THE UNITED REPUBLIC

OF TANZANIA

PRIME MINISTER'S OFFICE
DISASTER MANAGEMENT DEPARTMENT

STANDARD OPERATING PROCEDURES (SOPs) FOR EMERGENCY OPERATION AND COMMUNICATION CENTER (EOCC)

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JANUARY, 2017

FOREWORD

Tanzania is exposed to many natural and man-made disasters including floods, drought, cyclones, volcanic eruptions, landslides, earthquakes, marine accidents and even tsunami, just to mention a few, all of which have the potential of causing social, economic, ecological, environmental and health impacts to the country.

When a disaster strikes, effective coordination and communication is paramount for responding to the disaster/emergency situation in a faster and timely manner. Strengthening coordination and communication is therefore vital for effective and efficient disaster preparedness and response efforts in order to save lives and property of the people. This can be achieved through establishing a 24/7 Emergency Operation and Communication Centers (EOCC) and Standard Operating Procedures (SOPs) to guide the EOCC daily operations. SOPs are written set of instructions intended to document how to perform emergency operations during an emergency and to provide a comprehensive guidance for the management of the EOCC.

During an escalating emergency incident or disaster, key decision-makers must come together to receive and analyze information about the incident, assess resources capacity, make decisions and direct response activities through EOCC as a central meeting and coordination point. The EOCC is a place where the central direction, control and coordination of emergency incident response take place. It has a strategic management function that assists decision-makers to manage what specific information and resources should go to persons/agencies carrying out an emergency incident

response and coordination activities. Once the EOCC is activated, all emergency response efforts and resource assignments shall be coordinated through the EOCC.

I believe these SOPs lay down specific actions required to be taken by EOCC staff and government agencies and organizations in preparing and responding to an emergency and will ensure effective operation of the EOCC during an emergency.

Dr. Hamisi H. Mwinyimvua
PERMANENT SECRETARY
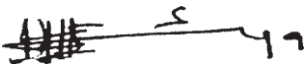(POLICY AND COORDINATION)

ACKNOWLEDGEMENT

This SOPs document was prepared through a stakeholder's consultative process by various individuals, institutions, government agencies and Non-governmental organizations. The Prime Minister's Office appreciates the cooperation and support from all stakeholders who contributed to the preparation of the document. More specifically, the valuable contributions of the DMD staff in the Prime Minister's Office who participated in this process are gratefully acknowledged.

I believe all stakeholders will find this document useful in providing guidance for running the EOCC.

Brg. Gen. M. A. Msuya
DIRECTOR,
Disaster Management Department

PREFACE

Tanzania is exposed to many natural and man-made disasters including floods, drought, cyclones, volcanic eruptions, landslides, earthquakes, marine accidents and even tsunami, all of which have the potential of disrupting the country in terms of social and economic services, ecological, environmental and health.

When a disaster strikes, effective coordination and communication is paramount for responding to the disaster/emergency situation in a faster and timely manner. Strengthening coordination and communication is therefore vital for effective and efficient disaster preparedness and response efforts in order to save lives and property of the people. This can be achieved through establishing a 24/7 Emergency Operation and Communication Centers (EOCC) and Standard Operating Procedures (SOPs) to guide the EOCC daily operations.

During an escalating emergency incident or disaster, key decision-makers must come together to receive and analyze information about the incident, assess resources capacity, make decisions and direct response activities through EOCC as a central meeting and coordination point. The EOCC is a place where the central direction, control and coordination of emergency incident response take place. It has a strategic management function that assists decision-makers to manage what specific information and resources should go to persons/agencies carrying out an emergency incident response and coordination activities. Once the EOCC is activated, all emergency response efforts and resource assignments are coordinated through the EOCC.

To ensure effective operation of the EOCC, standard operating pro-

cedures are essential. SOPs are written set of instructions intended to document how to perform emergency operations during an emergency and to provide a comprehensive guidance for the management of the EOCC. These SOPs lay down specific actions required to be taken by EOCC staff and government agencies and organizations in preparing and responding to an emergency.

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DCS	Disaster Communication Strategy
DMA	Disaster Management Agency
DMD	Disaster Management Department
DMC	Disaster Management Council
EOCC	Emergency Operation and Communication Center
EPRP	Emergence Preparedness and Response Plan
ERT	Emergency Response Team
GIS	Geographical Information System
GST	Geological Survey of Tanzania
ICP	Incident Command Post
IAP	Incident Action Plan
IT	Information Technology
MRCC	Maritime Rescue Coordination Center
PMO	Prime Minister's Office
SOPS	Standard Operating Procedures
SATCOMS	Satellite Communications
TCAA	Tanzania Civil Aviation Authority
TMA	Tanzania Meteorological Agency
TPF	Tanzania Police Force
TRCS	Tanzania Red Cross Society

1. INTRODUCTION

The Emergency Operations and Communication Center (EOCC) is a multi-institutional and multi-sectoral coordination facility established to coordinate national and international efforts for a rapid, efficient and effective response to any disaster or threat. The national EOCC is established under the Disaster Management Act no 7 of 2015. The EOCC is the place to receive, search, analyze and decide what specific information and direction should go to the public or institutions carrying out an emergency operation. The EOCC serves as the master coordination and control point for all counter-disaster efforts. As part of the Incident Command System, the EOCC supports the on-scene Incident Command Team with information and coordination of resources.

This document presents Standard Operating Procedures (SOPs) that will be used to guide and operate the EOCC in the time when an emergency is escalating to a disaster or a major disaster strikes. The objective of these SOPs is to provide a comprehensive guidance for the management of the EOCC and to set out procedures to be followed at by the EOCC staff, response team, government agencies and others stakeholders involved in emergency operations.

1.1. Location of EOCC

The EOCC is located in Dar es Salaam city, at Fire station building at the United Nations and Morogoro roads junction (See Appendix 1). The alternative EOCC could be established at an appropriate facility should the Primary EOCC at the present location becomes non-functional and requires relocation of its functions. Figures 1 and 2 depict the EOCC layout and the communication room respectively.
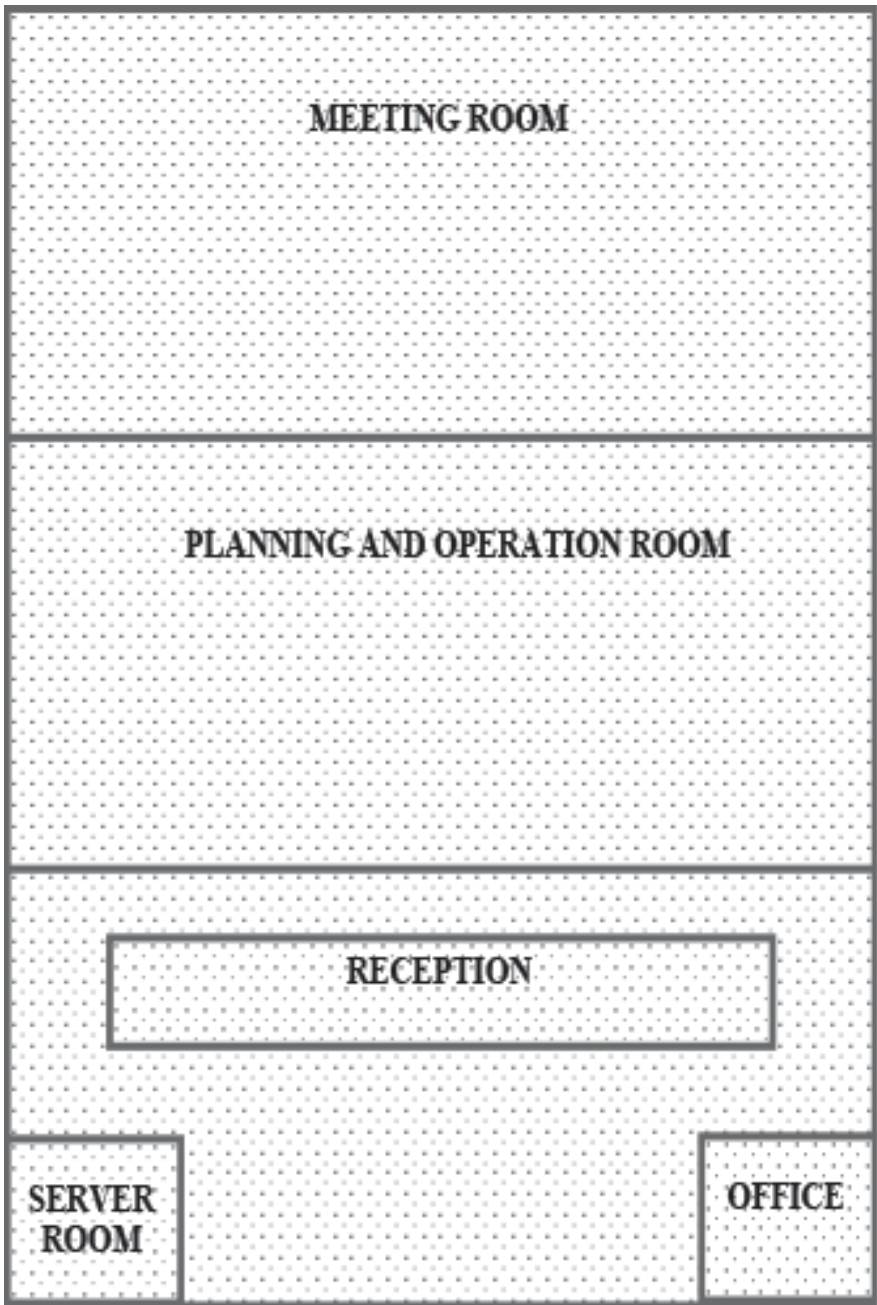
Figure 1: EOCC Layout
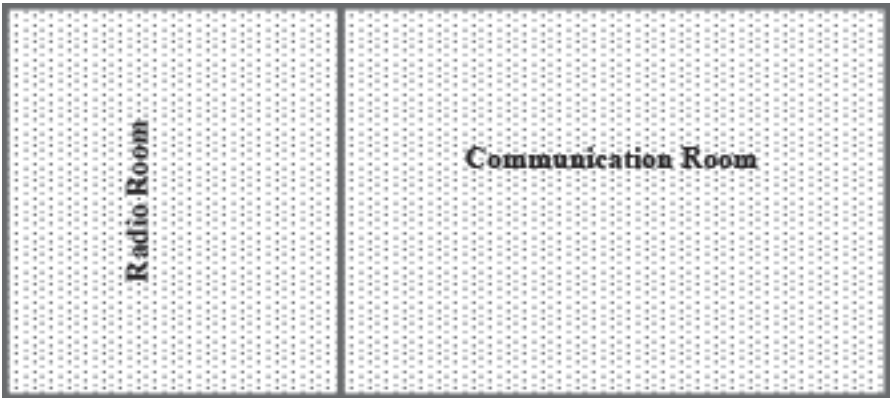
Figure 2: EOCC Communication Room

1.2. Operational Structure of the EOCC

The EOCC operational structure consists of five sections (functions) which would be activated during an incident (see Figure 3). These sections are: Operations, Planning, Administration, Logistics and Finance, and Communication. Each section has been assigned prescribed role of coordination and key staff to manage the section. Each staff has an important role to play during an emergency oper- ation or during non-disaster situation. The roles of each section are summarized in Table 1 and key staff for each section is presented in Table 2.
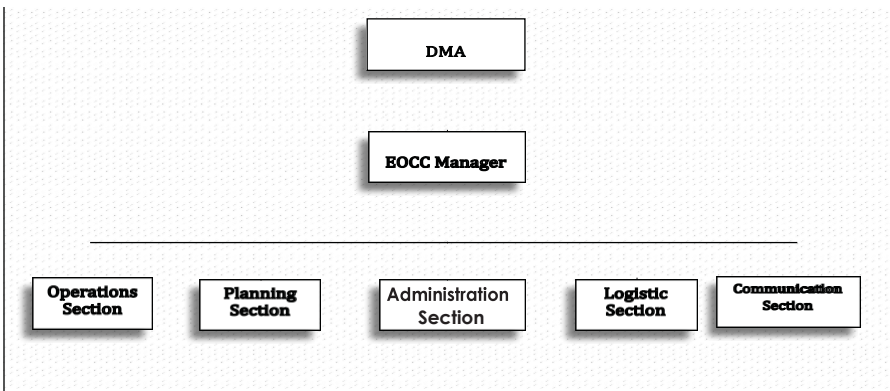
Figu3: EOCC Operational Structure

Table 1: Role of EOCC Sections

SN	SECTION	ROLE
1	Operation	• Responsible for managing operations directed toward reducing the immediate impact at the incident site, saving lives and property, establishing situation control, and restoring normal conditions. • Responsible for coordinating all operations in support of the emergency response through implementation of the EPRP and DCS.
2	Planning	• Responsible for developing the Incident Action Plan and maintaining documentations. • Responsible for collecting, evaluating, and disseminating operational information pertaining to the incident. • Maintaining information on the current and forecasted situation, as well as the status of resources assigned to the incident.
3	Administration	• Responsible for staff scheduling, coordinating and directing resources for the EOCC to fulfill its mission. • Responsible for overall management of the coordination between Emergency Response Agencies and the EOCC. • Monitor general staff activities to ensure that all appropriate actions are being taken.

4	Logistics and Finance	• Provide all support needs for the incident, such as ordering resources and providing facilities, transportation, supplies, equipment maintenance and fuel, food service, and medical services for incident personnel. • Responsible for EOCC financial management. •
5	Communication	• Responsible for developing the communication plan to make the most effective use of the communication equipment and facilities assigned to the incident. • Responsible to installs and test all communication equipment at the EOCC. • Responsible for effective incident communications planning.

Table 2: EOCC Staff by Sections

SN	SECTION	STAFF
1	General Management	• EOCC Manager • EOCC Assistant Manager
2	Operations	• Operation Officer
3	Planning	• Planning Officer
4	Administration	• Administrative Officer
5	Logistics and Finance	• Logistic and Finance Officer

6	Communication	• Communication Officer • Information Technology (IT) Officer • GIS and Remote Sensing Officer • Radio Operator • Telephone Operator
7	EOCC Supporting Staff	• Liaison Officer • Security Officer • Secretary • Driver

2. ROLE, RESPONSIBILITIES AND FUNCTIONAL DUTIES OF EOCC KEY STAFF

This SOP describes the roles, responsibilities, and functional duties of EOCC key staff. However, for effective operation of the EOCC, there is a need for flexibility of duty assignments during an emer- gency situation which will be determined by the EOCC Manager.

SOP 2.1. EOCC key staff

The functioning of the EOCC will be facilitated by the following key staff. However, this list can be modified by the EOCC Manager according to the specific requirements of the EOCC and type of emergency.

1. EOCC Manager
2. EOCC Assistant Manager
3. Administrative Officer
4. Operations Officer
5. Planning Officer
6. Logistic and Finance Officer
7. Information Technology (IT) Officer

8. Geographical Information Systems(GIS) Officer
9. Communication Officer
10. Radio Operator
11. Telephone Operator

SOP 2.2. EOCC supporting staff

For effective operation, the EOCC will be facilitated by the following supporting staff.

1. Liaison officer
2. Security officer
3. Secretary
4. Receptionist
5. Drivers

SOP 2.3. EOCC Manager and EOCC Assistant Manager

The EOCC Manager will perform the following duties; and the EOCC Assistant Manager will assist the EOCC manager on all duties and in addition will assume the EOCC Manager's duties when the Manager is unavailable.

a) Responsible for the overall management of the Emergency Operations and Communication Center (EOCC).
b) Ensure designated staff is familiar with their respective roles and responsibilities.
c) Monitor general EOCC activities to ensure that all appropriate actions are being taken.
d) Ensure all EOCC staff is trained for EOCC operations.
e) Ensure availability of Response Teams and Needs and Damage Assessment Team for possible deployment to the impacted area once the EOCC is activated.

f)) Ensure continuous monitoring of hazards and immediately notify and advice the DMA Director General.

g) Direct and control the emergency operation, set priorities, and determine incident objectives and strategies to be followed.

h) Establish government needs to manage the incident.

i) Oversee all the activities of the operation before during and after the vent.

j) Monitor incoming reports and corrective actions taken to resolve emerging problems.

k) Ensure damage and needs assessment reports are prepared and submitted on time to determine specific needs for the affected area.

l) Ensure assistance of specialized teams and emergency supplies are provided to the affected population.

m) Ensure daily briefings, review and planning sessions for EOCC personnel.

n) Deactivate the EOCC after consultation with DMA Director General and the Chairman of the DMC.

SOP 2.4. Administrative Officer

The administrative officer will perform the following duties:

a) Ensure staff scheduling and coordination for the EOCC to fulfill its mission.

b) Keep and regularly update directories, lists, checklists and inventories of equipment and materials and any other items that will be needed in the activation and operations of the EOCC.

c) Assists the EOCC manager in setting up the EOCC, once it is activated.
d) Take notes of meetings, briefings and prepare summary notes highlighting pending actions, issues, and decisions made.
e) Assists in the deactivation of the EOCC.
f)) Establish a system to document claims and compensation for workers

SOP 2.5. OperationOfficer

The operation officer will perform the following duties:

a) Manage operations directed toward reducing impacts at incident site, saving lives and property, establishing situation control, and restoring normal condition.
b) Update the EOCC Manager on progress of response through briefings and timely feedback.
c) Manage tactical and operational levels of emergency management.
d) Collect, evaluate, and disseminate operational information pertaining to the incident.
e) Assist EOCC Manager in the production of Advisories and Situation Reports.
f)) Assist in the preparation of EOCC Briefings.
g) Assists in the deactivation of the EOCC.

SOP 2.6. Planning Officer

The Planning Officer will perform the following duties:

a) Maintain information on the current and forecasted situa-

tion, as well as the status of resources assigned to the incident.

b) Coordinate display of information coming into the EOCC on monitors, maps, screens and status boards.

c) Coordinate with the communication Officer and Information Technology Officer regarding messages and information received in the EOCC

d) Inform and update the Operations Officer about the situation in impacted area and about resource needs.

e) Collect information and produce situation reports.

f)) Provide periodical predication on incident potential.

g) Prepare Incident Action Plan(IAP)

SOP 2.7. Logistics and Finance Officer

The logistic and finance officer will perform the following duties:

a) Ensure overall financial resource management during emergency operation.

b) Provide all the logistic support needed for the incident, such as ordering resources and providing facilities, transportation, supplies, equipment maintenance and fuel, food service, and medical services for incident personnel.

c) Ensure coordination of resources needed for logistical support.

d) Ensure database of suppliers in the warehouses and other storage facilities, emergency response personnel is current and available and accessible.

e) Monitor status and movement of supplies in the Warehouse and other storage facilities and advise the EOCC Manager on requirements for humanitarian relief supplies needs.

f)) Provide ground support for maintenance ,services and fuel- ing of all mobile equipment and vehicles
g) Manage all financial matters for vendors, including contracts, leases and fiscal agreements.
h) Maintain accurate information on the actual cost of all assigned resources

SOP 2.8. Communication Officer

The communication officer will perform the following duties:

a) Coordinate all communication staff including telephone and radio operators
b) Develop the communications plan to make the most effective use of the communications equipment.
c) Install and test all communication equipment in the EOCC and ensure that are functional / operational.
d) Keep in close contact with warning agencies e.g., Tanzania Meteorological Agency (TMA) and the news media.
e) Ensure proper and timely message handling.
f)) Monitor EOCC incoming email and other correspondences, flag where urgent action is required to the Operations Officer.
g) Assist the EOCC Manager in preparing Press Releases; Briefing Notes, web based articles and public information products.
h) Monitor EOCC releases, news media, partner agencies' event reports and relevant internet sites and gathers information appropriate for inclusion in public information products.

i) Keep continuous communication with the IT Officer to ensure information received through the EOCC web based system is used in the preparation of public education information.
j) Schedule briefings in consultation with EOCC Manager.
k) Keep records/copies of all emergency public information issued from the EOCC during its operations.
l) Inform the Manager of the EOCC, the Operation officer and the rest of the Operations Group members as needed about messages received or sent by the EOCC.
m) Ensure accurate information is conveyed through both the news media and social media.
n) Coordinate media activities at the EOCC
o) Disseminate incident information to responders and the public to keep them informed.

SOP 2.9. Information Technology (IT) Officer/GIS and remote sensing Officer
The Information Communication Officer / GIS and remote sensing Officer will perform the following duties:
a) Responsible for all IT support systems in the EOCC.
b) Ensure all EOCC Staff is trained in the use of the EOCC web based system which will be used during emergency operations.
c) Ensure all the EOCC equipment is kept functional and accessible at all times
d) Ensure that all equipment and materials for the operations of EOCC web based system are in place (computers, software, passwords, stationery, and back-up generators).

e) Assist the rest of the staff of the EOCC regarding web based resources.
f)) Prepare/format all web based products for posting to EOCC web based system.
g) Keep all records of information received and sent to other organizations and about information logged and retrieved from the EOCC web based system.
h) Maintain continuous communication with the Planning Officer about information received so it can be mapped, displayed and also logged in the EOCC web based system as necessary.
i) Responsible for maintain disaster-specific displays which may be needed in the EOCC. These may include evacuation route maps, utility system maps; flood plain maps; locations of hazardous materials and storage sites.
j) Keep all maps, charts, status boards updated.
k) Ensure affected areas, position of teams and supplies are mapped with GIS.

SOP 2.10. Radio operator
a) Operate assigned radio frequency
b) Transmit and receive radio messages on the prescribed format.
c) Log all incoming radio messages on the Message IN Log and OUT log.

SOP 2.11. Telephone operator

a) Receive all voice messages and transfer the messages to the EOCC manager.
b) Maintain all telephone equipment.

SOP 2.12. Liaison Officer

a) Act as a point of contact for Agency Representatives.
b) Oversee all liaison activities, including coordinating outside agency representatives.
c) Assist in setting up and coordinating interagency contacts.
d) Participate in planning meetings, providing current resource status, including limitations and capabilities of agency resources.
e) Prepare and maintain a list of all institutions and personnel with details on their area of specialization and location.

SOP 2.13. Security Officer

a) Identify and mitigate hazardous situations.
b) Create a Safety Plan.
c) Ensure safety messages and briefings are made.
d) Exercise emergency authority to stop and prevent unsafe acts.
e) Participate in Planning Meetings.

SOP 2.14. Secretary

a) Maintain prompt flow of information within the EOCC
b) Operate printer, scanners, photocopier and other office equipment as required.

c) File all messages (incoming & outgoing) in the appropriate files.

3. EOCC STAFFING PROCEDURES

The purpose of this SOP is to provide guidance on staffing level of the EOCC and to ensure that there is sufficient number of staff during non-disaster situation and once the EOCC is activated. The SOP describes staff required to operate the EOCC on 24/7 basis.

SOP 3.1. The EOCC will consist of two groups of person n e l ; those who will work on full time basis at the EOCC and those who will be called upon once the EOCC is par- tial or full activated.

SOP 3.2. During non-disaster situation, the EOCC will be staffed with at least 6 permanent staff with shifting schedule to ensure 24/7 effective operation of the EOCC. The Staff should include:

1. EOCC Manager
2. Administrative Officer
3. Information Technology (IT) Officer
4. Communication Officer
5. Radio Operator
6. Telephone Operator

SOP 3.3. During emergency, the EOCC must be able to function on a 24 / 7 basis from activation until de-activation as re- quired to support the emergency response.

SOP 3.4. During an emergency, staffing of the EOCC will be determined by the severity of the situation. The EOCC will be staffed by EOC staff together with a group of representatives drawn from first responders and other organizations and government agencies involved in the response including Red Cross, Tanzania Meteorological Authority (TMA), Tanzania Police Force(TPF), Fire fighting, Search and Rescue, Public Works, and Volunteers.

SOP 3.5. Staffing levels of EOCC during non-disaster situation and during an emergency will be determined by the EOCC Manager according to the situation and specific needs of the impacted area and type of disaster.

SOP 3.6. During non-disaster situation and during emergency the EOCC staff will operate on three eight hours shifts inclusive of a one hour overlap to allow for handing over and incoming briefings (see Table 3).

Table 3: EOCC staff shift schedule

SHIFT	STAFFING	DURATION
SHIFT 1	To be determined by EOCC Manager	7.00 - 15.00
SHIFT 2	To be determined by EOCC Manager	14.00 - 23.00
SHIFT 3	To be determined by EOCC Manager	22.00 - 7.00

SOP 3.7. After the onset of the emergency, 8 hours shift schedules should be prepared by each EOCC section and posted   on the display board. Relief shifts should arrive 1 hour

early so that briefings can be conducted on what has occurred, on what decisions have been reached, and on what problems remains. The EOCC Manager will determine appropriate staffing for each shift.

SOP 3.8. It is essential to have a common identification system for all EOCC staff which may take a form of a T-shirt or vest with three different colors (green-normal, orange-alert and red-activated) depending on the activation level.

4. WARNING, ALERT NOTIFICATIONS AND CALL OUT PROCEDURES

This SOP describes procedures on how to provide warning, alert notifications and call out procedures.

SOP 4.1. The EOCC Manager once received any warning/ notification/alerts/advisories that a disaster will impact immediately, shall call the DMA Director General to discuss the situation and the need for activating the EOCC.

SOP 4.2. The DMA Director General and EOCC Manager with consultation with the Chairman of the DMC will make a determination on the need to activate the EOCC. Once activation has been decided the EOCC Manager will initiate the staff call out.

SOP 4.3. Following the EOCC activation, the Director General will alert all government agencies, Police Force, fire fighting,

medical personnel, ambulances, hospitals, Red cross, health department, mobile phone companies, media, NGOs, and international organizations and others.

SOP 4.4. Call out of EOCC staff is the responsibility of the EOCC Manager who will liaise with the Operations and Administrative Officers.

SOP 4.5. When the EOCC is activated information will be communicated to all key first responders through various communication channels including TV, radio, mobile phones, internet and social media (e.g., WhatsApp, Face book, Instagram, You tube and Twitter).

SOP 4.6. All agencies/organizations responsible for providing disaster warnings (e.g., Tanzania Meteorological Agency (TMA) and Geological Survey of Tanzania (GST) will provide daily warning updates to the EOCC Manager.

SOP 4.7. The DMA Director General in collaboration with organization /agencies responsible for providing disaster warnings will ensure that warning is issued to the general public in a timely manner.

5. ACTIVATION AND DEACTIVATION PROCEDURES

This SOP delineates procedures for EOCC activation and deactiva- tion when an emergency or major disaster occurs or threatens to occur.

SOP 5.1. The decision to activate the EOCC will be made by the Di-

rector General of Disaster Management Agency (DMA), in consultation with the Chairman of the Disaster Management Council (DMC) and the EOCC Manager.

SOP 5.2. The EOCC will be activated when it is clear that a threat is imminent (Warning issued) or when any part of the country is likely to be impacted or has been impacted. This condition must be established through the rele- vant competent authority (e.g., Tanzania Meteorological Agency (TMA) and Geological Survey of Tanzania (GST).

SOP 5.3. The procedure to activate the EOCC, should an emergen- cy or major disaster occur will be as follows: The DMA Director General will inform the Chairman of the DMC about the situation and the possible need to activate EOCC. The Chairman of the Council will approve the ac- tivation of the EOCC and thereafter inform the Minister responsible for Disaster management any action being taken.

SOP 5.4. When an emergency or major disaster occurs or threat- ens to occur, the EOCC will be activated in a timely man- ner. Emergency response teams, departments, agencies and international organizations will respond as directed by the DMA Director General.

SOP 5.5. Once the EOCC is activated, all Standard Operating Pro- cedures shall come into effect. The National Emergence Preparedness and Response Plan (EPRP) and the Disaster Communication Strategy (DCS) will also be activated.

SOP 5.6. Once the EOCC is activated, the administration section will be responsible for re-setting up the EOCC e.g., by re-arranging furniture and communication equipment according to the EOCC Plan.

SOP 5.7. To ensure continuous functionality of the systems, so that the EOCC is always ready for activation, it is vital to carry out regular checks of the systems and other equip- ment. Daily system checks will be performed using the checklist prepared by EOCC Manager (see Appendix 3).

SOP 5.8. Emergency conditions vary with each incident and ac-tivation. As a guide, a three-tier system will be used to determine levels of emergency activation of the EOCC as follows:

LEVEL 1— an emergency incident can be handled routinely by one or more departments and government agencies within a community. It only requires local resources. At this level of incident severity, normal government operations are not affected. In such situa-tions, the EOCC will not be activated but the EOCC will remain in a constant state of readiness and preparedness to support any escalation levels.

LEVEL 2— an emergency requires a major response and the significant commitment of resources from several departments and gov-ernment agencies. It has the potential to require resources in excess of those available to the responding departments to bring the situation under control. A partial activation of the EOCC will be needed.

LEVEL 3— an emergency requires an extensive coordinated response and commitment of resources from all departments and government agencies and could necessitate requesting outside assistance from other countries or international humanitarian organizations. Under such condition, a full-scale activation of the EOCC will be needed. Figure 4 presents an EOCC activation levels flow chart.

SOP 5.9. For Security purpose unauthorized access to the EOCC especially in the midst of an emergency operation should be prevented. Visitors will report to the Receptionist of the EOCC who will keep a register of all persons entering and exiting the EOCC. Passes to access the EOCC area will be limited and only issued to persons authorized by the EOCC Manager. The following procedures are to be applied:

a) Open register/log for all entries and exits
b) Log those entering and issue passes
c) Log those leaving and collect passes
d) Prevent unauthorized entry

SOP 5.10. The EOCC Manager will advise the DMA Director General on deactivation of the EOCC when coordination of response at the impacted area is no longer required. The Director General will inform and request the chairman of the DMC for approval on the deactivation of the EOCC. The Chairman shall inform the Minister responsible for Disaster management about the deactivation of the EOCC.
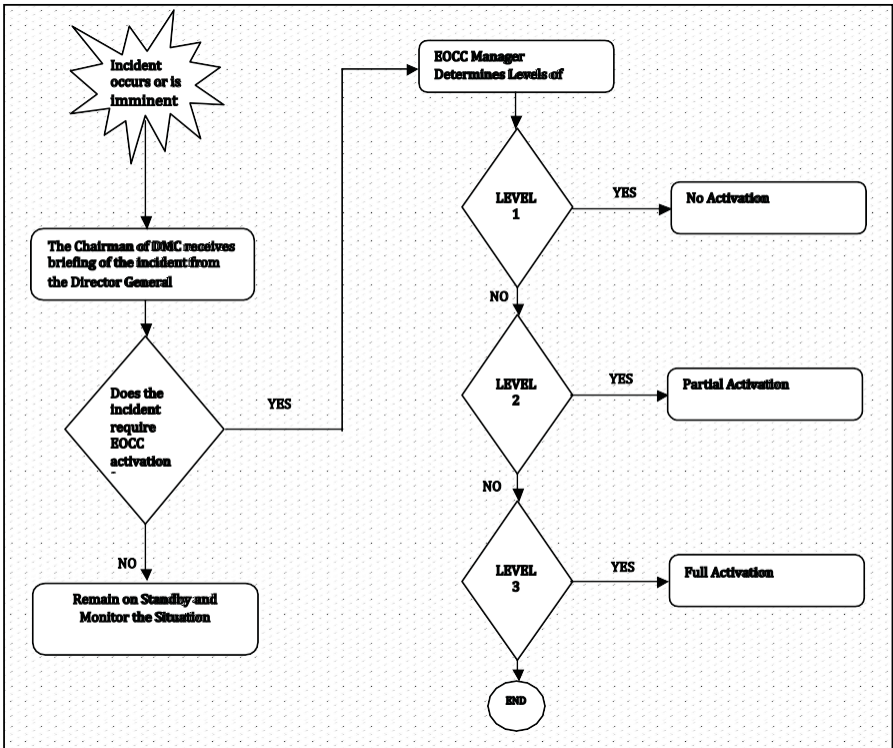
Figure 4: EOCC Activation Levels Flowchart

6. PROCEDURES FOR DISPATCHING EMERGENCY RESPONSE TEAMS

This SOP presents the procedures for dispatching emergency response team to the field.

SOP 6.1. The EOCC Manager is responsible for identifying and providing facilities to the Emergency Response Teams (ERTs) and Volunteers to respond to the impacted area. These response teams and Volunteers will be notified in advance by the Director General.

SOP 6.2. Issues relating to transportation, daily subsistence allowance, insurance, equipment, leave approval for the Emergency response teams should be handled by the EOCC Manager.

SOP 6.3. The Director General will coordinate the Emergency Response Team (ERTs). The formulation of the team will depend on the nature of the disaster. However, the team will be multidisciplinary, which will include experts from variety of technical areas such as damage assessment, public health, epidemiology, community development, water and sanitation, administration and logistics as well as communication specialists. The team will be deployed within 12 hours when an emergency or major disaster occurs.

SOP 6.4. The ERT will visit the affected area and conduct a quick assessment and prepare an initial field report within 12 hours upon arrival of the team. The ERT will provide information as soon as possible on the extent to which population has been affected and information about the type of and magnitude of the disaster.

SOP 6.5. In addition, the ERT will determine the magnitude of the damage, the availability of resources for the response, and the immediate needs of the victims. At least with- in 12 hours the ERT should produce the first needs as- sessment report. From the assessment report, DMA will

provide humanitarian relief to the victims and prepare appeals for the specific types of assistance needed such as food, medical supplies and may request allocation of emergency funds.

SOP 6.6. Based on the impacted area request, the DMA office may deploy senior level staff officers and other specialized response personnel or assessment teams in order to provide technical support to the stricken area.

SOP 6.7. If the impacted area requests assistance, the EOCC Manager will communicate with the DMA Director General who will request for its immediate mobilization and deployment in accordance with their standing orders.

SOP 6.8. Emergency Response Teams and Personnel will be dispatched in accordance with provisions under the Agreements made between DMA and response team organizations, private sector or Agencies or Individual (see Appendix 5).

7. PROCEDURES FOR CONDUCTING DAMAGE AND NEEDS ASSESSMENT

The purpose of this SOP is to describe procedures that will be used to perform needs and damage assessment and it also describes types of assistance available after a disaster has occurred. Damage and Needs Assessment is concerned with determining WHAT happened, WHEN, WHERE, HOW and WHO is affected.

SOP 7.1. The EOCC Manager will ensure the needs and damage assessment process is   undertaken to gather information for the following purposes: to identify the needs of victims, to describe and document the type, extent, and location of damages for emergency decision making purposes; and to establish disaster recovery priorities and the type and quantity of resources and personnel required during recovery.

SOP 7.2. The Director General will ensure dispatch of a multi-agency damage survey teams composed of architects, engineers, insurance agents, sociologists, etc. to perform an initial damage assessment. Information on damages may be obtained from police, fire, first responders or lo- cal residents.

SOP 7.3. The EOCC Manager will ensure initial impact assessment as the first step in the damage and needs assessment process is carried out and used to quickly evaluate the ability of the impacted area to mobilize resources.

SOP 7.4. The damage and needs assessment will be conducted by the Damage and Needs Assessment Team composed of trained personnel operating in the field who will inspect damaged and destroyed structures and other facilities and gather information for preparing the damage and needs assessment report.

SOP 7.5. The EOCC Manager will ensure Initial Damage and Needs Assessment Report is prepared to determine specific needs for the affected population. The report should be prepared and submitted to the EOCC Manager within 24 hours.

SOP 7.6. The EOCC Operation officer is responsible for supervising the Damage and Needs Assessment process which includes pre-emergency planning, mobilization of personnel and resources, deployment of Damage and Needs Assessment teams into the field, compiling damage and needs assessment information, and preparing required Initial Damage and Needs Assessment Reports.

SOP 7.7. Representative from the Fire and Rescue Force and Tanzania People's Defense Forces, will activate the Nation- al Search and Rescue response system for any incident or anticipated incident that is determined likely to re- sult e.g., in collapsed structures or marine accident that would overwhelm existing resources.

8. PROCEDURES FOR PROVISION OF EMERGENCY SUPPLIES

The purpose of this SOP is to outline how the EOCC will maintain a continuous resource inventory and allocate these emergency resources in a prompt and orderly manner during an emergency or major disaster.

SOP 8.1. Impacted area might need emergency supplies. The EOCC Manager should identify resources that might

be provided to assist the impacted   population. The Director General is responsible to ensure that relief supplies in the Warehouses and other storage facilities are shipped to the affected population within 24 hours.

SOP 8.2. The EOCC Manager will be responsible for identifying the amount and type of resources (technical, materials, financial and supplies) required to accomplish mission, goals and objectives as determined in the initial assessment report and damage and need assessment report ; and understanding the existing status of resources on hand.

SOP 8.3. The Chairman of DMC will be responsible for requesting assistance from Agencies and international organiza- tions within the country to   address equipment and personnel resource needs during response.

SOP 8.4. The Director General will inform the Chairman of the DMC if there is a need for requesting additional re- sources to address shortfalls and following up to track approval and delivery.

SOP 8.5. The EOCC Manager will ensure setting resource allocation priorities and coordinate the distribution or re-distribution of existing or incoming materials and supplies among participating parties   according   to these priorities;

SOP 8.6. The EOCC Manager will ensure that on-hand materials and supplies are being effectively and efficiently de- ployed, safeguarded, and stored.

SOP 8.7. The EOCC Logistic officer is responsible for keeping an inventory of the relief items and ensuring arrange- ments such as transportation are in place for the shipping of these items to the affected population.

SOP 8.8. The EOCC Web based system will be used for provision of emergency supplies in order to optimize the flow of information and the provision of emergency sup- plies since all responders will have access to the same information via the system.

SOP 8.9. Requests and provision of supplies can be recorded with the help of the EOCC web based system. The EOCC in all cases should keep records of the items request- ed and in order to support replacement after the emergency. Transparency should be ensured at all times keeping track of all items sent from the warehouse to the impacted community.

SOP 8.10. GIS officer will map all locations of temporary medical fa- cilities including beds available, blood and other critical supply needs, and manpower requirements, so that the communication officer and other EOCC person- nel can inform the public on where to seek medical help.

SOP 8.11. The DMA Director General in collaboration with Tanzania Red Cross Society (TRCS) will ensure provision of shelter and mass care services,   which   includes information on location and capacity of shelter; current loading; status of food, water, and medical stocks in shelter.

SOP 8.12. The DMA Director General in collaboration with Tanzania Red Cross Society will ensure that initial response activities focus on meeting   urgent   needs of disaster victims on a mass care basis and evaluate and implement plans established to support mass care operations.

9. EOCC WEB BASED INFORMATION SYSTEM

This SOP described procedures on how the EOCC Web based information system will be used to facilitate coordination and sharing information and repotting among emergency responders. EOCC web based system is an information system that can be accessed from anywhere provided that you have an internet connection.

SOP 9.1. Along with other communication channels the EOCC web based system will be   used for the purposes of effective coordination, damage and needs assess- ment,   recording of provision of supplies, sharing information and reporting.

SOP 9.2. Prior to any event and as part of preparedness activities

in the EOCC, the EOCC Manager should ensure that all key staff is trained in the use of the EOCC Web based system and that it is ready to be accessed so that it can be used in response and coordination operations.

SOP 9.3. In the event of a disaster, staff members can log activities of their own organizations in the system. At the same time all would be able to look at everything posted so that response action can be taken. Organizations/individuals with access to the system can also chat and send messages, photos and video to each other during emergency.

SOP 9.4. The EOCC Information Technology Officer and the GIS officer will be responsible for monitoring the EOCC Web Based system during the emergency/disaster in order to log activities and inform the EOCC staff of information from other organizations including international organizations.

10. INFORMATION FLOW PROCEDURES

This SOP describes how to communicate effectively and provide timely and accurate information to EOCC staff and other agencies and organizations involved in the disaster response.

SOP 10.1 In order to effectively manage the response, the EOCC must have immediate access to information from the impacted area as well as from other organization/agencies

involved in the response. Any event related messages or information coming into the EOCC must be transferred directly to the EOCC Manager.

SOP 10.2 With the use of EOCC web based system, all responders, organizations and agencies will communicate in real time; therefore, the use of EOCC Web based system is key for adequate operations of the EOCC and for the flow of information among all agencies.

SOP 10.3 With the use of the EOCC Web Based System communications and exchange of information in the EOCC will be easier since everyone involved in the response will know in real time what is happening, what action is being taken and what information/action is needed.

SOP 10.4 The EOCC web based system is the hub for information during emergencies and all events should be logged in it so that all EOCC staff and the rest of organizations and agencies involved will be aware of existing needs for response.

SOP 10.5 The EOCC communication officer will ensure records of daily activities, major decisions taken and time, future activities, anticipated problems and solutions, assignment of responsibilities and areas for follow-up.

11. COMMUNICATIONS AND MESSAGE HANDLING PROCEDURES

Effective communication is important to efficient coordination of an emergency. This SOP describes procedures for communications and massage handling.

SOP 11.1. The EOCC will use the Cellular telephone network which is the most widespread communication system in the country. Telephone communication in the EOCC will be managed by the telephone operators.

SOP 11.2. VHF and HF Radio communication will be provided in the Radio Room. The equipment will be operated by EOCC radio operators. Complementing the EOCC radio operators, will be the Amateur radio operators who may be used to assist in communications.

SOP 11.3. The EOCC will also be equipped with Satellite Communications (SATCOMS). Data communications will also be utilized in the form of facsimile transmissions and email when available.

SOP 11.4. All incoming messages via radio will be received by the Radio Operator in the radio room. Voice messages may also be received either by the receptionist/Secretary/telephone operator who will transfer the message to the EOCC Manager or Operations Officer for attention. Data

messages (fax, email) may be received by the Reception-
ist/ Secretary.

SOP 11.5. All messages relating to the event being managed irre-
spective of its origin or mode of transmission must be
passed to the EOCC Manager or Operations Officer for
action.

SOP 11.6. The Communication Officer will review all incoming mes-
sages and will indicate on the appropriate copy what ac-
tion has been taken and when. One copy of the message
must be filed in the "PERMANENT" file by the Administra-
tive Officer.

SOP 11.7. Messages in the process of being acted on will be filed in
the "PENDING" file. Once the status boards and maps have
been updated the copy of the message will be placed in
the "PERMANENT" file.

SOP 11.8. Upon receipt of a message reporting a new develop-
ment or problem, the EOCC communication officer will
write down the message in the INCOMING section of a
message form. Time and date of receipt should also be
indicated and Message Number and Section Identifiers
(see Appendix 4).

SOP 11.9. The EOCC communication officer will ensure that mes-
sages are prioritized based on their importance.

SOP 11.10. The EOCC communication officer will take any immediate action required by the message, make follow-up, and continue follow-ups until problem is solved or no further action is necessary.

12. INFORMATION MANAGEMENT AND DISPLAYS PROCEDURES

This SOP describes procedures on how to maintain displays so that all sections can quickly comprehend what actions have been taken by the EOCC and what resources area available.

SOP 12.1. A copy of messages entering the EOCC will be passed to the IT and GIS Officers who will ensure that all maps and display boards are updated.

SOP 12.2. Electronic or hard copy displays and maps will vary depending on the incident/event and its own characteristics, some of the maps will include:
   i.) Incident map showing affected area with status of infrastructure, inundation etc plotted with various symbols, and legend,
   ii.) Hazard maps showing areas vulnerable to hazards such as flooding,
   iii.) Resource map showing location of major resources, distribution centers(e.g., ware houses)

SOP 12.3. Logs and status boards will display information related to:
   i.)   Records of all major events resulting from incident, including time and action taken.

ii.) Problem and solutions developed by EOCC

iii.) EOCCWeb Based record of all logged in activities of organizations and agencies involved in an emergency operation.

iv.) Summary of status of key facilities and shelters.

v.) Damage status summarizing impact of event.

SOP 12.4. Because the major purpose of the EOCC is to accumulate and share information to insure coordinated and timely emergency response, all EOCC sections must maintain display devices so that other sections can quickly comprehend what actions have been taken and what resources are available.

SOP 12.5. All major problems should be entered on the log as they are received. The log is a large, plastic-covered board with columns for problem number, nature of problem, response section, response action, and remarks (see Appendix 4).

SOP 12.6. A representative from TMA Office will be responsible for maintaining weather-related maps showing current forecasts and wind patterns, and weather predictions.

13. EOCC REPORTING PROCEDURES

This SOP explains procedures to prepare advisory and reports for sharing with the media.

SOP 13.1. The EOCC is expected to receive information and reports from the impacted communities. In turn, the EOCC will generate reports (Advisories, Incident Reports) for sharing with the media and government agencies and other organization and the public.

SOP 13.2. Cognisant of the need for timely and accurate information from the field especially in the early stages of the response, the EOCC must strongly recommend the establishment of reporting schedules by the reporting Units/Response Teams in the field. All efforts should be made to observe any agreed schedules and use the prescribed forms.

SOP 13.3. The EOCC will establish a schedule for sharing information with the media on the status of the response.

SOP 13.4. The EOCC Manager is responsible for insuring that all required reports are forwarded to the DMA Director General on time. The EOCC Manager will be responsible for preparing and sending any special reports on damages, threats, and assistance needed.

SOP 13.5. The communication officer will be responsible for informing all EOCC staff of special information needed by personnel in the field in order to respond to people's inquiries. Information on locations and services offered at temporary medical sites should be rapidly disseminated to all emergency workers.

SOP 13.6. The EOCC communication officer will ensure a regular flow of information going out to the public to reassure safety of the affected population.

SOP 13.7. The EOCC Manager and Communication Officer will establish and share a schedule for daily internal briefings and Media/News Conferences as necessary.

SOP 13.8. The Communication officer will ensure that media briefings are scheduled regularly, preferably at the same time each day or at whatever interval is agreed.

SOP 13.9. All news media representatives will be received by the Communication Officer who will coordinate all activities involving the news media. Regular press briefings will be scheduled as warranted in the Conference Room at the EOCC or other designated area. The Communication Officer will conduct the briefings with assistance from the EOCC Manager.

SOP 13.10. All media personnel must sign in on the EOCC log and will be issued identification which must be worn at all times inside the EOCC, upon leaving, the identification must be returned and sign-out must be completed.

SOP 13.11. The media will not be allowed to address questions to EOCC staff members unless coordinated with by the EOCC Communication Officer.

14. EOCC STAFF TRAINING AND REVIEW OF SOPS

This SOP describes staff training, financial opportunities and review procedures

SOP 14.1. The EOCC Manager will ensure that all EOCC staff is trained on the use of the SOPs to run the EOCC.

SOP 14.2. The EOCC Manager will be responsible for updating the SOPs and identifying deficiencies through drills, simulation, and exercises.

SOP 14.3. The SOPs will be reviewed and revised after each activation exercise or once in a year if the EOCC is not activated.

SOP 14.4. The EOCC Manager will ensure that the updated SOPs are published and distributed to all key stakeholders.

SOP 14.5. The EOCC Manager will maintain the emergency notification roster with 24 hours telephone numbers of EOCC staff and other key stakeholders (see Appendix 2).

SOP 14.6. Communication officer will be trained on how to man- age information received by the EOCC from various institutions such as Tanzania Meteorological Agency (TMA), Geological Survey of Tanzania (GST), Maritime Rescue Coordination Center (MRCC), Tanzania Civil Aviation Authority (TCAA) and other international organizations.

SOP 14.7. There shall be a regular basis EOCC resources inventory

to ensure that the EOCC is well equipped with function-ing equipment and material supplies and up-to-date in-formation technology.

SOP 14.8. During the non disaster time, the EOCC will be utilized for disaster drills and emergency training, orienta- tions, seminar and other public information education events.

SOP 14.9. Private sectors such as cellular networks, media groups, business and trade associations, academia and non-governmental organizations can play an important role for EOCC to effectively function. The EOCC manager will ensure that the MoUs between the government and private sector are prepared.

SOP 14.10. For effective functioning of the EOCC; the Director Gen-eral will ensure that the government allocates sufficient funds from the Government Budget to support the EOCC activities and procurement of equipment and emergen-cy material.

SOP 14.11. The Director General will organize fund raising activities to collect funds to run the EOCC activities to supplement the government budget.

APPENDICES

APPENDIX 1: EOCC LOCATION MAP

APPENDIX 2: EOCC CONTACT LIST

SN	PERSONNEL	TELEPHONE NO	EMAIL ADDRESS
1	Chairman of DMC		
2	Vice Chairman of DMC		
3	DMA, Director General		
4	EOCC Manager		
5	EOCC Assistant Manager		
6	Operation Officer		
7	Planning Officer		
8	Administrative Officer		
9	Logistic and Finance Officer		

10	Communication Officer		
11	Information Technology (IT) Officer		
12	GIS and Remote Sensing Officer		
13	Radio Operator		
14	Telephone Operator		
15	Liaison Officer		
16	Security Officer		
17	Secretary		
18	Driver		
19	Office Assistant		

APPENDIX 3: EOCC ACTIVATION SET UP CHEK LIST

SN	CHECK LIST	CHECK(V)
1	Check generator, emergency lighting functional	
2	Check emergency fuel, food, water, bedding supplies available	
3	Ensure communications equipment tested and working	
4	Ensure adequate tables, chairs and other furniture available	
5	Set up maps, display boards, and charts	
6	Activate fax lines and cell phones	
7	Ensure sanitary supplies available	
8	Ensure computers, printers, scanners, flip charts projectors in place and working	
9	Check adequate batteries for lighting, radios in place	

10	Ensure first aid kits and medical supplies in place	
11	Ensure security arrangements in place	
12	Ensure adequate stationery supplies available	

APPENDIX 4: EOCC LOGS/DISPLAYS

A. EVENT LOG

INCIDENT:	DATE:			TIME UPDATED:	
SN	Time reported	Reported by	Reported to	Description	Action taken

B. HEALTH FACILITY STATUS

INCIDENT:	DATE:				TIME UPDATED:	
Name of Facility	No of Beds	No of available Beds	No of Patients received	No of Patients treated	No of Patients admitted	Remarks/ Needs

D. EVACUATION STATUS

Area	No residents	No evacuated	Moved to	No Remaining	Remarks/ Needs
INCIDENT:	DATE:		TIME UPDATED:		

F. RESOURCES STATUS

Resource	Location	Deployed #	Available #	Needed #	Remarks
INCIDENT:		DATE:		TIME UPDATED:	

H. EOCC MESSAGE FORM

Message #	Message description	Date received	Time Received	Action Taken	Remarks
INCIDENT:		DATE:	TIME UPDATED:		

J. EOCC SHIFT CHANGE BRIEFING

EOCC SHIFT CHANGE BRIEFING					
POSITION		**OPERATIONAL PERIOD**		**TIME**	
				S:	**E:**

CURRENT STATUS

(DEFINE RESOURCE AND ACTIVITIES CURRENTLY ACTIVATED)

NEXT OPERATIONAL PERIOD PRIORITIES

(DEFINE PRIORITIES TO BE CONDUCTED DURING THE NEXT OPERATIONAL PERIOD).

CURRENT OPERATIONAL PERIOD OUTSTANDING ISSUES

(DEFINE ISSUES WHICH MAY NOT BE MET DURING THE CURRENT OPERATIONAL PERIOD)

SIGNIFICANT DEFERRENTS

(DEFINE ISSUES WHICH HAVE OR MAY PREVENT PRIORITIES FROM BEING ACCOMPLISHED)

PUBLIC/MEDIA INFORMATION
(DEFINE SIGNIFICANT ISSUES WHICH NEED TO BE PUBLICIZED)

K. EOC SITUATION REPORT

EOC SITUATION REPORT	
REGION, DISTRICT, WARD , VILLAGE:	
DATE AND TIME: (YYYY-MM-DD) (HH:MM)	
TASK NUMBER:	
PREPARED BY:	
APPROVED BY: (NAME AND POSITION)	
EOC CONTACT:	**REPORT TYPE:** (INITIAL)
NAME:	UPDATE #
AGENCY:	FINAL
PHONE #:	**SITUATION FORECAST: (**IMPROVING)
FAX #:	UNCHANGED
E-MAIL:	DETERIORATING

HIGHTLIGHTS (SITUATIONAL OVERVIEW-KEY POINTS):

CURRENT PRIORITY NEEDS: (RESOURCES/INFORMATION/SUPPORT)

RESOURCE REQUEST ATTACHED: YES OR NO

PEOPLE IMPACTED (ESTIMATED/CONFIRMED)**:**

# EVACUATED	# INJURED	# HOMELESS*	# MISSING	# DEAD	# HOSPITALIZED

LIVESTOCK IMPACTED: (ESTIMATED/CONFIRMED)

ANIMAL TYPE	# DEAD	# EVACUATED	# DISPOSED

GENERAL SITUATION/STATUS:

TRANSPORTATION	COMMENTS:		(YYYY-MM-DD) (HH:MM)
	ROUTES CLOSED	PARTIAL BLOCKAGES	REOPENED TIMES
COUNCIL ROADS			
TANROAD ROADS			
DRR (DISASTER RESPONSE ROUTES)			
BRIDGES			
TUNNELS			
TRANSIT SYSTEM			
RAIL (FED.)			
RAIL (PROV.)			
CRITICAL TRANSPORTATION ISSUES:			

UTILITIES	CUSTOMERS WITHOUT SERVICE		COMMENTS
	#	%	
WATER			
SEWERS			
ELECTRICITY			
HYDRO			
GAS			
TELEPHONE			
CABLE			
CRITICAL UTILITIES ISSUES:			

COMMUNICATION METHODS:			
TYPES FUNCTIONING:	TELEPHONE	EMAIL	CALL CENTRE
	CELLULAR	FAX	# OF CALLS RECEIVED/ HR:
	RADIO	AMATEUR RADIO	
	SATELLITE	OTHER:	
ANTICIPATED COMMUNICATION PROBLEMS:			

DAMAGE ASSESSMENT REPORT:	☐ ATTACHED ☐NOT ATTACHED
CURRENT RESPONSE INFORMATION:	

CURRENT RESPONSE INFORMATION:

	RESOURCES	ASSIGNED	AVAILABLE	OUT OF SERVICE	RESERVED	CRITICAL NEED
1.	POLICE:					
	POLICE STAFF					
	POLICE VEHICLES					
	SEARCH AND RESCUE:					
	SAR MEMBERS					
2.	FIRE:					
	STRUCTURAL FIRE-FIGHTERS					
	STRUCTURAL FIRE APPARATUS					
	WILDLAND FIRE-FIGHTERS					

	WILDLAND FIRE APPARATUS					
	AIRCRAFT					
	ENGINEERING/ PUBLIC WORKS STAFF					
	VEHICLES					
	EQUIPMENT					
	PARAMEDICS					
	AMBULANCES					
3.	**VOLUNTEERS**					
	PUBLIC INFORMATION OFFICERS					
	CALL TAKERS					
4.	**MILITARY**					
	MILITARY CREWS					
5.	**OTHERS:**					

CURRENT ESS RECEPTION CENTRE/GROUP LODGING INFORMATION:

NAME OF RC/GL ACTIVATED	ADDRESS/ LOCATION	FACLITIY CAPACITY	TOTAL # REG.	TOTAL # STILL REQ. HELP	COMMENTS
TOTALS:					

HOSPITALS STATUS	OPERATIONAL STATUS Y/N			# IN HOSPITAL	# BEDS AVAILABLE	COMMENTS
FACILITIES/ LOCATION	COMMUNICATION	POWER	WATER			

COMMUNITY HEALTH STATUS	
PUBLIC HEALTH	
MENTAL HEALTH	
CONTINUING CARE	

REQUEST FOR NATIONAL EMERGENCY SERVICES STOCK PILE (CCU AND/OR 200 BED HOSPITAL):

☐ YES   ☐ NO

DETAILS:

WEATHER CONDITIONS:

TEMP:	PRECIP:	WIND: (SPEED & DIRECTION)	AIR QUALITY:	TIDAL INFORMATION:	FORECAST: (24 HRS)
C°	mm	km/hr			

FUTURE OUTLOOK/PLANNED ACTIONS:

OTHER COMMENTS:

APPENDIX 5: S

AMPLE MEMORANDUM OF UNDERSTNDING (MOU)

Memorandum of Understanding between Disaster Management Agency (DMA) and Private Sectors, NGOS and Volunteer Organizations

1. PURPOSE

The purpose of this memorandum of understanding is to set for the binding agreement between the Government and the Private sectors, NGOs and Volunteer organizations regarding provision of emergency services/disaster relief during an emergency operation.

2. AGREEMENT

By signing this MOU, Private sectors, NGOs and Volunteer organizations agree to:

2.1. Support the government emergency concept of operations and carry out their assigned functional responsibilities to en- sure the orderly, timely delivery of emergency assistance.

2.2. Cooperate with the DMA Director General to provide effective support and supervision of emergency operations.

2.3. Provide emergency equipment including use of their facilities during an emergency operation.

2.4. Make maximum use of existing resources to reduce disaster relief costs.

2.5. Continue to develop exercise, drill and training activities to maintain necessary operational capabilities.

2.6.   Perform their duties to ensure effective assistance is provided
        to disaster victims

We, the undersigned, do hereby commit ourselves into providing assistance during an emergency operation as described in this Memorandum of Understanding as well as any other activities as shall mutually be discussed and agreed upon by the parties from time to time.

_____   _____
DMA, Director General   Support Organization
                                               (Insert name of   organization)

_____   _____
EOCC Manager   Witness Officer

APPENDIX 6: LIST OF AGENCIES/STAKEHOLDERS AND THEIR ROLE

FUNCTION	ASSIGNED TO:	
	PRIMARY AGENCY	**SUPPORT AGENCY**
A. Direction and Control	• DMA	• ALL Disaster Management Committees
B. Communications and Warnings	• DMA	• Tanzania Communication Regulatory Authority (TCRA) • Ministries responsible for Health, Housing and Human Settlement, Water, Food Security, Livestock, Energy, Local Government Authority, Transport, Infrastructure. • Ministry Responsible for Communication and Information • Emergency Preparedness and Response Section and Epidemiology and Disease Control Section • Department of Communication • Tanzania Red Cross Society • Tanzania Meteorological Agency (TMA) • Geological Survey of Tanzania (GST) • Tanzania Tourist Board (TTB) • Tanzania People's Defense Force (TPDF) • Tanzania Ports Authority (TPA) • World food programmes(WFP) • Tanzania Police Force • Water Basin Authorities • ALL Cellular Networks and the Media (newspaper, radio and TVs) • United National Humanitarian organizations e.g., UNDP, UNHCR, FAO, WHO, WFP, UNOCHA etc.

FUNCTION	ASSIGNED TO:	
	PRIMARY AGENCY	**SUPPORT AGENCY**
C. Evacuation	• DMA • Tanzania Police Force(TPF)	• ALL Disaster Management Committees • Department of Social Welfare • Department of Transportation • Tanzania Red Cross(TRCS) • Tanzania Tourist Board(TTB) • Tanzania People's Defense Forces (TPDF) • Tanzania Ports Authority(TPA) • Tanzania Scouts Association(TSA) • Maritime Rescue Coordination Centre • Fire and Rescue Force • United National Humanitarian organizations e.g., UNDP, UNHCR, FAO, WHO, WFP, UNOCHA etc.
A. Firefighting	• Fire and Rescue Force	• Emergency Preparedness and Response Section and Epidemiology and Disease Control Section • Tanzania Civil Aviation Authority • Tanzania Police Force (TPF) • Tanzania Electrical Supply Company (TANESCO) • Tanzania People's Defense Force (TPDF) • Tanzania Ports Authority(TPA) • United National Humanitarian organizations e.g., UNDP, UNHCR, FAO, WHO, WFP, UNOCHA etc.
B. Law enforcement	• Tanzania Police Force(TPF)	• Tanzania Peoples Defense Force(TPDF)

FUNCTION	ASSIGNED TO:	
	PRIMARY AGENCY	**SUPPORT AGENCY**
C. Health and Medical Services	• Emergency Preparedness and Response Section and Epidemiology and Disease Control Section	• Department of Environment, • Food Security Department • Department of Livestock Development • Department of Social Welfare • Tanzania Red Cross Society • Tanzania Police Force(TPF) • Tanzania People's Defense Force(TPDF) • NEMC • Association of Private Health Facilities in Tanzania • UN, Regional and International Agencies
D. Search and Rescue	• Fire and Rescue Department • Tanzania People's Defense Force(TPDF)	• Tanzania Civil Aviation Authority • Tanzania Red Cross • Tanzania Police Force(TPF) • Tanzania Scouts Association(TSA) • UN, Regional and International Agencies
E. Shelter and Mass care	• DMA • Tanzania Red Cross	• ALL Disaster Management Committees • Emergency Preparedness and Response Section and Epidemiology and Disease Control Section • Departments of Lands • Department of Surveying and mapping • Food Security department • Social Welfare Department • Tanzania Police Force(TPF) • Tanzania people's Defense Force(TPDF) • Regional and International Agencies • Tanzania Scouts Association(TSA) • UNHCR, IOM

FUNCTION	ASSIGNED TO:	
	PRIMARY AGENCY	SUPPORT AGENCY
F. Emergency Public Information	• DMA • Department of Information	• ALL Disaster Management Committees • Department of Communication • Department of Social Welfare • ALL Cellular Networks and the Media • United National Humanitarian organizations e.g., UNDP, UNHCR, FAO, WHO, WFP, UNOCHA etc.
G. Damage and Needs Assessment	• DMA	• ALL Disaster Management Committees • Department of Infrastructure • Department of Environment • Department of Lands • Municipal, Town and District Councils • Tanzania Peoples Defense Force(TPDF) • UN, Regional and International Organizations and NGOs. • United National Humanitarian organizations e.g., UNDP, UNHCR, FAO, WHO, WFP, UNOCHA etc.
H. Public Works and Engineering	• Department of Works • Department of Infrastructure	• ALL Disaster Management Committees • Department of Transportation • Tanzania People's Defense Force(TPDF)
I. Energy and Utilities	• Department of Energy	• ALL Disaster Management Committees • Tanzania Electric Supply Company(TANESCO) • Ministry responsible for energy • Ministry responsible for water • EWURA • REA
J. Resources Management and Supply	• DMA • Ministry responsible for Finance and Economic Affairs	• ALL Disaster Management Committees • Food Security Department • Tanzania Red Cross • Municipal, Town and District Councils • Tanzania People's Defense Force • UN, Regional and International Agencies

FUNCTION	ASSIGNED TO:	
	PRIMARY AGENCY	**SUPPORT AGENCY**
K. Transportation	• Ministry responsible for Transportation	• Tanzania Civil Aviation Authority • Tanzania Railway cooperation • SUMATRA • Tanzania Red Cross • Tanzania People's Defense Forces(TPDF) • Tanzania Ports Authority(TPA) • TABOA • TANROAD • Institute of Marine Science(IMS) • United National Humanitarian organizations e.g., UNDP, UNHCR, FAO, WHO, WFP, UNOCHA etc.