

SIAM-2, C-4 Component  
Environmental, Risk and  
Resource Management

**Agency Development Plan and  
Programme**

April 2006

Prepared for  
**Ministry of Natural Resources, Environment and  
Meteorology**

by  
BECA International Consultants Ltd.



▪ Interim report

# **Agency Development Plan and Programme as at April 2006.**

## **April 2006**

Prepared for

Ministry of Natural Resources, Environment  
and Meteorology

By

Beca International Consultants Ltd

April 2006

Ministry of Resource Management, Environment and Meteorology  
Private Bag  
Apia  
SAMOA

05 May 2006  
Our Ref: 6060030/PFD  
Agency Development Plan  
and Programme.DOC

**Attention: Vitaoa Peleiupu Fuatai**

Dear Sir

**Agency Development Plan and Programme – Interim Report**

Please find enclosed an interim report on the Agency Development Plan and Programme June 2005 - April 2006 for the Disaster Management workstream. This report contains a summary of the programme completed, the agencies involved and future work as at 7<sup>th</sup> April 2006.

Yours faithfully  
Debbie Cunningham  
Manager, Planning



on behalf of

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## Revision History

Revision N°	Prepared By	Description	Date
A	K Stephens	Report on Agency Development Plan and Programme	7 April 2006

## Document Acceptance

Action	Name	Signed	Date
Prepared by	Karen Stephens, Kestrel Group Ltd		5-05-06
Reviewed by	Michele Daly, Kestrel Group Ltd		5-05-06
Approved by	Graeme Roberts, Beca International		29-05-06
on behalf of	<b>Beca International Consultants Ltd</b>		

## Table of Contents

<b>1</b>	<b>Introduction .....</b>	<b>1</b>
1.1	Background .....	1
1.2	Definitions .....	1
<b>2</b>	<b>Work Programme Overview .....</b>	<b>3</b>
2.1	Workshops .....	3
2.2	Observations .....	6
2.3	Next Steps .....	6
2.4	Recommendations .....	7

## Appendices

**Appendix A – Agencies, workshops and meetings attended**

**Appendix B – Impact Questionnaire**

**Appendix C – Service Continuity & Emergency Response Plan  
Templates**

**Appendix D – April 2006 Agency Meeting Schedule and  
Comments**

# 1 Introduction

## 1.1 Background

Agency awareness of national disaster management arrangements, and agency response plans are a component of the disaster management work stream C-4 of SIAM-2.

This component of the project aims to ensure that agencies with a response role in a disaster have Service Continuity and Emergency Response Plans that include linkages with the national disaster management arrangements.

### *Objectives:*

Effective disaster management in Samoa depends on each agency being able to perform its emergency role.

Each agency therefore needs to plan to be able to continue to deliver their services and respond to the needs of the disaster. The term used in this document for a plan of this type is an agency "Service Continuity and Emergency Response Plan".

Service continuity and emergency response planning aims to ensure that:

- Agencies with a response role are connected with the national disaster management arrangements.
- Essential community services continue to be delivered, albeit to a reduced level in the short term.
- Personnel are trained and available to respond.
- Facilities, response infrastructure and resources are in place and available during an emergency.
- There is a process for development and maintenance of documented plans, linked with the national disaster management arrangements.

This report contains a summary of the work conducted to achieve the above. The agencies involved, impact questionnaire, service continuity and emergency response templates provided, and a summary of meetings held during the project team's visit in April 2006 are included as Appendices A, B, C and D.

## 1.2 Definitions

The following definitions and abbreviations are used in this report:

CEO	Chief Executive Officer
DAC	Disaster Advisory Committee
NDC	National Disaster Council
NDMO	National Disaster Management Office (part of MNREM)
EOC	Emergency Operations Centre
NDMP	National Disaster Management Plan

NGO	Non-Governmental Organisation (e.g. Red Cross)
MNREM	Ministry of Natural Resources, Environment and Meteorology
MWTI	Ministry of Works, Transport and Infrastructure
SIAM-2	Samoa Infrastructure Asset Management Project Phase 2
SOPAC	South Pacific Applied Geoscience Commission
UNDP	United Nations Development Programme
ISP	Institutional Strengthening Project
MCIT	Ministry of Communication and Information Technology
PUMA	Planning & Urban Management Authority

## 2 Work Programme Overview

### 2.1 Workshops

A number of steps were identified at the commencement of this project and Steps 1-4 outlined below have been completed as at 3 November 2005.

#### **Step 1: Agency workshop (June 20/21 2005) and service impact questionnaire**

This workshop introduced the principles of service continuity and emergency response planning, and the recommended process to develop appropriate plans.

A service impact questionnaire (Appendix B) was given to each agency to take away and complete with key staff. The questionnaire will be useful to identify issues and gather information for following workshops and input for plan documentation.

#### **Step 2: Simulation of national disaster management structures (August 2005)**

The first of two emergency simulations was held in August. The focus of the simulation was the national disaster management structure and in particular for agencies their roles and responsibilities during major emergencies. The scenario was around a cyclone approaching Samoa and anticipated to hit within the next 12 hours.

Each agency participating was required to identify the actions they would take in preparation for the cyclone's arrival and to provide the DAC with situation reports. The actions the agencies identified were captured for used during the workshops held in October.

An important aspect of the involvement of the agencies in the simulation was for them to understand the co-ordination needed for such an event and the number of organisations involved. A benefit of the simulation for agencies was the opportunity to plan together and to understand each others responsibilities and capabilities.

#### **Step 3: Agency Workshops (October 2005)**

Workshops were held in 'sector' groups as shown in the following table:

<b>Workshop 1 - First Responders</b>	<b>Workshop 2 - Ministries</b>
Australian Navy ( <i>did not attend</i> ) Fire Ministry of Agriculture MWTI – Maritime Police Samoa Hospital ( <i>did not attend</i> ) Samoa Broadcasting Corporation ( <i>did not attend</i> )	Attorney Generals Office Ministry of Communications & IT Ministry of Education, Sports & Culture Ministry of Foreign Affairs & Trade ( <i>did not attend</i> ) Ministry of Prime Minister & Cabinet Ministry of Women, Community & Social Development MNREM – Meteorology MWTI – Infrastructure Asset – Building ( <i>did not attend</i> ) MWTI - PUMA
<b>Workshop 3 - Utilities</b>	<b>Workshop 4 - Community Focussed Agencies</b>
Electric Power Corporation ( <i>did not attend</i> ) MWTI – Infrastructure Asset – Roads ( <i>did not attend</i> ) Origin Energy Samoa Samoa Ports Authority Samoa Shipping Corporation Samoa Airport Authority Samoa Water Authority SamoaTel Telecom Samoa Cellular	Ausaid / Australian High Commission Caritas Pacific Islands European Union ( <i>did not attend</i> ) NZ High Commission ( <i>did not attend</i> ) Red Cross Samoa Umbrella of Non Government Organisations (SUNGO) UNDP – Samoa US Embassy World Health Organisation Samoa Hotels Association

The purpose of these workshops was to discuss in more detail the components of a formal Service Continuity and Emergency Response Plan, and introduce a template for agencies to work towards if they did not have an existing plan.

The workshop was split into two sessions.

Session one introduced a 'one page' emergency response activation sheet (Appendix B) which each participant was required to complete for their own agency / organisation. The purpose of this sheet is to provide the key management and staff within each agency / organisation with an easy reference for the first 2-3 hours of an emergency.

Session two introduced a Service Continuity & Emergency Response Template (Appendix C) which outlined the content to be completed by each agency / organisation. Some participants had plans of their own and they found the template a useful document to check their own plan against.

#### **Step 4: Simulation of agency linkages with national disaster management structures (November 2005)**

The original project design included an extension of the scenario used in the August simulation around the response and recovery from a cyclone which has caused significant damage to Upolu. A request was received from the CEO of MNREM to change the scenario to that of avian flu (bird flu) due to the current global concern around a pandemic.

Following some discussion, the project team agreed to change the scenario, however it was stressed to the Minister and CEO of MNREM that further planning was required to ensure the NDMO and response agencies had workable plans for the 2005/06 cyclone season.

The simulation was attended by the Prime Minister, members of the National Disaster Council (Cabinet Ministers), members (or their representatives) of the Disaster Advisory Committee (DAC) and the staff of the National Disaster Management Office (NDMO). As the simulation was part of MNREM's environment week activities a number of observers were also present.

As part of the ongoing development of agency Service Continuity & Emergency Response Plans, the participants were tasked with developing actions, identifying resources required and interaction between agencies for pandemic preparation and response. Agencies are responsible for updating their documentation with these actions and acquiring any resources they identified during the simulation.

#### **Step 5: Service Continuity and Response Plans drafted (by May 2006)**

Following the previous 4 steps agencies were tasked to draft a Service Continuity and Emergency Response Plan (See Appendix C) or to review and update an existing plan, in accordance with the templates and instructions provided.

To assess progress with this task the consultant team requested a copy of current draft plans to be submitted to the NDMO by Thursday 30 March 2006 in advance of their visit commencing 1 April 2006.

The intent of the visit was for the consultant team to review the plans and provide feedback for improvement to the agencies.

Only five (5) of an expected 22 key agency plans were received:

- Fire Service
- Samoa Broadcasting Corporation
- CCJD (Caritas)
- Health (dated 2003)

- SamoaTel

An attempt was made to meet with the 22 key agencies (refer Appendix D). During the week commencing 3<sup>rd</sup> April, twelve (12) agencies attended meetings where their plans were either reviewed or information was directly input into the templates in order that they had a starting point, action plan and deadline to complete.

The ten (10) key agencies who were not able to attend meetings with the consultant team will meet with Filomena Nelson from the NDMO during the week commencing 10<sup>th</sup> April. Filomena was involved in the meetings conducted by the consultant team and will conduct a similar approach with these 10 agencies.

It was disappointing that so few agencies had attempted to develop their Agency Plans considering the workshops completed in the earlier stages of the project. However it was obvious during the meetings that they had clear ideas of what was required in their plans and it was a fairly simple task to input this information into the templates and provide them with a hard copy and action sheet for final completion. All completed plans were emailed to the agencies for them to finalise by an agreed date.

It was pleasing to see the commitment of Ministry of Health to develop their plan. The current Health Emergency Plan (2003) is now out of date and a team has been identified to review this in line with the current draft NDMP and to use the Agency Response Plan templates developed in this project. The consultants intend to meet with the Health team during the June visit to review progress.

## 2.2 Observations

Although little in the way of documentation had been produced by the agencies it was clear during discussions that awareness of emergency response is much higher than at the start of the project. This was evident by the little effort it took to transfer their thoughts and previous notes into documentation. It is not an uncommon situation that the documentation of plans is difficult to achieve. This can be due to various reasons, e.g. other priorities, lack of technical expertise to use the templates, change of staff.

Of the four agencies highlighted as having low involvement with the project as at November 2005 (Ministry of Health, Samoa Broadcasting Corporation, MWTI – Infrastructure [Buildings and Roads] and Electric Power Corporation), it is encouraging that only MWTI is still outstanding. It is hoped that this will be resolved when MWTI meet with Filomena Nelson during the week commencing 10<sup>th</sup> April 2006.

## 2.3 Next Steps

The following are the next steps to be taken to further develop the agency plans.

### **Step 6: Service Continuity and Response Plans workshop (September 2006)**

By September 2006 agencies are expected to have completed their plans. A workshop will be held with all agencies to allow an opportunity for each agency to present and describe their plan.

The workshop will also be an opportunity to identify benefits and limitations of the plan development process, and to celebrate the successful development of plans.

## **2.4 Recommendations**

- Follow up outstanding agencies to develop draft plans, actions and deadlines (Filomena Nelson).
- Follow up deadlines committed to by agencies (Filomena Nelson).
- Continue sector workshops as per NDMO programme developed in December 2005 (Filomena Nelson).

- Appendix A

## **Agencies, Workshops & Meetings Attended**

Note: Only DAC meetings which were attended by the consultant team are included.

## Agency Meetings Held and Planned As at 7/4/2006

Organisation	April - June One-one meetings	June Agency w/shop	August One-one visits	August DAC meeting*	August Sim	IDM Course	October Agency w/shop	October DAC meeting*	November DAC meeting*	Nov Sim	April Resp Plan Mtgs
	2005	2005	2005	2005	2005	2005	2005	2005	2006	2005	2006
<b>First Responders/Lead Agencies</b>											
Australian Navy	✓		✓								
Fire	✓	✓	✓			✓	✓	✓			✓
Police	✓	✓	✓		✓	✓	✓				
Samoa Hospital (MOH)	✓		✓								✓
Samoa Broadcasting Corporation		✓				✓					✓
Ministry of Agriculture			✓		✓	✓	✓	✓			✓
Red Cross	✓		✓	✓	✓	✓	✓	✓			✓
MWTI- Maritime	✓		✓				✓				✓
<b>Community/ NGO's / Int'l / Donors</b>											
Caritas Pacific Islands / CCJD			✓				✓	✓			✓
EU				✓							

Note: Only DAC meetings which were attended by the consultant team are included.

Disaster Support Organisation			✓								
Ausaid				✓			✓				
Australian High Commission				✓			✓	✓			
NZ High Commission				✓							
Samoa Umbrella of Non-Government Organisations (SUNGO)				✓	✓	✓	✓				
UNDP – Samoa		✓		✓	✓		✓				
US Embassy				✓	✓		✓				
World Health Organisation				✓			✓				
US Peace Corp						✓		✓			
JICA								✓			
<b>Utilities</b>											
EPC	✓	✓				✓					✓
MWTI – Infrastructure	✓										

Note: Only DAC meetings which were attended by the consultant team are included.

Asset – Roads											
Origin Energy Samoa			✓	✓	✓	✓	✓	✓			
Samoa Ports Authority	✓	✓		✓	✓	✓	✓	✓			
Samoa Shipping Corporation						✓	✓				✓
Samoa Airport Authority	✓	✓			✓		✓	✓			✓
Samoa Water Authority	✓	✓			✓		✓				✓
SamoaTel	✓		✓	✓	✓		✓				✓
Telecom Samoa Cellular		✓					✓				✓
<b>Ministries</b>											
Attorney Generals Office				✓	✓		✓	✓			
Ministry of Finance							✓	✓			
Ministry of Communications & IT			✓	✓	✓	✓	✓	✓			
Ministry of Education, Sport & Culture					✓	✓	✓	✓			

Note: Only DAC meetings which were attended by the consultant team are included.

Ministry of Foreign Affairs and Trade				✓		✓					
Ministry of Prime Minister & Cabinet				✓		✓	✓				✓
Ministry of Women, Community & Social Development	✓			✓	✓	✓	✓	✓			
MNREM – Meteorology		✓	✓		✓		✓	✓			
MWTI – Infrastructure Asset – Building		✓	✓								
MWTI- PUMA	✓	✓		✓	✓	✓	✓	✓			
<b>Others / Private</b>											
National University of Samoa			✓								Now rep by Samoa Poly
Samoa Polytechnic		✓		✓	✓	✓	✓	✓			✓
Samoa Hotel Association		✓			✓		✓	✓			

Note: Only DAC meetings which were attended by the consultant team are included.

- Appendix B

## **Impact Questionnaire**

*Complete this questionnaire with the key staff of your organisation that will have a role to play during a disaster.*

*These questions will help you gather information and identify issues that will help you when you develop a Service Continuity and Response Plan.*

### **General Questions**

1. What services does your agency deliver?
2. Which of these services are critical to continue during an emergency? (e.g. are any of them life supporting?)
3. How quickly do your critical services need to be restored, even at a reduced level? (e.g. life supporting services, community expectations of your services continuing to be provided)

Service provided	Critical Y/N	Maximum acceptable duration of disruption

Considering the critical functions that have been identified, answer following questions:

### **People**

1. Which people in your organisation are essential for delivering your critical services?
2. Do they have alternate(s) who are able to do the job?

Critical Person	Role	Alternate (Y/N, name)

3. Do you have enough people to deliver all of your critical services during an emergency?
4. Are the key people likely to be available during an emergency (where do they live, do they travel a lot)?
5. Do you run disaster exercises, or participate in exercises of other organisations? If yes, how often?
6. Do you have a training programme in place for your staff to train for disasters?

### **Facilities and Infrastructure**

1. Do you have designated facilities that your key people work from in an emergency (e.g. a control room)?
2. Do you have specific facilities that are essential for you to be able to deliver your services? (e.g. offices, depots)
3. Which facilities are critical? (e.g. repeater station, transformer)
4. In what ways is each facility vulnerable? (e.g. storm surge, reclaimed land, strong winds)
5. Is there an alternate way of delivering service?

Facility	Critical? (Y/N)	Vulnerabilities	Alternate (Y/N, name)

**Resources**

1. What resources and equipment does your organisation rely on to deliver services? e.g. vehicles, equipment etc)
2. Which ones are critical? (e.g. repeater station, transformer)
3. In what ways is each resource vulnerable (e.g. stored a long distance away, natural hazards etc)
4. Is there an alternate resource/equipment that can be used to ensure service is still delivered?

Resources/equipment	Critical? (Y/N)	Vulnerabilities	Alternate (Y/N, name)

**Information Technology**

1. What IT systems and infrastructure do you use?
2. Which are critical? (e.g. hardware, applications)
3. In what ways is each IT system vulnerable? (e.g. physical damage, cyber-terrorism, overloading)
4. Is there an alternate that can be used to ensure service is still delivered?

Information Technology system	Critical? (Y/N)	Vulnerabilities	Alternate (Y/N, name)

**Records & critical documentation**

1. What records are essential to your organisation providing its services?
2. Which are critical?
3. In what ways is each record or document vulnerable? (e.g. not stored in fire proof cabinet, not backed-up up on computer)
4. Is there an alternative to using those records if they were lost or destroyed?

Records & documents	Critical? (Y/N)	Vulnerabilities	Alternate (Y/N, name)

5. Are backups made of critical electronic records? Where are they stored?

**Communications**

1. What communications systems do you use?
2. Which are critical?
3. In what ways is each communications system vulnerable? (e.g. storm surge, reclaimed land, strong winds, overloading)
4. Is there an alternate communications system that can be used?

Communications systems	Critical? (Y/N)	Vulnerabilities	Alternate (Y/N, name)

**Interdependencies**

1. What organisations do you depend upon to deliver your own services? (e.g. suppliers, international organisations etc)
2. Do you run a 'just in time' process for key supplies/components etc? (e.g. would you be able to deliver if your supplies were delayed?)

**National Linkages & Planning**

1. What linkages do you have with the National Disaster Management structure (e.g. National Disaster Council, National Co-ordination Centre etc)?
2. Do you have an existing documented plan (or plans) for during a disaster?
3. Does your existing plan state how you are linked to the national structures?

- Appendix C  
**Service Continuity &  
Emergency Response  
Plan Templates**

# Service Continuity & Emergency Response Plan

<insert Agency name>

<insert month, year>

2.1.1

2.1.2	2.1.4	2.1.7 Signed
2.1.3 I have read and approve the content of this plan	2.1.5 <Insert Name> 2.1.6 <Title>	a. _____ Date:

2.1.8

2.1.9 Table of Contents

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Topic	See Page
Version control	
Section 1 - Structure & Responsibilities	
Section 2 - Contact Lists	
Section 3 – Facilities & Resources Available	
Section 4 – Key Actions	
Section 5 – Appendices A – Situation Report Template B – Agency Responsibilities Under National Disaster Management Plan	

### 2.1.10 Version Control

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- i. This table shows version control for this document.
- 

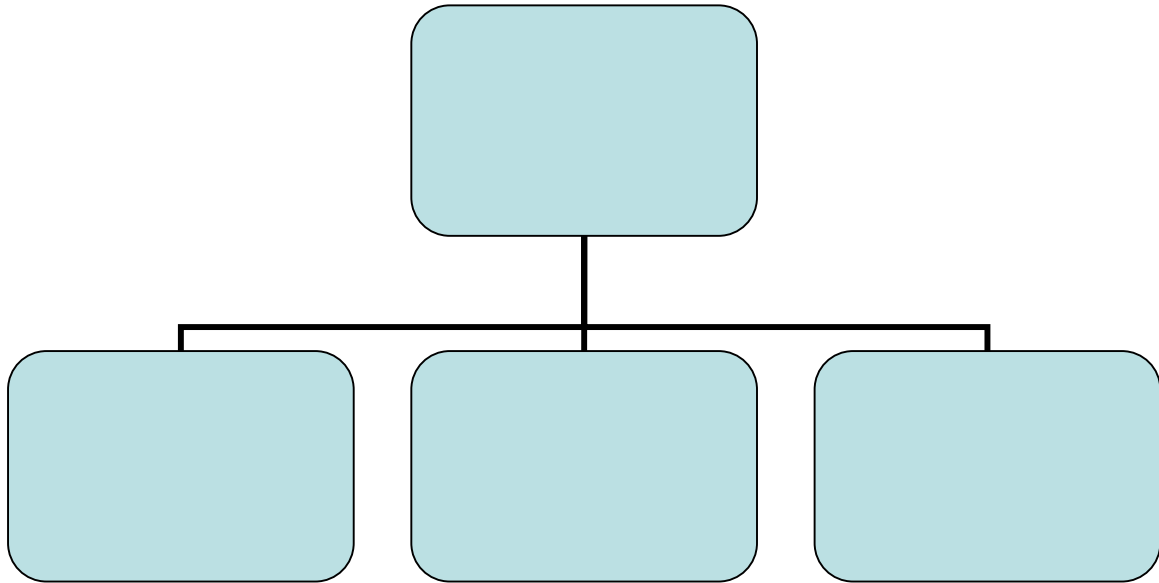
<b>Amendment No.</b>	<b>Date</b>	<b>Changes made</b>	<b>Initials</b>

## 2.2 Section 1 – Structure & Responsibilities

### a. Internal Agency Response Diagram

The management and staff who would be called together to manage emergencies of any nature.

*Insert your agency response structure. Identify DAC primary and secondary representatives*



b. National Disaster Response Structure

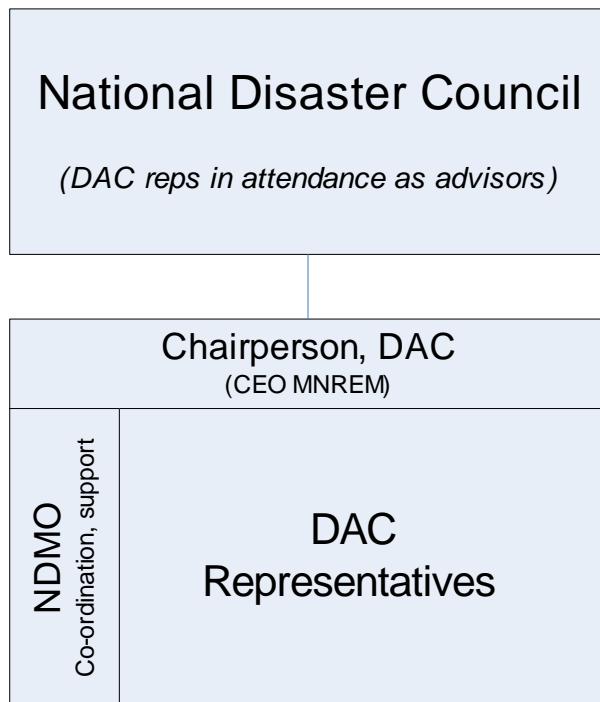
The Disaster Advisory Committee will meet at:

**Primary Location:**

- **NDMO Offices, Beach St, Matautu**  
**Ph: 23701 Fax: 23176**  
**Radio Call Sign and Channel: TBA**

**Alternate Location:**

- **Police Surveillance Headquarters, Beach St, (behind Fire Station)**  
**Ph: 22222, Fax: 20848**  
**Radio Call Sign and Channel: TBA**



c. Agency Responsibilities Under National Disaster Management Plan (NDMP)

**Functions during emergency response**

During an emergency there are a lot of different **functions** required to be undertaken. These are achieved by a large range of agencies. The National Disaster Management Plan requires us to fulfil some specific responsibilities. A table outlining all the functions and responsibilities under the National Disaster Management Plan is included as Appendix B.

*You should refer to Appendix B and note the roles that your agency will take and ensure that the actions included in your Service Continuity & Response Plan reflect those responsibilities & actions. Your External Contact List should include contact details for all support agencies.*

d. Agency Response Function	e. Actions	f. Support Agencies	g. Role
	•		
	•		
	•		
	•		
	•		
	•		
	•		
	•		
	•		

h. Section 2 - Contact Listings

i. Contact listing internal

*List key emergency response contacts within your organisation, make sure you include everyone in the structure diagram in Section 1*

<b>Name</b>	<b>Position</b>	<b>DAC Rep ✓</b>	<b>Office Phone</b>	<b>Mobile</b>	<b>Home Phone</b>

j. Contact listing external .

*List key emergency response external contacts e.g. suppliers, other agencies*

<b>Organisation</b>	<b>Name</b>	<b>Office</b>	<b>Cellphone</b>	<b>After Hours</b>	<b>Radio Frequency (if applicable)</b>
NDMO	Filomena Nelson	32742		24298	
MNREM, CEO Chair of DAC	Tu'u'u Dr Ieti Taule'alo	25019 (Ph) 23176 (Fax)		21488 (Ph) 28508 (Fax)	

## 2.3 Section 3 – Facilities & Resources Available

### Emergency Location

#### Primary Location:

- 

#### Alternate Location:

- 

#### a. Resources Available

Describe the equipment and other resources available to your agency for use during an emergency. E.g. Hand held radios, vehicles, earthmoving equipment, critical documents

Item and quantity	Location	How to access resource

## 2.4 Section 4 – Key Actions

Topic	See Page
Assess the impact	
<i>Key Actions – Insert title of each Action</i>	
<i>See Above</i>	
<i>See Above</i>	

a. Assess the Impact

- i. Introduction  
The Agency CEO or delegated person assesses the impact of the emergency on the agency and decides next actions.
- ii. When to use  
Use this when you have received information on the situation. Do this as soon as you can.
- iii. What to do  
Use the following to assess your agency impact and prioritise tasks

Step	Action	Done
1	Gather representatives from the team for a meeting	
2	Assess need for securing equipment and facilities (if time permits). <ul style="list-style-type: none"> <li>• Allocate tasks</li> <li>• Confirm completed</li> </ul>	
3	Establish contact with key internal and external contacts (See Section 2)	
4	Ensure staff safety and provide them with instructions e.g. stay at home or report to emergency location	
5	Brainstorm required actions (refer following Key Action Sheets) - for urgent and important issues: <ul style="list-style-type: none"> <li>• Identify additional Key Actions</li> <li>• allocate tasks and provide copy of Key Action Sheet</li> <li>• ensure everyone writes down delegated action items</li> </ul> Consider these issues: <ul style="list-style-type: none"> <li>• status of agency facilities / resources</li> <li>• staff availability</li> <li>• key services to be resumed and by when</li> </ul>	
6	Make contact with NDMO (radio, phone or cellphone)	
7	Use the <a href="#">Situation Report Template</a> (Appendix A) to provide initial report to DAC	
8	Confirm next update meeting with agency response team	
9	Commence actions	
10	Provide ongoing <b>Situation Reports</b> (Appendix A) to DAC as instructed by DAC or NDMO	

b. Key Action – *Insert Action Description*

**Resources Required:**

STEP	ACTION	OTHE AGENCY DEPENDENCY	DONE
1.			
2.			
3.			
4.			
5.			
6.			

*INSERT ADDITIONAL KEY ACTION SHEETS AS REQUIRED*

2.5 Section 5 – Appendices

Topic	See Page
Situation Report Template	
Response Functions	

2.6

## 2.7 Situation Report Template

<b>SITUATION REPORT</b>	
AGENCY:	DATE:
LOCATION:	
CONTACT DETAILS:	TIME:
<b>Actions undertaken or planned:</b> <ul style="list-style-type: none"><li>• Assets (e.g. deployment/protection)</li><li>• Staff availability</li></ul>	
<b>Public messages</b> What do you want to tell the public now?	
<b>Assistance or Resources Required</b> Note any help you need from the NDMO or other agencies	
<b>Predicted development of incident</b> What are the likely impacts that may develop	
<b>Issues</b> Note any issues which may affect your agency's ability to respond	

Ref	Response Functions	Functional Lead Agency	Role	Support Agencies	Role
	<b>Health &amp; Medical</b>				
1	First aid	Red Cross	Provide first aid training and first aid services to injured people	Fire Police Ministry of Health	Provide first aid services
2	Transport and movement of casualties	Ministry of Health	Co-ordinate ambulance services	Red Cross WHO	Provide ambulance and transport services if available.
3	Medical treatment	Ministry of Health	Co-ordinate health sector response. Ensure hospital and health services are running	Hospitals/ Medical Centres WHO	Provide Hospital and health services
4	Public Health	Ministry of Health	Co-ordinate public health response. Control spread of communicable diseases Provide public health advice	Red Cross Hospitals/ Medical Centres WHO	Assist community based public health activities Provide resources and facilities as requested
5	Management of deceased victims	Police	Manage the identification, handling, and transportation of deceased victims including personal effects reconciliation, notifying next of kin and coronial services.	Health Coroner Funeral directors	Provider personnel, facilities and equipment as requested
6	Counselling & support	Ministry of Health	Provide psychological support services to those affected by the emergency	Red Cross Aid agencies SUNGO WHO	Assist with Counselling and support as requested.
	<b>Search and Rescue</b>				

Ref	Response Functions	Functional Lead Agency	Role	Support Agencies	Role
7	Land search	Police	Co-ordinate search activities for people missing on land	Fire Service	Provide personnel and equipment as required
8	Land rescue (e.g. structural collapse, accidents)	Fire	Co-ordinate rescue of people Provide resources for rescue	Samoa Airport Authority Police	Provide personnel and equipment for rescue (as per Airport emergency plans)
9	Maritime search and rescue (e.g. vessels, aircraft in the sea)	MWTI (Maritime)	Provide "On Scene Commander" Co-ordinate maritime rescue activities	Harbourmaster (Samoa Port Authority) Fire Service Police (Maritime) International Military personnel Samoa Airport Authority	Provide personnel and resources (e.g. vessels, communications etc) for rescue
	<b>Evacuation</b>				
10	Evacuation of people	Police, Village Pulenu'u'	Evacuate areas required for public safety	Fire service	Assist with personnel for evacuations
				Foreign Government Reps	Assist with evacuation from Samoa of foreign nationals
				SBC, Media NDMO	Utilise communications networks to assist with evacuations
	<b>Community welfare</b>				

Ref	Response Functions	Functional Lead Agency	Role	Support Agencies	Role
11	Registration of evacuees	Red Cross	Identify and record information about people affected by the emergency	Hospitals, Caritas/CCJD Aid agencies SUNGO Council of Churches Village Councils	Provide personnel and information as requested
12	Temporary shelter	Red Cross	Establish shelters for evacuees	Caritas/CCJD Aid agencies SUNGO Council of Churches Village Councils	Provide resources and facilities to support evacuees
13	Emergency food	Red Cross	Provide emergency food supplies to affected people Distribute food in accordance with the National Food and Nutrition Policy (PK(96)76).	Caritas/CCJD Aid agencies SUNGO Council of Churches Village Councils	Provide support for food provision
14	Emergency clothing	Red Cross	Provide emergency clothing supplies to affected people	Caritas/CCJD Aid agencies SUNGO Council of Churches Village Councils	Provide support for clothing provision
15	Animal Welfare	Animal Protection Society	Provide facilities and supplies to ensure the wellbeing of animals affected by an emergency	MAF (Quarantine) Vets	Provide staff, facilities or services as available

Ref	Response Functions	Functional Lead Agency	Role	Support Agencies	Role
16	Emergency Finances	Ministry for Finance	Co-ordinate the collection, allocation and provision of monetary aid to people affected by an emergency.	Aid Agencies Donors MFAT	Secure monetary aid
	<b>Logistics supply</b>				
17	Incoming resources	Lead Response Agency (emergency) NDC (declared emergency)	Co-ordinate and prioritise resources (human and physical) to respond to emergency event. Co-ordinate procurement, payment, access, staging, distribution and return of resources if necessary	Red Cross Aid Agencies NDMO	Provide personnel and facilities to assist with delivery of resources to response agencies to manage the emergency.
				Foreign Government Representatives	Access resources from home countries available for emergency response
				SPA, SAA	Provide facilities for incoming resources
	<b>Information management</b>				
18	Public information	Lead Response Agency (emergency) NDC (declared emergency)	Provide information to the public regarding the emergency and the actions they should take. Disseminate warnings as provided by alerting and monitoring agencies Appoint spokespeople for the emergency event. Co-ordinate the provision of information to media agencies (local and international)	SBC, Radio stations, Media	Disseminate information to the public using communications equipment and personnel
				All response agencies	Communicate with users of own service as to how the emergency will affect their ability to use the service
19	Enquiries about affected people	Red Cross	Provide information about affected people using Tracing programme.	Foreign Government Representatives	Collect and provide information to overseas countries about people affected by the emergency

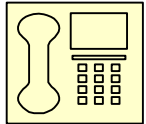
Ref	Response Functions	Functional Lead Agency	Role	Support Agencies	Role
				Samoa Hotel Association	Collect information from Hotels for provision to foreign government representatives.
20	Communications between response agencies	Lead Response Agency (emergency) NDC (declared emergency)	Ensure physical communications systems are in place for agencies to communicate with each other. Establish communications protocols and reporting processes.	All response agencies	Report on progress with emergency functions to the Lead Agency (emergency) or NDC (declared emergency).
				Samoa Tel Telecom Samoa Cellular Radio communications providers	Take all effort to restore communications systems. Make available emergency communications systems
	<b>Impact assessment</b>				
21	Reconnaissance and needs assessment	Lead Response Agency (emergency) NDC (declared emergency)	Co-ordinate reconnaissance of affected areas and disseminate information to response agencies.	Response agencies Utility operators International Military personnel	Provide information on impacted areas Provide information on how utility operators have been affected by the emergency.
				Village Pulenu'u	Assess damage to village and report to MWCSO.
				Ministry of WCSO	Collect disaster impact information from villages and report to the DAC
				Ministry of ECS	Collect disaster impact information from schools and report to the DAC.
				Aid agencies, SUNGO	Provide overseas teams for impact assessment as required.

Ref	Response Functions	Functional Lead Agency	Role	Support Agencies	Role
22	Building Safety Evaluations	MWTI	Co-ordinate assessment of damaged structures to determine if they can be fixed or not. Co-ordinate assessment of structures to ensure they are safe to be re-occupied	Consulting Engineers	Carry out engineering assessments of damaged structures.
23	Building health assessment	Ministry of Health	Co-ordinate assessment of structures to ensure they will not cause health problems if they are re-occupied	WHO	Support public health assessments as required.
24	Utility Services impacts	Utility operators	Determine damage to utility services and take action to restore services as soon as possible		
25	Access impacts - roads	MWTI	Determine damage to road networks and restore roads and transportation networks as soon as possible	Police	Manage disruption to traffic flows caused by access disruptions
26	Access restoration - air	SAA	Determine damage to air transport networks and restore airport facilities and services as soon as possible		
27	Access restoration - Marine	MWTI	Determine damage to marine transportation networks and ensure facilities and services are restored as soon as possible to allow marine transport to resume	Port	Restore facilities and services as soon as possible
28	Environmental impact	MNREM	Determine impacts to the environment including air, coastal, land and water resources.	MWTI –Maritime SPA	Respond to contain and clean up oil pollution in waterways

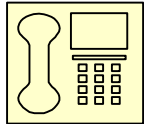
**Agency 'One Page' Emergency Response Activation Sheet (double sided)**

..... **Emergency Response Plan: Contact Details**

**To be used when emergency threatens (e.g. cyclone) or has happened (e.g. earthquake)**

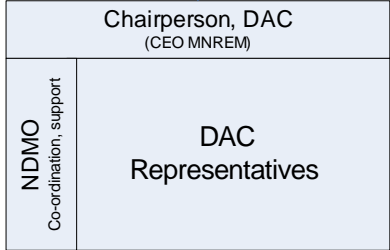


**INTERNAL**



**EXTERNAL**

National Disaster Council  
*(DAC reps in attendance as advisors)*



**Key Internal Contacts**

Name	DAC Rep ✓	Telephone	Mobile

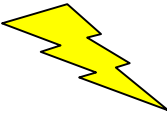
**Key External Contacts**

Name	Telephone	Mobile
NDMO	32742	

..... **Emergency Response Actions**



**Emergency Locations**



**KEY ACTIONS**

**Emergency location**  
Staff report to:  
.....

**DAC meetings**  
When invited, DAC representative to report to:  
**NDMO offices at Matautu**

**Resources available to support Key Actions:**  
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• **Secure equipment and facilities**

• **Establish contact with key internal and external contacts (see over page)**

• **Ensure safety of staff and notify them of what they are supposed to do**

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- Appendix D  
**April 2006 Agency  
Meeting Schedule and  
Comments**

Agency	Name	Date	Time	Comments	Final Draft Received
Health	Frances	6 Apr	4.00	Now have a team headed by Frances to look at the development of the plan. They are happy to use our templates. Suggested they start the process and work with Mena and that we will meet with them in June to provide feedback on progress.	
MWTI-Maritime	Lotomanu	5 Apr	9.00	Drafts completed and emailed – due to Mena Wed 12.4.06	
MWTI-Roads	Ofeira			Unavailable this week (overseas) – Mena to follow up	
MWTI-Buildings	John Moors			Unavailable this week – Mena to follow up	
Samoa Ports Authority		6 Apr	9.00	Could not attend meeting. Mena will meet on Monday 10 April	
Samoa Airport Authority	Alefosio Matulino	6 Apr	2.00	SAA has comprehensive emergency plans in place which also cover hazards and cyclone. These are audited annually and a major exercise conducted every 2 years. One will be completed in May – Mena to arrange to observe.	Not required
SWA	Lautua Faafo	6 Apr	3.00	Developed plan	
SamoaTel	Paulo Stowers			Draft plan delivered and feedback provided by email	
Telecom Samoa	Toalepai W Fatu Lefale	6 Apr	1.00	Created documents and emailed to Waikato. Will complete the documents and provide to Mena by 28 April.	
Min of Foreign Affairs				Mena to follow up	
EPC	Sam Unutoa	5 Apr	2.00	Developed basic plan and provided copy to Sam. He will update and forward to Mena by Thursday 12 <sup>th</sup> April	
Min Prime Minister &	Filemoni Crawley	5 Apr	3.00	Had developed a plan however was focused on	

Agency	Name	Date	Time	Comments	Final Draft Received
Cab				policy. Commenced a plan and one pager for them. Emailed with update and return to Mena by Wednesday 11 <sup>th</sup> April	
MNREM (Met Division)				Mena to follow up	
MNREM (Environment)				Mena to follow up	
Min of Education				Mena to follow up	
Fire	Tony Hill	5 Apr	1.00	Provided feedback on the plan submitted. Although this is not in exactly the same format as the template provided it does contain all the information required. Need to consider also land rescue function in their plan.	
Police	Paul Brennan			Draft plan received – Karen to review	
SBC	Va'asiliaga. I	5 Apr	1.00	Provided feedback on their plan and transferred most of the information into the new template. Emailed templates to Afeleti with a deadline to complete by Wednesday 11 <sup>th</sup> April.	
Red Cross	Tala Mauala	6 Apr	11.00	Have their own disaster plans as required under the international mandate and will review in line with the content of the project templates. Tala presented a letter which had been sent to Tu'u'u in February regarding concerns around the content of the plan and legislation, particularly how the existing MOU between SRC and Samoan Government would be affected. Spent time going through this and the functions table in the plan. Mena will fax letter to Michele and discuss it with Ming.	
SSC		5 Apr	4.00	Presented their emergency plan and cyclone preparedness plan. As SSC would provide resources to MWTI Maritime in the case of national	Not required

Agency	Name	Date	Time	Comments	Final Draft Received
				emergencies they do not need to have any additional plans in place. MWTI should have SSC as a provider of resources to them in their plan.	
Min of Finance		6 Apr	10.00	Did not attend meeting. Will try and rearrange for Friday morning.	
MAF	Albert Peters	5 Apr	11.00	Very little completed in the template as Albert is trying to get the various ACEO's and others within MAF to commit to developing an overarching document. Action plan, Service Continuity Plan and One pager provided to Albert. He will ask the CEO to direct the ACEO's to work together with him to complete the plan. He will arrange a meeting / workshop which Mena should attend and complete the plan and one pager as they go. Deadline of 28 April 2006 for completion of plan.	
Min WCSD				Draft received. Mena to follow up	
Police				Draft received. Mena to provide feedback and follow up	