

**Protecting and Assisting People in  
Extraordinary Circumstances**

**UN Nepal's Inter-Agency  
Disaster Preparedness and  
Response Plan**

**Part II:  
Inter-Agency Planned Response  
Cluster Preparedness and Response  
Plans**

**Draft No. 4  
United Nations Disaster Management Team  
September 2001**

# Table of Contents

## Part II: Inter-Agency Planned Response Cluster Preparedness and Response Plans

|   |    |
|---|----|
| TABLE OF CONTENTS .....                       | 1  |
| Part II: Inter-Agency Planned Response.....   | 2  |
| CLUSTER PREPAREDNESS AND RESPONSE PLANS ..... | 2  |
| INTRODUCTION.....                             | 3  |
| A. THE AWARENESS & TRAINING CLUSTER.....      | 4  |
| B. THE WARDEN CLUSTER .....                   | 10 |
| C. THE ASSESSMENT CLUSTER.....                | 14 |
| D. THE COMMUNICATION CLUSTER .....            | 17 |
| E. THE LOGISTIC CLUSTER.....                  | 26 |
| F. THE SEARCH & RESCUE CLUSTER .....          | 30 |
| G. THE HEALTH CLUSTER.....                    | 33 |
| H. THE FOOD & WATER CLUSTER.....              | 36 |
| I. THE COORDINATION AND LIAISON CLUSTER.....  | 39 |

# Introduction

Part II of *UN Nepal's Inter-Agency Disaster Preparedness and Response Plan* is a collection of **the plans and commitments of each inter-agency cluster** detailing what actions will be taken in preparation for and in responding to emergency situations affecting UN staff and their dependants.

The main responsibilities of each cluster along with a few proposed activities are indicated in part I chapter 9 of this emergency plan. However, it is important that each cluster thoroughly reviews the responsibilities and the proposed activities in order to suggest a better way of defining and fulfilling its own mandate. This could be done by filling in the format presented in part II of this plan in a participatory process involving all cluster members. Comments and actions point from each cluster will then be carried over to part I chapter 9 to enable the reader to have a quick overview of the planned response.

**Every cluster is expected to plan in consideration of:**

- The anticipated worse case earthquake scenario as described in part I chapter 3.
- The core planning assumptions for the emergency response as described in part I chapter 4.
- The basic principles and strategies as described in part I chapter 5.

It is imperative for each cluster to develop its contingency plan based on the conventional rescue and relief assistance required in the anticipated worse case earthquake scenario.

**The contingency plan should include the following information:**

- A clear division of responsibilities of each cluster member.
- Possible required relief assistance / items from the international community or others.
- Availability of identified relief items in the valley / country.
- Possible best options outside the valley / country.

It is advisable to **contact organizations / companies who are possible partners** for relief goods supplies and transportations and make a short-list of possible partners in emergency response according to an evaluation of their actual capacities and the quality and credibility of services. If possible, a kind of memo of understanding should be developed with any supplier as part of the emergency preparedness efforts. This will prevent procurement of relief items from slowing down international relief operations.

Enquiries, criticism, comments and suggestions will be highly appreciated.

Man B. Thapa  
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WHO

# A. The Awareness & Training Cluster

## **Overall Responsibility in Non-Emergencies:**

To assess levels of awareness and training needs among UN personnel, and thereafter design, implement and evaluate awareness campaigns and training drills.

## **Overall Responsibility in Emergencies:**

To keep staff informed of the emergency situation and the emergency response, as indicated and directed by the UNDMT.

## **Planning Assumptions:**

- That activities will be planned and implemented with two separate target groups in mind. Firstly, the staff and dependents of the UN System in Nepal, and secondly, the potential victims of a major earthquake from within the public at large. Planning for the first group will be prioritised.
- That certain inputs and responsibilities will be co-ordinated with the actions of other cluster groups.
- That levels of awareness and preparedness should be raised so that all UN personnel fit a common denominator. I.e. activities must be designed to prepare all staff, whether national or international, programme or operations and support staff.
- That through the UNDMT the UN System in Nepal can facilitate the preparedness of its staff members, but that each and everyone of the staff must bear personal responsibility to ensure that the highest possible level of preparedness is achieved.

## **Before an Emergency, the Following Activities will be Undertaken:**

### **\*\*Activities & Target Groups**

The various awareness-raising activities and training will be conducted focussing on three, broad, but distinct groups :

*A All UN personnel serving in Nepal*

**B Selected agency personnel**

*C UNDMT & Cluster Members*

Thus, the table above marks the different proposed activities with '**A, B, C**' according to the intended target audience.

| Activities & Target Groups**   | Facilitators & Cluster Focal Point   | When & Estimated Cost   |
|--|--|---|
| <ul style="list-style-type: none"> <li>▪ Assessment of UN staff levels of awareness, training needs, and materials already in circulation. <b>(A)</b></li> <li>▪ Assessment of UNDMT Clusters' training needs. <b>(C)</b></li> </ul>   | SF   | <p>August - Sept. 2000<br/>(complete)</p> <p>July 2001<br/>(incomplete)</p>                                   |
| <ul style="list-style-type: none"> <li>▪ Assessment and collection of available resources - printed materials, equipment, trainers, service providers, possible collaborative partners etc</li> </ul>  | SF   | July - August 2000<br>(complete)  |
| <ul style="list-style-type: none"> <li>▪ Establish mechanism for and have initial interactions with other Task Forces (esp. Logistics TF, Food &amp; Water TF, Health TF, &amp; Warden TF) <b>(C)</b></li> </ul>   | UNDMT & Cluster Members<br>DA  | On-going  |
| <ul style="list-style-type: none"> <li>▪ Design Awareness-Raising Campaign in light of the findings above, and related to the following themes : <ul style="list-style-type: none"> <li>- Use of different kinds of materials &amp; formats</li> <li>- Possible issue or instruction on the use of a Survival Kit</li> <li>- Routine drills</li> <li>- Mobilisation &amp; motivation of staff for UN System relief activities within the community at large</li> <li>- Monitoring of levels of awareness</li> </ul> </li> </ul> <b>(A) (B)</b> | <p>Various service providers/suppliers, such as Jagadamba Press, NSET, UNSECOORD</p> <p>BH</p> | <p>Initial phase complete</p> <p>Other activities on-going</p> <p>First Year Costs : \$1,000</p>              |
| <ul style="list-style-type: none"> <li>▪ Implementation of the Awareness-Raising Campaign <b>(A) (B)</b></li> </ul>  | <p>Various service providers/suppliers, such as Jagadamba Press, NSET, UNSECOORD</p> <p>BH</p> | <p>Begins November 2000<br/>(on-going)</p> <p>(Initial phase complete)</p> <p>First Year Costs : \$10,000</p> |

|   |  |  |
|---|--|--|
| <ul style="list-style-type: none"> <li>▪ Design of a Training Programme (linked to the above awareness-raising campaign), with the following likely components : <ul style="list-style-type: none"> <li>- Training of trainers <b>(B) (C)</b></li> <li>- General preparedness training for all personnel <b>(A)</b></li> <li>- Specific training programmes such as First Aid, Emergency Response, Radio Operations etc <b>(B) (C)</b></li> <li>- Training UNSMT/UNDMT members on implementation of drills. <b>(C)</b></li> </ul> </li> </ul> | <p>Assistance &amp; Advice from UNDMT Clusters, UN Clinic, Norvic Clinic, NSET, WFP &amp; UNHCR Communications Experts, UNSECOORD</p> <p>RSJ</p> | <p>Begins September 2000 and on-going</p> <p>First Year Costs : \$1,000</p>  |
| <ul style="list-style-type: none"> <li>▪ Implementation of the above Training Programme <b>(A) (B) (C)</b></li> </ul>   | <p>Facilitators &amp; service providers are to be decided from planning process above</p> <p>SF / RJS</p>  | <p>Begins December 2000 (on-going)</p> <p>Completed to date : Disaster Awareness Day for UN personnel in April 2001; First Aid Training and General Earthquake Preparedness for UNVs</p> <p>First Year Costs : \$5,000</p> |

|   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>▪ Design of Training Programme to allow UNDMT Clusters to become operational, inc : <ul style="list-style-type: none"> <li>➤ Warden Cluster : UN Security Management; Radio Communications &amp; Notification Systems; Basic Disaster Assessment; Earthquake Preparedness; Preparedness for personnel with Special Needs &amp; Children; Residential &amp; Personal Security; First Aid; Managing Stress.</li> <li>➤ Search &amp; Rescue Cluster : First Aid; Basic Search &amp; Rescue Training; Urban Search &amp; Rescue; Use of Mapping Software.</li> <li>➤ Health Cluster : tbc</li> <li>➤ A-R &amp; T Cluster : Conducting Drills; Information Management in Disaster Situation</li> <li>➤ Assessment Cluster : tbc</li> <li>➤ Logistics Cluster : tbc</li> <li>➤ Food &amp; Water Cluster : tbc</li> </ul> </li> </ul> <p><b>(C)</b></p> | <p>Assistance &amp; Advice from UNDMT Clusters, UN Clinic, Norvic Clinic, NSET, Nepal Red Cross, OFDA/USAID, PDDProgramme, Asian Disaster Preparedness Centre, WFP &amp; UNHCR Communications Experts, UNSECOORD, OCHA</p> <p>SF/DA</p> | <p>Begins July 2001 and on-going.</p> <p>(Training schedules for 3 clusters are already drafted, and some Warden training will commence in Sept. 2001)</p> |
| <ul style="list-style-type: none"> <li>▪ Implementation of the Training Programme for UNDMT Clusters</li> </ul> <p><b>(C)</b></p>   | <p>Facilitators are to be decided from planning process above</p> <p>SF / DA</p>  | <p>Begins September 2001 (on-going)</p> <p>First Year Costs : \$10,000</p>   |
| <ul style="list-style-type: none"> <li>▪ Implementation of drills and monitoring activities at the various Country/Field Offices, and residential visits.</li> </ul> <p><b>(A)</b></p>  | <p>Warden Cluster/System; UN Agency CO Admin Officers</p> <p>PL</p>   | <p>Begins April 2001 (on-going)</p> <p>First Year Costs : \$1,000</p>  |

**During an Emergency, the Following Activities will be Undertaken:**

| Activities   | By Whom          | When |
|--|------------------|------|
| <ul style="list-style-type: none"> <li>• As directed by the UNDMT and with assistance from the Communications &amp; Warden System Cluster, will disseminate information to all UN personnel on the situation and response to the emergency.</li> </ul> | <p>SF / Team</p> |      |

**Possible Preparedness and Capacity-Building Activities:**

- Detailed training/capacity-building as in above Action Plan, with emphasis on the following :
- Information supplied through a variety of media : specially designed "Awareness-Raising / Preparedness Guidelines" booklet; standard UN publications; publications of various other organisations; email bulletins; posters; personal emergency response cards; intranet bulletin board.
- Assistance to Food/Water Cluster in the preparation of a Survival Kit.
- General training sessions on Preparedness and Awareness-Raising.
- Training of cluster members on How to Conduct Drills and Information Management in Crisis Situations
- Specific training courses on topics such as First Aid, Post-Trauma Care, Search & Rescue etc
- Drills at UN offices
- Residential visits by team members and specialised staff

**Strategies for How the Above will be Achieved:**

- Through team members inputs and the contracting of service providers
- Mobilisation of human resources within the UN system.
- Inter-agency co-operation on providing resources for both general training and awareness-raising needs, and specific training for target groups.

**Responsibilities and Authorities:**

**Personnel Requirements to Achieve the Above:**

- Graphic designer / web designer
- Various trainers
- Training Co-ordinator

**Anticipated Supply and Equipment Requirements:**

- Publication of Guidance Booklet
- Copies of UN Field Security Handbook
- Establishment of an Emergency Bulletin Board on UN Systems intranets in Nepal
- Various materials for training sessions
- For specific training material needs of all clusters, please their separate plans

**Availability of Identified Relief Items in the Valley / Country:**

All, except supply of UN publications

**Possible best Options Outside the Valley / Country:**

Through UNSECOORD & OCHA

**Other Resource Requirements (e.g. Funds):**

To be confirmed - re. design & production cost of publications and supply of training services

Minimum requirement to begin operationalising the plan in the first year : \$28,000

**Collaborative Agreements (with the Government, Sectoral Working Groups, NGOs, UN Agencies and Clusters, others):**

- Food & Water Cluster; Warden Cluster, Communications Cluster
- UNHCR & WFP Communications focal points
- Norvic Clinic

**Possible Strategic Actions (Positioning, Root Causes, Fundamental Processes):**

**Cluster Members and Contact Numbers (walkie-talkie, phone, e-mail, address):**

The Awareness-Raising Task Force (TF) is :

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26

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**Date:** 1<sup>st</sup> September 2001

## **B. The Warden Cluster**

### **Overall Responsibility in Non-Emergencies**

To ensure that the Warden System is prepared and capable of handling its particular tasks and responsibilities during an actual emergency. This includes appointment of wardens, deputy wardens and cell leaders in all zones and the implementation of a security or disaster plan in particular predetermined zones.

### **Overall Responsibility in Emergencies**

#### a) Main responsibility

To assist UNSMT/UNDMT in the implementation of security/emergency procedures by activating the security procedures for protection of UN staff at their residence and/or hotels.

#### b) Specific responsibility

1. To establish an effective network of communications between the Designated Official, Warden, Deputy Warden & Cell Leaders and the staff members and their eligible family members in the predetermined zones.
2. To ensure that staff members and their eligible family members are informed with regard to security & disaster arrangement and emergency phases in effect.
3. To verify instructions and precautionary security measures as stated in the UN Field Security Handbook (Annex C) are being followed.

### **Planning Assumptions**

- Wardens/deputies and cell leaders selected according to criteria set for this (such as "no small dependent children")
- Wardens/deputies and cell leaders appointed to all zones.
- Wardens/deputies and cell leaders fully understand duties/responsibilities: prior to, during and after emergencies.
- Channels of authority for directing operations during emergencies clearly spelt out.
- Efficient/effective information/communication system in place for continually/regularly updating zonal data set used by Warden/deputies.
- Wardens/deputies have sufficient time available to dedicate to their specific responsibilities.
- Wardens/deputies will get sufficient logistic support to carry out their responsibilities.
- The capabilities to properly execute the specific responsibilities of wardens/deputies and cell leaders will be hampered by other parallel responsibilities.
- Dialogue/Information exchange between Warden and other relevant clusters for effective co-ordination.

### Before an Emergency, the Following Activities will be Undertaken

| Activities   | By Whom  | When                                   | Remarks           |
|--|--|--|-------------------|
| Appoint wardens, deputy wardens and cell leaders in particular predetermined zones.  | DO<br>Warden<br>Cluster  | Already<br>done<br>periodic<br>review. | Ongoing           |
| Distribute walkie-talkies (hand sets) to all wardens and deputy wardens and institutionalize a weekly radio-check procedure. Proper radio-check procedure to be developed                  | UNSMT/UND<br>MT/Agency<br>Head<br>(distribute)<br>Wardens/deput<br>ies (radio-<br>check) | Weekly<br>(radio-<br>check)            |                   |
| Undertake training/briefing of Wardens/deputies re pre and post earthquake safety measures, precautionary security measures, first aid, conduct of drills, radio-use etc.                  | UNSMT/UND<br>MT/Warden<br>cluster A & T<br>cluster,<br>communication<br>cluster          | ASAP                                   | 1 year<br>ongoing |
| Assist UNSMT/UNDMT in the preparation of security procedures, including the briefing of all staff and their dependents with regard to security arrangements and security phases in effect. | Wardens/deput<br>ies   | Quarterly                              |                   |
| Ensure that all wardens develop a notification plan for their respective zone and brief all UN staff and eligible family.  | Wardens/deput<br>ies   | Quarterly                              |                   |
| Ensure that all wardens periodically visit all domiciles of staff members in their respective wards/zones.   | Wardens/deput<br>ies   | Quarterly                              |                   |
| Assist in maintaining updated list of all UN staff members and their dependents' location and movements in and outside Nepal and report to UNSMT/UNDMT                                     | Agencies<br>UNSMT/UND<br>MT Checked<br>by<br>Wardens/deput<br>ies                        | Weekly<br><br>Quarterly                |                   |
| Brief UN staff on anticipated risk factors on security issues  | Wardens/deput<br>ies   | When<br>needed                         |                   |
| Function as a channel of communication between the staff members and UNSMT/UNDMT and the designated official   | Wardens/deput<br>ies   | When<br>needed                         |                   |
| Remain alert and warn UNSMT/UNDMT and UN staff members in case of any developing security crisis   | Wardens/deput<br>ies   | When<br>needed                         |                   |
| Identify for each staff member the closest UN staff neighbors, so that mutual support in   | Wardens/deput<br>ies   | ASAP with<br>quarterly                 |                   |

|   |   |        |  |
|---|---|--------|--|
| case of an emergency will not be hampered by a lack of information.   |   | update |  |
| Identify potential assembly points to be validated by UNSMT/UNDMT   | Wardens/deputies                              | ASAP   |  |
| Develop and train on rapid assessment of actual situation and whereabouts of staff members  | Warden, Assessment, & Search & Rescue cluster |        |  |
| Develop/clarify disaster procedures for wardens, deputies. <ul style="list-style-type: none"> <li>• Makes sure own families are all right</li> <li>• Inform D.O. of presence, etc.</li> </ul> | Warden cluster                                | ASAP   |  |
| Establish monitoring system for wardens/deputies/cell leaders appointment and functioning.<br>Confirm and widely advertise incentives available for wardens/deputies.                         | Warden cluster                                | ASAP   |  |
| Ascertain/carify the alternative emergency plans impacting families.  | Warden/Deputies<br>Warden cluster             | ASAP   |  |
| How do you prepare children   | Warden/Health cluster                         | ASAP   |  |
| Psychological assistance's, shock   | Warden/Health cluster                         | ASAP   |  |

### **During an Emergency, the following Activities will be Undertaken**

| <b>Activities</b>  | <b>By Whom</b>      | <b>When</b>           |
|--|---------------------|-----------------------|
| Be on stand by alert for directions from UNSMT/UNDMT/DO  | DO/Wardens/deputies | Immediately           |
| Locate and verify whereabouts and actual situation of all staff and dependents, and inform UNSMT/UNDMT accordingly   | Wardens/deputies    | Immediately and Daily |
| Inform UN staff of relevant aspects of the actual situation and of security management aspects   | Wardens/deputies    | Immediately and Daily |
| Verify actual situation of assembly points, and inform UNSMT/UNDMT accordingly   | Wardens/deputies    | Immediately           |
| Ensure orderly and co-ordinate movement of staff and dependents, e.g. from school/working place to residence, from residence to assembly points, and from assembly points to evacuation points | Wardens/deputies    | ASAP                  |

### **Possible Preparedness and Capacity-Building Activities**

- Training re proper use of radio

- Training - first aid, drills, safety measures

### **Strategies for How the Above will be Achieved**

- Preparation/distribution of simple booklet
- Organized training programmes developed by Awareness cluster
- Organize training within zones

### **Responsibilities and Authorities**

- ◆ Awareness/training cluster
- ◆ Wardens/deputies
- ◆ Personnel Requirements to Achieve the Above:

### **Anticipated Supply and Equipment requirements**

Walkie-Talkies

### **Availability of Identified Relief Items in the Valley/Country**

### **Possible best Options Outside the Valley/Country**

### **Other Resource Requirements (e.g. Funds)**

### **Collaborative Agreements (with the Government, Sectoral Working Groups, NGOs, UN Agencies and Clusters, others)**

Aware/training Cluster, Health cluster, Logistics Cluster, Communications Cluster, Search and rescue Cluster

### **Possible Strategic Actions (Positioning, Root Causes, Fundamental Processes)**

Reliable updated information management re staff members whereabouts

### **Cluster Members and Contact Numbers (walkie-talkie, phone, e-mail, address)**

| <b>Name</b>       | <b>Walkie-talkie</b> | <b>Phone</b> | <b>E-mail</b>  |
|-------------------|----------------------|--------------|--|
| Caroline Bakker   | Charlie 9            | 525239       | <a href="mailto:cbakker@unicef.org.np">cbakker@unicef.org.np</a> |
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| Winston R. Rudder | Foxtrot 1            | 528054       | winrud@wow.net   |

## C. The Assessment Cluster

### Overall Responsibility in Non-Emergencies:

The responsibility of the Assessment Cluster is to define as appropriate assessment methodology, identify the sources and amount of information required and ensure that credible baseline data and standardized sectoral assessment protocols are available in order to facilitate a timely and efficient assessment of emergency situations.

### Overall Responsibility in Emergencies:

The responsibility of the Assessment Cluster is to implement a rapid on-site assessment of the emergency situation inside and outside UN Nepal within 24 hours of reported incident, analyze the data and report the findings to the Designated Official, heads of agencies and UNDMT. The assessment exercise will be done in collaboration with other clusters and the warden system.

### Planning Assumptions:

- ◆ Different assessment formats are needed for different types of disasters,
- ◆ Sudden onset disasters are given highest priority due to their unpredictability and large scale destruction,
- ◆ Cluster members are able to arrive to the UN EOC and commit themselves to support the UNDMT relief & rescue activities,
- ◆ There is general shortage of communication after the disaster, although the UN handsets are operational and
- ◆ Vehicles are in a workable condition after the disaster and ready to use for assessment purposes.

### Before an Emergency, the Following Activities will be Undertaken:

| Activities   | By Whom            | When          |
|--|--------------------|---------------|
| 1) Identify assessment team members                                      | MBT                | August 2001   |
| 2) Define assessment methodologies                                       | Cluster members    | Regularly     |
| 3) Identify the source and amount of information required                | Cluster members    | Regularly     |
| 4) Collect and update baseline information / data                        | Cluster members    | Regularly     |
| 5) Update, contextualize, standardize the assessment formats             | Cluster members    | December 2001 |
| 6) Provide training on how to fill information collection tools          | Cluster + resource | December 2001 |
| 7) Training and capacity development of cluster members                  | Resource person    | Regularly     |
| 8) Activate liaison with other clusters and the rest of the UN community | Cluster + UNDMT    | On-going      |

**During an Emergency, the Following Activities will be Undertaken:**

| <b>Activities</b>   | <b>By Whom</b>  | <b>When</b>                 |
|---|-----------------|-----------------------------|
| 1) Carry out a rapid onsite assessment of the emergency situation inside UN Nepal                       | Cluster members | Immediately after incidence |
| 2) Carry out a rapid onsite assessment of the emergency situation outside UN Nepal                      | Cluster members | Witin 24 hours of incidence |
| 3) Analyse the collected information / data   | Cluster members | ASAP                        |
| 4) Disseminate the collected information / data to the Designated Official, heads of agencies and UNDMT | M. B. Thapa     | ASAP                        |
| 5) Recommend policies and actions to the UN agencies  | Cluster members | ASAP                        |

**Possible Preparedness and Capacity-Building Activities:**

- ◆ Assessment training to cluster and UNDMT members and to emergency planners,
- ◆ Pursuing research / early warning / simulation exercises, and
- ◆ Sharing of assessment formats inside and outside UN Nepal and update regularly.

**Strategies for How the Above will be Achieved:**

- ◆ Identify resource persons inside and outside the UN System including OCHA, and
- ◆ Search relevant publications from different sources including the web / internet.

**Responsibilities and Authorities:**

- ◆ UNDMT has to authorize the cluster to carry out a rapid assessment “quick and dirty”

**Personnel Requirements to Achieve the Above:**

- ◆ Skilled and dedicated professionals.

**Anticipated Supply and Equipment Requirements:**

- ◆ Assessment format and protocols,
- ◆ Photocopy machine,
- ◆ Cameras (digital, still and video), and
- ◆ Transport (air and surface).

**Availability of Identified Relief Items in the Valley / Country:**

N/A

**Possible best Options Outside the Valley / Country:**

N/A

**Other Resource Requirements (e.g. Funds):**

- ◆ Funds for training activities,
- ◆ Funds for resources persons and travel, and
- ◆ Funds for collecting / updating / contextualizing formats

**Collaborative Agreements (with the Government, Sectoral Working Groups, NGOs, UN Agencies and Clusters, others):**

The following collaborative agreements will be made in the future:

- ◆ Sectoral Working Groups (Food & Agriculture, Health and Logistics),
- ◆ Government agencies Ministry of Home Affairs, Ministry of Agriculture and Cooperatives, Ministry of Health and Ministry of Supply and Commerce),
- ◆ INGOs,
- ◆ Municipalities / DDCs / VDCs/ Warden and Deputy Wardens
- ◆ This Cluster will also maintain close relationship with other clusters through sharing of assessment tools, sharing information, etc.

**Possible Strategic Actions (Positioning, Root Causes, Fundamental Processes):**

- Integrate emergency preparedness in all UN Nepal's development programmes, and
- Incorporate sustainable disaster management in UNDAF and CCF documents.

**Tentative budget for the year 2001**

|   |                   |
|---|-------------------|
| ○ Collection of assessment tolls and standarization of the tools/ formats                 | US\$ 1,000        |
| ○ Training of team members and other UN staff on how to fill the format/ assessment tools | US\$ 3,000        |
| ○ Updating and printing the format/ tolls   | US\$ 2,000        |
| <b>TOTAL</b>  | <b>US\$ 6,000</b> |

**Cluster Members and Contact Numbers (walkie-talkie, phone, e-mail, address):**

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Call sign : Delta Eight Email: rajendra.aryal@undp.org

**Date:** August 2001

## **D. The Communication Cluster**

### **1. Overall Responsibility in Non-Emergencies:**

#### **a. Main responsibilities:**

Encourage UN agencies to obtain/maintain appropriate communication devices in order to assure efficient emergency communication services. Information on equipment proposals/choices and management/administrative options are suggested by the Communication Cluster to the resident UN agencies in Nepal. Initially, at this point of time, the primary concern is with the internal aspects of the emergency plan, that is providing services to UN staff and their families.

#### **b. Specific responsibilities:**

- \* Maintain a central inventory of available communication equipment with user location/addresses based on individual agency inventories.
- \* Advise UN agencies on the choice and adequacy of communication equipment (mobile phones, VHF, HF and satellite phones) and encourage the agencies to assure they are maintained in proper operating condition.
- \* Define and suggest Standard Operating Procedures (SOPs) on the use and maintenance of communication equipment.
- \* Identify communication centers outside the UN system, for instance at embassies and government institutions in and outside of Kathmandu.
- Advise and encourage UN agencies on importance of trained communication equipment operators.

### **2. Overall Responsibility in Emergencies:**

- \* Encourage agencies to maintain functionality of all communication systems during emergency.
- \* Organize a roster system to assure 24 coverage/management of communication equipment in the Emergency Operation Room during emergency which WFP will oversee and manage.

### **3. Planning Assumptions:**

1. Based on the earthquake scenario developed by the Kathmandu Valley Earthquake Risk Management Project (KVERMP):
  - i. 40,000 dead; 95,000 injured; more than 60% of buildings destroyed, many beyond repair; 600,000 to 900,000 residents homeless; 95% of the water pipes and 50% of the pumping stations, treatment plants etc. seriously destroyed (no water supply for several months); half of the bridges and many narrow roads in the valley impassable due to damage or debris; Tribhuvan International Airport isolated due to destroyed bridges and roads in the proximity (the arrival of international emergency aid by plane will be delayed).

- ii. All telephone exchange buildings and 60% of the telephone lines not functional for at least one month.
  - iii. 40% of the electric lines and all electricity substations not functional for at least one month.
- 2. The primary telecommunications lines/system of the country may not be functional for up to a month.
- 3. Special attention will be required in field offices to ensure protection of equipment against theft and damage from natural elements.
- 4. Before an Emergency, the Following Activities will be implemented:**

| Activities  | By Whom     | When        |
|---|-------------|-------------|
| <p><b>A.</b></p> <ul style="list-style-type: none"> <li>* Develop SOPs on use, use and maintenance of emergency communications equipment and train staff (through The Awareness and Training Cluster).</li> <li>* Encourage UN agencies to establish telecommunication posts in all regions.</li> <li>* Propose standby and partnership arrangements.</li> <li>* Technical support for training staff (in collaboration with Training Cluster)</li> <li>* Provide field with format of reports and necessary briefing documents on overall emergency preparedness and communications requirements specifically.</li> <li>* Identify, train; and establish core communications officers for rapid deployment (a list of ten UN staff from various agencies) – in collaboration with Training Cluster.</li> <li>* Obtain identification kit for dispatch with emergency communication equipment.</li> <li>* Brief the Cluster Team Leaders on what communication facilities are available.</li> <li>* Meet the Cluster Team Leaders, especially the Logistics Cluster, to obtain what and how many communication equipment do they need (awareness &amp; Training Cluster; Warden Cluster; The Assessment Cluster; Logistic Cluster; Search &amp; Rescue Cluster; Health Cluster; Food &amp; Water Cluster)</li> <li>* Support the development, implementation and continuously updating of <i>UN Nepal's Inter-Agency Emergency Plan for the Years 2000-2001</i>.</li> <li>* Set emergency related policies in collaboration with UNDMT.</li> <li>* Encourage the development, implementation and continuously updating of emergency preparedness and response programs.</li> <li>* Ensure regular flow of information to cluster members regarding emergency preparedness programs.</li> <li>* Supervise the installation of the Communication and information management facilities at the Emergency Operation Center when the construction of the center is completed at the end of the year 2000.</li> <li>* Request OCHA, through Emergency Officers, to come and inspect the communication equipment status at the Emergency Operation Center and elsewhere in the country.</li> <li>● Review the UN Nepal TC/IT infrastructure in Kathmandu and elsewhere and consider/recommend additional action (not already covered above) to be taken as proposed in the WFP FITTEST report June 2000.</li> <li>* Encourage UN agencies to identify funding sources for basic equipment requirements.</li> </ul> | <i>UNCT</i> | <i>asap</i> |

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| <p><b>C. Improve Communications within the operational areas by implementing the following recommendations:</b></p>  |      |      |
| <p>1. Change the call-signs to that of the international UN WFP system as soon as possible, and make the call signs standard. The new system is given in the</p> | UNCT | asap |

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| <p>Appendix.</p> <p>2. Encourage adherence to new procedures and suggest regular communications equipment check.</p> <p>3. Recommend the completion of the database maintained at UNDP asap.</p> <ul style="list-style-type: none"> <li>- The UN staff security database should be regularly kept up to date</li> <li>- The database should also have the communication equipment inventory, and the status of the equipment</li> <li>- the staff's mobile telephone numbers.</li> <li>- the staff's VHF call-sign</li> <li>- family or relatives to contact in case of emergency outside of the country</li> <li>- the staff's (and their relatives') blood group</li> <li>- This database should also be searchable on last name (and not just first name)</li> <li>- The database should be put in the intranet on a restricted access basis-through the use of passwords, and should also be possible to modify the information (for example, the inventory and status of communication equipment).</li> <li>- UN agencies to ensure supervision of the IT and TC infrastructures in the Emergency Operation Room.</li> </ul> <p><b>D. To be deployed: DFMS HF email and voice system at the Emergency Operation Center using the following plan:</b></p> <ul style="list-style-type: none"> <li>- the installation of a DFMS server station in the Emergency Operation Center</li> <li>- the installation of a DFMS mobile station, and three HF mobile voice stations</li> <li>- the installation of a CCmail Email server in the Emergency Operation Center, with a MTA</li> <li>- the installation of a CCmail client</li> <li>- finding 5 HF frequencies ranging from 5-8 MHz to provide full time radio coverage over the country</li> <li>- introduce a standard selcall mute scanning system</li> <li>- introduce standard mode use: USB for data, LSB for voice</li> <li>- defining an HF call-sign and selcall structure for the HF radio network</li> <li>- testing and commissioning the system</li> <li>- training users on the use of HF Email and HF voice</li> <li>- training TC/IT support staff on the HF voice and data system</li> </ul> <p><b>E. Improve UN communications within the operational areas using VHF for emergency/security communications within each operational area</b></p> <ul style="list-style-type: none"> <li>- deploy the currently available VHF hand-helds for key staff in each operational area (the Emergency Operating Office and the Field Offices)</li> <li>- implement a standard UN VHF call-sign system, defining each user uniquely within the country</li> <li>- increase the coverage of the UNDP VHF repeater in Kathmandu by positioning it on one of the hills surrounding the capital. This will increase the coverage on the East/West highway.</li> <li>- implement a weekly radio check with all VHF users within one area</li> </ul> |  |  |
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|--|--|--|
| <ul style="list-style-type: none"> <li>- procure a VHF mobile radio for each of the field vehicles</li> <li>- procure a VHF base station for each field office</li> <li>- train users on the proper use of the VHF system</li> <li>- Encourage the use of English on VHF and exercise proper VHF network control.</li> </ul> <p><b>F. Improve communication with UN field teams traveling on foot by using a GPS to track the team’s position, VHF to communicate within a team; and a satellite telephone for daily check-ins</b></p> <ul style="list-style-type: none"> <li>- deploy one of the available MiniM satphones per team</li> <li>- every evening, each team calls the country office to give its position</li> <li>- a small handheld GPS (Global Positional System) to be procured, and used by each the team to define its position</li> <li>- if the team consists of spread out parties, use VHF hand-helds with a VHF simplex frequency to communicate with each other.</li> </ul> <p><b>G. Improve communications for the UN cars traveling in the country by using HF to track the movement of vehicles.</b></p> <ul style="list-style-type: none"> <li>- a standard vehicle tracking system should be institutionalized with each HF equipped car calling into the base once per hour to give its position</li> <li>- train drivers on the use of the HF radio</li> </ul> <p><b>H. Improve communication between the UN field offices and the country office by using HF as a fallback to communicate from the field to the capital, and using a satphone in case of an emergency.</b></p> <ul style="list-style-type: none"> <li>- deploy one HF voice equipped vehicle per field office.</li> <li>- the HF radio in the car can be used to contact the Emergency Operation Office in case the phone lines are down, or in case of emergency</li> <li>- Use CCmail software to cut down on the data traffic overhead</li> <li>- require users to use WINZIP to compress the data sent, thus optimizing the use of the limited connectivity in the field.</li> <li>- One available satphones should be allocated to each field office only to be used in case of emergency.</li> <li>- A list of all emergency telephone numbers for all UN offices is to be made and distributed amongst the key staff.</li> <li>- Further investment can be made to equip the field offices with an HF base station which support voice and Email connections to the Emergency Operation Office.</li> <li>- Deploy at the Emergency Operation Office, with a satphone, HF communications (with all HF frequencies for each agency) and a trained staff. And test the HF communications every week.</li> </ul> <p><b>I. Improve communications from the Emergency Operating Center to the outside world:</b></p> |  |  |
|--|--|--|

|   |  |  |
|---|--|--|
| <p>One satphone in each Representative's residence for standby emergency communications.</p> <p><b>J. Integrate various UN agency communication systems into the UN security/emergency system</b></p> <ul style="list-style-type: none"> <li>- either install a common UN HF radio-room (providing HF voice and data services) in Kathmandu (or have other stations use the WFP Kathmandu HF radio in the Emergency Operation Room).</li> <li>- suggest use of HF Email to connect remote offices to the Emergency Operation Room in Kathmandu HF Email server.</li> <li>- Anyone who has telephone access, should be able to connect to the Emergency Operation Room Cmail telephone server</li> </ul> |  |  |
|---|--|--|

**5. During an Emergency, the Following Activities will be Undertaken:**

| <b>Activities</b>  | <b>By Whom</b> | <b>When</b> |
|--|----------------|-------------|
| 1. Declare the situation an emergency in collaboration with the designated official and activate the emergency procedures. |                |             |
| 2. Manage technical and financial inputs relating to emergency response programs.  |                |             |
| 3. Ensure regular flow of information to cluster members regarding emergency response programs.                            |                |             |

**6. Possible Preparedness and Capacity-Building Activities:**

1. Train every warden and other people who would be involved in disaster management.

**7. Strategies for How the Above will be Achieved:**

1. Work with senior management on development of an emergency IT/communications plan.
2. Work with regional and global IT/communications teams to find appropriate technologies.
3. Work with field offices in defining needs and putting in place needed systems.

**8. Responsibilities and Authorities**

The responsibilities and authorities to implement this plan (as detailed above) lies with the individual UN Agency heads given the considerable financial outlays implied in the Communications Cluster recommendations. The Communications Cluster is not capable or charged with the responsibility to carry out the tasks as defined above due to 1) limited mandate; 2) limited membership (only two agencies participate – WFP and UNOPS). WFP stands ready to facilitate all and any communications modalities as requested and required both before, during and after a emergency.

**9. Personnel Requirements to Achieve the Above:**

1. One secretary

2. One driver
3. Three radio operators to man the Emergency Operation Center (One person working for 8 hours x 3 persons = 24 hours).
4. One electrical/electronics engineer for regular maintenance

**10. Anticipated Supply and Equipment Requirements:**

1. Equipment needs must be reviewed in light of a new study, but the general estimate is given below:

1. Essential:

- One handheld “walkie talkie” for every key staff  
US\$320/handheld
- One VHF base station for each field office US\$400/base
- VHF repeater for in each field area  
US\$1,500/repeater
- One VHF radio per field office based car US\$400/car
- GPS systems (Garmin GPS III) US\$350/GPS

2. Optional:

- HF Email/Voice station for each field office US\$4000/station

**11. Availability of Identified Relief Items in the Valley / Country:**

The telecoms installation, support and repair services are performed by Greyhound, the Kathmandu Codan/Motorola dealer.

**12. Possible best Options Outside the Valley / Country:**

To be managed as per item 11 above.

**13. Other Resource Requirements (e.g. Funds):**

**14. Collaborative Agreements (with the Government, Sectoral Working Groups, NGOs, UN Agencies and Clusters, others):**

1. Nepal Telecommunications Corporation, Bhadrakali Plaza, Central Office, Kathmandu, Nepal

Tel: 210 202, 210122,210309, 210212

Fax: 977-1-226 260, 220 304

Homepage: [www.ntc.com.np](http://www.ntc.com.np)

**15. Possible Strategic Actions (Positioning, Root Causes, Fundamental Processes):**

## 16. Cluster Members and Contact Numbers (walkie-talkie, phone, e-mail, address):

**A.**  
Douglas Casson COUTTS  
Representative,  
World Food Programme,  
United Nations Building  
P.O. Box: 107  
Kathmandu,  
Nepal  
Tel: 535694, 523200 ext 1500  
(off.)  
Tel: 542607, 560153 (home,  
Godavari)  
Fax: 977-1-524101 (off.)  
Email: [douglas.coutts@wfp.org](mailto:douglas.coutts@wfp.org)

**B.**  
Yamal Chandra  
RAJBHANDARY  
MIS/Monitoring &  
Evaluation/Communication  
Specialist,  
Sericulture for Rural  
Development Programme/UNDP,  
P.O. Box: 107  
Tel: 977-1-520530 (off.)  
Tel.: 977-1-530576 (off.)  
Tel: 534657 (home)  
Email: [srdp@ccsl.com.np](mailto:srdp@ccsl.com.np) (off.)  
Email: [yamalr@usa.net](mailto:yamalr@usa.net) (home)

### Appendix 1: a new call sign system ()

The following VHF call-sign system is based on a system widely used in existing U emergency operations world-wide.

Within one operation or country, each user is uniquely identified, reflecting his/her agency, base location, department and function. It consists of two characters and up to 3 numbers, as described below. There should be no other call-signs used for other functions (e.g. the warden system) X Y A B C

X= city/location code

(first letter, if taken then last letter, if taken then second letter, if taken then last but one letter...)

Y= organization code

One character for UN agencies. The character is the most significant character describing the work the agency does, taken from the agency's English abbreviation:

UNDP: D(evelopment)

UNICEF: C(hildren)

UNHCR: R(efugees)

FAO: F(ood)

WFP: W

ILO: L(about)

WB: B(ank)

UNV: V(olunteers)

We use two characters for non-UN (NGO) e.g.: CA for Care

A= department

1=management, regional staff

2= finance and admin

3= logistics

4= program/reporting/public  
information

5= security/guards/protection

6= warehouse

7= drivers

8= TC/IT (technical department)      9= visitors

**BC = User id or sub department + users ID.**

**Examples:**

PW 8 = WFP Pristina, Head TC/IT  
PW81= supervisor IT  
PW811, PW812, PW813 = IT assistants  
PW82 = supervisor Telecoms  
PW821, PW822, PW823= Telecoms assistants  
PW83= TC/IT secretary  
PW84= chief radio operator  
PW841, PW842, PW843= radio operators  
PW85 = switchboard operator  
PW86 = TC/IT stocks/inventory clerk  
PW89 = Chief FITTEST  
PW891 to PW895: FITTEST IT  
PW896-PW899: FITTEST TC; SW8 = WFP Skopje, Head TC/IT NW8 = WFP Prizren, Head TC/IT ('P' is already taken, so take last character of city)

## E. The Logistic Cluster

### Overall Responsibility in Non-Emergencies:

The responsibility of the Logistic Cluster is to ensure that appropriate logistic equipment (electric generators, water treatment plant, motorbikes, vehicles) is available at the UN compound and well functioning in order to provide appropriate logistic emergency services timely and efficiently.

### Overall Responsibility in Emergencies:

The responsibility of the Logistic Cluster is to check that all available logistic equipment (electric generators, water treatment plant, motorbikes, vehicles) at the UN compound is functioning and ready for use in order to provide appropriate logistic emergency services timely and efficiently.

### Planning Assumptions:

This contingency plan is based on a worst-case earthquake scenario as outlined in part I of the emergency plan. It is assumed that the airport will still be functioning but access to it will be limited due to collapsed bridges and destroyed / impassable roads. Man-made disasters that cause lack of security such as the Maoist threat are not considered for the time being.

This contingency plan is focusing on UN staff and families only. At this initial stage, only permanent and temporary UN personnel and their dependants in the Kathmandu Valley are considered for planning and response purposes (this means approximately 1600 persons).

A critical planning assumption is that all available UN vehicles will be under UNDMT and the Logistic Cluster's command in a post-disaster scenario. It is important that all UN agencies collaborate in order to achieve the best utilization of their logistic equipment.

### Before an Emergency, the Following Activities will be Undertaken:

| Activities  | By Whom                       | When                   |
|---|-------------------------------|------------------------|
| 1) Make a list of available generators, motor bikes, vehicles and drivers in UN Nepal and ensure regular updating.                                  | Mr. Brandt                    | Completed              |
| 2) Make a list of available suppliers of air transport and heavy equipment within the city, valley, country and region and ensure regular updating. | Ms. G. W. Rai                 | In process / completed |
| 3) Keep stock of fuel for vehicles / generators   | Mr. Kafle                     | In process             |
| 4) Procure chemicals for water treatment and keep one month's buffer stock (estimated water production 30,000 liters / day) at the UN compound.     | Ms. Singh and Mr. Kafle       | In process             |
| 5) Liaise with key personnel regarding security escorts   | Ms. Singh                     | In process             |
| 6) Ensure that the best and most recent maps of the city, valley and country are available in the Emergency Operation Centre.                       | Ms. M. Rai and Mr. Kjaergaard | In the future          |

|  |                                   |               |
|--|-----------------------------------|---------------|
| 7) Explore the possibilities of utilizing the Geographical Information System while drawing vulnerability and response maps of the city, valley and country.       | Mr. Kjaergaard and VAM unit / WFP | In process    |
| 8) Draw vulnerability and response maps of the city, valley and country in order to identify potential hazards, location of key institutions and accessible roads. | Ms. M. Rai and Mr. Kjaergaard     | In the future |
| 9) Draw a map of the concentration of UN staff in different parts of the city, valley and country in order to predict logistic needs at various locations.         | Ms. Singh and Mr. Kjaergaard      | In the future |

**During an Emergency, the Following Activities will be Undertaken:**

| Activities   | By Whom                     | When                         |
|--|-----------------------------|------------------------------|
| 1) Check that the water plant is operational and provide pure water as and when required.                        | Ms. Singh and Mr. Kafle     | Immediately after a disaster |
| 2) Check that the generators are operational and provide electricity as and when required.                       | Mr. Kafle                   | Immediately after a disaster |
| 3) Check that the motor bikes and vehicles are operational.  | Mr. Kafle                   | Immediately after a disaster |
| 4) Manage the utilization of motor bikes and vehicles to priority areas.   | Mr. Bordignon<br>Mr. Brandt | Immediately after a disaster |
| 5) Provide security escorts as and when required.  | Ms. Singh                   | Immediately after a disaster |
| 6) Ensure that key-roads are cleared from debris in order to allow inflow of international aid from the airport. | To be worked out            | Immediately after a disaster |

**Possible Preparedness and Capacity-Building Activities:**

It is important to keep a sound balance of expertise and commitment in the clusters also in terms of national / international staff participation with a view to ensure at all times adequate presence and backstopping capacity taking into account absences for duty travels, home – annual leave, periods of school vacations etc.

It is reported that there is a general overstretching of UN staff due to normal programme / other requirements by each respective agency. However, this should be carefully built in the expected level of progress on this specific exercise unless fully, or at least 50% dedicated staff can be nominated. One solution is to ensure that more and committed manpower is made available for the clusters in order to assist the members in carrying out their tasks timely and efficiently.

**Strategies for How the Above will be Achieved:**

UNDMT may wish to define minimum and maximum size of the various clusters in order to ensure at all times adequate presence and backstopping capacity. UN Agency heads may also wish to appoint backstopping capacity within their respective office.

UNDMT may consider recruiting an international Security Officer and a national Emergency Officer for UN Nepal who could work full time on UNSMT / UNDMT matters and ensure that all aspects of the Emergency Preparedness and Response Plan are taken care of.

**Responsibilities and Authorities:**

UNDMT should as soon as possible discuss the implications of a centralized UN Nepal chain of command versus an agency-specific line of authority. This is critical in order to avoid confusion in a post-disaster scenario. Will all UN heads of agencies for instance allow their vehicles to be part of a centralized UN emergency response operation?

To be defined after discussions within UNDMT regarding chain of command and distribution of responsibilities.

**Personnel Requirements to Achieve the Above:**

A dedicated cluster member is required who can commit herself/herself to working at least half a day a week on tasks relating to the Logistic Cluster.

**Anticipated Supply and Equipment Requirements:**

Means of air transport and heavy equipment like bulldozers / caterpillars are not available within UN agencies. Due to the cost implications, hiring the equipment is the most realistic options. A kind of memo of understanding should be developed with suppliers in order to ensure that UN Nepal gets the required equipment in times of disasters.

**Availability of Identified Relief Items in the Valley / Country:**

List of generators, motor bikes, vehicles and drivers is available with Mr. Brandt, CST / UNFPA.

List of bailey bridges within the country is available with WFP.

**Possible best Options Outside the Valley / Country:**

List of commercial airlines in India / Nepal is available with Ms. Anjali Tuladhar, WFP.

**Other Resource Requirements (e.g. Funds):**

Funds are urgently required in order to procure maps and purification chemicals and – if needed – fuel, lubricants, spare parts for generators, motor bikes and vehicles.

**Collaborative Agreements (with the Government, Sectoral Working Groups, NGOs, UN Agencies and Clusters, others):**

Linkages between various clusters have to be worked out urgently and at same pace as the respective contingency plans are being prepared so as to ensure proper coordination and to avoid duplication of efforts.

No bilateral agreements are made at this point of time.

The Awareness & Training Cluster should be kept well informed of all cluster contingency plans in order to immediately share the information with all UN staff and their dependants.

The Food & Water Cluster should be consulted in order to avoid overlaps regarding availability of water at the UN compound and procurement of chemicals for water treatment.

The Warden Cluster should be consulted in order to identify the concentration of UN staff at various locations in the city, valley and country.

The Department of Roads, NSET-Nepal and UN drivers should be involved in the mapping exercises.

**Possible Strategic Actions (Positioning, Root Causes, Fundamental Processes):**

No further suggestions at this point of time.

**Cluster Members and Contact Numbers (walkie-talkie, phone, e-mail, address):**

List of members and contact numbers is available with Ms. Anjali Tuladhar, WFP.

**Names:** G.P. Bordignon/ Marina Rai / Erik Kjaergaard/ Jesse Brandt.

**Date:** 20.10.00

## F. The Search & Rescue Cluster

### Overall Responsibility in Non-Emergencies:

To provide first response assistance to all UN staff and their families in an effective and timely manner, and to provide durable support to the staff in a way that facilitates, mitigation, reconstruction and sustainable development.

### Overall Responsibility in Emergencies:

To locate, rescue or extricate, and initially and medically stabilize victims trapped in confined spaces. In short, to ensure that appropriate search and rescue capacity and equipment are available in order to facilitate timely and efficient life saving operations.

### Planning Assumptions:

Staff members are prepared for a major damaging earthquake or disaster, and that there is a level of self-sufficiency within the community until outside assistance is available.

### Before an Emergency, the Following Activities will be undertaken:

| Activities                                       | By Whom                              | When          |
|--|--------------------------------------|---------------|
| 1) Survey area, identifying potential hazards    | Team leader                          | Before Hazard |
| 2) Training for community drills and routes      | Team Leader/<br>Security Coordinator | Before Hazard |
| 3) Designate assembly areas and responsibilities | Team Leader/<br>Security Coordinator | Before Hazard |

### During an Emergency, the following Activities will be undertaken:

| Activities  | By Whom                              | When                       |
|---|--------------------------------------|----------------------------|
| 1) Assess situation--inside and outside           | Team leader                          | Immediately after disaster |
| 2) Decide to or not to evacuate and select routes | Team Leader/<br>Security Coordinator | Immediately after disaster |
| 3) Communicate directions to all staff            | Team Leader/<br>Communication Leader | Immediately after disaster |

### Possible Preparedness and Capacity-Building Activities:

- 1) Individual and Family Preparedness Plan
- 2) Home Preparedness Plan
- 3) Community Preparedness

- 4) List of do and don'ts
- 5) Contacts List with all names and address or telephone numbers

**Strategies for How the Above will be Achieved:**

- 1) Checklists for each of the above
- 2) Know exits and alternate exits
- 3) Know shut off valves and switches
- 4) Plan for disabled persons

**Responsibilities and Authorities:**

- 1) Overall Security Coordination
- 2) Cluster Leaders
- 3) Local Emergency Services Organizations
- 4) Role of Police and Medical Personnel

**Personnel Requirements to Achieve the Above:**

- 1) Judgment
- 2) Resources such as equipment
- 3) Contact List

**Anticipated Supply and Equipment Requirements:**

- 1) Local Emergency Organizations
- 2) Police, Hospital, and Schools
- 3) Community Resources

**Availability of Identified Relief Items in the Valley/Country:**

- 1) Assembly points need to be identified
- 2) Transport equipment
- 3) Earth moving equipment

**Possible best Options Outside the Valley/Country:**

- 1) Assembly points
- 2) Shelters
- 3) Medicines and food

**Other Rescue Requirements (e.g. Funds):**

- 1) Heavy duty equipment such as bull-dozers

**Collaborative Agreements (with the Government, Sectoral Working Groups, NGOs, UN Agencies and Clusters, others):**

**Possible Strategic Actions (Positioning, Root Causes, Fundamental Processes):**

**Cluster Members and Contact Numbers (walkie-talkie, phone, e-mail, address):**

Names: J. Bill Musoke  
Tel.: (977-1) 523637, 527682/3  
Fax: (977-1) 523985  
Email: bill.musoke@undp.org  
Date: October 2000

## G. The Health Cluster

### Overall Responsibility in Non- Emergencies

- To timely provide preventive and curative medical care.
- To identify health care providers and institutions for basic care and emergencies.
- To identify referral centers for emergency and non emergency situations.
- To update logistics as needed in the clinic for non emergencies and emergencies.
- To recognize institutions that will provide first aid training.
- To have an update list of the beneficiaries.
- To improve communication methods with the UN staff and the clinic staff.

### Overall Responsibility in Emergencies

- To identify the casualties and attend to them without delay
- To coordinate with other health teams and to attend to the staff for treatment, referrals, medical evacuation, first aid and certifying death.
- Report the situation to the designated official, heads of agencies and UNDMT
- Inform the relatives about the casualties and to console them.
- Identify the staff who needs rehabilitation and refer them to the institutions.
- To monitor the casualties with regard to their improvement.
- To coordinate with other clusters for logistics needs.

### Planning Assumptions

- Identify the number of beneficiaries and expected number of casualties.
- Facilities available with in the clinic to handle emergencies.
- Facilities available with in the valley to handle a large number of emergencies.
- Number of referral centers who can accept large number of casualties.
- Level and no. of people to assist the health cluster in an emergency.
- Availability of communication facilities to the members of the health cluster to coordinate with other clusters and hospitals for treatment ,help and rehabilitation for casualties.

### Before an Emergency , the Following Activities will be Undertaken:

| Activities  | By whom                            | When                   |
|---|------------------------------------|------------------------|
| Up date the clinic with the necessary medicaments for non emergency & emergency situations.       | D.R.R. (O)<br>Clinic Staff         | Regularly              |
| Staff training on emergency first aid   | D.R.R. (O) &<br>cluster<br>members | As soon as<br>possible |
| To immunize the staff against possible diseases after a disaster                                  | Clinic staff                       | On going               |
| To study others experience and the management in a disaster<br>( by attending training programs ) | Health cluster                     | As<br>available        |

|   |                                   |          |
|---|-----------------------------------|----------|
| Liason with other clusters to coordinate with the disaster                              | Health cluster                    | On going |
| Identify other medical institutions which will be a help hand in a case of an emergency | Clinic staff & the health cluster | On going |

**During an Emergency, the following Activities will be undertaken:**

| <b>Activities</b>  | <b>By whom</b>                       | <b>When</b>      |
|--|--------------------------------------|------------------|
| Identify the casualties and attend to them without delay.                              | Health cluster                       | During emergency |
| To get information about other casualties ,at home, and other hospitals.               | Health cluster & Other clusters      | Do               |
| Management of the casualties and referrals   | Health cluster                       | Do               |
| Treat and refer Mentally, physically, and socially handicapped following the disaster. | Health cluster & other trained staff | Do               |
| Inform the situation to the designated official & other heads of agencies              | Health cluster                       | Do               |

**Possible Preparedness and Capacity-Building Activities**

- To immunize the UN staff against all possible communicable diseases out break after a disaster.
- To up date the logistics of the clinics with preparation for a disaster.
- To coordinate with other clusters to build up the clinic preparedness and personal awareness for an disaster.
- To coordinate with other health institutions for disaster management.

**Strategies for How the Above will be achieved**

1. Regular meeting of the health cluster to discuss the progress of the prepared ness.
2. To communicate with other clusters and other UN resource personal to get ideas and feed back of the preparedness.
3. To have communications with other health institutions of the up dates of their emergency preparedness.

**Responsibilities and Authorities**

To be discussed

**Personnel Requirements to Achieve the above**

More dedicated personal to the health cluster

**Anticipated Supply and Equipment Requirements**

- Transport facility to the health care providers in an emergency.
- Communication facilities to the health care providers.
- Necessary medicaments to the clinic for staff use.

### **Other Resource Requirements ( eg. Funds)**

Funds for first aid training for the staff

Training for all UN staff in UN house - 400

( a three day comprehensive first aid training) US \$ 14,000

(30 participants /session- 13 sessions )

Purchase of emergency drugs

US \$ 1,500

TOTAL US\$ 15,500

### **Cluster members**

Dr P.M.Panditharatne ( UN clinic : [prithi.panditharatne@undp.org](mailto:prithi.panditharatne@undp.org) )

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Mrs. Rufina Rana ( UN Clinic : [rufina.rana@undp.org](mailto:rufina.rana@undp.org) )

Dr Hernando Agudelo ( UNFPA ) : [hernando.agudelo@undp.org](mailto:hernando.agudelo@undp.org) )

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Dr Paramita Sudharto ( WHO : [sudhartop@who.org.np](mailto:sudhartop@who.org.np) )

## H. The Food & Water Cluster

### Overall Responsibility before Emergencies

To ensure all UN staff and their families have appropriate information, knowledge and preparation to have good access to adequate quantity of safe drinking water and food during emergencies.

### Overall Responsibility in Emergencies

Link up with municipalities, NSET, WIDP, Urban Health Clinics, MSF, OXFAM and Red Cross to organize Food and Water support to UN staff, offices and schools and towards/in temporary shelters.

### Planning Assumptions

Due to earthquakes :

- ⊗ Most of urban piped water supply will be destroyed and not be repaired within 1 month;
- ⊗ Most of shops, supermarkets selling food items will be destroyed and not be in operation for weeks;
- ⊗ Access to undamaged water sources and shops with food will be extremely difficult during 1 month because of damaged roads, bridges and blockage by damaged building, vehicles, etc.
- ⊗ There will be no external aid at least for the first 3 days from the onset of earthquakes;
- ⊗ There will be no power and telephone (landline and mobile communication system will be cut) during first weeks.

### Before an Emergency, the Following Activities will be undertaken:

| Activities   | By Whom | When |
|--|---------|------|
| Distribute in Advance, the survival package (including food and water and other essential items) to all UN staff and their family members.                               |         |      |
| Prepare list of stocks of water, food and non-food items to be ordered for offices and wardens' houses.  |         |      |
| Prepare and pre-test guideline for where to store Food and Water supplies in offices and warden's houses.  |         |      |
| Keep water and food items including water disinfection tablets/solution in the concentration/evacuation site (UN House and all other UN offices and warden's houses) for |         |      |

|   |  |  |
|---|--|--|
| those who could not manage to bring the survival packages of lost them on the way to come to UN House.  |  |  |
| Prepare and send immediate message with very basic preparedness advice on Food and Water.   |  |  |
| Preparation for Households : Determine what kind of best advice can be given to families regarding Food and Water to prepare for dealing the earthquake effects "on your own".  |  |  |
| Carry out dissemination of advice in brochures, posters, videos, etc.   |  |  |
| Organise practice, checks on Food and Water preparedness, including disinfection of drinking water and preparedness on how to built provisional toilets and do spot-checks with families, offices, wardens and schools. |  |  |

**During an Emergency, the Following Activities will be Undertaken:**

| <b>Activities</b>  | <b>By Whom</b> | <b>When</b> |
|--|----------------|-------------|
| Support UNDR Team coordinator and liaise with technical teams for food and water among different national and international aid agencies.  |                |             |
| Monitor the requirements of water and food supply by the UN staff and their families and provide additional stock by prioritizing the most vulnerable groups (sick ones, children, elders, etc.) |                |             |

**Possible Preparedness and Capacity-Building Activities:**

Prepare and disseminate quick hand-outs and subsequently brochures on food and water survival practices.

**Strategies for How the Above will be Achieved:**

Through coordination with Awareness and Training Team.

**Responsibilities and Authorities**

**Personnel Requirements to Achieve the Above**

## **Anticipated Supply and Equipment Requirements**

### **Availability of Identified Relief Items in the Valley/Country**

Emergency food and water kit items (including non-food and first aid kit items) are available. Suppliers were identified. However, assured supply of disinfection tablets was not verified.

### **Possible best Options Outside the Vally/Country**

### **Other Resource Requirements (e.g. Funds)**

- ◆ Funds for food and water survival bags for staff members, but also for (extended family members) at least subsidy for those who cannot afford.
- ◆ Funds for contracting NSET – preparation of brochures for families and schools.
- ◆ Funds for purchase of foods and water stocks at offices, and warden's houses for office staff/staff and family who lost access to own supplies – emergency support to neighbours calling for help.

### **Collaborative Agreements (with the Government, Sectoral Working Groups, NGOs, UN Agencies and Clusters, others):**

### **Possible Strategic Actions (Positioning, Root Causes, Fundamental Processes)**

### **Cluster Members and Contact Numbers (walkie-talkie, phone, e-mail, address)**

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| <b>Name</b>                           | <b>Address</b>      | <b>Walkie<br/>Talkie</b> | <b>Phone<br/>(Home)</b> | <b>E-mail</b>                                     |
|---------------------------------------|---------------------|--------------------------|-------------------------|---|
| Hans Spruijt                          | Jhamsikhel          | Charlie 17               | 524367                  | hspruijt@unicef.org                               |
| Devendra Gauchan<br>Rajendra Shrestha | Sanepa<br>Baneshwor | Charlie 12<br>-          | 529378<br>497520        | dgauchan@unicef.org.np<br>rshrestha@unicef.org.np |

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**Date: October 2000**

# I. The Co-ordination and Liaison Cluster

## Overall Responsibility in Non-Emergencies:

- Maintain up-to-date personal details of international and local staff & their dependents
- Keep updated staff house locations in the GIS map
- Maintain inventories of household effects and automobiles of staff
- Prepare security plan / updates
- Prepare quarterly security reports

## Overall Responsibility in Emergencies:

- Disseminate relevant security information to Team leaders
- Arrange necessary equipment
- Use of best map available
- Coordinate with other team leaders to support their requirements
- Liaison with external sources, if required
- Provide security related information to other team clusters
- Obtain information from external sources relevant to emergency operation and disseminate them accordingly

## Planning Assumptions:

- Staff security information will be provided and updated on a timely manner by the UN Agency focal points
- The Security Information Management System (SIMS) will be accessible to all focal points
- All necessary equipment and software installed and operational
- House locations are identified using GPS equipment and these information updated in the SIMS for up-to-date maps

## Before an Emergency, the Following Activities will be Undertaken:

| Activities  | By Whom  | When       |
|---|--|------------|
| 1) collect information about international and local staff & their dependents | Information Assistant (Security) & Admin. Officers of UN Agencies                            | Regularly  |
| 2) identify the house location of individual staff member                     | Information Assistant (Security), Admin. Officers of UN Agencies, Wardens and Deputy Wardens | Regularly  |
| 3) update the information in the Security Information Management System       | Information Assistant (Security) & Admin. Officers of UN Agencies                            | Regularly  |
| 4) further enhance the Security Information Management System                 | Sub-Regional Information Manager, UNDP & Information Assistant (Security)                    | In-process |

|  |  |           |
|--|--|-----------|
| 5) prepare / update security plan and produce periodic reports, as required  | Team Leader & Personnel Associate, UNDP  | Annual    |
| 6) identify critical data of the UN system and critical communication equipment; store them in 'Earthquake Rehabilitation Center', upon its completion | Team Leader, Information Assistant (Security) and UN Agency Information Focal Points | Regularly |
| 7) prepare up-to-date maps and update security related equipment inventory   | Information Assistant (Security)   | Regularly |

**During an Emergency, the Following Activities will be Undertaken:**

| Activities   | By Whom                    | When        |
|--|----------------------------|-------------|
| 1) Provide staff details and location information  | Team Leader                | Immediately |
| 2) Disseminate maps for search and rescue operations   | Team Leader                | Immediately |
| 3) Analyze information and disseminate information   | Team Leader                | As required |
| 4) Obtain information from external sources relevant to emergency operation and disseminate them accordingly | Team Leader & Focal Points | Immediately |

**Possible Preparedness and Capacity-Building Activities:**

- Training on the Security Information Management System (SIMS) to Security Focal Points
- Demonstration of the SIMS to Team Leaders

**Strategies for How the Above will be Achieved:**

- Upon completion of the SIMS enhancement, training and demonstration of the system will be conducted to Security Focal Points and Team Leaders

**Responsibilities and Authorities:**

- Team Leader
- Information Assistant (Security)
- SRIM, UNDP
- Security Focal Points
- Cluster members

**Personnel Requirements to Achieve the Above:**

- Skilled and dedicated professional

**Anticipated Supply and Equipment Requirements:**

- Computer
- Printer

- UPS
- Generators
- GPS equipment
- Scanner
- Digital Camera
- Software (Arcview and other standard software, SQL server)
- Radio sets and repeater station
- Satellite phone
- Other logistics

**Availability of Identified Relief Items in the Valley / Country:**

**Possible best Options Outside the Valley / Country:**

**Other Resource Requirements (e.g. Funds):**

- Fund for equipment

**Collaborative Agreements (with the Government, Sectoral Working Groups, NGOs, UN Agencies and Clusters, others):**

**Possible Strategic Actions (Positioning, Root Causes, Fundamental Processes):**

**Cluster Members and Contact Numbers (walkie-talkie, phone, e-mail, address):**

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**Date:** October 2000