



**National Emergency Management Office
(NEMO)**

Emergency Operation Centre Manual

**MINISTRY OF METEOROLOGY, ENERGY, INFORMATION, DISASTER
MANAGEMENT, ENVIRONMENT, CLIMATE CHANGE AND COMMUNICATIONS
(MEIDECC)
NUKU'ALOFA, TONGA**

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1. Introduction

1.1 Purpose and Scope

This Emergency Operation Centre (EOC) manual is designed to provide guidelines on establishing, readying and operating EOCs. The Standard Operating Procedures (SOPs) is also intended to be used for training staff who will be stationed at the EOCs when activated and can be referred to as a guide for activation.

EOCs and EOC staff must be prepared to function in a wide range of operating situations.

Hazards that are frequent to Tonga and require central information gathering and decision-making of EOC are listed in this manual.

This list does not cover all contingencies that might require a central control point.

Note, disasters can be compounded by ensuing threats such as black outs from tropical cyclones, earthquakes or tsunamis can lead to civil disturbances.

The emergency situation will determine the direction and control function that the EOC will perform, and the human and material resources required to perform it. The situation will also inform EOC layouts, communications, and data display needs.

Emergencies vary in frequency, in our ability to predict them (and the length of forewarning such predictions provide), and in the force, physical scope and duration of their impacts. All of these variables also affect EOC requirements and staff, and are considered in this manual and related SOPs.

Figure 1: National Emergency Management Office's Scope of Work



National Emergency Management Office's Scope



Prevention

- Advocacy
- Policy Development
- Project Management

Preparedness

- Community & School Awareness
- Plan & Simulation of plan
- Preposition Stock

Relief

- Coordinate from National Emergency Operation Centre
- Coordinate Clusters
- Relief Distribution

Response

- Initial Damage Assessment
- Business as usual as soon as possible

Recovery/ Rehabilitation/ Reconstruction

- Monitor and evaluation
- Assess and review
- Transition to Building Back Better

PART ONE
ESTABLISHING AND PREPARING THE EOC

2. FACILITIES

The National Emergency Coordination Centre (NECC) is located at the National Emergency Management Office (NEMO) at the Ministry of Meteorology, Energy, Information, Disaster Management, Environment, Climate Change, Communication (MEIDECC) at Otto Sanft Building, Level 3.

The EOCs in the Islands are located in:

- 'Eua at the Meteorological Office,

- Ha'apai

Multi-Hazard and Emergency Coordination Centre

Pangai

Ha'apai

- Vava'u

Vava'u Emergency Coordination Centre or MEIDECC office

- Niuaus is within the Government Representative's office, as there is not a stand-alone EOC in the Niuaus. The emergency coordinator should consider other public buildings that could in time of an emergency be converted for EOC use.

The established EOC's can be used as multi-purpose facilities such as training and other purposes during non-emergency periods (peace times). Noting that should an emergency occur, the EOC will be activated and any training scheduled will be postponed with priority as EOC.

3. EQUIPMENT, FURNISHING and COMMUNICATION

The following sections identify key EOC equipment supplies, furniture, and communications that should be set aside or identified for emergency centre use.

3.1 Equipment and Supplies

Most of the equipment required in an EOC when activated is often used day-to-day for other purposes. Equipment that is potentially movable (to alternate EOCs) is also preferred to equipment that is mounted permanently in place or is too bulky or heavy to move easily. Reliable equipment should also be selected to operate in emergency conditions; any electrical equipment should be tested on emergency power to insure operability.

All EOCs should have at minimum:

- a generator adequate for two weeks of EOC operation without resupply,
- fuel,
- water,
- backup lighting,
- a first aid kit,
- bedding,
- food,
- hygiene and sanitation supplies,

As it is not practical and can be difficult to maintain these supplies in usable form over long periods of time; an alternative is to identify nearby commercial, public and private organizations that do have the necessary equipment and supplies in stock. These need to be reliable to support the EOC when it is activated. A formal agreement should be created in order to access this equipment and stock during or after hours if required.

A backup Central Processing Units (CPU), power banks and fresh batteries to support are needed for the continued operability of the EOC in a major emergency.

In any emergency, standard office equipment will be necessary such as photocopying machines, scanners, cameras and other recording devices.

Stationery supplies for EOC operations should also be stocked in or near the EOC in sufficient quantity to ensure immediate availability.

Extra hard copies of current emergency plans, SOPs, contingency plans and checklists should also be available in and near the EOC.

3.2 Furnishings

Tables and chairs should be permanently located in the EOC or stored nearby. EOC furniture arrangements and layouts should be understood by all personnel. A floor plan should be posted with the other relevant plans, including the EOC operating procedures in the facility for rapid reference when the EOC is activated

Whiteboards with adequate supplies of whiteboard pens should also be included

3.3 Communications

Clear communication between and across all channels is imperative to the effective and efficient coordination of the EOC in supporting those who have been and are being affected by the hazard (affected person/s/ communities) and those who are able to provide immediate support (first responders).

The ability to communicate with first responders, clusters and the public is core and integral to the EOC's emergency management role. The EOC must be able to communicate downward to and from subordinate jurisdictions and to and from the field, laterally to and from adjacent jurisdictions and agencies to request (or receive requests) for assistance, and upward to and from higher level jurisdictions and agencies to report conditions and to ask for help.

All communications in and out of the EOC will be recorded using *Template 3 Record of Conversation* attached in Appendix.

4 DATA AND DISPLAY

Data and resource information requirements in an Emergency Operating Centre vary greatly with the size of the jurisdiction and its available resources. There is a basic set of data that should be compiled and accessible in or near the EOC, ideally in emergency plans as showcased in the following table.

Table 1: EOC Data/ Information Requirements for Display

Category of Data	Details	Location
Alert Lists (these are lists of key contacts to notify of weather/ at risk populations to prepare)	EOC roster for EOC staff contact list Island District (DEOC) staff contact list District and Town officers contact list (updated contact numbers) Surge capacity staff list	
Hazard Information (locations of potential affected areas)	Maps of risk areas, flood zones Community (Village or District) maps with early marked locations of evacuation centres, hospitals or medical clinics/ centres	
Warning and Public Information	Contact list of radio and television media Prepared advisory information for major disasters which threaten area, instructions List of evacuation centres and health and safety precautions.	
Resource Information	Manpower, list of evacuations, equipment, ongoing Red Cross EOC phone numbers Lists of transportation resources, including public and private agencies with vehicle fleets. Lists of suppliers of bulk fuels with contact numbers.	

The critical early function of an EOC is to determine what has happened or is likely to happen and what all public and private agencies are doing or planning to do about it in order for the EOC to begin coordinating and directing response efforts. To assist the EOC staff in its situation evaluation, displays of current problems, responses and available resources are necessary.

4.1 Basic Principles of data and display management

The purpose of all data and displays in the Emergency Operating Centre is to provide the Emergency Operation Centre team with the information needed to successfully support the coordination from initial readiness through to search and rescue and immediate response until it is safe to operate and close to operating at a business as usual capacity.

In any data and display system, no matter how simple or complex, there are basic principles which should be understood and observed by those responsible for maintaining the system. Some of the major system requirements are summarized below.

- Displays should be:
 - frequently updated, with the date and time included on every update posted. In fast-developing emergencies, current information is critical for an effective response. Entering the date and time of entries on charts will assist in assuring the EOC of the validity of the information on the display.
 - flexible. They should be flexible to be moved to alternate operating centres if the need arises (for example, a portable whiteboard).
 - easily interpreted. The EOC staff will refer to the information on the charts; so it should be clearly written in a format that is understandable. Keep the language simple.
 - saved as a record or in a file. If computers are used, data should be frequently stored or printed out so that information is not lost irretrievably if power or the computer fails.
 - accessible to all EOC staff. They should be visible from all parts of the EOC without moving from one's seat, and the most important displays should be centred in front of the Controller.

- EOC drills and exercises should be conducted regularly to give EOC staff responsibility for maintaining displays by training all EOC staff on how to keep these updated. This will enable senior EOC staff members to be familiar with the information that will be on display. These drills and exercises are also an opportunity to improve and work efficiently.

- Display systems should also be tested regularly, including technology reliant systems during the drills.

4.2 Methods of Display

Some of the ways to display critical information in the EOCs is outlined below.

1. Charts and maps, either magnetic or plastic overlay or both

Advantages

- Least expensive and most flexible display medium
- Charts and maps are easy to store, use and relocate when necessary

Disadvantages

- Wall charts are often difficult to keep up to date in the hectic early activity of EOC operations when the data they are designed to display are most needed.
- Wall charts are also easily obstructed by normal traffic in the EOC.
- When a chart is filled, it must be erased, thus losing data on early problems and responses.

2. Computers

Advantages

- Provide excellent storage, display and printing capabilities
- Can store emergency plans, SOPs, checklists and resources files
- Can manipulate figures and produce reports

Disadvantages

- Rely on consistent power so a generator should be made available
- Backup server for data in case of failure of the system or the emergency generator that is expected to power it.

3. B

• B

- Items to be displayed on the bulletin board include briefing, shift and report schedules, announcement of special frequency assignments and other information needed by relief personnel so that they can rapidly assume their duties.
- A copy of EOC Manual and SOP should be posted on the bulletin board or left somewhere in the EOC for reference purposes.

Other displays may be needed according to the nature and scope of the emergency. Administration should also ensure that sufficient materials are available in the EOC for creating new charts as required.

5. STAFFING, TRAINING AND TESTING

5.1 Staff for the EOC

The number of staff required to operate the EOC will depend on the size and nature of the disaster.

In most disasters, there is a tendency for a sudden increase in numbers of people wanting to assist. The EOC will typically attract many persons whose presence is not essential to the effective management of the response. Interested local staff without assigned emergency responsibilities, volunteers, and people who are merely curious frequently gravitate toward the emergency centre to find out what is happening and in many cases, volunteer their assistance. All staff members of the EOC should be advised of their roles and responsibilities through the EOC SOP. All staff members should be trained so they are able to carry out the tasks they are responsible for and should be aware of their responsibility.

Every person working at the EOC will be required to sign a Confidentiality Agreement to ensure all data and information collected/ received while at the EOC will not be shared in any form, unless to support relief, response and recovery effort, refer to *Template 8 Attendance Register* in Appendix.

5.2 EOC Staffing-Roles and Functions

The roles and tasks that need to be performed in an EOC is organised in to seven functional areas. These 7 functional areas are listed below with their key tasks outlined. As previously mentioned, the number of EOC staff will vary depending on the impact on Tonga's communities. For example, one incident may require more support and resources while another with less impact will require less support to perform an effective response. As an event grows in impact, the number of EOC staff will need to also increase so there is sufficient support available to respond to the event. The Controller's role needs to consider and anticipate staffing needs and make the necessary additions before they are actually required.

5.2.1 EOC Functions

1. Controller – *the controller is responsible for deciding what is to be done in response to an event/ incident, who will do it and by when.*

- Policy, priorities, decisions and guidance.
- Resolving issues of policy
- Recommendations
- Control

2. Intelligence and Planning – *Use relevant data & information to inform plans.*

- Collect, organise, analyse, validate data and report information
- Develop alternatives based on possible outcomes
- Develop SITREPs
- Provide update on resource status
- Provide update on allocation of resources
- Provide briefings to management

3. Operations – *conduct relief & response efforts as advised & provide immediate feedback*

- Implement plans

- Provide intel and feedback data and information
- Support operations
- Assist with coordination
- Communicate to all
- Safety of all emergency response officers
- Respond to events as required
- Make recommendations
- Provide feedback

4. Administration – *support EOC with integral administration*

- Provide support (clerical, transport, food, IT and services)
- Documentation & record keeping
- Communication
- Security

4. Logistics – *Conducted by Logistics & Coordination Cluster*

- Acquire, procure, transport, sort, allocate and distribute all forms of resources and goods and services
- Provide feedback on plans
- Recover resources after event
- Document actions taken
- Liaise with customs and quarantine

6. Financial –

- Funding
- Accountability
- Bill paying
- Advise/ recommend
- Liaise with financial institutions

7. Public Information and Media Relations

- Provide official information to media
- Provide feedback from public and media
- Liaise with media

NOTE: Only fill positions as necessary. One person can do two functions if impact is not severe, hence the importance of the EOC training. The EOC staff numbers will also increase and decrease across the various phases of the disaster. The largest commitment of manpower will be during the response phase.

5.3 Training

Once assigned roles, EOC staff must be trained in:

- what response plans exist,
- how they are to be implemented and
- how the EOC is to be used.

NEMO should also ensure that adequate surge staff has been trained in maintenance of data and charts, EOC liaison roles, communication systems and procedures.

Ideally, training should be given to three or four officers to ensure that there is a sufficient number of trained individuals available to operate the EOC when activated and to give field personnel an understanding of the EOC's role in emergency management and the EOC's information requirements.

Training for first responders that will support the EOC operations is also important, both to convey practical information on how the EOC functions and to impart a sense of participation and collaborative support. Training should include informational tours and briefings on procedures, as well as opportunities to participate in tests of the EOC facility and its systems.

5.4 Testing

Two major components of the Emergency Operations Centre need to be tested at regular intervals: the EOC staff and the facility.

The common method of testing the EOC staff is through emergency simulations. These simulations may take the form of:

- discussion type exercises (workshops or group problem-solving),
- table-top exercises (slow-paced walk-throughs),
- operational exercises (testing all EOC systems and staff), and
- field type exercises.

NEMO should organize exercises of each type regularly (perhaps once a quarter or every 6 months), but those most valuable for EOC procedures testing and training are generally operational exercises, in which simulators send pre-planned problem messages into the EOC for resolution. These simulations should also be stipulated in the specific hazard response plan. Operational exercises provide relatively realistic stresses on EOC systems and personnel, allows familiarisation and training in EOC procedures, and can help identify problem areas in EOC systems and procedures that need to be corrected, prior to activation.

Mechanical and communications systems should be tested regularly as well. Alternate EOC sites also need to be identified and tested from time to time.

NEMO should invite auxiliary and volunteer groups to participate in EOC tests, also to familiarise them with EOC procedures and to promote an understanding of the total crisis and response management system and its requirements, to provide recognition and appreciation of volunteer contributions to community preparedness and to ensure that task assignments are clearly defined. All EOC-based tests should include opportunities to exercise EOC paper flow, message handling and display posting.

Standby communications systems that are not in frequent use should be tested at least quarterly, along with emergency power systems, outdoor warning systems and computers as well as any other equipment that is used by the EOC.

Including field personnel in EOC exercises serves the same purpose as including volunteers: to raise awareness of what the overall emergency management problems are; to show how important information from outside the EOC is to effective crisis management; and to ensure that trained backup staff will be ready in cases where EOC line staff are unavailable.

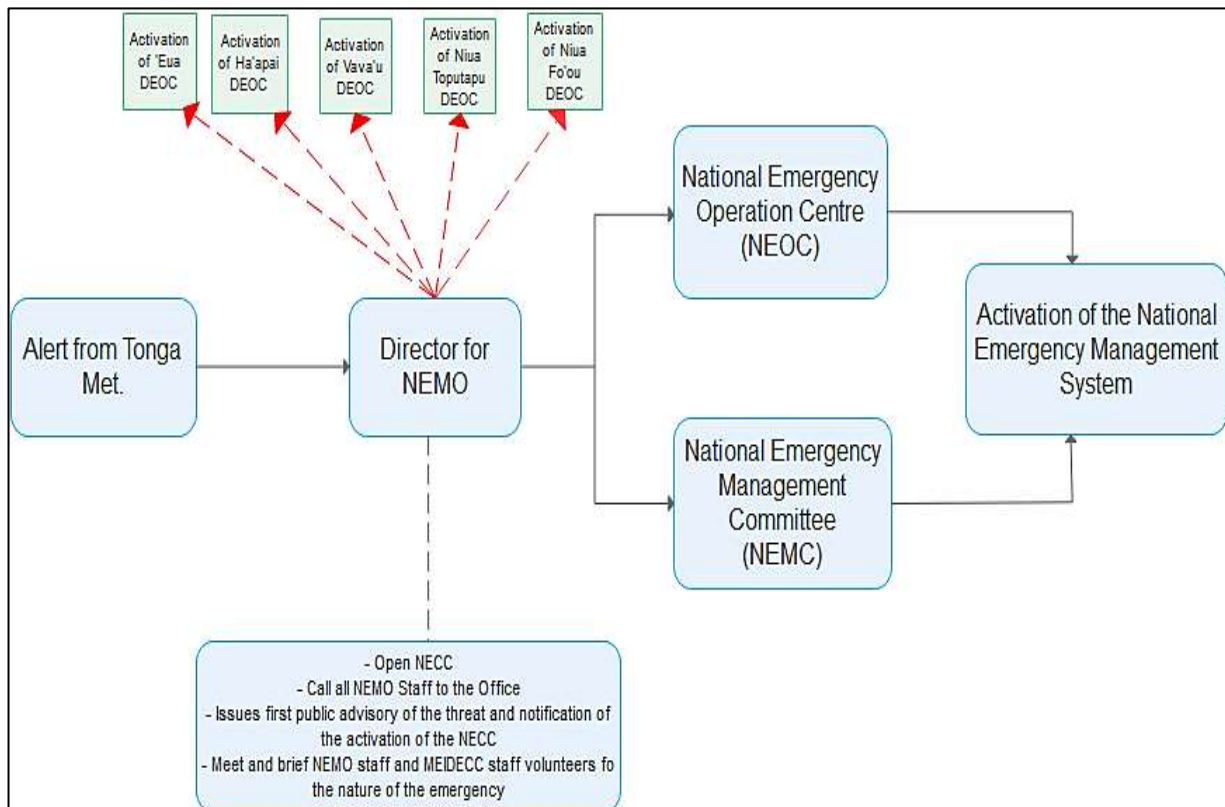
PART TWO -OPERATING THE EOC

6. Activation Procedures

The Emergency Operations Centre may be activated in the lead up to a potential disaster to be ready to provide a response to the affected area and affected population.

The Director for the National Emergency Management Office will activate the EOC, refer to Figure 2; *Activation Procedures*. The EOC operational environment is characterised by situations which require rapid but calculated decisions in a rapidly changing environment.

Figure 2 *Activation Procedures*



The efficient and effective operation of an EOC in emergency situation requires management approaches which will differ significantly from the day-to-day care routine of a normal office. EOC staff should be divided into two teams to ensure that the office is in operation 24 hours. Before the end of the shift each team should complete the EOC Handover Forms and email to the Controller as well as the people in the shift; refer to *Template 1 EOC Handover Forms between Shifts* in appendix.

It should be noted that EOC activation and setup procedures must also be tested occasionally in the drills or training sessions. Through such tests, the EOC SOP can be modified to fit the particular needs and the changing capabilities of its crisis management staff and emergency equipment.

The EOC SOP itself should be reviewed annually to ensure consistency with current plans, procedures, equipment, record-keeping systems, display devices, and communications capabilities. As the SOP is updated and distributed, short training sessions or exercises can be scheduled to test

and disseminate any changes in operating procedures. It is also imperative that all updates are to be noted and dated at the first page of the SOP.

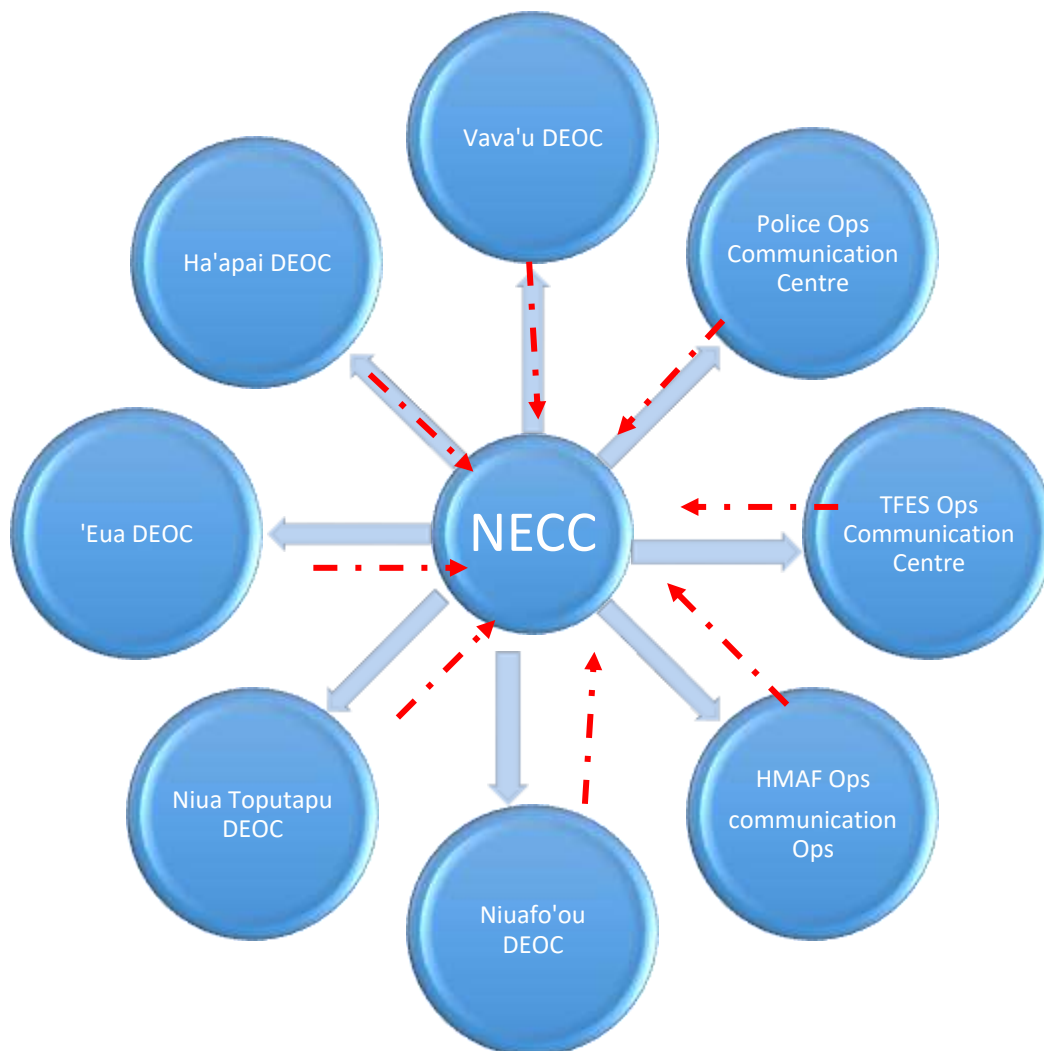
7. COMMUNICATION PROCEDURES

In a major emergency, there are different sources of information needed in the EOC, and a variety of mediums that the required information reaches the EOC. Communication procedures can focus on information to and from the EOC over recommended and approved communications channels, refer to Figure 3.

The set up and installation procedures should be clearly outlined in chronological order in the SOP checklist.

There are separate SOPs for the EOCs in 'Eua, Ha'apai, Vava'u and the Niua's. The SOP should include specific instructions on relocating to alternate EOCs and specific information on repair and replacement resources.

Figure 3 Communication Net



8. INFORMATION – HANDLING PROCEDURES

The role of an operations centre is to support the emergency/ disaster manager (the Controller) in establishing control over a situation and conducting an appropriate response operation. To fulfil this role, the following aspects of information management are common to all operations centres.

1. Information Gathering: This is initially needed to understand the scope of the situation and determine the needs to activate plans, and resource the operations centre efficiently. Information gathering is conducted throughout the entire operation with different focuses on data collection and output to form decision

2. Information Collation: The process of assembling gathered information into usable formats, which will allow it to be assessed and interpreted.

3. Information Interpretation (and analysis): The evaluation of information to decide its relevance, accuracy, significance and implications, to enable the decision making process with the available (limited) evidence.

4. Reaction to Information: This is the planning and execution of appropriate responses.

5. Dissemination of Information: This is information sharing and includes: government and involved agencies on situation and response activities and decisions made; updates and advice to the community on the response and distribution activities; updates and advice on protective measures; and any other relevant information. All tasks and request reported into the EOC are to be recorded in *Template 5 Template/ Resource Form* in appendix.

8.1 INFORMATION GATHERING

The most fundamental method of gathering information is physical inspection of the affected area. A physical inspection must be part of every response operation, and must be conducted at the outset. It becomes even more important if communications are disrupted. Operation centres should have access to *trained* personnel, with reliable transport and reliable communications.

Information may also be gathered from the following:

1. Other Agencies: These include other emergency organisations, support agencies and resource suppliers. Contact details should be permanently displayed in the operations centre and such information should be gathered prior to and updated during operations.

Requests for Assistance: This include calls from the affected community or other emergency organisations as well as from Town and District Officers. All tasks and request

2. reported into the EOC are to be recorded in *Template 5 Template/ Resource Form* in appendix.

3. Incident Details: Situation Reports (SITREP) from verified sources are to be input into *template 4 Situation Report* in Appendix.

4. Offers of Assistance: Offers to assist affected communities may be received at the EOC.

5. Meteorological Data**6. Aerial Photographs**

7. Media including social media posts that will need to be verified. Social media will also need to be monitored, as the public are also likely to post to social media prior to officially contacting NEMO or emergency operations.

8. Request for Information: The EOC should continuously be pro-active in requesting information if it is not being made available.

8.2 INFORMATION COLLATION

Simple and accessible methods should be used to collate information. Some suggestions are:

1. **Files:** These are created to hold important operational information in chronological order.
2. **Displays:** Items such as whiteboards, map boards or computer systems can be used to display important information to all staff so they are aware of the situation. Displays become a living log of information, therefore, currency of displays should include the date and time that it was added to the display. The risk is that this information can be lost once the shift has changed and there is no available space to add more updated information.

8.3 INFORMATION INTERPRETATION

Once collated, information needs to be analysed while considering the following:

1. Is it relevant to other information, and if so, is there more to come or does it change it?
2. Is its source reliable? Information must not be accepted at face value without assessing reliability of the source and crosschecking with other information. Do not discard what appears to be unlikely without sound reasons.
3. Is confirmation required?
4. Does the information have urgent implications?
5. Is it significant? If the significance of an item of information is not recognised, the resulting response may be deficient. Significance is determined by what may need to be done in response to the information.

8.4 REACTION TO INFORMATION

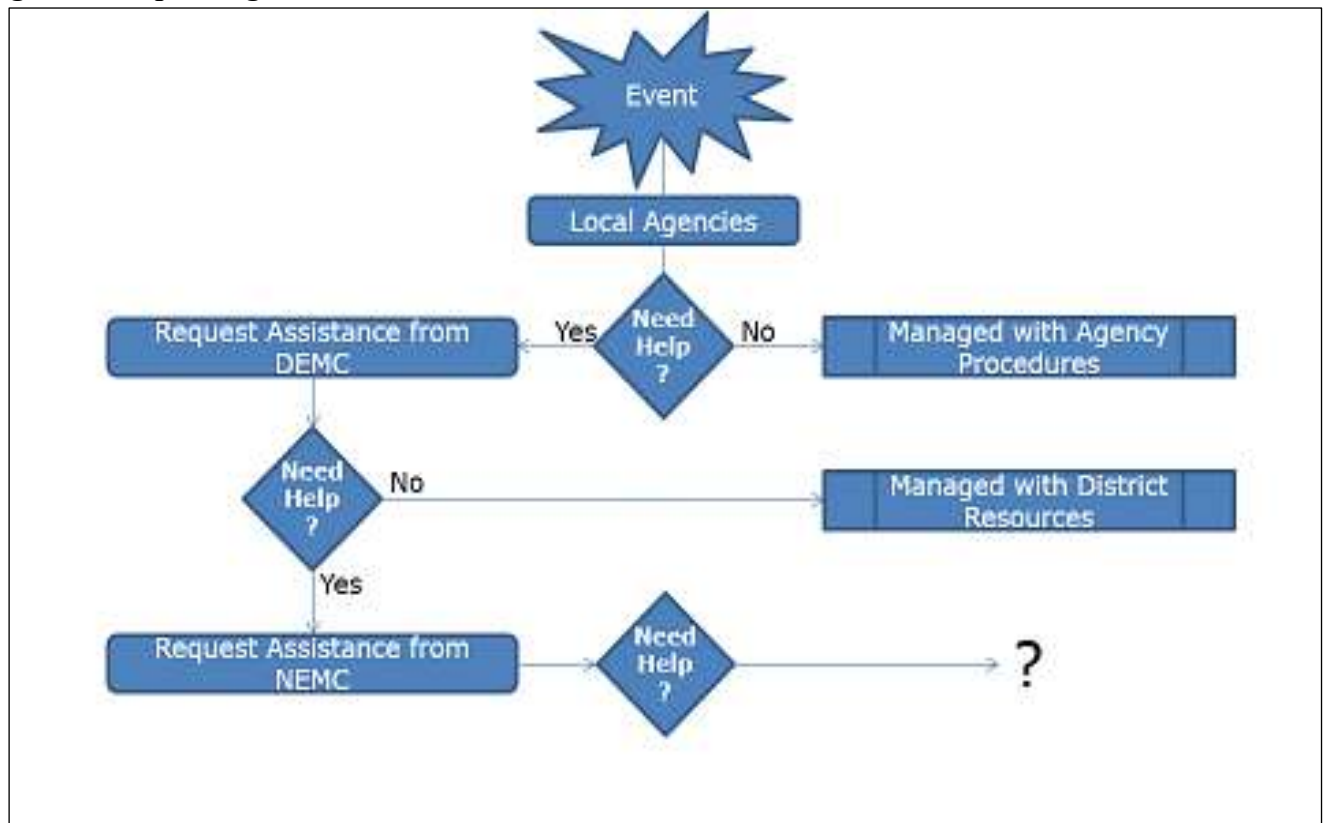
When information has been gathered, collated and interpreted, it is then possible to consider and plan appropriate responses. Actions to be considered include:

1. Resource Matching – Allocation of personnel and resources to identified tasks.
2. Initial Response – Respond using readily available resources.
3. Activation of Clusters
4. Logistic Support is conducted by the Logistics & Coordination Cluster lead by NEMO
5. Documentation – Accurate recording of all information, actions and orders is essential to:
 - Lesson learned,
 - Updating of plans and procedures
 - Recognition of critical incident stress factors.

All documents in the EOC are to be registered and filed. Should any document be requested from the EOC it should be recorded using *template 7 Document Register for Emergency Operation Center* in Appendix.

6. Request for Outside Assistance – This is done when resources are not available to meet the needs and the situation has become so a State of Emergency is declared refer to figure 4.

Figure 4 Requesting Assistance



8.5 INFORMATION SYSTEM

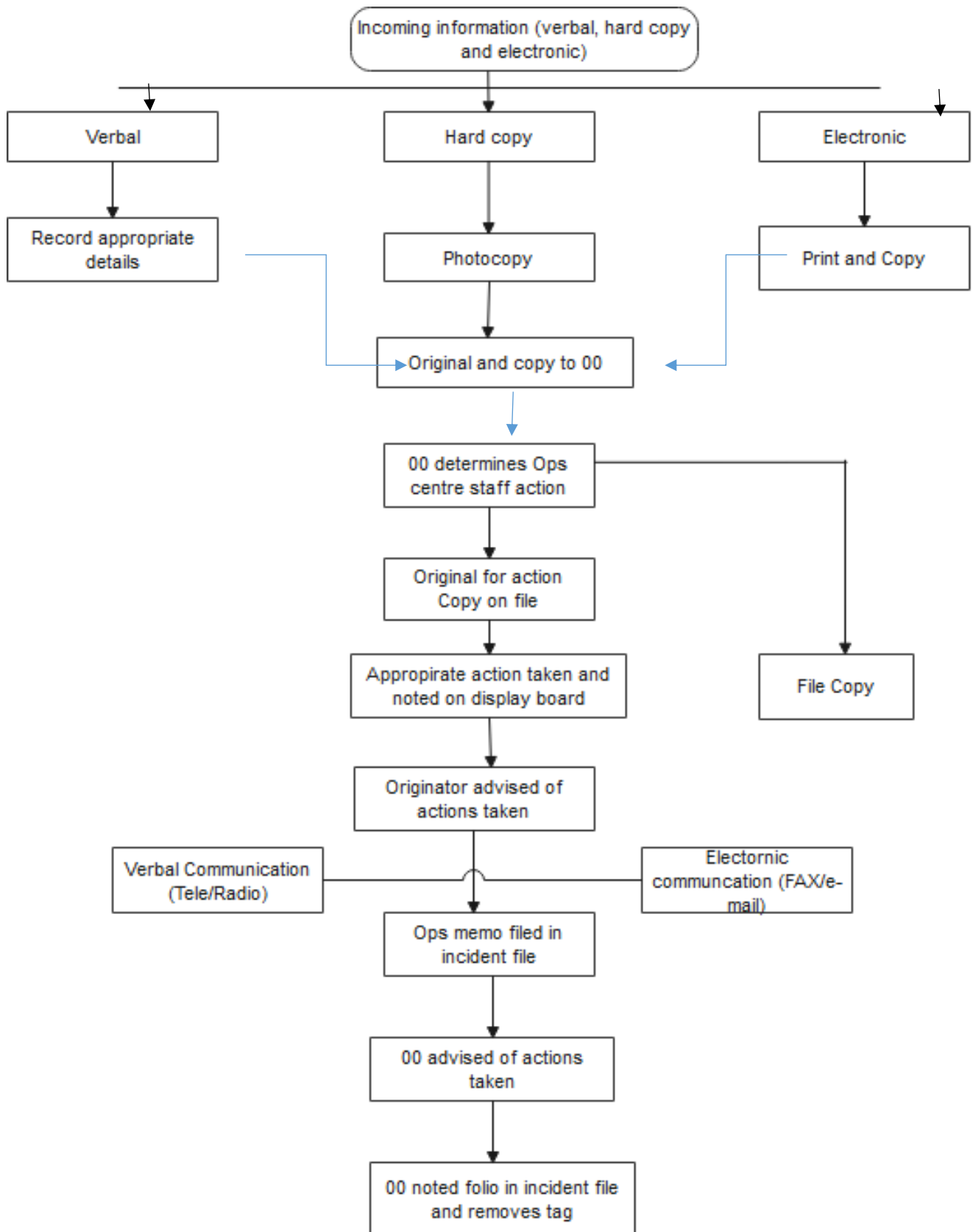
A system must be established for information flow within an operations centre. Staff should be assigned their duties prior to activation. Some suggestions on information flow are below.

1. Incoming Information – Information will be received by various means and from a variety of sources. It can be recorded on computer systems, standardised forms, or plain paper. Each item of information should be numbered and recorded before being directed to the appropriate person for attention. . When information are related via telephone calls the EOC will record the conversation using *Template 1 Record of Conversation* in Appendix.

2. Out-going Information – Out-going information should be written, numbered and a copy filed. EVERY PIECE OF INFORMATION NEEDS TO BE RECORDED.

The following page with figure 5 is an example of the flow of information inside the EOC.

Figure 5 Example of an Information Flow



Note: For the purpose of this diagram, the reference to 00 is to the person designated in the standard operating procedures as the receiver of the information.

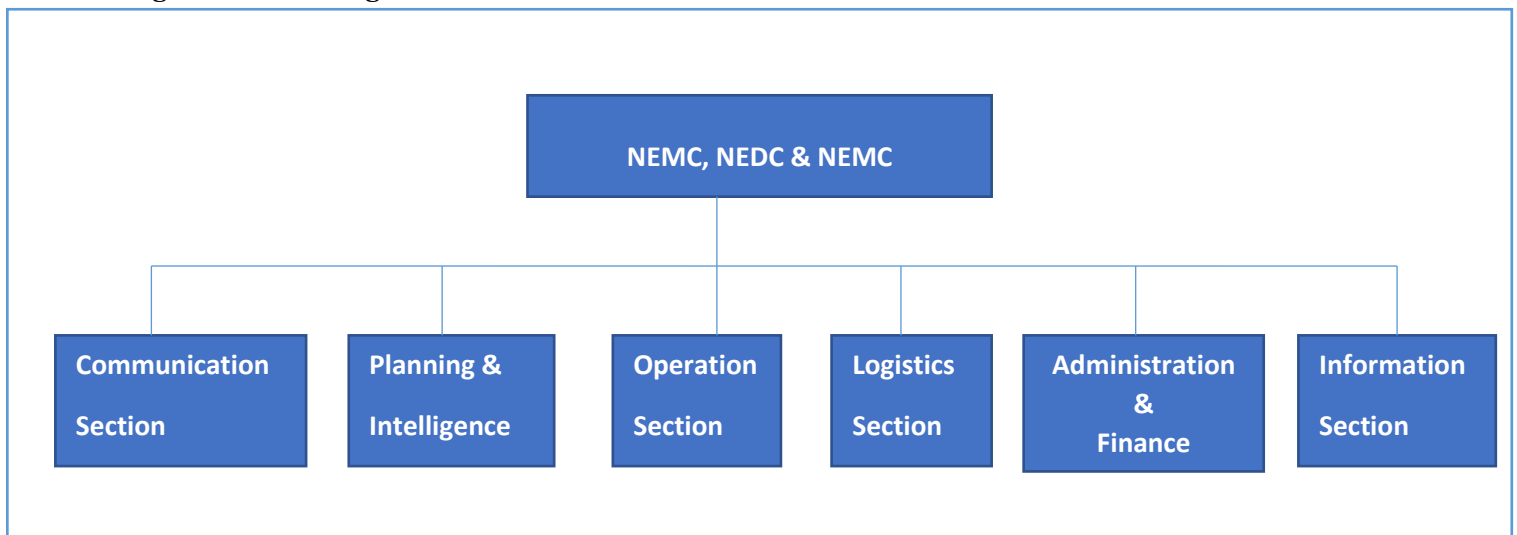
9. EOC Organisation Chart

The operations centre is the key to effective emergency management. In order for the EOC to be effective, an organisation chart needs to be developed around the seven functions that have been identified; refer to *Figure 6 EOC Organisation Chart*.

Each national disaster management organisation will develop its own unique organisation chart based on the organisation of the government and the legal authorities and responsibilities of the agencies involved. The circumstances of any one event may dictate that the organisation chart be altered to meet the special requirements of that event. It is extremely important that everyone in and associated with the EOC are provided with the organisation chart that is being used to respond to that event app.

Each of the units in the organisation may want to develop and publish an organisation chart for their unit. This will reduce confusion for someone directing inquiries and handling messages.

Figure 6 EOC Organisation Chart



Appendix

TEMPLATE 1:

EOC HANDOVER FORMS BETWEEN SHIFTS



MINISTRY OF METEOROLOGY, ENERGY, INFORMATION, DISASTER
MANAGEMENT, ENVIRONMENT, CLIMATE CHANGE AND COMMUNICATIONS

National Emergency Management Office (NEMO)
P.O. Box 1380
Nuku'alofa

TONGA.

The Duty Officer (s) must complete this form each on-duty day. *ONLY fill-in numbers 2 and 3 if there is an event/incident.*

Date of Duty: _____

Shift time (e.g. 0900AM to 1700PM): _____

1. Operation Checklist:

1.1. Check all communication equipment at EOC:

28 – 004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Reachable/ Answered
26 - 340	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Reachable / answered
08006366	<input checked="" type="checkbox"/>	<input type="checkbox"/>	operational
Internet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wi-fi connection was on
7400046 / 7400047		EOC at Ha'apai	Reachable / answered
7401911		EOC at Vava'u	Reachable / answered
50151			Reachable / answered
999		TFES	Reachable / answered
		Police	Reachable / answered
		HMAF	Reachable / answered

2. Incoming calls to EOC and Actions taken

3. Final Comments (Summary report on the day's operation – any pending issues etc)

EOC Team *(list staff on duty for this shift)*



**MINISTRY OF METEOROLOGY, ENERGY, INFORMATION, DISASTER
MANAGEMENT, ENVIRONMENT, CLIMATE CHANGE AND
COMMUNICATIONS**

National Emergency Management Office (NEMO)
P.O. Box 1380

Nuku'alofa
TONGA.

Phone: (676) 26-340, 28-215 Fax: (676) 28-220 Email: vaiutukakaumaka@gmail.com

TEMPLATE 3: RECORD OF CONVERSATION

Emergency Operation Centre

Registered No:

Location :

Date /Time

FROM		
Name:	Title/Agency	Phone :
TO:		
Name:	Title/ Agency	Phone :
DETAILS		
ACTION DETAILS		



THE KINGDOM OF TONGA
NATIONAL EMERGENCY MANAGEMENT OFFICE
NATIONAL EMERGENCY OPERATIONS CENTRE

TEMPLATE 4: SITUATION REPORT
(EXAMPLE OF COMPLETED SITUATION REPORT USING THIS TEMPLATE)

Event:	Tropical Cyclone Winston (TC Winston)	Unit Rep No:	01
Date:	15 - 16 /02/2016	Period:	Up to 1000hrs

This situation report released by the National Emergency Management Office (NEMO) is to inform operational partners on current situation of TC Winston. This Situation report covers the period stated above. Frequency of reports will depend on availability of new information and evolving operation.

Highlights: (inc. info from Tonga MET, EMC and EOC events and publicly available info)

Fua'amotu Tropical Cyclone was activated at 4pm Monday 15 February 2016

6 Tropical Cyclone Advisories have been issued for Tonga since 4pm Monday 15 February 2016

Tropical Cyclone Winston (Cat2) 290km west of Nuku'alofa at 4am Tuesday 16 February 2016

National Emergency Coordination Centre (NECC) was activated at 11:30pm Monday 15 February 2016

District Emergency Management Committees on outer islands were alerted at 11:40pm following the activation of NECC.

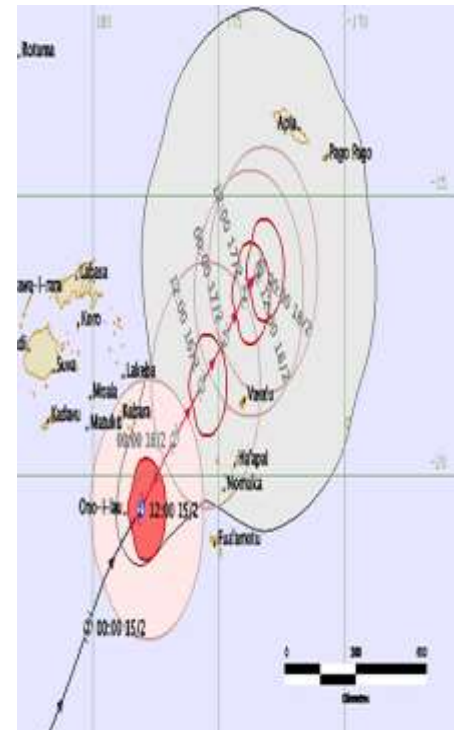
General Public awareness on TV and radio conducted at 1330Hrs (15th Feb. 2016)

National Emergency Management Committee (NEMC) met at 9:00am Tuesday 16 February 2016

No major damages reported from 'Eua, Ha'apai, Vava'u, Niuatoputapu and Niuafu'ou District Emergency Management Committees.

Hala Tahi on the Eastern side of Tongatapu experienced sea water flooding.

Few fallen trees were reported from Tongatapu with no major damage reported.



Evacuation Centres

0

Confirmed Fatalities

0

No. in Evac centres

0

Other headings to be used for Situation Report (page 2) – following the highlights page (if slow/ long onset eg pandemic, drought, volcanic eruption) – if required.

Background

Current situation

Further updates (from relevant stakeholders)

Meeting with International Partners (*include outcomes from most recent meeting*)

Next steps (if required) -



**MINISTRY OF METEOROLOGY, ENERGY, INFORMATION, DISASTER
MANAGEMENT, ENVIRONMENT, CLIMATE CHANGE AND
COMMUNICATIONS**

National Emergency Management Office (NEMO)
P.O. Box 1380

Nuku'alofa
TONGA.

Phone: (676) 26-340, 28-215 Fax: (676) 28-220 Email: vaiutukakaumaka@gmail.com

TEMPLATE 5: Task / Resource Request form

Emergency Operations Centre		Register No Completed
Location		
Person Making Request		
Name :	Title/Agency	Phone
Request Details	Detailed description of task and resource	
Task Location	<i>here the task or resource is to be completed or delivered</i>	
Target Date & time	<i>date for completion of task / delivery of resources</i>	
Authority:	Name of authorising person	
Action details		
Allocated to : (the person who will take action on request)		
Name:	Title/Agency	Phone
Approved by	Title/Agency	Phone
Estimated Cost:		
Commence on :	End at:	Time
Actions Taken		



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TEMPLATE 6: REFERRAL FROM for Emergency Operations Centre

REFERRAL DETAILS		
referred to : Name: _____ title/Agency _____ phone _____		
pproved by : Name	_____ title/Agency	_____ phone
stimated Cost:		
ferred on:	_____ ate at _____	_____ me
ommenced on :	_____ ate at _____	_____ me
ction (s) Taken :		
REFERRAL DETAILS		
ferred to : Name: _____ title/Agency _____ me		
pproved by: Name	_____ title/Agency	_____ me
stimated Cost:		
ferred on :	_____ ate at :	_____ me
ommenced on:	_____ ate at :	_____ me
ction(s) Taken		
COMPLETION DETAILS		
ame: _____ title/Agency _____ phone		
ompletion on :	_____ ate at _____	_____ me
nal Cost	_____ ttached invoice	

