



VIET NAM RED CROSS

STANDARD OPERATING PROTOCOL (SOP) FOR DISASTER RESPONSE



Ha Noi, January 2012

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Preface by Vietnam Red Cross Central Standing Committee

Vietnam is one of the countries most heavily affected by climate change and rising sea levels. Natural disasters are increasing in scale, frequency and incidence and causing heavy losses in lives and damage to property. When natural disasters occur the Vietnam Red Cross (VNRC) has always been one of the first organizations on the scene to help people overcome the consequences of a disaster. The VNRC is also one of the organizations working closely with people in disaster-affected areas during the recovery period.

Many past relief efforts have not been effective due to the different ways the provision of aid to people affected by natural disasters has been conducted. The Vietnam Red Cross (at all levels) and partners of Vietnam Red Cross believe that the response to natural disasters needs to become more professional, uniform, and consistent to achieve effective results.

Support for the project “*Strengthening the capacity of Vietnam Red Cross in disaster preparedness and response*”, from the International Federation of Red Cross and Red Crescent Societies (IFRC), the Spanish Red Cross (SRC), the Spanish Agency for International Development Cooperation (AECID) has enabled Vietnam Red Cross to develop Standard Operating Protocol (SOP) in responding to disasters. This will enable a uniform and consistent approach by all levels of Vietnam Red Cross in efficiently delivering aid and early recovery support. In the SOP the roles and responsibilities of the various Red Cross Society echelons are defined clearly to improve the coordination and collaboration between the relevant agencies so that aid can be provided to disaster-affected areas in a timely manner. The SOP will be used in the entire system of Vietnam Red Cross as well as by partners of the IRCRC movement assisting Vietnam Red Cross in disaster response and early recovery in Vietnam.

Vietnam Red Cross sincerely thanks the International Federation of Red Cross and Red Crescent Societies (IFRC), the Spanish Red Cross and other Partner Nation Societies for their financial and technical support during the development of this document. We also thank Manish Gangal, Ngo Cong Chinh and Henk Tukker for their consultative input into the development of

the SOP outline and the finalization of this document based on the SOPs of other national RC societies and information provided by VNRC.

We acknowledge the valuable contribution from management and dedicated officers of the 15 provincial/municipal RC branches, staff of Disaster Management Department and other VNRC departments for their input in the development process of this document.

Vietnam Red Cross Standing Committee

Acronyms

CCFSC	Central Committee for Flood and Storm Control
CCFSC&SR	Command Centers for Flood and Storm Control and Search and Rescue at various levels
DC	Disaster control
DM	Disaster Management
DM Dept.	Disaster Management Department
DMWG	Disaster management working group
DR	Disaster Response
DREF	IFRC Disaster Relief Emergency Fund
ERU	IFRC's Emergency Response Unit
FACT	IFRC's Field Assessment Coordination Team
ICRC	International Committee of the Red Cross
IFRC	International Federation of Red Cross and Red Crescent Societies
IRCRC	Red Cross and Red Crescent Movement
NCSR	National Committee for Search and Rescue
NDRT	National Disaster Response team
PC	People's Committee
PDRT	Provincial disaster response team
RC	Red Cross
RCV	Red cross volunteer
SOP	Standard Operating Protocol for disaster response
SW Dept.	Social Works Department
VNRC	Vietnam Red Cross
VNRC HQ	Vietnam Red Cross Head Quarter

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Part 1. Overview

1.1. Overview of disasters in Vietnam

Vietnam is one of the best-known countries for natural disasters in South East Asia and is one of the top ten most disaster-prone countries in the world. The most typical disasters are hurricanes, floods, flash floods, landslides, and drought. Natural disasters occur every year, claiming 500-700 lives/year and damages in the order of 1%-1.5% of the country's annual GDP.

In response, the Government of Vietnam has introduced the **National Strategy** for Natural Disaster Prevention, Response and Mitigation to 2020, National Target Program to Respond to Climate Change Adaptation, and the Program on community awareness and community-based disaster risk management. The latter is implemented by the Ministry of Agriculture and Rural Development and Central Committee for Flood Storm Control under the Decision No. 1002/ QD-TTg dated 13 July 2009. The Law on Disaster Risk Management has been drafted by the Ministry of Agriculture and Rural Development to be submitted for review by the National Assembly.

1.2. Justification for the need of SOP

Until now, Vietnam Red Cross has placed a priority on natural disaster prevention, response and mitigation, as one of its core missions. As a support organization in the provision of humanitarian services, Vietnam Red Cross has always actively promoted community-based disaster management and response through a range of activities: raising the awareness of communities about disasters, disaster prevention and response, organizing taskforces for relief efforts, preparing cash and relief items, and organizing relief activities (emergency and recovery relief). As a result, our progress in this area has been highly appreciated by the Government and the Vietnamese public. It has contributed to mitigating the damage caused by disasters. Nevertheless, DM to date remains an empirical effort and lacks consistency, coherence and professionalism, which somewhat lessens the expected outcomes.

The SOP has been developed and applied in disaster response with the aim to create a uniform and consistent approach in disaster response and to improve the professionalism and effectiveness of relief efforts by Vietnam Red Cross.

1.3. Purpose and target user

The purpose of the SOP is to guarantee that a standardized and uniform set of procedures is applied within the entire system of Vietnam Red Cross to effectively support DM activities, to clearly define the roles and responsibilities of different VNRC levels, and to facilitate the coordination and collaboration with relevant agencies.

The SOP will be applied consistently across the entire VNRC and by partners of the IRCRC movement that assist Vietnam Red Cross in Disaster Management.

1.4. Structure of the document

The SOP is made up of seven parts and the annexes. The main contents provide principles, regulations, and steps on the procedure and allocation of duties at each VNRC level. The annexes include detailed guidelines and forms.

Part 2. Role of Vietnam Red Cross in disaster response

2.1. Legal framework

The specific roles and responsibilities of Vietnam Red Cross in Disaster Management activities are defined in the following documents.

1. Law on Red Cross Activities (11/2008/QH12).
2. Decree No. 03/2011/NĐ-CP proclaimed on 7 January 2011 by the Government, guiding the implementation of the Law on Red Cross activities.
3. Decree No.64/2008/ND-CP proclaimed on 14 May 2008 on mobilization, receipt, distribution and use of voluntary contributions for supporting local people in overcoming difficulties caused by natural disasters, fire, serious breakdowns, and dangerous diseases.
4. Charter of the Vietnam Red Cross Society.
5. Development strategy of Vietnam Red Cross by 2020.

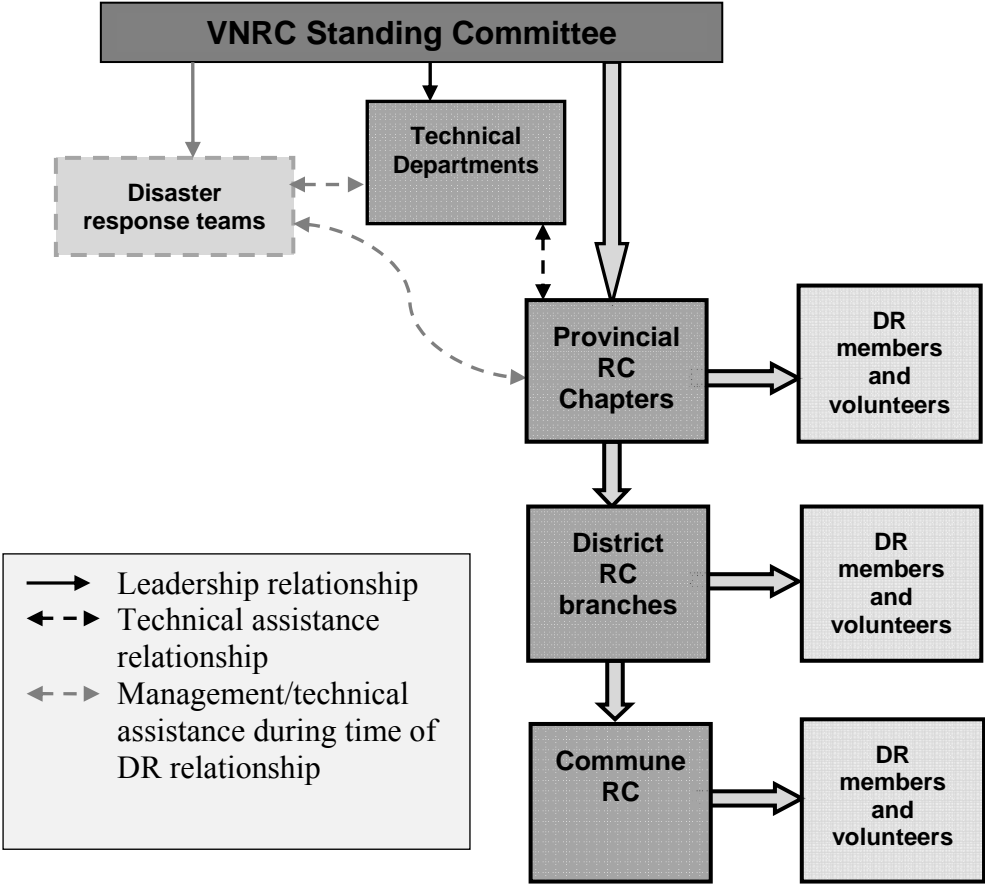
The above-mentioned documents are available on Vietnam Red Cross's website at www.chuthapdo.org.vn.

In addition, the Vietnam Red Cross's Disaster Response efforts will also be governed by the following rules and regulations issued by the International Federation of Red Cross and Red Crescent Societies (IFRC).

1. Seven fundamental principles of the IRCRC movement.
2. International Disaster Response Law (IDRL).
3. Codes of conduct in disaster relief.
4. Sphere minimum standards in disaster response.

See details on these documents in the annexes.

2.2. Organizational structure of the Vietnam Red Cross in DR



2.3. Roles of various echelons of Vietnam Red Cross in DR

The specific roles of various levels in the Vietnam Red Cross hierarchy, departments and units of the central committee and DR teams are described in the table below.

RC Levels	Unit	Role
VNRC HQ	VNRC Standing Committee	<ul style="list-style-type: none"> - Direct DR activities of the Vietnam Red Cross. - Approving annual disaster preparedness and response plans and alternatives. - Implementing tasks and function of the CCFSC member. - Decision making and guiding DR and early recovery activities. - Approving the issuance of relief appeals.
	DM Department	<ul style="list-style-type: none"> - Receiving and processing disaster information. - Developing DR plans and coordinating implementation of DR plans. - Completing DM-related administrative procedures. - Conducting DR monitoring and evaluation.
	International Relations and Development Department	<ul style="list-style-type: none"> - Sharing and receiving disaster and DR information with and from international partners. - Providing advice on mobilizing international resources for disaster response and recovery. - Supporting administrative procedures and receiving international DR missions. - Responsible for drafting and launching international appeals, and reporting the results of the international appeals.

	Healthcare Department	<ul style="list-style-type: none"> - Guiding healthcare response. Psychological support before, during and post disasters. - Implementing post-disaster sanitation and epidemic control efforts before, during and post disasters.
	Finance-Accounting Department	<ul style="list-style-type: none"> - Providing advice on coordination of financial resources. Participate in budgeting, disbursement, and reporting expenditures for DR. - Receipt and management of assets and relief items for DR.
	Dissemination Department	<ul style="list-style-type: none"> - Providing information on disasters and DR to the media. - Organizing mass media to participate in DR activities in affected areas. - Publicize in the mass media and VNRC website information on individuals and organizations donating resources.
	Youth and Volunteer Department	<ul style="list-style-type: none"> - Organizing and mobilizing youth and RC volunteers to participate in DR. - Provide training on DR skills for Youth and RC volunteers.
	Administration/ Office	<ul style="list-style-type: none"> - Receipt of relief items used in DR and management of warehouses. - Distributing relief items. Arranging transportation of supplies for use in DR according to decisions of VNRC HQ. - Participate in the receipt and mobilization of national and international resources for Disaster Response and Recovery.
	Fund-raising Department	<ul style="list-style-type: none"> - Providing advice on the mobilization of domestic resources for DR and early recovery. - Organizing events for the donors (if required) to participate in DR or early recovery activities.

<p>Provincial/ municipal Chapters</p>	<ul style="list-style-type: none"> - Developing annual DM plans (according to guidelines issued by VNRC HQ) and reporting to provincial/municipal PCs and VNRC HQ. - Collecting preliminary information and pictures on the damage and needs for disaster response, and reporting to the VNRC HQ. - Organizing distribution of immediate relief with available resources, paying attention to highlight Red Cross visibility. Organizing of emergency response and recovery activities under VNRC HQ plan. - Mobilizing relief cash and items; receiving, managing and distributing cash and relief items. - Providing technical guidance and support to lower level Red Cross branches. - Collaborating with and assisting the national NDRT in the field. - Auditing, monitoring, evaluation, and reporting on DR and early recovery to VNRC HQ and relevant agencies.
<p>District/ town RC</p>	<ul style="list-style-type: none"> - Developing annual DM plans and reporting to district/town PCs and the provincial Chapter. - Collecting preliminary information and images on the damage and needs for organizing DR and reporting. Making recommendations and submitting reports to the provincial Chapter. - Receiving and distributing cash and relief items. Mobilizing cash and relief items for DR. Purchasing and managing relief items. - Organizing the emergency response with available resources. Paying attention to highlight Red Cross visibility. Providing advice on the coordination of the emergency response and recovery activities under the plans of the Provincial Chapter and VNRC HQ. - Developing and implementing local DR and early recovery plans. - Providing technical guidance and support to Red Cross branches at lower level. - Collaborating and assisting with NDRT and PDRTs in the field. - Auditing, monitoring, evaluation, and reporting on results of DR and early recovery to provincial Chapter and related agencies.

Commune RC	<ul style="list-style-type: none"> -Collecting preliminary information and images on the damage and needs assessment, and reporting to the district RC and related agencies. -Fund raising for DR and early recovery. -Organizing emergency response, receiving and distributing relief cash and items to disaster affected people. -Guaranteeing supply and, human security and safety in local DR missions. -Assisting NDRT and PDRTs in the field. -Reporting on the performance of DR and early recovery efforts to District RC and related agencies. 	
Role of RC volunteers	<ul style="list-style-type: none"> -Maintaining communication with the supervising Red Cross unit. -Being ready to take on a mission as requested. -Participating in training and participating in DR and early recovery activities as assigned. 	
DR teams	NDRT	<ul style="list-style-type: none"> - Keeping track of forecasts and of the real-time disaster situation. - Conducting damages and needs assessment. - Providing support in identifying beneficiaries and the distribution of relief aid. - Providing technical support to provincial Chapters in the planning and implementation of the disaster response. - Monitoring, evaluating, and reporting DR implementation.
	Relief aid acceptance team	<ul style="list-style-type: none"> - Receiving and safeguarding relief cash and items - Sharing information with related units in Vietnam Red Cross and consulting in the release of relief cash and items.
	Procurement team	<ul style="list-style-type: none"> - Planning and organizing the procurement of relief items in compliance with existing regulations of the Government and donors. - Collaborating with relevant Departments in providing advice on the local distribution of aid.

2.4. Relationships with governmental agencies, international organizations and other relevant entities

Relationship with the Governmental agencies, authorities at all levels, and Fatherland Front Committees at various levels.

- Implementing tasks and functions as members of CCFSC, Executive Boards for CCFSC&SR at various levels and related agencies.
- Sharing information on the disaster situation, including needs, the disaster response, and the relief effort with CCFSC, NCSR, Executive Boards for FSC&SR and the Fatherland Front committees of various levels.
- Presiding over international humanitarian relief activities as authorized.
- Act as the focal point to share and coordinate activities related to searching for missing people as regulated.

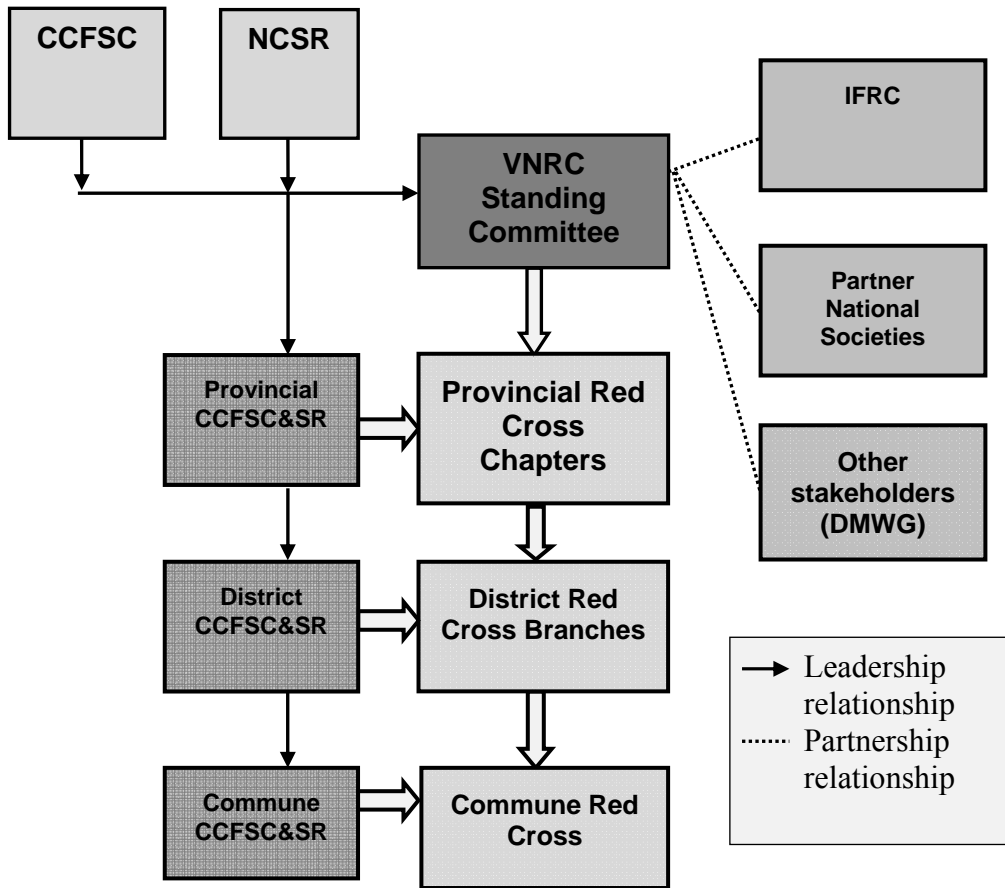
Relationship with IFRC and Partner National Societies.

- On an annual basis draw up activities and responsibilities of each party as regulated in pre-season agreements.
- Sharing information on DR for updating IFRC and PNS's disaster management.
- Collaborating with IFRC to issue an international appeal, receiving and distributing relief cash and items, developing project proposals on emergency and recovery response.
- IFRC and PNSs acting as a representative of the National Red Cross Society in calling for international support when required.
- VNRC HQ and IFRC are the contact point in sharing disaster-related information with the international partners in and out of the Movement.
- IFRC and PNSs assisting the VNRC HQ in technical aspects, emergency response funding support, damage and needs assessment, and technical support in DR planning.

Relationship with the Disaster Management Working Group (DMWG).

- Working with DMWG in surveying and assessing damages and needs.

- Sharing information on damages, needs and the relief situation.
- When required, collaborating in checking, monitoring and evaluating the disaster situation after relief has been provided.



Part 3. Disaster response

3.1. Disaster response procedures

Vietnam Red Cross's DR procedures are described in the following diagram. DR steps are outlined in Table 1 below and key items are discussed in detail.

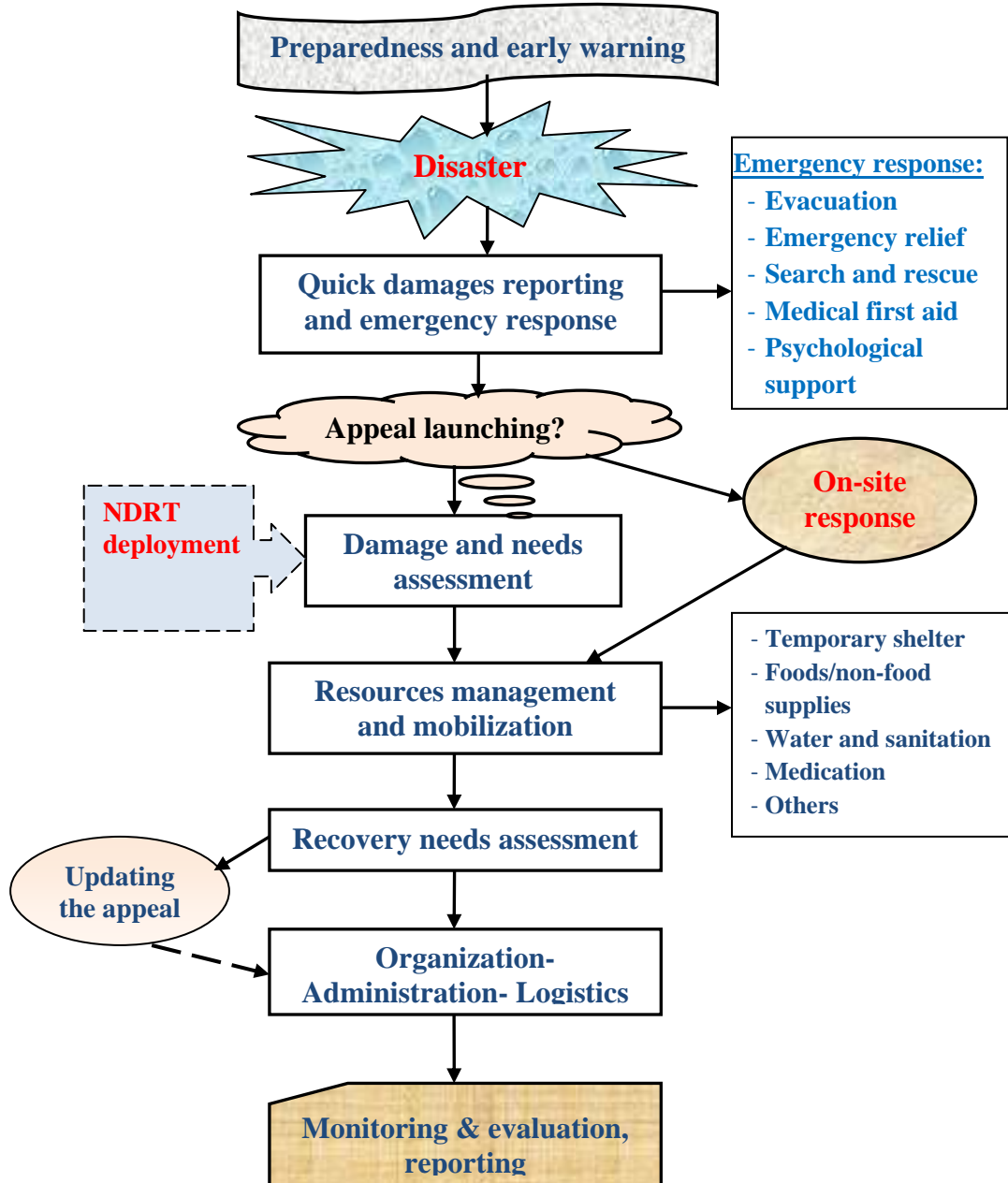


Table 1. Summary of key DR steps

Steps 1. Warning		
<i>Level</i>	<i>Procedure and form of Warning</i>	<i>Person in charge</i>
VNRC HQ	- Sending official correspondence (fax, email, telephone).	Central Standing Committee
Provincial Red Cross Chapters	- Sending official correspondence (fax, email, telephone). - Sending officers to the most vulnerable areas.	Provincial Standing Committee Technical Departments Officers in charge
District RC	- Sending official correspondence (fax, email, telephone). - Issuing disaster alert warning by telephone. - Sending officers for on-site coordination.	District Red Cross standing committee Officers in charge
Commune RC	- Broadcasting on public address systems. - Delivering public notices (PC office, school, health center). - Personal communication (hand-held megaphones, face-to-face notification, meetings etc.) on disaster forecasts and DR will be implemented by the local Red Cross.	Commune Red Cross Volunteers
Steps 2. Quick damages reporting and emergency response		
<i>Level</i>	<i>Procedure</i>	<i>Person in charge</i>
Commune RC	<u>Quick report:</u> -Commune RC report to District RC. -In case of serious disaster, the Commune RC can directly report to the Provincial RC Chapter, at the same time reporting to the district RC branch. <u>Emergency response:</u> Based on assignment from the local CCFSC/ district RC branch and resource availability of the Commune RC.	Commune RC Chairperson

District RC	<p><u>Quick report:</u> District RC report to Provincial RC chapter.</p> <p><u>Emergency response:</u> Based on assignment from local CCFSC/ provincial RC chapter and resource availability of District RC.</p>	District RC Chairperson
Provincial RC Chapters	<p><u>Quick report:</u> Provincial RC Chapter reports to VNRC HQ.</p> <p><u>Emergency response:</u> Based on assignment from local CCFSC/ VNRC HQ and resource availability of Provincial RC Chapter.</p>	Standing Committee of Provincial Chapter
VNRC HQ	<p><u>Quick report:</u> -Compiling and reporting all information about the disaster and DR plans to the Standing Committee. -Reporting about situation and results of DR to the Government and the Party's agencies and other relevant agencies.</p> <p><u>Emergency response:</u> -Guiding provincial RC chapters in organizing relief works. -Organizing the emergency response, including deployment of NDRT at various levels based up on damage assessments.</p>	DM Department Central Standing Committee
Step 3. Damage and needs assessment		
<i>Level</i>	<i>Procedure</i>	<i>Person in charge</i>
commune → district → province → HQ		
Commune RC	<ul style="list-style-type: none"> - Collecting and compiling information. - Quick reporting to District RC, commune PC. - Reporting on damage/needs. 	Commune RC Chairperson

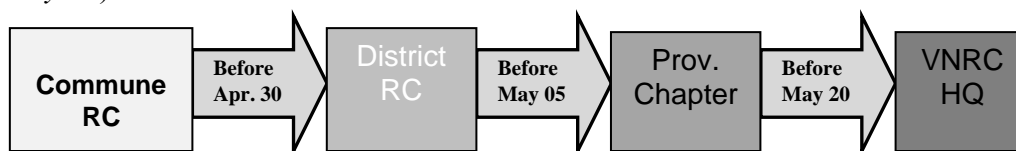
District RC	<ul style="list-style-type: none"> - Compiling information from communes. - Reporting to the provincial Chapter and district PC. - Sending officers for joint damage/needs assessment at the communes. 	District RC Chairperson
Provincial RC Chapters	<ul style="list-style-type: none"> - Compiling information from districts. - Reporting to the VNRC HQ and provincial PC. - Sending officers for joint damage/needs assessment at the districts. 	DM Unit Standing committee of Provincial RC Chapter
VNRC HQ	<ul style="list-style-type: none"> - Compiling damage and needs information. - Sharing information with related agencies. - Decision making on disaster response. 	DM Department International relations- Development Dept., Dissemination Dept. DM Dept. and related Departments
Step 4. Damage and needs reporting		
<i>Level</i>	<i>Procedure</i>	<i>Person in charge</i>
Commune RC	- Compiling and reporting to district RC and commune PC on: damages, needs, and the on-site response.	Commune RC Chairperson
District RC	- Compiling and reporting to provincial RC and district PC on: damages, needs, and the on-site response.	DM Unit
Provincial RC Chapters	- Compiling and reporting to the VNRC HQ and provincial PC on: damages, needs, and the on-site response.	Standing committee of Provincial RC Chapter
VNRC HQ	<ul style="list-style-type: none"> - Collecting damage and needs information from the provincial chapters. - Sharing with IFRC, PNSs and other agencies. 	DM Department International relations- Development Dept., Dissemination Dept.

	<ul style="list-style-type: none"> - Deciding on whether an appeal launch is needed. . - Decision making on DR and relief activities. 	Central Standing Committee
Step 5. Coordinating emergency supplies		
<i>Level</i>	<i>Procedure</i>	<i>Person in charge</i>
VNRC HQ	<ul style="list-style-type: none"> - Developing the emergency relief plan and coordinating relief resources based on needs assessment. - Making decisions on provision of aid. - Guiding affiliated RC units to implement disaster response. - Monitoring, supervising and evaluating the relief performance. 	DM Dept. Central Standing Committee Head of DM Dept. DM Department, partners
Provincial RC Chapters	<ul style="list-style-type: none"> - Receiving relief cash and items. - Planning on distribution of relief cash and items. - Sharing information with related agencies. - Providing guidelines and implementing emergency and recovery relief. - Monitoring and evaluation. 	Provincial Chapter Standing Committee Technical units at provincial chapter PDRT
District RC	<ul style="list-style-type: none"> - Receiving relief cash and items. - Planning on distribution of relief cash and items. - Sharing information with related agencies. - Providing guidelines and implementing emergency and recovery relief. - Monitoring and evaluation. 	District RC standing committee District officers and RC volunteers PDRT
Commune RC	<ul style="list-style-type: none"> - Developing DR plans. - Locating and selecting beneficiaries. - Preparing beneficiary lists and distributing coupons for relief supply receipt. - Distributing relief supplies. 	Chairperson of commune RC, RC volunteers PDRT Representatives of authority and related

	- Monitoring and evaluation and reporting to district RC and commune PC as well as sharing information to related agencies.	mass organizations
Step 6. Recovery needs assessment		
<i>Level</i>	<i>Procedure</i>	<i>Person in charge</i>
Commune RC	- Participating in needs assessment for the recovery period. - Preparing the assessment report and proposal on plans and recommendations on implementation to district RC and commune PC.	District/provincial DRT, commune stakeholders Commune RC Chairperson
District RC	- Compiling commune needs for recovery - Sharing information with stakeholders - Reporting to the provincial Chapter and district PC. - Mobilize resources and fund raising.	District RC standing committee District RC Chairperson
Provincial RC Chapters	- Compiling district needs for recovery. - Sharing information with stakeholders. - Reporting to the VNRC HQ and provincial PC. - Mobilize resources and fund raising.	Provincial Chapter Standing Committee Provincial RC Chair
VNRC HQ	- Compiling provincial needs. - Sharing information with stakeholders. - Issuing the appeal for fund raising and projects for recovery.	DM Department and related Depts. VNRC HQ

3.2. Preparation and development of emergency response plan

Every year before the start of the wet season, the Vietnam Red Cross will prepare a disaster preparedness and response plan (*to be completed prior to May 30*)¹. The timeline is as follows:



The specific pre-season responsibilities of RC units of various levels include:

- Updating the list of DM officers and volunteers and emergency contact information (addresses, mobile phone numbers, home telephone numbers etc.).
- Updating the lists and reserve relief supply inventories (*there should be a table presented in a standard format in the annex*).
- Mobilizing resources for establishment of an Emergency Response Fund.
- Accessibility to other reserve relief financial resources: IFRC (DREF), PNS, PCs (*flood and storm control fund*).

Notes:

- The VNRC HQ and provincial Chapters need to update the list of providers of relief supplies and equipment, logistics (*warehousing, transportation*).
- Drafting a template of the appeal (*in cooperation with IFRC*) depending on the status of the disaster and letters to call for reserve funding from other organizations.

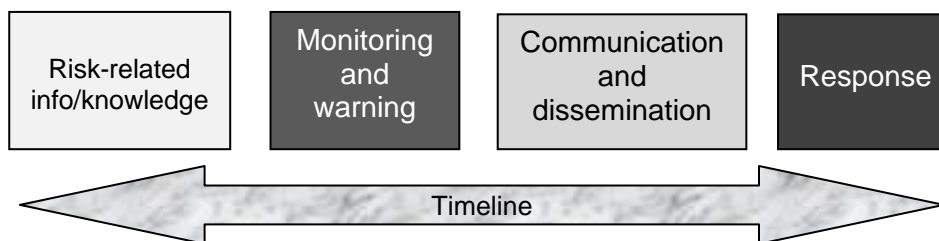
3.3. Early warning

3.3.1. Principles

- Provision of accurate and timely information.
- Using orthodox sources of information.
- Maintaining two-way communication: VNRC HQ → Society branches and vice versa.
- Combination of traditional experience and advanced measurement methods.

¹ According to Annual guideline issued by VNRC HQ

3.3.2. Procedure



- The VNRC HQ will relay information on foreseeable dangerous disasters from the CSCFSC and other official sources of information to the provincial RC Chapters.
- The provincial Chapters will receive information from the VNRC HQ and collect information from the provincial CCFSC&SR, and inform the district RC committees.
- The district RC committees will receive information from the provincial Chapters and collect information from the district CCFSC&SR, and inform the population level RC committees.
- Commune RC units will receive the warning information and collaborate with commune PCs to notify the community in time.

3.3.3. Responsibilities

Name of unit	Focal point	Responsibilities
DM Dept.	Technical officer	Follow-up situation of potential disasters.
	Technical officer	Updating information on potential disasters from various sources including from the CCFSC (hurricanes, floods, tsunamis etc.).
Provincial RC Chapters	Head of SW Dept.	Follow-up situation of potential disasters in the field.
District RC	Chair or standing Vice Chairs	Follow-up situation of potential disasters in the field.
Commune RC	Chairperson	Follow-up situation of potential disasters in the field.

3.4. Disaster communication and reporting

3.4.1. Principles

- Provision of accurate and timely information.
- Initial information on the disaster must be reported to the VNRC HQ within the first 12 hours from the onset of the disaster. Daily updates will follow.



Floods in Cuu Long river delta

3.4.2. Procedure

- The commune RC committee will gather information on the disaster and damages and send it to higher levels.
- The Society units of various levels will report via telephone, fax, and email.
- The VNRC HQ will compile information on disasters and share it with various partners of the international RCRC movement and other disaster response stakeholders.

3.4.3. Responsibilities

Name of unit	Focal point	Responsibilities
DM Dept.	Technical Officer	Follow-up and compiling local information on disasters, damages and preliminary response.
	Director of DM Dept.	Reporting to Central Standing Committee on information and recommendations on disaster response options.
	Technical Officer	Sharing information with stakeholders.
Provincial RC Chapters	Head of SW Dept.	Follow-up and compiling information on disasters, damages and preliminary response from districts and communes.
	Chair/standing Vice Chairs	Reporting to the PC and VNRC HQ on disasters and damages; making recommendations for emergency response.
	Head of SW Dept.	Sharing information with stakeholders.
District RC	Chair/standing Vice Chairs	Follow-up and compiling information on disasters, damages and the preliminary response from the communes.
		Reporting to the provincial PC and Society Chapter on disasters and damages; making recommendations for the emergency response.
		Sharing information with stakeholders.
Commune RC	Chair/Vice Chairs	Follow-up and compiling information on disasters, damages and the preliminary response.
		Reporting to the commune PC and district RC committees on disasters and damages; making recommendations for the emergency response.

3.4.4. Reports and forms

- Disaster preliminary report (within the first 10-12 hours).
- Daily disaster report.

3.5. Search and rescue

3.5.1. Principles

- Participating in community-based search and rescue as requested.
- Guaranteeing the safety of those participating in search and rescue efforts.
- Securing remuneration and benefits for people participating in search and rescue in accordance with existing laws.

3.5.2. Conditions for participating in search and rescue

- Skills update training.
- Exercises and drills.
- Availability of safety equipment.

3.5.3. Responsibilities

Name of unit	Focal point	Responsibilities
Social works Dep. VNRC HQ	Tracing Unit	Delivery of training for the updating of skills. Provision of search and rescue manuals throughout the Society system.
Provincial RC Chapters	Chair/Vice Chairs	Assigning and mobilizing human resources for search and rescue as requested and depending on the unit's capacity.
District RC	Chair or standing Vice Chairs	Assigning and mobilizing human resources for search and rescue as requested and depending on the unit's capacity.
Commune RC	Chair/Vice Chairs	Assigning and mobilizing human resources for search and rescue as requested and depending on the unit's capacity.

3.6. Damage and needs assessment

3.6.1. Principles and methodology

- Guaranteeing impartiality and timeliness.
- Community's participation is essential.
- Cooperating and sharing information with local stakeholders.
- Focusing on collection of information on damages and human needs.
- Conducting damage and needs assessment in line with disaster management, decentralization schemes, and annual guidelines of the VNRC HQ.
- Using information about damages from official channels of the central CCFSC and CCFSC&SR at various levels.

3.6.2. Procedure

- Setting up the assessment group with the DRT at the core of the group.
- Developing and agreeing on the purpose, plans, methodology, time and place of the assessment.
- Collaborating with RC units at various levels and other stakeholders for on-site assessment.
- Amassing and analyzing collected information; suggesting relief options.
- Reporting to the relevant agencies for approval.

3.6.3. Responsibilities

Name of unit	Focal point	Responsibilities
DM Dept.	Director of DM Dept.	Running the assessment group. Regularly reporting on assessment results and proposing relief plans. Sharing assessment findings with stakeholders.
	NDRT Team leader	Conducting the assessment. Working with local stakeholders for assessment.
Provincial RC Chapters	Chair/standing Vice Chairs	Running the assessment group. Collaborating with the VNRC HQ's assessment team.
	Head of SW Dept.	Conducting the assessment in line with the VNRC. HQ's responsibility allocation scheme. Working with the PC and other stakeholders.
	Head of SW Dept.	Reporting assessment findings and proposing relief plans.
	Chair/standing Vice Chairs	Sharing assessment findings with stakeholders.
District RC	Chair or standing Vice Chairs	Assisting assessment teams from the VNRC HQ and provincial Chapters in field assessment work.
Commune RC	Chair/Vice Chairs	Assisting assessment teams from the VNRC HQ and provincial Chapters in field assessment work.

3.6.4. Notes in conducting assessments:

- Performing field surveys in the communes/villages with the most damage.
- Surveys should be conducted in all geographical sites (coastline, lowland, upland) and over all ethnic groups (Kinh, ethnic minority groups).
- Conducting field assessments through on-site observations.

- To collect as much information as possible by interviewing key information sources (including village heads and representatives of civil societies) in order to obtain a multi-dimensional perspective on the needs of the people affected by the disaster.
- Holding a meeting with those most affected, involving both men and women. Asking questions about the problems they are facing, including lodging, food, clean water, sanitation, and health.
- Interviewing the most vulnerable groups who have already suffered from disaster damage, including single women, households with disabled members, and orphans. Semi-structured interviews or questionnaires may be used.
- Existing information and information collected from the assessment should be verified.
- Reviewing carefully the response capacity of the affected communities (villages, communes etc.).
- Interviewing some key district and provincial officials, including leaders of PCs, CCFSC&SR at local levels, to check on the needs of other communities affected by similar disasters with the surveyed area.
- When it is not possible to conduct a needs assessment, relief indicators are to be used to estimate the needs of a commune/village. This is to ensure that viable estimates of needs are collected so that the adverse impact of a disaster can be fully understood. This is only applicable to disaster-affected areas of relatively similar geographical and demographic nature.
- Sharing and verifying collected information with the CCFSC&SR of the respective level.
- Only needs that are unable to be met by the local communities of the communes/villages affected by the disaster are to be included in the report. The status of the relief response provided by the government at various levels (central, provincial, district), the private sector, and non-governmental organizations may be included in the report in the section (column) for ‘covered needs’.

3.6.5. Reports and forms

- Damage and needs assessment form (see Annex).
- Short-term needs and recovery assessment report (see Annex).



NDRT member do need assessment

3.7. Developing emergency response plan

3.7.1. Principles

- Making sure that emergency response planning is based on the damage and needs assessment findings and any overlaps should be avoided.
- Based on the existing capacity and resources.
- Giving priority to local available resources.
- Response plans need to be in accordance with the natural and socioeconomic conditions of the affected site.
- Cooperating and sharing information with local stakeholders.

3.7.2. Procedure

- RC at grassroots level: preparing the plan and submitting it to the higher level. The plan should include: place, time, target groups, quantity and types of relief items, roles and responsibilities, and budget.
- The higher level: reviewing, verifying and compiling response plan by each respective level.
- Approving the response plan submitted by the lower level.
- Implementing and monitoring implementation of the plan.
- Proposing changes and updates to the plan.

Name of unit	Focal point	Responsibilities
DM Dept.	Technical Officer	Receiving the plan from the provincial Chapters. Review and assessment of the plans. Compiling the overall plan.
	Director of DM Dept.	Reporting to the Central Society Standing Committee for approval of the plan. Notifying approval outcomes to the provincial Chapters.
Provincial RC Chapters	Head of SW Dept.	Receiving the plan from the district RC units. Review and assessment of the plans. Compiling the provincial overall plan.
	Chair/Vice Chairs	Approving the response plans in line with the decentralization scheme of the VNRC HQ.
	Chair/Vice Chairs	Reporting the plan to the PC and VNRC HQ.
	Chair/standing Vice Chairs	Notifying approval outcomes to the district RC units.
District RC	Chair or standing Vice Chairs	Receiving the plan from the commune RC units. Review and assessment of the plans. Compiling the overall district plan.
		Approving the response plan.
		Reporting the plan to the PC and Provincial Chapter.
		Notifying approval outcomes to the commune RC units.
Commune RC	Chair/Vice Chairs	Drafting commune response plan and reporting to the commune PC and district RC.
NDRT	Team leader	Providing technical assistance to the RC units of various levels in developing the response plans.

3.7.3. Notes:

- Selecting relief sites basing on the criteria defined annually by the VNRC HQ.
- Provincial Chapters are responsible for selecting relief districts.
- District RC units are responsible for selecting relief communes.
- Commune RC units are responsible for selecting relief villages.
- Collaborating with CCFSC and the Fatherland Front committees at various levels in selecting the relief sites.

3.8. Selection of beneficiaries

3.8.1. Principles

- Giving priority to the most heavily affected people and most vulnerable groups.
- Avoiding overlaps between agencies in distributing relief. Ensuring fair redistribution of relief amongst the entire community.
- Guaranteeing disclosure and transparency.
- Involving the community.
- Collaborating with other stakeholders.
- Random checking of beneficiary lists.

3.8.2. Procedure

- The VNRC HQ and provincial Chapters will set the beneficiary selection criteria.
- Development of beneficiary selection guidelines.
- Announcement of beneficiary selection criteria on the media and in public places.
- Holding village meetings to nominate beneficiaries.
- Preparing a list of beneficiaries.
- Posting the beneficiary list in public places and in the media.
- Reaching consensus on the list with commune PCs and obtaining the approval of the commune RC committee and certification of the commune PC.
- Submitting the list to the District RC.
- Conducting means tests (for at least 10% of the beneficiaries).

3.8.3. Responsibilities

Name of unit	Focal point	Responsibilities
DM Dept.	Director of DM Department	Developing beneficiary selection criteria depending on the specific relief mission and types of supplies. Developing implementing guidelines for beneficiary selection.
	Director of DM Department	Conducting means tests once the provincial Chapter's report is produced. Monitoring beneficiary selection.
Provincial RC Chapters	Head of SW Dept.	Delivery of orientation on selection criteria and procedures of beneficiary selection to district and commune RC units.
	Chair/Vice Chairs	Conducting means tests and monitoring beneficiary selection.
	Chair/Vice Chairs	Reporting to the VNRC HQ and sharing information to other stakeholders (provincial PC).
	Chair/standing Vice Chairs	Informing results of beneficiary list approval to district RC units Receiving and handling complaints related to the list of beneficiaries.
District RC	Chair/standing Vice Chairs	Conducting means tests and monitoring beneficiary selection at the communes. Countersigning the list of beneficiaries.
		Reporting to the provincial Chapters and stakeholders.
		Informing results of beneficiary list approval to the communes.
		Receiving and handling complaints related to the list of beneficiaries.

Commune RC	Chair/Vice Chairs	Receiving and disseminating information on eligibility criteria and public meeting results.
		Assembling village meetings to select beneficiaries.
		Preparing the beneficiary list and submitting it to the commune PC for approval.
		Forwarding the beneficiary list to the district RC unit for approval.
		Receiving and handling complaints related to the list of beneficiaries.
NDRT	Team leader	Providing technical support to RC units of various levels in developing eligibility criteria and beneficiary selection.

3.8.4. Key supplies for which a distribution procedure applies that may be referenced to in specific guidelines are:

- Some emergency relief items (instant noodles, bottled drinking water, dried provisions).
- Rice.
- Household kits.
- Cash.
- Seeds, livestock, fertilizers.

3.9. Distribution of relief items

3.9.1. Principles

- Relief items will be distributed directly to the beneficiaries at least down to the commune level.
- Distribution of relief items must be public, convenient, and respectful to beneficiaries.
- The set procedures and steps must be complied with.



Red Cross staffs distribute relief goods for the people affected by the typhoons

3.9.2. Procedure

- Training volunteers on distribution steps in the field.
- Notifying beneficiaries at least one day in advance on the types of supplies available, and on the time and place to receive the supplies.
- Preparing adequate quantities of items for distribution at the communes and checking the samples.
- Preparing the distribution site and necessary logistics (security, safety, banners, slogans etc.).
- Posting the list of beneficiaries at the distribution venue.
- Announcing the purpose and launch of the event.
- Distributing the supplies in line with the set procedures.
- Monitoring and evaluation of the distribution process (through random interviews on how satisfied the beneficiaries are).

3.9.3. Responsibilities

Name of unit	Focal point	Responsibilities
DM Dept.	Director of DM Department	Developing and guiding the distribution procedures.
	Director of DM Department	Collaborating with the purchasing team to prepare supplies and necessary logistics (transportation, warehousing) for distribution of relief supplies at the communes.
	Officer of DM Dept.	Monitoring the distribution process.
Provincial RC Chapters	Head of SW Dept.	Ensure that the correct guidelines for the distribution of relief supplies are disseminated to all levels.
	Head of SW Dept.	Preparing the supplies, warehouses and other necessary logistics.
	Chair/Vice Chairs/ Head of SW Dept.	Monitoring the distribution process.
	Chair/standing Vice Chairs	Reporting monthly distribution outcomes to the VNRC HQ and

		provincial PC; sharing information with stakeholders.
		Receiving and handling complaints related to distribution of supplies.
District RC	Chair/standing Vice Chairs	Providing leadership and support to distribution of supplies at the communes.
		Mobilizing and training volunteers to support distribution of supplies at the communes.
		Reporting to the provincial Chapters and stakeholders on the distribution of relief supplies.
		Monitoring and evaluation of distribution at the communes.
		Receiving and handling complaints related to distribution of supplies.
Commune RC	Chair/Vice Chairs	Preparing necessary logistics to receive and store supplies.
		Notifying beneficiaries on the types of supplies, and the place and time of distribution.
		Preparing venues, volunteers, and necessary logistics for the distribution of relief supplies in line with applicable procedures.
		Distributing supplies to the beneficiaries
		Receiving and handling complaints related to the distribution of supplies to the communes.
NDRT	Team leader	Providing technical support for RC units at various levels in the distribution of relief supplies.

3.10. Cash Grant Distribution

3.10.1. Principles

- Market assessment must be conducted prior to decision making on cash grant distribution.
- Building capacity on cash grant management for RC staff is a must.
- Adequate security and safety requirements must be guaranteed for cash grant to take place.

3.10.2. Procedure: refer to the guidelines on cash grants.

3.10.3. Responsibilities: similar to distribution of relief items.

3.11. Water and sanitation

3.11.1. Procedure of providing filtering instruments and safe water

- Vietnam Red Cross has water treatment systems in storage for use in emergencies and trained staff to operate the systems. VNRC HQ will deploy a water treatment system within 48 hours after a disaster strikes, based on a proposal from the provincial chapter.
- The system will be deployed in areas where the need is greatest.

3.11.2. Water and sanitation (WATSAN)

- Water purification tablets (Aquatabs) are part of the emergency response inventory of Vietnam Red Cross.
- Making sure that people affected by disasters receive instructions on how to use the water purification tablets (*on-site training, leaflets, mass media etc.*).
- Collaborating with other stakeholders in provision of sanitation as assigned by the local CCFSC&SR and local authorities.

3.12. Healthcare in emergency

3.12.1. Community-based medical first aid

- Vietnam RC is responsible for providing medical first aid services as assigned by the CCFSC&SR at various levels.
- Vietnam RC has trained paramedics and basic first aid equipment and facilities.

3.12.2. Healthcare in emergency

- Participating in healthcare activities as assigned by the CCFSC&SR at various levels and based on the capacity of the RC units at different levels.
- Providing psychological counseling and support for those affected by disasters.

3.13. Restoring family links (RFL) support

3.13.1. Implementing procedure

- Vietnam RC is participating to the network of RFL of the International Committee of RC and has its national network.
- Restoring family links in both disaster-prone and non-disaster areas.
- Receiving information from people in disaster areas and relaying the information to their relatives outside the disaster zones; mustering and posting lists of dead, injured and missing people on mass media and at public places.
- Collaborating and sharing information with NCSR and related ministries (Ministries of Public Security, Information – Communication etc.).

3.13.2. Fundamental services in restoring family links

- Providing hot lines and websites.
- Provision of satellite phones.
- Provision of other types of communication.

3.14. Monitoring and evaluation

3.14.1. Principles

- Monitoring and evaluation is a mandatory component in the relief process.
- All stakeholders must participate (Government, civil societies, beneficiaries etc.).
- Pre-evaluation, intra-evaluation, and post-evaluation procedures must be in place and continuously adhered to.
- Random monitoring.
- Internal and external evaluations.

- Evaluation findings must be drawn and built upon to improve future responses and relief efforts.

3.14.2. Procedure

- Developing monitoring and evaluation plans.
- Performing monitoring and evaluation, and field trips.
- Holding verification meetings with the community to ensure the accuracy and adequacy of information.
- Writing monitoring and evaluation reports.
- Evaluation and review meetings.

Part 4. National disaster response team (NDRT)

Initially the National Disaster Response Team was set up and operated according to Guidelines for the NDRT issued by VNRC HQ. In future, provincial chapters will set up the professional PDRTs to ensure implementation of emergency relief and response.

The authorized levels will make the deployment of the NDRT or of the PDRTs when the scale of disasters is beyond the capacity of the local disaster response.



Red Cross staffs help people to harvest and pull the ship

Part 5. Logistics

5.1. Essential relief items

5.1.1. Classification

Disaster relief items available to Vietnam Red Cross may be classified as follows:

- By stage of disaster response:
 - o Relief items.
 - o Early recovery items.
- By types of items:
 - o Food supplies: rice, instant noodles, bottled drinking water, canned foods etc.
 - o Non-food supplies: household kits, water purification tablets, medicines, clothing, plastic sheets, tents, production tools, seedlings and livestock, building materials etc.
 - o Cash.



Gather people to do the distribution

5.1.2. Principles

- Locally made goods: Vietnamese regulations on standards of goods must be adhered to.
- Imported goods: Minimum Vietnamese regulations on the standard of goods must be met.

5.1.3. List of essential supplies and minimum specifications

Essential relief supplies	Minimum specifications
Rice	Types, cropping year, proportion of broken grains, humidity, packaging specifications, shelf life (see Annex XXX).
Household kits	Number of items, types of supplies, adaptability to local natural conditions, cultures and values (see Annex XXX).
Instant noodles	Types, producers, packaging specifications, shelf life (see Annex XXX).
Bottled drinking water	Types, producers, packaging specifications, shelf life (see Annex XXX).
Plastic sheet	Types, producers, dimensions, colors (see Annex XXX).
Tent	Types, producers, dimensions, colors (see Annex XXX).
Water purification tablet	Brand (Aquatab), producers, packaging specifications, shelf life (see Annex XXX).
Early recovery supplies	Minimum specifications
Paddy seed	Types, cropping year, humidity, proportion of broken grains, packaging specifications, shelf life (see Annex XXX).
Vegetable and crop seed	Types, cropping year, humidity, proportion of broken grains, packaging specifications, shelf life (see Annex XXX).
Poultry and cattle breed	Types, producers, age (see Annex XXX).
Building material	Types, manufacturers, specifications (see Annex XXX).

Notes: Refer to details in the current Procurement standards of the Purchasing Team, Central Committee of Vietnam RC.

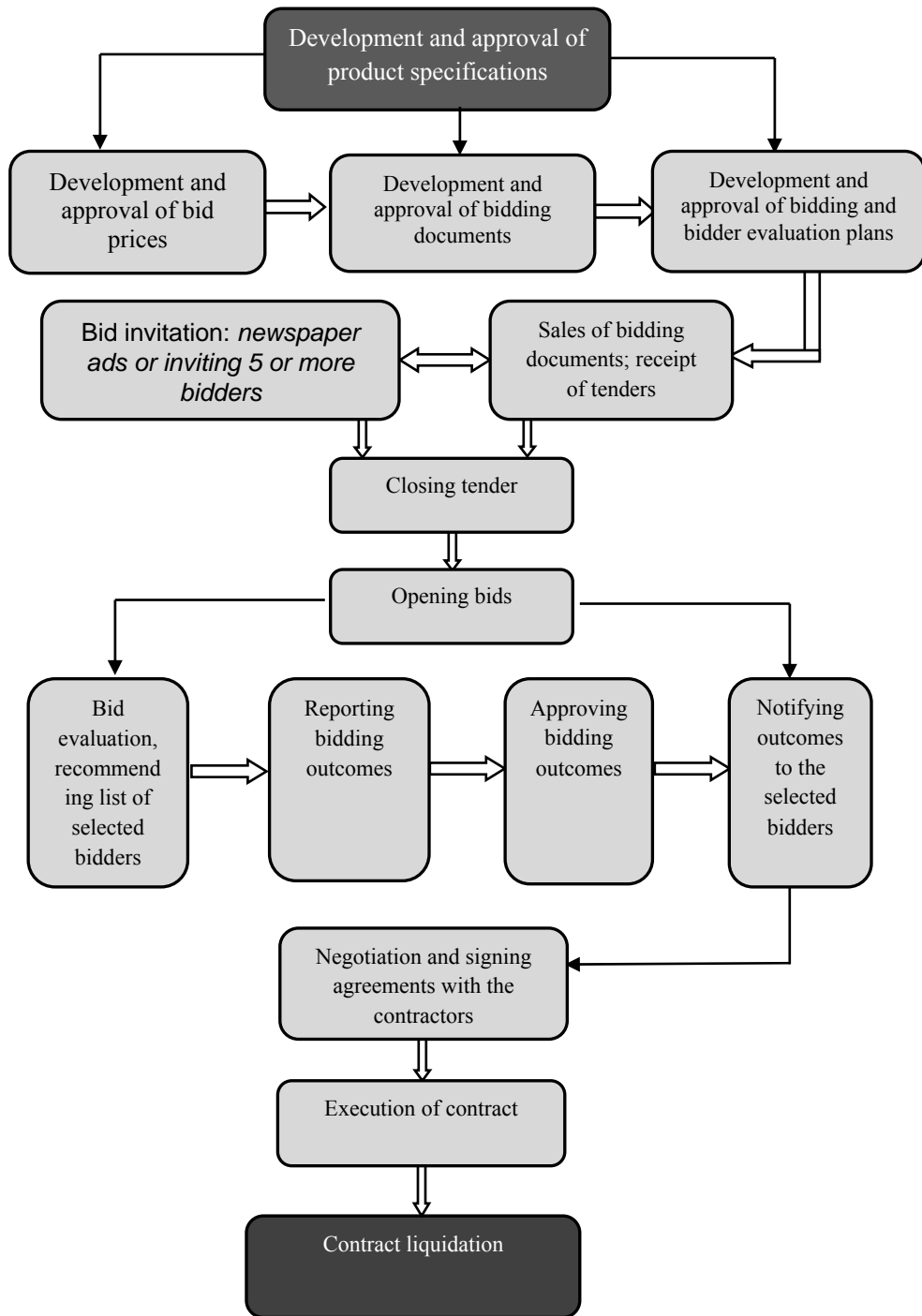
5.2. Procurement procedure

5.2.1 Principles

- All procurement of goods for relief purposes must comply with the Bidding Law and implementing documents of the Vietnamese Government on the procurement of goods and equipment. In special cases and if the donor's rules specify otherwise, the donor's rules will apply.
- Single-source procurement or direct purchase will be applied if allowed by the respective authority.
- Monetary advances (for procurement) to the sub-national units will be decided by the Central Society Standing Committee.

5.2.2 Procurement by bidding

The procedure is described in the figure below, which clearly indicates the steps of bidding, submitting quotations, bidder selection, and evaluation of the last shipment (*if any, and on quality, shipping time*).



In addition, Vietnam Red Cross has also developed the procedure for quality assessment (particularly for rice; for other goods, the actual needs and situations will be considered).

Related departments and units of Vietnam Red Cross will prepare and regularly update lists of external service providers as a bidder quality check.

Where necessary and as requested by the Procurement team, the Central Society Standing Committee will leverage additional human resources from related departments and units to share the workload with the procurement team in case of a large procurement volume and an urgent timeline.

5.3. Transportation and storage of relief items

5.3.1 Principles

- Relief items must be transported to the distribution points.
- During the relief process the amount of time that relief items are in stock must be minimized.
- Localities are responsible to make the necessary preparations for the receipt of their relief goods.
- The minimum warehousing requirements must be adhered to and the movement of relief items is to be monitored.

5.3.2 Procedure

- Preparing a list of transportation companies.
- Assigning a focal point officer in charge of contacting the companies.
- Preparing a list of warehouses based on location and capacity. Minimum warehousing requirements such as stockpiling rules, how long supplies are kept in storage, and inventory management.
- Assigning focal point officers in charge of transportation and warehousing management.
- Communicating with other departments and RC units of various levels.

5.3.3 Warehouse regulations

- According to the Vietnamese regulations for warehousing of all types of goods (goods can be stored long-term as long as the quality of goods is not affected based on the first in first out principle).

- Prioritized items in storage: household kits, dry food items, plastic sheets, and water purification tablets. Quantity of stored items is dependent on the capacity of each RC chapter.
- Regulations on the procedure for the release of inventories in an emergency: promptly within 24 hours.



Household kits

5.4. Responsibilities of different RC Society echelons in logistics

RC levels	Unit in charge	Responsibility
VNRC HQ	Central Standing Committee	Decision making on the procurement and release of goods.
	DM Dept.	Proposing the type and quantity of goods, and the allocation plan.
	Finance Department	Receiving cash and relief items. Promptly processing finances and the release of goods. Collaborating with the Procurement and Administration Dept. to process inventory.
	Procurement and Administration Dept.	Receiving relief items. Processing the procurement procedures. Upon approval from the Central Standing Committee, releasing and transferring goods according to proposals from technical departments. Quarterly updating of inventory. Checking the quantity and status of goods. Warehouse management.
Provincial RC chapter	Provincial Standing Committee	Decision-making on the procurement and release of goods. Receiving cash and relief items.
	SW Dept.	Proposing the type and quantity of goods, and the allocation plan.

	Financial Department	<p>Receiving cash and relief items.</p> <p>Promptly processing finances and the release of goods.</p> <p>Collaborating with the Procurement and Administration Dept. to process inventory.</p>
	Procurement and Administration Dept.	<p>Receiving relief items.</p> <p>Processing the procedures of procurement. Releasing and transferring goods according to proposals from technical departments upon approval from the Central Standing Committee.</p> <p>Quarterly updating of inventory. Checking the quantity and status of goods.</p> <p>Warehouse management.</p>

Part 6. Mobilization and management of resources

6.1. Mobilization of resources

6.1.1. Principles

- When there is a natural disaster, the mobilization of resources by Vietnam Red Cross may be done at all levels of the Society.
- Depending on the extent of the damage caused by a disaster, a national or international appeal will be considered.
- The Central Standing Committee, as per Government regulations, can decide to hold a national appeal.
- The Central Standing Committee, in the cooperation with the Federation of International RCRC mission, can elect to conduct an international appeal.
- Local appeals are often decided upon by the provincial Chapter standing committees and approved by the Central Standing Committee and the provincial PC.

6.1.2. Procedure

- Based on the extent of damage caused by natural disasters, decisions will be made on whether local or international resources need to be called upon. To be specific: if the disaster overwhelms the local response capacity, a national appeal may be considered; if the disaster goes beyond the national response capacity, an international appeal or a request for use of DREF resources may be considered.
- The Administrative Department will work with the DM Department to prepare domestic appeals. The International Relations and Development Department will work with DM Department and Administrative Dept. in consultation with the VNRC Standing Committee and the IFRC to launch an international appeal.
- The International relations and Development Department is responsible for collaborating with the Federation of International RCRC mission and partner national societies for mobilizing international resources.

6.1.3. Emergency relief fund of Vietnam RC

- At VNRC HQ: at least VND 10 billion needs to be available in the Contingency Fund. In emergency cases, VND 500 million up to VND 1 billion may be disbursed. The DM Department works with the Finance

Dept. in providing advice to the VNRC Standing committee for decision-making. The minimum timeline is within 24 hours of the disaster occurring (*according to annual guidelines on Disaster Response issued by VNRC HQ*).

- At the provincial/municipal Chapters at least VND 500 million needs to be preserved
- At the district/ town RC level at least VND 50 million needs to be preserved.

6.1.4. Responsibilities of different RC Levels in the mobilization of resources

Level	Unit in charge	Responsibility
VNRC HQ	Central Standing Committee	Launching of the domestic appeal and the international appeal.
	International Relation and Development Dept.	Providing advice to VNRC Standing Committee for calling on international funds once an international appeal has been launched.
	Fundraising Department	Providing advice to VNRC Standing Committee for calling on in-country funds once a domestic appeal has been launched.
	Financial Dept.	Receiving cash and relief items.
	Dissemination Dept.	Organizing events, campaigns, and press releases for fundraising.
	DM Dept.	Developing proposals and plans on the use of VNRC resources for DR.
Provincial Chapter	Provincial Standing Committee	Launching the appeal within local RC system. Submitting the prepared appeal to the Provincial People's Committee for review before launching.
	SW Department	Preparing documents and appeals for fund raising.
	Administrative Dept.	Receiving cash and relief items.
	Fundraising Dept.	Organizing events and campaigns or press releases for fundraising.

6.2. Financial resources management in DM

Key financial resources to be used for disaster response by VNRC come from the following origins.

- Donations and contributions of domestic and international individuals and entities
- From the state budget
- From members of the IRCRC movement and IFRC.

Specific financial procedures applicable to the emergency response must include separate provisions to ease the bureaucracy burden and to be provided in time for the procurement and distribution of relief supplies to those affected by disasters. Applicable financial management regulations must obey the existing rules of the Vietnamese government, the Ministry of Finance, and the VNRC Central Standing Committee.

In addition, Vietnam Red Cross needs to develop a procedure for the quick release of financial resources from the VNRC HQ to provincial Chapters to be used for disaster response activities. The Central society standing committee has assigned the Finance Department to develop a suitable set of rules and a system of reporting to the Central Standing Committee. It clearly identifies the key person in charge and the backup person in charge in case the former is absent.

Specific financial management regulations in different disaster response stages include:

6.2.1 In emergency response stages:

- After receiving the official decision about emergency relief from VNRC HQ, the provincial RC chapter will make a cash advance to implement the emergency response.
- The disbursement of emergency relief and payments to provincial Chapters within the first three days of the emergency response will be processed according to VNRC guidelines on financial management.
- Financial statements and related vouchers need to be submitted to the Finance Department at HQ according to the guidelines issued by VNRC HQ on the release of cash and relief items.

6.2.2 In the early recovery stages the common financial management regulations of the Vietnamese government and the donors will be applied.

6.2.3 Budget planning for response activities

Provincial/municipal Chapters will take the initiative in preparing the budgetary plans for their own response based on the following priority considerations.

- Damage caused by the disaster.
- Needs of the affected people.
- Availability of local resources and other support.
- The affected areas that have benefited from VNRC support.

Provincial/municipal Chapters are responsible for preparing distribution plans, implementing relief activities, and settling the relevant financial accounts after the response mission has been carried out. These must be in accordance with the emergency response timeline.



Workshop Standard operating protocol

6.3. Human resources management in DR

In case of disasters causing detrimental effects beyond the response capacity of a single locality, multiple localities or the entire nation, the Vietnam Red Cross will solicit available human resources of the Society from the central to the local levels, the IFRC's support network, and other partner national societies to provide prompt support to people affected by the disaster. The human resources used for the disaster response of Vietnam Red Cross include:

- RC officers of all levels: departments and divisions of the VNRC HQ, provincial/ municipal/ district/ town/ commune/ ward RC units.
- DR volunteers.
- Members of the IRCRC movement and IFRC.

During the disaster response period, officers of the departments and divisions of the VNRC HQ that can be mobilized to the disaster response teams may include: National disaster response team (NDRT), Aid Receiving Team, Procurement Team, Relief Team. Mobilization of personnel will be implemented according to the instructions of the leaders of the Central Standing Committee and managers of the related departments and units.

Mobilization of volunteers in the disaster emergency response will be subject to the regulations on volunteer management of VNRC

Specific regulations on matters such as human resource management, remuneration and benefits are subject to the common rules of Vietnam Red Cross and the operating rules of the National Disaster Response Team.

Part 7. Procedure of SOP update and revision

The DM Department will be responsible for updating and revamping the disaster response standard operating procedures on an annual basis. Any updates or supplements must be approved by the Central Society Standing Committee and articulated to all relevant departments, local RC branches, and the IFRC and partner national societies that have a representative office in Vietnam.

All updates and changes to the SOP must align with national and international regulatory and normative documents related to the RC's activities and the disaster response. This includes:

- Red Cross laws, the Red Cross operating Charter, and the Vietnam Red Cross development strategy to 2020,
- agreements between Vietnam Red Cross, the IFRC and partner national societies,
- fundamental principles of the IRCRC movement, and
- regulations of the IRCRC movement and of all other partners involved in the disaster response.



National disaster response team training

Annexes

Law on Red Cross Activities (No. 11/2008/QH12):

http://chuthapdo.org.vn/redcross/vn/upload/info/attach/1288835842000_LuathoatdongCTD.pdf

Decree No. 03/2011/NĐ-CP proclaimed on 7 January 2011 by the Government, guiding the implementation of the Law on Red Cross activities:

http://vanban.chinhphu.vn/portal/page?_pageid=578,33345598&_dad=portal&_schema=PORTAL&docid=98602

Decree No. 64/2008/ND-CP dated on 14 May 2008 on mobilization, receipt, distribution and use of voluntary contributions for supporting local people in overcoming difficulties caused by natural disasters, fire, serious breakdowns, and dangerous diseases.

http://vanban.chinhphu.vn/portal/page?_pageid=578,33345598&_dad=portal&_schema=PORTAL&docid=66885

Vietnam RC development strategy to 2020

<http://chuthapdo.org.vn/redcross/vn/home/InfoDetail.jsp?area=1&cat=1823&ID=9642>

Sphere handbook: <http://www.sphereproject.org/content/view/720/200/lang.english/>

List of annexes of SOP in the CD:

Template of damage and needs assessment

Watsan documents:

- Guidelines on the use of water treatment tablets
- Guidelines on use of water treatment units in an emergency

Guidelines on the distribution of relief goods (including beneficiary selection).

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