

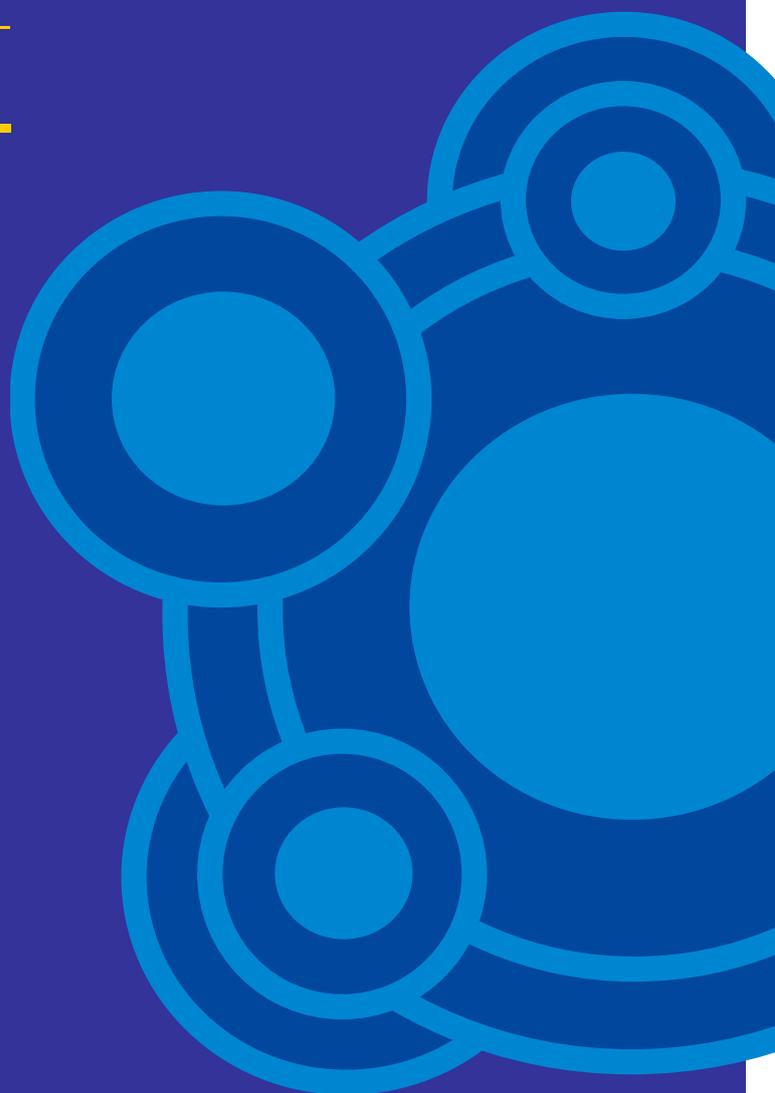
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# NATIONAL DISASTER RESPONSE PLAN

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As of June 2014

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## Preface

The preparation of this National Disaster Response Plan (NDRP) was made possible through the Disaster Risk Reduction and Management Capacity Enhancement Project (DRRM-CEP) of the Japan International Cooperation Agency (JICA) for the Office of Civil Defense (OCD), Government of the Republic of the Philippines. Component 2 of the Project aimed to assist the OCD develop the NDRP as the official document for all government agencies to use in times of disaster. The Department of Social Welfare and Development (DSWD), as the Sub-Agency for Response, as well as the other government agencies concerned, have given their support and cooperation in the preparation of the Plan.

This NDRP is the Philippine Government's response to **hydro-meteorological hazards**. It is the first of a "per hazard type" of response plan on the national level. Similar NDRPs for seismic and tsunami disasters and other considerable natural disaster(s) are to be prepared, and this NDRP for hydro-meteorological hazards will also be revised/updated accordingly by the OCD in partnership with the DSWD.

## **NDRP OUTLINE**

### **Executive Summary**

#### **CHAPTER ONE: Developing the Philippine National Disaster Response Plan**

- 1.1 Introduction
- 1.2 Objectives of the NDRP
- 1.3 NDRP in Perspective
- 1.4 Pre-requisite for the NDRP
  - 1.4.1 Necessity of the NDRP
  - 1.4.2 Bases of Plan and Concept of Operation

#### **CHAPTER TWO: Structure and Activities of the NDRP**

- 2.1 Definition of “Response”
- 2.2 Structure of the NDRP
- 2.3 Activities under the NDRP
  - 2.3.1 Pre-Disaster Phase
  - 2.3.2 During Disaster Phase
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#### **CHAPTER THREE: Operability of the NDRP**

- 3.1 NDRRMC and the OperationCenter
- 3.2 Interoperability with the Regional and Local Government Units
  - 3.2.1 Focus of the NDRP
  - 3.2.2 Incident Command and Response Cluster
  - 3.2.3 Coordination with the International Humanitarian Assistance Group
  - 3.2.4 Executive Order No.82 of 2012 for Establishing National and Local Crisis Management Organizations
- 3.3 Operations Protocol of the National Response Clusters

## **Operation Protocols**

- Cluster A: Food and Non-food Items (NFIs)
- Cluster B: WASH, Medical and Public Health, Nutrition, Mental Health and Psychosocial Support (Health)
- Cluster C: Camp Coordination, Management and Protection (CCCM)
- Cluster D: Logistics
- Cluster E: Emergency Telecommunications (ETC)
- Cluster F: Education
- Cluster G: Search, Rescue and Retrieval (SRR)
- Cluster H: Management of Dead and Missing (MDM)

## **ANNEXES**

Annex A: List of Workshop Participants

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## Executive Summary

### 1. Participatory planning of the NDRP

The National Disaster Response Plan (NDRP) was prepared in collaboration with the different government agencies, civic and international humanitarian organizations through the leadership of the Office of Civil Defense (OCD) and guidance of the Department of Social Welfare and Development as Vice-Chairperson for Response.

A series of workshops were conducted from December 2012 to January 2014 participated by representatives of the member agencies of each Response Cluster. The identified Response Clusters are based on the Cluster approach adopted by the then National Disaster Coordinating Council through Memorandum Circular no. 12 s.2008.

The workshop served as venue for the member agencies to do the following:

1. Assess the response operations of their respective agencies during the past hydro-met disasters;
2. Identify the issues met in the operations;
3. Delineate the roles, responsibilities and jurisdictional boundaries of each agency;
4. Recommend improvements in the operations for their inter-Cluster and intra-cluster coordination; and
5. Recommend policy changes to integrate the proposed improvements once it is approved by the NDRRMC.

The workshops were further supported by meetings with the OCD, DSWD, DOH-HEMS, and DepEd as these agencies are the identified Leads of the Clusters. The outputs of the workshops were consolidated, translated in a format that was presented by the JICA DRRM CEP Team and approved by the Clusters. The draft NDRP template format was then distributed to the participating agencies for further review and comments. The consolidation of the outputs of the clusters was done in a writeshop held in September 16-18, 2013.

### 2. Contents of the NDRP

The NDRP is divided into three chapters with attached annexes. The three chapters are the:

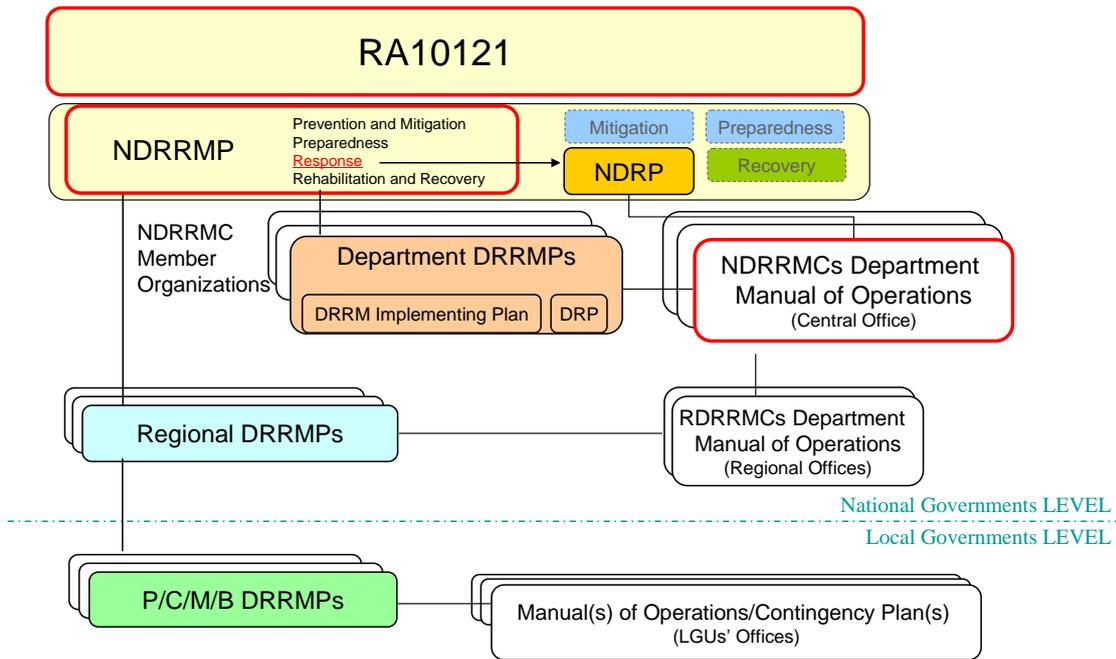
Chapter One: Developing the Philippine National Disaster Response Plan discusses the objectives, perspectives and pre-requisite for the plan. It presents the legal basis of the plan and the need for such a plan pursuant to the National Disaster Risk Reduction and Management Plan.

Chapter Two: Structure and Activities of the NDRP discusses the format used in the presentation of the plan, the different activities within the plan and how the user can utilize and improve it. It presented the three disaster phases (pre-disaster, during disaster and post disaster) that guided the identification of the specific roles and responsibilities of each agency under each response cluster.

Chapter Three: Operability of the NDRP presents the operations protocols of all the response clusters and discusses the difference between the Incident Command System with that of the Cluster approach espoused by the plan. The Chapter also discusses the role of the NDRRMC and the OperationsCenter in relation to the Response Clusters' response operations. It also presents the operability of the plan in relation to the regional and local government units through their respective DRRMCs. The plan established the jurisdictional mandate of the DRRMCs and pushes for the enhancement of the DRRMCs' capacity and capability in pursuing not only DRRM but the demands of response operations during disasters.

### I. NDRP in Perspective

The NDRP is the Government of the Philippines' "**multi-hazard**" **response plan**. Emergency management as defined in the NDRRM Act of 2010 (RA10121), is the organization and management of resources to address all aspects or phases of the emergency, mitigation of, preparedness for, response to and recovery from a disaster or emergency. The Office of Civil Defense (OCD), in consultation with NDRRMC member agencies developed the NDRP. It outlines the processes and mechanisms to facilitate a coordinated response by the national and/or at the local level departments/agencies. Local government institutions are responsible for the development and improvement of local response plans relative to their areas of responsibility and underlying risks. The relationship between the NDRP and other plans in national and local levels is shown in Figure I.1.



**Figure I.1 NDRP in Perspective**

The NDRP prescribes the relevant activities on how the disaster response shall be conducted as augmentation or assumption of response functions to the disaster affected LGUs. The contents of the NDRP also include identifying roles and responsibilities of organizations/institutions during disaster/emergency phase. The details of the actions or procedures are further discussed in the “Operations Protocol” provided in Chapter Three.

As stipulated in the PDRRM Act, amongst the tasks of the NDRRMC is the development of coordination mechanisms and the identification of activities to achieve coherence in the implementation of DRRM policies. The Office of Civil Defense (OCD) is mandated to develop and ensure the implementation of national standards in carrying out disaster risk reduction programs including preparedness, response and rehabilitation works, from data collection and analysis, planning, implementation, monitoring and evaluation together with the Department of Social Welfare and Development (DSWD) as Vice-Chairperson for Disaster Response. The specific task of the OCD is to facilitate coordination, mobilize resources for response and information management including communications. The tasks of the DSWD besides heading the Response Cluster of the NDRRMC, is to provide Technical Assistance and Resource Augmentation (TARA) along Camp Coordination and Management, and provision of Food and Non-Food Items to the affected families. In addition to tasks of OCD and DSWD during response phase of disaster, other agencies shall be responsible for response actions to be determined and defined as a national strategic policy. In this context, the development of National Disaster Response Plan (to include a system for Search, Rescue and Retrieval (SRR) and Management of the Dead and the Missing (MDM); scenario-based preparedness and response plans) is specified as one of priority actions to be

taken within the immediate or short term period from 2011 to 2013 in the National Disaster Risk Reduction and Management Plan (NDRRMP 2011-2028).

## II. Plan Assumptions

### *Scenario Based*

The NDRP is drafted under the premise of a 'worst-case scenario' for each type of disaster. The Department of Social Welfare and Development (DSWD) as Vice-Chairperson for Response together with the eight (8) Response Clusters agreed on this approach as they believe that major disaster or emergency can cause numerous fatalities and injuries, massive destruction of private properties and livelihoods, disruption of normal life saving-support systems. And under a 'worst-case scenario', the different government agencies, local government units and their respective offices in the different regional offices will be best prepared to respond according to their respective capacity and capability.

### *Tiered Response*

The type of response that the NDRP is providing is at the level of the National Government and has two approaches to consider: 1) for augmentation to the operations of the affected LGUs and, 2) for assumption of functions of the LGUs in providing response assistance to their affected population. Both approaches take into consideration the level of capacity and capability of the affected LGU to determine the amount of assistance that will be released and deployed. The first approach which is that of 'augmentation', the response assistance from the national government will be based on the requests coming from the Regional DRRMCs that have determined their diminishing levels of capacity and capability to provide adequate assistance to their respective provinces, cities and municipalities affected by disaster. The second approach which is that of 'Assumption' of response activities will commence based on one trigger point of which there is no information coming from and going through the affected areas within 6-12 hours after landfall of the hydro-meteorological disaster. In that time, National agencies shall activate their own response team taking initiative for disaster response, such as immediate deployment of Rapid Deployment Team/s (RDT) to conduct RDANA and Aerial surveys and to install National Operation Center(s) or Hub(s) as needed.

National/Regional agencies shall respond according to the severity and the magnitude of emergency. INGOs, NGOs, CSOs and private organizations will mobilize their resources and respond quickly. The most devastating disasters, depending on capacities may require the full range of government response including that of other organizations, hence will entail a well-tested coordination system/structure.

Systems and mechanisms put in place before a disaster or emergency shall be activated including the cluster coordination system, emergency operations center(EOC) and the incident command system (ICS). This is in line with the provisions of RA 10121 acknowledging the jurisdictions of the different levels of

the local government system and the mandates provided in the Local Government Code.

The tiered response adheres to the capacity and capability of the LGUs in responding to the needs of their constituents during times of disaster and thus promotes a system of accountability and command control.

The NDRP is also built on the following understanding:

- All government agencies and instrumentalities have their own respective Disaster Preparedness Plans;
- All Local Government Units (LGUs) have prepared and implemented their Local Disaster Risk Reduction and Management Plans particularly preparedness activities that are directly connected to response like prepositioning of key assets and resources;
- The Cluster Approach to response has been cascaded to all levels of government both national and local.

### III. Concept of Response System under the NDRP

The same concept of response system is expected to be installed and maintained at the Local Government Units (LGU) level as they have the primary responsibility as first disaster responders (RA 10121, Sec.15). The system aims in providing prompt response including accurate collection and coordination of disaster information. Though the document is for response operations, it is deemed necessary that members of DRRMC prepare and establish an organization that has the appropriate staff and established organization system that will sustain actual disaster response actions in accordance with RA 10121 and NDRRMP. In this connection, member agency of DRRMC **shall formulate their respective response plans** aligned to this NDRP. In this regard, members of DRRMC shall consider redundant measures and means for information collection, such as assignment and/or training of expert staff for DRRM, clarification of emergency mobilization with conceivable transport means (or provision of accommodation of staff), procurement of communication means and other organizational premises regarding information collection management.

In case actual disaster occurs, it is essential to secure the communication between related agencies with organized coordination system. Hence, members of DRRMC shall enhance and strengthen their respective communication systems in normal time (White Alert).

### IV. Structure of the NDRP

This NDRP is composed of “Part” referring to each type of disasters in Chapter 3 in line with “Cluster Approach”. This structure by each type of disasters in Chapter 3 was made to adapt the actual disaster response actions. Hence, following this Chapter 2 ‘Structure and Activities of the NDRP, roles and

responsibilities for Hydro-meteorological hazards as Part – I were clarified as well as description of Operation Protocol. Subsequently, roles and responsibilities for other types of disasters will be continued. In this NDRP, disasters has been divided into, but not limited to, thirteen (13) types of disasters as shown in Table 2.1. Among these natural and human-induced disasters, the NDRP should specify and describe major disasters in the Philippines, such as Hydro-Meteorological Disasters, Seismic Disasters, Tsunamis and Volcano Eruptions at least.

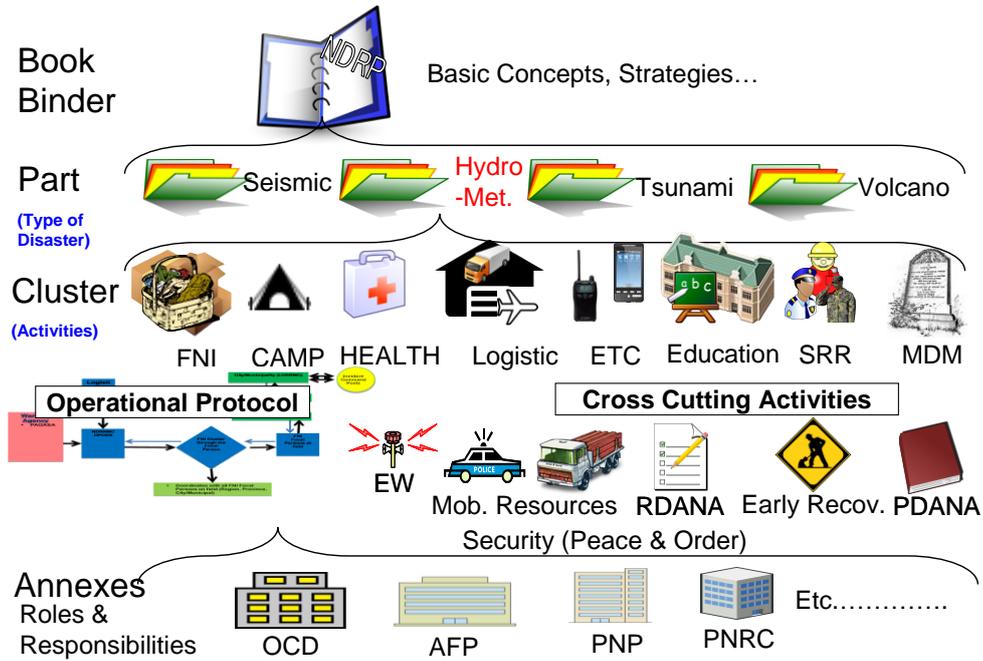


Figure IV. NDRP Structure

**Table 2.1 Types of Disasters considered in the NDRP**

Part No.	Type of Disaster	Reference
I	Hydro-Meteorological Hazards	Target Hazards: Floods, Typhoons, Storm Surges, Tornados, Landslides due to heavy rain
II	Seismic Hazards	Target Hazards: Earthquake, Landslides due to earthquake
III	Tsunami Hazards	To be prepared
IV	Volcanic Hazards	To be prepared
V	Epidemic Outbreak (Pandemic)	To be prepared based on 4-day Pandemic Exercise by USAID.
Others	Fire, Maritime, Transportation, Pollution, Hazards	Shall be consistent with The National Crisis Management Core Manual.
	Civil Disturbance and Armed Conflict	
	Drought and Pest Infestation Hazards	
	Others (Nuclear Hazard, etc.)	

## V. Activities under the NDRP

The NDRP should be organized to fully respond to all actions, roles and responsibilities of all agencies related to the "Response." Hence, in addition to the term "Response" as defined in RA 10121, advance activities directly related to concerted efforts during or immediately after a disaster, such as early warning activities, preparations for advance evacuation activities, shall be made.

In fact, the necessity of the NDRP has been described and specified as one of activities of Outcome-10 in Thematic Area 2: DISASTER PREPAREDNESS in the NDRRMP.

The activities under the NDRP are divided into disaster phases, namely: 1) Pre-Disaster, 2) During Disaster, and 3) Post Disaster. Aside from the three disaster phases, cross-cutting activities were identified. These cross-cutting activities are done by member agencies in coordination with other member agencies. The cross-cutting activities are: a) early warnings, b) rapid

assessment, c) early recovery, d) post disaster needs assessment, and e) mobilization of resources.

Each Response Cluster will conduct their respective post response operation evaluation to document the lessons learned and best practices. These evaluation reports will be submitted to the NDRRMC for policy improvement and organizational development. The details of the evaluation will be determined by the respective Response Cluster.

The table below shows the different activities covered in the NDRP the three disaster phases. It also indicates the trigger points that activate the different Response Clusters.

**Table V. Activities Covered in the NDRP for Hydro-Met. Disasters**

Items	Phase of Operations		
	Pre-Disaster	During-Disaster	Post-Disaster
DRRM Cycle	Preparedness	Response	Rehab./Recovery
DRRM Advocacy/Education	Yellow bar		
Establishment EWS,	Yellow bar		
Early Warnings	Yellow bar		
PAGASA Alert/Advisory			
<b>NDRRMC Alert</b>			
White Alert		☆	☆
Blue Alert		☆	
Red Alert		☆	
Prepositions for All Clusters	Yellow bar		
Sit. Reports from All Clusters		Yellow bar	
<b>Hydro-Met. Disaster</b>			
Initial Rapid Assessment		Red bar	
<b>No Information from LGUs</b>		Red star	
<b>Request from LGUs</b>		Red star	
<b>State of Calamity (Directive of PO / NDRRMC)</b>		Red star	
Evacuation		Red bar	
Evacuation Camp/Center. Mgt.	Yellow bar	Red bar	
Search/Rescue/Retrieval	Yellow bar	Red bar	
Health(Medical)/Sanitary	Yellow bar	Red bar	
Food & NFIs	Yellow bar	Red bar	
Education	Yellow bar	Red bar	
Logi./Transportation Mgt.	Yellow bar	Red bar	
Info. & Communication	Yellow bar	Red bar	
Security (Peace & Order)		Cyan bar	
Early Recovery			Cyan bar
PDNA			Cyan bar
<b>Coverage of the NDRP</b>	← Preparedness →	← Response →	← Rehab. →

**VI. Response Clusters**

The NDRP adopts the Cluster Approach espoused by the then National Disaster Coordinating Council in 2008. NDCC Memorandum Circular (MC) no.

12 series of 2008 aimed in harmonizing the efforts of the international humanitarian agencies of the United Nations with the identified agencies of the Philippine National Government in providing assistance to the affected population during disasters. The MC identified 8 Clusters that will facilitate all coordination needed in the provision of the humanitarian assistance. But through a series of disasters, the cluster approach was later adopted for response activities of the national agencies for their respective response operations prior to the provision of humanitarian assistance. It was later observed that the Cluster approach proved effective in providing assistance to the affected population during response operations.

The same 8 Clusters were adopted during the preparation of the NDRP. The objective of the adoption is to have a 'seamless' coordination system with the international humanitarian assistance Cluster Groups during disaster response operations. During the course of the planning process, changes and clarifications were made to make the NDRP responsive to the needs of the National Government Agencies during response operations. These changes are:

1. The Clusters of Shelter and Livelihood and Early Recovery were considered for the fourth thematic area (Recovery and Rehabilitation) and were not considered under the area of Response. Early Recovery, after long deliberations of the participants considered as part of the Recovery and Rehabilitation as the aim of Early Recovery is to bring initial signs of 'normalcy' back to the affected areas. It is deemed that most of the activities that will bring back any level of 'normalcy' or back to the pre-disaster state must be under the Recovery and Rehabilitation thematic area. In this connection, the any activity related to Early Recovery to be taken during "Response Phase" shall be taken into consideration per each Cluster as a cross-cutting activity.
2. Logistics and Emergency Telecommunication Cluster were divided into two separate clusters.
3. The Agriculture Cluster was not activated as the lead Agency is still determining the need for the cluster.
4. Two separate clusters for Search, Rescue and Retrieval (SRR) and Management of the Dead and Missing (MDM) were created. The SRR Cluster will hand-over all declared dead (by the Health Cluster) to the MDM Cluster.

**"Response Clusters"** that are presented in this plan are the National Response Clusters created and approved by the NDRRMC as provided in the NDRP and are directly under the Vice-Chairperson for Response (DSWD) (see Fig 2.3). These "Response Clusters" will either augment or assume the response operations given the different trigger points for each disaster phase. The eight Response Clusters each have their own Lead Agency that will primarily supervise, coordinate and report all activities of their cluster members during disaster.

All operations of the response clusters are based at the NDRRMC Operations Center where focal persons of each member agency are assigned on a daily schedule. The focal persons of the agency that are identified as Cluster Leads are responsible in coordinating all operations with the Cluster member agencies and the NDRRMC.

Augmentation of resources will commence once the Regional DRRMC submits requests to the NDRRMC and are approved by the Cluster Leads. Augmentation may also commence upon the directive of the Chairperson of the NDRRMC or by the President of the Philippines. Updates are expected to come from the affected areas through their respective DRRMCs. The provincial, city and municipal DRRMOs or BDRRMCs shall not only maintain a database of human resource, equipment, directories, and location of critical infrastructures and their capacities such as hospitals and evacuation centers but to submit as well as the status of the utilization of their resources. The updates coming from the affected DRRMCs will be the basis for the provision of augmentation by the national response clusters. But in cases where there is no updates submitted by the affected Regional DRRMCs within the period of 6 to 12 hours after landfall of a tropical cyclone, the NDRRMC will deploy their Rapid Deployment Team pre-positioned nearest to the affected Regions to determine the status of the area and assess the amount of resources that will be needed to initially start response operations on ground.

Below are the organizational structure of the National Response Clusters and their brief description.

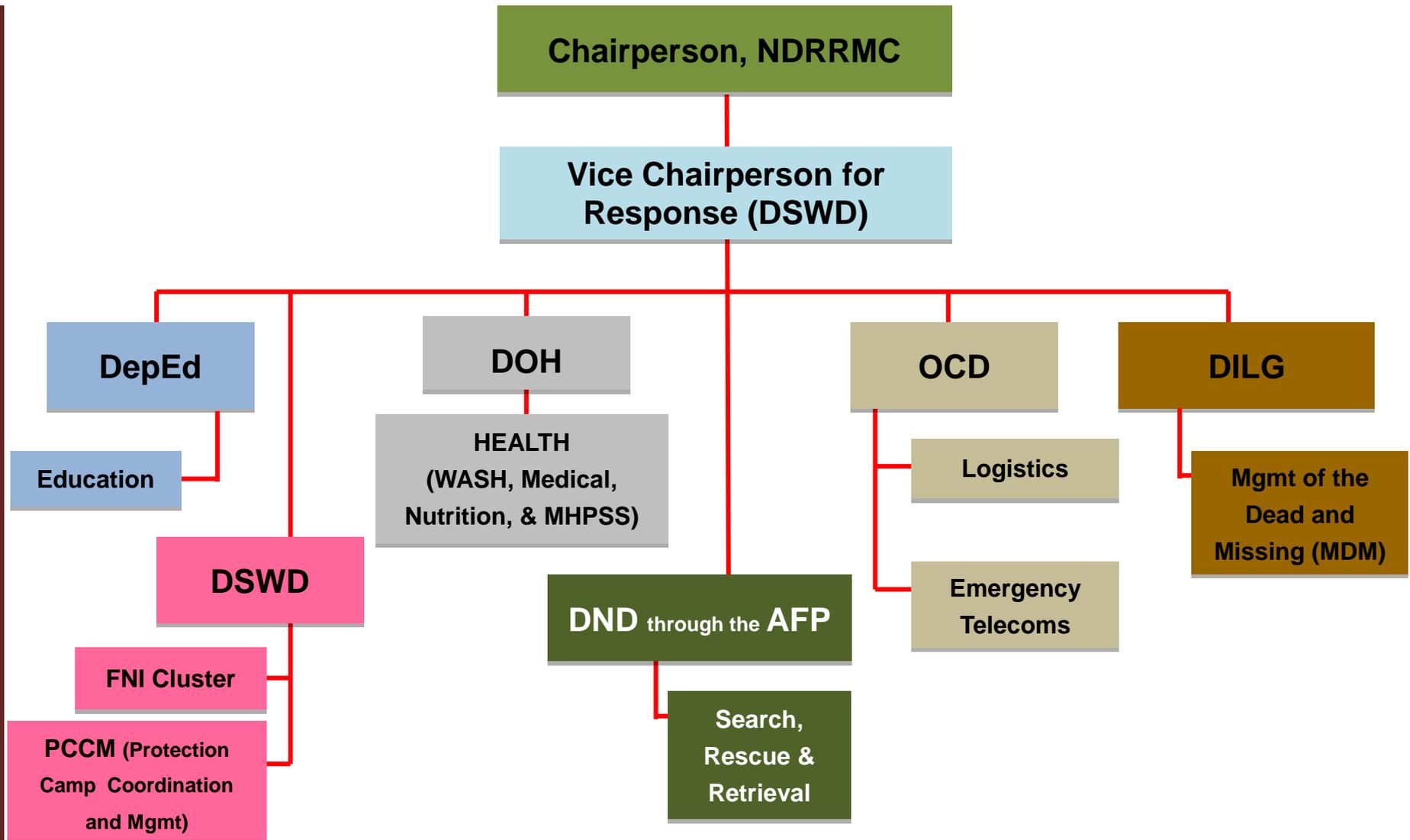


Figure 2.3 Organizational Structure of the Response Clusters

**a. Food and Non-food Items (FNI)**

The FNI Cluster aims to provide augmentation of food and non-food items to the affected LGUs in cases where pre-positioned resources are used up during disaster period. The head of the FNI Cluster is the Department of Social Welfare and Development (DSWD).

**b. HEALTH (WASH, Health, Nutrition and Psychological Services)**

The DOH led Clusters composed of the Medical and Public Health, Mental Health and Psycho-social Support (MHPSS), Nutrition and WASH sub-clusters of the DOH-Health Emergency Management System (HEMS) aims to provide support for a timely and appropriate public health services to the affected population.

**c. Protection Camp Coordination and Management (PCCM)  
(Previously, Camp/IDP Management, Emergency Shelter and Protection)**

The PCCM Cluster headed by the DSWD, aims to provide assistance and augment all requirements for the management and evacuation of individual's families affected by disasters. Specific objectives of the cluster are:

- a. To ensure the availability of identified safe, secure and accessible evacuation centers for emergencies and disasters;
- b. To ensure that temporary refuge to individual and families potentially at risk or in actual danger are immediately provided;
- c. To ensure establishment of sex and age disaggregated data accurate data e.g. listing and profiling of affected families and internally displaced persons (IDPs) in evacuation centers or temporary displacement sites.
- d. To ensure that all IDPs in evacuation centers are provided with basic humanitarian needs compliant with SPHERE standards such as, but not limited to food with enough nutritional values), potable water, clothing, family items, hygiene kits and other essential non-food items;
- e. To ensure that Basic Medical public health and protection services are available 24/7;
- f. To ensure that energy source and communication facilities are in place.
- g. Ensure that ECs are off limits and have designated areas for pet animals and livestock.
- h. Shall continue to seek opportunities for recovery, rehabilitation and developmental tasks as post response activities are undertaken, in case of prolonged stay.
- i. Security protocols such as the AFP's and PNP's Rules of Engagement (ROE) on Humanitarian Assistance for Disaster Response (HADR) shall be observed and implemented.

#### **d. Logistics**

The Logistics Cluster headed by the Office of Civil Defense (OCD) aims to provide an efficient and effective logistics coordinating structure that will harmonize the activities of all clusters and encourage regular info-sharing among all stakeholders and other partners. The Cluster also formulates, updates, implements and monitors logistical policies, plans, programs and procedures that will harmonize the activities of each cluster.

The Logistics Cluster thru coordination, monitoring, identification and deployment cover the following:

- transportation (emergency road network, land, sea and air)
  - this includes road clearing and provision of equipment and machines (and its required fuel) to provide the needed access and mobility for all cluster operations,
- warehousing,
- inventories (consolidation of resources available among partners and cluster members)
- tracking of deployed items

#### **e. Emergency Telecommunications (ETC)**

The Emergency Telecommunications Cluster is headed by the Office of Civil Defense (OCD) and aims to strengthen ICT capacities at the national level down to local levels to prepare for, respond to and recover from the impacts of disasters by providing a timely, resilient and predictable Information and Communications Technology (ICT) support to improve:

- a. Response and coordination among response organizations
- b. Decision-making through timely access to critical information
- c. Common operational areas for disaster response
- d. Common system standards and operating procedures.
- e. Standards based architecture for HADR Operations.
- f. System architectures for compliance and interoperability.

#### **f. Education**

The Education Cluster led by DepEd aims to ensure safety of learners and DepEd personnel. It also aims to provide continued access to quality of education to all affected learner.

#### **g. Search, Rescue and Retrieval (SRR)**

The SRR Cluster is headed by the Armed Forces of the Philippines (AFP) and aims to provide support for an effective, timely, organized and systematic search, rescue and retrieval operations to affected areas in all emergencies to further minimize loss of lives and casualties, including the hand-over of casualties to the Health Cluster for proper treatment and management. The

SRR Cluster is the national organization that will coordinate and deploy all available Search and Rescue teams from the government, civil society, private sector and the international community.

#### **h. Management of the Dead and the Missing (MDM)**

The MDM Cluster is headed by the Department of the Interior and Local Government (DILG) and aims to provide assistance in the proper identification and disposition of the remains in a sanitary manner with cautions to prevent negative psychological and social impact on the bereaved and the community. The MDM Cluster will focus on four major activities:

- Identification of the dead
- Final Arrangement for the dead
- Management of the missing persons
- Management of the bereaved families

#### **3.1. Interoperability of the NDRP**

The NDRRMC as the main agency tasked to respond and manage all disaster operations has the ultimate responsibility for any decision and action affecting the difference between saving or losing more lives in the aftermath of any disaster. Thus the responsibility of orchestrating a national response either for augmentation or assumption of disaster response activities requires an educated decisions and actions based on sound data and analyses. To pursue this, all members of the NDRRMC and those that will be assigned to be a part of the NDRRMC will be oriented to the tenets of this plan and the systems installed in support of this plan. This will be the main task of the Head of the Operations Center of the NDRRMC.

The NDRRMC and the Operations Center (OpCen) serves as the main Command Center for all National Response Clusters. The OperationsCenter is composed of focal persons assigned by the NDRRMC member agencies. These focal persons seating or 'on-duty' at the on-set of the disaster is responsible for all coordination needed to be done to commence the operations of each Response Cluster.

The NDRRMC as a collegiate body and through the leadership of the Chairperson will take the helm of the operations and will provide all decisions and instructions for a timely and appropriate assistance to the affected population. Upon issuance of alert for an incoming Tropical Cyclone or Monsoon rain, all Response Cluster will be activated and will report directly to the NDRRMC for briefing and pre-disaster preparations. Pre-disaster activities of the NDRRMC and its Response Clusters include the following:

- a. Scenario building activities using data from the warning agencies (PAGASA, PHIVOLCS, EMB) and other related units of the government.

- b. Each scenario will be provided with a contingency plan. The appropriate contingency plan will be determined and implemented two (2) days before landfall of the cyclone. PAGASA will provide the NDRRMC with the projected direction of the cyclone from first landfall to exit path.
- c. Contingency plan will include pre-positioning of resources and assets for quick response, initial during disaster response activities;
- d. For 'Assumption' assistance, the Rapid Deployment Team (RDT) that will be deployed and tasked to install Operation Centers at the affected areas to facilitate a 24/7 operational system for response.

All Response Cluster members will coordinate with the assigned focal person or team of the NDRRMC that will be stationed in all Operation Centers established to facilitate the whole response operations at the affected areas and in Manila. The diagram below shows the flow of actions and information that are coordinated from the warning agencies to the NDRRMC who is the official body that will send warnings and instructions to the different agency members of the Response Clusters.

The Operations Center will be managed by the Office of Civil Defense to support and assist the members of the NDRRMC in pursuing their mandate during disasters. The OCD as manager of the Operations Center has the following responsibilities;

- Coordination of all requests coming from all Response Cluster member agencies;
- Collation of situational reports from the 17 regional offices of OCD;
- Dissemination of Press Releases and official information to the public as sanctioned by the Chairperson or Executive Director;
- Provide administrative and secretariat assistance and support to the NDRRMC.

The 8 (eight) Response Clusters will provide response services on two triggers:

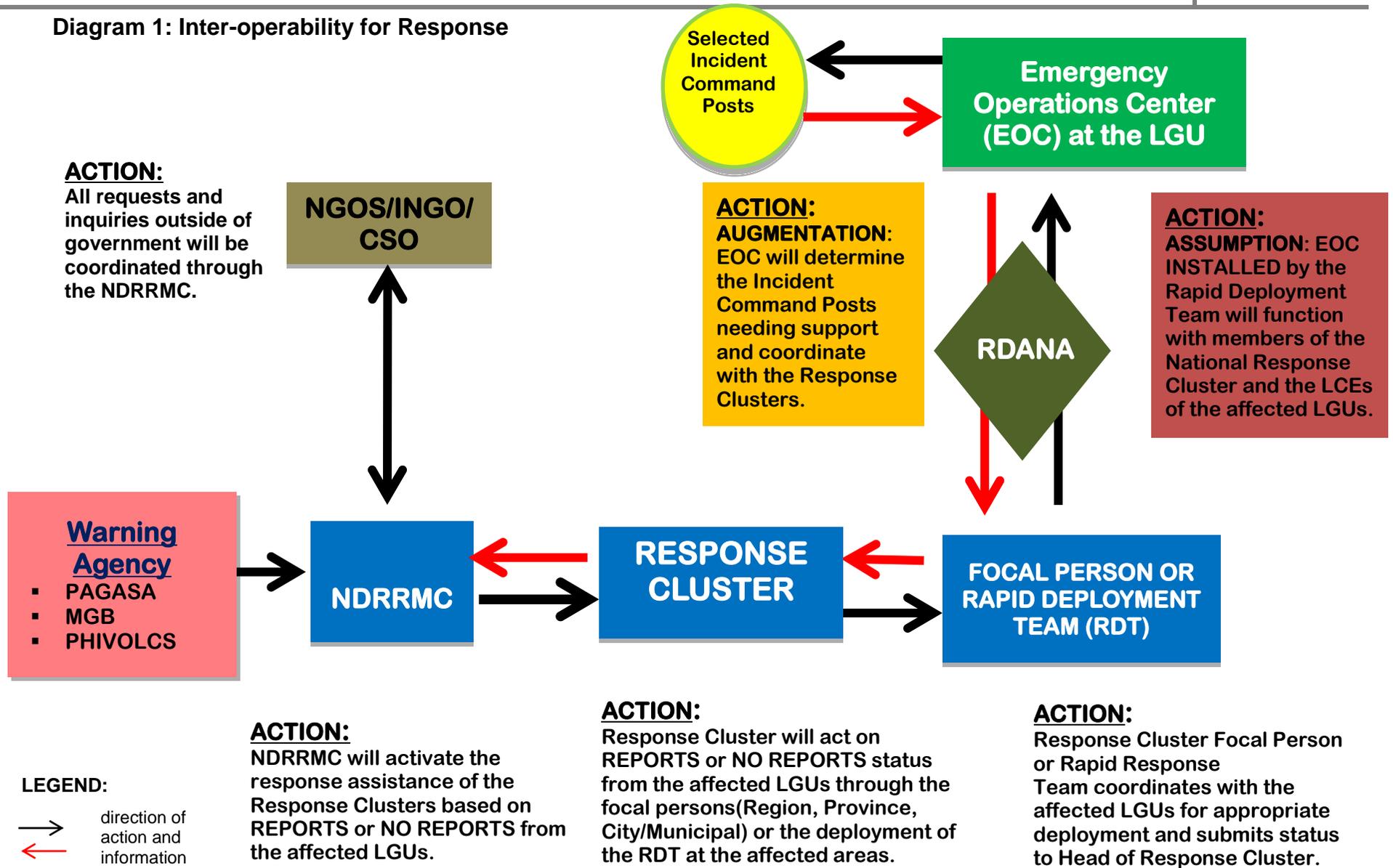
- Trigger 1: Requests in the Situational Reports coming from the RDRRMCs through the Regional Offices of the Office of Civil Defense submitted to the NDRRMC.
- Trigger 2: No reports or information coming from the affected RDRRMCs within 12 hours after landfall of the tropical cyclone.

Response will be based on the results of the Rapid Damage and Needs Assessment (RDANA). The difference is on the timeline of the conduct of the RDANA and who conducts it. Trigger 1 has the affected LGUs conducting the RDANA as basis for the situation report that they submit to their respective PDRRMCs/RDRRMCs. The RDRRMCs in turn consolidates and submits Situational Reports to the NDRRMC together with request for augmentation of resources. These Situational Reports are the basis for the NDRRMC to

determine the amount of augmentation that will be provided by the Response Clusters.

Trigger 2 has the Rapid Deployment Team (RDT) deployed by the NDRRMC to the affected areas doing the RDANA for the affected LGUs. The RDT does the RDANA in coordination with the LCEs of the affected LGUS. Similar to the ST Yolanda experience, LCEs of the affected LGUs usually do not have the capacity to install operations for response due to the massive impact of the disaster. The LCEs and the whole of his government body are affected by the disaster that they are considered victims of disasters. When such occasions occur, the RDT will conduct the RDANA for the affected LGUs and provide the needed situational report to the NDRRMC. It must be stressed that the RDT will and will always inform and involve the LCEs of the affected areas in the operations for response.

**Diagram 1: Inter-operability for Response**



## CHAPTER ONE: Developing the Philippine National Disaster Response Plan

### 1.1. Introduction

The Philippines, being wedged in the Pacific Typhoon Belt and the volcanic “Ring of Fire”, has been exposed to an array of natural-hazards causing disasters or calamities. The great ocean and seas around the Country while providing wide opportunities for international trade and commerce and a source of marine resources, also serve as the spawning ground of hydro-meteorological hazards such as destructive typhoons, monsoon causing landslides, flashfloods and flooding. During 2012-2013, a series of destructive hydrological hazards have caused massive flooding and storm-surges which affected over four million (4,000,000) people and killed more than 10,000 people. Apart from the hydro-met. related disasters, part of the Country is also at risk to earthquakes, volcanic eruptions and severe droughts. The Hazard Management Unit of the World Bank reported in 2005 that the Philippines is among the countries where large percentages of its population reside in disaster prone areas. The 2011 World Risk Report of the United Nations University and the Institute of Environment of Human Security indicated that the Philippines is the third most disaster risk country worldwide.

### 1.2. Objectives of the NDRP

The NDRP is the National Government’s **strategic action** in providing response assistance for all natural disasters. The primary aim of the National Disaster Response Plan (NDRP) is to ensure the timely effective and coordinated response to hazard causing disasters or calamities by the National Government at all levels including its instrumentalities by providing support assistance to the affected areas or local government units. The NDRP acknowledges and supports the principles of the Local Government Code (RA 7160) wherein all LGUs are mandated to prepare and render response for all eventualities of disaster within their boundaries.

The NDRP embraces all conceivable contingencies, making use of all available resources from government, non-government, INGOs and the private sector. It promotes self-reliance and mutual-help, with the full utilization of available resources before seeking assistance from neighboring or higher entities. Since emergency response is a joint responsibility of the national and local

governments, its effectiveness will depend largely on the level of preparedness done by the different levels of the local government units (Province, City and Municipality) as well as that of the field offices and attached agencies of the different national government agencies. The manner of response that will be provided by the National Government through this NDRP heavily relies on the **capacities and capabilities** of the different levels of the local government.

### 1.3. NDRP in Perspective

The NDRP is the Government of the Philippines’ “**multi-hazard**” response plan. Emergency management as defined in the NDRRM Act of 2010 (RA10121), is the organization and management of resources to address all aspects or phases of the emergency, mitigation of, preparedness for, response to and recovery from a disaster or emergency. The Office of Civil Defense (OCD), in consultation with NDRRMC member agencies developed the NDRP. It outlines the processes and mechanisms to facilitate a coordinated response by the national and/or at the local level departments/agencies. Local government institutions are responsible for the development and improvement of local response plans relative to their areas of responsibility and underlying risks. The relationship between the NDRP and other plans in national and local levels is shown in Figure 1.3.1.

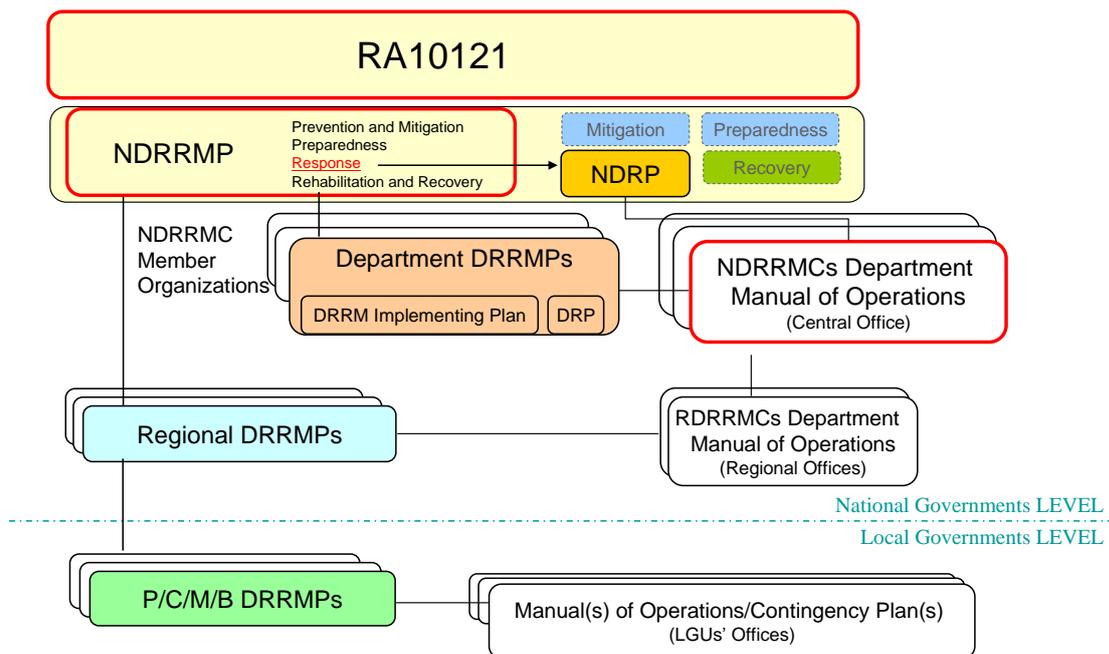


Figure 1.3.1 NDRP in Perspective

The NDRP prescribes the relevant activities on how the disaster response shall be conducted as augmentation or assumption of response functions to the disaster affected LGUs. The contents of the NDRP also include identifying roles and responsibilities of organizations/institutions during disaster/emergency phase. The details of the actions or procedures are further discussed in the “Operations Protocol” provided in Chapter Three.

#### **1.4. Prerequisite for the NDRP**

##### **1.4.1 Necessity of the NDRP**

As stipulated in the PDRRM Act, amongst the tasks of the NDRRMC is the development of coordination mechanisms and the identification of activities to achieve coherence in the implementation of DRRM policies. The Office of Civil Defense (OCD) is mandated to develop and ensure the implementation of national standards in carrying out disaster risk reduction programs including preparedness, response and rehabilitation works, from data collection and analysis, planning, implementation, monitoring and evaluation together with the Department of Social Welfare and Development (DSWD) as Vice-Chairperson for Disaster Response. The specific task of the OCD is to facilitate coordination, mobilize resources for response and information management including communications. The tasks of the DSWD besides heading the Response Cluster of the NDRRMC, is to provide Technical Assistance and Resource Augmentation (TARA) along Camp Coordination and Management, and provision of Food and Non-Food Items to the affected families. In addition to tasks of OCD and DSWD during response phase of disaster, other agencies shall be responsible for response actions to be determined and defined as a national strategic policy. In this context, the development of National Disaster Response Plan (to include a system for Search, Rescue and Retrieval (SRR) and Management of the Dead and the Missing (MDM); scenario-based preparedness and response plans) is specified as one of priority actions to be taken within the immediate or short term period from 2011 to 2013 in the National Disaster Risk Reduction and Management Plan (NDRRMP 2011-2028).

The NDRP contains the following contents:

- ✓ The eight Response Clusters that was created to have a focused response operations on the field as well as be able to directly and efficiently coordinate with the existing Response Clusters of the

International Humanitarian Assistance Group taking into account previous NDCC Memorandum Circular No. 12 of 2008;

- ✓ Roles and Responsibilities of each Organization to take quick and proper actions are clarified when the disaster occurs;
- ✓ Predictable leadership and participation to ensure coordination: cluster leadership, and participation roles of member organizations/agencies are clarified in each activity per disaster phase;
- ✓ Operation Protocols of Response Clusters are prepared to guide the coordination that must be done coming from the National Government to the affected LGUs needing the augmentation support;
- ✓ The NDRP has both national and regional components which provide the framework for effective interphase of response efforts through vertical and horizontal coordination.
- ✓ The NDRP does not replace event specific, departmental or agency plans but is used as reference to achieve complementation.

#### **1.4.2 Bases of Plan and Concept of Operations**

##### **1) Plan Assumptions**

###### *Scenario Based*

The NDRP is drafted under the premise of a 'worst-case scenario' for each type of disaster. The Department of Social Welfare and Development (DSWD) as Vice-Chairperson for Response together with the eight (8) Response Clusters agreed on this approach as they believe that major disaster or emergency can cause numerous fatalities and injuries, massive destruction of private properties and livelihoods, disruption of normal life saving-support systems. And under a 'worst-case scenario', the different government agencies, local government units and their respective offices in the different regional offices will be best prepared to respond according to their respective capacity and capability.

###### *Tiered Response*

The type of response that the NDRP is providing is at the level of the National Government and has two approaches to consider: 1) for augmentation to the operations of the affected LGUs and, 2) for assumption of functions of the LGUs in providing response assistance to their affected population. Both approaches take into consideration the level of capacity and capability of the affected LGU to determine the amount of assistance that will be released and deployed. The first approach which is that of 'augmentation', the response assistance from the

national government will be based on the requests coming from the Regional DRRMCs that have determined their diminishing levels of capacity and capability to provide adequate assistance to their respective provinces, cities and municipalities affected by disaster. The second approach which is that of 'Assumption' of response activities will commence based on one trigger point of which there is no information coming from and going through the affected areas within 6-12 hours after landfall of the hydro-meteorological disaster. In that time, National agencies shall activate their own response team taking initiative for disaster response, such as immediate deployment of Rapid Deployment Team/s (RDT) to conduct RDANA and Aerial surveys and to install National Operation Center(s) or Hub(s) as needed.

National/Regional agencies shall respond according to the severity and the magnitude of emergency. INGOs, NGOs, CSOs and private organizations will mobilize their resources and respond quickly. The most devastating disasters, depending on capacities may require the full range of government response including that of other organizations, hence will entail a well-tested coordination system/structure.

Systems and mechanisms put in place before a disaster or emergency shall be activated including the cluster coordination system, emergency operations center (EOC) and the incident command system (ICS). This is in line with the provisions of RA 10121 acknowledging the jurisdictions of the different levels of the local government system and the mandates provided in the Local Government Code.

The tiered response adheres to the capacity and capability of the LGUs in responding to the needs of their constituents during times of disaster and thus promotes a system of accountability and command control.

The NDRP is also built on the following understanding:

- All government agencies and instrumentalities have their own respective Disaster Preparedness Plans;
- All Local Government Units (LGUs) have prepared and implemented their Local Disaster Risk Reduction and Management Plans particularly preparedness activities that are directly connected to response like prepositioning of key assets and resources;
- The Cluster Approach to response has been cascaded to all levels of government both national and local.

## 2) Concept of Operations

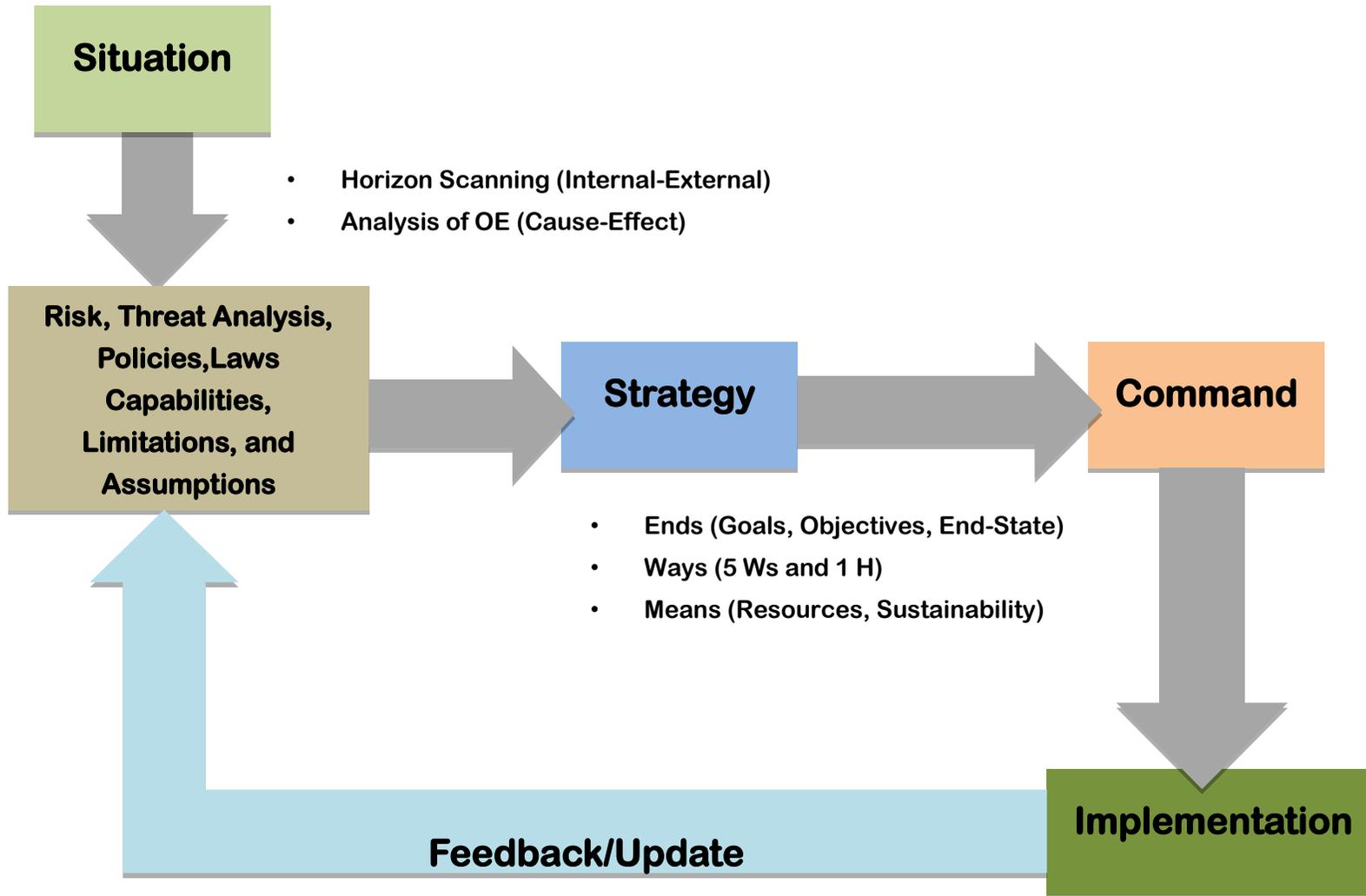
Most disasters and emergencies are managed by the DRRMCs at different levels depending on the severity and magnitude using the tenets of the incident command system and the cluster approach. These systems provide the structure and operational facility to coordinate and respond with coherence. Consistent with ICS and the cluster approach, the NDRP can be implemented through the activation of one or more of the systems components making it flexible and responsive.

The NDRP acknowledges the existence of two levels of operation: one is at the national level and the second is at the LGU level. The national level involves the National Disaster Risk Reduction and Management Council (NDRRMC) and the Regional Disaster Risk Reduction and Management Councils (RDRRMCs). The LGU level involves the Provincial/City/Municipal Disaster Risk Reduction and Management Councils (P/C/MDRRMCs). The content of the NDRP involves the operation at the national level only **but** shows the integration of the national response to the LGU level of operation.

The NDRP establishes collaboration networks that are needed to dismantle traditional institutional stovepipes and facilitate the sharing of information among NDRRMC council members. The plan envisions having a close and effective coordination, collaboration, communication and cooperation (4Cs) among all concerned responding government and non-government agencies. This will be accomplished using the **collaborative information environment** (CIE) model utilizing the NDRRMC as the main effort and all Council members as the national operating arm of the Council during disaster. The **collaborative information environment** is operationally defined as the environment where all players of DRRM operate to achieve collaborations. In establishing a CIE, it is not only the tangible equipment and systems are concerned but also the issue of social, institutional, cultural, and organizational of all DRRM operators and actors.

The significant consideration to this operation is the experiences and lessons from real-world relief efforts and post-disaster recovery operations in order to create a common culture of trust and confidence of the people. Also, the key to its success is the significant support of all key players and actors of DRRM. Moreover, important to this operation is the ability of our responders and rescuers to effectively engage all affected sectors during disaster operations. At the end of these operations, we envision a country of “safer, adaptive and

disaster-resilient Filipino communities toward sustainable development.”

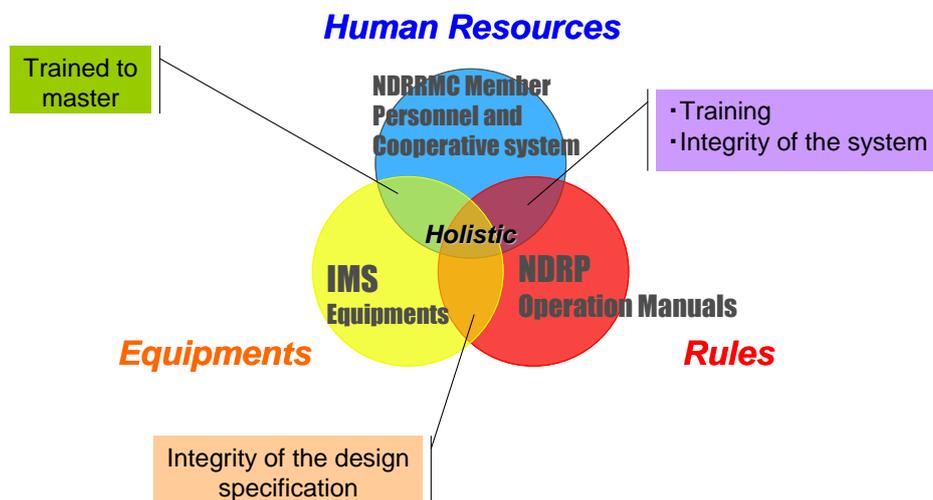


## CHAPTER TWO: Structure and Activities of the NDRP

### 2.1. Definition of “Response” in RA 10121

As defined in RA 10121, “**Response**” means “any concerted effort by two (2) or more agencies, public or private, to provide assistance or intervention during or immediately after a disaster to meet the life preservation and basic subsistence needs of people affected and in the restoration of essential public activities and facilities” and “**Disaster Response**” means “*the provision of emergency services and public assistance during or immediately after a disaster in order to save lives, reduce health impacts, ensure public safety and meet the basic subsistence needs of the people affected.*” “Disaster Response” is also defined by the law as “predominantly focused on immediate and short-term needs and is sometimes called -disaster relief-“.

Member Agencies of DRRMCs in all levels are expected to establish a well-equipped and strengthened organization in terms of manpower, staff coordination system, information and data communication system for secure and prompt response operations and smooth decision making complying with this NDRP. This concept is illustrated in Figure 2.1.



**Figure 2.1. Concept of Response System under the NDRP**

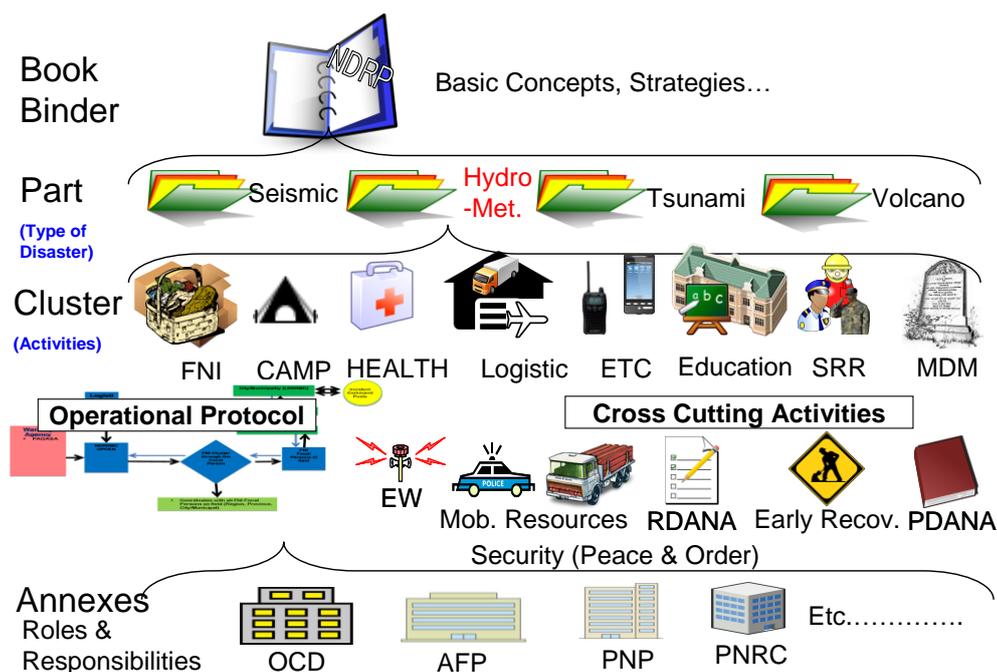
The same concept of response system is expected to be installed and maintained at the Local Government Units (LGU) level as they have the primary responsibility as first disaster responders (RA 10121. Sec.15). The system aims in providing prompt response including accurate collection and coordination of disaster information. Though the document is for response operations, it is

deemed necessary that members of DRRMC prepare and establish an organization that has the appropriate staff and established organization system that will sustain actual disaster response actions in accordance with RA 10121 and NDRRMP. In this connection, member agency of DRRMC ***shall formulate their respective response plans*** aligned to this NDRP. In this regard, members of DRRMC shall consider redundant measures and means for information collection, such as assignment and/or training of expert staff for DRRM, clarification of emergency mobilization with conceivable transport means (or provision of accommodation of staff), procurement of communication means and other organizational premises regarding information collection management.

In case actual disaster occurs, it is essential to secure the communication between related agencies with organized coordination system. Hence, members of DRRMC shall enhance and strengthen their respective communication systems in normal time (White Alert).

## **2.2. Structure of the NDRP**

This NDRP is composed of “Part” referring to each type of disasters in Chapter 3 in line with “Cluster Approach”. This structure by each type of disasters in Chapter 3 was made to adapt the actual disaster response actions. Hence, following this Chapter 2 ‘Structure and Activities of the NDRP, roles and responsibilities for Hydro-meteorological hazards as Part – I were clarified as well as description of Operation Protocol. Subsequently, roles and responsibilities for other types of disasters will be continued. In this NDRP, disasters has been divided into, but not limited to, thirteen (13) types of disasters as shown in Table 2.1. Among these natural and human-induced disasters, the NDRP should specify and describe major disasters in the Philippines, such as Hydro-Meteorological Disasters, Seismic Disasters, Tsunamis and Volcano Eruptions at least.



**Figure 2.2. NDRP Structure**

**Table 2.1 Types of Disasters considered in the NDRP**

Part No.	Type of Disaster	Reference
I	Hydro-Meteorological Hazards	Target Hazards: Floods, Typhoons, Storm Surges, Tornadoes, Landslides due to heavy rain
II	Seismic Hazards	Target Hazards: Earthquake, Landslides due to earthquake
III	Tsunami Hazards	To be prepared
IV	Volcanic Hazards	To be prepared
V	Epidemic Outbreak (Pandemic)	To be prepared based on 4-day Pandemic Exercise by USAID.
Others	Fire, Maritime, Transportation, Pollution, Hazards	Shall be consistent with The National Crisis Management Core Manual.
	Civil Disturbance and Armed Conflict	
	Drought and Pest Infestation Hazards	
	Others (Nuclear Hazard, etc.)	

### **2.3. Activities under the NDRP**

The NDRP should be organized to fully respond to all actions, roles and responsibilities of all agencies related to the “Response.” Hence, in addition to the term “Response” as defined in RA 10121, advance activities directly related to concerted efforts during or immediately after a disaster, such as early warning activities, preparations for advance evacuation activities, shall be made.

In fact, the necessity of the NDRP has been described and specified as one of activities of Outcome-10 in Thematic Area 2: DISASTER PREPAREDNESS in the NDRRMP.

The activities under the NDRP are divided into disaster phases, namely: 1) Pre-Disaster, 2) During Disaster, and 3) Post Disaster. Aside from the three disaster phases, cross-cutting activities were identified. These cross-cutting activities are done by member agencies in coordination with other member agencies. The cross-cutting activities are: a) early warnings, b) rapid assessment, c) early recovery, d) post disaster needs assessment, and e) mobilization of resources.

Each Response Cluster will conduct their respective post response operation evaluation to document the lessons learned and best practices. These evaluation reports will be submitted to the NDRRMC for policy improvement and organizational development. The details of the evaluation will be determined by the respective Response Cluster.

The table below shows the different activities covered in the NDRP the three disaster phases. It also indicates the trigger points that activate the different Response Clusters.

**Table 2.3. Activities Covered in the NDRP for Hydro-Met. Disasters**

Items	Phase of Operations		
	Pre-Disaster	During-Disaster	Post-Disaster
DRRM Cycle	Preparedness	Response	Rehab./Recovery
DRRM Advocacy/Education	[Yellow bar]		
Establishment EWS,	[Yellow bar]		
Early Warnings	[Yellow bar]		
PAGASA Alert/Advisory	[Yellow bar]		
<b>NDRRMC Alert</b>			
White Alert	[White star]		[White star]
Blue Alert	[Blue star]		
Red Alert	[Red star]		
Prepositions for All Clusters	[Yellow bar]		
Sit. Reports from All Clusters	[Yellow bar]		
<b>Hydro-Met. Disaster</b>			
Initial Rapid Assessment		[Red bar]	
<b>No Information from LGUs</b>		[Red star]	
<b>Request from LGUs</b>		[Red star]	
<b>State of Calamity (Directive of PO / NDRRMC)</b>		[Red star]	
Evacuation		[Red bar]	
Evacuation Camp/Center. Mgt.	[Yellow bar]	[Red bar]	
Search/Rescue/Retrieval	[Yellow bar]	[Red bar]	
Health(Medical)/Sanitary	[Yellow bar]	[Red bar]	
Food & NFIs	[Yellow bar]	[Cyan bar]	
Education	[Yellow bar]	[Cyan bar]	
Logi./Transportation Mgt.	[Yellow bar]	[Cyan bar]	
Info. & Communication	[Yellow bar]	[Cyan bar]	
Security (Peace & Order)		[Cyan bar]	
Early Recovery			[Cyan bar]
PDNA			[Cyan bar]
<b>Coverage of the NDRP</b>	← Preparedness →	← Response →	← Rehab. →

**2.3.1 Pre-Disaster Phase**

The NDRRMC shall issue alert messages to the public in accordance with the warning messages from the designated agencies such as PAGASA for floods, tropical cyclones, storm surges, MGB for landslides due to rainfall; PHIVOLCS for tsunami and volcanic disasters; and, the DOH for pandemics and/or epidemic. Based on the alerts issued by NDRRMC, related agencies shall commence operations to prevent, control, mitigate and/or manage the damages due to the impending disaster(s).

The NDRRMC shall activate the Response Clusters and commence preparatory activities which are:

- Simulation of potential damage and projected affected areas using data from the DOST warning agencies;

- Preparation of contingency plans based on the scenarios developed which will include:
  1. Identification of the best and secured areas where Rapid Deployment Team (RDT) can be prepositioned. The guidelines of the RDT will be prepared and disseminated to all agencies that will be identified and confirmed by the NDRRMC.
  2. The RDT is composed of OCD, AFP, PNP and members of the FNI, PCCM, Health, SRR and ETC Clusters for first wave of rapid response in the affected areas. The first wave RDT's objective is to conduct rapid assessment and prepare for the installation of a Command Center for full operation within 24 hours
  3. Deployment lists for second wave of response that will include:
    - Logistics
    - Augmentation teams of NFI, PCCM, Health and ETC taking into consideration Civil Order as a cross cutting concern,
    - Education Cluster

Each Response Cluster shall alert all of their member agencies and commence with their initial monitoring and reporting of all standby resources already prepositioned. In connection, activities regarding early warning as well as pre-emptive evacuation and other preparedness activities are mentioned as part of pre-disaster phase and will be the sole responsibility of the member agency to pursue.

All on-going monitoring activities of all Cluster members are to be transmitted as reports to the Response Cluster Lead. The report will assist the Cluster Lead and focal person that is on-duty at the Operations Center to determine the available resources on ground for immediate deployment. All Cluster Leads are to provide a consolidated report to the Vice-Chairperson for Response.

All LDRRMCs (Provinces, Cities, and Municipalities) and Regional DRRMCs shall activate all their Emergency Operation Centers and prepare for the incoming tropical cyclones, its corresponding storm surges or rain-induced landslides. The Regional DRRMCs will report the situation on ground to the NDRRMC with reports coming from the LDRRMCs.

### 2.3.2 During Disaster Phase

Two approaches will be used for the During Disaster Phase: 1) augmentation and 2) assumption of response activities.

**Augmentation** of resources will commence at the “during disaster” phase. The results of the rapid needs assessment on the ground by the affected LGU or Region shall be the bases for the request to the NDRRMC for augmentation. Validation will be done by the respective Response Cluster members with their respective focal persons prior to the deployment of resources.

**Assumption** of response activities will commence based on one trigger point: There is no information coming from and going through the affected areas within 6-12 hours after landfall of the tropical cyclone. Prepositioned Rapid Deployment Team/s (RDT) will be deployed on the 12th hour of no communication from the affected areas. Upon deployment, the RDT teams will conduct RDANA and Rapid Aerial survey. The objective of the aerial survey is to determine the extent of the damages in the area and in doing so, must determine the required and feasible number of and strategic locations to install Operation Center hubs. Assessment should also determine initial number of resources needed to sustain a 3-5 days of operations for relief and rescue operations. These Operation Centers must be strategically located near available transport links either through air, sea and land.

The RDT should also prepare and execute a Site plan for the installation of the following:

- Information and Communication Operations (ETC)
- Relief Operations (NFI, PCCM, HEALTH)
- Supply and Storage Areas (LOGISTICS)
- Emergency Power and Fuel Station (LOGISTICS)
- Unified International Humanitarian Assistance Operation

All RDTs will prepare and submit Rapid Aerial Survey Report to the identified Incident Commander and NDRRMC for immediate mobilization and deployment of resources and manpower which will include the first wave of PNP contingent for peace and order. The other RDT members will start the conduct of RDANA simultaneously with the Rapid Aerial Survey. They will determine the length of time needed to finish the RDANA and inform the identified Incident Commander

and the NDRRMC. The NDRRMC upon receipt of the Rapid Aerial Survey Report from the RDT must discuss and resolve the requirements from ground with the different NDRRMC agencies. Upon consultation, the NDRRMC will give directions and instructions to all Response Clusters based on the report within 24 hours. The Response Clusters are to activate augmentation teams to replace the RDT Teams on ground.

Approval for the deployment of support resources for both approaches will be done through the directive of the following:

- a. Cluster Lead
- b. NDRRMC Chairperson and/or Executive Director
- c. President of the Philippines

Continuous provision of warnings and alerts from the warning agencies shall be given to guide the operations and for the safety of the Response Clusters.

### **2.3.3 Post Disaster Phase**

Post Disaster phase involves continuing operations commenced at the “during-disaster” phase and includes activities that lead to demobilization of resources of the national government. Demobilization of national government resources will be determined by the affected LGU in coordination with the Cluster Lead. This may also involve the conduct of the Post Disaster Needs Assessment (PDNA).

### **2.3.4 Cross-cutting Activities**

The following are the cross-cutting activities that are pursued by all members of the Response Clusters in coordination with and amongst cluster member agencies and organizations from the different disaster phases.

#### **2.3.4.1 Early Warnings**

Early warnings and alerts do not only pertain to the initial warnings provided by the warning agencies before the onslaught of the disaster. This also means continuous provisions of warnings to guide the operations and the security or safety of the Response Clusters.

#### **2.3.4.2 Rapid Damage Assessments**

The trigger points for the augmentation of resources will be based on the results of the initial rapid assessment that will be done by the affected LGUs with their respective LDRRMC members. It is the premise that all LDRRMCs will have adopted the Cluster Approach to response and have identified a focal person for each cluster.

The report of the rapid assessment will be submitted to the next higher level of government for any request of support or assistance. The National Cluster will be activated upon three points:

1. Upon the recommendation of the National Cluster Lead;
2. Upon the directive of the Chairperson of the NDRRMC;
3. Upon the directive of the President.

The results of the rapid assessment will also determine the need for Humanitarian Assistance/Disaster Response (HA/DR). All humanitarian agencies that has existing involvement in the affected LGUs during the disaster will be allowed to participate in the rapid assessments and may offer their assistance to the affected LGUs but will coordinate all assistance to the Cluster for proper documentation and management of response operations.

#### **2.3.4.3 Post Damage and Needs Assessments (PDNA)**

Post Damage and Needs Assessments shall be conducted when directed by the President of the Philippines or the Chairperson of the NDRRMC. All members of organized PDNA shall prepare all necessary documents and available data to facilitate a speedy assessment.

#### **2.3.4.4 Mobilization of Resources**

Mobilization of resources will happen in all phases of the disaster under the directive and coordination of the different Response Clusters where resources will come either from the different national and local government agencies, UN organizations, countries with Philippine bilateral agreements and from international organizations.

All humanitarian assistance coming from the international organizations or local civil society organizations (CSOs) will coordinate their activities and requirements with the NDRRMC. In cases where national government assets are to be utilized like transport vehicles for transport of food and non-food items, these International NGOs and CSOs are to coordinate with the NDRRMC. This will assist the NDRRMC in managing the overall national government operations for response but as a policy all available government assets will give **priority** to requests coming from the Response Clusters.

### ***Creation of the One-Stop-Shop (OSS)***

The creation of the OSS (One-Stop-Shop) will be upon the instruction of the NDRRMC to facilitate all humanitarian assistance coming from outside of the Philippines. The OSS will be headed by the Bureau of Customs-Department of Finance and will be supported by the appropriate and responsible NDRRMC member agencies by providing the needed manpower to manage and maintain the OSS. The members of the OSS will expedite the documentation and processing of imported donations which included but not limited to the issuance of custom and flight clearances. The Department of Foreign Affairs (DFA) shall be responsible for conveying the humanitarian and relief needs identified by the line agencies of the Philippine Government to the international community as well as the necessary issuances of flight clearances. The NDRRMC shall serve as the information hub for all transactions between and among donors, consignees, and recipients of foreign and local donations. All communications will be addressed to the Executive Director of the NDRRMC through the Chief of the NDRRMC Operations Center.

### **2.3.4.5 Early Recovery**

According to the IRR of RA 10121, "Early Recovery" is a multidimensional process of recovery that begins in a humanitarian setting. It is guided by development principles that seek to build on humanitarian programmes and catalyze sustainable development opportunities. It aims to generate self-sustaining, nationally-owned, resilient processes for post-crisis recovery. It encompasses the restoration of basic services, livelihoods, shelter, governance, security and rule of law, environment and social dimensions, including reintegration of displaced populations.

Taking into consideration the definition in the IRR mentioned above and the definition of “Recovery” described in the Section 3 of the RA 10121, it is deemed that most of the activities of Early Recovery are comprised in the Phase of Rehabilitation and Recovery.

On the other hand, according to the NDRRMP, the implementation of temporary livelihood and/or income generating activities is a part of response activities (Outcome 19: Coordinated, Integrated System for Early Recovery implemented on the national and local levels).

The Early Recovery shall be undertaken in each response cluster respectively subject to the concurrence of the NDRRMC and/or RDRRMC based on the results of Rapid Damage Assessments. This **does not** include the activities that will be identified for Rehabilitation and Reconstruction after any disaster. All Response Clusters will pursue their respective early recovery activities that will be required in the affected areas they are involved in and will only be terminated upon determination of the affected LGUs and the Cluster Lead.

#### **2.3.4.6 Peace and Order (Security)**

Peace Order and Security shall be maintained during disaster and post-disaster phases in order to execute smooth response activities and protect human lives and properties in and around disaster affected sites. Peace Order and Security shall be taken cared of as a cross-cutting concern by each cluster. In particular, lead and member agencies for SRR, Food and NFIs and PCCM Clusters being explained in the following section, such as PNP and AFP shall be responsible for maintaining peace order and security.

### **2.4. Response Clusters**

The NDRP adopts the Cluster Approach espoused by the then National Disaster Coordinating Council in 2008. NDCC Memorandum Circular (MC) no. 12 series of 2008 aimed in harmonizing the efforts of the international humanitarian agencies of the United Nations with the identified agencies of the Philippine National Government in providing assistance to the affected population during disasters. The MC identified 8 Clusters that will facilitate all coordination needed in the provision of the humanitarian assistance. But through a series of disasters, the cluster approach was later adopted for response activities of the national agencies for their respective response operations prior to the provision of

humanitarian assistance. It was later observed that the Cluster approach proved effective in providing assistance to the affected population during response operations.

The same 8 Clusters were adopted during the preparation of the NDRP. The objective of the adoption is to have a 'seamless' coordination system with the international humanitarian assistance Cluster Groups during disaster response operations. During the course of the planning process, changes and clarifications were made to make the NDRP responsive to the needs of the National Government Agencies during response operations. These changes are:

1. The Clusters of Shelter and Livelihood and Early Recovery were considered for the fourth thematic area (Recovery and Rehabilitation) and were not considered under the area of Response. Early Recovery, after long deliberations of the participants considered as part of the Recovery and Rehabilitation as the aim of Early Recovery is to bring initial signs of 'normalcy' back to the affected areas. It is deemed that most of the activities that will bring back any level of 'normalcy' or back to the pre-disaster state must be under the Recovery and Rehabilitation thematic area. In this connection, the any activity related to Early Recovery to be taken during "Response Phase" shall be taken into consideration per each Cluster as a cross-cutting activity.
2. Logistics and Emergency Telecommunication Cluster were divided into two separate clusters.
3. The Agriculture Cluster was not activated as the lead Agency is still determining the need for the cluster.
4. Two separate clusters for Search, Rescue and Retrieval (SRR) and Management of the Dead and Missing (MDM) were created. The SRR Cluster will hand-over all declared dead (by the Health Cluster) to the MDM Cluster.

**"Response Clusters"** that are presented in this plan are the National Response Clusters created and approved by the NDRPMC as provided in the NDRP and are directly under the Vice-Chairperson for Response (DSWD) (see Fig 2.3). These "Response Clusters" will either augment or assume the response operations given the different trigger points for each disaster phase. The eight Response Clusters each have their own Lead Agency that will primarily supervise, coordinate and report all activities of their cluster members during disaster.

All operations of the response clusters are based at the NDRRMC Operations Center where focal persons of each member agency are assigned on a daily schedule. The focal persons of the agency that are identified as Cluster Leads are responsible in coordinating all operations with the Cluster member agencies and the NDRRMC.

Augmentation of resources will commence once the Regional DRRMC submits requests to the NDRRMC and are approved by the Cluster Leads. Augmentation may also commence upon the directive of the Chairperson of the NDRRMC or by the President of the Philippines. Updates are expected to come from the affected areas through their respective DRRMCs. The provincial, city and municipal DRRMOs or BDRRMCs shall not only maintain a database of human resource, equipment, directories, and location of critical infrastructures and their capacities such as hospitals and evacuation centers but to submit as well as the status of the utilization of their resources. The updates coming from the affected DRRMCs will be the basis for the provision of augmentation by the national response clusters. But in cases where there is no updates submitted by the affected Regional DRRMCs within the period of 6 to 12 hours after landfall of a tropical cyclone, the NDRRMC will deploy their Rapid Response Team pre-positioned nearest to the affected Regions to determine the status of the area and assess the amount of resources that will be needed to initially start response operations on ground.

Below are the organizational structure of the National Response Clusters and their brief description.

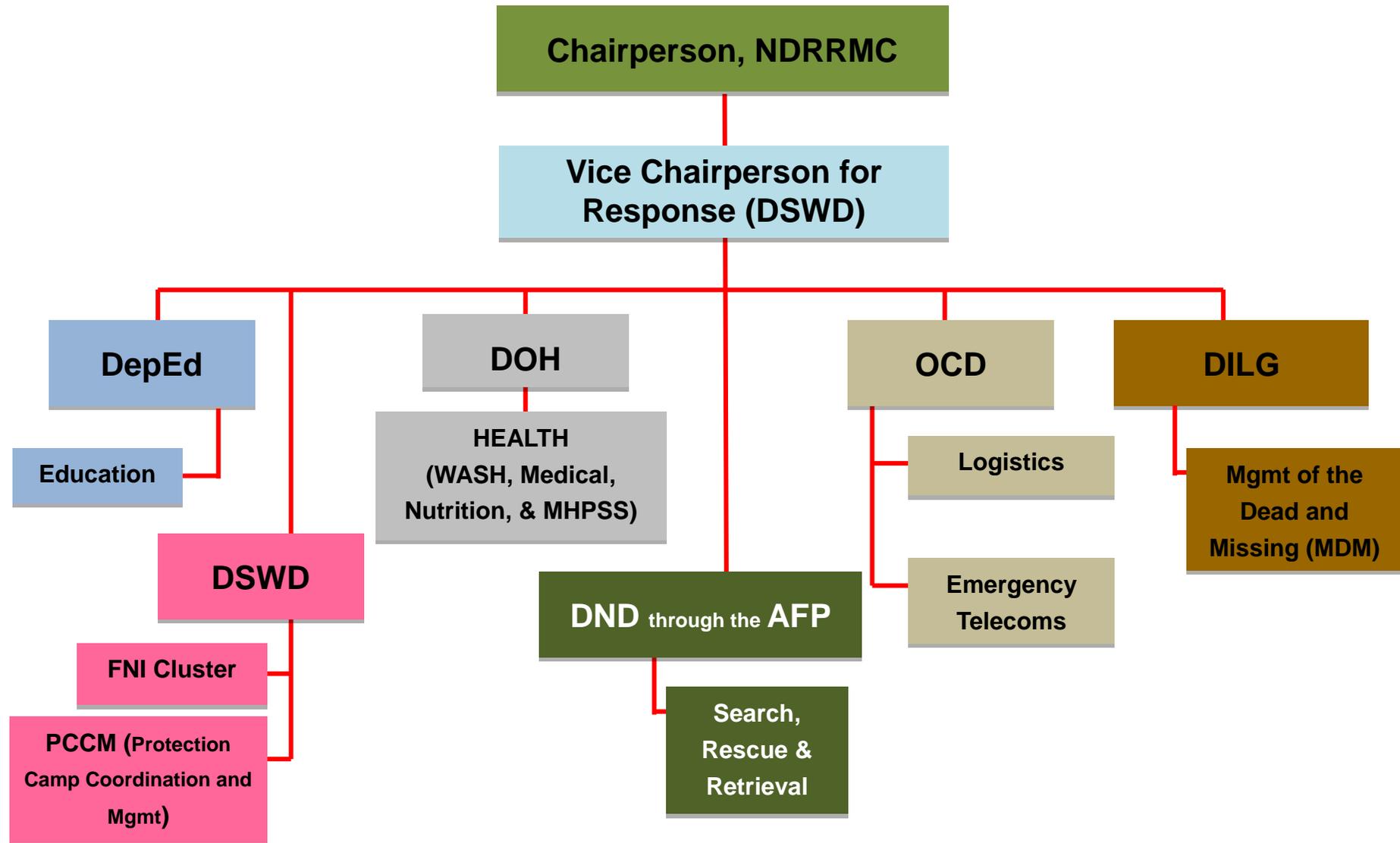


Figure 2.3 Organizational Structure of the Response Clusters

### **2.4.1. Food and Non-food Items (FNI)**

The FNI Cluster aims to provide augmentation of food and non-food items to the affected LGUs in cases where pre-positioned resources are used up during disaster period. The head of the FNI Cluster is the Department of Social Welfare and Development (DSWD) and the member agencies are Office of Civil Defense (OCD), Philippine Red Cross (PRC), Department of the Interior and Local Government (DILG), Philippine National Police (PNP), Bureau of Fire Protection (BFP), Armed Forces of the Philippines (AFP), Department of Finance (DOF), Philippine Coast Guard (PCG), Department of Finance (DOF), Department of Foreign Affairs (DFA), Department of Health (DOH), Department of Agriculture (DA), National Food Authority (NFA), Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA), World Food Vision (WFP), International Organization for Migration (IOM), Food and Agricultural Organization, Adventist and Development Relief Agency Foundation Inc. (ADRA), Corporate Network for Disaster Response (CNDR) and the International Committee of the Red Cross (ICRC).

### **2.4.2. WASH, Health, Nutrition and Psychological Services (HEALTH)**

The DOH led Clusters composed of the Medical and Public Health, Mental Health and Psycho-social Support (MHPSS), Nutrition and WASH sub-clusters of the DOH-Health Emergency Management System (HEMS) aims to provide support for a timely and appropriate public health services to the affected population.

#### **A. Medical and Public Health Cluster**

The Health Cluster aims to ensure effective and predictable health response built on health priorities and related best practices. Towards strengthening system-wide capacities, the Health Cluster enables the Centers for Health Development, hospitals, and other participating organizations to work together and with local health authorities, harmonize efforts, effectively integrate cross-cutting issues, and use available resources efficiently within the framework of agreed objectives, priorities and strategies.

Specifically, it aims to:

#### **a. Provide guidance and tools and standards and policies;**

- b. Conduct trainings and other various capacity building activities;
- c. Develop guidelines and infrastructure on surveillance of communicable, non-communicable and emerging diseases;
- d. Conduct rapid and comprehensive needs assessments in the affected areas;
- e. Establish effective coordination mechanisms specifically on health response activities based on reliable morbidity and mortality information;
- f. Advocate the provision of technical assistance, medicines and supplies, and essential equipment in order to support basic health services for the affected population;
- g. Build partnerships to promote the integration of cross-cutting issues and implement culture and gender sensitive health services; and
- h. Develop systems for planning, social mobilization, advocacy, surveillance, monitoring, evaluation and good reporting mechanisms within the health cluster.

<b>Government Organizations</b>	<b>Cluster Partners</b>
1. DOH-National Center for Disease Prevention and Control	1. World Health Organization
2. DOH-National Epidemiology Center	2. United Nations Children’s Fund
3. DOH-National Center for Health Facility Development	3. Plan International
4. DOH-National Center for Health Promotion	4. Philippine Red Cross
5. DOH-Bureau of Local Health Development	
6. DOH–Bureau of International Health Cooperation	5. Save the Children
7. DOH–Health Human Resource Development Bureau	6. Medecins Sans Frontieres
8. DOH–National Center for Pharmaceutical Administration	7. World Vision Development Foundation
9. DOH – Philhealth	8. Merlin
10.DOH – Administrative Services	9. United Nations Population Fund

**B. Mental Health and Psychosocial Support (MHPSS) Cluster**

The DOH is the lead in the provision of Psychosocial Support with the DSWD as co-lead focusing on the IDPs inside evacuation centers and transition shelters

and the Philippine Red Cross (PRC focusing on the home-based affected population.

The MHPSS cluster envisions to be a proactive leader in the delivery of well-coordinated, responsive, effective and quality MHPSS services integrated at all levels. Its goals are twofold: 1. to prevent and reduce prevalence of negative mental health and psychosocial consequences of emergencies and disasters, and 2. to enhance community resiliency to psychosocial impacts of emergencies and disasters.

Specifically, it aims to:

- a. Formulate policies, develop plans, guidelines and protocols on MHPSS.
- b. Organize capability building activities addressing the needs of different service providers and stakeholders in MHPSS.
- c. Establish coordination and collaboration mechanisms among different partners and stakeholders.
- d. Develop systems to support MHPSS program implementation and service delivery such as information management, resource management, and monitoring and evaluation.
- e. Conduct MHPSS assessment and provide appropriate, timely, culture and gender-sensitive MHPSS services to affected groups during emergencies and disasters.

<b>Government Organizations</b>	<b>Cluster Partners</b>
1. DOH-National Center for Disease Prevention and Control (Degenerative Disease Office)	1. Philippine Red Cross
2. National Center for Mental Health	2. Action Against Hunger (ACF International)
3. Department of Social Welfare and Development (DSWD) - Disaster Risk Reduction and Response Operations Office	3. UNICEF
	4. World Vision Development Foundation
4. Department of Education	5. Medecins Sans Frontieres
5. Philippine National Police	6. Philippine Psychiatry Association (PPA)
6. Armed Forces of the Philippines	7. Psychological Association of the

	Philippines (PAP)
7. University of the Philippines	8. Philippine Mental Health Association

C. Nutrition Cluster

The Nutrition Cluster aims to ensure that the nutritional status of affected population especially the most vulnerable groups: infants, children, pregnant women and breastfeeding mothers, older persons, people with disabilities, and people living with debilitating conditions will not worsen or deteriorate due to the impact of emergency and disaster through linking with other cluster/sector groups and establishing capacities at all levels.

Specifically, it aims to:

- a. Conduct rapid nutritional assessment in the affected areas;
- b. Ensure the timely and appropriate delivery of quality package of nutrition interventions to affected population particularly on the promotion and protection of infant and young child feeding practices, micronutrient supplementation, supplementary feeding, integrated management of acute malnutrition and others;
- c. Ensure that the foods provided and distributed are nutritionally adequate especially for the vulnerable groups;
- d. Conduct trainings and other various capacity building activities related to nutrition;
- e. Provide nutrition counseling to affected populations; and
- f. Establish and promote coordination, networking, planning, social mobilization, advocacy, surveillance, monitoring, evaluation and good reporting mechanisms within the nutrition cluster.

Government Organizations	Cluster Partners
1. DOH-National Center for Disease Prevention and Control(Family Health Office)	1. United Nations Children’s Fund
2. DOH-National Nutrition Council	2. World Health Organization
3. DOH-National Center for Health Facility Development	3. Action Against Hunger (ACF International)
4. DOH-National Center for Health	4. Save the Children

Promotion	
5. Department of Health - Food and Drug Administration (FDA)	5. Plan International
6. DOST-Food and Nutrition Research Institute	6. World Food Program
7. Department of Social Welfare and Development (DSWD) - Disaster Risk Reduction and Response Operations Office	7. Philippine Red Cross
	8. Medecins Sans Frontieres
7. DSWD-Council for the Welfare of Children	8. Child Fund
8. Department of Interior and Local Government	9. Merlin
9. Department of Trade and Industry (DTI)	10. Hellen Keller International
10. Department of Education (DepED)	11. World Vision
11. Commission on Higher Education (CHED)	12. Arugaan

#### D. WASH Cluster

The WASH Cluster aims to provide predictive leadership in coordinating water, sanitation and hygiene programs designed to minimize public health risks among affected men, women, children, persons with disabilities and other marginalized groups. It shall complement the local government effort in reducing water, sanitation and hygiene related morbidity, mortality and disabilities during emergencies and disasters by reducing faeco-oral diseases and exposure to disease bearing vectors through the following: a) Provision of safe drinking water; b) Provision of temporary and semi-permanent sanitation facilities and c) hygiene promotion.

Specifically, the WASH Cluster aims to:

- a. Develop cluster operational strategies covering the preparedness and response phases for emergency and disaster management with special consideration to vulnerable populations;
- b. Establish coordination, collaboration and networking within and among clusters;

- c. Establish reliable systems that will ensure effective implementation and continuous improvement of the WASH Cluster Approach during emergencies and disasters;
- d. Ensure access to WASH services for affected populations such as safe and adequate water supply, proper and adequate sanitation in terms of excreta disposal, hygiene promotion and education, solid waste management and drainage, and vector control during emergencies and disasters; and
- e. Build and strengthen the capacity of the regional and local WASH clusters.

<b>Government Organizations</b>	<b>Cluster Partners</b>
1. DOH-National Center for Disease Prevention and Control (Environmental and Occupational Health Office)	1. United Nations Children’s Fund
	2. World Health Organization
2. Department of Interior and Local Government	3. Action Against Hunger (ACF International)
	4. OXFAM Great Britain – Philippine Programme
3. Department of Education	5. Plan International - Philippines
	6. Save the Children
4. Department of Public Works and Highways	7. A Single Drop for Safe Water
	5. Philippine Red Cross
5. Local Water Utility Administration	6. Spanish Red Cross
	7. Manila Water Company, Inc.
6. Bureau of Fire Protection	8. Maynilad Water Services, Inc.
	9. Catholic Relief Services
	10. Adventist Development and Relief Agency
7. Metropolitan Water Works and Sewerage Services	11. Merlin
	12. World Vision
	13. Philippine Ecosan Network

For all the four (4) DOH-led Clusters, representatives from the academe and relevant agencies and professional organizations shall be on call as need arises.

**2.4.3. Protection Camp Coordination and Management (PCCM) (Previously, Camp/IDP Management, Emergency Shelter and Protection)**

The PCCM Cluster aims to provide assistance and augment all requirements for

the management and evacuation of individual's families affected by disasters. Specific objectives of the cluster are:

- a. To ensure the availability of identified safe, secure and accessible evacuation centers for emergencies and disasters;
- b. To ensure that temporary refuge to individual and families potentially at risk or in actual danger are immediately provided;
- c. To ensure establishment of sex and age disaggregated data accurate data e.g. listing and profiling of affected families and internally displaced persons (IDPs) in evacuation centers or temporary displacement sites.
- d. To ensure that all IDPs in evacuation centers are provided with basic humanitarian needs compliant with SPHERE standards such as, but not limited to food with enough nutritional values), potable water, clothing, family items, hygiene kits and other essential non-food items;
- e. To ensure that Basic Medical public health and protection services are available 24/7;
- f. To ensure that energy source and communication facilities are in place.
- g. Ensure that ECs are off limits and have designated areas for pet animals and livestock.
- h. Shall continue to seek opportunities for recovery, rehabilitation and developmental tasks as post response activities are undertaken, in case of prolonged stay.
- i. Security protocols such as the AFP's and PNP's Rules of Engagement (ROE) on Humanitarian Assistance for Disaster Response (HADR) shall be observed and implemented.

The PCCM Cluster is headed by the Department of Social Welfare and Development (DSWD) and the member agencies are Office of Civil Defense (OCD), Philippine Red Cross (PRC), Department of the Interior and Local Government (DILG), Philippine National Police (PNP), Bureau of Fire Protection (BFP), Armed Forces of the Philippines (AFP), Department of Finance (DOF), Philippine Coast Guard (PCG), Department of Foreign Affairs (DFA), Department of Health (DOH), Department of Agriculture (DA), National Food Authority (NFA), National Housing Authority (NHA), Housing and Urban Development Coordinating Council (HUDCC), Department of Education (DepEd), National Nutrition Council (NNC), Mines and Geosciences Bureau (MGB), Philippine

Atmospheric, Geophysical and Astronomical Services Administration (PAGASA), World Food Vision (WFP), International Organization for Migration (IOM), United Nations High Commission for Refugees (UNHCR), World Vision, Food and Agricultural Organization, Adventist and Development Relief Agency Foundation Inc. (ADRA), Corporate Network for Disaster Response (CNDR) and other organizations acknowledged by the NDRRMC.

#### **2.4.4. Logistics**

The Logistics Cluster aims to provide an efficient and effective logistics coordinating structure that will harmonize the activities of all clusters and encourage regular info-sharing among all stakeholders and other partners. The Cluster also formulates, updates, implements and monitors logistical policies, plans, programs and procedures that will harmonize the activities of each cluster.

The Logistics Cluster thru coordination, monitoring, identification and deployment cover the following:

- transportation (emergency road network, land, sea and air)
  - this includes road clearing and provision of equipment and machines (and its required fuel) to provide the needed access and mobility for all cluster operations,
- warehousing,
- inventories (consolidation of resources available among partners and cluster members)
- tracking of deployed items

The Logistics Cluster is headed by the Office of Civil Defense (OCD) and the member agencies are Department of Social Welfare and Development (DSWD), Department of the Interior and Local Government (DILG), Philippine National Police (PNP), Bureau of Fire Protection (BFP), Armed Forces of the Philippines (AFP), Philippine Coast Guard (PCG), Department of Foreign Affairs (DFA), National Food Authority (NFA), Mines and Geosciences Bureau (MGB), Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA), Department of Public Works and Highways (DPWH), Philippine Ports Authority (PPA), Department of Transportation and Communication (DOTC), Civil Aviation Authority of the Philippines (CAAP), airport authorities, railway corporations, World Food Vision (WFP), International Organization for

Migration (IOM), Corporate Network for Disaster Response (CNDR) and other organizations acknowledged by the NDRRMC.

#### **2.4.5. Emergency Telecommunications (ETC)**

To achieve the Emergency Telecommunications Cluster goal, the broad objective for the cluster's strategy is to strengthen ICT capacities at the national level down to local levels to prepare for, respond to and recover from the impacts of disasters.

This will be organized by providing a timely, resilient and predictable Information and Communications Technology (ICT) support to improve:

- a. Response and coordination among response organizations
- b. Decision-making through timely access to critical information
- c. Common operational areas for disaster response
- d. Common system standards and operating procedures.
- e. Standards based architecture for HADR Operations.
- f. System architectures for compliance and interoperability.

The Emergency Telecommunications Cluster is headed by the Office of Civil Defense (OCD) and the member agencies are Department of Social Welfare and Development (DSWD), Department of the Interior and Local Government (DILG), Philippine National Police (PNP), Bureau of Fire Protection (BFP), Armed Forces of the Philippines (AFP), Philippine Coast Guard (PCG), Department of Foreign Affairs (DFA), National Food Authority (NFA), Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA), Department of Transportation and Communication (DOTC), National Telecommunication Commission (NTC), telecommunication corporations, Philippine Information Agency (PIA), Department of Public Works and Highways (DPWH), professional and amateur radio associations and other organizations acknowledged by the NDRRMC.

#### **2.4.6. Education**

The Education Cluster aims to ensure safety of learners and DepEd personnel. It also aims to provide continued access to quality of education to all affected learner. The cluster shall:

- a) Conduct impact and needs assessment on affected teaching

- and non-teaching personnel, learners and educational properties;
- b) Provide the required temporary learning spaces, teaching-learning materials; and
  - c) Provide Psycho-social support and Services to both learners and DepEd personnel in coordination with concerned agencies.
  - d) Provide relevant assistance to affected teaching and non-teaching personnel

The Education Cluster is headed by the Department of Education and the member agencies are Office of Civil Defense (OCD), Department of Social Welfare and Development (DSWD), Department of Health (DOH), Department of Public Works and Highways (DPWH), Mines and Geosciences Bureau (MGB), Technical Education and Skills Development Authority (TESDA), Commission on Higher Education (CHED), private sector, Philippine Red Cross (PRC), UNICEF, Save the Children, Plan International, World Vision, Assistance and Cooperation for Community Resilience and Development Inc. (ACCORD) and other organizations acknowledged by the Department of Education.

#### **2.4.7. Search, Rescue and Retrieval (SRR)**

The Search, Rescue and Retrieval Cluster aims to provide support for an effective, timely, organized and systematic search, rescue and retrieval operations to affected areas in all emergencies to further minimize loss of lives and casualties, including the hand-over of casualties to the Health Cluster for proper treatment and management. The SRR Cluster is the national organization that will coordinate and deploy all available Search and Rescue teams from the government, civil society, private sector and the international community.

The SRR Cluster is headed by the Department of National Defense (DND) through the Armed Forces of the Philippines (AFP) and the member agencies are Department of Social Welfare and Development (DSWD), Department of the Interior and Local Government (DILG), Philippine National Police (PNP), Bureau of Fire Protection (BFP), Office of Civil Defense (OCD), Philippine Coast Guard (PCG), Department of Foreign Affairs (DFA), Mines and Geosciences Bureau (MGB), Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA), Department of Public Works and Highways (DPWH), Department of Health (DOH), Metro Manila Development Authority (MMDA),

telecommunication corporations, and other organizations acknowledged by the NDRRMC.

#### **2.4.8. Management of the Dead and the Missing (MDM)**

The Management of the Dead and the Missing aims to provide assistance in the proper identification and disposition of the remains in a sanitary manner with cautions to prevent negative psychological and social impact on the bereaved and the community. The MDM Cluster will focus on four major activities:

- Identification of the dead
- Final Arrangement for the dead
- Management of the missing persons
- Management of the bereaved families

The MDM Cluster is headed by the Department of the Interior and Local Government (DILG) and the member agencies are Department of Social Welfare and Development (DSWD), Department of the Interior and Local Government (DILG), Philippine National Police (PNP), Bureau of Fire Protection (BFP), Office of Civil Defense (OCD), Philippine Coast Guard (PCG), Department of Foreign Affairs (DFA), Mines and Geosciences Bureau (MGB), Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA), Department of Public Works and Highways (DPWH), Department of Health (DOH), Metro Manila Development Authority (MMDA), the affected local government units and other organizations acknowledged by the NDRRMC.

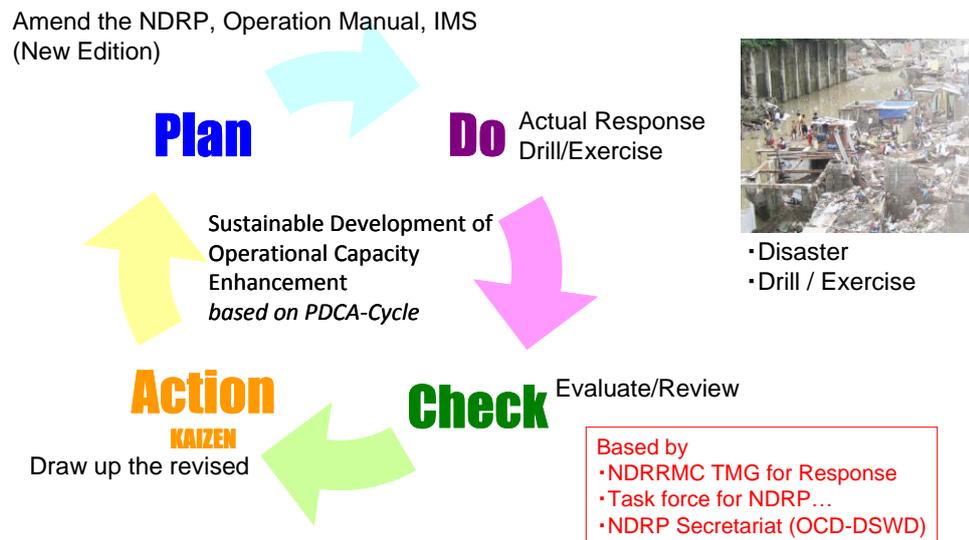
#### **2.4.9 Activation of Other Response Clusters**

The NDRP listed the main Response Clusters but are not limited to the above mentioned clusters. It will be upon the eight Response Clusters to create additional Response Clusters that they deemed necessary to carry out the needed assistance. It is also upon the NDRRMC to create additional Response Clusters upon evaluating the magnitude of the disaster and the required response assistance that must be provided. The additional Response Clusters will be activated by the NDRRMC and respective Response Clusters for the purposes given and will be duly deactivated as deemed fit.

### **2.5. Activation of the NDRP**

**2.5.1. Review and Modification of the NDRP**

The DRRMCs shall periodically review this NDRP and create appurtenant plan(s) and manual(s) in all levels to conduct appropriate response activities as shown in Figure 2.5.1 Policy on Sustainable Improvement System of NDRP



**Figure 2.5.1 Policy on Sustainable Improvement System of NDRP**

Taking into account the several types of damages and aftermaths due to different types of disasters, the NDRP shall be prepared so as to generally manage and activate response actions based on the lessons learned of disasters and plans/manuals developed in the past. The respective Response Clusters must review and revise their respective Operations Protocols after each disaster operation to increase their capacity and capability for future disasters.

The NDRRMC shall annually evaluate and amend this Plan through disaster exercises/drills and lessons learned from actual response activities in the future in terms of relationship with other national plans, such as development plans and investment plans as shown in Figure 2.5.2.

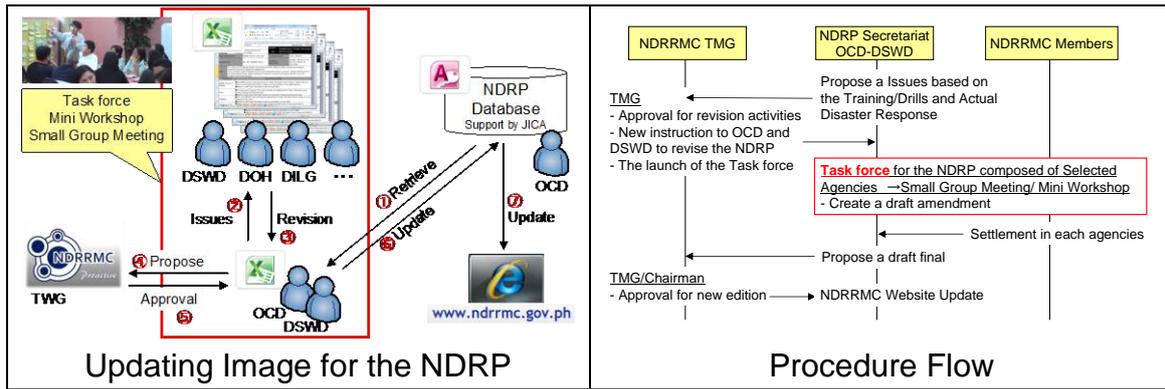


Figure 2.5.2 NDRP Amendment

The draft amendment of this Plan shall be prepared by the NDRRC-TMG through the discussions of the Task Force for the NDRP that will be composed of OCD, DSWD and selected agencies. The amendments will be presented to and approved by the NDRRC. The NDRRC-TMG shall develop a Monitoring and Evaluation Process and Guidelines to facilitate the identification of amendments. In support to this, the OCD and NDRRC-Service Secretariat shall prepare and develop a training program for the NDRRC-TMG members that will be specifically tasked to conduct periodic M&E functions for the amendments of the NDRP. The revised NDRP shall be effectively distributed and fully utilized for appropriate response activities.

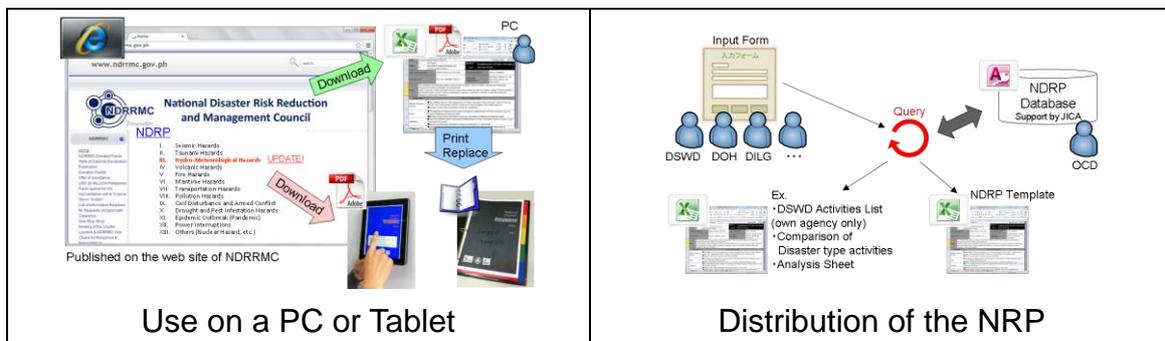


Figure 2.5.3 Effective Utilization of the NDRP

## 2.6. Creation and Amendment of the Related Plans and Manuals

In accordance with this NDRP, Regional DRRMCs shall create or amend their RDRPs in light of regional characteristics and particular conditions as well as local DRPs (or contingency plans based on the Incident Command System created in each LGU) by local DRRMCs. Member agencies of NDRRC shall also create a practical plan and/or manual regarding response actions against

disasters and publicize the NDRP and the plan/manual created for personnel in their department. The plan/manual to be created shall also be reviewed and amended periodically through exercises and drills as well as lessons learned.

The NDRRMC through the OCD shall require submission of plans and manuals by member agencies and LGUs related to the NDRP. Furthermore, the NDRRMC shall improve the NDRP through academic researches and analyses on DRRM, studies on actual disaster conditions to identify the significant and essential issues on response activities.

## CHAPTER THREE: Operability of the NDRP

### 3.1. The NDRRMC and the Operations Center

The NDRRMC as the main agency tasked to respond and manage all disaster operations has the ultimate responsibility for any decision and action affecting the difference between saving or losing more lives in the aftermath of any disaster. Thus the responsibility of orchestrating a national response either for augmentation or assumption of disaster response activities requires an educated decisions and actions based on sound data and analyses. To pursue this, all members of the NDRRMC and those that will be assigned to be a part of the NDRRMC will be oriented to the tenets of this plan and the systems installed in support of this plan. This will be the main task of the Head of the Operations Center of the NDRRMC.

The NDRRMC and the Operations Center (OpCen) serves as the main Command Center for all National Response Clusters. The Operations Center is composed of focal persons assigned by the NDRRMC member agencies. These focal persons seating or 'on-duty' at the on-set of the disaster is responsible for all coordination needed to be done to commence the operations of each Response Cluster.

The NDRRMC as a collegiate body and through the leadership of the Chairperson will take the helm of the operations and will provide all decisions and instructions for a timely and appropriate assistance to the affected population. Upon issuance of alert for an incoming Tropical Cyclone or Monsoon rains (southwest or northeast), all Response Cluster will be activated and will report directly to the NDRRMC for briefing and pre-disaster preparations. Pre-disaster activities of the NDRRMC and its Response Clusters include the following:

- a. Scenario building activities using data from the warning agencies (PAGASA, PHIVOLCS, MGB) and other related units of the government.
- b. Each scenario will be provided with a contingency plan. The appropriate contingency plan will be determined and implemented two (2) days before landfall of the tropical cyclone. PAGASA will provide the NDRRMC with the projected direction of the cyclone from first landfall to exit path.

- c. Contingency plan will include pre-positioning of resources and assets for quick response, initial during disaster response activities;
- d. For 'Assumption' assistance, the Rapid Deployment Team (RDT) that will be deployed and tasked to install Operation Centers at the affected areas to facilitate a 24/7 operational system for response.

All Response Cluster members will coordinate with the assigned focal person or team of the NDRRMC that will be stationed in all Operation Centers established to facilitate the whole response operations at the affected areas and in Manila. The diagram below shows the flow of actions and information that are coordinated from the warning agencies to the NDRRMC who is the official body that will send warnings and instructions to the different agency members of the Response Clusters.

The Operations Center will be managed by the Office of Civil Defense to support and assist the members of the NDRRMC in pursuing their mandate during disasters. The OCD as manager of the Operations Center has the following responsibilities;

- Coordination of all requests coming from all Response Cluster member agencies;
- Collation of situational reports from the 17 regional offices of OCD;
- Dissemination of Press Releases and official information to the public as sanctioned by the Chairperson or Executive Director;
- Provide administrative and secretariat assistance and support to the NDRRMC.

The 8 (eight) Response Clusters will provide response services on two triggers:

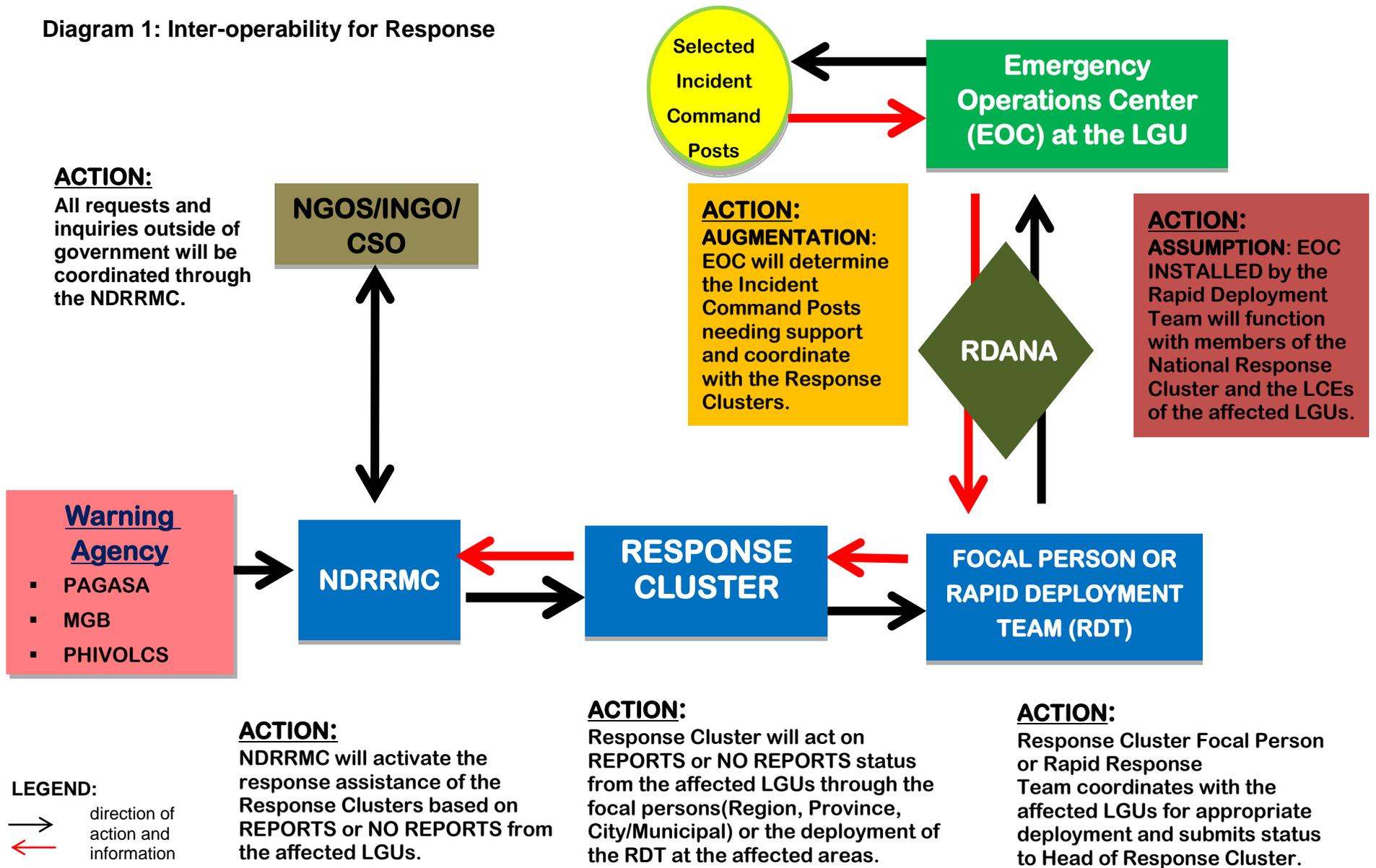
- Trigger 1: Requests in the Situational Reports coming from the RDRRMCs through the Regional Offices of the Office of Civil Defense submitted to the NDRRMC.
- Trigger 2: No reports or information coming from the affected RDRRMCs within 12 hours after landfall of the tropical cyclone.

Response will be based on the results of the Rapid Damage and Needs Assessment (RDANA). The difference is on the timeline of the conduct of the RDANA and who conducts it. Trigger 1 has the affected LGUs conducting the

RDANA as basis for the situation report that they submit to their respective PDRRMCs/RDRRMCs. The RDDRMCs in turn consolidates and submits Situational Reports to the NDRRMC together with request for augmentation of resources. These Situational Reports are the basis for the NDRRMC to determine the amount of augmentation that will be provided by the Response Clusters.

Trigger 2 has the Rapid Deployment Team (RDT) deployed by the NDRRMC to the affected areas doing the RDANA for the affected LGUs. The RDT does the RDANA in coordination with the LCEs of the affected LGUS. Similar to the ST Yolanda experience, LCEs of the affected LGUs usually do not have the capacity to install operations for response due to the massive impact of the disaster. The LCEs and the whole of his government body are affected by the disaster that they are considered victims of disasters. When such occasions occur, the RDT will conduct the RDANA for the affected LGUs and provide the needed situational report to the NDRRMC. It must be stressed that the RDT will and will always inform and involve the LCEs of the affected areas in the operations for response.

Diagram 1: Inter-operability for Response



## **3.2. Interoperability with the Regional and Local Government Units**

### **3.2.1 Focus of the NDRP**

The NDRP focused on the action of the National Government towards the mounting requests from the regional and local government units that have used up their prepositioned resources in their response operations. It acknowledges the jurisdictional mandate of the local government units both at the provincial and municipal levels in the protection and provision of public services as dictated by the Local Government Code (LGC, RA1760).

To comply with the mandates of the LGU, the NDRP approaches response by providing augmentation to the existing provisions of the LGUs or to assume the response activities of the affected LGUs. The different national agencies have installed a system of reporting and protocols that will ensure that all affected LGUs will be assisted by the next higher level of government for augmentation of resources or in cases where the LGUs are so affected by disaster that there is a need for the national government to assume the conduct of response activities for the affected LGUs. This NDRP also acknowledges that there are special cases where direct provision from the Central Offices of the NDRRMC members will be done where a directive from the Chairperson of the NDRRMC or the President was given.

The NDRP is built on the premises that all LGUs have done their respective Preparedness and Mitigation Plans as well as their respective contingency plans. It also acknowledges that all LGUs have their respective Incident Command System that will be immediately activated during disaster. These premises are necessary to develop the strategic actions of the national government for response as the NDRP focused on the assistance to be provided based on the response capacity and capability of the affected LGUs.

Furthermore, cascading the NDRP to the regional and local government units will be in the form of action plans as they will form part of the preparedness and mitigation plans together with that of the Recovery and Rehabilitation plan to complete the four thematic areas.

The action plans will be the guide for regional and local government units in the operations of their respective DRRMCs. The DRRMCs are the main

organization that will be responsible for all assessment, deployment and reporting to determine the extent of damaged on ground.

### **3.2.2 Incident Command and Response Cluster**

The NDRP acknowledges that Incident Command System (ICS) is utilized by the different DRMMCs for response. The ICS is focused on the LGU's operations and/or each command post prepared by NGAs as response to any disaster in their jurisdiction. The NDRP does not change the ICS but harmonized with the system. The Response Cluster is an organizational structure that will facilitate the provision of resources and services by a group of agencies that has both technical capability and capacity for specific needs of the affected population. The approach for response in providing the physical, social, psychological and health requirements of the affected population is holistic but using specific cluster in the delivery of goods and services.

### **3.2.3 Coordination with the International Humanitarian Assistance Group**

The assistance coming from the international humanitarian community will be coordinated by the NDRRMC through the Response Clusters. The Response Clusters were patterned to the Cluster Approach of the United Nations and were created to have a seamless coordination with the different international humanitarian organizations and agencies.

For the Augmentation Scenario, the different international agencies are already considered as members of the Philippine Response Clusters of the NDRRMC. Their participation in the conduct of the Rapid Damage and Needs Assessment at the local level where their organization or agency are present are integrated in the operations protocol of each response cluster. As member of the response cluster, any international humanitarian agency or organization must seek the confirmation of the Philippine Response Cluster Head or the affected LGUs for assistance after the conduct of the RDANA.

For the Assumption Scenario, all international humanitarian organizations will coordinate with their respective Philippine Response Cluster for details of the deployment of assistance for the affected LGUs. The NDRRMC through the Rapid Deployment Teams will establish Operations Center at the affected LGUs where Response Operations will commence through the different Response Clusters.

### **3.2.4 Executive Order No.82 of 2012 for Establishing National and Local Crisis Management Organizations**

The NDRP shall be harmonized and consistent with “The Practical Guide for National Crisis Managers” and “The National Crisis Management Core Manual (Core Manual)” authorized by E.O. 82 of 2013 issued on September 04, 2012. These two (2) operational manuals discuss agency/departmental principles and provisions, and provide functional concepts and guidelines across offices/units in the agency/department for responding to and managing human-induced crises. In E.O. 82, the Core Manual has been defined as the overarching framework for national crisis management.

It means that the NDRP for disasters under the DRRMC shall be consistent and compatible in roles and responsibilities of related agencies with Core Manual for crisis under National Crisis Management Committee of National Security Council as national strategic plans and vice versa.

### **3.3. Operations Protocol of the National Response Clusters**

The Operations Protocols presented in this NDRP are the basic documents that all members of the each Response Cluster will use in guiding all operations for hydro-meteorological hazards. The operations protocols were developed by the cluster members that were directly involved in past disasters and have given their technical and practical inputs for the improvement of operations.

Each Response Cluster has a focal person and Cluster Lead. The operations protocol acknowledges the roles and responsibilities of the Cluster Lead and members and how they will coordinate with the NDRRMC, OpCen and other instrumentalities of the Philippine Government as well as with the civil society and private sector. It also established the bases and entry points of humanitarian assistance.

The Operations Protocols serves as guide and policy for both Philippine Government agencies and the rest of the Philippine society and international community in providing assistance to the affected population. It does not replace any established protocols (e.i, AFP-PNP Joint Operations Protocols, AFP’s Standard Rules of Engagement, AFP’s HADR SOP, etc) of and amongst national and international agencies for response but gives such agencies the freehand to comply with such protocols under the Cluster approach for response.

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**CLUSTER A: Food and Non-Food Items Cluster Operations Protocol**

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Copy Number:

Issuing Agency: National Disaster Risk Reduction and Management Council

Place of Issue: Camp General Emilio Aguinaldo, Quezon City

Date of Issue:

Integrated Plan: National Disaster Response Plan

## **1. RATIONALE**

During disaster, it is common site for affected communities to be cut-off from their regular supply of food and the means to prepare their daily meals. For the Food and Non-Food Items Cluster (FNI Cluster) the operations focused on providing affected families with the needed sustenance and other daily requirements that they need to maintain health and hygiene.

## **2. OBJECTIVE**

The FNI Cluster generally aims to save lives by providing food and non-food items to the affected populations during the emergency response phase in the short-term, and to restore at least the pre-disaster level of food security in the affected areas in the long-term.

Specifically, the cluster aims:

- a. To undertake the coordinated provision of food and non-food assistance to the affected families;
- b. Regularly monitor, in coordination with Nutrition Cluster as a part of HEALTH Cluster (See Roles and Responsibilities of DOH in Concept of Operations described below and Operations Protocol of Cluster B: Health), the nutritional status (include nutritional content, social and cultural acceptability anywhere in the food/non-food cluster TOR) of the affected population, identify gaps in the provisions of food assistance, and formulate strategic interventions to address the gaps;
- c. To ensure availability of food and non-food stockpiles at all levels.

## **3. CONCEPT OF OPERATIONS**

The FNI Cluster will follow the cluster approach in operations taking into account that the direction of the operations will be guided based on the information provided at the Local Disaster Risk Reduction and Management Councils. The operation phase is divided into three disaster phases: Pre-disaster, During disaster and Post disaster.

Each member agency has their respective roles and responsibilities per disaster phase. The DSWD as Cluster Lead heads the operation of the cluster and does all the main coordinating function.

All activities of the FNI Cluster aim for augmentation from the affected Local Government units (City/Municipal/Province) and from the Region as well. LGUs must have done prepositioning activities and will be the first resources that will be distributed before augmentation is done by the higher levels of responding government agencies. LDRRMCs should establish a system of reporting for the inventory of available resources at their disposal and will only submit and request to the next higher level of government for augmentation of required resources.

All Clusters will conduct post disaster assessment of cluster operations to identify good practices and areas for improvement.

The following are the key players and actors in the implementation of this concept.

### **A. Lead Cluster Agency**

**a) Department of Social Welfare and Development (DSWD)** through the Disaster Risk Reduction Operations Office will head and lead the coordinating functions of the Cluster. Specifically, the DSWD will do the following for each Disaster Phase:

#### **i. Pre-Disaster Phase**

1. Activation of Quick Response Team (QRT) as first responders.
2. Validate all prepositioned resources at all Field Offices as well as from the Provincial and City/Municipal levels.
3. Submit a Status Report on all prepositioned resources to the NDRRMC.

#### **ii. During Disaster Phase**

1. Activate pool of volunteers for stockpiling, monitoring and distribution of food and non-food items.
2. DSWD shall coordinate with internal and external donor donation agencies for their capacities taking into consideration occurring disaster situations.
3. Provision of Disaster Assistance Family Access Card (DAFAC) to facilitate on-time, frequency and type of assistance provided to disaster victims.
4. 24/7 operation of Disaster Response Operations and Monitoring and Information Center (DROMIC) at Central Office and Field Offices.\*
5. Continues disaster response monitoring and mobilize instrumentalities and entities of the LGUs, CSOs and private groups and organize volunteers for response.
6. Provision of emergency relief (food and non-food items), medical supplies, inside and outside evacuation center.
7. Allocation of QRF at the Field Office level. – to indicated pre disaster phase.
8. Conduct of Rapid Assessment using the DSWD tool to validate information provided by local stakeholders to

determine the extent of damage either partially or totally, specifically for food and non-food, for funding requirements.(For augmentation-actual and factual local response need to identify/reflect in the report as basis for response)

9. Set protocols of information and reporting to account relief activities of all partners, local and international NGOs and media groups.
10. Set guidelines when to terminate relief, response and evacuation center management.
11. Secure accurate data from the LGUs needed for request of augmentation of assistance and dissemination of report to cluster members/agencies.

### iii. **Post Disaster Phase**

1. Shall conduct Rapid DANA and Post DANA w/ other partner agencies under coordination of NDRRMC and RDRRMC(s) concerned.
2. Develop a post-distribution monitoring system. Evaluation of the quality, sufficiency, effectiveness and timeliness of distributions help to improve the overall distribution system and approach.
3. Establish complaints mechanisms, so camp residents can ensure a way to verify entitlements and services. In case of fraud, theft or abuse, camp residents/families must be able to voice their complaints and know that lead and coordinating agency including service providers will take action.
4. Shall provide “Pabaon Package” (provision of food packs) and BalikProbinsya to IDPs
5. Shall provide continuing relief assistance when needed.

## **B. Cluster Member Agency**

a) **Philippine Atmospheric, Geophysical, Astronomical Services Administration, (PAGASA)** is the sole agency to issue warnings and alerts for hydro-meteorological disasters through DRRMCs.

### b) **National Food Authority (NFA)**

#### i. **Pre-Disaster Phase**

1. Availability of food security stocks during natural and man-made calamities and emergencies;
2. Position/transfer rice stocks to areas particularly the deficit and those identified as calamity prone areas;
3. Coordinates with LGUs nationwide and pursue advocacy on NFA programs, availability of food security stocks and encourage LGUs to enter into a Memorandum of Agreement (MOA) on credit sales during calamities.

4. Shall coordinate the prepositioning of Non-Food Items to OCD-RCS
5. Shall alert available personnel and resources for activities for supply of Food and NFIs.

**ii. During Disaster Phase**

1. Continues OPCEN operations.
2. Regularly monitors the weather forecast of PAGASA.
3. Closely coordinates/facilitates the requests of the Office of Civil Defense (OCD), DSWD, PNR, LGUs, Legislators and other relief and concerned government and private entities on their rice requirements.
4. Issues/delivers rice stocks as requested by OCD, DSWD, PNR, etc. upon payment/submission of necessary documents.
5. Mobilizes OPCEN personnel to conduct the assessment of the status of rice supply and prices.
6. Submits report on rice sales and issuances to the top management and concerned agencies.

**iii. Post Disaster Phase**

1. Monitors the supply and demand, and prices of rice and extent of damages.
2. Deploys rolling stores and tap/accredit rice retailers in the affected areas to sustain/stabilize the supply and prices of rice.
3. Coordinates/facilitates the requests of OCD, DSWD, PNR, LGUs, Legislators and other relief and concerned government and private entities on their rice requirements.
4. Submits daily report on rice sales/issuances to the top management and concerned agencies.

**c) Department of Health(DOH)**

1. Coordinate and share information on nutritional assessment reports to prioritize food distribution to the affected areas.
2. Support to food safety and IEC activities.

**d) Philippine National Police (PNP) through the Police Community Relations Group (PCRG).**

**i. Pre-Disaster Phase**

1. Mobilize active community partners for donations to affected areas by hydro-met. disaster.
2. Alert personnel to provide assistance in the repacking and distribution of goods by concerned government agencies, private institutions, etc.

**ii. During Disaster Phase**

1. Deploy personnel in the affected areas to provide appropriate assistance.
2. Shall take necessary actions in response to the requests from LGUs and the cluster through NDRRMC/OCD.
3. Shall coordinate with NDRRMC/OCD and DSWD regarding security in food repacking/distribution centers

**iii. Post Disaster Phase**

1. Shall take necessary actions in response to the requests from LGUs and the cluster through NDRRMC/OCD.
2. Shall coordinate with NDRRMC/OCD and DSWD regarding security in food repacking/distribution centers

**e) Armed Forces of the Philippines (AFP)**

**i. Pre-Disaster Phase**

1. Shall take necessary actions in response to the requests from LGUs and the cluster through NDRRMC/OCD.
2. Shall coordinate with NDRRMC/OCD and DSWD on the pre-positioning and or warehousing of FNFI including its security.
3. Shall provide the necessary capability to assist in the transport, delivery, and security requirements of the affected LGUs, cluster members through NDRRMC.
4. Shall provide personnel assistance and support for the preparation, transport and prepositioning of Food and NFIs.

**ii. During Disaster Phase**

1. Shall provide personnel, transportation and other support requirements for the delivery and distribution of FNFI.

**iii. Post Disaster Phase**

1. Shall provide personnel, transportation and other support requirements for the relief operations.

**f.) Philippine Coast Guard**

1. Shall take necessary actions in support (e.g. manpower, support medical teams) to the request from LGUs and cluster members through NDRRMC/OCD
2. To support the transport of relief goods in bulk by utilizing PCG floating assets.

**g.) Office of Civil Defense (OCD)**

**i. Pre-Disaster Phase**

1. Shall coordinate the prepositioning of Non-Food Items to OCD-RCS.
2. Shall alert available personnel and resources for activities for supply of rice assistance.

**ii. During Disaster Phase**

1. Interpreting the occurring disaster situation(s), RDRRMC(s) concerned and OCD shall prepare preemptive follow-up actions:
2. Prepare the provision of rice assistance
3. Commence arrangement of Logistics and transportation Supports with concerned agencies
4. Coordinate the conduct of Food/Non-Food Cluster Meeting with DSWD
5. Prepare the deployment of rice assistance.
6. Receives and consolidate reports on FNI requirements for submission to the NDRRMC. NDRRMC copy furnished all stakeholders for rapid damage assessment.

**iii. Post Disaster Phase**

1. Provide rice assistance to affected areas through the OCDRC.
2. Initiate the One-Stop-Shop (OSS) to process international humanitarian assistance with DOF, BOC, DOH, DSWD, BFAD.
3. Participates in PDNA.

h.) **Department of Agriculture (DA)** shall secure and supply food Items (Rice) to affected population. .

**i. (Pre-Disaster) Before Alert Warning Phase**

1. Disseminate Crops Response hydro-met hazard applicable activities (flooding & landslide)
2. Support rice buffer stocking of NFA
3. Coordinate with LGUs in the identification of animal shelter areas

**After Alert Warning Phase**

1. Activate Quick Response Center and Deploy QRT/Market Assistance Teams
2. Activate mechanisms for market stabilization
3. Validate all available/prepositioned resources at all DA agencies/field level; rice, corn, seeds transport and post-harvest facilities such as dry/cold storage.

**ii. During Disaster Phase**

1. Continue operations of Quick Response center and QRT/market assistance.
2. Monitor market conditions
3. Facilitate movement of food from production to disaster areas by tapping into the existing market networks/mechanisms such as Barangay Food terminals and food trading centers.
4. Mobilize post-harvest facilities if necessary
5. Conduct of RDANA

**iii. Post Disaster Phase**

1. Conduct PDNA; damages, losses and needs assessment
2. Provide cash for work to the affected population.

**i.) Philippine Red Cross (PRC)****i. Pre-Disaster Phase**

1. Coordinate with Chapter to verify report and identify needs of operation.
2. Coordinate with partner agencies at the national level such as NDRRMC, DSWD, DOH, and etc.

**ii. During Disaster Phase**

1. Mobilization of relief supplies to augment chapter relief operations.
2. Mobilization of logistical support to augment chapter response capacity and/or field base operations managed by the PRC.
3. Mobilization and deployment of require teams in the disaster operation areas such as ERUs, Water and Sanitation, assessment, logistics in coordination with respective services/offices in-charge.
4. Assess current and progress of situation and needs analysis in the disaster areas.
5. Prepare and submit operation plan for approval of the Chairman/CEO and/or Secretary General/COO.
6. Prepare necessary memorandums for release of supplies and funds to support NHQ and Chapter disaster operations.
7. Support the Operation Center in the gathering and collation of disaster reports and statistics.
8. Coordinate all disaster operation at the NHQ, Chapters, and other field operations.
9. Coordinate with internal and external partners such as IFRC, PNSs, ICRC, NDRRMC, Non-Government Organizations, and private agencies.

**PRC Chapters**

1. Provision of hot meals.
2. Setting up of welfare desks.
3. Provision of emergency medical, nursing and first aid to those affected by disasters (those who are sick and injured).
4. Gathering of substantial data through conduct of rapid assessment.
5. Survey and registration of families affected by disasters.
6. Relief operations (distribution of supplies food and non-food items) is under the Chapter responsibilities.

7. Provision of emergency shelter for the homeless victims, on a case-to-case basis.
8. Family service assistance (Restoring Family Links).

**iii. Post Disaster Phase**

1. Mobilization of relief supplies to augment chapter relief operations;
2. Mobilization of logistical support to augment chapter response capacity and/or field base operations manage by the PRC;
3. Mobilization and deployment of require teams in the disaster operation areas such as ERUs, Water and Sanitation, assessment, logistics, and etc in coordination with respective services/offices in-charge;
4. Assess current and progress of situation and needs analysis in the disaster areas;
5. Prepare and submit operation plan for approval of the Chairman/CEO and/or Secretary General/COO;
6. Prepare necessary memorandums for release of supplies and funds to support NHQ and Chapter disaster operations;
7. Support the Operation Center in the gathering and collation of disaster reports and statistics;
8. Coordinate all disaster operation at the NHQ, Chapters, and other field operations; and
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7. Provision of emergency shelter for the homeless victims, on a case-to-case basis.
8. Family service assistance. (Restoring Family Links).

**j.) Bureau of Fire (BFP)**

**i. Pre-Disaster Phase**

1. Ensure availability of resources for possible deployment/mobilization in coordination with LGUs cluster through NDRRMC/OCD.
- ii. **During-Disaster Phase**
  1. Mobilization of resources in response to the request of LGUs.
  2. Assistance in the distribution of Food & NFIs
  3. Provision of water ration for domestic use in the evacuation sites/camp areas.
- iii. **Post-Disaster Phase**
  1. Clearing/flushing of vital infrastructures such as evacuation centers, hospitals, schools, etc.
  2. Water siphoning of flood water in vital road networks.

#### 4. CONCEPT OF SUSTAINMENT

- a) The DSWD as Cluster Lead will coordinate all movement of food and non-food items including those coming from other public or private organizations using the support of the Logistics Cluster.
- b) Concerned government agencies and their subordinate offices shall utilize their respective internal personnel. Additional personnel requirements shall be coordinated through the NDRRMC in collaboration with all Council members.

#### 5. COMMAND AND CONTROL

A. Command Relationship – all DRRM actors and key players will refer and based their actions as prescribed in IRR of R.A. 1021, Rule 3, Section 2.

Composition

B. Command Center – National Disaster Risk Reduction and Management Operations Center (NDRRMOC), Camp General Emilio Aguinaldo, Quezon City.

a) Succession of Command:

- (1) Chairperson, NDRRMC (S, DND)
- (2) Vice-Chairperson for Disaster Response (S, DSWD)
- (3) FNI Cluster Lead (DRROO)
- (4) FNI Cluster Members

a) Interagency Communication System Support

For the entire duration of the operations, the existing means of communications shall be utilized whatever is applicable. However, the Emergency Telecommunication Cluster will be activated once communication is cut-off from the affected areas.

FOR GUIDANCE AND STRICT COMPLIANCE

**SEC VOLTAIRE GAZMIN  
CHAIRPERSON, NDRRMC  
Department of National Defense**

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**CLUSTER B: HEALTH CLUSTER [Health Services (Public Health and Hospitals), Water, Sanitation and Hygiene (WASH), Nutrition, Mental Health and Psychosocial Support (MHPSS)]**

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Copy Number:

Issuing Agency: National Disaster Risk Reduction and Management Council

Place of Issue: Camp General Emilio Aguinaldo, Quezon City

Date of Issue:

Integrated Plan: National Disaster Response Plan

## **1. RATIONALE**

In emergencies and disasters, delivery of appropriate and timely public health and medical interventions is critical in order to save lives and decrease preventable mortalities, morbidities, injuries and disabilities. The Health Cluster is comprised of the health emergency management systems of the Department of Health which was tasked to lead four (4) key sub-clusters: 1) Health (Public Health and Hospitals) 2) Water, Sanitation and Hygiene (WASH), 3) Nutrition and 4) Mental Health and Psychosocial Support (MHPSS) clusters each of which answers defined outcomes and objectives in the response plan working harmoniously with one another and with other clusters in large scale disaster response in the country.

## **2. OBJECTIVE**

The Health Cluster comprised of the Health, WASH, Nutrition and MHPSS sub-clusters of the DOH aims to provide support for the delivery of appropriate and timely health services to the affected population.

## **3. CONCEPT OF OPERATIONS**

The DOH Central Office oversees the entire operations and response of the health sector while the Regional Health Office coordinate closely with the LGU and provides technical as well as logistical support as necessary. In the event of a disaster, whose magnitude requires the Regional Health Office to request for assistance, the DOH Central Office together with the unaffected regions will provide necessary and appropriate assistance to the affected LGU. Under the supervision of the Regional Health Office, the DOH retained hospitals provide health services to the affected population. On the other hand, the district hospitals in the affected LGU are under the supervision of the provincial government. In a worst case scenario, where the local and regional health sector is non-functional, DOH Central Office/ non-affected Regional Office will assume operational contr

The following are the key players and actors in the implementation of this concept.

**Lead Cluster** This is a National Disaster Response Plan for Hydro-Meteorological Disaster under the NDRRMC

The **Health Cluster**, in which the **DOH** is the **Lead Agency**, is the second of eight clusters.

The involved clusters and their lead agencies are the following:

1. Food and Non-Food Items Cluster – DSWD
2. Health Cluster - DOH
3. Protection Camp Coordination and Management Cluster - DSWD
4. Logistics Cluster - OCD
5. Emergency Telecommunications Cluster - OCD
6. Education Cluster - DepEd
7. Search Rescue and Retrieval Cluster - DND
8. Management of the Dead and Missing Cluster – DILG

## **A. Agency**

### **a) Department of Health (DOH)**

#### **i. Pre-Disaster Phase (Health, WASH, Nutrition, and MHPSS)**

- a. Release alert memo to all RHO
- b. Activate SMART Infoboard
- c. Raise code alert as appropriate
- d. Inventory of logistics (both CO and RHO)
- e. Preposition of logistics in RHO
- f. Stand-by Response Team
- g. Continuous monitoring and dissemination of information updates
- h. Close coordination with the corresponding DRRMC

#### **ii. During Disaster Phase (Health, WASH, Nutrition, and MHPSS)**

- a. DOH hospitals and RHO in affected regions will provide pre-hospital and hospital care
- b. Provide patient conduction
- c. Report and coordinate with advanced command post of the affected LGU
- d. Attend coordination meetings if any
- e. Continuous monitoring and reporting across levels

#### **iii. Post-Disaster Phase**

##### **1. Health (Public Health and Hospitals)**

- a. Conduct Rapid Health Assessment (RHA)
- b. Surveillance in Post Extreme Emergencies and Disaster (SPEED) activation
- c. Deploy of medical teams to evacuation centers and priority communities
- d. Augment logistics

- e. Provide health services (e.g. general consultation and treatment, vaccinations, reproductive health services, chemoprophylaxis, health education, promotion, and advocacy including hygiene, nutrition, and psychosocial support, etc.)
- f. Provide hospital services
- g. Perform patient referral/ conduction to other hospitals
- h. Provide continuous monitoring and reporting
- i. Attend coordination meetings
- j. Coordinate health sector response
- k. Conduct health facility assessment, immediate cleaning/clearing activities, and repair to restore functionality
- l. Participate in the conduct of PDNA/DANA/DALA and other assessments
- m. Prepare recovery and rehabilitation plan
- n. Documentation

## **2. WASH**

- a. Assist in Rapid WASH Assessment
- b. Augment WASH logistics (e.g. water containers, water disinfectants, hygiene kits, water testing reagents, fund/supplies for toilet construction, and other WASH commodities)
- c. Augment provision of safe drinking water through the mobilization of water treatment units, water distribution tanks, and water storage tanks
- d. Coordinate the provision/distribution of adequate water supply for domestic use; installation/construction of toilet facilities; repair/restoration of water facilities; hygiene promotion from WASH cluster members and partners
- e. Provide technical assistance: installation and construction of toilet facilities; waste management; vector control
- f. Assist in continuous water quality monitoring
- g. Continuous monitoring and reporting of WASH activities and services
- h. Conduct coordination activities regarding WASH Cluster response
- i. Participate in the conduct of PDNA/DANA/DALA and other assessments
- j. Prepare recovery and rehabilitation plan
- k. Documentation

## **3. Nutrition**

- a. Assist in Rapid Nutrition Assessment

- b. Augment Nutrition logistics (e.g. Vitamin A, multiple micro-nutrient packs, ferrous sulfate and folic acid, MUAC tapes, weighing scale, weight-for-height reference table, height board, breast-feeding kit)**
- c. Coordinate the following: provision of ready-to-use supplementary and therapeutic food (RUTF/RUSF); human milk banking from Nutrition cluster members and partners**
- d. Assist in the conduct of general and blanket supplementary feeding**
- e. Coordinate the mobilization of nutrition assessment teams, infant feeding, and breast-feeding support groups**
- f. Assist in the referral of severely malnourished patients to appropriate facilities**
- g. Continuous monitoring and reporting of Nutrition cases and interventions**
- h. Conduct coordination activities regarding Nutrition Cluster response**
- i. Participate in the conduct of PDNA/DANA/DALA and other assessments**
- j. Prepare recovery and rehabilitation plan**
- k. Documentation**

#### **4. MHPSS**

- a. Assist in Rapid MHPSS Assessment**
- b. Augment psychotropic medications**
- c. Coordinate the mobilization of MHPSS teams**
- d. Assist in the following: provision of psychological first aid; activation of community and family support systems; and provision of other specialized MHPSS services**
- e. Assist in the referral of cases to higher level of care**
- f. Continuous monitoring and reporting of MHPSS cases and interventions**
- g. Conduct coordination activities regarding MHPSS Cluster response**
- h. Participate in the conduct of PDNA/DANA/DALA and other assessments**
- i. Prepare recovery and rehabilitation plan**
- k. Documentation**

**\*In the event of mega disaster (e.g. Typhoon Yolanda),**

- a. Assume command and control by DOH CO or other non-affected RHO**
- b. Mobilize all resources of the DOH to the affected regions**
- c. Prioritize response over regular activities by all DOH offices and attached agencies**

**B. Cluster Member Agency (These are the other agencies who are needed to support the DOH, in its role as the Lead Agency for the Health Cluster. The following are the respective roles of the different agencies in support of the Health Cluster.)**

**a. Department of Social Welfare and Development (DSWD)**

1. Assist in the provision of medical and health emergency services to the affected population in coordination with the Health Cluster Lead or the head of the deployed emergency health teams
2. Ensure the provision of facilities within evacuation centers that would be conducive to good health outcomes (e.g. breastfeeding corner, spaces for pregnant and lactating mothers, gender sensitive toilet and bathing facilities, medical consultation area, priority lane for vulnerable population etc.)
3. Take the lead in the provision of MHPSS services in evacuation centers and refer to the Health Cluster patients needing specialized care
4. Coordinate with Health Cluster regarding milk donations

**b. Office of the Civil Defense (OCD)**

1. Assist Health Cluster in the transport of medical teams and health logistics
2. Provide space in OCD logistics hubs for prepositioning of health logistics
3. Refer health related donations to the Health Cluster for clearance prior to acceptance
4. Refer foreign health teams to the Health Cluster for registration, coordination and deployment except for foreign military teams
5. Copy furnish Health Cluster with the post mission of the health component of foreign military teams involved in medical missions
6. Provide Health Cluster access to emergency telecommunications facilities

**c. Department of National Defense (DND) through AFP**

1. Provide security for health teams and logistics in areas with conflict or insurgencies
2. Provide transport for Health Cluster personnel and logistics
3. Coordinate with Health Cluster on the movement and activities of the AFP and foreign military health personnel
4. Coordinate with the Health Cluster alive victims from search and rescue operations
4. Take the lead in the provision of MHPSS services for military personnel and families and refer to the Health Cluster patients needing specialized care
5. Provide Health Cluster access to use of military health facilities
6. Provide Health Cluster reports on medical missions conducted

**d. Department of the Interior and Local Government (DILG)**

1. Facilitate coordination of DOH with LCE for Health Cluster Operations
2. Assist the Health Response Teams in coordinating with the LCEs

**e. Philippine National Police (PNP) through the Health Service and Women and Children Protection Center.**

1. Provide security for health teams and logistics in disaster areas
2. Provide transport for Health Cluster personnel and logistics if available
3. Coordinate with Health Cluster on the movement and activities of their health personnel
4. Refer to the Health Cluster victims of violence and patients needing specialized care
5. Provide Health Cluster access to use of police health facilities
6. Provide Health Cluster reports on medical missions conducted

**f. Bureau of Fire Protection (BFP)**

1. Coordinate with Health Cluster on the movement and activities of their health personnel
2. Assist Health Cluster in the distribution of water supply, and cleaning/ clearing of health facilities
3. Provide Health Cluster reports on medical missions conducted

**g. Department of Education (DepEd)**

1. Ensure the provision of facilities within schools used as evacuation centers that would be conducive to good health outcomes (e.g. breastfeeding corner, spaces for pregnant and lactating mothers, gender sensitive toilet and bathing facilities, medical consultation area, etc.)
2. Take the lead in the provision of MHPSS services in schools and refer to the Health Cluster patients needing specialized care
3. Assist in school-based surveillance and vaccination activities upon Health Cluster request

**h. Department of Transportation and Communication (DOTC) through the Philippine Coast Guard (PCG)**

1. Provide security for health teams and logistics during sea travel in high risk areas
2. Provide transport for Health Cluster personnel and logistics
3. Provide access to use of air and sea assets for emergency medical evacuation
4. Coordinate with Health Cluster on the movement and activities of their health personnel
5. Provide Health Cluster access to use of PCG health facilities
6. Provide Health Cluster reports on medical missions conducted

**i. Department of Foreign Affairs (DFA)**

1. Coordinate with Health Cluster the entry, processing, and deployment of Foreign Medical Teams (FMT) and other health related teams
2. Coordinate with Health Cluster regarding foreign donations

**j. Department of Science and Technology (DOST)**

1. Provide Health Cluster with regular updates of weather changes with advisories on possible hazards

**k. Department of Environment and Natural Resources (DENR) through MGB**

1. Provide Health Cluster with regular updates on landslide alert

**l. Philippine Red Cross (PRC)**

1. Assist in Health Cluster Operations
2. Assist Health Cluster in the provision of logistics
3. Provide Health Cluster reports on relevant activities conducted

**m. Volunteers/Civil Society Organizations/ and other Health Sector Partners**

1. Coordinate with the Health Cluster in the conduct of Health Cluster Operations activities (e.g. registration, deployment, assignment, etc.)
2. Provide Health Cluster reports on Health Cluster Operations activities conducted

**4. CONCEPT OF SUSTAINMENT**

- a) The DOH as Cluster Lead will coordinate all support and requirements of the Health Cluster in their activities to augment the requirements at the affected areas during disasters.
- b) Concerned government agencies and their subordinate offices shall utilize their respective internal personnel. Additional personnel requirements shall be coordinated through the NDRRMC in collaboration with all Council members.

FOR GUIDANCE AND STRICT COMPLIANCE

**SEC VOLTAIRE GAZMIN**  
**Chairperson, NDRRMC**  
**Department of National Defense**

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**CLUSTER C: Protection Camp Coordination and Management Cluster (PCCM) Operations Protocol**

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Copy Number:

Issuing Agency: National Disaster Risk Reduction and Management Council

Place of Issue: Camp General Emilio Aguinaldo, Quezon City

Date of Issue:

Integrated Plan: National Disaster Response Plan

## 1. RATIONALE

During disaster, there is a need to immediately move the disaster affected individuals and families to safe, secure and accessible evacuation centers or safe areas because of the threat of or the actual occurrence of disasters which may cause loss of lives and destruction of properties. The orderly movement of families from community of origin to safe, secure, and accessible evacuation centers and areas (school facilities, multi-purpose centers, health centers, barangay halls, chapels, churches, government buildings, tents and bunk houses) is one of the most difficult tasks to undertake and manage when done only during emergencies. The safety of the displaced individuals and families or population is the primary consideration but the availability of resources and the magnitude of the disaster are complicating factors in the timeliness of the response.

The PCCM cluster will support the LGUs after undertaking all means of pre-emptive and or forced evacuation action in order to protect and save lives.

## 2. OBJECTIVE

The PCCM Cluster aims to provide assistance and augment all requirements for the management and evacuation of individual's families affected by disasters. Specific objectives of the cluster are:

- a. To ensure the availability of identified safe, secure and accessible evacuation centers for emergencies and disasters;
- II. To ensure that temporary refuge to individual and families potentially at risk or in actual danger are immediately provided;
- III. To ensure establishment of sex and age disaggregated data accurate data e.g. listing and profiling of affected families and internally displaced persons (IDPs) in evacuation centers or temporary displacement sites.
- IV. To ensure that all IDPs in evacuation centers are provided with basic humanitarian needs compliant with SPHERE standards such as, but not limited to food with enough nutritional values), potable water, clothing, family items, hygiene kits and other essential non-food items;
- V. To ensure that Basic Medical public health and protection services are available 24/7;

- VI. To ensure that energy source and communication facilities are in place.
- VII. Ensure that ECs are off limits and have designated areas for pet animals and livestock.
- VIII. Shall continue to seek opportunities for recovery, rehabilitation and developmental tasks as post response activities are undertaken, in case of prolonged stay.

### **3. CONCEPT OF OPERATIONS**

The PCCM Cluster will follow the cluster approach in operations and the field operations will be guided by the information provided by the Local Disaster Risk Reduction and Management Councils. The operation phase is divided into three disaster phases: Pre-disaster, During disaster and Post disaster.

Each member agency has their respective roles and responsibilities per disaster phase. The DSWD as Cluster Lead heads the operation of the cluster and does all the main coordinating function. Coordinate and collaborate with other partners/stakeholders especially with DILG-LGUs to ensure that preparedness for responses is in place.

All activities of the PCCM Cluster aim to assist and augment the affected Local Government units (City/Municipal/Province) and from the Region as well. LGUs must have completed prepositioning activities and such will be the first resources that will be distributed before any augmentation is provided by the higher levels of responding government agencies. LDRRMCs should establish a system of reporting for the inventory of available resources at their disposal and will only submit and request to the next higher level of government when augmentation is required.

The Cluster will conduct post disaster assessment to identify good practices and areas for improvement.

The following are the key players and actors in the implementation of this concept.

### **A. Lead Cluster Agency**

**a) Department of Social Welfare and Development (DSWD)** through the Disaster Risk Reduction Operations Office will head and lead the coordinating functions of the Cluster. Specifically, the DSWD will do the following for each Disaster Phase:

#### **i. Pre-Disaster Phase**

1. Shall alert all its QRTs, SWAD Team, PDOs at all levels (CO and FO and other DSWD personnel on the ground).
2. Ensure that the regional stockpiles are ready for augmentation at the local level.

#### **ii. During Disaster Phase**

1. Monitoring on the status of all ECs opened.
2. Coordinate with LGU on the number of families evacuated inside ECs.
3. Ensure that the EC Manager uses DAFAC as basis for master -listing of evacuees.
4. Coordination with the NFI Unit on the sufficient allocation of FNIs to evacuees inside ECs.
5. Coordination with EC Managers if there are protection issues inside ECs being reported.
6. Coordinate the mobilization of rapid assessment teams from the Field Offices.
7. Ensure availability of timely and accurate data/reports for information dissemination to cluster partners and as basis in provision of augmentation of assistance.

#### **ii. Post Disaster Phase**

1. Assessment of evacuees on their movement to the transitional site.
2. Listing of evacuees who will be prioritized for moving out to transitional site.
3. Provision of TA to the LGUs on the construction of transitional site or bunk houses.
4. Monitor the number of evacuees transferred to transitional site returned to places of origin and provided transportation assistance under the Balik-Probinsya Program.
5. Conduct PDNA together with concerned agencies.

### **B. Cluster Member Agency**

#### **a) Philippine Atmospheric, Geophysical, Astronomical Services Administration, (PAGASA)**

1. An agency to issue and continuously provide warnings and alerts for hydro-meteorological conditions and the consequent hazards, disasters and forward all alerts to the

- NDRRMC for official issuance to all government offices and the public.
  2. They also conduct damage assessment of their respective field offices.
  3. Consolidate tropical cyclone passage report from PAGASA field stations.
- b) **Mines and Geoscience Bureau (MGB)**
- i. **Pre-Disaster**
    1. Issuance of threat advisories/statuses for floods and landslides susceptibilities of possible areas affected and evacuation centers/temporary shelters.
    2. Information collection and sharing especially for those highly susceptible areas.
    3. To augment warnings by issuing or re-issuing threat advisories particularly to highly critical and highly susceptible areas.
  - ii. **During Disaster**
    1. Monitoring of evacuation center as to integrity of structures - possibility of recurrence or subsequent geo-hazards.
    2. Information sharing and collection.
  - iii. **Post Disaster**
    1. Post-hazard assessment - for temporary shelters and/or relocation sites.
    2. Information sharing and collection.
- c) **Department of Education (DepEd)**
- d) **Pre-Disaster Phase**
- ~~1. Assist/coordinate with LGUs in identification of safe, secure and accessible evacuation centers.~~
  2. Prepare evacuation center (as to room assignments e.g., lactating mothers, PWDs, male, female).
  3. Coordinate with LGUs on the use of schools as evacuation centers.
  - ~~4. Information campaign dissemination.~~
  6. Identify temporary learning areas.
  5. Prepare ~~alternative~~ learning activities for school-age children.
  - ~~6. Identify temporary learning areas.~~
- e) **During Disaster Phase**
1. Provide safe emergency shelter to affected populations (3 days for short-term up to 15 days for medium- to long-term).
  2. Assist LGUs/MSWDO to get the detailed profile of evacuees/IDP's including the needs of vulnerable groups especially children (with special needs).

3. Orient evacuees on schools' rules and regulations as evacuation center.
4. Monitor evacuation centers.
5. Conduct [learning sessions](#) ~~ADMs~~ for school-age children.
6. ~~Provide~~ [Conduct psychosocial support activities](#) ~~intervention~~ for affected children.
7. [Prepare and submit report to DepEd Management. data \(from school to Division to Region to Central\).](#)

f) **Post Disaster Phase**

1. Inspection of facilities (with PFSED).
2. Assess damages to properties.
3. Coordinate with LGUs in the [repair and](#) rehabilitation of schools.
4. [Oversee the Rrepair and rehabilitation ofe](#) damaged properties ~~under the supervision of SH/Principal.~~

g) **Department of Health (DOH)**

Assist in camp management activities.

h) **Philippine National Police (PNP)** through the Engineering Service and Hqs Service Support and the Women Children Protection Center for Evacuation and Rescue activities

i. **Pre-Disaster Phase**

1. Coordinate with agencies and organizations re PNP role in the process of distribution of food and non-food supply, for security deployment to avoid chaos.
2. At least 10% of PNP personnel deployed in ECs should be women and have training of midwifery

ii. **During Disaster Phase**

1. Ensure Police Assistance and WCPC desks to maintain safety and order by deployment a 50-50 male-female 24-hour patrol to evacuation centers capable of detecting GBV and child abuse cases.
2. Coordinate with agencies and organizations re PNP role in the process of distribution of food and non-food supply, for security deployment to avoid chaos.
3. At least 10% of PNP personnel deployed in ECs should be women and have training on midwifery
4. Participate in PCAT-VAWC meetings.
5. Ensure confidentiality of all cases investigated.

iii. **Post Disaster Phase**

1. Ensure Police Assistance to maintain safety and order by deployment a 50-50 male-female 24-hour patrol to evacuation centers capable of detecting GBV and child abuse cases.

2. Coordinate with agencies re PNP role in the process of distribution of food and non-food supply, for security deployment to avoid chaos.
  3. At least 10% of PNP personnel deployed in ECs should be women and have training on midwifery
  4. Participate in PCAT-VAWC meetings.
  5. Investigate and document and submit reports on the number of crime incidents in evacuation center. Ensure confidentiality of all cases investigated.
  6. Check for adequate lighting and water resources.
  7. Check safety of latrines.
  8. Maintain Women Children Protection Desks in evacuation centers to be identified as camp protection focal point.
- i) **Department of the Interior and Local Government (DILG)**
1. Shall assist in coordinating with the affected LGUs for the efficient evacuation of affected population.
  2. Gather data on rapid assessment and assist in the conduct of rapid assessments on affected families/evacuees.
- j) **Armed Forces of the Philippines (AFP)**
- i. **Pre-Disaster Phase**
    1. Shall take necessary actions in response to the requests from LGUs and the cluster through NDRRMC/OCD.
    2. Shall coordinate with NDRRMC/OCD and DSWD regarding protection of evacuation areas.
    3. In the identified and established evacuation Centers, the AFP will provide engineering support to develop the facilities
  - ii. **During Disaster Phase**
    1. Shall conduct area security in support to PNP point.
- k) **Philippine Coast Guard**
1. Shall provide necessary assistance in support to LGUs and the cluster through NDRRMC/OCD.
- l) **Office of Civil Defense (OCD)**
- i. **Pre-Disaster Phase**
    1. Secure NFIs to be deployed in disaster-affected areas together with DSWD.
    2. Issue alerts to OCDRCs for dissemination to LDRRMCs.
  - ii. **During Disaster Phase**
    1. In coordination with RDRRMCs, identify the number of evacuees and NFI needs.
    2. Coordinate with cluster member agencies.
    3. Coordinate the mobilization of rapid assessment teams from the RDRRMCs.
    4. Issue alerts to OCDRCs for dissemination to LDRRMCs.

**iii. Post Disaster Phase**

1. Mobilize resources such as NFIs and personnel to augment identified needs in disaster-affected areas.
2. Participates in PDNA.

m) **Department of Agriculture (DA)** shall provide technical assistance to the LGUs in the management of “animal shelters” for the animals brought by the IDPS in the ECs.

**IX. Pre-Disaster Phase**

1. Education in the proper handling of animals during disasters
2. Technical assistance to the LGUs in the identification of “animal shelter” areas.
3. Technical assistance in the development of forage in the “animal shelter”
4. Technical assistance to the LGUs in the provision of animal feeds, supplement/anti-stress.

**ii. During Disaster**

1. Technical assistance to the LGUs in the treatment of sick or in the condemnation and disposal of dead animals.

**iii. Post Disaster**

1. Post disaster review of “animal shelter” management.

n) **National Food Authority (NFA)**

1. Provision of the rice requirements of DSWD, PRC, LGUs, etc. for the camp management daily needs during disaster phase.

o) **Housing and Urban Development Coordinating Council (HUDCC)**

1. Facilitate the creation/activation of the local inter-agency committee for permanent housing.
2. Provide technical assistance in identifying safe and suitable resettlement sites in coordination with the members of the LIAC.
3. Assist in post disaster damage and needs assessment particularly on the housing sector.
4. Provide home materials assistance (HOMA) in coordination with LGUs of the calamity affected areas.
5. Develop permanent resettlement sites with basic community facilities in coordination with the concerned LGUs.

p) **National Housing Authority (NHA)**

1. Ensure the activation of the local inter-agency committee (LIAC) or any relevant housing committee.
2. Provide technical assistance in identifying safe and secure temporary resettlement of evacuation site.

3. Assist in the post damaged assessment and needs assessment in preparation for temporary and permanent housing to include the basic community facilities.
4. Ensure additional funding for temporary housing material assistance and evacuation center.
5. Implement the home materials assistance program in coordination with the local government units of the affected areas during post disaster phase.
6. Mobilize the agency's Calamity Operations Project Engagement (COPE) Teams in the affected areas.

q) **Philippine Red Cross (PRC) (\*In coordination with Cluster head)**

**i. Pre-Disaster Phase**

1. Continuous monitoring and reporting.
2. Readiness of status check of all resources including manpower, supplies, equipment and tools, and funds.
3. Mobilization of and deployment of response team to assist LGUs on preemptive activities such as evacuation, hot meals, and dissemination of warning information to the community.

**ii. During Disaster Phase**

1. Within 0-72 hours of the disaster
  - rapid assessment and coordination,
  - selection and registration of target beneficiaries in need of food, non-food, welfare, water/sanitation, and health assistance,
  - develop PRC operational action plan,
  - provision of assistance to target beneficiaries based on needs analysis and available resources > food, non-food (including hygiene kit and tarpaulin), welfare (PSP, tracing, & restoration family link), soup kitchen (hot meals on wheels), water/sanitation (water treatment and distribution), emergency health station
  - Pre-hospital care for injured and ill persons, ambulance - patient transport,
  - Evacuation Camp Management and installation of required facilities: tents, latrines, water points, community kitchen, etc.
2. After 72 hours but not more than 7 days of the disaster:
  - continuous disaster assessment and coordination,
  - review and update existing developed operational action plan,
  - implement operational action plan.

**iii. Post Disaster Phase**

1. Conduct of Post-disaster and needs assessment.

2. Develop operational action plan for Early Recovery Program.
  3. Conduct of inventory of existing resources.
  4. Prepare and submit end-emergency operation activities, narrative on progress and accomplishment, finance, and statistics data.
- r) **National Nutrition Council (NNC)**
1. Conduct post-incident evaluation for nutrition services.
  2. Ensure mobilization of mother-baby-friendly support groups,
  3. Coordinate RNA (Rapid Nutrition Assessment),
  4. Facilitate the delivery of services through LGUs (ex. of services: IYCF counseling),
  5. Coordinate Nutrition Cluster Services of Cluster members.
- s) **Department of Public Works and Highways (DPWH)**
1. Provide passable transport network within the affected area within 24 hours or as early as possible.
  2. Provide assistance in the delivery of goods and services from and to the camp site/evacuation site.
  3. Provide technical support and manpower assistance, limited only to DPWH mandate.
- t) **Bureau of Fire Protection (BFP)**
- I. **Pre-Disaster**
    1. Ensure availability of resources for mobilization, deployment in coordination with LGUs
  - II. **During-Disaster**
    1. Provision of water ration for domestic use in the evacuation center.
    2. Render additional services as requested.
  - III. **Post-Disaster**
    1. Water flushing/clearing in evacuation centers and surrounding areas for sanitation purposes.
- u) **International Organization for Migration (IOM)**
- IOM is the global co-lead agency of the PCCM cluster focus on internally displaced persons resulting from natural disasters. It is the co-lead agency of the DSWD in the PCCM Philippines.
- i. **Pre-Disaster Phase**
    1. Shall alert all its PCCM field teams in coordination with the DSWD national office.
    2. Ensure that the PCCM experts are ready for field deployment once DSWD requests for cluster support.
  - ii. **During Disaster Phase**

1. Monitoring and analyzing the DROMIC (issued daily by DSWD) for situation reports.
2. Publish and circulate situation reports (with interactive maps and graphics on the number of affected communities, IDPs inside ECs and other displacement sites) to cluster members and the Humanitarian Country Team (HCT).

### **iii. Post Disaster Phase**

1. Apply the Displacement Tracking Matrix (DTM) to all evacuation centers to provide information disaggregated by sex and age, identifying needs/gaps (including gender-specific concerns) to inform humanitarian response
2. Support the activation and operation of Provincial/Municipal Clusters in affected areas
3. Field support/coaching to community-based camp managers, local government units (LGUs) and local social welfare officers on PCCM basic procedures and standards
4. Deploy Camp Management Liaison teams to continually assess conditions in affected areas and understand where needs are most vulnerable in terms of access to shelter, with particular attention given to women, children, the elderly and those with special needs; validate data and inform and refer coordination decisions for the various clusters.
5. Establish EC/camp management committees (with balanced representation of women and men, across the lifecycle) in displacement sites anticipated to host displaced women, men, girls, boys, the elderly, disabled and those with special needs for prolonged periods of time.
6. Assist in conducting interactive community mapping for safe/open spaces identification and usage in camps/ECs/temporary settlements as well as input to the updating of LGU disaster plans including land use plans.
7. Assist in EC closures and facilitating safe and voluntary returns through the local IDP Settlement Plan

## **4. CONCEPT OF SUSTAINMENT**

- a) The DSWD as Cluster Lead will coordinate all support and requirements of the affected LGUs for evacuation centers' sustained operations both those under the supervision of the LGU, DepEd and other privately-owned places utilized during disasters.
- b) Concerned government agencies and their subordinate offices shall utilize their respective internal personnel. Additional personnel requirements shall be coordinated through the NDRRMC in collaboration with all Council members.

## **5. COMMAND AND CONTROL**

A. Command Relationship – all DRRM actors and key players will refer and based their actions as prescribed in IRR of R.A. 10121, Rule 3, Section 2.  
Composition

B. Command Center – National Disaster Risk Reduction and Management Operations Center (NDRRMOC), Camp General Emilio Aguinaldo, Quezon City.

a) Succession of Command:

- (1) Chairperson, NDRRMC (S, DND)
- (2) Vice-Chairperson for Disaster Response (S, DSWD)
- (3) PCCM Cluster Lead (DRROO)
- (4) PCCM Cluster Members

a) Interagency Communication System Support

For the entire duration of the operations, the existing means of communications shall be utilized whatever is applicable. However, the Emergency Telecommunication Cluster will be activated once communication is cut-off from the affected areas.

FOR GUIDANCE AND STRICT COMPLIANCE

**SEC VOLTAIRE GAZMIN**  
**Chairperson, NDRRMC**  
**Department of National Defense**

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**CLUSTER D: Logistics Cluster Operations Protocol**

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Copy Number:

Issuing Agency: National Disaster Risk Reduction and Management Council

Place of Issue: Camp General Emilio Aguinaldo, Quezon City

Date of Issue:

Integrated Plan: National Disaster Response Plan

## 1. RATIONALE

In anticipation of any disaster or during and post disaster, the Logistic Cluster shall provide assistance to other clusters for their logistical requirements.

## 2. OBJECTIVE

The Logistics Cluster aims to provide an efficient and effective logistics coordinating structure that will harmonize the activities of all clusters and encourage regular info-sharing among all stakeholders and other partners. The Cluster also formulates, updates, implements and monitors logistical policies, plans, programs and procedures that will harmonize the activities of each cluster.

The Logistics Cluster thru coordination, monitoring, identification and deployment cover the following:

- transportation (emergency road network, land, sea and air)
  - this also includes road clearing and provision of equipment and machines (and its required fuel) to provide the needed access and mobility for all cluster operations,
- warehousing,
- inventories (consolidation of resources available among partners and cluster members)
- tracking of deployed items

## 3. CONCEPT OF OPERATIONS

The Logistics Cluster will follow the cluster approach in operations taking into account that the direction of the operations will be based on the information provided by the other clusters, VC for Response, and concerned Local Disaster Risk Reduction and Management Councils. The operation is divided into three phases: Pre-disaster, During disaster and Post disaster.

The Office of Civil Defense (OCD) as the Cluster Lead shall head the operation of the cluster and shall undertake all the major coordinating functions and shall require all cluster members to submit a report of all available assets that can be utilized by all the clusters during disaster operations with its corresponding capacity.

All communicated requests from other clusters shall be directed to the Cluster Lead through the NDRRMC OpCen. The designated focal persons of the Logistics Cluster shall:

- a. Determine the prioritization and identify its sources;
- b. Facilitate administrative requirements for the transport of resources and coordinate the availability of mobilization assets;
- c. Provide feedback to requesting agency.
- d. Prepare status reports for deployed resources.

The cluster will be activated by the cluster lead when necessary.

For Transportation requests:

- a) Cluster member agencies (AFP, PNP, PCG, DPWH, BFP, MMDA, PRC, and the identified HCT partners) will provide the Cluster lead with a list of available assets and their prepared Cargo loading plan (flight and ship schedule, available load capacity). The loading plan will determine the volume of materials that can be accommodated by the Logistics Cluster.
- b) Requesting agency shall submit to the cluster lead a written request indicating detailed items with corresponding specifications (weight, dimension) including the name and contact numbers of the receiving party.
- c) Prioritization shall be determined by the Cluster Lead based on the requirement in the affected area and/or based on the result of initial assessments and requests from the LGUs.
- d) It shall be the prime responsibility of the requesting party to secure and accompany their goods until its transport.
- e) The proposed use of assets that will be tapped for logistics operations are:
  - 1) Government
  - 2) Any non-government entity
  - 3) Commercial Services (with payment or without cost on the part of the government)

For warehousing:

- a) The Cluster members shall provide the Cluster Lead with a list of available warehouses and its load capacity for the use of the Cluster during Disaster.
- b) The Cluster will coordinate all available warehouses for use of all DRMMC members for prepositioning and augmentation of needed resources during disaster.

The following are the key players and actors in the implementation of this concept.

## **A. Lead Cluster Agency**

### **a) Office of Civil Defense (OCD)**

through the Logistics Division will lead the cluster and perform the following functions:

#### **i. Pre-Disaster Phase**

1. Inventory of resources (local and national) to identify gaps.
2. Pre-positioning of assets/resources.
3. Identification of private partners (forging of MOA/MOU).
4. Confirmation of Traffic Status: Contact and confirm the following status of transport conditions:
  - DPWH and OCDRCs Concerned: Roads and Bridges Condition/Road Network in the threatened areas.
  - ATO, Concerned Airline Companies: Domestic Flight Cancellation
  - NAIA, Concerned Airline Companies: International Flight Cancellation
  - PCG, Concerned Shipping Companies: Sea Transportation/Voyage Suspension
  - MRT, LRT, DOTC: Train Services Suspension
  - PNCC, DOTC: NLEX and SLEX Traffic Flow

#### **ii. During Disaster Phase**

1. Shall receive and facilitate request for logistical support.
2. Shall coordinate the transport of assistance with concerned agencies.
3. Shall provide feedback to requesting DRRMCs/organizations.
4. Shall institute tracking system of all HA/DR assistance provided including international donations for equipment and coordination.
5. Identify prioritization of aid cargo as "must load".
6. Orchestrate information sharing.
7. In coordination with member agencies, recommend the transport of food, equipment, and personnel from supply points to destination mode.
8. Facilitate the exchange of supply-chain information between donors, the UN, international organizations, NGOs and commercial sector.
9. Constant gathering of official reports and significant data.
10. Update assessment of roads, warehouses stocks, transport capacities to, from and within the affected areas.

#### **iii. Post Disaster Phase**

1. Shall coordinate and request to relevant agencies to provide Transportation Support when it is considered

necessary and/or requested by local governments of affected areas;

2. Shall coordinate the usage of hauling and delivery means for transport of such goods to affected areas based on the direction of N/RDRRMC;
3. Shall consolidate reports and prepare cluster report;
4. Shall update assessments of roads, warehouses, transport capacities to and from, and available logistic services;
5. Shall coordinate PDANA Activities in case PDANA should be conducted by Regional/National Level.; and
6. Deploy additional food and non-food items in disaster affected areas in coordination with OCDRCs and DSWD.
7. Shall coordinate with concerned agencies the return of deployed resources (equipment & human resource).
8. Shall provide data to PDNA Team when necessary.
9. Engage private agencies for transport assistance.

## **B. Cluster Member Agency**

### **a) Philippine Atmospheric, Geophysical, Astronomical Services Administration, (PAGASA)**

1. Sole agency to issue and continuously provide warnings and alerts for hydro-meteorological disasters and forward all alerts to the NDRRMC-OpCen for official issuance to the Office of the President, NDRRMC member agencies, RDRRMCs and other partners.

### **b) Department of Social Welfare and Development (DSWD) through the Disaster Risk Reduction Operations Office. Specifically, the DSWD will perform the following tasks for each Disaster Phase:**

#### **i. Pre-Disaster Phase**

1. Shall inform the OCD as head of Cluster the current inventory at DSWD NROC and its Regional Warehouses.
2. Shall inform the OCD of the transportation capabilities (number of trucks available) of DSWD to transport Food and NFI and its manpower compliments.

#### **ii. During Disaster Phase**

- Shall inform the Cluster Head for the requirement of additional transportation assets and manpower for the loading and unloading of supplies.
- Shall augment FNI and supplies of Camp Management to the affected areas.
- Shall employ tracking system for the sent and received by DSWD.
- Shall identify needs.

- Shall coordinate logistical requirements/request for transport to the Cluster Lead.

**iii. Post Disaster Phase**

1. Shall replenish FNI inventories.
2. Shall provide additional augmentation of FNI to the affected areas.

**c) Philippine National Police (PNP)**

**i. Pre-Disaster Phase**

1. Preparation for dispatch of General Dispatch Vehicles (GDVs).
2. Coordinate with concerned agencies for safe route of GDVs.
3. Identify fuel depot for safe re-fuelling of GDVs (efficient)

**ii. During Disaster Phase**

1. Coordinate with line units and concerned agencies re passable route for General Dispatch Vehicles (GDV).
2. Coordinate adjacent line units re availability of necessary equipment.

**iii. Post Disaster Phase**

1. Line units remove obstacles/debris from roads in coordination with LGUs, DPWH, AFP

**c) Armed Forces of the Philippines (AFP)**

1. Shall provide the necessary capabilities to support the logistic requirements of the different clusters in coordination with the NDRRMC.
2. Provide security to the logistics group.
3. Particularly, using helicopters that having flexible mobility, and/or sea vessels that having capacity of mass transportation, shall mainly be promoted to use in emergency in collaboration with AFP.
4. AFP shall contribute to emergency transportation by operating its aircrafts, vehicles, and vessels, based on needs and requests from NDRRMC and affected local governments.

**e) Mines and Geosciences Bureau (MGB)**

**i. Pre-Disaster**

1. Shall Inform and Disseminate Warnings / Advisories of Landslide due to Heavy Rains to All Concerned Agencies designated in advance.

**f) Department of Public Works and Highways (DPWH)****i. Pre-Disaster**

1. Submit all available assets and warehouse that can be tap by the Logistics Cluster for utilization of the other Response Cluster during and Post disaster operations.

**ii. During Disaster**

1. Shall coordinate and assist in providing support to the affected areas in coordination with the Cluster Lead and Incident Commander on ground.
2. Shall assist in clearing of roads and mapping of alternate roads for response operations.
3. Shall tap partners in the use of assets for the provision of an alternate road network going to and from the affected areas to facilitate unhampered transportation of goods and personnel.
4. Pre-position all assets in hazard prone areas.

**iii. Post Disaster**

1. Shall ensure the priority usage of hauling and delivery means for transport of goods/commodities to affected areas.
2. Shall remove obstacle and urgently rehabilitate their national roads.
3. Shall exchange information on damage condition to LGUs and OCD.
4. Shall report road damage condition and rehabilitation status to DRMMCs.
5. Shall be responsible for distributing traffic information to road users, if traffic is restricted.
6. Shall request and order cooperative urgent rehabilitation to LGUs. In such case, the prioritization of urgent rehabilitation works and policy/strategy of alternative roads shall be primarily designated taking into consideration securement of emergency transportation network.
7. Shall conduct Post Disaster Needs Assessment and develop plans for a build back better infrastructure.

**g) Philippine Coast Guard (PCG)****i. Pre-Disaster Phase**

1. Alert all PCG Districts/Stations/Detachments and floating units in the possible area of disaster.
2. Alert/activate Deployable Response Groups (DRGs) with their equipment.
3. Coordinate with DRRMC.

**ii. During Disaster Phase**

1. PCG shall contribute to emergency transportation by operating their vessels and aircraft based on needs and requests from DRRMC and affected Local Governments.
- iii. Post-Disaster Phase**
1. Shall support the urgent rehabilitation activities such as removing obstacles, transporting, relocating residents, and transporting basic commodities needed under emergency in coordination with DRRMCs.
  2. Provide assets for clearing operation of sediments or any hazard to ensure safe navigation within coastal areas and passage ways.
  3. Shall conduct search and retrieval operations if necessary.- for SRR
  4. Shall evaluate and assess the effectiveness and sufficiency of deployed assets during the emergency response.
  5. Shall evaluate the concept of operations if it needs improvements or rectification.
  6. Coordinate with NDRRMC and LGU prior pull-out of deployed/utilized assets.
- h) Bureau of Fire Protection (BFP)**
- i. Pre Disaster**
    1. Pre-alert stations prior to disaster – OPLAN PAGHALASA
  - ii. During Disaster**
    1. BFP shall direct emergency transport activities to its lower offices based on needs and requests from NDRRMC and affected local governments.
  - iii. Post Disaster Phase**
    1. Provide assets for clearing operations.
- i) Department of Foreign Affairs (DFA)**
1. Coordinates requests for and offers of logistics and transportation assistance from foreign governments in accordance with request from NDRRMC.
  2. Assist in the processing of resources coming from other countries.
- j) Philippine Ports Authority (PPA)**
1. Shall report to DRRMCs and remove obstacles from their managing area in association with PCG, if marine vessel navigation is decided unsafe due by ship wreckage and floating debris/objects.
  2. Shall provide urgent rehabilitation activities, when needed.
- k) Airport Authorities (CAAP, MIAA, MCI AA, etc)**

1. Confirmation of Flight Cancellation: Concerned Airline Companies shall Confirm International Flight Cancellation and report it to DRRMC-OpCens.
  2. Shall closely and mutually correspond, and implement effective emergency rehabilitation.
- l) **Department of the Interior and Local Government (DILG)**
1. Shall help ensure the steady supply of essential commodities to affected areas in coordination with LGUs and other concerned agencies and organizations.
  2. To facilitate HADR from unaffected LGUs.
- m) **Department of Health (DOH)**
1. Provide database of all logistics requirements of the Health Cluster and locations of DOH warehouses
- n) **Department of Transportation and Communication (DOTC)**
- i. **Pre-Disaster**
    1. Confirmation of Train Service Suspension: DOTC together with MRT and LRT corporations shall confirm Train Service Suspension and report it to DRRMC-OpCens.
    2. Confirmation of Status of NLEX and SLEX Traffic Flow: DOTC together with PNCC shall confirm status of NLEX and SLEX Traffic Flow and report it to DRRMC-OpCens.
    3. Coordinate supporting activities of national and local governmental entities, and voluntary organizations for the provision of civil transportation when required.
  - ii. **During Disaster**
    1. Shall comprehensively and proactively implement emergency transport by utilizing all means by land, sea and air through the Coordination by N/RDRRMCs (OCD).
    2. Shall coordinate and implement, as required, emergency-related response functions to be performed under the power of DOTC, including the prioritization and/or allocation of civil transportation capacity, air and marine traffic control for search and rescue, hazardous material containment response, and damage assessment.
  - iii. **Post Disaster**
    1. Shall ensure the priority usage of hauling and delivery means for transport of such goods to affected areas.
    2. Shall closely and mutually implement effective emergency rehabilitation for transportation facilities, such as Airports which are damaged by disaster together with airport managing bodies (MIAA and other airport offices)
    3. Shall be responsible for promptly assessing and collecting information on railway damage including LRT/MRT, and report it to NDRRMC and lower related DRMMCs, and request urgent rehabilitation to railway corporations.

4. Shall provide technical assistance to any government entities in determining the most viable transportation networks to, from, and within the disaster area, as well as alternate means to move people and goods within the area affected by the disaster.

#### **4. CONCEPT OF SUSTAINMENT**

- a) The OCD as Cluster Lead will coordinate all support and requirements of response committee in their activities to augment the requirements at the affected areas during disasters.
- b) Concerned government agencies and their subordinate offices shall utilize their respective internal personnel. Additional personnel requirements shall be coordinated through the NDRRMC in collaboration with all Council members.

#### **5. COMMAND AND CONTROL**

A. Command Relationship – all DRRM actors and key players will refer and based their actions as prescribed in IRR of R.A. 1021, Rule 3, Section 2. Composition

B. Command Center – National Disaster Risk Reduction and Management Operations Center (NDRRMOC), Camp General Emilio Aguinaldo, Quezon City.

a) Succession of Command:

- (1) Chairperson, NDRRMC (S, DND)
- (2) Vice-Chairperson for Disaster Response (S, DSWD)
- (3) Logistics Cluster Lead (OCD-Logistics Div)
- (4) Logistics Cluster Members

a) Interagency Communication System Support

For the entire duration of the operations, the existing means of communications shall be utilized whatever is applicable. However, the Emergency Telecommunication Cluster will be activated once communication is cut-off from the affected areas.

FOR GUIDANCE AND STRICT COMPLIANCE

**SEC VOLTAIRE GAZMIN**  
**Chairperson, NDRRMC**  
**Department of National Defense**

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**CLUSTER E: Emergency Telecommunications Cluster Operations Protocol**

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Copy Number:

Issuing Agency: National Disaster Risk Reduction and Management Council

Place of Issue: Camp General Emilio Aguinaldo, Quezon City

Date of Issue:

Integrated Plan: National Disaster Response Plan

## **1. RATIONALE**

During disaster, affected areas are so badly hit by tropical cyclones or torrential rains that Information and Communications Technology (ICT) systems are rendered non-operational. These may result in the non-availability of essential voice, data, Internet, television and radio broadcast services that are critical during and post disaster management operations. There have been cases where LGUs cannot seek help from other agencies of government or even their neighboring cities and municipalities. In such cases, the activation of Emergency Telecommunications Cluster is required to install, operate and maintain a system of communication that will reconnect the isolated LGUs' Emergency Operations Centers to the NDRRMC's Operation Center and system. Moreover, the Emergency Telecommunications Cluster will also respond in all major emergencies when directed by the NDRRMC and/or the Civil Defense Administrator, OCD, requested by other cluster Leads and where the scale of the emergency is beyond the capacity of local government units.

The purpose of this plan is to provide an overarching framework to have an effective and timely emergency telecommunications services to support other clusters in carrying out their respective mandates safely and efficiently. The vast majority of Emergency Telecommunications Cluster key players who will deliver on this protocol are based in the field, calling on regional and even global level support as needed.

## **2. OBJECTIVE**

To achieve the Emergency Telecommunications Cluster goal, the broad objective for the cluster's strategy is to strengthen ICT capacities at the national Cluster level down to local levels to prepare for, respond to and recover from the impacts of disasters.

This will be organized by providing a timely, resilient and predictable Information and Communications Technology (ICT) support to improve:

- a. Response and coordination among response organizations
- b. Decision-making through timely access to critical information
- c. Common operational areas for disaster response
- d. Common system standards and operating procedures.
- e. Standards based architecture for HADR Operations.
- f. System architectures for compliance and interoperability.

### 3. CONCEPT OF OPERATIONS

As per reference with the Inter-Agency Standing Committee (IASC) that intends for strengthening humanitarian response as a preliminary point, the protocol serves as a framework to guide international, national, regional, and down to barangay clusters' level action in the emergency telecommunication activities. The activation and operationalization of the ETC will be the decision of the NDRRMC and/or the Civil Defense Administrator, OCD. The contexts in which this cluster will operate include large scale acute emergencies, protracted crises, and also in cases where there is no information being received from the affected LGUs/areas.

The ETC response operations are dependent on the volume and quality of information received and provided by government Clusters members. It will be responsible for coordinating the deployment and implementation of communications services and must fulfill the role of "Provider of Last Resort". It will be the provider of communications, electronics and information system support services. Also, as part of the support response and coordination among clusters, the ETC will initially assess the ICT requirements and provide the means to facilitate the flow of information to and from different sources involved in the response operations.

The services that will be provided in disaster areas by the ETC through the RETT (Rapid Emergency Telecommunications Team) include communication reconnection access to facilitate telecommunications link/connections for response activities between the LGU Emergency Operations Center, Incident Command Posts and the higher levels of government (PDRRMC, RDRRMC, NDRRMC).

The Cluster will provide basic communications support services and shared voice radio network system. The Cluster will dispatch the RETT to the areas cut off from communication in coordination with the Logistics Cluster. The RETT will serve as rapid deployment team that will be the main focal for the Cluster and will mobilize all available assets of the AFP, PNP, BFP and PCG situated or in the vicinity of the affected area to cover all necessary emergency telecommunication requirements. The team will ensure that Cluster Members exchange information and expertise and provide personnel, equipment, system and solutions.

In a prolonged ICT operations in the disaster area, the RETT in partnership with its cluster members, will provide vital IT and telecoms services and prioritize innovation and use of existing information management tools to help humanitarian workers carry out operations efficiently and effectively. The ETC, through the RETT on-ground, will always facilitate communications, collaboration, cooperation, coordination and commitment among Cluster Members in every disaster operations.

Deactivation of the RETT will be upon full normalcy of the telecommunication system services of the affected LGUs as assessed and confirmed by the

LCE/LDRRMC. RETT will follow formal hand-over of the ICT responsibility to concerned government unit before RETT returns to Central Office. NDRRMC's secured frequencies will be used for response operations to facilitate the coordination requirements of the ETC and other Response Clusters as well. These frequencies will be used solely by the members of the Response Clusters during Disaster operations.

The Cluster will conduct its own post disaster assessment that is internal to the group to identify good practices and areas for improvements.

The following are the key players and actors in the implementation of this concept.

### **A. Lead Cluster Agency**

**a) Office of Civil Defense (OCD)** through the Operations/CEIS Division will lead the cluster and perform the following functions:

#### **i. Pre-Disaster Phase**

1. Pre-programming of all radios to the assigned disaster frequencies on orders.
2. Alert established Operations Centers and ETC Rapid Emergency Telecommunications Teams (RETT) of all Cluster Members;
3. Act as the single focal point of national and/or local government authorities on behalf of the humanitarian community for all radio, voice and data communications-related matters including frequency allocation, communications network diagrams, and mobilization of ICT resources;
4. Provide call sign management and allocation services;
5. Provide a platform directory services containing the contact information of the different ICT key players;
6. Provide standards for common ICT equipment and procedures;
7. Provide ICT services support for other clusters as needed;
8. Support by sending warning advisories to OCDRC/RDRRMC and LGUs, NDRRMC member agencies;
9. Collect information regarding the impending disaster and situations of preparedness by LGUs and related agencies and inform/report them to N/RDRRMCs.
10. Conduct scenario based pre-deployment planning meeting in a predefined location. s

#### **ii. During Disaster Phase**

1. Provide basic telecommunications coverage around the main operational area for the Command Center and other responders.
2. Establish and maintain On-Site Command Operations Coordinating Center (OSOCC) in disaster area through the deployment of RETT.
3. Programming of radios or other equipment belonging to individual responders, organizations and other key players in disaster areas to be provided on best effort basis.
4. Install and maintain internal ICT systems between clusters and individuals independent from national or local public services.
5. Establish a dedicated GSM/LTE mobile network to be used by the cluster workers in the operational area in partnership with TELCO(s).
6. Publish and maintain a list of GSM providers and availability of 2G/3G/4G/LTE and data services and its availability and reliability on partnership with TELCO(s).

7. Provide a directory services containing the contact information of the different key players in disaster areas implied in a specific humanitarian mission.
8. Conduct repair and maintenance activities as needed.
9. Receive and consolidate reports related to ICT resources.
10. Dispatch the RETT as per instruction from the NDRRMC and/or CDA, OCD.
11. Coordinate with the RETT on ground for updates and operational requirements.

**iii. Post Disaster Phase**

1. Coordination of the preparation of documentation for ETC requirements, lesson learned, and best practices.
2. ETC and/or RETT to deactivate all emergency telecommunication systems as soon as full resumption of the LGU's communication system is achieved.
3. Coordinate PDNA activities in case it will be conducted by the National/Regional level.
4. Receive and consolidate reports.

**B. Cluster Members**

**a) Department of Social Welfare and Development (DSWD)**

**i. Pre-Disaster Phase**

1. Shall alert all DRTs, SWAD team, 4Ds and KCC personnel at the local level or the impending disaster thru WiServ SMS Service.
2. Shall convene the DSWD-led clusters (F&NFIs, CCCM, Emergency Shelter and Protection).
3. Shall operate 24/7 the Disaster Response Operations Monitoring and Information Center that will receive reports from the DSWD Field Offices.
4. Shall allocate additional stand-by funds for areas along the typhoon path.
5. Shall transport additional F&NFIs to areas lying along the typhoon path.
6. Shall make available the Online DSWD Disaster Response Situation Map showing all existing Evacuation Centers and population at risk.
7. Shall ensure multimodal voice and data communication for all DSWD field offices and warehouses.

**ii. During Disaster Phase**

1. Shall activate and deploy DRTs, SWAD Teams, NPS and KCC personnel in the affected areas to conduct rapid assessment and provide TARA in DRRM programs and projects.
2. Shall prepare data for FOS thru WiServ and shall consolidate thru DRRMC.
3. Shall mobilize volunteers for repacking of goods at the DSWD-NROC and Regional Warehouse.

4. Shall prepare additional F&NFI augmentation from DSWD-NROC to FDs.
5. Shall deploy national DRTs to hardest hit regions.
6. Shall convene regularly the DSWD-led Cluster response.
  7. Shall deploy 24/7 DSWD representative at the DRMMC OpCen.
  8. Shall collaborate with DRRMCs at all levels for cross-cutting concerns.
  9. Shall update the Online DSWD Disaster Response Situation Map showing all activated Evacuation Centers, donation drop off points and affected population at risk.
  10. Shall make available the status of donations.
  11. Shall utilize social media in communicating updates, volunteer mobilization and request for augmentation

**iii. Post Disaster Phase**

1. Shall participate to the PDNA.
2. Shall conduct Project Implementation Review (PIR) after disaster operations - Clusters, DSWD-FOS, Sub-Committee on Response.
3. Shall conduct Early Recovery and Rehabilitation Planning.
4. Shall submit Terminal report to OCD.

**b) Philippine National Police (PNP) through the National Operations Center and the Communications Electronics Service.**

**i. Pre Disaster Phase**

1. Maintain communications connectivity (voice and data) between NDRRMC/LDRRMC and PNP NOC/RTOC.
2. provide equipment support to SAR teams
3. Deploy communication team to provide technical assistance to radio users and to maintain serviceability of all issued communication equipment & system

**ii. During Disaster Phase**

1. Shall provide assistance in communication between disaster site and DRRMCs
2. Maintain communications connectivity (voice and data) between NDRRMC/LDRRMC and PNP NOC/RTOC.
3. provide equipment support
4. provide technical assistance to radio users and to maintain serviceability of all issued communication equipment & system for PNP units deployed in disaster area
5. Ensure availability & operational readiness of all issued equipment.

**iii. Post Disaster Phase**

1. Shall provide assistance in communication between disaster site and DRRMCs
2. Maintain communications connectivity (voice and data) between NDRRMC/LDRRMC and PNP NOC/RTOC.

3. provide equipment support
4. provide technical assistance to radio users and to maintain serviceability of all issued communication equipment & system for PNP units deployed in disaster area
5. Ensure availability & operational readiness of all issued equipment.

**c) Armed Forces of the Philippines (AFP)**

**i. Pre-Disaster Phase**

1. Shall alert the designated/detailed first responders “on call”.
2. Shall equip the first responders with communications equipment capable of off-the-grid sustenance of at least seven days.
3. Shall ensure operational readiness of Operations Center facilities.

**ii. During Disaster Phase**

1. Shall provide *personnel/technical and equipment* assistance for communication between disaster site and DRRMCs, consistent with defense priorities.
2. Shall coordinate with the DRRMCs on the optimum employment of communications assets, both manpower and equipment.
3. Shall establish operations procedures consistent with the communications flow of the DRRMCs.
4. Shall assist the DRRMCs in managing the spectrum by discouraging employment of unauthorized communications equipment.

**iii. Post Disaster Phase**

1. Shall provide DRRMCs the good practices employed during the disaster phase to serve as “lessons learned” documents.
2. Shall be prepared to provide debriefing as part of communications education.
3. *Shall conduct retraining of technical personnel and refurbish ICT equipment to ensure operational readiness status.*

**d) Philippine Coast Guard (PCG)**

**i. Pre Disaster Phase**

1. Disseminate early warning on weather forecast issued by PAGASA to coastal barangays, local fisher folks and other maritime stake holders through effective and fastest means of communications (text, Notice to Mariner, VHF/HF radio and e-mail).

**ii. During Disaster Phase**

1. Shall be responsible for assessing and collecting the degree of damage related to sea navigation, immediately after a hydro-meteorological disaster, especially a tropical cyclone disaster, and report DRRMCs, if navigation of marine vessels are found

unsafe, due by wrecked ships and floating debris and other objects.

2. Shall provide communications assistance and render reports/updates on activities and incidents to DRRMC and Cluster Lead.

**iii. Post Disaster**

1. Provide reports of debriefing activities.

**e) Department of Public Works and Highways (DPWH)**

**i. During Disaster Phase**

1. To facilitate the clearing operations of the affected national roads and bridges to open traffic immediately and assists the LGUs to reinstall communication and other local infrastructure facilities.
2. Shall conduct RDANA for National Roads and Bridge with Appurtenant Facilities.
3. Shall report RDANA Results to OCD through N/RDRRMCs.

**ii. Post Disaster Phase**

1. Shall join PDNA as main agencies in charge of Infrastructure Facilities.

**ii. Philippine Information Agency (PIA) and Media**

**i. Pre Disaster Phase**

1. Convey information on warnings/alerts/advisories thru text broadcast, website news facility, and print directed to areas that may likely be affected, in accordance with request by DRRMCs and/or OCD.

**ii. During Disaster Phase**

1. Activate regional/provincial PIA team to provide regular updates from regional/provincial PIA to be disseminated thru text blast and website news facility in coordination with the DRRMCs.

**iii. Post Disaster Phase**

1. Report information to the public on impacts of disaster and updates of response activities thru text blast, website news facility.

**g) PLDT, Smart Communications Inc. and Sun Cellular**

**i. Pre Disaster Phase**

1. Identifying and Prepositioning of Key People and Resources for Disaster Response (work with ETC cluster members for easy transport and facilitation).
2. Network Resiliency Check for both wired and wireless

3. Ensure that all alert/monitoring systems running on network are available (Infoboard, Social Media assets, NOAH, Weather alerts)

## ii. **During Disaster Phase**

1. Informing and Alerting during the Disaster
  - 1.a Cell Broadcast , in accordance with NDRRMC request.
  - 1.b Infoboard
  - 1.c Communications Support to Responders
  - 1.d LibrengTawag/Cellphone Charging Stations/Internet
  - 1.e Social Media engagements via Rappler, Relief.PH, Rescue.ph
  - 1.f Provision of reports for areas with no signals or communication networks.
2. Deployment of Quick Communications Solution
  - 2.a Satellite voice communications (ThurayaSatSleeves for Iphone)
  - 2.b Satellite internet (BGAN)
  - 2.c Instant Network (in partnership with Vodafone and Telecoms Sans Frontiers)
  - 2.d Cellsite on wheels (prepositioned with satellite)
  - 2.e Connectivity augmentation in OpCen
3. Social Media and other Emerging Technologies\*
  - 3.a Crisis mapping
  - 3.b Big data analytics
  - 3.c Mobile apps

## iii. **Post Disaster Phase**

1. Network Audit for Fixed and Wireless to consider 'adaptation' strategies.
2. Ensure that all alert/monitoring systems running on network are available (Infoboard, Social Media assets, NOAH, Weather alerts)

## h.) **Bureau of Fire Protection (BFP)**

1. Shall provide assistance in communication between disaster site and DRRMCs in accordance with requests of DRRMCs.
2. Provide assistance through the use of public address system in coordination with DRRMCs.

## i.) **National Telecommunications Commission (NTC)**

1. Shall monitor Telecom Network Situation.
2. Shall ensure availability of Radio Frequency for DRRM
3. Shall man their staff to confirm and restore the function of the communication being managed by their own.
4. Shall report the statuses of communication conditions of each mean, such as radio wave communication service to DOTC.
5. Shall exert all efforts to newly create or revive the redundant radio wave communication for emergency information

communication under the coordination of the DOTC Headquarter.

6. Shall need to put effort on proper and uninterrupted operation of communication, by allocating staff to disaster area and implementing communication control, to deal with problems such as interference during congestion of communication in radio transmission stations at the time of disaster.
7. Shall provide National Interagency Radio Support systems for use by disaster response teams to report information from the disaster area to the DRRMCs and such other applications as determined by the radio communications coordinator.

**j.) Department of Health (DOH)**

1. Provide database of available communication equipment with specification of the Health Cluster
2. Provide database of critical facilities and personnel

**k.) REACTPhils. Inc- CRS AFP**

1. Will assist conveying the warning messages and information in accordance with the requests by DRRMCs.
2. Provide feedback communication to respective local DRRM and OCD through National Office.
3. Shall provide alternate national communication system for emergencies through its prepositions local groups and facilities nationwide.
4. Coordinate with other local and national radio groups.
5. Help coordinate with stakeholders in affected areas.

#### **4. CONCEPT OF SUSTAINMENT**

A. The OCD as Cluster Lead will coordinate the dispatch of the RETT and will handle all its needs to support its operation at the affected area.

B. All members of the cluster acting on request from the OCD will make available necessary and operational telecommunication equipment at the disposal of the RETT at the affected area.

C. Concerned government agencies and their subordinate offices shall utilize their respective internal personnel. Additional personnel requirements shall be coordinated through the NDRRMC in collaboration with all Council members.

#### **5. COMMAND AND CONTROL**

A. Command Relationship – all DRRM actors and key players will refer and based their actions as prescribed in IRR of R.A. 1021, Rule 3, Section 2. Composition

B. Command Center – National Disaster Risk Reduction and Management Operations Center (NDRRMOC), Camp General Emilio Aguinaldo, Quezon City.

- 1) Succession of Command:

- a) Chairperson, NDRRMC (S, DND)
  - b) Vice-Chairperson for Disaster Response (S, DSWD)
  - c) Emergency Telecommunications Cluster Lead (OCD-OpnsDiv)
  - d) Emergency Telecommunications Cluster Members
- 2) Interagency Communication System Support

For the entire duration of the operations, the existing means of communications shall be utilized whatever is applicable. However, the Emergency Telecommunication Cluster will be activated once communication is cut-off from the affected areas.

FOR GUIDANCE AND STRICT COMPLIANCE

**SEC VOLTAIRE GAZMIN**  
**Chairperson, NDRRMC**  
**Department of National Defense**

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**CLUSTER F: Education Cluster Operations Protocol**

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Copy Number:

Issuing Agency: National Disaster Risk Reduction and Management Council

Place of Issue: Camp General Emilio Aguinaldo, Quezon City

Date of Issue:

Integrated Plan: National Disaster Response Plan

## **1. RATIONALE**

The occurrence of tropical cyclones and flooding has significant effects to the education sector. Suspension of classes, as an immediate and initial response, is announced to prevent exposure of learners to the impact of flooding and typhoons. The Education Cluster is one of the clusters responding to the needs of affected population and areas during hydro-met disasters. The safety of students and personnel during hydro-meteorological hazards, with or without early warning, is the top priority of the Education Cluster.

## **2. OBJECTIVE**

The Education Cluster aims to ensure safety of learners and Department of Education (DepEd) personnel. It also aims to provide continued access to quality education to all affected learners. Specifically, the cluster will:

- a) Prepare DepEd field offices and schools by issuing alerts and warnings based on weather bulletins and local issuances;
- b) Conduct impact and needs assessment on affected teaching and non-teaching personnel, learners, and educational properties;
- c) Provide the required temporary learning spaces, teaching materials, and learning materials to allow for resumption of classes and education service delivery;
- d) Coordinate the provision of psycho-social support and services to both learners and DepEd personnel with concerned agencies; and
- e) Mobilize resources to facilitate delivery of other relevant assistance to affected teaching and non-teaching personnel.

## **3. CONCEPT OF OPERATIONS**

DepEd issues relevant alerts and advisories to its field offices and cluster members after initial appraisal of the disaster's scope and impact, including its imminent threat to life and safety and disruption of education services. All members inform their respective field personnel assigned in the region to conduct initial/rapid assessment of the affected school and learners.

DepEd coordinates the conduct of needs assessments with member agencies and organizations to avoid duplication of data and optimize the available human resource on the ground. The DepEd Disaster Risk Reduction and Management Office (DRRMO) is tasked to consolidate the assessment results and submit to

DepEd Management for clearance. Upon approval, the DRRMO disseminates the assessment results to NDRRMC, cluster members, and concerned government agencies.

DepEd then activates its Emergency Operations Center (EOC) at the appropriate level. The EOC maintains coordination with and among agencies, especially LDRRMC. The respective district coordinators, division superintendents, and regional directors ensure that all needs related to emergency education services are addressed.

DepEd focal persons continuously collect information on the needs of the different schools under their respective areas, and indicate the interventions being provided.

DepEd focal persons also facilitate the requests for assistance based on assessment results. All requests from the field are augmented by the next higher level office of DepEd and partner organizations. Requests that are beyond the capacity of the Education Cluster are recommended for appeal for international assistance.

The Education Cluster conducts post-disaster assessment to identify good practices and areas for improvement as it sees fit.

The following are the key players and actors in the implementation of this concept:

### **A. Cluster Lead Agency**

**Department of Education (DepEd)** through the Disaster Risk Reduction and Management Office (DRRMO) will lead the coordinating functions of the Cluster. Specifically, DepEd will do the following for each Disaster Phase:

#### **i. Pre-Disaster Phase**

1. Issue initial alerts and warnings as projected by relevant agencies (DOST, PAGASA, NDRRMC) to Field Offices and Education Cluster Members.
2. Prepare baseline reports of projected affected areas (e.g. enrolment, classrooms, and personnel)
3. Reinforce alerts issued to DepEd field offices and education cluster members as may be appropriate upon advice made by NDRRMC.
4. Enforce the strict implementation of school safety and preparedness protocols, such as ensuring protection of DepEd property.
5. Provide advisory on preemptive evacuation, if necessary.
6. Project the possible impact of the impending threat to the following: safety of learners and DepEd personnel, destruction of properties, and disruption of educational services.
7. Adhere to the policies on suspension of classes based on EO 66 (s. 2012). If learners and DepEd personnel are already in school upon suspension, DepEd should consider their safety before allowing them to leave the school premises.
8. Prepare possible activation of EOCs.
9. Convene the Education Cluster for response planning and pre-positioning.

#### **ii. During Disaster Phase**

1. Activate DepEd EOC at concerned levels.
2. Convene the Education Cluster
3. Closely coordinate with relevant government agencies (NDRRMC, OCD, PAGASA, DOST, DSWD, DOH, among others)
4. Track DepEd key officials and personnel.
5. Monitor the status of office operations in affected divisions and regions.
6. Disseminate report of actual path of disaster to the Education Cluster and DepEd field offices.
7. Gather data on impact to education and generate reports, such as situation reports and advisories.

8. Submit reports to DepEd Management for clearance.
9. Disseminate situation reports to NDRRMC, Inter-Cluster, Education Cluster, and Field Offices affected.
10. Monitor possible escalation of situation that may aggravate impact on learners, personnel, and properties.
11. Prepare for the deployment/provision of resources (i.e. personnel, learning materials, support for TLS, psychosocial services)

### **iii. Post Disaster Phase**

1. Conduct continuous Post-Disaster Needs Assessment (PDNA) in coordination with other cluster members.
2. Continuous tracking of DepEd personnel and students
3. Establish temporary learning spaces in affected schools and schools used as evacuation centers
4. Monitor the availability of temporary learning spaces in other evacuation centers
5. Mobilize appropriate educational interventions such as, but not limited to, the following:
  - i. Psycho-social support and services
  - ii. Teaching and learning materials
  - iii. Conduct of life skill education and alternative delivery modes
  - iv. School clean-up
  - v. Emergency feeding programs
  - vi. Minor repairs of school facilities
  - vii. Life-saving supplies for education (health, nutrition, protection)
6. Mobilize and facilitate appropriate personnel assistance.
7. Conduct Education Cluster meetings.
8. Initiate the issuance of appeal for international assistance, if necessary.

## **B. Cluster Member Agencies and Organizations**

### **a) Cluster co-leads: Save the Children and UNICEF**

#### **1. Pre-Disaster Phase**

1. Assist the Lead Agency in communicating alerts and warnings to DepEd field offices and schools
2. Pre-position resources for the projected impact to schools
3. Participate in Education Cluster meetings

#### **2. During Disaster Phase**

1. Assist in the tracking of DepEd key officials and personnel and monitoring of field office and school operations
2. Participate in Education Cluster meetings
3. Share monitoring and assessment result at the cluster level

**3. Post Disaster Phase**

1. Coordinate with the Lead Agency on the conduct of PDNA
2. Participate in Education Cluster meetings.
3. Assist in the continuous tracking of DepEd personnel and students.
4. Assist the establishment of temporary learning spaces
5. Mobilize and support appropriate educational interventions such as, but not limited to, the following:
  - i. Psychosocial support and services
  - ii. Teaching and learning materials
  - iii. Conduct of life skill education and alternative delivery modes
  - iv. School clean-up
  - v. Emergency feeding programs
  - vi. Minor repairs of school facilities
  - vii. Life-saving supplies for education (health, nutrition, protection)
6. Support the Lead Agency's appeal for international assistance

**b) Local and International Non-Government Organizations (I/INGOs) and Civil Society Organizations (CSOs)****i. Pre-Disaster Phase**

1. Assist in the dissemination of warnings and alerts projected by the relevant agencies (DOST, PAGASA, NDRRMC)
2. Assist schools in implementing safety and preparedness protocols
3. Monitor the enforcement of class suspension and preemptive evacuation, if necessary.
4. Pre-positioning of resources for the projected impact to schools.
5. Participate in Education Cluster meetings, national and/or local
6. Assist local DepEd offices and schools in coordinating with LGUs

**ii. During Disaster Phase**

1. Support the operations of Field EOC.
2. Assist in the tracking of DepEd key officials and personnel
3. Assist in the monitoring of needs and damages
4. Share monitoring results to the Lead Agency
5. Participate in Education Cluster meetings, national and/or local

**iii. Post Disaster Phase**

1. Coordinate the conduct of PDNA to the Lead Agency.
2. Assist in the continuous tracking of DepEd personnel and students.
3. Assist the establishment of temporary learning spaces

4. Mobilize appropriate educational interventions such as, but not limited to, the following:
  - i. Psycho-social support and services
  - ii. Teaching and learning materials
  - iii. Conduct of life skill education and alternative delivery modes
  - iv. School clean-up
  - v. Emergency feeding programs
  - vi. Minor repairs of school facilities
  - vii. Life-saving supplies for education (health, nutrition, protection)
5. Participate in Education Cluster meetings, national and/or local

**c) Private partners (Individuals and Corporations)**

**i. Pre-Disaster Phase**

1. Assist in the dissemination of warnings and alerts projected by the relevant agencies (DOST, PAGASA, NDRRMC)
2. Participate in Education Cluster meetings, national and/or local

**ii. During Disaster Phase**

1. Coordinate with Lead Agency for the projected impact to schools
2. Support the communication facilities for the monitoring of affected schools.
3. Participate in Education Cluster meetings, national and/or local

**iii. Post Disaster Phase**

1. Coordinate with Lead Agency for the education needs in affected schools.
2. Participate in Education Cluster meetings, national and/or local.
3. Assist in the continuous tracking of DepEd personnel and students.
4. Assist the establishment of temporary learning spaces
5. Mobilize appropriate educational interventions such as, but not limited to, the following:
  - i. Psycho-social support and services
  - ii. Teaching and learning materials
  - iii. Conduct of life skill education and alternative delivery modes
  - iv. School clean-up
  - v. Emergency feeding programs
  - vi. Minor repairs of school facilities
  - vii. Life-saving supplies for education (health, nutrition, protection)

**d) Department of Social Welfare and Development (DSWD)****i. During Disaster Phase**

1. Coordinate with DepEd on the possible use of schools as evacuation centers for IDPs
2. Share information on the damages to education facilities/equipment and statuses of schools used as evacuation centers for IDPs

**ii. Post Disaster Phase**

1. Coordinate the conduct of PDNA, especially on the impact to ECCD clients and services.
2. Conduct supplementary feeding programs and psychosocial services to affected population.
3. Monitor the conduct of ECCD activities in evacuation centers

**e) Office of Civil Defense (OCD)****i. During Disaster Phase**

Provide logistical assistance to transport education supplies and services

**ii. Post Disaster Phase**

Coordinate the conduct of inter-cluster needs and damage assessment

- (RDNA: first 48 and 72 hours after disaster event)
- (PDNA: onsite evacuation and onwards)

**f) Department of Health (DOH)****i. During Disaster Phase**

Support and make available services for trauma detection and intervention for school children and staff

**ii. Post Disaster Phase**

1. Provide lifesaving supplies for education (health, nutrition, protection) in coordination with DepEd.
2. Conduct with DepEd and/or DSWD various psychosocial support and services such as: a) psychosocial activities for students ; b) Conduct Trauma and Stress Management with DepEd and DSWD; and c) preventive health education to school children affected by disaster, whichever is necessary.

**g) Technical Education and Skills Development Authority (TESDA)**

**Post Disaster Phase**

1. Support the conduct of PDNA
2. Coordinate with the Lead Agency on the possible assistance that can be provided, especially to technical vocational schools

**h) Department of Public Works and Highways (DPWH)****i. Post Disaster Phase**

Provide technical assistance in damage assessment of school facilities

**i) Mines and Geosciences Bureau (MGB)****i. Pre-Disaster and During Disaster Phase**

Issuance of flood and landslide advisories, especially for affected schools and evacuation centers/temporary shelters

**ii. Post Disaster**

Post-hazard mapping and assessment for temporary shelters, evacuation centers and/or relocation sites

**j) Philippine National Police (PNP)****i. Post Disaster**

1. Provide manpower and labor force to speed up clearing process in schools, if necessary
2. Provide necessary security to affected schools or local EOC

**4. CONCEPT OF SUSTAINMENT**

DepEd DRRMO as Cluster Lead will coordinate all requests and updating of reports for emergency education services in affected areas.

All cluster members will make available all necessary operational resources that will be used in providing such emergency education services.

Concerned government agencies and their subordinate offices will utilize their respective internal personnel during disaster response. Additional personnel requirements shall be coordinated through NDRRMC in collaboration with all Council members.

**5. COMMAND AND CONTROL**

- A. Command Relationship – all DRRM actors and key players will refer and base their actions as prescribed in IRR of R.A. 10121, Rule 3, Section 2. Composition
- B. Command Center – National Disaster Risk Reduction and Management Operations Center (NDRRMOC), Camp General Emilio Aguinaldo, Quezon City.
  - a) Succession of Command:
    - (1) Chairperson, NDRRMC (S, DND)
    - (2) Vice-Chairperson for Disaster Response (S, DSWD)
    - (3) Education Cluster Lead (DepEd DRRMO)
    - (4) Education Cluster Members
  - b) Inter-agency Communication System Support

For the entire duration of operations, the existing means of communications will be utilized. However, the Emergency Telecommunication Cluster will be activated once communication is cut-off from the affected areas.

FOR GUIDANCE AND STRICT COMPLIANCE

**SEC VOLTAIRE GAZMIN**  
**Chairperson, NDRRMC**  
**Department of National Defense**

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**CLUSTER G: Search, Rescue and Retrieval Cluster Operations Protocol**

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Copy Number:

Issuing Agency: National Disaster Risk Reduction and Management Council

Place of Issue: Camp General Emilio Aguinaldo, Quezon City

Date of Issue:

Integrated Plan: National Disaster Response Plan

## **1. RATIONALE**

Loss of lives and casualties are the main concern of all government agencies involved in disaster management. Pre-emptive evacuation have been the thrust of the government to save the lives of those that will be affected by the incoming disaster, but no matter how government act there are still those that are affected and needs to be rescue. The efficiency of doing response during disaster relies on the timely and organized deployment of Search and Rescue. The assistance given by the SAR during disaster and retrieval operations during post disaster are critical services that are needed to further minimize loss of lives and casualties.

The Search, Rescue and Retrieval Cluster was created to have a separate cluster that will deal directly to the needs and operational requirements needed on group in coordination with the other Response Clusters and affected LGUs.

## **2. OBJECTIVE**

The Search, Rescue and Retrieval Cluster aims to provide support for an effective, timely, organized and systematic search, rescue and retrieval operations to affected areas in all emergencies to further minimize loss of lives and casualties, including the hand-over of casualties to the Health Cluster for proper treatment and management. The SRR Cluster is the national organization that will coordinate and deploy all available Search and Rescue teams from the government, civil society, private sector and the international community.

## **3. CONCEPT OF OPERATIONS**

The Lead agency of the SRR Cluster is the Armed Forces of the Philippines (AFP). The SRR Cluster will have two components: a) coordination of all Search and Rescue Teams deployed at the affected areas, and b) retrieval and declaration of the dead.

Upon the directive of the NDRRMC or the President, the Search, Rescue and Retrieval Cluster will be activated to preposition their teams to the projected affected areas. All SRR Teams will do monitoring and reporting of updates to the National SRR Cluster Lead. They will establish coordination with the LCE of the projected affected area for possible deployment.

Upon requests submitted or given to the NDRRMC which will be communicated to the Cluster Lead, the prepositioned SRR Teams will proceed to the affected

areas and report to the LCE or Incident Commander for proper deployment. All SRR Teams will submit status reports to the IC and the Cluster Lead. Demobilization will be done upon the instruction of the IC.

The following are the key players and actors in the implementation of this concept.

## **A. Lead Cluster Agency**

### **a) Armed Forces of the Philippines (AFP)**

#### **i. Pre-Disaster Phase**

1. Lead the coordination with the SRR cluster NDRRMC-members
2. *Equipment check/show down inspections*
3. *Info-sharing/Situational awareness with other concerned agency-responders*
4. Crisis action planning
5. *Conduct of rehearsals (individual/inter-agency)*
6. Identification and prepositioning of *resources/assets (SRR Teams)/ unit responders at the community threatened areas*
7. Monitoring and assessment of situation
8. Task organizing

#### **ii. During Disaster Phase**

1. Deployment of the necessary *disaster response capabilities for coordinated and responsive conduct of Search, Rescue and Retrieval (SRR) operations at the disaster-affected communities:*
  - Mountain, Forest and Ravine Search and Rescue (SAR)
  - *Urban Search, Rescue and Retrieval (USRR) Teams capability:*
    - *Collapsed Structure SRR Teams;*
    - *Confined Space SRR Teams;*
    - *Water SRR Teams (Open water/deep-water)*
2. *Deployment of Road-Clearing/Debris-Clearing Operations Teams*
  - Collapsed structure search and rescue
3. Coordination with the Incident Commander
4. Continuous assessment

#### **iii. Post Disaster Phase**

1. Hand over
2. Debriefing /AHR
3. Reporting
4. Consolidation
5. Reorganization and redeployment

**B. Cluster Member Agency****a) Department of the Interior and Local Government (DILG)****i. Pre-Disaster Phase**

1. Assist the SRR Cluster at the national level.
2. Coordinates with the Office of Civil Defense for the confirmation of all available SRR Teams of all national agencies for possible deployment or pre-positioning.
3. Submits to the NDRRMC a list of available government SRR Teams for immediate possible deployment.
4. Meets with Response Cluster to do scenario building activities to determine the projected areas for deployment of SRR Teams. This includes the system for receiving SRR Teams from international agencies and INGOs.
5. Deployment of pre-positioned SRR Teams to the projected affected areas and its adjacent LGU/s.

**ii. During Disaster Phase**

1. Assist in the deployment of pre-positioned SRR Teams to assist the affected areas. SRR Teams to coordinate with the LCEs of the affected areas for proper endorsement to the Incident Command posts on ground.
2. Collects status reports and requests of the deployed SRR Teams on ground.
3. Submits status, requests and proposed actions to the NDRRMC to integrate all activities at the NDRRMC Operations Center.
4. Establishment of command posts at the Manila office and at the affected areas for multi-SRR Teams including those from international agencies and INGOs.
5. Coordinates with other response clusters for their SRR requirements.
6. Deployment of batches of SRR Teams for augmentation at the affected areas.
7. Coordinates with the LGU/s to determine the areas for proper management of mass dead.
8. Activates Mass Dead Management Task Force to determine the requirements in coordination with the affected LGU/s.
9. Submits the MDM Task Force status reports to the NDRRMC.

**iii. Post Disaster Phase**

1. Works a schedule for turn-over of all retrieval operations with the LGU/s.
2. Prepares and submits a report of all operations to the NDRRMC.

**b) Office of the Civil Defense (OCD)****ii. Pre-Disaster Phase**

1. Monitors and collect situation reports from the LDRRM Operations Center.
2. Alerts national SRR groups for possible activation.
3. Coordinates the prepositioning of SRR groups in critical area.
4. Issuance and dissemination of activation orders

**iii. During Disaster Phase**

1. Monitors situation in the ground from LDRRM OpCen.
2. Receives request for SRR augmentation.
3. Issuance and dissemination of deployment orders.
4. Deployment of SRR augmentation groups in coordination with the DRRMCs and Cluster head.

**iv. Post Disaster Phase**

1. Consolidate and prepare report for submission.
2. Debriefing of SRR groups at the national level in coordination with DOH.

**b) Philippine Coast Guard (PCG)****i. Pre-Disaster Phase**

1. Alert all PCG Districts/Stations/Detachments.
2. Standby all DRGs for possible deployment.
3. Standby all available floating and mobility assets for possible deployment.

**ii. During Disaster Phase**

1. Deploy required numbers of DRGs with equipment.
2. Support other tasks as requested by DRRMC.

**iii. Post Disaster Phase**

1. Conduct retrieval operations as per request by the Council after the approval of Commandant, PCG.
2. Evaluate and assess the operations performance for necessary improvements

**c) Bureau of Fire Protection (BFP)****i. Pre Disaster Phase**

1. Predetermine vulnerable areas as part of pre-fire planning
2. Conduct inventory of resources and logistics
3. Activate Oplan Paghahanda (Paghahanda Laban sa Sakuna)

**ii. During Disaster Phase**

1. Deployment/mobilization of firefighters in the identified affected area in coordination with their respective DRRMC.

2. Perform basic fire suppression, rescue and emergency medical services operation.
3. Perform other functions as requested within the mandate and capacity of BFP

**iii. Post Disaster Phase**

1. Assists in the collapse structure operations

**d) Department of Health (DOH)**

Shall assist in the coordination of casualties for proper medical health treatment and the dead for proper identification and burial.

**e) Mines and Geosciences Bureau (MGB)**

**i. Pre Disaster Phase**

1. To conduct technical knowledge sharing/briefing on flood and landslide hazards prior to deployment of SRR team

**ii. During Disaster Phase**

1. To conduct technical knowledge sharing relative to possible recurrence of hazards
2. To identify /locate areas might be affected by these hazards to ensure the team's safety and assist in locating alternative routes and/or strategies for effective mobilization.

**f) Department of Public Works and Highways (DPWH)**

Shall assist the SRR Teams by providing all necessary and available assets that can be utilized in the rescue or retrieval operations.

**g) Philippine Red Cross (PRC)**

**i. Pre Disaster Phase**

1. Continuous monitoring and reporting
2. Readiness of status check of all resources including manpower, supplies, equipment and tools.
3. Coordinate with chapters to verify and identify needs of operation
4. Coordinate with partner agencies at the national level such as NDRRMC, PAGASA, DOH, DSWD, etc.
5. Activation of ERU and WASAR teams

**ii. During Disaster Phase**

1. Rapid assessment and coordination
2. Develop PRC operational action plan
3. Mobilization of logistical support to augment chapter response capacity, and/or field base operation managed by PRC-NAQ
4. Mobilization and deployment of required teams in disaster operations such as ERU, WASAR, DSP, etc.

5. Provide pre-hospital care for injured and ill –persons (ambulance-patient transport if needed)
6. Continuous monitoring of the situation
7. Conduct after operation de-briefing

**iii. Post Disaster Phase**

1. Conduct post-disaster and need assessment
2. Conduct of inventory of resources
3. Prepare and submit operation report
4. Conduct debriefing

**h) Metro Manila Development Authority (MMDA)**

Shall provide SRR Teams available for deployment to the affected areas in coordination with the National SRR Cluster Lead.

**i) REACT**

**I. Pre Disaster Phase**

1. Coordinate with OCD on services that maybe requested from REACT
2. Monitoring and evaluation
3. Coordinate with local groups
4. Selection of affected or nearest capable and appropriate local group
5. Standby for preposition

**ii. During Disaster Phase**

1. Monitoring and evaluation
2. Turn-over team to cluster head for dispatch

**iii. Post Disaster Phase**

1. Monitoring and evaluation
2. Demobilization with cluster
3. Debriefing and evaluation

**j) Volunteers/Civil Society Organizations**

All Volunteer SRR Teams will coordinate with the National SRR Cluster Lead for proper deployment to the affected areas.

**k) National Bureau of Investigation (NBI)**

1. Shall lead the Mass Dead Management Task Force upon the activation of the SRR Cluster Head.
2. Shall coordinate and manage the requirements of identifying and burial of all dead victims with the MDM Task Force.
3. Submits status reports to the Cluster Lead including request for additional manpower to hasten the process of identification and proper burial of the dead.

4. Shall coordinate with the Interpol for the appropriate guidelines for identification and documentation of the dead victims. s

**l) Department of Health (DOH)**

1. DOH hospitals in the area to provide health services
2. Assist SRR in the provision of health services in special situations (e.g. amputations for trapped patients)
3. Augment logistics (e.g. PPE, chemoprophylaxis medications, vaccines, etc.)
4. Provide technical assistance on health and safety concerns

**m) Department of Foreign Affairs (DFA)**

Shall provide assistance in the processing of incoming SRR Teams from regional and international community

**n) Telcos**

**i. Pre-Disaster Phase**

1. Red warning
  - Prepositioning of manpower resources
  - Routine network check to ensure resiliency

**ii. During Disaster Phase**

1. Directive to deploy SAR had been issued
  - Information/Alert (Cell broadcast/communication support/Libreng Tawag)
  - Quick deployment of communications solution (satellite phones, internet, instant network)
  - Social media engagement with rescue coordination groups (relief.ph;rescue.ph)

**iii. Post Disaster Phase**

1. Demobilization of SRR
  - Network audit
  - Network monitoring

**p) Philippine National Police (PNP)**

**i. Pre-Disaster Phase**

1. Activation of the PNP National Disaster Operation Center (NDOC)
2. Alert members of PNP NHQ Disaster Incident Management Task Group (DIMG).
3. Prepositioning of available SAR teams

**ii. During Disaster Phase**

1. Deployment of SAR teams to affected areas
2. Road clearing operations with concerned agencies.

3. Further issuance of detail orders for additional personnel if needed.
4. Provide public information on road conditions due to hazards/debris.

**iii. Post Disaster Phase**

1. Security assistance to relief shelters/delivery of relief goods
2. Inform higher offices re progress and updates for the information of the monitoring public
3. Conduct de-briefing with concerned agencies to determine the probable areas to improve based on the previous responses.

**4. CONCEPT OF SUSTAINMENT**

- a) The DILG as Cluster Lead will coordinate all support and requirements of response committee in their activities to augment the requirements at the affected areas during disasters.
- b) Concerned government agencies and their subordinate offices shall utilize their respective internal personnel. Additional personnel requirements shall be coordinated through the NDRRMC in collaboration with all Council members.

**5. COMMAND AND CONTROL**

A. Command Relationship – all DRRM actors and key players will refer and based their actions as prescribed in IRR of R.A. 1021, Rule 3, Section 2. Composition

B. Command Center – National Disaster Risk Reduction and Management Operations Center (NDRRMOC), Camp General Emilio Aguinaldo, Quezon City.

a) Succession of Command:

- (1) Chairperson, NDRRMC (S, DND)
- (2) Vice-Chairperson for Disaster Response (S, DSWD)
- (3) SRR Cluster Lead (DILG)
- (4) SRR Cluster Members

a) Interagency Communication System Support

For the entire duration of the operations, the existing means of communications shall be utilized whatever is applicable. However, the Emergency Telecommunication Cluster will be activated once communication is cut-off from the affected areas.

**FOR GUIDANCE AND STRICT COMPLIANCE**

**SEC VOLTAIRE GAZMIN**  
**Chairperson, NDRRMC**  
**Department of National Defense**

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## **CLUSTER H: Management of the Dead and the Missing Cluster Operations Protocol**

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Copy Number:

Issuing Agency: National Disaster Risk Reduction and Management Council

Place of Issue: Camp General Emilio Aguinaldo, Quezon City

Date of Issue:

Integrated Plan: National Disaster Response Plan

### **1. RATIONALE**

In emergency or disaster management, most efforts are being concentrated on the management of the living victims while very least considerations are being given to the dead and the missing to the extent that there are no clear specific tasks and assigned agencies to handle them. The major disasters in the past years served as eye opener to the affected governments to give focus and attention to the management of the dead and the missing (MDM) persons. It is an accepted reality the MDM in disasters is a major component of the over-all management of consequences of disasters.

Another assistance provided by the NDRRMC during disaster is the management of the dead and missing. Retrieval operation of all dead casualties is a very tedious and critical service to provide closure to the affected families. The demand for the speedy identification of cadavers is a challenge and requires an efficient system of coordination between the national government agencies (NBI, PNP, SOCO, DOH) and the LGU.

The NDRRMC through the Management of the Dead and the Missing (MDM) Cluster has a critical role in providing standards and guidelines in the proper handling of dead bodies (identification, transfer and final disposal), ensuring that legal norms are followed, and guaranteeing that the dignity of the deceased and their families is respected in accordance with their cultural values and religious beliefs. (DOH: AO18.s2007).

### **2. OBJECTIVE**

The Management of the Dead and the Missing aims to provide assistance in the proper identification and disposition of the remains in a sanitary manner with cautions to prevent negative psychological and social impact on the bereaved and the community.

### **3. CONCEPT OF OPERATIONS**

The Lead agency of the MDM Cluster is the Department of the Interior and Local Government (DILG). The recovery and retrieval of dead bodies will be done through the different Search and Rescue Units (SARs) and will be coordinated with the SRR Cluster. The MDM Cluster will only handle the bodies that were already declared dead by the Department of Health. The same bodies will be handed-over to the MDM Cluster by the DOH for processing and management.

The MDM Cluster will have four major activities:

- Identification of the dead
- Final Arrangement for the dead
- Management of the missing persons
- Management of the bereaved families

#### *Identification of the Dead*

The National Bureau of Investigation (NBI) will lead the activities needed for proper identification of all declared dead bodies. The NBI with the assistance of the PNP Scene of the Crime Operatives (SOCO) and other related experts will issue Certificate of Identification for all examined/processes and identified bodies. The Local Health Officer shall issue the Death Certificate based on the Certificate of Identification issued by the NBI/PNP. The NBI/PNP will be guided with the current guidelines drafted for the proper management of the dead and missing.

#### *Final Arrangement for the Dead*

The DILG as Cluster lead will coordinate the final arrangement for the dead with the legitimate claimants and the affected LGUs. The NBI will release all identified cadavers to the legitimate claimants who in turn will be responsible for the ultimate disposal of the identified cadavers. The DILG will coordinate with the affected LGUs who shall be responsible for the final disposition of the unidentified bodies.

#### *Management of the Missing Persons*

The DILG through the assistance of the DSWD, DOH, PRC and the affected LGUs will provide the technical and resource augmentation/assistance for the medical, psychological, and physiological needs of the families of the missing persons.

#### *Management of the Bereaved Families*

The DILG will coordinate with the DSWD, DOH, PRC and the affected LGUs in providing technical and resource augmentation/assistance for the physiological needs of the bereaved in terms of:

- Food assistance
- Financial assistance
- Livelihood assistance
- Clothing assistance
- Shelter assistance
- Management of the Orphans
- Food/cash for work

The following are the key players and actors in the implementation of this concept.

## **A. Lead Cluster Agency**

### **a) Department of the Interior and Local Government (DILG)**

#### **i. Pre-Disaster Phase**

1. Activation of the MDM Cluster at the national level.
2. Coordinates with the Office of Civil Defense for the confirmation of all available MDM Teams of all national agencies for possible deployment or pre-positioning.
3. Submits to the NDRRMC a list of available government MDM Teams for immediate possible deployment.
4. Meets with Response Cluster to do scenario building activities to determine the projected areas for deployment of MDM Teams. This includes the system for receiving MDM Teams from international agencies and INGOs.
5. Deployment of pre-positioned MDM Teams to the projected affected areas and its adjacent LGU/s.

#### **ii. During Disaster Phase**

1. Deployment of pre-positioned MDM Teams to assist the affected areas. MDM Teams to coordinate with the LCEs of the affected areas for proper endorsement to the Incident Command posts on ground.
2. Collects status reports and requests of the deployed MDM Teams on ground.
3. Submits status, requests and proposed actions to the NDRRMC to integrate all activities at the NDRRMC Operations Center.
4. Establishment of command posts at the Manila office and at the affected areas for multi-MDM Teams including those from international agencies and INGOs.
5. Coordinates with other response clusters for their MDM requirements.
6. Deployment of batches of MDM Teams for augmentation at the affected areas.
7. Coordinates with the LGU/s to determine the areas for proper management of mass dead.
8. Submits the MDM Task Force status reports to the NDRRMC.

#### **iii. Post Disaster Phase**

1. Prepares and submits a report of all operations to the NDRRMC.

**B. Cluster Member Agency****a) Office of the Civil Defense (OCD)****i. Pre-Disaster Phase**

1. Monitors and collect situation reports from the LDRRM Operations Center.
2. Alerts national MDM groups for possible activation.
3. Coordinates the repositioning of MDM groups in critical area.
4. Issuance and dissemination of activation orders

**ii. During Disaster Phase**

1. Monitors situation in the ground from LDRRM OpCen.
2. Receives request for MDM augmentation.
3. Issuance and dissemination of deployment orders.
4. Deployment of MDM augmentation groups in coordination with the DRRMCs and Cluster head.

**iii. Post Disaster Phase**

1. Consolidate and prepare report for submission.
2. Debriefing of MDM groups at the national level in coordination with DOH.

**b) Department of Health (DOH)**

1. Augment manpower for the DVI process
2. Provide support for medical services/ MHPSS for responders and bereaved families
3. Augment logistics (e.g. PPE, chemoprophylaxis medications, vaccines, etc.)
4. Provide technical assistance on health and safety concerns

**c) Department of Social Welfare and Development (DSWD)**

Shall assist the DILG in providing resources and technical assistance to the bereaved families.

**d) Philippine Red Cross (PRC)**

Assist in the provision of resources and technical assistance to the affected LGUs for the physiological requirements of the bereaved families.

**e) National Bureau of Investigation (NBI)**

1. Shall lead the identification of the declared dead bodies MDM Cluster Head.
2. Shall coordinate and manage the requirements of identifying and burial of all dead victims with the MDM Task Force.
3. Submits status reports to the Cluster Lead including request for additional manpower to hasten the process of identification and proper burial of the dead.

4. Shall coordinate with the Interpol for the appropriate guidelines for identification and documentation of the dead victims. s

**f) Department of Foreign Affairs (DFA)**

Shall provide assistance in informing families of all foreign nationals that are victims of the disaster.

**p) Philippine National Police (PNP)**

1. Shall provide Scene of the Crime Operatives that will assist the NBI in the identification of dead bodies.

#### **4. CONCEPT OF SUSTAINMENT**

- a) The DILG as Cluster Lead will coordinate all support and requirements of response committee in their activities to augment the requirements at the affected areas during disasters.
- b) Concerned government agencies and their subordinate offices shall utilize their respective internal personnel. Additional personnel requirements shall be coordinated through the NDRRMC in collaboration with all Council members.

#### **5. COMMAND AND CONTROL**

A. Command Relationship – all DRRM actors and key players will refer and based their actions as prescribed in IRR of R.A. 1021, Rule 3, Section 2. Composition

B. Command Center – National Disaster Risk Reduction and Management Operations Center (NDRRMOC), Camp General Emilio Aguinaldo, Quezon City.

a) Succession of Command:

- (1) Chairperson, NDRRMC (S, DND)
- (2) Vice-Chairperson for Disaster Response (S, DSWD)
- (3) MDM Cluster Lead (DILG)
- (4) MDM Cluster Members

a) Interagency Communication System Support

For the entire duration of the operations, the existing means of communications shall be utilized whatever is applicable. However, the Emergency Telecommunication Cluster will be activated once communication is cut-off from the affected areas.

**FOR GUIDANCE AND STRICT COMPLIANCE**

**SEC VOLTAIRE GAZMIN**  
**Chairperson, NDRRMC**  
**Department of National Defense**





PART	III : Hydro-Meteorological Hazards		Effective Date: 10/21/14
Chapter	A	Food and Non-Food Cluster	<b>Section A3 Post-Disaster</b>
Responsible Agency	Cluster Lead	DSWD	
	Cluster Members	DA, PCG, BFP, AFP, PAGASA, OCD, DOH-HEMS, , DILG-PNP,WFP, World Vision, International Organization for Migration, FAO, PRC, ADRA, CNDR	
Objective	To provide assistance or intervention during or immediately after a disaster to meet the life preservation an basic subsistence needs of those people affected and in the restoration of essential public activities and facilities.		
Organization		Role and Responsibility	
DSWD		1. Conduct Post DANA to determine the impact/assessment on the assistance provided and the provisions of necessary augmentation including the well-being of beneficiaries/disaster victims.	
PNP-Police Community Relations Group (PCRG)		1. Conduct assessment 2. Conduct de-briefing. 3. Prepare and submit required report to higher headquarters. 4. Conduct of post cluster response operations assessment and PDNA.	
OCD		1. Participate in PDNA	
NFA		1. Monitors the supply and demand, and prices of rice and extent of damages; 2. Deploys rolling stores and tap/accredit rice retailers in the affected areas to sustain/stabilize the supply and prices of rice; 3. Coordinates/facilitates the requests of OCD, DSWD, PNRC, LGUs, Legislators and other relief and concerned government and private entities on their rice requirements; and 4. Submits daily report on rice sales/issuances to the top management and concerned agencies.	
OCD		1. Provide rice assistance to affected areas through the OCDRC. 2. Initiate the One-Stop-Shop (OSS) to process international humanitarian assistance with DOF, BOC, DOH, DSWD, BFAD. 3. Participates in PDNA.	
DSWD		1. Shall conduct Rapid DANA and Post DANA w/ other partner agencies under coordination of NDRRMC and RDRRMC(s) concerned. 2. Develop a post-distribution monitoring system. Evaluation of the quality, sufficiency, effectiveness and timeliness of distributions help to improve the overall distribution system and approach. 3. Establish complaints mechanisms, so camp residents can ensure a way to verify entitlements and services. In case of fraud, theft or abuse, camp residents/families must be able to voice their complaints and know that lead and coordinating agency including service providers will take action. 4. Shall provide "Pabaon Package" (provision of food packs) and Balik Probinsya to IDPs 5. Shall provide continuing relief assistance when needed.	

<p style="text-align: center;">LGUs</p>	<ol style="list-style-type: none"> <li>1. Shall conduct rice sale through Rolling Stores for IDPs together with NFA.</li> <li>2. Shall monitor rice prices and extent of damages together with NFA.</li> <li>3. Shall request NFA to undertake technical assistance to affected farmers regarding food products.</li> <li>4. Shall accreditate additional retailers in affected area(s).</li> <li>5. Shall research and submit daily sales report of rice to retailers to NFA.</li> <li>6. Shall monitor and submit price of basic commodities Daily to Upper DRRMC and NFA.</li> <li>7. Shall support National/Regional RNA and PDNA and provide them with all data.</li> </ol>
<p style="text-align: center;">DA</p>	<ol style="list-style-type: none"> <li>1. Conduct PDNA; damages, losses and needs assessment</li> <li>2. Provide cash for work to the affected population.</li> </ol>
<p style="text-align: center;">DOH</p>	<ol style="list-style-type: none"> <li>1. Coordinate and share information on nutritional assessment reports to prioritize food distribution to the affected areas.</li> <li>2. Support to food safety and IEC activities.</li> </ol>
<p style="text-align: center;">PRC-NHQ</p>	<ol style="list-style-type: none"> <li>1. Mobilization of relief supplies to augment chapter relief operations;</li> <li>2. Mobilization of logistical support to augment chapter response capacity and/or field base operations manage by the PRC;</li> <li>3. Mobilization and deployment of require teams in the disaster operation areas such as ERUs, Water and Sanitation, assessment, logistics, and etc in coordination with respective services/offices in-charge;</li> <li>4. Assess current and progress of situation and needs analysis in the disaster areas;</li> <li>5. Prepare and submit operation plan for approval of the Chairman/CEO and/or Secretary General/COO;</li> <li>6. Prepare necessary memorandums for release of supplies and funds to support NHQ and Chapter disaster operations;</li> <li>7. Support the Operation Center in the gathering and collation of disaster reports and statistics;</li> <li>8. Coordinate all disaster operation at the NHQ, Chapters, and other field operations; and</li> <li>9. Coordinate with internal and external partners such as IFRC, PNSs, ICRC, NDRRMC, Non-Government Organizations, and private agencies.</li> </ol>
<p style="text-align: center;">PRC-Chapters</p>	<ol style="list-style-type: none"> <li>1. Provision of hot meals.</li> <li>2. Setting up of welfare desks.</li> <li>3. Provision of emergency medical, nursing and first aid to those affected by disasters (those who are sick and injured).</li> <li>4. Gathering of substantial data through conduct of rapid assessment.</li> <li>5. Survey and registration of families affected by disasters.</li> <li>6. Relief operations (distribution of supplies food and non-food items) is under the Chapter responsibilities.</li> <li>7. Provision of emergency shelter for the homeless victims, on a case-to-case basis.</li> <li>8. Family service assistance. (Restoring Family Links).</li> </ol>
<p style="text-align: center;">BFP</p>	<ol style="list-style-type: none"> <li>1. Clearing/flushing of vital infrastructures such as evacuation centers, hospitals, schools, etc.</li> <li>2. Water siphoning of flood water in vital road networks.</li> </ol>

PART	III : Hydro-Meteorological Hazards			
Chapter	B	HEALTH (WASH, Public Health, Nutrition and Psychosocial Services	Section B1 Pre-Disaster Phase: Pre-emptive Evacuation	
Responsible Agency	Cluster Lead	DOH		
	Cluster Members	OCD, PRC, DSWD, PNP, BFP, AFP, PCG, DFA, DEPED, DOST, DENR-MGB, PRC, Volunteers		
Objective	The Health Cluster composing of the WASH, Health, Nutrition and Psycho-social sub-clusters of the DOH-Health Emergency Management System (HEMS) aims to provide support for a timely and appropriate health services to the affected population.			
Organization		Role and Responsibility		
DOH (Health, WASH, Nutrition, and MHPSS)		<ol style="list-style-type: none"> <li>a. Release alert memo to all RHO</li> <li>b. Activate SMART Infoboard</li> <li>c. Raise code alert as appropriate</li> <li>d. Inventory of logistics (both CO and RHO)</li> <li>e. Preposition of logistics in RHO</li> <li>f. Stand-by Response Team</li> <li>g. Continuous monitoring and dissemination of information updates</li> <li>h. Close coordination with the corresponding DRRMC</li> </ol>		
OCDs		<ol style="list-style-type: none"> <li>1. Assist Health Cluster in the transport of medical teams and health logistics</li> <li>2. Provide space in OCD logistics hubs for prepositioning of health logistics</li> <li>3. Refer health related donations to the Health Cluster for clearance prior to acceptance</li> <li>4. Refer foreign health teams to the Health Cluster for registration, coordination and deployment except for foreign military teams</li> <li>5. Copy furnish Health Cluster with the post mission of the health component of foreign military teams involved in medical missions</li> <li>6. Provide Health Cluster access to emergency telecommunications facilities</li> </ol>		
DILG		<ol style="list-style-type: none"> <li>1. Facilitate coordination of DOH with LCE for Health Cluster Operations</li> <li>2. Assist the Health Response Teams in coordinating with the LCEs</li> </ol>		
DSWD		<ol style="list-style-type: none"> <li>1. Assist in the provision of medical and health emergency services to the affected population in coordination with the Health Cluster Lead or the head of the deployed emergency health teams</li> <li>2. Ensure the provision of facilities within evacuation centers that would be conducive to good health outcomes (e.g. breastfeeding corner, spaces for pregnant and lactating mothers, gender sensitive toilet and bathing facilities, medical consultation area, priority lane for vulnerable population etc.)</li> <li>3. Take the lead in the provision of MHPSS services in evacuation centers and refer to the Health Cluster patients needing specialized care</li> <li>4. Coordinate with Health Cluster regarding milk donations</li> </ol>		
PRC		<ol style="list-style-type: none"> <li>1. Assist in Health Cluster Operations</li> <li>2. Assist Health Cluster in the provision of logistics</li> <li>3. Provide Health Cluster reports on relevant activities conducted</li> </ol>		

BFP	<ol style="list-style-type: none"> <li>1. Coordinate with Health Cluster on the movement and activities of their health personnel</li> <li>2. Assist Health Cluster in the distribution of water supply, and cleaning/ clearing of health facilities</li> <li>3. Provide Health Cluster reports on medical missions conducted</li> </ol>
AFP	<ol style="list-style-type: none"> <li>1. Assist Health Cluster in the transport of medical teams and health logistics</li> <li>2. Provide space in OCD logistics hubs for prepositioning of health logistics</li> <li>3. Refer health related donations to the Health Cluster for clearance prior to acceptance</li> <li>4. Refer foreign health teams to the Health Cluster for registration, coordination and deployment except for foreign military teams</li> <li>5. Copy furnish Health Cluster with the post mission of the health component of foreign military teams involved in medical missions</li> <li>6. Provide Health Cluster access to emergency telecommunications facilities</li> </ol>
PNP (through the Health Service and Women and Children Protection Center)	<ol style="list-style-type: none"> <li>1. Provide security for health teams and logistics in disaster areas</li> <li>2. Provide transport for Health Cluster personnel and logistics if available</li> <li>3. Coordinate with Health Cluster on the movement and activities of their health personnel</li> <li>4. Refer to the Health Cluster victims of violence and patients needing specialized care</li> <li>5. Provide Health Cluster access to use of police health facilities</li> <li>6. Provide Health Cluster reports on medical missions conducted</li> </ol>
PCG	<ol style="list-style-type: none"> <li>1. Provide security for health teams and logistics during sea travel in high risk areas</li> <li>2. Provide transport for Health Cluster personnel and logistics</li> <li>3. Provide access to use of air and sea assets for emergency medical evacuation</li> <li>4. Coordinate with Health Cluster on the movement and activities of their health personnel</li> <li>5. Provide Health Cluster access to use of PCG health facilities</li> <li>6. Provide Health Cluster reports on medical missions conducted</li> </ol>
DEPED	<ol style="list-style-type: none"> <li>1. Ensure the provision of facilities within schools used as evacuation centers that would be conducive to good health outcomes (e.g. breastfeeding corner, spaces for pregnant and lactating mothers, gender sensitive toilet and bathing facilities, medical consultation area, etc.)</li> <li>2. Take the lead in the provision of MHPSS services in schools and refer to the Health Cluster patients needing specialized care</li> <li>3. Assist in school-based surveillance and vaccination activities upon Health Cluster request</li> </ol>
DOST	<ol style="list-style-type: none"> <li>1. Provide Health Cluster with regular updates of weather changes with advisories on possible hazards</li> </ol>
MGB	<ol style="list-style-type: none"> <li>1. Provide Health Cluster with regular updates on landslide alert</li> </ol>
Volunteers/CSOs	<ol style="list-style-type: none"> <li>1. Coordinate with the Health Cluster in the conduct of Health Cluster Operations activities (e.g. registration, deployment, assignment, etc.)</li> <li>2. Provide Health Cluster reports on Health Cluster Operations activities conducted</li> </ol>
NBI	<ol style="list-style-type: none"> <li>1. Shall provide assistance in the identification of casualties.</li> </ol>
DFA	<ol style="list-style-type: none"> <li>1. Coordinate with Health Cluster the entry, processing, and deployment of Foreign Medical Teams (FMT) and other health related teams</li> <li>2. Coordinate with Health Cluster regarding foreign donations</li> </ol>
PNP	<ol style="list-style-type: none"> <li>1. Alert all teams to be ready for deployment in affected regions.</li> <li>2. Ensure Disaster Teams Safety by providing safety equipment &amp; nutritional needs.</li> </ol>

PART	III : Hydro-Meteorological Hazard		10/21/14
Chapter	C	Camp Management and Coordination	Section Post-Disaster C3
Responsible Agency	Cluster Lead	DSWD	
	Cluster Members	PAGASA, MGB, PCG, DPWH, DA, DILG, PRC, NFA, PNP, NHA, BFP, DEPED, NNC, OCD, AFP, DOH-HEMS,WFP, World Vision, International Organization for Migration, FAO, ADRA, CNDR, NNC and other organizations acknowledge by the NDRRMC	
Objective	To provide assistance or intervention during or immediately after a disaster to meet the life preservation an basic subsistence needs of those people affected and in the restoration of essential public activities and facilities.		
Organization		Role and Responsibility	
DSWD		1. Conduct Post DANA together with concerned agencies.	
PRC		1. Joint assessment by PRC NHQ and Chapter in coordination with partner agencies.	
DILG		1. Provides report on PDNA.	
NHA		1. Assist in the post damaged assessment and needs assessment in pre	
DepEd		1. Assist in the post damaged assessment and needs assessment in pre	
OCD		1. Conduct PDNA together with concerned agencies.	
DSWD		1. Assessment of evacuees on their movement to the transitional site. 2. Listing of evacuees who will be prioritized for moving out to transitional site. 3. Provision of TA to the LGUs on the construction of transitional site or bunk houses. 4. Monitor the number of evacuees transferred to transitional site returned to places of origin and provided transportation assistance under the Balik-Probinsya Program. 5. Conduct PDNA together with concerned agencies.	
DILG		1. Shall assist in coordinating with the affected LGUs for the efficient evacuation of affected population. 2. Gather data on rapid assessment and assist in the conduct of rapid assessments on affected families/evacuees.	
PNP		1. Ensure Police Assistance to maintain safety and order by deployment a 50-50 male-female 24-hour patrol to evacuation centers capable of detecting GBV and child abuse cases. 2. Coordinate with agencies re PNP role in the process of distribution of food and non-food supply, for security deployment to avoid chaos. 3. At least 10% of PNP personnel deployed in ECs should be women and have training on midwifery 4. Participate in PCAT-VAWC meetings. 5. Investigate and document and submit reports on the number of crime incidents in evacuation center. Ensure confidentiality of all cases investigated. 6. Check for adequate lighting and water resources. 7. Check safety of latrines. 8. Maintain Women Children Protection Desks in evacuation centers to be identified as camp protection focal point.	

NHA	<ol style="list-style-type: none"> <li>1. Ensure the activation of the local inter-agency committee (LIAC) or any relevant housing committee.</li> <li>2. Provide technical assistance in identifying safe and secure temporary resettlement of evacuation site.</li> <li>3. Assist in the post damaged assessment and needs assessment in preparation for temporary and permanent housing to include the basic community facilities.</li> <li>4. Ensure additional funding for temporary housing material assistance and evacuation center.</li> <li>5. Implement the home materials assistance program in coordination with the local government units of the affected areas during post disaster phase.</li> <li>6. Mobilize the agency's Calamity Operations Project Engagement (COPE) Teams in the affected areas.</li> </ol>
HUDCC	<ol style="list-style-type: none"> <li>1. Facilitate the creation/activation of the local inter-agency committee for permanent housing.</li> <li>2. Provide technical assistance in identifying safe and suitable resettlement sites in coordination with the members of the LIAC.</li> <li>3. Assist in post disaster damage and needs assessment particularly on the housing sector.</li> <li>4. Provide home materials assistance (HOMA) in coordination with LGUs of the calamity affected areas.</li> <li>5. Develop permanent resettlement sites with basic community facilities in coordination with the concerned LGUs.</li> </ol>
DepEd	<ol style="list-style-type: none"> <li>1. Inspection of facilities (with PFSED).</li> <li>2. Assess damages to properties.</li> <li>3. Coordinate with LGUs in the repair and rehabilitation of schools.</li> <li>4. Oversee the repair and rehabilitation of damaged properties.</li> </ol>
PCG	<ol style="list-style-type: none"> <li>1. Shall provide necessary assistance in support to LGUs and the cluster through NDRRMC/OCD.</li> </ol>
OCD	<ol style="list-style-type: none"> <li>1. Mobilize resources such as NFIs and personnel to augment identified needs in disaster-affected areas.</li> </ol>
MGB	<ol style="list-style-type: none"> <li>1. Post-hazard assessment - for temporary shelters and/or relocation sites.</li> <li>2. Information sharing and collection.</li> </ol>
DOH	<ol style="list-style-type: none"> <li>1. Assist in camp management activities.</li> </ol>
PRC	<ol style="list-style-type: none"> <li>1. Conduct of Post-disaster and needs assessment.</li> <li>2. Develop operational action plan for Early Recovery Program.</li> <li>3. Conduct of inventory of existing resources.</li> <li>4. Prepare and submit end-emergency operation activities, narrative on progress and accomplishment, finance, and statistics data.</li> </ol>
DPWH	<ol style="list-style-type: none"> <li>1. Provide passable transport network within the affected area.</li> <li>2. Provide assistance in the delivery of goods and services from and to the camp site/evacuation site.</li> <li>3. Provide technical support and manpower assistance, limited only to DPWH mandate.</li> </ol>

PAGASA	<ol style="list-style-type: none"> <li>1. An agency to issue and continuously provide warnings and alerts for hydro-meteorological conditions and the consequent hazards, disasters and forward all alerts to the NDRRMC for official issuance to all government offices and the public.</li> <li>2. They also conduct damage assessment of their respective field offices.</li> <li>3. Consolidate tropical cyclone passage report from PAGASA field stations.</li> </ol>
NNC	<ol style="list-style-type: none"> <li>1. Conduct post-incident evaluation for nutrition services.</li> <li>2. Ensure mobilization of mother-baby-friendly support groups,</li> <li>3. Coordinate RNA (Rapid Nutrition Assessment),</li> <li>4. Facilitate the delivery of services through LGUs (ex. of services: IYCF counseling),</li> <li>5. Coordinate Nutrition Cluster Services of Cluster members.</li> </ol>
BFP	<ol style="list-style-type: none"> <li>1. Water flushing/clearing in evacuation centers and surrounding areas for sanitation purposes.</li> </ol>
NFA	<ol style="list-style-type: none"> <li>1. Provision of the rice requirements of DSWD, PRC, LGUs, etc. for the camp management daily needs during disaster phase.</li> </ol>
DA	<ol style="list-style-type: none"> <li>1. Review of "animal shelter" management.</li> </ol>
IOM	<ol style="list-style-type: none"> <li>1. Apply the Displacement Tracking Matrix (DTM) to all evacuation centers to provide information disaggregated by sex and age, identifying needs/gaps (including gender-specific concerns) to inform humanitarian response;</li> <li>2. Support the activation and operation of Provincial/Municipal Clusters in affected areas;</li> <li>3. Field support/coaching to community-based camp managers, local government units (LGUs) and local social welfare officers on CCCM basic procedures and standards;</li> <li>4. Deploy Camp Management Liaison teams to continually assess conditions in affected areas and understand where needs are most vulnerable in terms of access to shelter, with particular attention given to women, children, the elderly and those with special needs; validate data and inform and refer coordination decisions for the various clusters;</li> <li>5. Establish EC/camp management committees (with balanced representation of women and men, across the lifecycle) in displacement sites anticipated to host displaced women, men, girls, boys, the elderly, disabled and those with special needs for prolonged periods of time;</li> <li>6. Assist in conducting interactive community mapping for safe/open spaces identification and usage in camps/ECs/temporary settlements as well as input to the updating of LGU disaster plans including land use plans; and</li> <li>7. Assist in EC closures and facilitating safe and voluntary returns through the local IDP Settlement Plan</li> </ol>

PART	III : Hydro-Meteorological Hazards		Effective Date: 10/21/14
Chapter	D	Logistic	<b>Section D1-2 Pre-Disaster Phase after Alert/Warning</b>
Responsible Agency	Cluster Lead	OCD	
	Cluster Members	OCD, PAGASA, MGB, DPWH, AFP, DOTC, DILG, DSWD, BFP, PCG, DOH, PPA, PNP, DFA, CAAP, MIAA and other airport offices, railways corporations.	
Objective	<p>The Logistics Cluster aims to provide an efficient and effective logistics coordinating structure that will harmonize the activities of all clusters and encourage regular info-sharing among all stakeholders and other partners.</p> <p>The Logistics Cluster thru coordination, monitoring, identification and deployment shall covers the following:</p> <ul style="list-style-type: none"> <li>• transportation (emergency road network, land, sea and air),</li> <li>• warehousing,</li> <li>• inventories</li> <li>• tracking of deployed items</li> </ul>		
Organization	Role and Responsibility		
OCD	<ol style="list-style-type: none"> <li>1. Inventory of resources (local and national) to identify gaps.</li> <li>2. Pre-positioning of assets/resources.</li> <li>3. Identification of private partners (forging of MOA/MOU).</li> <li>4. Confirmation of Traffic Status: Contact and confirm the following status of transport conditions: <ul style="list-style-type: none"> <li>• DPWH and OCDRCs Concerned: Roads and Bridges Condition/Road Network in the threatened areas.</li> <li>• ATO, Concerned Airline Companies: Domestic Flight Cancellation</li> <li>• NAIA, Concerned Airline Companies: International Flight Cancellation</li> <li>• PCG, Concerned Shipping Companies: Sea Transportation/Voyage Suspension</li> <li>• MRT, LRT, DOTC: Train Services Suspension</li> <li>• PNCC, DOTC: NLEX and SLEX Traffic Flow</li> </ul> </li> </ol>		
PAGASA	<ol style="list-style-type: none"> <li>1. Sole agency to issue and continuously provide warnings and alerts for hydro-meteorological disasters and forward all alerts to the NDRRMC-OpCen for official issuance to the Office of the President, NDRRMC member agencies, RDRRMCs and other partners.</li> </ol>		
DSWD	<ol style="list-style-type: none"> <li>1. Shall inform the OCD as head of Cluster the current inventory at DSWD NROC and its Regional Warehouses.</li> <li>2. Shall inform the OCD of the transportation capabilities (number of trucks available) of DSWD to transport Food and NFI and its manpower compliments.</li> </ol>		

DOTC	<ol style="list-style-type: none"> <li>1. Confirmation of Train Service Suspension: DOTC together with MRT and LRT corporations shall confirm Train Service Suspension and report it to DRRMC-OpCens.</li> <li>2. Confirmation of Status of NLEX and SLEX Traffic Flow: DOTC together with PNCC shall confirm status of NLEX and SLEX Traffic Flow and report it to DRRMC-OpCens.</li> <li>3. Coordinate supporting activities of national and local governmental entities, and voluntary organizations for the provision of civil transportation when required.</li> </ol>
MGB	<ol style="list-style-type: none"> <li>1. Shall Inform and Disseminate Warnings / Advisories of Landslide due to Heavy Rains to All Concerned Agencies designated in advance.</li> </ol>
DPWH	<ol style="list-style-type: none"> <li>1. Submit all available assets and warehouse that can be tap by the Logistics Cluster for utilization of the other Response Cluster during and Post disaster operations.</li> </ol>
AFP	<ol style="list-style-type: none"> <li>1. Shall provide the necessary capabilities to support the logistic requirements of the different clusters in coordination with the NDRRMC.</li> <li>2. Provide security to the logistics group.</li> <li>3. Particularly, using helicopters that having flexible mobility, and/or sea vessels that having capacity of mass transportation, shall mainly be promoted to use in emergency in collaboration with AFP.</li> <li>4. AFP shall contribute to emergency transportation by operating its aircrafts, vehicles, and vessels, based on needs and requests from NDRRMC and affected local governments.</li> </ol>
PNP	<ol style="list-style-type: none"> <li>1. Preparation for dispatch of General Dispatch Vehicles (GDVs).</li> <li>2. Coordinate with concerned agencies for safe route of GDVs.</li> <li>3. Identify fuel depot for safe re-fuelling of GDVs (efficient)</li> </ol>
DFA	<ol style="list-style-type: none"> <li>1. Coordinates requests for and offers of logistics and transportation assistance from foreign governments in accordance with request from NDRRMC.</li> <li>2. Assist in the processing of resources coming from other countries.</li> </ol>
PPA	<ol style="list-style-type: none"> <li>1. Shall report to DRRMCs and remove obstacles from their managing area in association with PCG, if marine vessel navigation is decided unsafe due by ship wreckage and floating debris/objects.</li> <li>2. Shall provide urgent rehabilitation activities, when needed.</li> </ol>
Airport Authorities (CAAP, MIAA, MCIAA, etc.)	<ol style="list-style-type: none"> <li>1. Confirmation of Flight Cancellation: Concerned Airline Companies shall Confirm International Flight Cancellation and report it to DRRMC-OpCens.</li> <li>2. Shall closely and mutually correspond, and implement effective emergency rehabilitation.</li> </ol>
DILG	<ol style="list-style-type: none"> <li>1. Shall help ensure the steady supply of essential commodities to affected areas in coordination with LGUs and other concerned agencies and organizations.</li> <li>2. To facilitate HADR from unaffected LGUs.</li> </ol>
BFP	<ol style="list-style-type: none"> <li>1. Pre-alert stations prior to disaster – OPLAN PAGHALASA</li> </ol>
DOH	<ol style="list-style-type: none"> <li>1. Provide database of all logistics requirements of the Health Cluster and locations of DOH warehouses</li> </ol>
PCG	<ol style="list-style-type: none"> <li>1. Alert all PCG Districts/Stations/Detachments and floating units in the possible area of disaster.</li> <li>2. Alert/activate Deployable Response Groups (DRGs) with their equipment.</li> <li>3. Coordinate with DRRMC.</li> </ol>

PART	III : Hydro-Meteorological Hazards		Effective Date: 10/21/14
Chapter	E	Emergency Telecommunication	Section E3 Post-Disaster
Responsible Agency	Cluster Lead	OCD	
	Cluster Members	NTC, AFP, DOTC, DILG, DSWD, BFP, PCG, PPA, PNP, PLDT and TELCOs, PIA, Amateur Radio Association, MEDIA, REACT	
Objective	<p>To achieve the Emergency Telecommunications Cluster goal, the broad objective for the cluster's strategy is to strengthen ICT capacities at national down to local level to prepare for, respond to and recover from the impacts of disasters.</p> <p>This will be organized by providing a timely, resilient and predictable Information and Communications Technology (ICT) support to improve:</p> <ul style="list-style-type: none"> <li>a. Response and coordination among response organizations</li> <li>b. Decision-making through timely access to critical information</li> <li>c. Common operational areas for disaster response</li> <li>d. Common system standards and operating procedures.</li> <li>e. Standards based architecture for HADR Operations.</li> <li>f. System architectures for compliance and interoperability.</li> </ul>		
Organization	Role and Responsibility		
PIA	1. Report information to the public on impacts of disaster and updates of response activities thru text blast, website news facility.		

<p style="text-align: center;">NTC</p>	<ol style="list-style-type: none"> <li>1. Shall monitor Telecom Network Situation.</li> <li>2. Shall ensure availability of Radio Frequency for DRRM</li> <li>3. Shall man their staff to confirm and restore the function of the communication being managed by their own.</li> <li>4. Shall report the statuses of communication conditions of each mean, such as radio wave communication service to DOTC.</li> <li>5. Shall exert all efforts to newly create or revive the redundant radio wave communication for emergency information communication under the coordination of the DOTC Headquarter.</li> <li>6. Shall need to put effort on proper and uninterrupted operation of communication, by allocating staff to disaster area and implementing communication control, to deal with problems such as interference during congestion of communication in radio transmission stations at the time of disaster.</li> <li>7. Shall provide National Interagency Radio Support systems for use by disaster response teams to report information from the disaster area to the DRRMCs and such other applications as determined by the radio communications coordinator.</li> </ol>
<p style="text-align: center;">DOST</p>	<ol style="list-style-type: none"> <li>1. Recommends the demobilization of the RETT/s deployed to the affected areas to the the Chairman, Vice-Chairperson, or Executive Director of the NDRRMC.</li> </ol>
<p style="text-align: center;">REACT</p>	<ol style="list-style-type: none"> <li>1. Will assist conveying the warning messages and information in accordance with the requests by DRRMCs.</li> <li>2. Provide feedback communication to respective local DRRM and OCD through National Office.</li> <li>3. Shall provide alternate national communication system for emergencies through its prepositions local groups and facilities nationwide.</li> <li>4. Coordinate with other local and national radio groups.</li> <li>5. Help coordinate with stakeholders in affected areas.</li> </ol>

<p>TELCOs Electrical MEDIA (PLDT, Smart Communications Inc. and Sun Cellular)</p>	<ol style="list-style-type: none"> <li>1. Network Audit for Fixed and Wireless to consider 'adaptation' strategies.</li> <li>2. Ensure that all alert/monitoring systems running on network are available (Infoboard, Social Media assets, NOAH, Weather alerts)</li> </ol>
<p>BFP</p>	<ol style="list-style-type: none"> <li>1. Shall provide assistance in communication between disaster site and DRRMCs in accordance with requests of DRRMCs.</li> <li>2. Provide assistance through the use of public address system in coordination with</li> </ol>
<p>PCG</p>	<ol style="list-style-type: none"> <li>1. Provide reports of debriefing activities.</li> </ol>
<p>DOH</p>	<ol style="list-style-type: none"> <li>1. Provide database of available communication equipment with specification of the Health Cluster</li> <li>2. Provide database of critical facilities and personnel</li> </ol>
<p>DSWD</p>	<ol style="list-style-type: none"> <li>1. Shall participate to the PDNA.</li> <li>2. Shall conduct Project Implementation Review (PIR) after disaster operations - Clusters, DSWD-FOS, Sub-Committee on Response.</li> <li>3. Shall conduct Early Recovery and Rehabilitation Planning.</li> <li>4. Shall submit Terminal report to OCD.</li> </ol>
<p>PNP</p>	<ol style="list-style-type: none"> <li>1. Shall provide assistance in communication between disaster site and DRRMCs</li> <li>2. Maintain communications connectivity (voice and data) between NDRRMC/LDRRMC and PNP NOC/RTOC.</li> <li>3. provide equipment support</li> <li>4. provide technical assistance to radio users and to maintain serviceability of all issued communication equipment &amp; system for PNP units deployed in disaster area</li> <li>5. Ensure availability &amp; operational readiness of all issued equipment.</li> </ol>

LGUs	<ol style="list-style-type: none"> <li>1. Shall conduct PDNA.</li> <li>2. Shall request PDNA to OCD when needed and support PDNA conducted by Regional/National Level.</li> <li>3. Shall report PDNA Results to OCD through DRRMC-OpCen.</li> </ol>	Cross-cutting: PDNAs
OCD	<ol style="list-style-type: none"> <li>1. Coordination of the preparation of documentation for ETC requirements, lesson learned, and best practices.</li> <li>2. ETC and/or RETT to deactivate all emergency telecommunication systems as soon as full resumption of the LGU's communication system is achieved.</li> <li>3. Coordinate PDNA activities in case it will be conducted by the National/Regional level.</li> <li>4. Receive and consolidate reports.</li> </ol>	
AFP	<ol style="list-style-type: none"> <li>1. Shall provide DRRMCs the good practices employed during the disaster phase to serve as "lessons learned" documents.</li> <li>2. Shall be prepared to provide debriefing as part of communications education.</li> <li>3. Shall conduct retraining of technical personnel and refurbish ICT equipment to ensure operational readiness status.</li> </ol>	
PNP	<ol style="list-style-type: none"> <li>1. Participate during post-disaster debriefing/critiques for future adjustments.</li> <li>2. Assist the NDOC/DPCR on the accounting and assessment of data after disaster.</li> <li>3. Act as medium of communication and information dissemination from DPCR/NDOC down to lower units during recovery and rehabilitation.</li> <li>4. CES is ready to provide additional communication equipment as necessary.</li> <li>5. Ensure availability &amp; operational readiness of all issued equipment.</li> <li>6. Provision of spare batteries &amp; radios as necessary.</li> <li>7. Ensure availability of technical personnel to assist PNP units.</li> </ol>	
DPWH	<ol style="list-style-type: none"> <li>1. Shall join PDNA as main agencies in charge of Infrastructure Facilities.</li> </ol>	
DOTC	<ol style="list-style-type: none"> <li>1. Shall join PDNA as main agencies in charge of Transportation and</li> </ol>	

PART	III : Hydro-Meteorological Hazards			
Chapter	F	Education	<b>Section Objective / Role / Scenario</b> <b>F0-1</b>	
Responsible Agency	Cluster Lead	DepEd		
	Cluster Members	NGAs: (TESDA,DOH, DPWH, MGB, DSWD) ,INGOs: (UNICEF,Save the Children, Plan International, World Vision, Philippine Red Cross, ACCORD/CARE ND) PRIVATE SECTOR (Globe Telecom, SMART)		
Objective	<p>The Education Cluster aims to ensure safety of learners and DepEd personnel. It also aims to provide continued access to quality of education to all affected learner. The cluster will:</p> <p>a) Conduct impact and needs assessment on affected teaching and non-teaching personnel, learners and educational properties;</p> <p>b) Provide the required temporary learning spaces, teaching-learning materials; and</p> <p>c) Provide Psycho-social support and Services to both learners and Deped personnel in coordination with concerned agencies.</p> <p>d) Provide relevant assistance to affected teaching and non-teaching personnel</p>			
Organization		Objectives (Keywords)		
LGU- LDRRMC	<ol style="list-style-type: none"> <li>1. support school safety protocols,</li> <li>2. monitoring,Advisory, and Coordinate preparedness and suspension of classes</li> <li>3. Provide a Child-Friendly Spaces in Every Evacuation Centers</li> <li>4. support Education-related activities in affected sites.</li> </ol>			
DepEd	<ol style="list-style-type: none"> <li>1. Lead &amp; Coordinate Response Activities in Education Cluster</li> <li>2. Participate as a member in the DRRMC at all levels</li> <li>3. Coordinate ECCD in Emergencies with the DSWD</li> <li>4..implement preparedness activities for response measures during disaster concerning education</li> </ol>			
TESDA	<ol style="list-style-type: none"> <li>1. Organize, Coordinate Response Activities in Education Cluster</li> <li>2. Participate as a member in the DRRMC at all levels</li> <li>3. Coordinate ECCD in Emergencies with the DSWD</li> <li>4..implement preparedness activities for response measures during disaster concerning education</li> </ol>			
PRC	<ol style="list-style-type: none"> <li>1. Coordinate with deped affected schools</li> <li>2. Support RDANA and PDNA</li> <li>3. Conduct appropriate education-related assistance including resource mobilization (e.g. provision of temp learning spaces, learning and teaching materials, school clean-ups/rehabilitation, psychosocial support)</li> <li>4.participate in education cluster initiatives</li> </ol>			
N/RDRRMCs OCD	<ol style="list-style-type: none"> <li>1. Coordinate support activities for Education Cluster</li> <li>2. Provide logistic and transportation services to Education Cluster</li> </ol>			
DSWD	<ol style="list-style-type: none"> <li>1. Conduct feeding programs and other services in schools and/or day care centers.</li> <li>2. Coordinate ECCD in Emergencies with relevant clusters and agencies.</li> </ol>			
DOH	<ol style="list-style-type: none"> <li>1. Support and make available to treat trauma detection to school children.</li> <li>2. Provide health information, services and supplies to schools</li> </ol>			
Plan Intl.	<ol style="list-style-type: none"> <li>1. Coordinate with deped affected schools</li> <li>2. Support RDANA and PDNA</li> <li>3. Conduct appropriate education-related assistance including resource mobilization (e.g. provision of temp learning spaces, learning and teaching materials, school clean-ups/rehabilitation, psychosocial support)</li> <li>4.participate in education cluster initiatives</li> </ol>			

World Vision	1. Coordinate with deped affected schools 2. Support RDANA and PDNA 3. Conduct appropriate education-related assistance including resource mobilization (e.g. provision of temp learning spaces, learning and teaching materials, school clean-ups/rehabilitation, psychosocial support)4.participate in education cluster initiatives		
Save the Children	1. Coordinate with deped affected schools 2. Support RDANA and PDNA 3. Conduct appropriate education-related assistance including resource mobilization (e.g. provision of temp learning spaces, learning and teaching materials, school clean-ups/rehabilitation, psychosocial support)4.participate in education cluster initiatives		
UNICEF	1. Coordinate with deped affected schools 2. Support RDANA and PDNA 3. Conduct appropriate education-related assistance (e.g. provision of temp learning spaces, learning and teaching materials, school clean-ups/rehabilitation, psychosocial support)4.participate in education cluster initiatives including resource mobilization (e.g. appeal)		
Accord./CARE-ND	1. Coordinate with deped affected schools 2. Support RDANA and PDNA 3. Conduct appropriate education-related assistance including resource mobilization (e.g. provision of temp learning spaces, learning and teaching materials, school clean-ups/rehabilitation, psychosocial support)4.participate in education cluster initiatives		
DPWH	1. Undertake rehabilitation of school facilities.		
MGB	Advisories and statuses of flood and landslides.		
TELECOs	1. Provide communication kits to School Facilities and key Emergency Operation Centers including Education Cluster Members.		
Section	Subject	Lead Agency (National Level)	Main Member Agencies
EO1-1	Pre-Disaster Phase before Alert/Warning	DepEd	Cluster Members
EO1-2	Pre-Disaster Phase after Alert/Warning	DepEd	Cluster Members
EO2	During Disaster	DepEd	Cluster Members
EO3	Post-Disaster	DepEd	Cluster Members

PART	III : Hydro-Meteorological Hazards		Effective Date: 10/21/14
Chapter	G	Search, Rescue and Retrieval (SRR)	<b>Section Objective / Keywords of Roles &amp; Responsibilities</b> G0-1
Responsible Agency	Cluster Lead	AFP	
	Cluster Members	OCD, DILG, DOH, MMDA, REACT, NBI, PRC, PNP, BFP, TELCOS, DPWH, DFA, PCG, PAGASA, MGB, BFAR	
Objective	The Search, Rescue and Retrieval Cluster aims to provide support for an effective, timely, organized and systematic search, rescue and retrieval operations to affected areas in all emergencies to further minimize loss of lives and casualties.		
Organization	Objective (Keywords for Roles & Responsibilities)		
LGUs	First Responder for SRR and Supporting Regional and National Govt. Activities Coordination with stakeholders regarding WASH, Health, Nutrition, and Psychosocial Services		
N/RDRRMCs	Coordination of SRR Activities		
DND	Lead agency for deployment and coordination of SRR Teams as additional support to affected LGU/s units.		
OCD	Supprt of N/RDRRMCs Coordination of SRR		
DILG	Support SRR Activities undertaken by LGUs		
DOH	Support of SRR conducted by LGUs, PRC and other stakeholders in terms of First Aid, Medical Care and MDM Services after Retrieval		
MMDA	Conduct SRR Activities in collaboration with LGUs and Related Agencies.		
REACT	Support SRR Activities undertaken by LGUs and DRRMCs.		
BFAR	Support SRR Activities undertaken by LGUs and DRRMCs.		
NBI	Assist in the SRR activities		
PRC	Conduct of Medical Care with Related Activties for Victims rescued Support SRR Activ ities		
PNP	Conduct SRR Activities in collaboration with LGUs and Related Agencies.		
BFP	Conduct SRR Activities in collaboration with LGUs and Related Agencies.		
TelCos	Support SRR Activities		
AFP	Conduct SRR Activities in collaboration with LGUs and Related Agencies.		
DPWH	Support SRR Activities undertaken by LGUs and DRRMCs.		
DFA	Support SRR activities		
PCG	Conduct SRR Activities in collaboration with LGUs and Related Agencies.		
PAGASA	Inform and Disseminate Alerts, Warnings and Advisory for Impending and Secondary Disaster to SRR Teams prior to/during/after Disaster		
DENR-MGB	Inform and Issue Alerts, Warnings and Advisories for possibility of Disaster to prevent lives of SRR Teams from Secondary Disaster(s)		

Section	Subject	Lead Agency (National Level)	Main Member Agencies
G1-1	Pre-Disaster Phase before Alert/Warning	AFP	PNP, PCG, BFP, PRC
G1-2	Pre-Disaster Phase after Alert/Warning	AFP	PNP, PCG, BFP, PRC
G2	During Disaster	AFP	PNP, PCG, BFP, PRC
G3	Post-Disaster	AFP	PNP, PCG, BFP, PRC

PART	III : Hydro-Meteorological Hazards		
Chapter	H	Management of the Dead and the Missing (MDM)	<b>Section H0-1 Objective / Keywords of Roles &amp; Responsibilities</b>
Responsible Agency	Cluster Lead	DILG	
	Cluster Members	DSWD, DILG, PNP, BFP, OCD, PCG, DFA, MGB, PAGASA, DPWH, DOH, and MMDA	
Objective	The Management of the Dead and the Missing aims to provide assistance in the proper identification and disposition of the remains in a sanitary manner with cautions to prevent negative psychological and social impact on the bereaved and the community.		
Organization		Objective (Keywords for Roles & Responsibilities)	
LGUs	First Responder for MDM and Supporting Regional and National Govt. Activities Coordination with stakeholders regarding WASH, Health, Nutrition, and Psychosocial Services		
Local Health Center	The Local Health Officer shall issue the Death Certificate based on the Certificate of Identification issued by the NBI/PNP.		
DSWD	Assist the affected LGU and will provide the technical and resource augmentation/assistance for the medical, psychological, and physiological needs of the families.		
DND	Lead agency for deployment and coordination of MDM Teams as additional support to affected LGU/s units.		
OCD	Supprt of N/RDRRMCs Coordination of MDM		
DILG	Support MDM Activities undertaken by LGUs		
DOH	Support of MDM conducted by LGUs, PRC and other stakeholders in terms of First Aid, Medical Care and MDM Services after Retrieval		
MMDA	Conduct MDM Activities in collaboration with LGUs and Related Agencies.		
REACT	Support MDM Activities undertaken by LGUs and DRRMCs.		
BFAR	Support MDM Activities undertaken by LGUs and DRRMCs.		
NBI	Lead the activities need needed for proper identification of all declared dead bodies. The NBI with the assistance of the PNP Scene of the Crime Operatives (SOCO) and other related experts will issue Certificate of Identification for all examined/processes and identified bodies		
PRC	Conduct of Medical Care with Related Activities for Victims rescued Support MDM Activ ities		
PNP	Conduct MDM Activities in collaboration with LGUs and Related Agencies.		
BFP	Conduct MDM Activities in collaboration with LGUs and Related Agencies.		
TelCos	Support MDM Activities		
AFP	Conduct MDM Activities in collaboration with LGUs and Related Agencies.		

DPWH	Support MDM Activities undertaken by LGUs and DRRMCs.		
DFA	Support MDM activities		
PCG	Conduct MDM Activities in collaboration with LGUs and Related Agencies.		
PAGASA	Inform and Disseminate Alerts, Warnings and Advisory for Impending and Secondary Disaster to MDM Teams prior to/during/after Disaster		
DENR-MGB	Inform and Issue Alerts, Warnings and Advisories for possibility of Disaster to prevent lives of MDM Teams from Secondary Disaster(s)		
Section	Subject	Lead Agency (National Level)	Main Member Agencies
H1-1	Pre-Disaster Phase before Alert/Warning	DILG	PNP, PCG, BFP, AFP, PRC
H1-2	Pre-Disaster Phase after Alert/Warning	DILG	PNP, PCG, BFP, AFP, PRC
H2	During Disaster	DILG	PNP, PCG, BFP, AFP, DOH, PRC.
H3	Post-Disaster	DILG	PNP, PCG, BFP, AFP, DOH, PRC.