Defining the need for international Assistance

Based on the situation and the NS Contg plan,

the NS determines additional support requirements in consultation with the Country Office through the Country Team

Head of Country Office and Technical Delegates provide input

Head of Country Office engages with ICRC Head of Delegation (if present)

 to discuss complementary support if relevant

DMU Operations Coordinator provides advice on additional needs

Country Team agrees on additional needs

NS through the Country Team makes official request for assistance

Country Team Rep (nominally the Operations Manager) alerts DMU Operations Coordinator of the request for assistance, copying HoRO

DMU Operations Coordinator reviews the request for assistance,

and analyses possible Operational Strategy in consultation with HoDMU and HoO

HoO reviews Operational Strategy and confirms agreement with DoZ

Head of Regional Office endorses operational strategy and provides approval in line with their finance and HR accountabilities

On approval of the Operational Strategy DMU Operations Coordinator informs Disaster Services Department Senior Officer Quality Assurance

Disaster Services Department Senior Officer Quality Assurance

 provides inputs into Operational Strategy

Regional Office shares inputs to the DMU Operations Coordinator

with regard to the request for assistance

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Notification of a disaster or crises situation

IFRC Country Team Representative (nominally the Operations Manager) establishes regular contact with DMU Operations Coordinator providing updates on the situation

NS posts initial report on DMIS

NS is alerted to a disaster or crises situation and informs their Country Office.

[if no Country Office the NS informs their Regional Office and the Regional Office acts as the Country Office]

Head of Country Office informs the DMU Operations Coordinator

and copies Head of Regional Office

Country Team formed

Head of Country Office works with NS SG to form Country Team,

Head of Country Office confirms IFRC Country Team representative

Country Team alert in-country PNS in accordance with the

IFRC/Movement coordination platforms and the Pre-disaster agreement

Regional Office provides information regarding NS operational structures

In a country where ICRC is present HoDMU informs ICRC KL Cooperation Delegate

DMU Operations Coordinator inform zone Task Force members,

Regional Office and Disaster Services Department of evolving situation

Disaster Services Department Senior Officer Quality Assurance

provides inputs from global information sources and lessons

HoDMU / Operations Coordinator prepares informal email update

on situation for internal RCRC

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