

**STANDARD OPERATING PROCEDURE FOR INTERNATIONAL AGENCIES AND
ORGANIZATIONS
THAT PROVIDE ASSISTANCE TO THAILAND IN DISASTER PREVENTION AND MITIGATION**

Generality

1. The provision of assistance shall conform to the needs of Thailand.
2. The provision of assistance shall be in accordance with international standards; however, complying with the laws, rules, regulations and by-laws as applied by the Thai government.
3. The provision of assistance shall not be in conflict with the Thai moral standard, customs, traditions and culture, as well as with the national public order.
4. Assistance providing operators shall respect the humanitarian principles of humanity, impartiality, and non-discrimination; assistance must be provided to disaster victims of all genders and ages, including disabled persons and sufferers of all diseases.
5. The provision of assistance is not aimed at seeking political interests or associating with religious conflicts, interfering in internal affairs, or finding commercial profits in donations.
6. Assistance provided shall not be used as an instrument to seek political, economic and military information.
7. An assistant providing operation shall not impact on the communities, economy and environment.
8. The provision of assistance shall not carry out any other undertaking than that having been authorized.
9. The provision of assistance may be subject to a bilateral agreement or through an established regional mechanism.
10. International agencies and organizations may advise or recommend international regulations or laws in relation to disaster management.

Guideline

1. Thailand shall specify what the needs are; in this respect, the Department of Disaster Prevention and Mitigation shall notify such to the Ministry of Foreign Affairs who will, in turn, inform international agencies and organizations for further consideration of providing assistance to Thailand.
2. In the case where a foreign government, an international organization or another foreign agency offers to make donations for disaster victims in Thailand, they shall notify such to the Ministry of Foreign Affairs who will, in turn, inform the Department of Disaster Prevention and Mitigation.
3. In the case where an embassy, a consulate-general and any international organization in Thailand, wishes to make donations for disaster victims, it shall be notified to the Ministry of Foreign Affairs in order to further inform the Department of Disaster Prevention and Mitigation.

4. If any international agency and organization wishes to cancel the assistance provided to Thailand, they should first consult with the related Thai governmental authorities in order to prevent any effects caused by such cancellation.

Sending of rescue teams / experts

1. Any international agency and organization wishing to send rescue teams/experts into Thailand for assistance of disaster management, they shall notify the number of persons, staff composition, and responsibilities to the Thai authorities in order to facilitate the matter of visa, immigration and permissions.

2. The provision of assistance shall not effect on the Thai national security and peace; incoming rescue teams/experts shall comply with all the regulations and laws of the Thai authorities.

3. Rescue teams/experts in any field, to provide assistance, must be those who have been well trained and skilled.

4. Rescue teams/experts shall collaborate with domestic agencies in undertaking and accept missions and areas to provide assistance to disaster victims owing to necessity, suitability and with no overlap.

Vehicles and equipment

1. In case of importing or exporting vehicles into or from the Kingdom of Thailand, whether by land, sea and air, the vehicle details, as well as importing-exporting date and time, shall be notified for application of permission.

2. In case of desiring to import or export communication equipment or use the communication network in Thailand for benefits of humanitarian assistance, international agencies and organizations shall inform the Thai authorities for consideration of further facilitation.

3. In the case where any unused articles or equipment imported for assistance, upon the completion of the mission, should be exported back, international agencies and organizations shall inform the Thai authorities for customs facilitation.

Donations

1. Donations sent for humanitarian assistance must be of quality and safety, and cause no harm to disaster victims' health and the environment.

2. International agencies and organizations shall notify the detail of donations in writing, specifying that they are free of charge or reciprocation, in order to be served as supporting documents for exemption of tax and customs fee.

3. Donating agencies must be aware of the requirements for certain donations and medical supplies, as follows:

3.1 Canned food

- must have labels specifying the recipe registration number, product name, manufacturing place, manufacturing date, food additive quantity and net weight;

- the external characteristic of can must not be bloated, distorted, deformed and rusty; the seam is free of leak as it may cause microorganisms to grow internally, thus the change of color, smell and taste that are not safe for consumers.

3.2 Medications

- must be medications needed by the recipient country, corresponding to the disease situation, and being used in the donating country; they must also be in the national list of essential medicines of the donating country, with the formula similar to that of the recipient country as much as possible;

- a decision must be taken between the donating country and the recipient country prior to sending any medications; the delivery expense shall be responsible by the donor, unless otherwise agreed; also, a decision on the management of expired medications should be made;

- the medications should be usable for more than 12 months (unless otherwise agreed);

- the medications have been manufactured for no more than 5 years;

- the medications are in good conditions;

- the medication labeling is shown in a language understandable by the recipient country, specifying the generic name, manufacture number, manufacturer's name, manufacturing country, content, storage, and expiration;

- contraindications should be indicated, particularly in children, pregnant or nursing women, as well as the health conditions for medication users;

- the package is shown in a language understandable by the recipient country, and in a suitable condition; each package must not contain over 20 kilograms of weight;

- the medication price should be shown in wholesale price for conventional medications in the donating country; for lack of such information, the world market price is to be applied.

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- regarding the recovery stage, the Ministry of Foreign Affairs by Thailand International Cooperation Agency in conjunction with foreign governments, international organizations and the Department of Disaster Prevention and Mitigation or other governmental agencies related to undertakings in the post-disaster recovery stage, shall make a mutual agreement for an operation under the collaboration project as received from different countries for the restoration of affected areas.

- the Ministry of Foreign Affairs by the Department of Information shall consider publicizing the foreign assistance as received in order to promote international relations.

1.3.4 In the case where an international agency or organization with its office in Thailand wishes to offer assistance:

Such agency or organization desiring to offer assistance in terms of techniques and materials for disaster relief can coordinate to do so directly with the unit responsible for management of such disaster, by notifying such to the Department of Disaster Prevention and Mitigation and the Ministry of Foreign Affairs.

1.3.5 In the case where an international agency or organization has brought assistance into Thailand without any advance notice:

The Immigration Bureau, after having verified the detail, shall notify it to the Ministry of Foreign Affairs, the Customs Department and the Department of Disaster Prevention and Mitigation in order to further proceed with related undertakings.

1.3.6 In case of injury or death of a foreign disaster victim:

- The regional Department of Disaster Prevention and Mitigation shall coordinate with the related embassy or consulate in Thailand or with the jurisdiction covering Thailand in order to further proceed with related undertakings;

- The Department of Protocol shall coordinate with the related Thai agency in the case where a delegate of the foreign embassy or consulate and the international organization will travel to the affected area to provide assistance and facilitation;

- In the case of a request from a foreign country to bring a special aircraft into Thailand for the delivery of officers to take care of their foreigners or to offer donations, the regional Department of Disaster Prevention and Mitigation shall proceed with the flight clearance;

1.3.7 In case of a message of condolence from abroad:

- In the case of a message of condolence from a head of state to His Majesty the King of Thailand, the Ministry of Foreign Affairs by the regional Department of Disaster Prevention and Mitigation shall deliver it to His Majesty's Principal Private Secretary;

- In the case of a message of condolence from a head of state to the Thai government, the Ministry of Foreign Affairs by the regional Department of Disaster Prevention and Mitigation shall deliver it to the Secretariat of the Prime Minister.

1.4 Guideline for receipt of assistance in different forms

1.4.1 Financial donation

In the case where a foreign government, an international agency or organization wishes to offer financial donation to the Thai government, the Ministry of Foreign Affairs shall coordinate such donation to the Donation Center (Office of the Permanent Secretary, Prime Minister Office).

1.4.2 Relief supplies, medications and medical supplies from abroad

- Once the Ministry of Foreign Affairs has been coordinated by an embassy, a consulate-general in regard to the fact that a foreign government, an international agency or organization wishes to arrange for the offer of relief supplies from abroad to Thailand, a list of such supplies shall be notified to the Department of Disaster Prevention and Mitigation for approval and import permission; and the Ministry of Foreign Affairs shall notify the consideration result from the side of Thailand to such foreign country, along with required documents for the exemption of import duty such as the letter notifying assistance from a foreign government or statement of assistance from different countries as well as other import documents;

- In case of medications and medical supplies, the Department of Disaster Prevention and Mitigation shall coordinate with the Customs Department for facilitation and customs formality, including the exemption of import duty;

- the Department of Disaster Prevention and Mitigation shall coordinate with import-related agencies such as Airports of Thailand Public Company Limited and BFS Cargo (Suvarnabhumi) for facilitation, and shall coordinate with the Customs Department for the guideline of customs formality for the exemption of import duty;

- the Department of Disaster Prevention and Mitigation shall undertake to receive the relief supplies coming from abroad and arriving in Thailand at a port, airport or land custom-house, and deliver them to the Donation Center for subsequent distribution to disaster victims;

1.4.3 Receipt of assistance in the form of personnel, experts/rescue teams

1) The Ministry of Foreign Affairs shall coordinate with the Department of Disaster Prevention and Mitigation in order to consider and approve the case where a foreign government, an international agency or organization wishes to send experts/rescue teams to work in Thailand; and the Ministry of Foreign Affairs shall notify the consideration result to such foreign agency.

2) In order to travel to work in Thailand, experts/rescue teams shall notify the schedule of their arrival to Thailand as well as the operating duration in Thailand.

3) The Ministry of Foreign Affairs shall coordinate with the embassy/consular-general of Thailand in different countries for facilitation of visa to experts/rescue teams.

4) The Disaster Prevention and Mitigation Commanding Center shall set up a coordination center for experts/rescue teams during their operation in Thailand until the completion of their mission.

1.5 Announcement of assistance receipt termination

Upon recovery from disaster, the Disaster Prevention and Mitigation Commanding Center shall announce the termination to the receipt of assistance; then, the Department of Disaster Prevention and Mitigation shall notify it to the Ministry of Foreign Affairs (Office of Policy and Planning) in order to inform the foreign assistance-providing agency.

2. Guideline for “providing” humanitarian assistance to foreign countries

2.1 Coordination process to provide assistance from foreign countries

2.1.1 Verification of evidence, summary of damages, the number of dead, injured, homeless and affected Thai people, the assistance as needed and the assistance as received from abroad.

2.1.2 The regional Department of Disaster Prevention and Mitigation formulates a message of condolence of the Prime Minister and the Minister of Foreign Affairs.

2.1.3 Upon occurrence of a major disaster abroad, and upon a request for assistance from a foreign government through an Thai embassy/consulate-general abroad, the Permanent Secretary of the Ministry of Foreign Affairs as the chairperson to the committee considering assistance provision to disaster affected countries, shall call for a meeting with different units to assess the situation and the severity degree of the disaster having occurred abroad, including the foreign needs for assistance and the joint planning of mission.

2.1.4 If assistance is considered to be provided and a budget to undertake the mission is needed, it shall be submitted to the Cabinet for approval of budget to such provision of assistance.

2.2 Guideline for provision of assistance in different forms

2.2.1 Financial donation

1) The Ministry of Foreign Affairs is allocated an annual budget of 30 million Baht, of which the Office of Policy and Planning administers the status. When the related regional Department of Disaster Prevention and Mitigation has considered providing assistance to a disaster affected country, the Office of Policy and Planning shall be coordinated in order to verify the budget status and then make a memorandum to be submitted for approval from the Minister of Foreign Affairs. Once the Ministry has given the approval thereof, its copy shall be sent to the Office of Policy and Planning.

2) The regional Department of Disaster Prevention and Mitigation shall consider the suitability for granting financial donations by (1) coordinating with the treasury in issuing drafts for the Minister of Foreign Affairs to deliver to the minister of the affected country or to its embassy/consulate-general situated in Thailand, as well as to inform the Thai embassy/consulate-general in the affected country or with the covering jurisdiction, or to deliver through the Thai embassy/consulate-general in such country; and (2) transferring the money into the account of the organization being responsible for disaster relief in the recipient country.

3) In the case of donation requested from citizens, the Office of the Permanent Secretary, Prime Minister Office, shall undertake donation request and collection.

2.2.2 Relief supplies, medications and medical supplies

1) To offer assistance on the form of supplies must take into consideration the process of transportation, which has a great deal of procedures and requires high expenses. Also, it is to verify whether or not the affected country is ready to receive the assistance as certain countries are conditioned in terms of cargo or do not want certain types of supplies, and whether or not the import thereof requires application for permission as certain types of goods, particularly agricultural products, are sensitive products prohibited to be imported into some countries. Besides, for certain types of medications and medical supplies, the list must first be sent for approval in the recipient country.

2) If the Ministry of Foreign Affairs initiates to offer donations, the regional Department of Disaster Prevention and Mitigation shall make a memorandum for approval of financial aid from the budget for disaster, and shall inspect the price of donated articles, request for quotations, and inform on delivery place. If the value of donated articles exceeds 5,000 Baht, it must be coordinated to the Asset Procurement and Management Bureau in regard to appointment of a committee for purchase and inspection of articles as well as billing.

3) In the case where it is the Prime Minister/government's initiation, the associated agencies must proceed with the request for approval of central budget in relation to expenditures of such agencies; for instance, the Ministry of Commerce with the procurement of rice and so on.

4) The Department of Disaster Prevention and Mitigation shall gather relief supplies and coordinate with the Ministry of Public Health in regard to medications and medical supplies.

2.2.3 Rescue teams/experts

1) The provision of rescue teams includes search officers and search dogs; experts include physicians, public health officers, Red Cross officers. Related agencies shall provide the teams and equipment.

2) The Ministry of Foreign Affairs coordinates with the Thai embassy/consulate-general abroad to be informed on the needs of the affected country.

3) Once having been informed on the needs of the affected country in terms of the rescue teams/experts, related agencies shall arrange for the teams and name lists, travel schedule and equipment list for the Ministry of Foreign Affairs to coordinate with the Thai embassy/consulate-general abroad.

2.2.4 Transportation of relief supplies and travelling of rescue teams/experts

1) Initially, consideration of suitability in terms of transportation of relief supplies, medications and medical supplies must be made, as well as in terms of the travelling of rescue teams/experts to the disaster affected country, for which the air service by Thai Airways International Public Company Limited or the C-130 transport aircraft of the Royal Thai Air Force may be considered. Regarding non-urgent relief supplies, the transportation by ship may be considered.

2) In case of air transportation, in coordinating with the Royal Thai Air Force (Directorate of Operations RTAF) in terms of the preparation for a C-130 transport aircraft, the list of supplies, the size and weight, and the number of passengers must be notified for the calculation of load and the preparation for containing palette. In this matter, the agencies responsible for the provision of supplies must be coordinated to deliver the supplies to the Royal Thai Air Force at least 1 day in advance.

3) The Ministry of Foreign Affairs informs the Thai embassy/consulate-general in the affected country on the travel schedule in order to coordinate with agencies in such country in terms of (1) flight clearance, (2) acceptance and transport of supplies from the aircraft, (3) transport of supplies to recipients, and (4) in case of sending rescue teams/experts, the list of names and equipment must be notified to the affected country.

4) In some cases, supports may be requested or the provision of support may be notified from allied countries for the transportation of relief supplies; for instance, the United States of America; in this respect, the detail must also be notified.

5) In case of water transportation, the Marine Department (commercial marine) or the Royal Thai Navy (military marine) must be coordinated in terms of marine arrangement, list of supplies, size and weight. In this matter, the agencies responsible for the provision of supplies must be coordinated to deliver the supplies to the port prior or the departure schedule.

6) The Ministry of Foreign Affairs informs the Thai embassy/consulate-general in the affected country on the travel schedule in order to coordinate with agencies in such country in terms of customs formality, acceptance and transport of supplies from the ship, and transport of supplies to recipients.

7) The transportation of relief supplies whether by air or sea, expenses may incur in both Thailand and the recipient country; it is therefore necessary to coordinate in a clear manner with the recipient country in regard to the responsibility for expenses.

2.2.5 Ceremony for offer of assistance

1) In case of assistance offered in Thailand and only concerned with financial assistance, the ceremony is usually held at the Ministry of Foreign Affairs or in other places where the high representative of such country is met; for example, on the occasion of an exchange visit or an international conference; in this respect, the regional Department of Disaster Prevention and Mitigation shall coordinate with the Office of the Minister in regard to the schedule and ceremony.

2) In case of relief supplies offered, they are usually transported by an aircraft of the Royal Thai Air Force; therefore, the ceremony is held at the Military Terminal (Wing 6). In this respect, the regional Department of Disaster Prevention and Mitigation must proceed with the following:

- coordinate with the Ceremonial Division, RTAF Secretariat, and the Directorate of Civil Affairs, RTAF, in regard to the preparation of venue; usually the ceremony is held on the airfield with the transporting aircraft being the background. The ceremony will require a podium, a microphone, a standing flag, which can be provided by the Royal Thai Air Force. In case of rain, the ceremony can be held in a reception room of the Military Terminal. An inspection and clarification by officers of the Ministry of Foreign Affairs should be conducted with the RTAF ceremonial officers 1 day in advance;

- coordinate with the agencies responsible for the provision of relief supplies, in order to find a sample of supplies to be used in the ceremony, such as a small bag of rice;

- invite the ambassador or the representative of the embassy of the affected country in Thailand to attend the ceremony;

- prepare a soft signage to be used in the ceremony, with an appropriate size, i.e. 1-meter wide and 3.4 to 4-meter long; a stand to hold the signage should also be prepared to lift it over the head level;

- prepare a speech for the ceremony, along with the letter of assistance offer;

- send the information to be publicized in both Thai and English to the Department of Information for a press release with the mass media.

3) In case of assistance offered in the affected country:

- inform the Thai embassy in the affected country and coordinate with such country in term of (1) schedule and ceremony, (2) accepting person(s), (3) notification of supplies to be offered, (4) flight clearance, and (5) acceptance and transport of supplies from the aircraft;

- coordinate with the Royal Thai Air Force in terms of (1) schedule, (2) list of supplies, size and weight, (3) list of traveling passengers, and (4) other requests such as inflight special seats or meals;

- coordinate with the Immigration Bureau to send officers to carry out passport stamping for the assistance teams at the Military Terminal;

- prepare a soft signage to be used in the ceremony, with an appropriate size, i.e. 1-meter wide and 3.4 to 4-meter long; a stand to hold the signage should also be prepared to lift it over the head level;

- prepare a speech for the ceremony, along with the letter of assistance offer;

- send the information to be publicized in both Thai and English to the Department of Information for a press release with the mass media.

2.3.1 The Thai embassy/consulate-general abroad should be prepared for public disasters with a plan to evacuate Thai people abroad, a list of Thai people in the territory, a coordinator in the Thai community, a publicity for the evacuation plan, and a rehearsal of the evacuation plan.

2.3.2 When a disaster occurs in a foreign country, the Thai embassy/consulate-general abroad shall coordinate with the Ministry of Foreign Affairs of the affected country and survey the effects of such disaster on Thai people. In the case where an evacuation is necessary, the Thai embassy/consulate-general shall coordinate with the coordinator in the Thai community and the Thai community in order to specify the meeting point for the evacuation of Thai people from the affected area to a safe place or back to Thailand via an appropriate way, as well as to report the result to the Ministry of Foreign Affairs in all stages.

2.3.3 The Ministry of Foreign Affairs by the Department of Consular Affairs shall coordinate the Thai people evacuating mission with different agencies and hold a coordinating meeting for the evacuation of Thai people abroad, as well as consider a suitable way in case of returning them to Thailand such as by a commercial aircraft, a RTAF aircraft, a marine, etc., and coordinate in terms of the date and time of taking Thai people back to Thailand.

2.3.4 The Department of Consular Affairs shall provide the related information to the Department of Information in order to publicize the assistance and evacuate Thai people in the affected country.

2.4 Publicity

The Department of Information shall carry out publicity for the provision of assistance to affected allied countries, including the provision of assistance and evacuation of Thai people in the affected area, by holding a press conference and a press release in both Thai and English to all mass media.

3. Guideline for single window system

In order to unify and standardize the “acceptance” and “provision” of humanitarian assistance in emergency, a national single window (NSW) is created as the Ministry of Foreign Affairs by Thailand International Cooperation Agency shall coordinate with the Immigration Bureau, the Customs Department and other related agencies, for the consideration to lay down a measure of facilitation for the import of supplies and assistance from abroad as well as for the export of supplies to be delivered as assistance to an affected country.

3.1 Guideline for management of knowledge in national public disasters

3.1.1 Making of database

The Ministry of Foreign Affairs by Thailand International Cooperation Agency shall create a database for collaboration, expertise, international funding sources, and international development organizations, for benefits of determining policies/strategies of cooperation with foreign countries in Thailand's management of disaster risks, with the collaboration provided by the Office of the National Economics and Social Development Board and experts from educational institutes.

3.1.2 Database link

Once the database as in 1.1 has been created, Thailand International Cooperation Agency shall coordinate with the Department of Disaster Prevention and Mitigation in order to store and link such data onto the national disaster database for the benefits of using the data for the decision of strategy determination as well as further researches and developments.

3.1.3 Management of knowledge in public disasters from abroad through the disaster learning center at all levels, with a managing process for knowledge from abroad to be collected / applied in accordance with the country's political, social and cultural context. In this respect, the Ministry of Foreign Affairs by Thailand International Cooperation Agency is able to provide information on managing processes for knowledge from abroad to be applied to the situation of Thailand.

3.2 Guideline for development of public disaster collaboration

The framework for public disaster collaboration with foreign countries and the operational plan for public disaster collaboration with foreign countries in various forms are as follows:

3.2.1 Assistance for the ASEAN framework

The ASEAN Agreement on Disaster Management and Emergency Response determines that the ASEAN Humanitarian Assistance (AHA) Center is the collaborating center for the acceptance and provision of assistance between the ASEAN member countries. For Thailand, the Department of Disaster Prevention and Mitigation is the main agency of collaboration. In regard to Ministry of Foreign Affairs, the Department of ASEAN Affairs is the coordinator.

3.2.2 Assistance for the United Nations framework

The United Nations has established a Humanitarian Country Team (HCT) in Thailand with a UN Resident Coordinator (RC) as the chairperson for the working team to support Thailand in disaster management from disaster risk reduction, preparedness to incident action, with an Inter-Agency Contingency Plan (IACP) as a propelling mechanism to support assistance to Thailand in 7 aspects comprising (1) recovery, (2) education, (3) water and sanitation, (4) health and nutrition, (5) shelter, (6) protection and (7) temporary shelter management. Nonetheless, “cluster lead agencies” are assigned to supervise the coordination with the networking group within their own responsible coordinating group.

The process for coordination with the HCT is as follows:

1) Once the Department of Disaster Prevention and Mitigation has made an announcement of a serious disaster and the Thai government has requested for assistance from foreign countries, the UN Resident Coordinator (RC) in Thailand shall issue an assistance proposal letter.

2) The RC notifies the HCT to consider using “cluster lead agencies” that correspond with the needs of Thailand.

3) The main unit of each “cluster lead agency” shall mobilize funds and forces such as budgets, supplies and human resources to be ready for support and shall deliver all the assistances.

4) The HCT shall coordinate with the Department of Disaster Prevention and Mitigation and the Ministry of Foreign Affairs (the Department of International Organizations).

5) In the case where an international organization situated outside Thailand wishes to provide assistance, it must be notified through the Department of Disaster Prevention and Mitigation and the Ministry of Foreign Affairs (the Department of International Organizations); subsequently, the Department of Disaster Prevention and Mitigation and the Ministry of Foreign Affairs shall coordinate with the HCT in order to inform on the consideration result for accepting assistance.

6) The RC shall be the mechanism to coordinate assistance from abroad in overall, manage information and report to the Ministry of Foreign Affairs and the Department of Disaster Prevention and Mitigation for continual acknowledgement of assistance as provided by “cluster lead agencies”.

In regard to Ministry of Foreign Affairs, the Department of International Organizations shall be the coordinator.

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Emergency Support Function (ESF) #15
In regard to Foreign Affairs

1. Primary Agency

The Ministry of Foreign Affairs

2. Support Agency

The Department of Disaster Prevention and Mitigation, Ministry of Defense

The Royal Thai Police / the Customs Department

3. Purpose

3.1 To coordinate humanitarian assistance in unity;

3.2 To increase the capacity in disaster risk management.

4. ESF Function

4.1 Follow and report information in relation to the disaster situation as occurring in different countries;

4.2 Conduct international collaboration during disaster;

4.3 Coordinate and support the operation to provide assistance to foreign disaster victims;

4.4 Provide suggestions in the case of necessity for assistance from foreign governments, international organizations, or international private development organizations;

4.5 Determine guidelines to facilitate the import of resources from abroad and the return thereof;

4.6 Coordinate the acceptance and provision of assistance from foreign governments, international organizations, or international private organizations;

4.7 Coordinate the facilitation and provision of assistance to disaster victims and their relatives.

5. Related regulations/laws/plans

5.1 The Disaster Prevention and Mitigation Act of Thailand, B.E. 2550 (2007);

5.2 The National Disaster Prevention and Mitigation Plan, B.E. 2558 (2015).

6. Concept of Operations

The ESF #15 responds to the request for assistance in terms of foreign affairs, whether humanitarian assistance and management capacity, in order to manage an emergency situation with efficiency and success.

7. Role and Function

Primary Agency	Role and Function
Ministry of Foreign Affairs	- To take responsibility for coordinating with foreign government agencies and international organizations based in

	<p>Thailand in support of national disaster risk management efforts.</p> <ul style="list-style-type: none"> - To contact and coordinate the requests for cooperation, assistance and support related to the implementation of disaster risk management activities in pre -, during- and post-disaster phases. -To clarify about and provide information on disaster risk management practices to foreign agents as well as foreign embassies in Thailand for the purpose of proceeding in accordance with their authority and duties.
Support Agency	Role and Function
Department of Disaster Prevention and Mitigation	<ul style="list-style-type: none"> - To take responsibility for coordinating operations of assistance for foreign disaster victims. - To provide advices and consultation as well as to assess the disaster situation as to whether Thailand should receive assistance from abroad. In case of necessity for such support, the opinion must be submitted to the Cabinet; once with the Cabinet approval, the Ministry of Foreign Affairs must be notified of such with the detail provided about the needs required such as relief supplies or experts. - In case of assistance received from abroad, it must be coordinated to agencies responsible for storage of the supplies received, temporary assistance, preparation of equipment and forklift to transport supplies with heavy quantity and weight, as well as the preparation for vehicles to deliver the supplies to the disaster victims. - To act as the lead agency to coordinate with the ASEAN Humanitarian Assistance (AHA) Center.
Ministry of Defense	<ul style="list-style-type: none"> - To provide support and assistance to national efforts for disaster prevention and for addressing disaster situations. - To disseminate and integrate information on public disasters. - to mobilize collaborations and resources from the military network of allied countries to operate disaster relief and provide humanitarian assistance; for example, request for support of transporting vehicles and equipment, or search/rescue teams.

Primary Agency	Role and Function
Royal Thai Police	<ul style="list-style-type: none"> - To verify names and nationalities of foreign disaster victims, including injured persons, dead, and persons asking for assistance, as well as the current victims' shelter such as

	<p>the assistance center or nursing home.</p> <ul style="list-style-type: none"> - The Immigration Bureau facilitates visa at all checkpoints for foreign disaster victims who wish to return to their country or for victims' relatives who wish to travel into Thailand to take care of their injured relatives. - In case of information being requested from foreigners /dead's relatives for benefits of identification, the Ministry of Foreign Affairs should be coordinated with to receive such information. -To direct the traffic flow in disaster affected areas and in the nearby areas
Customs Department	<ul style="list-style-type: none"> - To specify guidelines for facilitation of importing donated supplies from abroad. - To consider exemption of import duty for supplies, except for automobiles and certain types of van and pickup trucks as imported from abroad to be donated in charity to citizens through authorities or charity organizations under the related regulations. - To facilitate examination of donated articles as imported from abroad in order to deliver imported supplies or resources as humanitarian assistance to disaster victims with no delay.
Thai Red Cross Society	<ul style="list-style-type: none"> - To contact and coordinate for the cooperation with foreign Red Cross Societies through International Federation of Red Cross and Red Crescent Societies Committees.