

Joint Operations and Coordination Centre of ASEAN (JOCCA)

Standard Operating Procedure (SOP)

Version 2

26 April 2018

(Endorsed at the 14th Meeting of the ACDM Technical Working Group on Preparedness and Response on 25 – 26 April 2018 in Bangkok, Thailand)

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I. INTRODUCTION

1. The Joint Operations and Coordination Centre of ASEAN (JOCCA) is an on-site coordination mechanism of the AHA Centre that will enhance ASEAN collective response particularly during large-scale disaster emergencies in the ASEAN region in order to support the government of the affected ASEAN Member State (AMS). The JOCCA is under the coordination and leadership of the National Disaster Management Organisation (NDMO) of the affected Member State and whenever possible, should be co-located with the NDMO who has jurisdiction over the affected area/s.
2. The JOCCA has three primary objectives: i) to support the NDMO of the affected Member State to establish an on-site coordination platform in receiving and coordinating incoming relief assistance from ASEAN Member States in a large-scale disaster emergency in the ASEAN region; ii) to establish a physical space as a single point of service for response entities from AMS governments, state actors, civil society organisations, the private sector and other ASEAN responders involved in the emergency response operations in the affected country, and iii) to establish a coordination platform at the ground field level with relevant United Nations (UN) agencies, and other international organisations including civil-military coordination. JOCCA will be primarily focus on facilitating international assistance from within the ASEAN region. More importantly, the JOCCA serves as the functional symbol as the home of the ASEAN on the ground.
3. This Standard Operating Procedure (SOP) aims: i) to provide direction on establishing and managing JOCCA; ii) to provide an easy reference of responsibilities for each of the position, and iii) to outline the procedures to be followed by personnel assigned to the JOCCA.

II. JOCCA SOP

4. The following points provide an introduction to the JOCCA and its operations.

A. JOCCA Principles

5. Although operations of the JOCCA will be determined based on the impact of the disaster and the nature of response, the following principles are fundamental to the JOCCA concept:
 - a. Pursuant to the ASEAN Agreement on Disaster Management and Emergency Response (AADMER), the sovereignty, territorial integrity and national unity of the ASEAN Member States shall be respected. Hence, the JOCCA will only be established with the consent of the affected Member State through the NDMO.

- b. JOCCA's primary objective is to support the government of the affected Member State. When established, JOCCA is under the coordination and leadership of the NDMO.
- c. JOCCA concept offers an inclusive coordination mechanism among concerned parties in ASEAN which includes all state actors and non-state actors such as civil society organisations, the private sector, volunteers, among others, who are involved in the emergency response operations to support the achievement of the government's emergency response objectives and priorities.
- d. JOCCA operations shall be dynamic and flexible allowing it to adapt to national or local mechanism and aligning with existing mandates and structures.
- e. JOCCA is a living concept that can be updated based on lessons learned from emergency response experience or exercises.

B. Role of JOCCA in Disasters

- 6. The JOCCA will provide direct coordination interface between ASEAN responders and the NDMO of the affected Member State. Essentially, JOCCA aims to support the coordination role of the NDMO with regards to ASEAN response entities.

C. Activation

- 7. The JOCCA will be activated when the following criteria are fulfilled:
 - a. Large-scale disaster emergency in the ASEAN region, and
 - b. With the consent of the NDMO of the affected country.
- 8. When activated, JOCCA shall serve as the onsite coordination platform of the AHA Centre and the home of ASEAN on the ground. JOCCA will also offer services to ensure more effective and efficient response. The services may consist but not limited to the following:
 - a. Situation update and maps;
 - b. Briefing on the response priorities of the affected government (urgent needs and gaps);
 - c. Who is doing what, where and when matrix;
 - d. Information on logistical aspects (entry points, flights arrival and departure, transportation, accommodation, operational support, etc.);
 - e. Emergency telecommunication;
 - f. Information on safety and security;
 - g. Information on arrival and departure of the ASEAN response teams and relief items.
- 9. The JOCCA will not provide direct assistance to the affected local communities or beneficiaries.

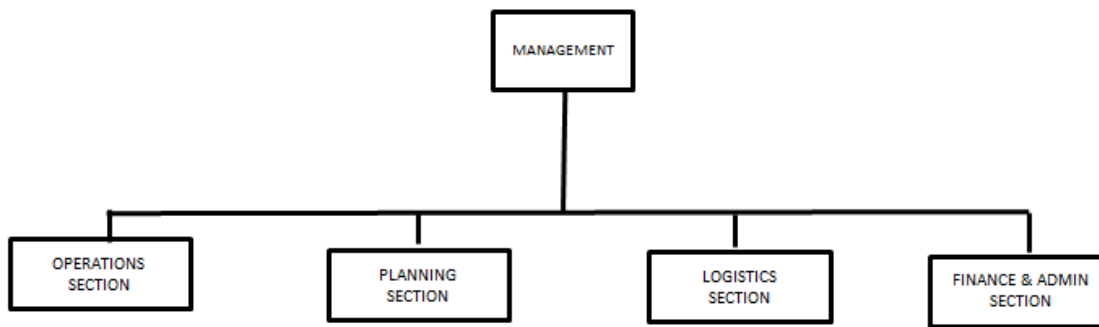
10. The JOCCA shall be under the guidance and leadership of the NDMO of the affected state. Prior to the activation of the JOCCA, the Term of Reference (ToR) of JOCCA should be developed by the AHA Centre In-Country Liaison Team, team leader of the ASEAN Emergency Response and Assessment Team (ASEAN-ERAT) and NDMO.
11. In the event both offers to establish JOCCA and the UN-led On-site Operations Coordination Centre (OSOCC) have been accepted by the affected government, where possible, the OSOCC and JOCCA will be co-located – although separate physical structures are likely to be maintained. By preference, the site of the OSOCC-JOCCA should be at or near the NDMO. The possibility co-location should be explored by the team leaders of the ASEAN-ERAT and the UN Disaster Assessment and Coordination (UNDAC). However, if it is not possible due to the limitation of space or other constraints, exchange of information and/or other liaison exchange shall be made available to ensure that the response efforts are harmonised to support the affected government. Where deployed to support either the UNDAC or ERAT and where the OSOCC and JOCCA are co-located, support partners such as Télécoms Sans Frontière (TSF), MapAction – all of which have partnership arrangements with both UNDAC and ERAT – may jointly support both teams.
12. The JOCCA will link with OSOCC in providing coordination interface between ASEAN with the international humanitarian system and other relevant international organisations. The JOCCA shall liaise with the Multi-National Coordination Centre (MNCC) established by the affected government's military, through the NDMO EOC.

D. Operational Cycle

13. The JOCCA needs to establish its own operational cycle. The cycle should initially be based on a 24-hour schedule with activities occurring at set intervals. For example, a set time for daily situation updates to be sent to NDMO, briefing times for ASEAN responders, etc. As the operation or situation progresses, the cycle may be extended over two or more days depending on the needs.

E. Structure

14. The JOCCA is generally structured into five functions, each of which may be composed of multiple units. The basic JOCCA structure is illustrated below. However not all functions may be needed in every disaster. Only functions that are necessary will be activated. JOCCA should be flexible and modular to allow the structure to adapt to the operational requirements of the disaster.



15. Depending on the situational demands and available resources, one person may manage multiple sections simultaneously and other sections may require a large complement of personnel. An organisational chart should be posted in the JOCCA to illustrate reporting line of the JOCCA staff.
16. The JOCCA is scalable, more than one JOCCA or sub-JOCCA may be established depending on the extent of the disaster, geographical consideration and guidance from the NDMO.

F. Staffing

17. Staff for the JOCCA will come from the ASEAN – ERAT, the AHA Centre and JOCCA support staff from government agencies, civil society organisations, the private sector and volunteers. Ideally, the JOCCA should be led by an AHA Centre staff who would be designated as the ERAT Team Leader.
18. The number of staff needed to perform JOCCA function will depend on the complexity of activities and the number of shifts per day. During the early stage of the emergency response or immediate lifesaving operations, the workload will usually require a 24-7 commitment thus a minimum of three-work shifts to cover 24 hours should be established.

G. Functions

19. Five functions of the JOCCA:

- i. Management
 - a. ERAT Team Leader
Responsible for overall operations, establish objectives for the response based on the guidance from the NDMO and the AHA Centre. ERAT Team Leader also should establish and maintain an effective liaison with the NDMO and other stakeholders including with the UN, other international agencies and the military.

- b. Deputy Team Leader
Responsible to ensure that the ToR and objectives of the JOCCA are clear and understood by all functions, provide support and guidance for all functions
 - c. Safety Officer
Responsible to develop safety including security plan for all personnel associated with the JOCCA and monitor the implementation of the plan.
 - d. Public Information
Coordinate public information activities and release appropriate information as authorised by the ERAT Team Leader.
- ii. Operations
Support NDMO in coordinating ASEAN response teams including arrangements for arrival of the ASEAN response teams and relief items if necessary. This function also will support NDMO in conducting damage and needs assessment.
- iii. Planning
Collect, evaluate, and disseminate information; develop Action Plan and Situational Status in coordination with other functions; maintaining all JOCCA documentation.
- iv. Logistics
Provide resources and other services needed to support the operations and conduct local procurement as needed.
- v. Finance and Admin
Monitor financial activities and admin arrangements as well as provide financial and admin support.

H. Facilities and Tools

20. The facilities of JOCCA consist of functional space and operational support modules as follows:

- i. Functional space:
 - a. Working space for JOCCA staff
 - b. Meeting space for coordination and briefing
 - c. Information display board for 3W matrix (who is doing what, where and when), situation map, logistics information, etc.
- ii. Operational support modules:
 - a. Inflatable tents
 - b. Power generator
 - c. Office equipment
 - d. Telecommunication kits, etc.

21. The flag of JOCCA shall be placed in a strategic and visible location to allow responders recognise its physical space. Standard JOCCA flag design is presented in the image bellow. The size of the flag is 100 x 165 cm.



22. Tools that can be used for JOCCA operations are as follows:

a. Disaster Monitoring and Response System (DMRS)

23. DMRS (<http://dmrs.ahacentre.org>) is a web based application that integrates information, modelling, and mapping technologies to provide situational awareness and decision support during disasters. DMRS provides active hazards information in a highly visual manner near real time which allows disaster manager to evaluate risks and plan response effort.

24. On the ground, this system may be utilised to provide a common operating picture for the local authority and disaster responders. ASEAN-ERAT members, and designated officer from ASEAN Member State NDMO are trained to use DMRS. For access to DMRS please contact: operationroom@ahacentre.org

b. ASEAN – WebEOC

25. The ASEAN-Web Emergency Operations Centre (WebEOC) is a web based online coordination platform that allows information exchange between ASEAN Member States, AHA Centre and ASEAN Secretariat since the early phase of an emergency. Through this platform, ASEAN Member States could indicate their offer of assistance including details of resource and assets that are going to be deployed.

26. Through the WebEOC, response teams on the ground could also exchange information on the status of operations, baseline information, assessment information, entry point, logistical support and other relevant information. The WebEOC will be used during JOCCA operations to provide as a tool to synchronize information between RDC(s), sub-JOCCA(s), primary JOCCA and AHA Centre.

I. Reception and Departure Centre (RDC)

27. The RDC is a service provided by OSOCC under the International Search and Rescue Advisory Group (INSARAG) Guidelines to facilitate the efficient arrival of relief teams and assists in coordinating their deployment to the OSOCC field. If the response triggers a request for INSARAG or Emergency Medical Team (EMT), an RDC will be established, under UNDAC leadership, by the first team arriving team whether this be the first arriving UNDAC team, ASEAN-ERAT team, INSARAG-trained USAR team or EMT-trained medical team. In the event that there is no UNDAC deployment, RDC will be established under the leadership of the ASEAN-ERAT within the ASEAN countries. The RDC will then become as an extension of JOCCA and will be established if there is a requirement and it will be under JOCCA operations function.

J. Interface with the Military

28. Within national legal frameworks, affected states military will have the overall responsibility to respond to the humanitarian needs of affected population within their territory. In so far as the ASEAN region is concerned, military forces are often part of the first response of the affected state's government.

29. In the past, foreign militaries including ASEAN militaries have been deployed bilaterally to support response operations. However, with the proposal to establish an ASEAN Military Ready Group (AMRG), a military team for quick deployment to areas of crises (concept paper on AMRG), ASEAN military response could be more coordinated. The AMRG on HADR, when activated, will comprise military forces from the 10 AMS or a subset of the 10 AMS which will operate in coordination with the affected state.

30. Whether bilaterally or through the AMRG, within large scale emergencies context, military-to-military coordination among militaries of Assisting States will be done through the MNCC (SASOP Chapter VI). If the Affected State requests military assistance or accepts the offer of military assistance from Assisting States, the MNCC will support the Affected State's disaster response effort by coordinating Assisting State military capabilities, to promote efficient military support for the overall disaster response in order to save lives and mitigate the conditions of suffering (MNCC SOPs adopted by ADMM).

31. In large-scale emergencies, it is essential to establish dialogue and interaction between civilians and the militaries to protect and promote humanitarian principles, avoid competition, minimise inconsistency and, when appropriate, pursue common goals. SASOP Chapters VI defines this civilian to military dialogue and interaction through the civilian-military coordination function (CIMIC) of the MNCC.

Liaison Arrangements

32. The interface between JOCCA and the military will be done through the NDMO EOC of the Affected Member State. Request for military assistance will be made through the NDMO EOC by the AHA Centre ICLT. In the future, once established, the AMRG Military Representative to AHA Centre can also provide support by coordinating directly with the MNCC.

K. De-activation

33. The JOCCA will be de-activated based on:
- a. Guidance from the NDMO (including announcement of the ending of the emergency phase, no more regional / international assistance expected), or
 - b. On-site coordination is no longer required.
34. Overall de-activation plan for JOCCA is led by Deputy Team Leader with support from the Admin & Finance function. All operational support modules need to be packed and returned to the DELSA warehouse in Subang, Malaysia. In conjunction with the physical demobilisation, the ERAT Team Leader will ensure reporting to the NDMO to provide a summary of the JOCCA operations.

III. JOCCA Common Responsibilities Checklist

A. ERAT Team Leader

35. The Emergency Response and Assessment (ERAT) Team Leader will report directly to the NDMO with the main responsibilities are as follows:
- Establishing priorities and activities for all JOCCA functions;
 - Coordinating and liaising with the NDMO and other stakeholders including with the UN, other international agencies and the military;
 - Supervising the activities of all JOCCA functions;
 - Providing on-site situation reports to the NDMO and AHA Centre;
 - Assessing requirements from the field for additional assistance;
 - Providing overall strategic and operational planning and direction for JOCCA mission;

- Providing on-site technical assistance when requested;
- Authorising information release to the media;
- Ensuring that the JOCCA meets the objectives set out by the NDMO.

B. Deputy Team Leader

36. The Deputy Team Leader reports directly to the ERAT Team Leader. The main responsibilities are:

- Conducting internal meetings or briefings;
- Managing the task allocation amongst JOCCA personnel;
- Ensuring that the JOCCA action plan is communicated and implemented by all JOCCA personnel.

C. Safety Officer

37. The Safety Officer main function is to develop and recommend measures for assuring personnel safety including security of the equipment. The Safety Officer position can be assigned to anyone in the JOCCA in addition to his/her regular position. The main responsibilities of the Safety Officer are:

- Ensuring that the safety message and briefings are made for all JOCCA personnel;
- Providing information on the safety including security related issues;
- Reviewing the JOCCA Action Plan for safety implications;
- Preparing a plan for medical and evacuation;
- Preparing a measure to ensure the safety of JOCCA personnel and equipment.

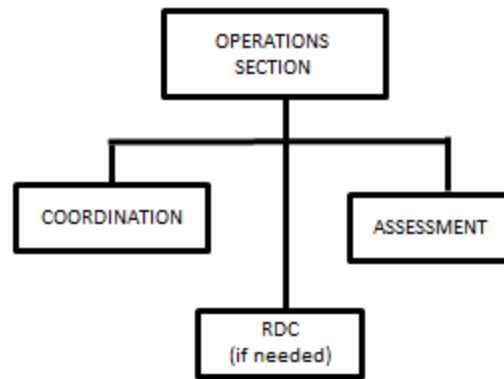
D. Public Information

38. Public Information Officer main responsibilities are as follows:

- Determining, according to the direction from the ERAT Team Leader / Deputy Team Leader, any limits on information release;
- Developing an accurate, accessible and timely information for use in press/media briefing;
- Monitoring and forwarding media information that may be useful to action planning;
- Maintaining the current information, summaries, and/or displays on the event.

E. Operations Section

39. Supporting the affected NDMO in coordinating ASEAN response teams including the arrangements for arrival of the ASEAN response teams and relief items if necessary. This function also will support NDMO in conducting damage and needs assessment.



40. **The Operations Section** is led by the Operations Section Chief (OSC) who works with the leads of the regional actors and other resources involved in providing relief assistance to the affected people.

Main responsibilities of the OSC:

- Ensuring that the Operations function is carried out including coordination of response for all operational functions assigned to the JOCCA;
- Ensuring that the operational objectives and assignments identified in the Action Plan are carried out effectively;
- Supervising the activities of all Unit Leaders within the Operations Section.

41. **The Coordination Unit** – is to support the affected NDMO in coordinating with the regional response teams and other resources involved including the military in providing relief assistance to the affected people. The Coordination Unit is led by the Coordination Unit Leader with the main responsibilities are as follows:

- Providing support to the affected NDMO in organising coordination meeting with relevant parties;
- Coordinating with the regional response teams and other relevant international organisations such as the UN and the military.

42. **The Assessment Unit** – is led by the Assessment Unit Leader with the main responsibilities are as follows:

- Providing support to the affected NDMO in coordination for rapid damage and need assessment of the area;

- Collecting, analysing and reporting damage impact information and data to the NDMO and the AHA Centre;
- Developing an on-site situation report;
- Providing support to the ERAT Team Leader to identify areas where additional assistance may be needed.

43. **The Reception and Departure Centre (RDC)** – to provide information on arriving resources and will be under direct supervision of the OSC.

The RDC operations are focused on:

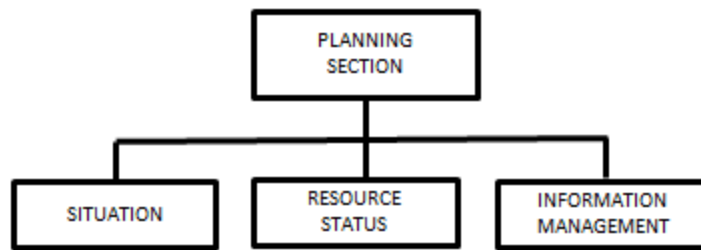
- Registering teams and passing this information to the JOCCA to facilitate operational planning.
- Briefing arriving teams on the evolving emergency situation.
- Providing arriving teams with available information related to practicalities such as logistical support, airport/port procedures and services, security and the JOCCA location.
- Supporting point of entry authorities in coordinating the arrival of international resources, including air/ground traffic control, ground services, storage, procedures and liaison.

44. Where indicated by the realities of the emergency and upon consultation with the NDMO and the UNDAC team, more than one RDC can be established. The decision to open additional RDCs is based on practicalities. For example, if there are multiple points of entry (airports, seaports, roads, etc.).

45. During de-activation period, the RDC facilitates the return of emergency relief teams to their home bases by facilitating a coordinated and phased release of international resources in accordance with the guidance of the government of the affected country.

F. Planning Section

46. **The Planning Section** is composed of three units - the Situation Unit, the Resource Status Unit and the Information Management Unit as shown below. The Planning Section is led by the Planning Section Chief (PSC).



47. Main responsibilities of the PSC:

- Managing and supervising the function, activities and units of the section;
- Establishing the JOCCA reporting requirements;
- Preparing the agenda for all planning meetings;
- Ensuring that planning deadlines are met;
- Developing and updating a plan of action for the JOCCA;

48. **The Situation Unit** – is led by the Situation Unit Leader with the main responsibilities are as follows:

- Collecting, analysing and processing of situation information;
- Establishing information collection activities as necessary (e.g. weather, demographics, environmental, etc.);
- Compiling and displaying the situation status information;
- Reporting any significant changes in situation status;
- Coordinating the development, publication and distribution of the Action Plan and Advance Plans;
- Preparing maps and other displays for the JOCCA;

49. **The Resource Status Unit** – is led by the Resource Status Unit Leader with the main responsibilities are:

- Developing reports relative to resources that have requested and deployed to an affected country;
- Coordinating with resource providers to determine what resources have been deployed to an effected nation (e.g. ASEAN member states, the UN, the NGOs, non-ASEAN member nations and private sector).

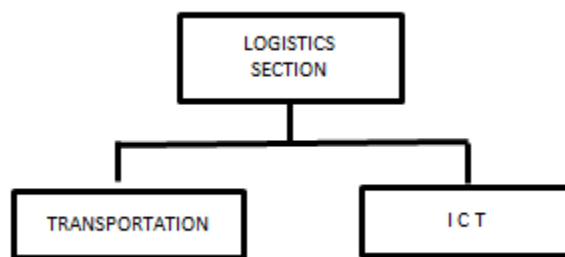
50. **The Information Management (IM) Unit** – this unit led by the IM Unit Leader with the main responsibilities are as follows:

- Collecting an information for development of the Who does What When Where (4W) matrix / excel table and map production;
- Identifying the secondary data and information to compliment the 4W matrix;
- Preparing and distributing the information products that give humanitarian partners to the essential information;
- Filing all official forms and reports;

- Providing documentation as necessary and requested.

G. Logistics Section

51. **The Logistics Section** is composed of two units – the Transportation Unit and the Information and Communication Technology (ICT) Unit as shown below. The Logistics Section is led by Logistics Section Chief (LSC). All support needs are provided by the Logistics Section. The LSC will determine the need to activate/de-activate the unit.



52. Main responsibilities of the LSC:

- Managing and supervising the function, activities and units of the section;
- Coordinating closely with the Operation Section to establish priorities for resource allocation;
- Assessing level of assistance needed and initiates requests for resources;
- Developing a comprehensive logistics strategy to support the response in an effective, timely and innovative manner;
- Determining requirements for each functions;
- Preparing the layouts of facilities and inform appropriate unit leaders;
- Activating the facilities;
- Obtaining and supervising respective personnel to operate the facilities.

53. **The Transportation Unit** – this unit led by the Transportation Unit Leader with the main responsibilities are as follows:

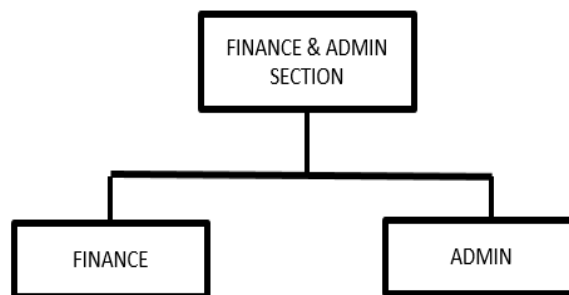
- Organising transportation requirement to support the emergency operations;
- Arranging the acquisition or use of required transportation resources in coordination with resource providers;
- Establishing contact with local transportation agencies to establish availability of equipment and transportations resources for use in evacuations and other operations as needed.

54. **The Information and Communication Technology (ICT) Unit** – is responsible for developing plans for the use of communications equipment and facilities; installing and testing of communications equipment; supervising the Communications Center (if any); and distributing & maintaining of communications equipment. This unit led by the ICT Unit Leader with the main responsibilities are as follows:

- Advising on communications capabilities or limitations;
- Establishing telephone, computer links and public address systems;
- Establishing communications equipment distribution and maintenance locations;
- Installing and testing all communications equipment;
- Providing technical advice on adequacy of communications system, geographical limitations, amount and type of equipment available, and potential problems with equipment;
- Overseeing distribution of communications equipment, maintenance and recovery of communications equipment.

H. Finance and Admin Section

55. **The Finance and Admin Section** is responsible for managing all financial and admin aspects of an emergency operations. Not all emergency operations will require a Finance/Administration. There are two units may be established within this section, Finance Unit and Admin Unit. This section led by the Finance and Admin Section Chief (FAC). The FAC will determine the need to activate/de-active the unit.



56. Main responsible of the FAC are:

- Managing all financial and admin aspects;
- Developing an operating plan for the Finance/Administrations Section;
- Maintaining daily contact with the Finance and Admin Unit at AHA Centre headquarter on Finance/Administration matters;
- Coordinating with other sections to ensure fiscal responsibility;
- Identifying financial and resource requirements expected for the operations;

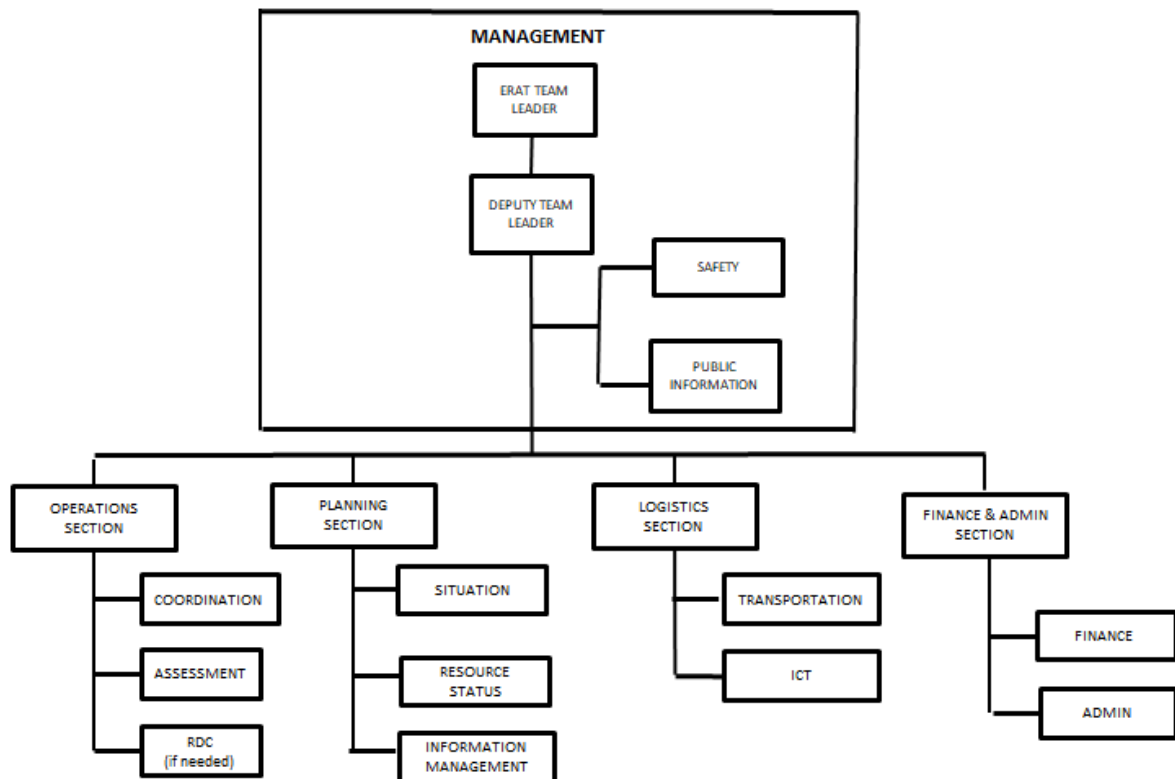
57. **The Finance Unit** – this unit led by the Finance Unit Leader with the main responsibilities are:

- Providing financial and cost analysis information;
- Managing all financial aspect related to the emergency operation;
- Ensuring all financial records are documented and maintained.

58. **The Admin Unit** – this unit led by the Admin Unit Leader with the main responsibilities are:

- Ensuring specific procedures related to Human Resources (HR) and Admin are circulated / shared with all JOCCA team members;
- Ensuring that all personnel logs are accurately completed;
- Determining staffing needed in consultation with the HR Unit at the AHA Centre headquarter.

59. The complete JOCCA structure is as follows:



*) The above structure is for internal coordination of JOCCA only

61. Not all functions may be needed in every disaster. Only functions that are necessary will be activated. The principle of the flexibility and modular allows the structure to adapt to the operational requirements of the disaster.

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