, and stimulating cooperation among early warning actors and the development of new ways to improve early warning systems. <http://www.unisdr.org>

The six early warning systems listed here are regional and international systems that exist in addition to mechanisms operated by National Meteorological Agencies and other Government entities in the region, including NDMA's. For ease of reference, the systems relevant to Southern Africa are highlighted in the summary table on page 49.

5.4.2. Global Disaster Alert and Coordination System (GDACS) provides alerts about global hazards and tools to facilitate response coordination. GDACS contains preliminary disaster information and electronically calculated loss-and-impact estimations after major disasters. <http://www.gdacs.org>

5.4.3. Humanitarian Early Warning Service (HEWS – IASC WFP) is an up-to-the-minute global multi-hazard watch service to support humanitarian preparedness. The IASC Humanitarian Early Warning Service (HEWSweb) is an inter-agency partnership project aimed at establishing a common platform for humanitarian early warnings and forecasts for natural hazards. The HEWSweb service has dedicated pages for each type of hazard. These include dedicated pages for floods, storms, locusts, volcanoes,

earthquakes, weather and other hazards. The main objective of HEWSweb is to bring together and make accessible in a simple manner the most credible early warning information available at the global level from multiple, specialized institutions. <http://hewsweb.org>

5.4.4. United States Geological Survey (USGS) provides information on global ecosystems and environments with attention to natural hazard warning. USGS supports the warning responsibilities of the NOAA (National Oceanic and Atmospheric Administration of the USA) for geomagnetic storms and tsunamis. <http://www.usgs.gov>

5.4.5. World Meteorological Organization (WMO) is a specialized agency of the United Nations and is the UN system's authoritative voice on the state and behaviour of the Earth's atmosphere, its interaction with the oceans, the climate it produces and the resulting distribution of water resources. WMO has a membership of 191 Member States and Territories (as of 1 January 2013). In the specific case of weather-, climate- and water-related hazards, which account for nearly 90 per cent of all natural disasters, WMO's programmes provide vital information for advance warnings that save lives and reduce damage to property and the environment. <https://www.wmo.int>

5.4.6. Global Information and Early Warning System (GIEWS), managed by the Food and Agriculture Organization (FAO), is the leading source of information



on food production and food security for every country in the world. The GIEWS maintains a unique database on global, regional, national and subnational food security, and has invested in innovative methods for collecting,

analyzing, presenting and disseminating information. The System supports national- and regional-level initiatives to enhance food information and early warning systems.

<http://www.fao.org>

Early Warning Systems in Southern Africa

Name	Host	Main Purpose	Link
Regional Specialized Meteorological Centre (RSMC) La Réunion	Météo-France	Multi-Hazard Early Warning System: Provides real-time weather advisories and is responsible for tracking tropical cyclones in the south-west Indian Ocean	http://www.meteofrance.re/accueil
Climate Services Centre (CSC)	Southern African Development Community (SADC)	Weather Forecasting Early Warning: Provides operational, regional services for monitoring and predicting extremes in climate condition. The Centre develops and disseminates meteorological, environmental and hydro-meteorological products, and hosts the Southern Africa Regional Climate Outlook Forums (SARCOF), which are designed to develop region-wide consensus on climate outlooks in the near future. The Real Time Extreme Weather and Climate Monitoring System (MONIS) is the key tool used to gather and visualize all meteorological data for analysis and early warning.	http://www.sadc.int/sadc-secretariat/services-centres/climate-services-centre/
Regional Integrated Multi-Hazard Early Warning System (RIMES) for Africa and Asia	RIMES Member States	Multi-Hazard Early Warning System: RIMES provides regional early warning services and builds capacity of its Member States in the end-to-end early warning of tsunami and hydro-meteorological hazards.	http://www.rimes.int/
Famine Early Warning Systems Network (FEWS-NET)	US Agency for International Development (USAID)	Food Security Warning System: Provides objective, evidence-based analysis related to food security and famine to help Government decision-makers and relief agencies plan for and respond to humanitarian crises.	http://www.fews.net/
Locust Watch	Food and Agriculture Organization (FAO)	Food Security Warning System: Provides timely information on the movement of locust swarms and the potential impacts these swarms may have on food security	http://www.fao.org/ag/locusts/en/info/info/index.html



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Summary Table of International Tools and Services Available to Governments

Activity Area For Disaster Response	Activity Item International Tools and Services Available to Governments	Who are the tools or services for? How to access them?
<p>Technical Team Mobilization</p>	<p>UN Disaster Assessment and Coordination (UNDAC): A standby team of disaster management professionals that can deploy at short notice (12–48 hours) anywhere in the world, from the onset of a disaster.</p> <p>Staying during the initial phase of emergency response (two to four weeks), UNDAC teams usually: support the UN humanitarian network and the Government in assessment and needs analysis; coordinate international response; handle the management of information; and carry out liaison activities.</p> <p>UNDAC roster members benefit from regular training and high standards.</p> <p>International Search and Rescue Advisory Group (INSARAG) is dedicated to Urban Search and Rescue (USAR) and operational coordination in the field. Its purposes also include developing skilled teams through training, adherence to international standards, self-reliance and capacity-building, and promoting and facilitating the development of national USAR capacity in disaster-prone countries.</p> <p>Urban Search and Rescue (USAR) teams are trained experts who provide search, rescue, medical, management and logistics assistance to save the lives of people trapped under collapsed structures in urban areas. The teams can be operational in the affected country within 24–48 hours of the disaster and are self-sufficient for the duration of their deployment. For further reading and to view the 2012 INSARAG Guidelines, please visit: http://www.insarag.org/en/methodology/guidelines.html</p> <p>Bilateral Technical Response Teams are emergency teams deployed by assisting Governments to make an initial assessment of needs for contributions to the affected Government and/or to UN Agencies, the RCRC Movement and NGOs.</p> <p>Some key bilateral technical response teams active in Southern Africa include:</p> <ul style="list-style-type: none"> • USAID Disaster Assistance Response Team (DART) • DFID Conflict Humanitarian and Security Department (CHASE) team (UK) • European Commission's ECHO Civil Protection Team and Rapid Response Team <p>Red Cross/Red Crescent (RCRC) Movement</p> <p>Regional Disaster Response Teams (RDRTs) are trained regional response teams that can be deployed within 24–48 hours of a disaster to bring assistance to National Societies in neighbouring countries. RDRTs also aim to promote the building of regional capacities in disaster management.</p> <p>Field Assessment Coordination Teams (FACT) are rapidly deployable teams with technical expertise in relief, logistics, health, nutrition, public health and epidemiology, psychological support, water and sanitation, and finance and administration. FACTs are on standby and can be deployed anywhere in the world within 12–24 hours for two to four weeks.</p> <p>Emergency Response Units (ERUs) are teams of trained technical specialists mandated to give immediate support to National Societies in disaster-affected countries. They provide specific support or direct services when local facilities are destroyed, overwhelmed by need or do not exist. ERUs work closely with FACT. They are designed to be self-sufficient for one month. ERUs can be deployed within 24–72 hours and can operate for up to four months.</p>	<p>An UNDAC team is deployed at the request of an affected Government, the UN RC or the HC. During an emergency, an UNDAC team can be requested through: OCHA ROSA, tel: +27 82 908 1338 or OCHA Geneva, tel: +41 (0)22 917 1600 (e-mail: leoni@un.org or undac.alert@un.org).</p> <p>OCHA serves as the secretariat of INSARAG. OCHA ROSA can be contacted on tel: +27 82 908 1338 or ocharosa@un.org.</p> <p>A Government seeking international USAR teams through INSARAG can do so through a pre-identified INSARAG National Focal Point or directly through the INSARAG Secretariat at insarag@un.org.</p> <p>Most of them are designed to help the assisting (donor) Government decide what type of support to provide during an emergency response. Some, such as Japan's JDR team, also provide search and rescue, medical and other technical support.</p> <p>More information on them can be obtained from embassies of the respective assisting Governments.</p> <p>All three technical teams are deployed to support National Societies, IFRC and Governments of disaster-affected countries. Information about these teams can be accessed through National Societies and IFRC.</p>

Activity Area	International Tools and Services Available to Governments	Who are the tools or services for? How to access them?
Technical Resources Mobilization	<p>In addition to technical teams, there are technical services that can be triggered to support Governments and international organizations in their response. Such technical services include everything from pre-positioned supplies and communications technology packages to emergency surge rosters.</p>	
Relief Assets and Stockpiles	<p>Military and Civil Defence Assets (MCDA) are uniformed assets and services contributed by foreign military and civil defence organizations for humanitarian assistance. They include relief personnel, equipment (e.g. air, ground and sea transport, and communication equipment) and supplies and services (e.g. medical support and security services). MCDA are provided at no cost to the affected State and/or to the UN, unless otherwise regulated by international agreements. MCDA that are deployed through a central request to support UN Agencies are called UN MCDA.</p> <p>International Humanitarian Partnership (IHP). IHP is a platform for international cooperation and sharing of resources, providing appropriate operational, technical and financial support to multilateral organizations (primarily the UN, but also the EU and other humanitarian actors) engaged in humanitarian assistance around the world. Support is provided in both complex emergency (conflict-related) and natural disaster situations. The Partnership currently has seven members: Denmark, Estonia, Finland, Germany, Norway, Sweden and UK. The IHP secretariat and permanent focal point is provided by OCHA Geneva.</p> <p>For more information, please visit the IHP website at: www.ihp.nu</p>	<p>MCDA are for affected States. UN MCDA are for UN Agencies operating in support of affected States. With the expressed consent of the affected State, MCDA can also be requested through the UN RC or the HC.</p> <p>IHP support is for multilateral organizations – primarily the UN, but also the EU and other humanitarian actors. Requesting organizations should, after consolidating information, emergency needs and requirements, send alerts/requests to the IHP Chair and IHP Secretariat at the following contacts: IHP Chairperson (Christian Dischiena) – tel: +46 70 360 9120; e-mail: Christian.dischiena@msb.se or IHP Secretariat (OCHA Geneva) – tel: +41 79 468 5950; e-mail (Ben Negus): Negus@un.org</p>
	<p>UN Humanitarian Response Depot (UNHRD) is a tool that supports strategic stockpiling efforts of UN and international, governmental and non-governmental organizations. The Network holds strategic stock reserves of emergency relief goods such as medical kits, shelter items, and IT equipment and operations support assets to support relief organizations in their response to emergencies. The Network was also set up to facilitate WFPs capacity to respond to multiple large-scale emergencies at any given time.</p> <p>The UNHRD for Southern Africa is located in Brindisi, Italy, and is managed by WFP. UNHRD Brindisi holds strategic reserves of emergency non-food relief goods, including medical kits, shelter items, IT equipment and other items designed to assist emergency response.</p> <p>A UNHRD shipment is normally dispatched within five to seven days following a request. Warehousing, storage and inspection, and handling of relief items are free of charge to users. UNHRD also provides additional services at a cost, such as procurement, transport, technical assistance, insurance, repackaging and kitting.</p>	<p>UNHRD has Authorized Users and Ad hoc Users. Authorized Users are Humanitarian UN and non-UN Organizations, Humanitarian Agencies, Governmental and Non-Governmental Organizations, that have signed a Technical Agreement (TA) with WFP to use the UNHRD Network. Ad hoc Users are other humanitarian organizations/entities that wish to use, on an ad hoc basis, UNHRD facilities and specific services (at cost).</p> <p>To access UNHRD services, all users – authorized or ad hoc – are required to comply with its Standard Operating Procedures available at www.unhrd.org</p>
Technical Networks and Manuals	<p>ICRC Family Links Network is the primary global framework for restoring family links in the wake of conflict, disaster and/or migration. Restoring Family Links (RFL) is the general term given to a range of activities that aim to locate and reunite family members, restore and maintain contact between separated families, and to clarify the fate of persons who have been reported missing.</p> <p>The Family Links Network consists of the ICRC's Central Tracing Agency (CTA), tracing services of National Societies and tracing agencies of Governments.</p>	<p>The ICRC Family Links Network assists families and family members who have been separated by conflict, disaster or migration. In-country Family Links Network support can be accessed through National Societies. ICRC also maintains the following Family Links website: http://familylinks.icrc.org</p>

Activity Area	Activity Item	International Tools and Services Available to Governments	Who are the tools or services for? How to access them?
<p>Technical Resources Mobilization (cont.)</p>	<p>Standby and Surge Rosters</p>	<p>Emergency Response Roster (ERR) is OCHA's main internal mechanism for short-term deployment of staff to larger emergencies. A number of OCHA staff members are on the roster at any one time and can be deployed within days for up to six weeks. All of the regular profiles found in OCHA field offices can be sourced through the ERR.</p> <p>Associates Surge Pool (ASP) was established by OCHA to bridge the gap between immediate surge and the arrival of regular staffing. The ASP comprises external, non-OCHA emergency personnel that can be quickly recruited and deployed. The average ASP deployment is three to six months. The ASP can deploy humanitarian affairs officers, information management officers and public information officers.</p> <p>WFP-managed Emergency Telecommunications Cluster provides in-country inter-agency telecommunications infrastructure, services and expertise for humanitarian organizations from the onset of an emergency.</p> <p>WFP-managed Logistics Cluster deploys logistics response teams to emergencies to assume an initial logistics coordination role for humanitarian organizations from the onset of an emergency.</p>	<p>It is an internal OCHA Roster.</p> <p>It is an internal OCHA Roster.</p>
		<p>Norwegian Capacities (NORCAP) provides expertise in everything from protection and emergency education to logistics and engineering through to rapid deployment of professional and experienced personnel.</p> <p>Protection Standby Capacity (ProCap) roster responds to priority gaps and needs in emergency protection response at the country level. ProCap is managed by the Norwegian Refugee Council (NRC).</p> <p>Gender Standby Capacity (GenCap) roster builds the capacity of humanitarian actors at the country level to mainstream gender equality programming, including prevention and response to gender-based violence, in all sectors of humanitarian response. GenCap is managed by the Norwegian Refugee Council (NRC).</p> <p>Assessment Capacities Project (ACAPS) is an assessment standby capacity that provides accessible expertise, timely data and analysis to inform decision-making by National Governments and IASC HCTs (Humanitarian Country Teams). ACAPS is managed by the Norwegian Refugee Council (NRC).</p>	<p>In-country telecommunications and logistics support through these WFP-led global clusters are for humanitarian organizations. Representatives from aid organizations interested in participating in information and communications technology or logistics coordination and information sharing can attend local working group meetings. Information about both clusters is available through the WFP Regional Office at wfp.inb@wfp.org or through the cluster websites http://www.wfp.org/logistics/cluster</p> <p>NORCAP, ProCap, GenCap and ACAPS are managed by the Norwegian Refugee Council (NRC) on behalf of the Government of Norway and the UN. The largest general surge roster is NORCAP. NORCAP, ProCap, GenCap and ACAPS teams are generally deployed as a resource for local HCTs and in support of the HC. They are often hosted by UNHCR, UNICEF, OHCHR, OCHA and/or other agencies. ACAPS' assessment experts have also deployed to support National Governments.</p> <p>Information about them can be accessed at NORCAP and all queries can be addressed to scs@un.org (SCS being the Surge Capacity Section of OCHA).</p>
		<p>OCHA Emergency Cash Grant is an emergency relief grant that can be quickly dispersed in the event of a sudden-onset disaster. The Grant represents a relatively small amount of resources sourced from the UN regular budget and disbursed for pressing relief activities in the immediate aftermath of a disaster. The amount per allocation cannot exceed USD100,000, even though more than one allocation can be made per emergency. Funds are disbursed within ten days and can be useful in funding specific, immediate, life-saving activities such as local procurement, logistics support and/or transporting relief items.</p>	<p>Emergency Cash Grants are usually received by the UN RC or HC who may spend the funds directly or seek OCHA's consensus for their transfer to national authorities or local NGOs. Funds are requested by the UN RC or HC, or by the OCHA Field Office or Regional Office. A Government can also request an OCHA Emergency Cash Grant through its Permanent Mission to the UN in Geneva or New York.</p>

Activity Area	Activity Item	International Tools and Services Available to Governments	Who are the tools or services for? How to access them?
Financial Resources Mobilization (cont.)	Funding Mechanisms (Multilateral) (cont.)	<p>Central Emergency Response Fund (CERF) is an OCHA-managed UN fund intended to kick-start emergency humanitarian assistance. The CERF comprises both a USD450 million grant element and a USD30 million loan facility. The grant element is subdivided into a Rapid Response Window and an Underfunded Emergencies Window.</p> <p>Rapid Response Window grants, which are generally dispersed within two weeks of a request, are provided to support critical, life-saving activities in sudden-onset disasters and situations of acute need, as well as other time-critical interventions not funded by other sources. As a guideline, CERF rapid response funding does not exceed USD30 million per country per emergency, although the ERC can offer funding beyond this amount if s/he believes it is necessary. Even though the CERF does not depend on issuance of any Appeal, the CERF rapid response provision, in most instances, aims to be about ten per cent of the total funding requested in a Preliminary Response Plan (ex-Flash Appeal).</p> <p>Underfunded Emergencies Windows funding is provided to: (1) ensure rapid response to sudden-onset emergencies or rapidly deteriorating conditions in an existing emergency; and (2) support humanitarian response activities within an underfunded emergency.</p> <p>In-country sectoral lead agencies have the responsibility for preparing funding requests for their respective sector under the overall leadership of the RC/HC. Other humanitarian actors can receive funding indirectly by being implementing partners in projects receiving CERF funding.</p>	<p>CERF funding can be granted to UN Agencies and IOM only. Non-UN humanitarian partners, including NGOs and technical Government counterparts, can access CERF funding indirectly as implementing partners of CERF grant recipients.</p> <p>Rapid Response Window grants are requested by UN RCs or HCs on behalf of HCTs. However, once allocated, contractual arrangements are made between CERF and the recipient agency directly.</p> <p>Regarding Underfunded Emergency Window funding:</p> <p>The ERC (UN Emergency Relief Coordinator) informs RCs/HCs in selected countries about CERF funding levels potentially available for their countries.</p> <p>The RCs/HCs (preferably in collaboration with HCTs) then identify and submit projects that could qualify.</p> <p>Afterward, the ERC decides whether to allocate the requested funds.</p> <p>Contact OCHA ROSA on tel: +27 82 908 1338</p>
		<p>IFRC Disaster Relief Emergency Fund (DREF) is an emergency response fund that provides immediate financial support to Red Cross and Red Crescent National Societies, enabling them to carry out their unique role as first responders after a disaster. Allocations may be made as start-up loans in the case of large-scale disasters, as grants to meet the costs of responding to small-scale emergency relief operations, or for making preparations in the case of imminent disaster.</p>	<p>DREF is available to all 189 Red Cross and Red Crescent National Societies. IFRC reviews requests for DREF allocations on a case-by-case basis. Money can be authorized and released within 24 hours.</p>
		<p>UNDP Target for Resource Assignment from the Core (TRAC) 1.1.3 Category II resources are available to coordinate an effective response to a sudden crisis (disaster or conflict), conduct needs assessments, initiate early recovery frameworks and establish solid foundations for sustainable recovery. Funds usually do not exceed USD100,000 and need to be spent within 12 months.</p>	<p>These UNDP resources are available to UNDP country programmes, through requests made to the UN RC in a simple proposal, accompanied by an OCHA Situation Report. Approval should then be issued by the Head of UNDP within 48 hours of a request.</p>
		<p>Emergency Response Fund (ERF) is a country-based pooled fund managed by the HC with OCHA support. ERF funds are managed by the HC with support from the OCHA office and under the advice of a selected Advisory Board, which may include UN Agencies, IOM, NGOs and components of the RCRC Movement.</p>	<p>ERF grants can be provided to UN Agencies and NGOs. Contact your OCHA Office.</p>

Activity Area	Activity Item	International Tools and Services Available to Governments	Who are the tools or services for? How to access them?
Financial Resources Mobilization (cont.)	Strategic and Fundraising Tools	<p>UN Preliminary Response Plan (PRP – ex Flash Appeal) is an initial inter-agency humanitarian response strategy and resource mobilization tool based on a rapid appraisal of the disaster situation. The PRP identifies the common funding requirements of humanitarian actors for the earliest phase of the response, generally for the first three to six months. If emergency response is required for more than six months or in a protracted emergency, the PRP is extended and transformed into a Strategic Response Plan (SRP – ex CAP). The PRP can include projects from UN Agencies, other international organizations and NGOs. It may also include project partnerships with the RCRC Movement and/or National Society of the affected country.</p>	<p>The Preliminary Response Plan (PRP) is initiated by the UN RC or HC in consultation with the HCT and with the support of the UNDAC team, if deployed. Government ministries cannot appeal for funds directly through a PRP, but may be partners identified in UN or NGO projects.</p> <p>In countries without an existing OCHA presence, the nearest OCHA Regional Office and/or OCHA Headquarters support the development of the PRP. E-mail: ocharosasa@un.org or tel: +27 82 908 1338</p>
		<p>Strategic Response Plan (SRP – ex CAP) is an advocacy and financing tool that brings aid organizations together to plan, coordinate, implement and monitor disaster response. It comprises a common humanitarian action plan and a portfolio of concrete projects necessary to implement that plan. It serves as an ongoing frame of reference and detailed work plan for large-scale, sustained humanitarian action. SRP includes projects implemented by UN Agencies, the RCRC Movement, IOM and NGOs. A Strategic Response Plan is generally launched when humanitarian needs extend beyond the period of a Preliminary Response Plan (which is usually six months).</p>	<p>Governments cannot seek money through SRP, though SRP does encourage close cooperation between donors, humanitarian organizations and host Governments. As with the PRP, Governments may be identified as partners in implementing specific projects.</p> <p>SRP is accessed through the HC and HCT and is normally managed in-country through the OCHA office.</p>
Information Management and Needs Assessments	Overall Information Management	<p>OCHA Country Offices have a dedicated information management (IM) capacity, normally in the form of an Information Management Unit (IMU). This includes technical staff members that deliver an information service to the humanitarian community by developing and promoting common standards that enable data exchange. They consolidate this information to provide an overview of the humanitarian response. They also provide technical support to initiatives, such as needs assessments, and publish information products, such as maps and infographics.</p> <p>OCHA IMU (Information Management Unit) works in close collaboration with IM focal points in Government and cluster lead agencies to aggregate information and provide an overall view of the emergency response. To facilitate this exchange of data, an IM network is often formed with IM staff from OCHA, key Government agencies (NDMO, national statistics agencies, etc.) and cluster lead agencies.</p> <p>Where there is no OCHA office, like in most countries in the Southern Africa region, OCHA ROSA's IMU supports countries in the same way an OCHA Country Office would. Working through the Government and UN coordination mechanisms in-country, OCHA ROSA's IMU can be called upon or deployed for both preparedness and response activities.</p>	<p>OCHA IMU, as well as the HIC, is for Governments and humanitarian organizations. IM capacity in cluster lead agencies supports cluster members and line ministries.</p> <p>OCHA IM capacity is accessed in-country through OCHA, if there is in OCHA office. Where there is no OCHA office, OCHA ROSA's IMU can be accessed through the UN RC.</p>
		<p>HIC (Humanitarian Information Centre). In a very large and complex emergency response and when adequate information management capacity is not there in-country, technical capacity can be increased by deploying a HIC. The HIC would deploy with additional resources to support existing capacities and set up a physical space where relief organizations assisting the Government can manage and share information.</p>	

Activity Area	Activity Item	International Tools and Services Available to Governments	Who are the tools or services for? How to access them?
Information Management and Needs Assessments (cont.)	Reporting Tools	<p>OCHA Situation Report (Sitrep) is an operational document issued by OCHA that provides a snapshot of current needs, response efforts and gaps in an emergency. Sitreps are only issued during the acute phase of an emergency (i.e. at the onset of a new crisis or following the deterioration of an ongoing emergency). They are not used to report on chronic emergencies.</p> <p>The OCHA Head of Office, where there is an OCHA Country Office, or the Head of the OCHA Regional Office, in consultation with the UN RC and/or HC, decides whether a specific disaster event merits a Sitrep.</p> <p>Humanitarian Snapshot. Other OCHA reporting products may also be rolled out to support humanitarian decision-making. The Humanitarian Snapshot is an infographic (including a full-page map, graphics and textual summaries) that provides timely, visual insight into the situation.</p> <p>Humanitarian Dashboard. The Humanitarian Dashboard is an IASC tool designed to help clusters and HCTs monitor implementation of the response plan over the course of a crisis.</p> <p>ReliefWeb is a humanitarian website managed by OCHA that provides timely, reliable and relevant information and analysis (documents and maps) on humanitarian emergencies and disasters. It offers a consolidated collection of information from trusted sources (international organizations, NGOs, Governments, research bodies, etc.); information such as public reports, appeals, policy documents, analysis and maps related to humanitarian emergencies worldwide. It maintains offices in three time zones: New York, Bangkok (Thailand) and Nairobi (Kenya).</p> <p>Financial Tracking System (FTS) is a global database maintained by OCHA that records humanitarian contributions (cash and in kind) to emergencies. FTS is a real-time, searchable database that includes all reported international humanitarian aid, with a special focus on CAPs (Consolidated Appeal Processes). FTS can only record contributions that are reported to it by donors and recipient entities.</p> <p>unocha.org/rosa is OCHA ROSA's website. It is mostly used as a platform to bring to light and advocate humanitarian issues/concerns within the Southern Africa region.</p> <p>rosa.humanitarianresponse.info is a humanitarian web-based platform to support inter-cluster coordination and information management in line with the endorsed IASC <i>Operational Guidance on Responsibilities of Cluster/Sector Leads and OCHA Information Management</i>. It is a website intended for operational people on the ground, providing core preparedness and response information for all countries in the Southern Africa region. Such information includes baseline data, latest in-country reports, maps, infographics, and in the case of an emergency, real-time information on the emergency or disaster.</p>	<p>Sitreps are for operational humanitarian actors working inside and outside the affected country, as well as donors, Governments, civil society organizations, the media and the public.</p> <p>Sitreps are available for public access at reliefweb.int: www.unocha.org/rosa and rosa.humanitarianinfo.org. Interested actors may also subscribe to receive Sitreps issued by OCHA globally. To request inclusion, please e-mail ochareporting@un.org or, in the Southern Africa region, ocharosasa@un.org.</p>

Activity Area	Activity Item	International Tools and Services Available to Governments	Who are the tools or services for? How to access them?
Information Management and Needs Assessments (cont.)	Satellite Imagery and Mapping In Southern Africa	OCHA, as well as many other organizations, has a capacity for mapping data and using satellite imagery.	Contact: OCHA Country Office or OCHA ROSA (ocharosa@un.org)
		UNOSAT (UNITAR's Operational Satellite Applications Programme), which is hosted by the UN, delivers imagery analysis and satellite solutions to UN and non-UN humanitarian organizations.	Contact: ocharosa@un.org or unosat@unitar.org
		UN-SPIDER (UN Platform for Space-based Information for Disaster Management and Emergency Response), hosted by UN, connects disaster management and space communities, and assists Governments in using space-based information for disaster preparedness.	www.un-spider.org
		International Charter for Space and Major Disasters, which is hosted by a Consortium of national space agencies, provides a unified system for space data acquisition and delivers it to people affected by natural or man-made disasters through authorized users.	www.disasterscharter.org
		MapAction delivers information in a mapped form to support decision-making and delivery of aid.	www.mapaction.org
		IMMAP (Information Management and Mine Action Program) provides decision-making support services to national and international actors through mapping and a specialized tool for disaster awareness called the Common Operating Picture (COP) Framework.	http://immap.org
	Needs Assessment Tools	MIRA (Multi-sector/cluster Initial Rapid Assessment) is a multi-sector assessment methodology carried out by key humanitarian stakeholders during the first two weeks following a sudden-onset disaster. It aims to provide fundamental information on the needs of affected people and the priorities for international support. The MIRA approach produces a preliminary scenario definition within the first 72 hours following a disaster and a final report within two weeks.	MIRA is primarily for HCT use in support of affected Governments. Information on MIRA is available in-country through OCHA, the HIC or the UN RC, or where there is no OCHA office, through OCHA ROSA at ocharosa@un.org .
		Post-Disaster Needs Assessment (PDNA) and Recovery Framework (RF). A PDNA is a Government-led assessment exercise with integrated support from the UN, the European Commission, the World Bank and other national and international actors. It combines into a single consolidated report the following information: the physical impacts of a disaster; the economic value of damage and loss; the human impacts as experienced by affected people; and the resulting early and long-term recovery needs and priorities. A PDNA complements rather than duplicates initial rapid assessments (such as the above-mentioned MIRA). It analyzes these assessments to obtain recovery-related data. The RF is the principal output of a PDNA. It provides a basis for the prioritization, design and implementation of a coherent set of recovery programmes.	They are for Governments. Information about PDNA and RF can be accessed through the World Bank's Global Facility for Disaster Reduction and Recovery (GFDRR), the OCHA Information Management Unit (IMU) and the Humanitarian Information Centre (HIC). GFDRR: www.gfdr.org - OCHA ROSA: www.unocha.org/rosa/ocharosa@un.org - HIC: www.humanitarianinfo.org and http://web.archive.org/web/20110719010009/http://www.humanitarianinfo.org/

Remember: In addition to the multi-sectoral assessments described above, there are many other cluster-specific and thematic assessment methodologies and tools that can be employed in an emergency. One example is the Flash Environment Assessment Tool (FEAT) used in identifying acute environmental issues immediately following a disaster.

Activity Area	Activity Item	International Tools and Services Available to Governments	Who are the tools or services for? How to access them?
For Disaster Response Preparedness			
		<p>The entries below are limited to response preparedness tools and services and do not encompass broader disaster risk reduction (DRR) efforts under the Hyogo Framework for Action (HFA) or the general rubric of preparedness.</p>	
Technical Training	International Technical Training	<p>UN Disaster Assessment and Coordination (UNDAC) Training is offered mainly via two courses: the UNDAC Induction Course and UNDAC Refresher Course.</p> <p>The Induction Course is a two-week training that provides participants with applicable knowledge about UNDAC's core activities: assessment, coordination and information management.</p> <p>The Refresher Course is a four- to five-day course that UNDAC roster members are required to take every two years to maintain their skill levels.</p> <p>A UNDAC team is a standby team of disaster management professionals that can deploy at short notice (12-48 hours) anywhere in the world, free of charge to the disaster-affected country. UNDAC teams usually stay during the initial phase of emergency response (two to four weeks).</p>	<p>UNDAC training is for representatives of UNDAC member countries/organizations and UNDAC participating countries. Representatives are generally from Government entities, OCHA and UN Agencies, but can also be from NGOs. After completing the course, participants are eligible to sign a contract and be added to the UNDAC Emergency Response Roster (ERR). UNDAC roster members are expected to be available for at least one mission per year. UNDAC training can be accessed through the OCHA Field Coordination Support Services (OCHA FCSS) at ocha-fcss@un.org or through OCHA ROSA at ocharosa@un.org.</p>
		<p>Training in INSARAG Guidelines and Methodology offers technical expertise in international USAR (Urban Search and Rescue) response according to the following phases: preparedness, mobilization, operations, demobilization and post-mission. INSARAG training is designed to share internationally accepted procedures and systems for sustained cooperation between USAR teams in an emergency.</p>	<p>Countries interested in joining the INSARAG network can contact the INSARAG Secretariat in Geneva at insarag@un.org. OCHA ROSA, which also is a liaison between countries in Southern Africa and INSARAG, can be contacted at ocharosa@un.org.</p>
		<p>UN Humanitarian Civil-Military Coordination (UN-CMCoord) is offered by OCHA through its HQ-based Civil/Military Coordination Section (CMCS). National and international actors are trained in the concept and principles of humanitarian civil-military coordination and their practical application in emergencies. The various courses offered are: Familiarization Course, Regular Course, Field Course and Training of Trainers Course.</p>	<p>UN-CMCoord training is for staff of Government organizations, aid agencies, civil protection units, military and civil defence organizations, UN Agencies, the RCRC Movement and NGOs.</p> <p>Training schedules and application forms can be downloaded at http://www.unocha.org. Additional information can also be provided by OCHA in Geneva at +41 (0) 22 917 34 84 or by OCHA ROSA at ocharosa@un.org.</p>
		<p>Environmental Emergencies Centre (EEC) training provides an overview of the environmental emergency response process and introduces tools for assessing environmental risks, contingency planning and preparing for emergencies at the local level. The EEC, managed by the Joint UNEP/OCHA Environment Unit, conducts its environmental learning through free online tools, classroom training and workshops. Topics include disaster waste management, rapid environmental assessments and environmental emergency contingency planning.</p>	<p>EEC introductory and advanced training is for staff of Governments, UN organizations and public sector entities. EEC provides a free online learning platform. The Centre can also arrange classroom training and workshops. Enquiries can be made at ochaunep@un.org or through OCHA ROSA (ocharosa@un.org).</p>
Bilateral Technical Training		<p>Incident Command System (ICS) Technical Support and Training is offered through USAID and the US Forest Service International Programs to help Governments incorporate ICS into their national emergency response systems. The primary focus is the ICS, which is a system that allows for the integration of facilities, equipment, personnel, procedures and communications operating within a common organizational structure in an emergency.</p>	<p>ICS, EOC, MAC and exercise-related training and technical assistance are for national Governments and partner response agencies/organizations.</p> <p>Contact can be made to USAID and US Forest Service International Programs or USAID/OFDA Regional Office for Southern Africa.</p>

Activity Area	Activity Item	International Tools and Services Available to Governments	Who are the tools or services for? How to access them?
Readiness Planning	<p>Readiness Planning refers to policy and legal preparedness, contingency planning, establishing national incident command systems and other processes that clarify roles among humanitarian actors.</p>	<p>Legal preparedness for disasters consistent with IDRL Guidelines addresses the initiation, facilitation, transit and regulation of international disaster relief and initial recovery assistance. Legal preparedness planning can include the review and development of disaster management laws, immigration laws, customs laws, quarantine procedures and civil and criminal liability processes. An IFRC-facilitated review of national legislation usually takes six to eight months, but developing new laws is a longer-term process, as the laws are subject to the review and adoption processes of a particular country's legal system. A model legislation developed by IFRC to support legal preparedness for disasters by National Governments is called the Model Act for the Facilitation and Regulation of International Disaster Relief and Initial Recovery Assistance.</p>	<p>Legal preparedness consistent with the IDRL Guidelines and the Model Act, are for Governments. The legal preparedness process is usually initiated by a RCRC National Society in cooperation with its National Government and with support from the IFRC. The Model Act is available online. It is also available through National Societies or the IFRC (http://www.ifrc.org).</p>
	<p>Legal Preparedness</p>	<p>UN Model Customs Facilitation Agreement is a tool available to States to expedite the import, export and transit of relief consignments, and the possessions of relief personnel in a disaster. The UN Model Customs Agreement contains: provisions regarding simplified documentation and inspection procedures; temporary or permanent waiving of duties, taxes on imports of relief items and equipment of relief personnel, UN Agencies and accredited NGOs; and arrangements for clearance outside official working hours and locations.</p>	<p>A UN Model Customs Agreement is signed between a Government and the UN. Information on procedures for signing the agreement can be accessed through the UN RC or HC, or through OCHA ROSA at ocharosa@un.org.</p>
	<p>Integrated Preparedness Packages and Missions</p>	<p>Minimum Preparedness Package (MPP) is an integrated set of support services managed by OCHA and designed to help Governments, RC/HCs and HCTs at the country level to improve response preparedness. The MPP seeks to identify preparedness gaps and thereafter provide targeted training to achieve basic readiness to undertake coordinated response in support of Government. Simulation exercises are used to determine the overall impact of interventions. The MPP focuses on six main areas considered central to effective and well-coordinated response: (1) Basic roles and responsibilities; (2) Arrangements for coordination, including with Governments; (3) Needs assessment; (4) Arrangements for resource mobilization; (5) Communications and reporting; (6) Arrangements for information management.</p>	<p>The MPP is for RCs/HCs, HCTs and Governments at the country level. UN RCs/HCs and Governments can request OCHA ROSA to undertake an MPP implementation. NDMA's and relevant line ministries are an integral part of the related in-country activities. For more information, please contact OCHA ROSA at ocharosa@un.org.</p>
	<p>UNDAC Disaster Response Preparedness (DRP)</p>	<p>missions support the evaluation and strengthening of national response preparedness, including policies and legislation. UNDAC DRP missions comprise five to ten trained UNDAC members and include experts from UN humanitarian organizations, UN Member States, donor countries, the RCRC Movement and humanitarian NGOs. The missions are generally conducted over two weeks and periodic reviews on the progress in implementing the recommendations that have been agreed with national authorities are undertaken by the UNDAC missions.</p>	<p>UNDAC DRP missions are conducted at the request of and for Governments and/or HCTs. National Governments, in particular the national UNDAC Focal Point, where such exists, can contact the UN RC or HC. Information is also available from OCHA ROSA at ocharosa@un.org.</p>

Activity Area	Activity Item	International Tools and Services Available to Governments	Who are the tools or services for? How to access them?
Readiness Planning (cont.)	Support For National Incident Management Systems	<p>National Incident Management Systems Development (NIMS) is provided by USAID and US Forest Service International Programs in collaboration with other US Government entities. NIMS has five primary components: Preparedness, Communications and Information Management, Resource Management, Command and Management (including ICS), and Ongoing Maintenance and Management. A national incident-management system provides a consistent nationwide approach for incident management that enables Government officials at all levels and their partners to work together before, during and after incidents.</p>	<p>NIMS technical support is for National Governments. It is accessed through USAID/OFDA Southern Africa Regional Office.</p>
Simulation		<p>Regional INSARAG USAR Simulation Exercises give disaster managers the opportunity to test earthquake response methodologies and improve coordination among local, regional and international USAR teams. The exercises include pre-exercise training, simulation and lessons-learned components that take place over one week.</p>	<p>These exercises are for Government officials, including civil defence and USAR teams, and national and international humanitarian organizations. Disaster managers interested in participating in or hosting USAR simulation exercises can contact the INSARAG Secretariat in Geneva at insarag@un.org. OCHA ROSA is also a liaison between countries in Southern Africa and INSARAG, and can be contacted at ocharosa@un.org.</p>
		<p>IASC Inter-Agency Emergency Simulation (IASC IAES) is an inter-agency simulation platform that aims to reinforce country-level emergency preparedness and coordination. The simulation includes a one-day pre-briefing, a full-day field exercise and a one-day debriefing. It has been developed to enable in-country actors to test existing disaster preparedness policies, contingency plans and procedures.</p>	<p>IASC IAES are conducted at the national level. Participants include Government entities and in-country humanitarian agencies. The IASC IAES can be requested through the UN RC or HC or through OCHA ROSA at ocharosa@un.org.</p>
		<p>Regional Civil-Military Simulation Exercises are designed to strengthen regional partners' ability to respond to shared security challenges and other contingencies. Many focus on rapid and effective establishment and/or augmentation of a multinational task force headquarters and include skills training on humanitarian assistance and disaster response. A variety of such exercises take place in Southern Africa throughout the year and mostly through bilateral arrangements between South Africa and its dialogue partners.</p>	<p>Regional civil-military simulations are for national military forces and their dialogue partners. E-mail: ocharosa@un.org or tel: +27 829 081 338.</p>
Early Warning		<p>N.B.: In addition to the overarching simulation exercises described above, UN Agencies, NGOs, NGOs and clusters often run additional sector-specific and/or community-level simulations.</p>	
		<p>Global Disaster Alert and Coordination System (GDACS) provides alert about global hazards and tools to facilitate response coordination. GDACS contains preliminary disaster information and electronically calculated loss-and-impact estimations after major disasters.</p>	<p>http://www/gdacs.org</p>
		<p>Humanitarian Emergency Warning Service (HEWS) is an up-to-the-minute global inter-agency multi-hazard watch service to support humanitarian preparedness.</p>	<p>http://hewsweb.org/hp</p>
		<p>United States Geological Survey (USGS) provides information on global ecosystems and environments with attention to natural hazard warning. USGS supports the warning responsibilities of the NOAA (National Oceanic and Atmospheric Administration of the USA) for geomagnetic storms and tsunamis.</p>	<p>http://www.usgs.gov</p>



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