

IFRC Secretariat Standard Operating Procedures for Disaster Response and Early Recovery in Asia Pacific

Zone Office / Asia Pacific / version 2.0
September 2011






Table of Contents

Glossary	3
1. Introduction	5
2. Governing framework	5
3. Preparedness Actions	5
4. Operations Management and Coordination	6
5. The Country Team	6
6. IFRC Disaster Response principles, policies, standards and tools	7
7. IFRC Supporting functions	7
8. Involved Parties	7
8.1. National Society	7
8.2. IFRC Secretariat representation	8
8.2.1. Country Office	8
8.2.2. Regional Office	9
8.2.3. Zone Office	10
8.2.4. Geneva Office	12
8.3. Participating National Societies	12
9. Standard Operating Procedure Implementation	13
10. Standard Operating Procedures Maintenance	13
Flow Chart 1: Notification of a disaster or crises situation	14
Flow Chart 2: Defining the need for international assistance	15
Flow Chart 3: When NO international assistance is required	16
Flow Chart 4: When international assistance is required	17
Flow Chart 5: Mobilisation of human resources – general	18
Flow Chart 6a: IFRC delegate recruitment	19
Flow Chart 6b: IFRC Surge mobilisation	20
Flow Chart 7a: Mobilisation of RDRT	21
Flow Chart 7b: Mobilisation of FACT	22
Flow Chart 7c: Mobilisation of ERU	23
Flow Chart 8a: DREF Request (reference annex 7)	41
Flow chart 8b: Requesting an emergency appeal	24
Flow Chart 9: Facilitating in-kind assistance	25
Flow Chart 10: Facilitating a cash pledge	26

ANNEX 1: Milestone chart	27
ANNEX 2: IFRC Offices responsible for nominating representatives in Country Teams	28
ANNEX 3: Red Cross and Red Crescent codes, policies, principles and standards.	29
The Principles and Rules for Disaster Relief	29
IFRC Policies	29
Seville Agreement and Supplementary Measures	29
Sphere Standards	30
Code of Good Partnership	30
Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief	30
ANNEX 4: IFRC disaster response tools	31
Disaster Relief Emergency Fund (DREF)	31
Emergency Appeals	31
Regional Disaster Response Teams	31
Field Assessment and Coordination Teams	31
Emergency Response Units	32
ANNEX 5: IFRC supporting procedures	33
Cooperation	33
Finance	33
Human Resources	33
Legal	33
Logistics	33
Security	34
ANNEX 6: IFRC Country Team Terms of Reference	35
ANNEX 7: DREF request process within Asia Pacific	39

Glossary

AP DR&ER SoPs	Asia Pacific Standard Operating Procedures for Disaster Response and Early Recovery
BAU	Budget Analysis Unit, Governance and Management Services Division
BAU SFODREF	Budget Analysis Unit Senior Finance Officer DREF
CO	Country Office
CT	Country Team
CT Rep	Country Team Representative
DMU	Asia Pacific Disaster Management Unit
DMU OpsCo	DMU Operations Coordinator
DMIS	Disaster Management Information System
DoZ	Director of Asia Pacific zone
DREF	Disaster Relief Emergency Fund
DSD	Disaster Services Department, Programme Services Division
DSD SODREF	DSD Senior Officer DREF
DSD SOSurge	DSD Senior Officer Surge
DSD SOQA	DSD Senior Officer Quality Assurance
EA	Emergency Appeal
Endorse	To support the proposed action presented
ERU	Emergency Response Unit
FACT	Field Assessment Coordination Team
Global DM Team	Global Disaster Management Team, comprises of the IFRC Secretariat Geneva and Zone based disaster management representatives
HoCO	Head of Country Office – also used to represent Country Representative, Head of Delegation, nominal Appeal Manager
HoDMU	Head of Disaster Management Unit
HoO	Head of Operations, Asia Pacific Zone
HoRO	Head of Regional Office
ICRC	International Committee of the Red Cross
ICRC Coop Delg	ICRC Cooperation Delegate
IFRC	Used to represent the Secretariat and National Society membership

IFRC Operational Manager	Position engaged to support a National Society implement a disaster response and recovery operation – nominal Project Manager
IFRC Secretariat	Represents the Secretariat offices and representatives engaged to support the IFRC.
International Assistance	Any material, financial or human assistance mobilised from outside of the affected country is considered international assistance. If a Partner National Society has a physical presence in the affected country through a bilateral representative, any assistance provided from their programming i.e. CBDP/DRR programme, contingency allowances, pre-procured relief stock etc, that is reallocated will not be considered international assistance. Specifically for the Pacific, country level partners include those who may not have a physical presence in the country. However they must communicate frequently with a National Society and be engaged on a long-term basis.
Operational Strategy	The high level plan or series of actions for providing humanitarian assistance.
PEAR	Project Expenditure Approval Request
PMER	Project Monitoring Evaluation and Reporting
PNS	Partner National Society
PoA	Plan of Action – detailing how the Operational Strategy will be achieved
RDRT	Regional Disaster Response Team
RLU	Regional Logistics Unit
RM	Resource Mobilisation
RO	Regional Office
SG	Secretary General
SoP	Standard Operating Procedures
UN	United Nations
USG	Under Secretary General
ZFU	Zone Finance unit
ZPMER	Zone Project Management Evaluation and Reporting unit
	Represents decision making point
	Critical path
	Formal action or communication
	Informal action or communication
	Action undertaken in parallel

1. Introduction

- 1.1. This paper defines the standard operating procedures (SoPs) for disaster response and early recovery for the IFRC Secretariat within Asia Pacific zone.
- 1.2. The purpose of this document is to present the work processes and clarify the roles and responsibilities of IFRC Secretariat representation with regard to the operational management of disaster response and early recovery operations, and the coordination of international assistance in support of a National Society.

2. Governing framework

- 2.1. The SoPs will be implemented in consideration of clauses 2.2 through 2.4.
- 2.2. The IFRC Constitution (revised and adopted in 2007) defines the role of the IFRC Secretariat in article 5.B.b) to 'organise, co-ordinate and direct international relief actions in accordance with the "Principles and Rules for Red Cross and Red Crescent Disaster Relief" adopted by the International Conference.
- 2.3. The Principles and Rules for Disaster Relief, adopted at the 26th International Conference of the Red Cross and Red Crescent apply to disasters resulting from natural or other calamities and guide the interaction between IFRC components in support of the affected National Society.
- 2.4. When components of the Red Cross and Red Crescent Movement are called upon to support a National Society internationally on a bilateral or multilateral basis, where there is a war, civil war, or internal disturbance, the Seville Agreement and Supplementary Measures guide the interaction between the individual components in support of a National Society.

3. Preparedness Actions

- 3.1. To ensure effective response in times of a disaster or crises situations, the IFRC promotes preparedness activities which ensure appropriate management structures, institutional procedures and response strategies are in place and aligned with the auxiliary role of a National Society. Preparedness measures will take into account the available human, material and financial resources of a National Society and IFRC.
- 3.2. Supporting disaster response preparedness programming, the IFRC Secretariat will hold pre-disaster meetings with National Societies to define response strategies, contingency plans, and confirming RCRC coordination mechanisms and the capacities of the National Society and IFRC to respond to a disaster or crises situations. These actions will be supported through IFRC annual plans.

4. Operations Management and Coordination

- 4.1. The majority of responses to disasters and crises situations are within the capabilities of National Societies or require a minimal support from in-country IFRC partners. In situations where additional support is required, the National Society supported by the IFRC Secretariat act as the *operational lead* and will be responsible for managing the implementation of the response to a disaster or crisis situation.
- 4.2. A National Society can ask the IFRC Secretariat to implement components of the agreed operational strategy in sectors where they do not have core capacity thereby allowing them to focus on their core strengths.
- 4.3. In accordance with the Seville Agreement and Supplementary Measures, the IFRC Secretariat can assume the Lead Agency status and will then act as the *operational lead* engaging the National Society.
- 4.4. The DMU acts as the *international lead* and is tasked with the coordination of international assistance in accordance with the Principles and Rules for Disaster (Relief 2.3) in support of the National Society, providing oversight, coherence, flow of information, linkage to global processes and quality control of the IFRC services provided to a National Society.

5. The Country Team

- 5.1. The Country Team is made up of representation from a National Society and the IFRC Secretariat. The representatives in the Country Team will vary depending on the country and size of operation.
- 5.2. Typically for a National Society the Country Team representative will be the Secretary General and/or the senior Disaster Management representative.
- 5.3. From the IFRC Secretariat the Country Team representative can vary and could be:
 - 5.3.1. Where there is a country office, the Country Team representative is typically the Head of Country Office. However a disaster management or another technical delegate or national staff can take on this role.
 - 5.3.2. Where there is no country office a representative from the IFRC regional office can act from afar. Alternatively another IFRC representative can be deployed to act as the IFRC Secretariat's Country Team representative as per the following:
 - a representative from the DMU, this is typically the nominated Operations Coordinator for the country;
 - a representative from the Regional Office, this is typically the Programme Coordinator or Disaster Management technical delegate;

- a representative from another IFRC Secretariat office within Asia Pacific;
- a representative from the RDRT, FACT or ERU rosters; and
- a PNS representative, based in the country of concern or from another location within Asia Pacific.

5.3.3. The Country Team representative shall be normally considered the IFRC Operational Manager and all other IFRC operational personnel shall report directly to him/her, including those deployed under IFRC disaster response tools. The terms of reference of the IFRC Secretariat Country Team representative are outlined in Annex 6.

5.3.4. The current agreed IFRC Secretariat Offices who will nominate representatives for each Country Team are listed in Annex 2.

6. IFRC Disaster Response principles, policies, standards and tools

- 6.1. The IFRC has a variety of disaster response codes, policies, principles and standards which have been established to ensure humanitarian assistance is delivered in a timely and efficient manner. Annex 3 provides a reference list for further information.
- 6.2. The IFRC has a variety of disaster response tools that offer financial, human and material assistance. An outline of these tools and SoP or procedures for deploying the individual tools are referenced in Annex 4.
- 6.3. The reporting lines for disaster response tools (i.e. RDRT, FACT, ERU) will be in accordance with their respective SoP and detailed in the deployment Terms of Reference.

7. IFRC Supporting functions

- 7.1. All IFRC systems and procedures will be maintained at all times and are not affected by these Standard Operating Procedures. Annex 5 provides a reference list for further information.

8. Involved Parties

8.1. National Society

- 8.1.1. The National Society supported by the IFRC Secretariat act as the *operational lead* and will be responsible for managing the implementation of the response to a disaster or crisis situation.
- 8.1.2. Upon the onset of a disaster, a National Society shall closely monitor the situation and share timely and comprehensive information through the Country Team as well as through DMIS.

- 8.1.3. ☀️ If required the Secretary General of a National Society will request international assistance through the Country Team.
- 8.1.4. ☀️ The Secretary General together with the IFRC Head of Country Office approves all operational strategies and plans of action involving international assistance through the Country Team.
- 8.1.5. The Secretary General will ensure the National Society is prepared to receive and facilitate the smooth arrival of all requested international assistance.
- 8.1.6. The National Society through the Country Team will maintain regular contact in accordance with the agreed frequencies established with the DMU at the onset of a disaster or crises event. This contact will focus on the implementation of the disaster response and early recovery operation until its completion.
- 8.1.7. The Secretary General will ensure implementation of the agreed operational strategy in line with IFRC policy and international commitments.
- 8.1.8. In their capacity as auxiliary to their government, the National Society shall liaise closely with their government, and participate where capacity exists or request IFRC Secretariat to represent the National Society in any inter-agency coordination and the cluster system at the national level.

8.2. IFRC Secretariat representation

8.2.1. Country Office

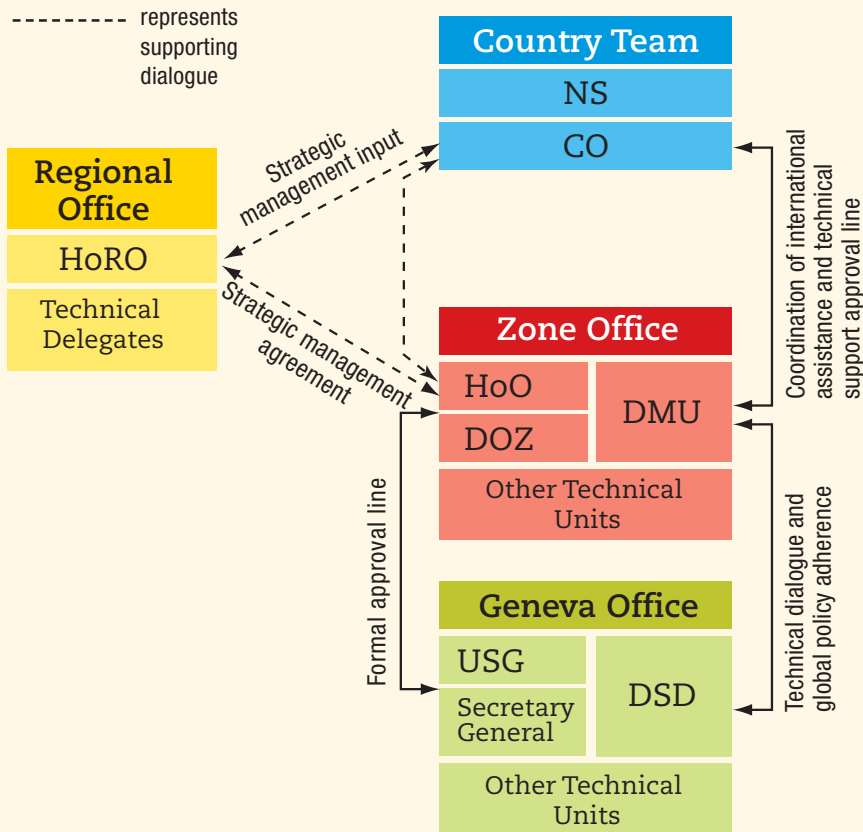
- 8.2.1.1. ☀️ The Head of Country Office endorses all requests for international assistance from the National Society including all IFRC disaster response tools.
- 8.2.1.2. ☀️ The Head of Country Office together with the National Society Secretary General approves all operational strategies and plans of action involving international assistance through the Country Team.
- 8.2.1.3. ☀️ The Head of Country Office will approve financial transfers and payments and human resource requests and appointments.
- 8.2.1.4. The Head of Country Office can request management and technical assistance for the implementation of an operation from the IFRC Secretariat (including region, zone, Geneva offices outlined in sections 8.2.2, 8.2.3, 8.2.4), IFRC Partners (8.3) in line with the requirements during the phases of the operation implementation. All requests will be made through the DMU.
- 8.2.1.5. The Country Team representative will establish regular contact with the DMU Operations Coordinator.

- 8.2.1.6. The Country Team representative shall participate in interagency coordination and cluster system meetings organized in the country by the United Nations system or National Government.
- 8.2.1.7. The Country Team representative shall support the National Society in coordinating offers of assistance and information exchange from Red Cross and Red Crescent Movement Components at the country level.

8.2.2. Regional Office


- 8.2.2.1. The Head of Regional Office or their designate will share with the DMU all information regarding the National Society operational structures and processes; secondary data received on the disaster or crises situation; and inputs into the proposed operational strategy.
- 8.2.2.2. The Head of Regional Office or their designate will respond to requests for technical assistance for the longer term programming components of an emergency appeal, in consultation with the DMU.
- 8.2.2.3.  The Head of Regional Office will endorse operational strategies involving international assistance. They will approve financial exposure in line with their delegated authority, and human resource appointments for first and second line management responsibilities.
- 8.2.2.4. The Head of Regional Office will support the Head of Country Office with regard to strategic management guidance.
- 8.2.2.5. During the initial phase of an operation, the zone Head of Operations can sign on behalf of the Head of Regional Office in accordance with human resource and finance procedures.
- 8.2.2.6. On the request of the DMU the regional office representatives can be deployed as Surge support for the Country Team.
- 8.2.2.7. If required a representative from the regional office can act as the IFRC Secretariat Country Team representative after the joint agreement of the Head of Regional Office and zone Head of Operations.
- 8.2.2.8. The Regional Disaster Management Coordinator (or designated equivalent) manage the development and maintenance of the RDRT within their region. A Regional Disaster Management Coordinator will alert and deploy RDRT based on a request from the DMU.

Figure 1: Relationship between IFRC offices




8.2.3. Zone Office

- 8.2.3.1. The DMU acts as the *international lead* and is tasked with the coordination of international assistance in accordance with the Principles and Rules for Disaster Relief (ref 2.3) in support of the National Society.
- 8.2.3.2. The appointed DMU Operation Coordinator, supported by the Head of DMU will lead the zone office support to a Country Team in line with the Asia Pacific Office Disaster Response Protocols.
- 8.2.3.3. The DMU Operations Coordinator will maintain regular contact with the IFRC Secretariat Country Team representative. They will share regular updates with key IFRC stakeholders through regular communication, including with Partner National Societies as necessary.


- 8.2.3.4. The DMU Operation Coordinator will work closely with the Country Team to determine the most appropriate operational strategy for meeting the needs of the affected population. In defining the operational strategy, the DMU Operation Coordinator will consult with appropriate zone, regional and Geneva management and technical representatives ensuring the appropriateness of plans of action, consistency with annual programming and global IFRC policy.
- 8.2.3.5.  The Head of Operations as delegated by the Director of Zone, will endorse the operational strategy and approve all requests for international assistance. Where necessary the HoO will consult with the HoRO to clarify strategic management issues.
- 8.2.3.6. The DMU Operation Coordinator will coordinate the processes for requesting international tools in line with the procedures, guidelines and SoPs for the said tool. The DMU Operation Coordinator does not deploy the tool, this is undertaken by the respective IFRC representative in line with procedure (i.e. HR), guideline (i.e. DREF, EA) or SoP (i.e. RDRT, FACT, ERU). The DMU Operation Coordinator will brief the respective tool team leader on the operation.
- 8.2.3.7. The Zone Resource Mobilisation and Project Monitoring and Evaluation Unit, through their respective representatives will coordinate internal and external donor contributions to the emergency appeal as well as formal reporting. They will also liaise with the Regional Logistics Unit regarding in-kind contributions.
- 8.2.3.8. The Regional Logistics Unit will oversee the preparation of the mobilisation table (see Annex 5) if requested by the National Society through the IFRC Secretariat Country Team representative and coordinate in-kind contributions to the emergency appeal.
- 8.2.3.9. The DMU Operation Coordinator will oversee quality and accountability of the operation in accordance with Principles and Rules for Disaster Relief, IFRC standards and policy.
- 8.2.3.10. If required a representative from the zone office can act as the IFRC Secretariat Country Team representative after the joint agreement of the Head of Regional Office and zone Head of Operations.
- 8.2.3.11. On the request of the DMU, zone technical units or representatives of other IFRC country offices can be deploy to the affected country as Surge support for the Country Team.
- 8.2.3.12. The Head of DMU will liaise with the ICRC Regional Cooperation Delegate exchanging information.

- 8.2.3.13. The DMU Operation Coordinator will maintain regular contacts with representatives of other humanitarian and UN agencies and participate in any inter-agency coordination and cluster system meetings at the Asia Pacific level.

8.2.4. Geneva Office

- 8.2.4.1. The Senior Officer Quality Assurance, Disaster Services Department, acts as focal point for the DMU and alerts the Geneva Office Emergency Support Group as required.
- 8.2.4.2. The Senior Officer Quality Assurance provides input into the operational strategy as required, drawing on global lessons and ensuring adherence to IFRC policy and international commitments.
- 8.2.4.3. The Senior Officer Quality Assurance will facilitate the endorsement of the operational strategy at the Geneva level.
- 8.2.4.4.  The approval of international tool requests (i.e. DREF, EA, FACT, ERU) is received from the Head of Disaster Services Department, Under Secretary General of Programme Services and IFRC Secretary General as per IFRC procedures and guidelines.
- 8.2.4.5. The Senior Officer Quality Assurance will oversee quality and accountability in line with IFRC policy, standards and global commitments.
- 8.2.4.6. The Senior Officer Surge on receiving a request from the DMU for FACT or ERU(s) will mobilise and deploy the tools based on the respective SoP.
- 8.2.4.7. If required a representative from the Geneva office can act as the IFRC Secretariat Country Team representative after the joint agreement of the Head of Regional Office and zone Head of Operations.
- 8.2.4.8. The Senior Officer Quality Assurance will maintain regular contacts with representatives of other humanitarian and UN agencies involved in emergency response and participate in any inter-agency coordination and cluster system meetings at the global level.
- 8.2.4.9. The Under Secretary General of Programme Services will commission all Real Time Evaluations in consultation with the Director of Zone.

8.3. Participating National Societies

- 8.3.1.  A PNS physically based within the affected country where a disaster has occurred can contribute programme resources to support the National Society. This support does not constitute international assistance. These contributions are to be made in coordination with the Country Team and shall be communicated to the DMU.

- 8.3.2. ☀️ A PNS not physically based within the affected country can contribute resources to support the National Society in line with the relevant IFRC standards, policies and guidelines relating to disaster response, including but not limited to the Principles and Rules for Disaster Response. This constitutes international assistance and the PNS will offer this assistance through the respective disaster response tool.

Specifically for the Pacific, country level partners include those who may not have a physical presence in the country. However they must communicate frequently with a National Society and be engaged on a long-term basis.

- 8.3.3. A PNS representative can act as the IFRC Secretariat Country Team representative after the joint agreement of the Head of Regional Office and zone Head of Operations. The individual will report to the IFRC Head of Country Office (or Regional Office when there is no country office) and operate in accordance with the IFRC Country Team Representative Terms of Reference (see Annex 6).

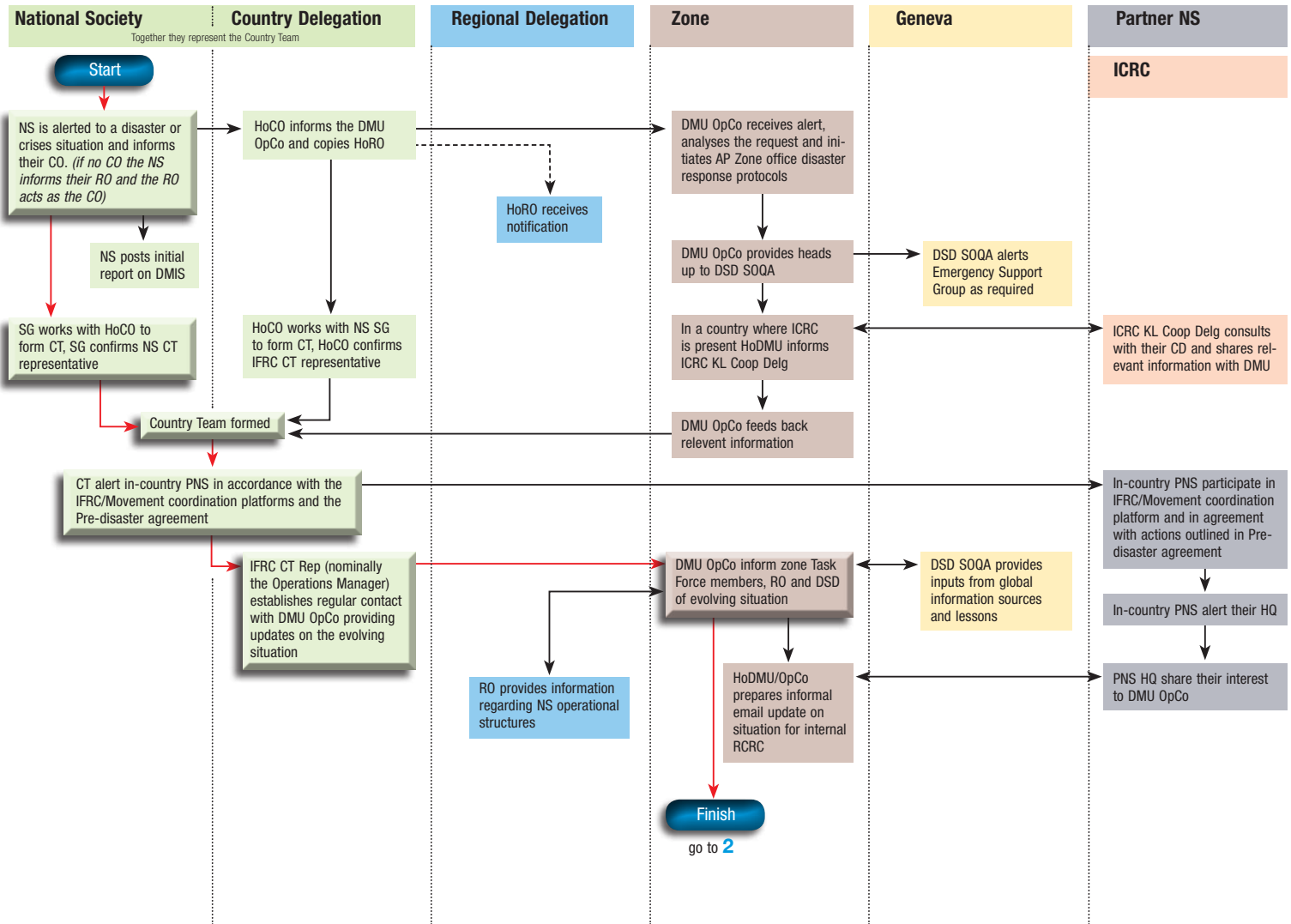
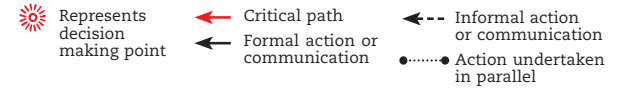
9. Standard Operating Procedure Implementation

- 9.1. All responses to disaster and crises situations will be unique to the individual situation. However as a generic guide the key milestones for disaster response and recovery operations are presented in Annex 1.
- 9.2. The implementation of the SoP is presented in the following ten flow charts outlining the procedures for: the notification of a disaster or crises situation; defining the need for international assistance; when no international assistance is required; when international assistance is required and mobilisation of international assistance.
- 9.3. It should be noted that the SoP are generic in nature and there will be circumstances where actions are taken outside the outlined procedures. However this will only be sanctioned after the authorization from the Director of the Zone.

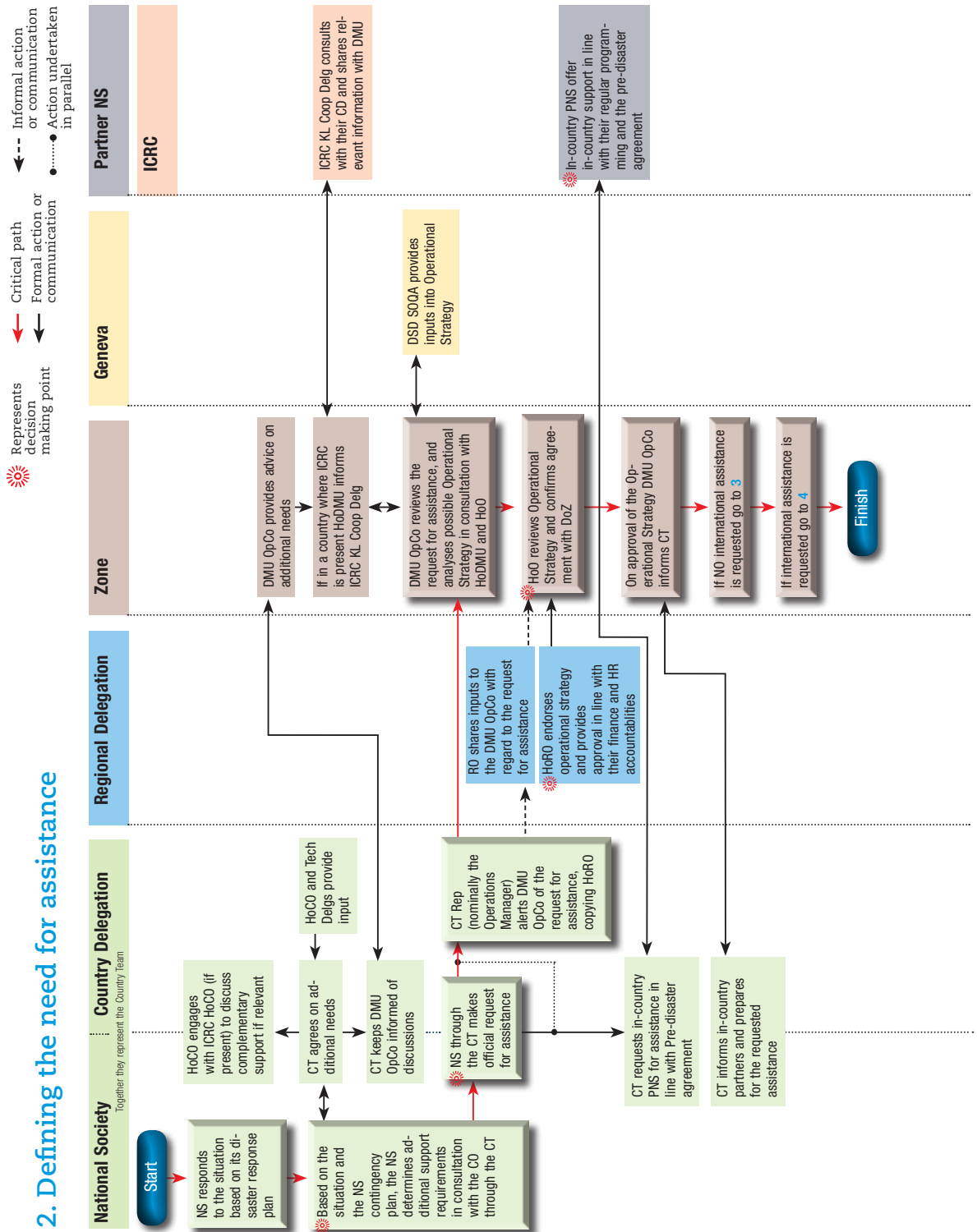
10. Standard Operating Procedures Maintenance

- 10.1. The SoP will be maintained at regular intervals based on operational learning and future modifications to the IFRC Secretariat structures within Asia Pacific. At a minimum the SoP will be reviewed by the DMU annually on their anniversary under the leadership of the zone Head of Operations and in consultation with country, regional and Geneva offices. All revision processes for the SoP will be commissioned by the zone Head of Operations and will take into consideration the development and evolution of Global IFRC policy and procedures.

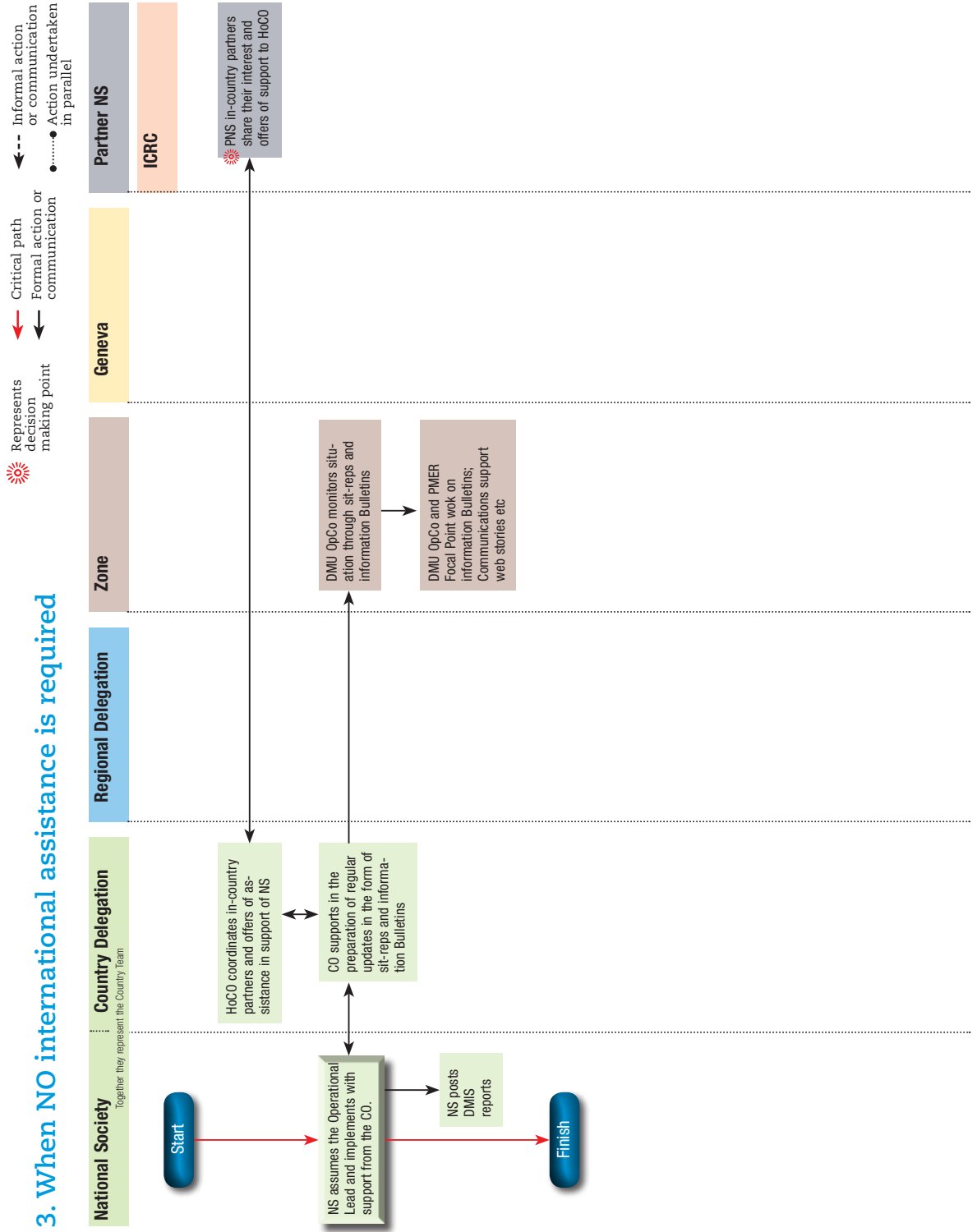
1. Notification of a disaster or crises situation



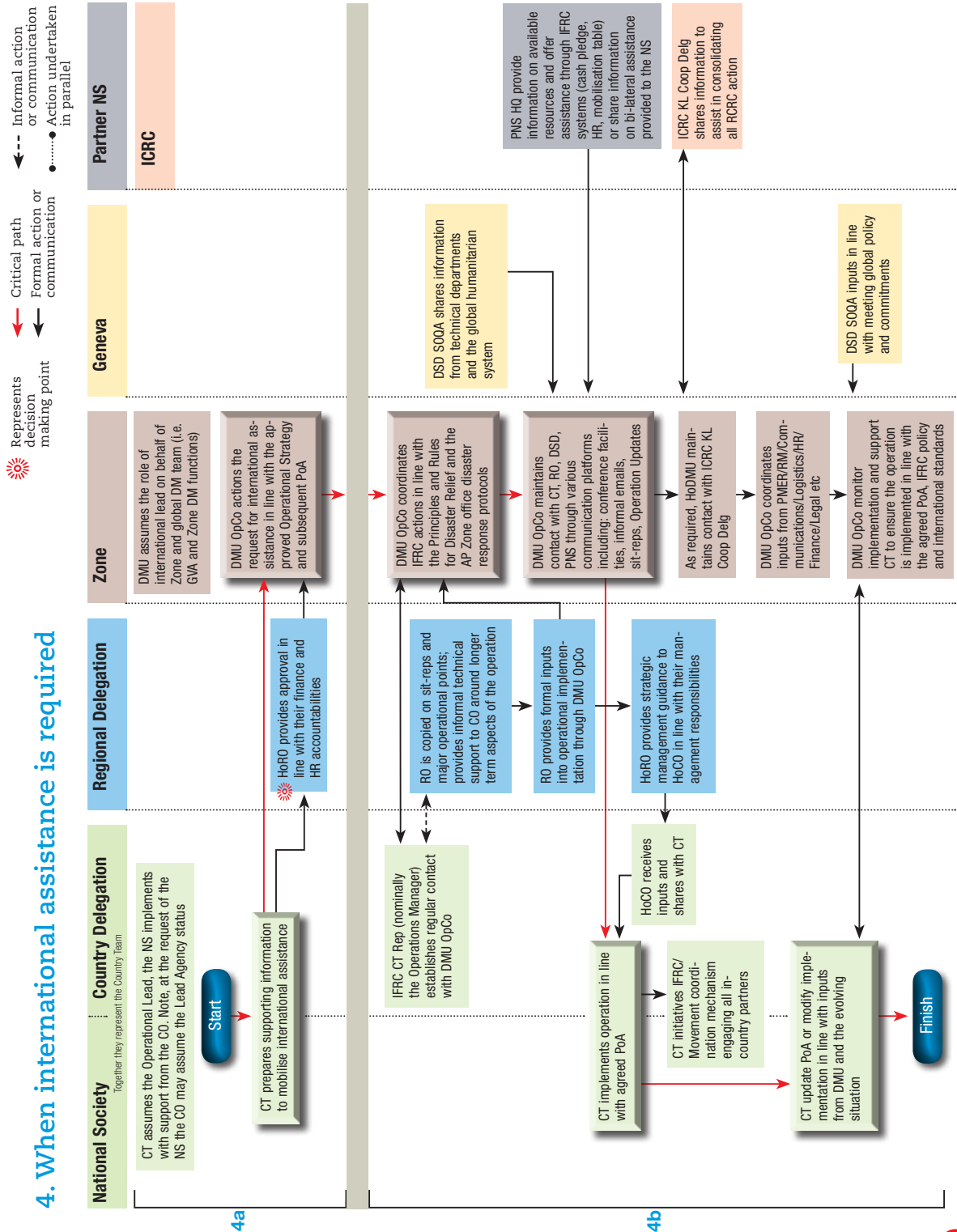
2. Defining the need for assistance



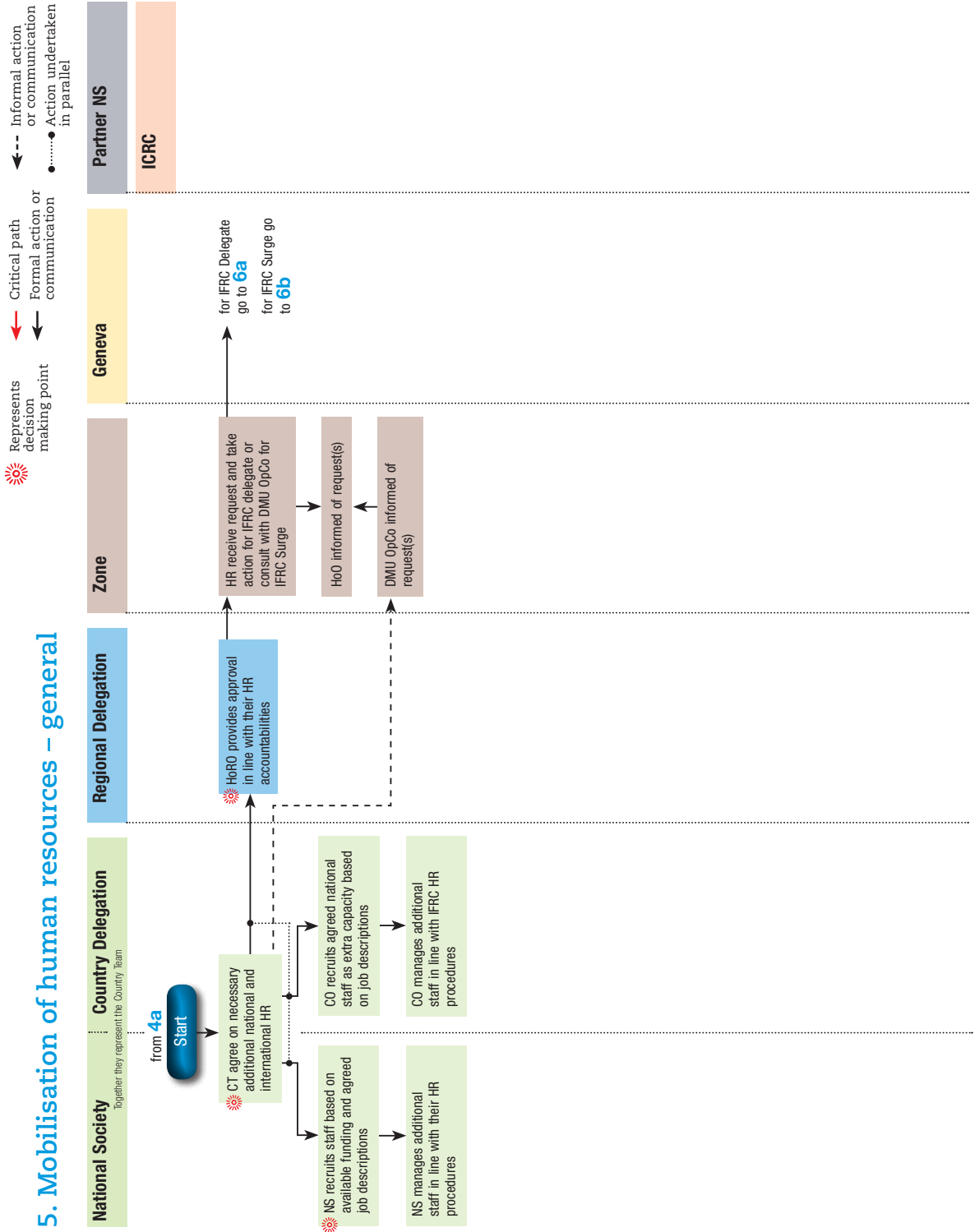
3. When NO international assistance is required



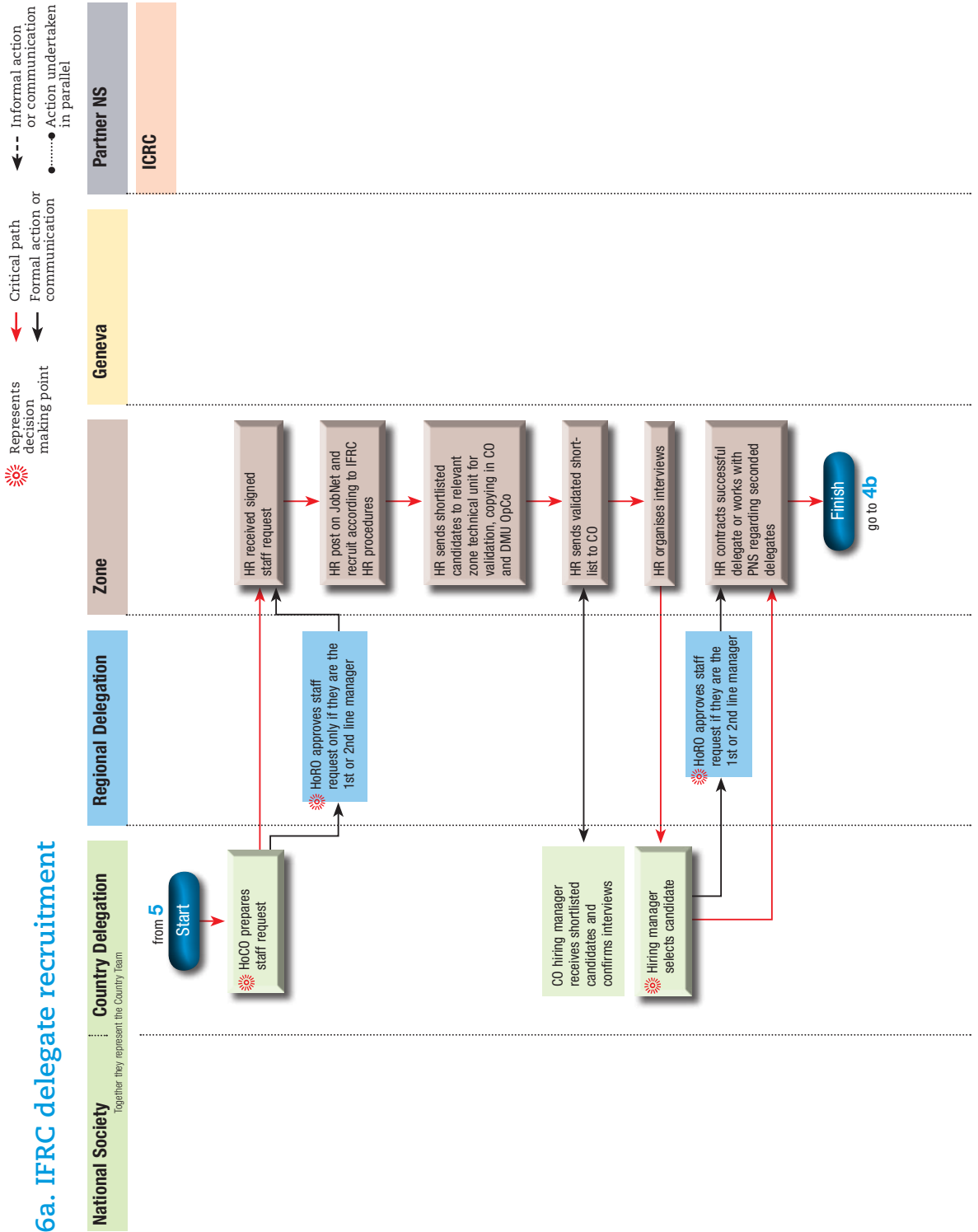
4. When international assistance is required



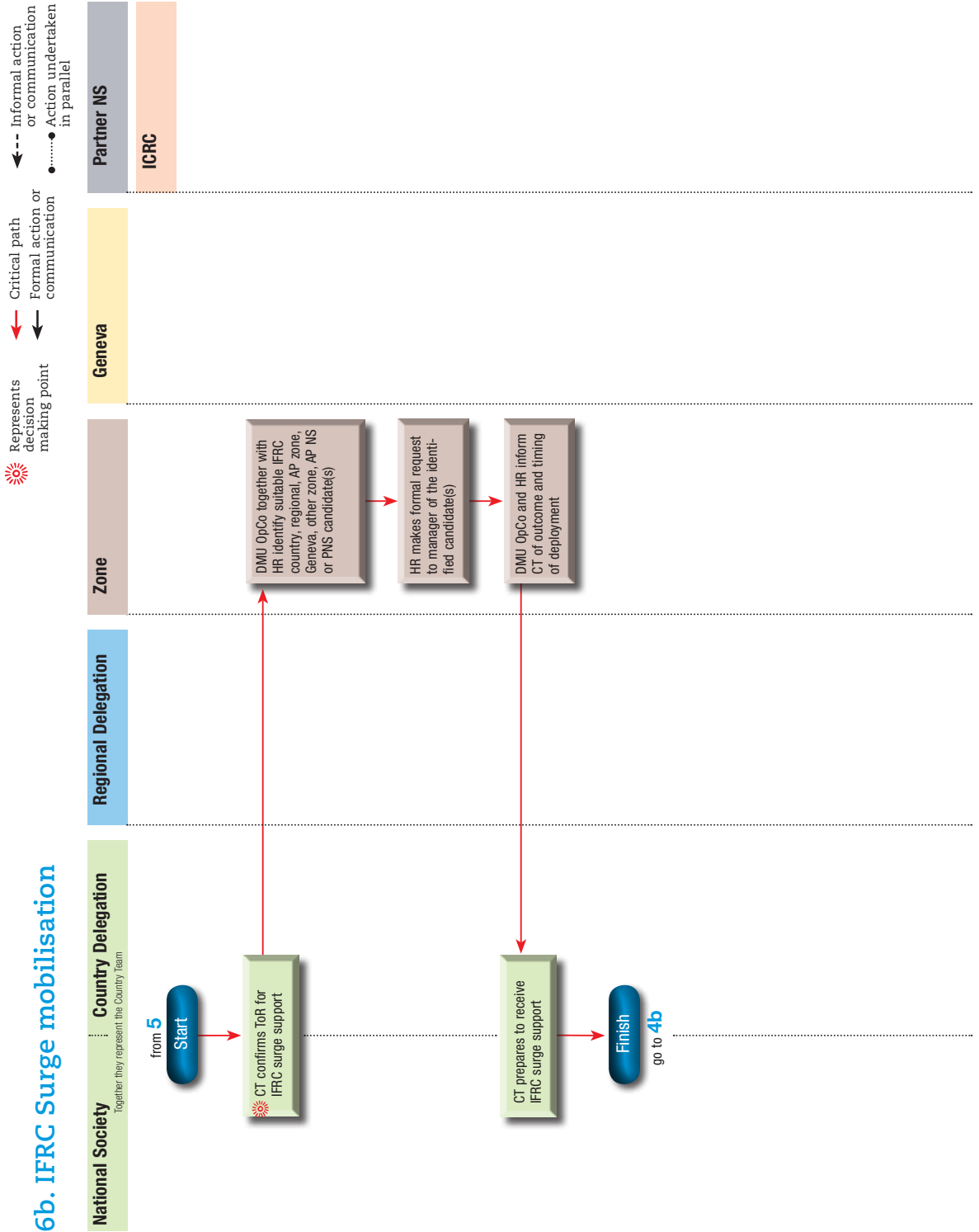
5. Mobilisation of human resources – general



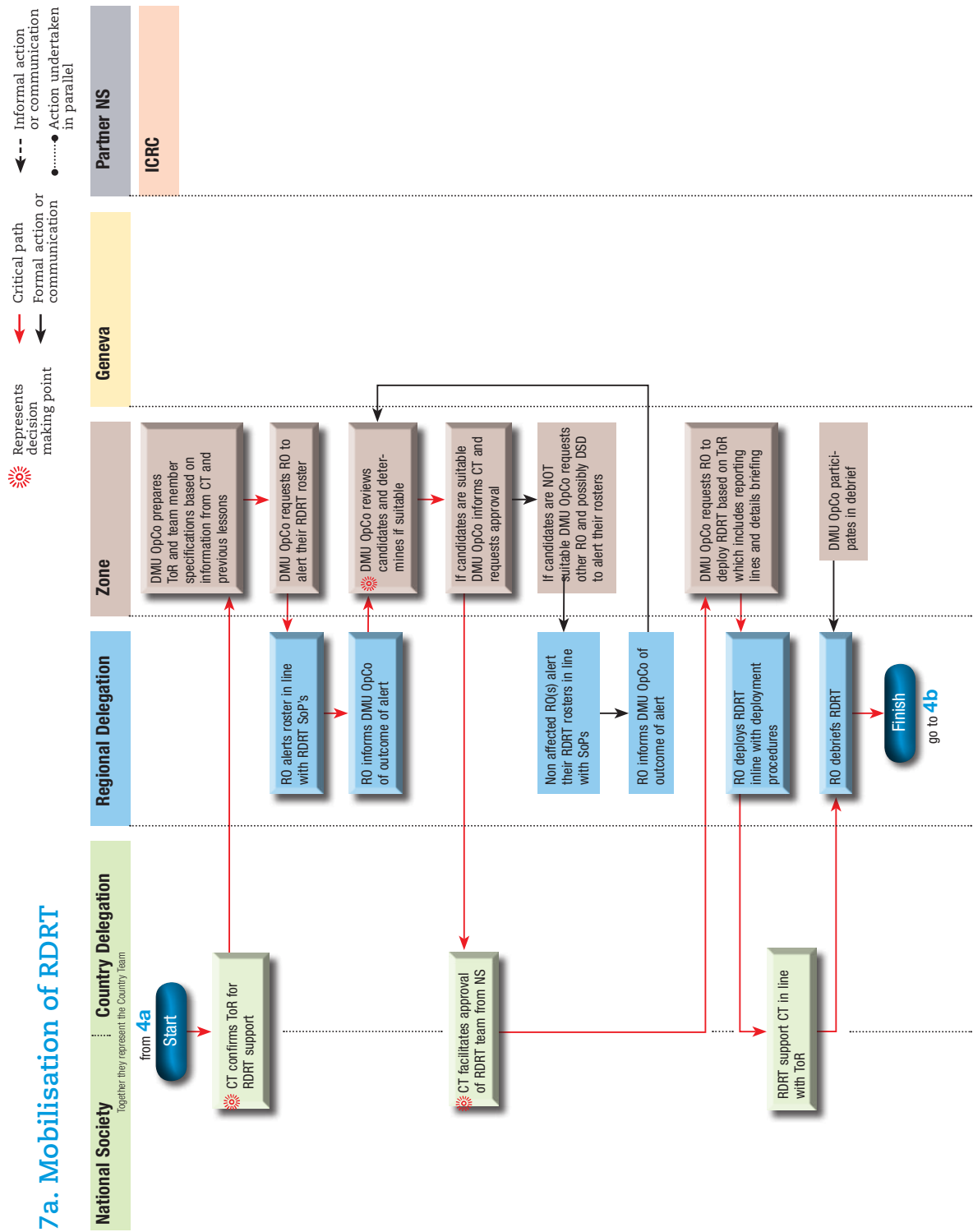
6a. IFRC delegate recruitment



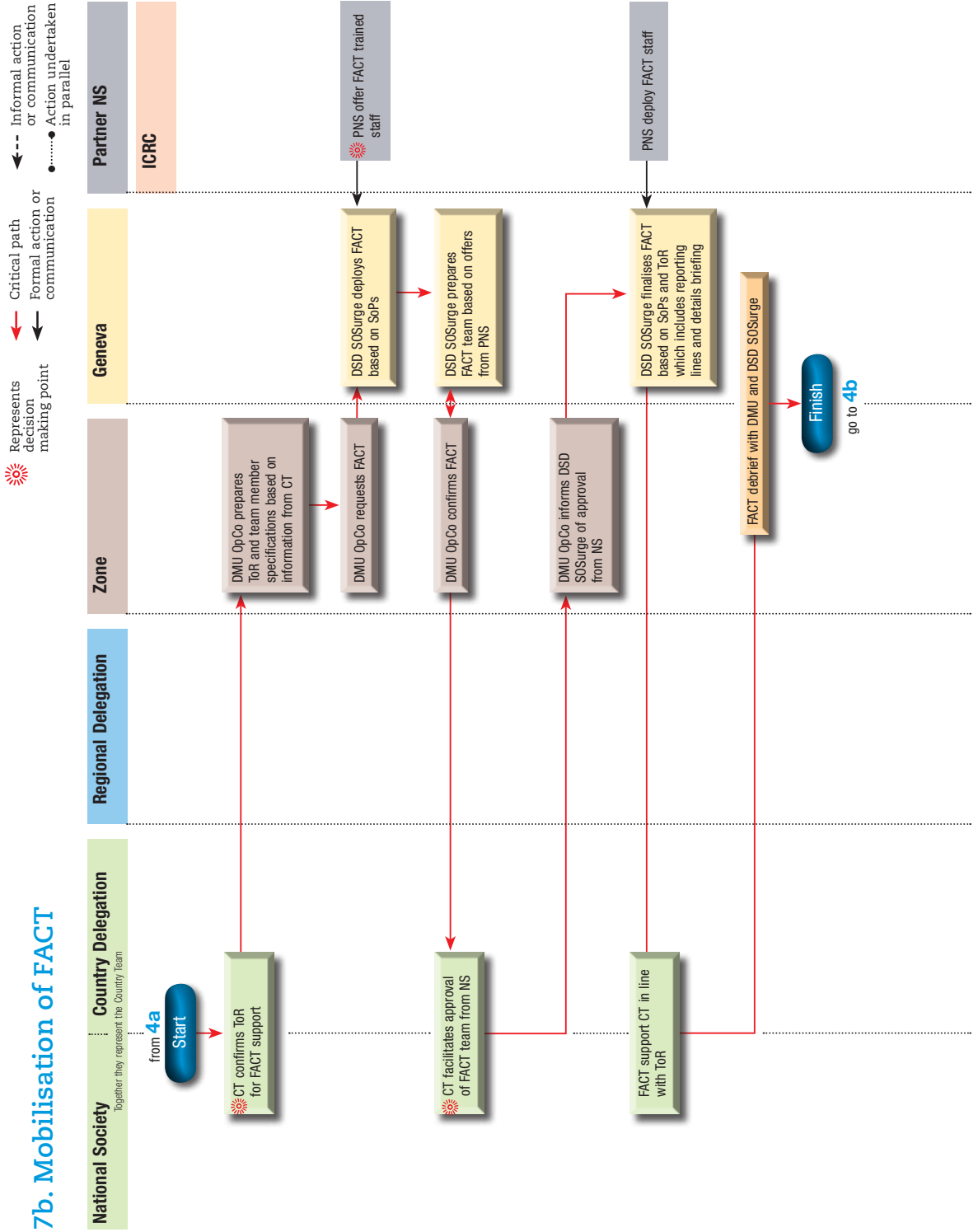
6b. IFRC Surge mobilisation



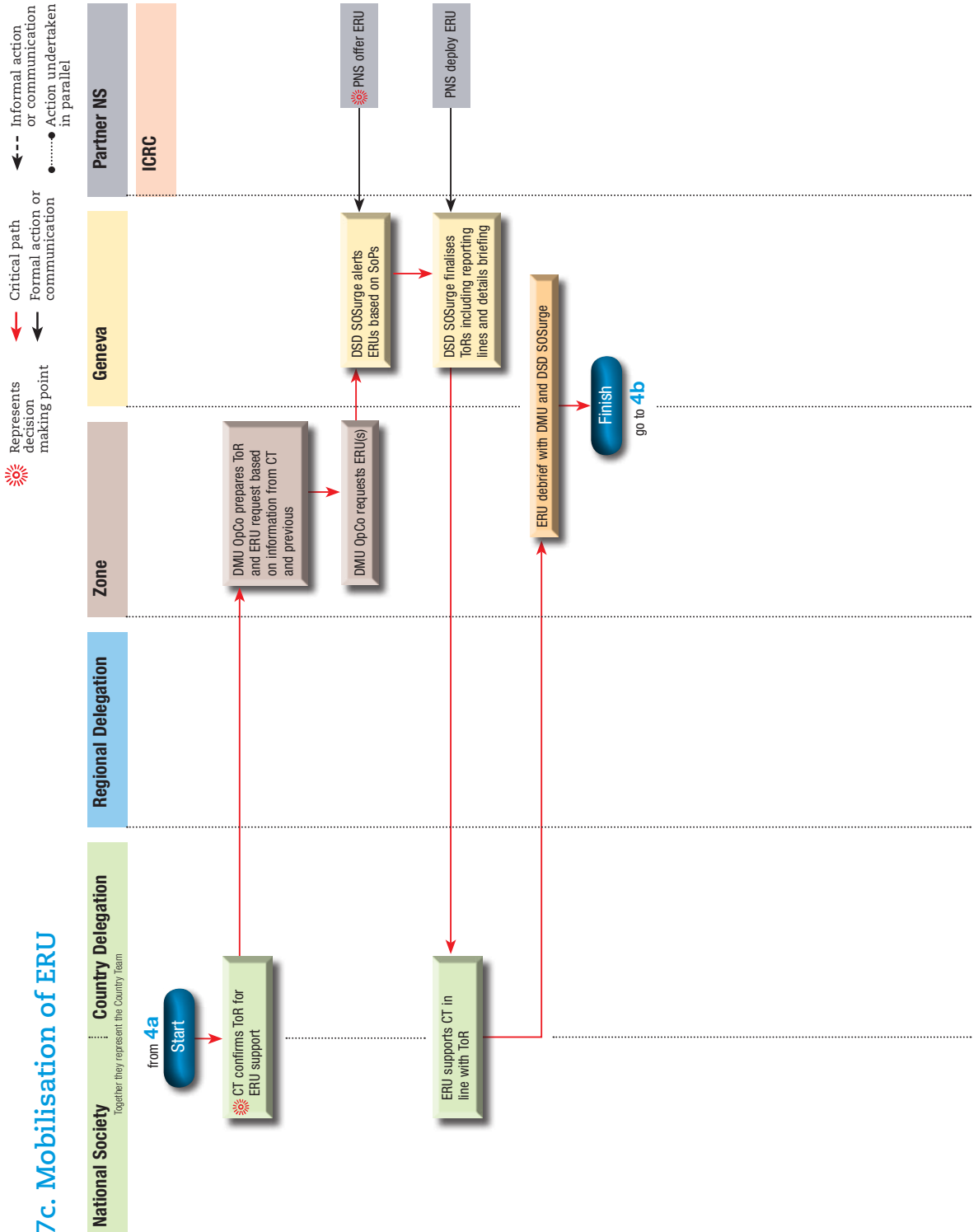
7a. Mobilisation of RDRT



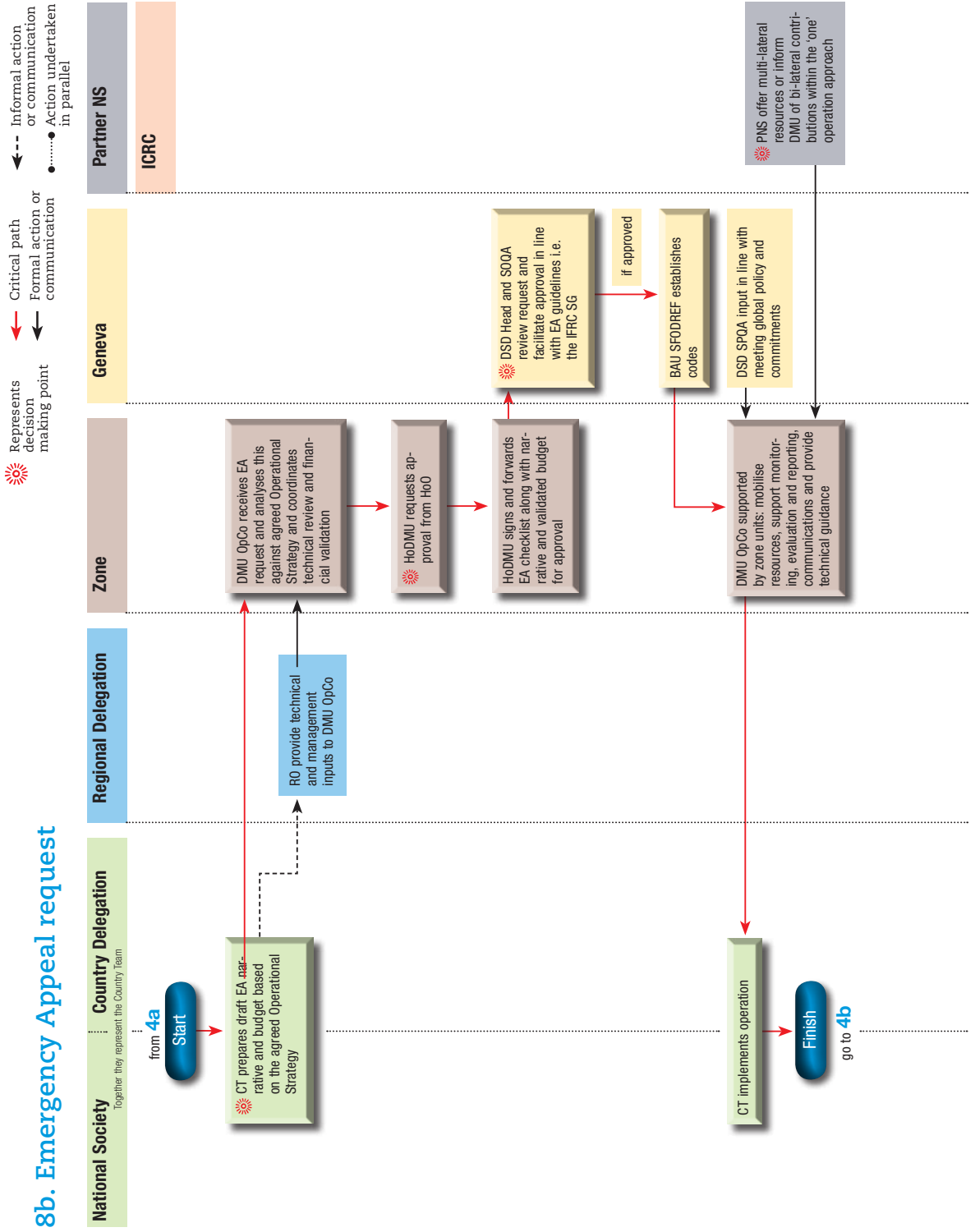
7b. Mobilisation of FACT



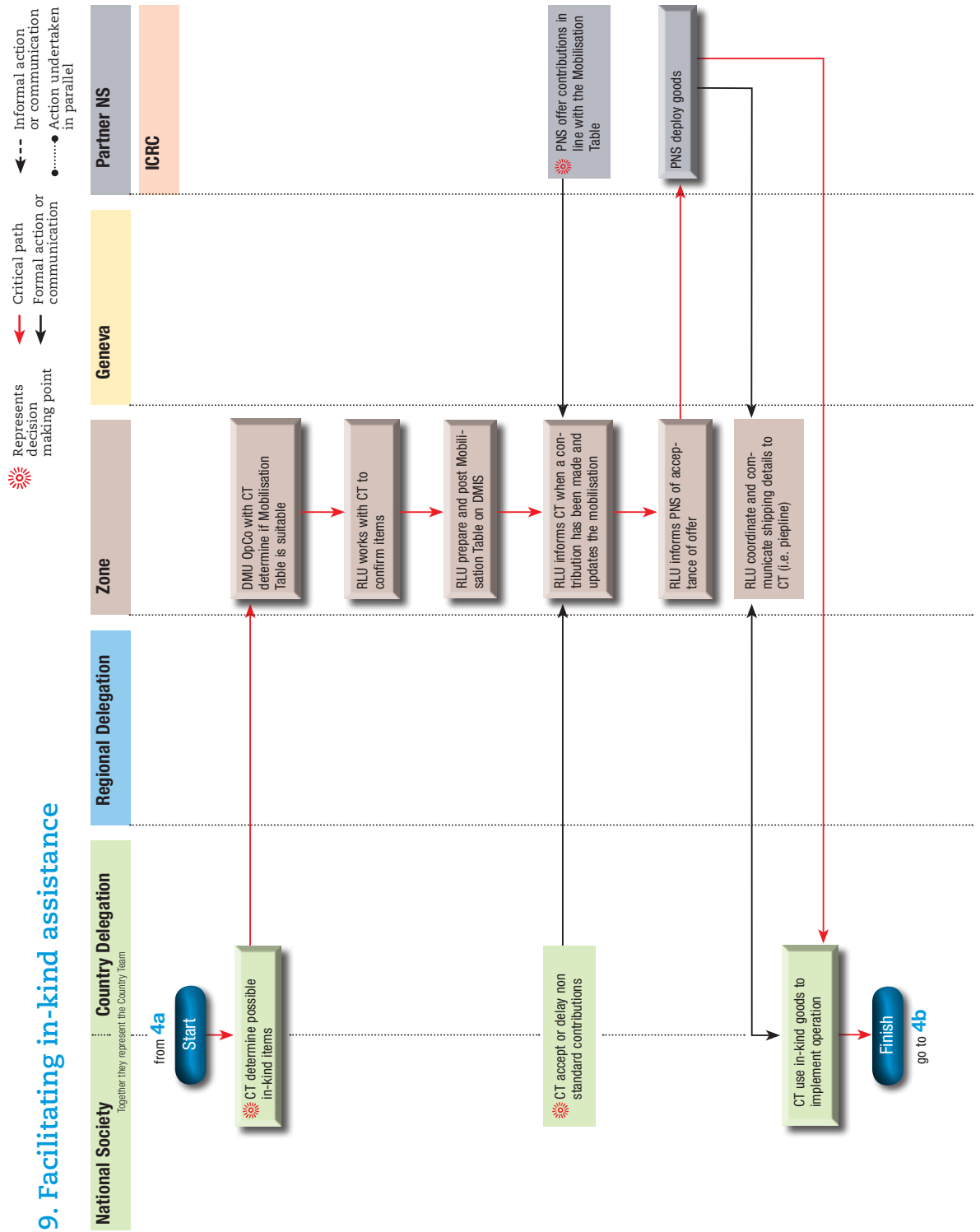
7c. Mobilisation of ERU



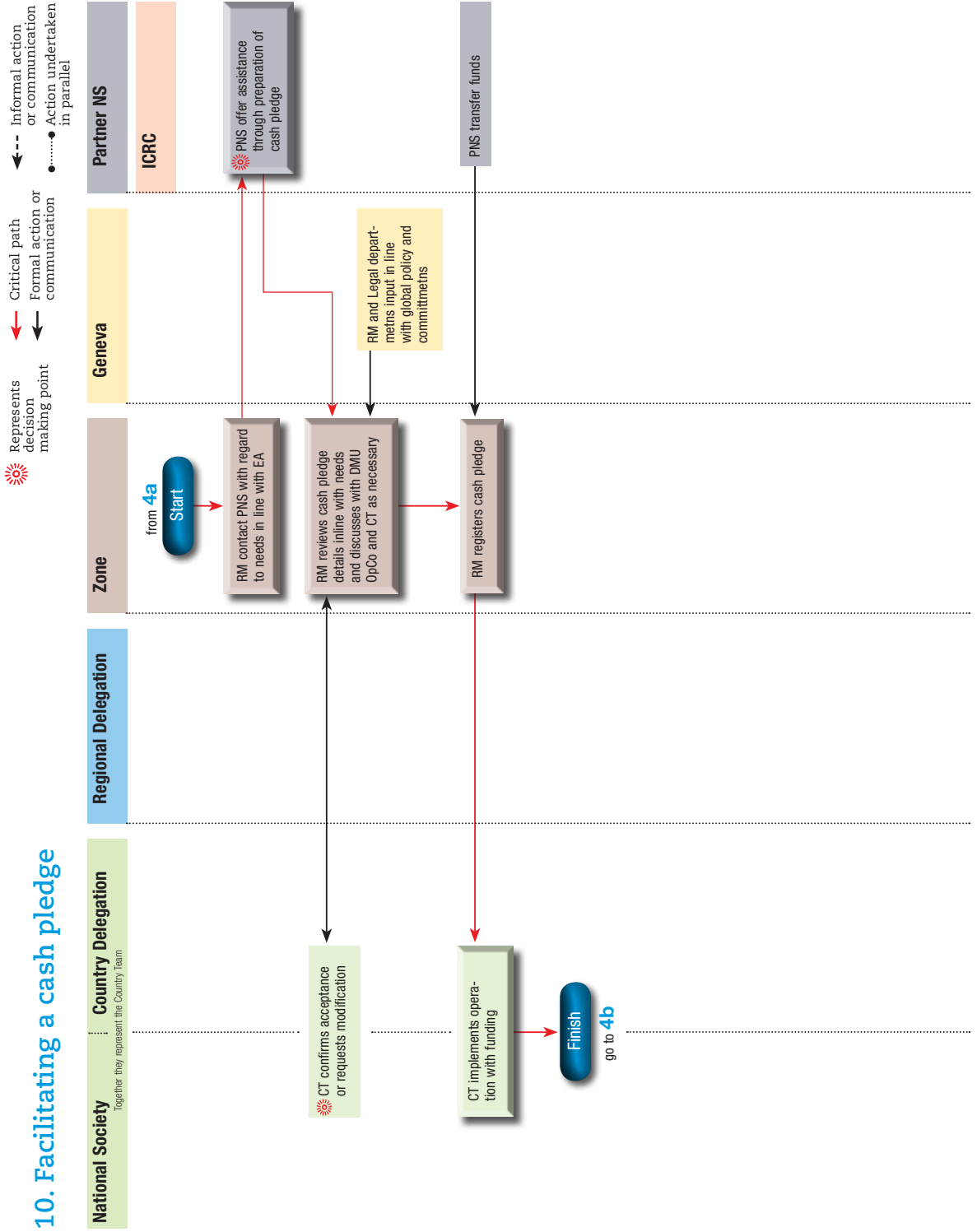
8b. Emergency Appeal request



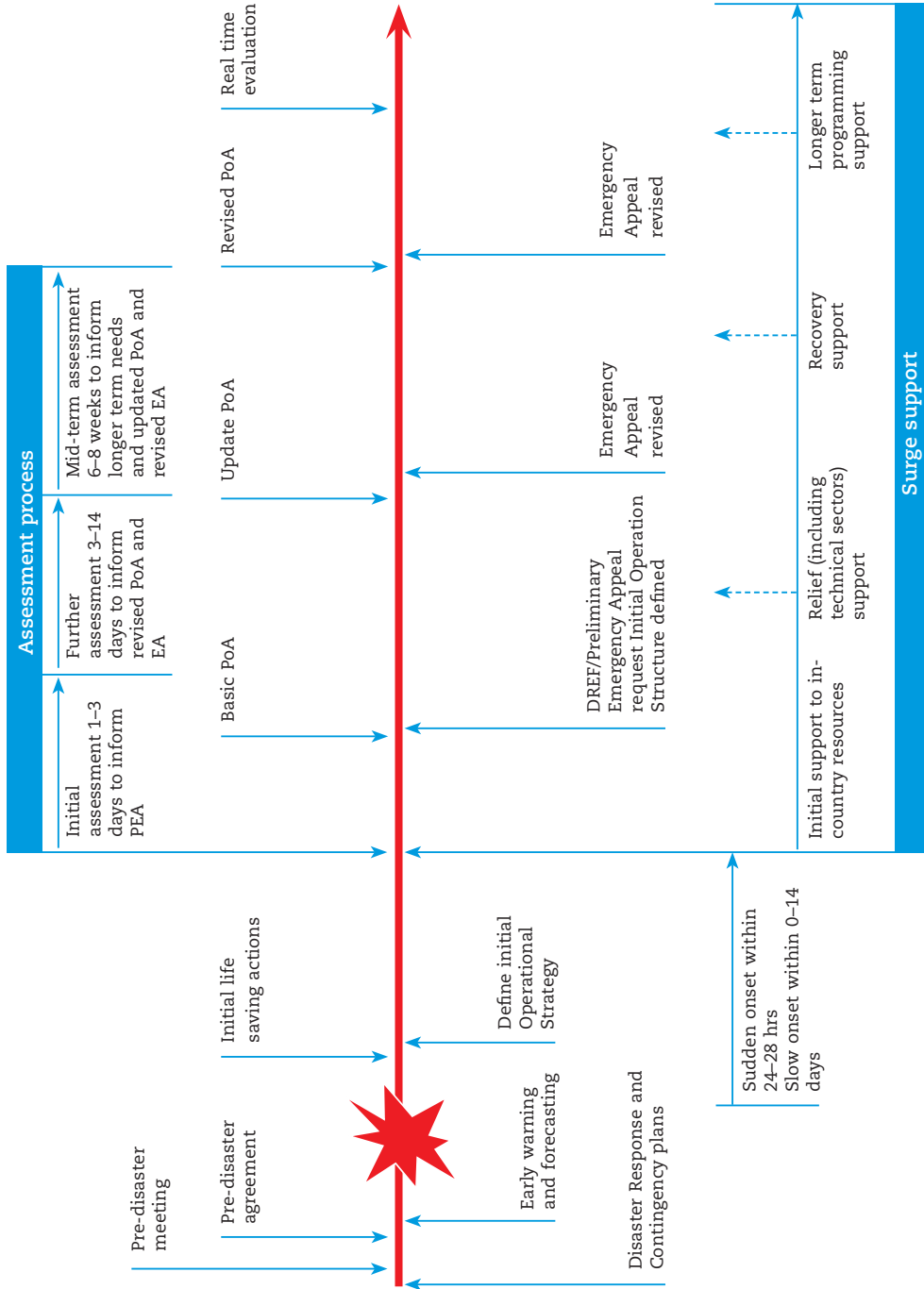
9. Facilitating in-kind assistance



10. Facilitating a cash pledge



ANNEX 1: Milestone chart



ANNEX 2: IFRC Offices responsible for nominating representatives in Country Teams

COUNTRY	IFRC OFFICE
East Asia	
China	East Asia Regional Office
DPRK	DPRK Country Office
South Korea	AP Zone Office
Japan	AP Zone Office
Mongolia	Mongolia Country Office
Pacific	
Australia	AP Zone Office
Cook Islands	Pacific Regional Office
Fiji	Pacific Regional Office
Federation States of Micronesia	Pacific Regional Office
Kiribati	Pacific Regional Office
New Zealand	AP Zone Office
Palau	Pacific Regional Office
Papua New Guinea	Pacific Regional Office
Samoa	Pacific Regional Office
Solomon Islands	Pacific Regional Office
Tonga	Pacific Regional Office
Tuvalu	Pacific Regional Office
Vanuatu	Pacific Regional Office

COUNTRY	IFRC OFFICE
South Asia	
Afghanistan	Afghanistan Country Office
Bangladesh	Bangladesh Country Office
Bhutan	South Asia Regional Office
India	India Country Office
Maldives	Maldives Country Office
Nepal	Nepal Country Office
Pakistan	Pakistan Country Office
Sri Lanka	Sri Lanka Country Office
South East Asia	
Brunei	South East Asia Regional Office
Cambodia	Cambodia/Lao Country Office
East Timor	East Timor Country Office
Indonesia	Indonesia Country Office
Lao PDR	Cambodia/Lao Country Office
Malaysia	AP Zone Office
Myanmar	Myanmar Country Office
Philippines	Philippines Country Office
Thailand	South East Asia Regional Office
Singapore	South East Asia Regional Office
Vietnam	Vietnam Country Office

ANNEX 3: Red Cross and Red Crescent codes, policies, principles and standards

The Principles and Rules for Disaster Relief

The Principles and Rules for disaster Relief were adopted by the International Conference in 1995 and describe the basic principles and role of National Societies in disaster relief operations. They can be found on FedNET at;

https://fednet.ifrc.org/PageFiles/52624/eng_principles_dr.pdf.

IFRC Policies

Policies provide detailed direction for the IFRC's humanitarian action in specific areas. They serve as a point of reference to ensure consistency in decision-making worldwide. Policies define the boundaries for the conduct of the IFRC and the people working within it. IFRC policies related to emergency response and programme services can be found on the IFRC website at;

<http://www.ifrc.org/en/who-we-are/governance/policies/>.

Seville Agreement and Supplementary Measures

Seville Agreement: is an agreement on cooperation which applies to all those international activities which, under the Movement's Statutes, the components of the Red Cross and Red Crescent are called upon to carry out in close collaboration. It establishes clear guidelines for the performance of tasks by Movement members, using the specific areas of competence and the complementary capacities of each to best effect. The Agreement can be found on the IFRC website at;

http://www.ifrc.org/Global/Governance/Policies/Seville_Agreement.pdf.

Supplementary Measures: to enhance the implementation of the Seville Agreement: aims at improving the implementation and understanding of the Seville Agreement. It addresses parts of the Seville Agreement that may not be sufficiently explicit and may thus give room to various interpretations. It aims to guide users of the Seville Agreement in areas where there is a need for improvement: roles and responsibilities and understanding the Lead Agency concept, coordination, problem solving and enhancing knowledge about the Agreement. It supplements the Seville Agreement without modifying its conditions of application and contents. The supplementary measures can be found on the IFRC website at;

http://www.ifrc.org/Global/Governance/Policies/Resolution_8.pdf.

Sphere Standards

The Sphere Project is an initiative to define and uphold the standards by which the global community responds to the plight of people affected by disasters, principally through a set of guidelines that are set out in the Humanitarian Charter and Minimum Standards in Disaster Response – commonly referred to as the Sphere Handbook which can be found on FedNeT at;

<https://fednet.ifrc.org/en/our-federation/working-together/partnerships--alliances/the-sphere-project/>.

Code of Good Partnership

This Code for Good Partnership sets out commitments and minimum standards of behaviour in partnerships. By adhering to this Code, components of the International Red Cross and Red Crescent Movement commit to strengthen their partnerships, and work together more efficiently and effectively. The Code can be found on FedNet at;

https://fednet.ifrc.org/PageFiles/83691/Code%20Good%20Partnership_EN.pdf.

Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief

The Code was prepared jointly by the IFRC and ICRC and seeks to maintain the high standards of independence, effectiveness and impact to which disaster response NGOs and the International Red Cross and Red Crescent Movement aspires. The code can be found on the IFRC website at;

<http://www.ifrc.org/Global/Publications/disasters/code-english.pdf>.

ANNEX 4: IFRC disaster response tools

Disaster Relief Emergency Fund (DREF):

Is a fund of un-earmarked money created by IFRC to ensure that immediate financial support is available for Red Cross Red Crescent response to emergencies. Requests for DREF allocations are reviewed case by case and can be authorized by the Geneva Office and released within 24 hours. Allocations may be made as start-up funds or to cover the costs of response to small-scale emergency operations and preparedness activities in case of imminent disaster. The DREF guidelines can be found on DMIS at;

https://www-secure.ifrc.org/DMISII/Pages/03_Response/0303_dref.aspx.

Within Asia Pacific the process for preparing a DREF request is outlined in Annex 6.

Emergency Appeals:

An emergency appeal can be issued within hours after a major emergency or disaster at the request of a host National Society and based on the needs assessment. It articulates how IFRC plans to respond to an emergency situation, where there are significant needs for which international assistance is required.

The Emergency Appeal management and reporting procedures and guidelines lines can be found on DMIS at;

https://www-secure.ifrc.org/DMISII/Pages/04_toolbox/0409_templates.aspx.

Regional Disaster Response Teams (RDRT):

Are a cost-effective regional support tool which help build regional capacities in disaster management. An RDRT is composed of national Red Cross or Red Crescent society volunteers or staff, usually members of their own national response teams, trained to work as a team and bring assistance to national societies in neighbouring countries. The SoP used for RDRT across Asia Pacific can be obtained from the Asia Pacific DMU.

Field Assessment and Coordination Teams (FACT):

Are composed of experienced disaster managers of IFRC and national societies who are deployed to support national societies during the emergency phase of a response operation, allowing operations to begin while longer-term human resource support is mobilized.

Further information on FACT and the FACT SoP can be accessed on DMIS at;

https://www-secure.ifrc.org/DMISII/Pages/03_Response/0305_fact/0305_fact.aspx.

Emergency Response Units (ERU):

Are standardized package of highly qualified and trained personnel and modules of equipment, ready to be deployed in a disaster at short notice. The units are self-sufficient for one month and can be deployed for up to four months.

Further Information on ERUs including the ERU SoP can be found on DMIS at;
https://www-secure.ifrc.org/DMISII/Pages/03_Response/0306_eru/0306_eru.aspx.

ANNEX 5: IFRC supporting procedures

Cooperation

The Handbook for coordination: Working together in international disaster response (draft), provides Red Cross and Red Crescent personnel with the information required to establish and maintain coordination mechanisms between components of the Movement in order to mount an effective international response to a large-scale natural disasterpartner support. The handbook can be found on DMIS at;

https://www-secure.ifrc.org/DMISII/Pages/04_toolbox/0410_coordination.aspx.

Finance

Details on the IFRC financial system, procedures and guidelines, including information on cash pledges, working advances, financial expenditure levels, budget guidelines, donor reporting and accounting codes can be found on Fed Net at;

<https://fednet.ifrc.org/en/our-federation/about-the-federation/ppp/>.

Human Resources

Recruitment: information on the IFRC recruitment procedures, templates and standard job descriptions can be found on DMIS at;

https://www-secure.ifrc.org/DMISII/Pages/03_response/0314_hr.aspx.

Code of Conduct: the IFRC Staff Code of conduct, Anti-harassment guidelines and Information Communication and Technologies Acceptable Use Policy can be found on DMIS at;

https://www-secure.ifrc.org/DMISII/Pages/03_response/0314_hr.aspx.

Legal

Information related to legal risk management, advice on agreements, contracts and how to access legal advice and legal support can be found on FedNet at;

<https://fednet.ifrc.org/en/resources-and-services/support/legal/legal/>.

Logistics

Mobilisation Table: is a tool which allows IFRC Logistics to monitor the response to an emergency appeal and to see in one look what are the outstanding needs. Further information on the Mobilisation table can be found on DMIS at;

https://www-secure.ifrc.org/DMISII/Pages/03_Response/0307_logistics.aspx.

IFRC Logistics Standards online: have designed as an auxiliary tool to increase the operational efficiency and provide a general know-how to Red Cross/Red Crescent logisticians. Standard job descriptions for logistics functions, manuals and guidelines, training material and case studies are some of the materials included. An offline version is available at;

<https://oldfednet.ifrc.org/logisticsstandards/home.asp#>.

Emergency Items Catalogue: is a compilation of descriptions and specifications for standard relief items delivered to relief operations. It is an effort to harmonize the emergency relief and medical items provided by donors and major operational players in response to humanitarian needs. The IFRC and the ICRC supported by National Societies have coordinated their joint efforts towards this tool. The catalogue can be found at;

<http://procurement.ifrc.org/catalogue/>.

Procurement Manual: This manual provides guidance on procurement policies and procedures. The procedures are issued to ensure that the IFRC receives the best product or service for the price paid, and that those seeking IFRC business are confident that their proposals and bids are being fairly considered and assessed. This manual can be found on IFRC Logistics standards online;

<https://oldfednet.ifrc.org/logisticsstandards/home.asp#>

Security

Information, resources and how to access the IFRC Security services can be found on FedNET at;

<https://fednet.ifrc.org/en/resources-and-services/support/security/>.

ANNEX 6: IFRC Country Team Terms of Reference

Title:	IFRC Country Team Representative
Unit/dept/delegation:	[insert location] Regional Office
Reports to:	Head of Regional Office
Responsible for:	Acting on behalf of the IFRC in supporting [insert NS name] implement their disaster response and early recovery operation

Purpose

This position will only be required in situations where the IFRC does not have a country presence. It can be filled by a representative from the IFRC (zone, regional, or another country), Partner National Society working within the country or region or via a disaster response tool such as RDRT and FACT.

To represent the IFRC on behalf of the Asia Pacific Zone in the Country Team, comprised of representatives from the host National Society and the IFRC.

In doing so, provide technical and managerial support the host National Society undertake assessment, analysis of needs and identify possible interventions, planning for and implementing their disaster response and early recovery operation in line with:

- the auxiliary role and mandate of the host National Society
- the host National Society’s disaster response and contingency plans, disaster management strategies and policies
- Strategy 2020
- the Principles and Rules for Disaster Relief
- the Standard Operating Procedures for disaster response and early recovery in Asia Pacific,
- IFRC financial, human resource and reporting procedures
- Standard Operating Procedures for RDRT, FACT and ERU

The IFRC Country Team representative is normally considered the IFRC’s Operational Manager and all other operational personnel shall be directly responsible to him/her. He/she will managerially

report to the Head of Regional Office and technically report to the Head of the Asia Pacific Disaster Management Unit – or nominated Operations Coordinator based in the Asia Pacific Zone Office in Kuala Lumpur.

Key tasks and responsibilities

- Work closely with the National Society and Movement partners in the identification of gaps and the analysis of assessments to identify targeted response and early recovery efforts under a single operational strategy and plan of action;
- Maintain regular contact with the Regional Office regarding managerial and representation issues through telephone and email communication;
- Maintain regular contact with the DMU regarding the disaster response situation, through daily written situation updates, telephone and email communication;
- Provide regular updates on the disaster situation through DMIS, management information and public reports (Information Bulletins, Appeals, Operation Updates and media/web stories);
- Support the National Society in developing the a single operational strategy and plan of action (PoA) giving consideration to areas such as bi-lateral and multi-lateral inputs; stakeholder coordination; operation timeframe; capacity development; monitoring and evaluation;
- Work closely with the National Society to review its operational capacity and assist in the identification of appropriate resourcing to maximize the success of the operation;
- Support the National Society to identify the costs of proposed response and early recovery activities and the development of a budget in line with the detailed PoA;
- Assist in the development of the IFRC, DREF or Emergency Appeal operation, if appropriate and advise on other funding mechanisms;
- Assist in the development of an appropriate system for monitoring and evaluating the response and early recovery efforts;
- Assist in the development of an appropriate system for two way beneficiary communication;
- Will make requests directly to the DMU for the coordination and facilitation of all international assistance in support of a disaster response and early recovery operation;
- Will follow agreed zone procedures for finance, human resources and reporting;
- Participate in any interagency coordination and cluster system meetings organized in the country by the UN system

Duration

The IFRC Country Team representative will be deployed for up to a maximum of 1 month from the date of the mobilisation request from the Asia Pacific Human Resource Unit.

Briefing and Debriefing

The IFRC Country Team representative will be briefed by a representative of the Regional Office (normally the Head of Regional Office) and the AP DMU (normally the relevant Operations Coordinator). Briefing will be undertaken in person at a location to be determined, or by video or telephone conference facilities.

The IFRC Country Team representative is required to complete an end of mission report in-line with the IFRC's short mission format and submit this to the Head of Regional office and Head of DMU. In addition a face to face debriefing will be organised at a location to be determined with relevant management and technical departments.

Duties applicable to all staff

1. Actively work towards the achievement of the IFRC's goals.
2. Abide by and work in accordance with the Red Cross/Red Crescent principles.
3. Perform any other work related duties and responsibilities that may be assigned by the line manager.

PERSON SPECIFICATION		
Qualifications	Required	Preferred
Bachelors degree or equivalent qualification in a relevant area (for example, disaster management, or development studies)		X
Recent training course(s) in disaster management or environment		X

PERSON SPECIFICATION (continued)

Experience	Required	Preferred
2 or more years work experience in a related area, in particular humanitarian assistance	X	
Demonstrated emergency assessment, analysis, training, and planning experience	X	
Demonstrated experience in management and administration	X	
Experience within the International Red Cross and Red Crescent Movement	X	

Skills/knowledge	Required	Preferred
Good knowledge and understanding of disaster management	X	
Good professional communication skills, both written and verbal	X	
Knowledge of IFRC policies and procedures	X	
Excellent computer skills including knowledge of Microsoft Office applications	X	
Ability to use own initiative and problem-solving skills	X	
Fluent spoken and written English	X	
Fluency in at least one other regional language		X

Competencies

National Society Relations
Results Focus & Accountability
Teamwork
Communications
Professional Mastery

ANNEX 7: DREF request process within Asia Pacific

DREF request processes

The following document outlines the DREF request process within the Asia Pacific Zone. In doing so this document is guided by 031_e_v300_DREF Procedures and Guidelines V2011.07, and specifically details section 6.2.2. In addition this process is to be read in conjunction with the *Reporting DREF & EA development flow chart PMER - DMU roles 01 August 2011.doc*, which outlines the process for processing reports within the AP Zone Office; and the *AP SoPs for Disaster Response and Early Recovery*, which outline in detail the roles and responsibilities of country, regional and zone offices in times of disaster response.

The AP DMU will guide the DREF request process with support from the respective units of the AP Zone Office (Health, Logistics, Communications and other units as needed) under the oversight from Head of Operations (HoO). Specifically:

- **AP DMU:** reviews request, operation details in terms of strategy and compliance with the DREF Procedures and Guidelines
 - **ZPMER:** edits and quality controls DREF Bulletin, anticipating approval for posting on the IFRC web
 - **ZFU:** undertakes quality control DREF budget and monitors expenditure
 - **HoO:** oversees the process
 - **Regional Offices** will be kept informed during the process per agreed AP DR&ER SoPs.
1. A National Society may request financial support from DREF through their IFRC Country Team representative – Country/Regional Office or DMU as identified in the AP DR&ER SoPs.
 2. The IFRC Country Team representative, usually the Head of Delegation / Country Representative or DM technical delegate, will initially communicate verbally the DREF request and submit the draft DREF Bulletin with photos and the budget, to the respective DMU OpsCo.

The IFRC Country Team representative informs the HoRO that the DREF request is being made, indicating the amount being requested and the main activities i.e. non-food items, WASH activities etc.

The DMU OpsCo will review the request focusing on programme content and compliance with the DREF procedures and guidelines dated 01/07/2011. The HoDMU will inform the HoO and DoZ that a request has been made.

The AP Zone Authorised Requester, HoDMU, will forward the completed and signed DREF Request Allocation form and checklist, with supporting documents to the Senior Officer Operations Quality Assurance and to the DREF Senior Officer DSD, with copy to Zone HoO, ZPMER, ZFU. If needed HoDMU will convene the AP Zone Task Force to discuss issues and concerns and agree in principle on the way forward.

3. In Geneva, the Senior Officer Operations Quality Assurance and the DREF Senior Officer, will review the request and submit for formal approval to the DREF Appeal Manager. Depending on the amount, additional approvals will be facilitated from the USG, Programme Services Division or Secretary General.
4. Once the DREF is approved, the Senior Finance Officer DREF, BAU will establish the Appeal and Project Codes, book the DREF allocation to the operation project and record the allocation as a PEAR. Once processed the Senior Finance Officer DREF, BAU will confirm the Operation's codes, the allocation and PEAR to HoO, HoDMU, ZFU, ZPMER and the identified Project Manager at the country level.

The DMU OpsCo will further inform the IFRC Country Team representative and the HoRO of the approval verbally or via email.

The HoO will inform the DoZ of the approval.

5. After approval, ZPMER posts the DREF Bulletin (with budget, map & Glide number) to the website, and sends lyrics notification messages.
6. ZPMER after consultation with DMU OpsCo will inform the Country Team of the external reporting frequency, *reference Reporting DREF & EA development flow chart PMER – DMU roles 01 August 2011 doc.*

Prepared by: Asia Pacific Disaster Management Unit

Approved by: Asia Pacific Zone Director

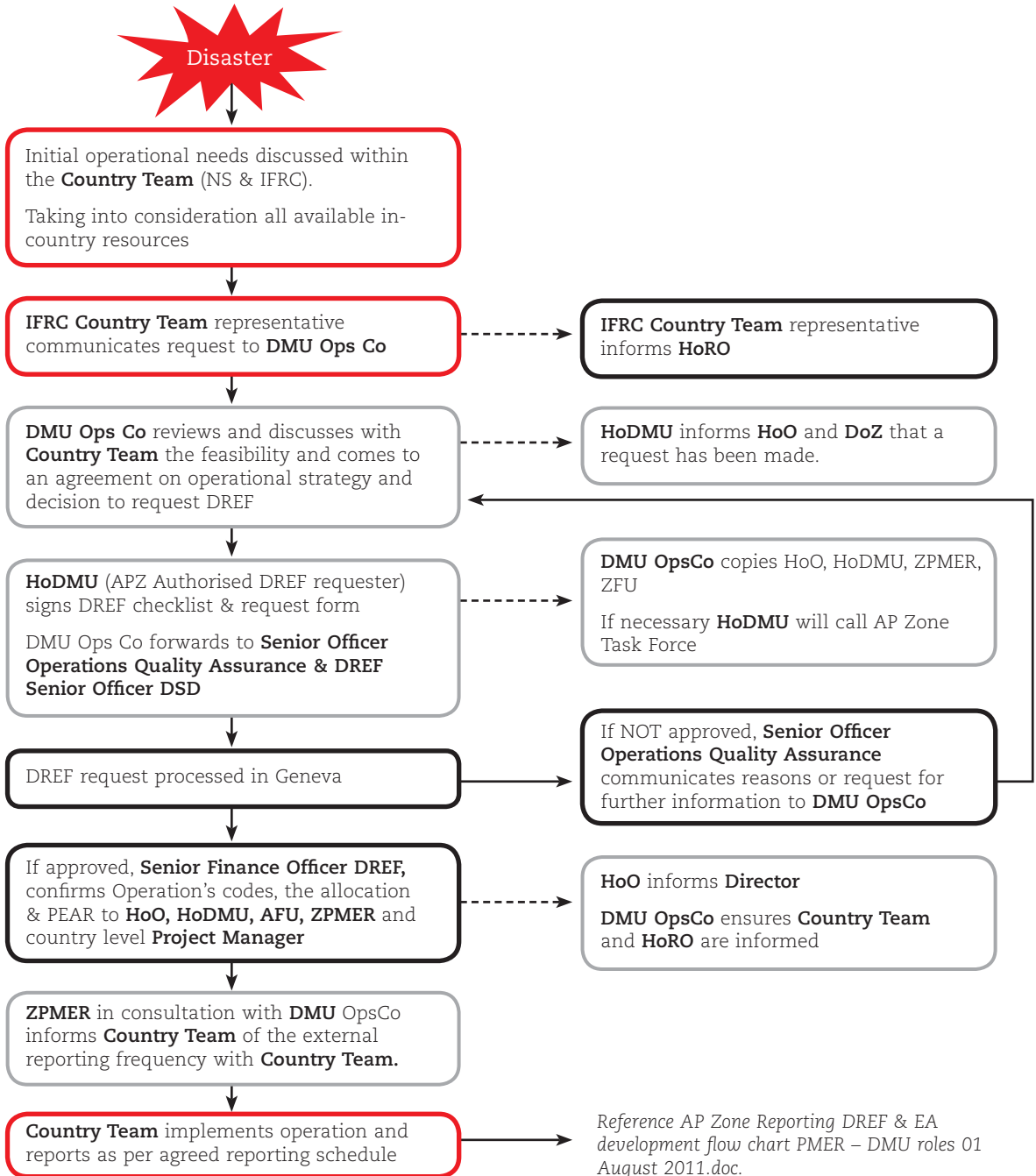
Date: 02 August 2011

For further information, please contact:

Michael Annear, Head of Disaster Management Unit

E-mail: michael.annear@ifrc.org | Dir. +60 3 9207 5726 | Mob. +60 12 234 659

8a. DREF Request process





International Federation
of Red Cross and Red Crescent Societies

www.ifrc.org Saving lives, changing minds.