OCHA Geneva

Operations Task Force (OTF)

Standard Operating Procedures

Version 7 November 2008

Record of Changes

Change Description	Date	Posted By
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**OCHA Geneva
Operations Task Force**

Standard Operating Procedures

A. Purpose

The Standing Operating Procedures (SOP) for the OCHA-Geneva Operations Task Force provide guidance for OCHA Geneva entities and the Emergency Response Coordinating Centre (ERCC) Operations Team operations in response to major humanitarian emergencies.

The SOP for the OCHA-Geneva Operations Task Force describe procedures, roles and responsibilities related to the functioning of the Operations Task Force.

Furthermore, the SOP for the OCHA-Geneva Operations Task Force aim at providing a predictable and effective system for mobilising OCHA Geneva tools and services and to ensure reliable and qualitative information exchange within OCHA- Geneva, with OCHA-NY, and with relevant international stakeholders.

B. Scope

The SOP for the OCHA-Geneva Operations Task Force define the concept and functioning of the Operations Task Force, the roles and responsibilities of Operations Task Force functions and describes their interaction with relevant OCHA-Geneva entities and external stakeholders.

C. Rationale

Within OCHA-Geneva, there is a need to standardise procedures for operational information management, the utilization of emergency response tools and the decision-making within OCHA Geneva in order to make internal procedures and decision making more efficient and predictable.

D. Document Management

The SOP for the OCHA-Geneva Operations Task Force is a living document which will be amended based on experience gained by the Operations Task Force during emergencies and simulations.

Any changes to the document will be reflected in the "Record of Changes" at the beginning of the document, with a description of the modification, the date and the authorising entity.

The current version of the document is indicated on the cover page and in each page footer.

E. Structure

The primary purpose of the ERCC functional structure is to reduce entities that the Operations Manager in OCHA-Geneva has to manage within the ERCC in the event of a major sudden-onset emergency.

Furthermore, ERCC structure will ensure sustainability of operational management in OCHA-Geneva in case of re-structuring of the organisation, which bears the risk of disrupting internal procedures and temporary inefficiency of operational management in the immediate aftermath of such changes.

The ERCC structure does not replace the organisational structure in OCHA-Geneva or the role and responsibility of its Sections and Units. The structure is designed to streamline information flow during emergencies within OCHA Geneva and facilitate information collation, analysis, decision making and reporting.

The Operations Task Force applies a functional structure that is based on an international standard, which is used in modern emergency management organisations worldwide. The structure consists of the following elements:
- Team Leader
- Operational Functions
  - S1 Personnel
  - S2 Situation
  - S3 Operations
  - S4 Logistics
  - S5 Public Information
  - S6 Communications and IT
  - S8 Finance
  - Specialised functions, if required (e.g. OCHA-Geneva security focal point or DSS in an emergency with major security implication)
- Support Team
  - Support Team Leader
  - Secretariat and reporting
  - Mapping
  - Technical support

This structure facilitates internal information flow and decision making and follows a modern standard, thereby providing compatibility with other Operation Centres worldwide.

The Responsibilities are as follows:

- Operations Task Force Leader
  - Staffing of the function
    - Senior staff member with experience in leadership, operations management and good knowledge of international disaster and emergency management as well as OCHA's tools and services
  - Tasks
    - Oversees the functioning of the Operations Task Force
    - Performs quality control of the Operations Team's output
    - Decision making
    - Liaison with OCHA NY

- S1: Personnel
  - Staffing of the function
    - Experienced staff member with good knowledge of UN rules and procedures related to personnel and staffing.
    - Can be assisted by one or more other OCHA staff members to increase capacity and provide on-the-job training
  - Tasks
    - Maintains an overview of all staffing related issues with regard to the operation
    - Prepares concise briefings to the Operations Team, which should include:
      - An update on the staffing situation related to the emergency

- Issues for decisions
- Options for decision-making for identified issues.
- Proposed options to be verified and coordinated with other ERCC Functions prior to the briefings.
  - Provides input to the ERCC Situation Report, to be submitted to OCHA-NY
  - Updates the respective topic on the Virtual-ERCC, as required
- Information sources:
  - Other ERCC Functions
  - All relevant OCHA entities, including field presences

- S2: Situation
  - Staffing of the function
    - Experienced staff member with good knowledge of the respective country and region and good knowledge of international response actors
    - Can be assisted by one or more other OCHA staff members to increase capacity and provide on-the-job training
  - Tasks
    - I cooperation with other ERCC Functions, maintains the situation update of the humanitarian crisis, including:
      - Country profiles
      - Disaster situation, including potential secondary risks and security concerns
      - Priority needs
      - Political implications
      - Planned or implemented activities by other responders and humanitarian actors
      - Access to affected areas
      - Other related issues, such as weather, security, safety, medical, etc.
    - Prepares concise briefings to the Operations Team, which should include:
      - An update on the emergency situation
      - Issues for decisions
      - Options for decision-making for identified issues.
      - Proposed options to be verified and coordinated with other ERCC Functions prior to the briefings.
    - Provides input to the ERCC Situation Report, to be submitted to OCHA-NY
    - Updates the respective topic on the Virtual-ERCC, as required
  - Information sources:
    - Other ERCC Functions
    - All relevant OCHA entities, including field presences
    - All relevant external sources (e.g. other operation centres, such as EC/MIC, EMERCOM, NATO/EARDCC, etc.)

- S3: Operations
  - Staffing of the function
    - Staff member with experience in international disaster and emergency management, good knowledge of OCHA's response tools, and financial implications.
    - Can be assisted by one or more other OCHA staff members to increase capacity and provide on-the-job training
  - Tasks
    - In cooperation with other ERCC Functions, maintain an overview of OCHA's planned and implemented operational activities

- - Develop proposals for the utilization of OCHA tools and services based on the disaster situation and identified priority needs
  - Develop proposals for security measures, if needed
  - Analyse financial implications related to the activation of OCHA tools and services
  - Prepares concise briefings to the Operations Team, which should include:
    - An update on OCHA's response related to the emergency
    - Issues for decisions
    - Options for decision-making for identified issues.
    - Proposed options to be verified and coordinated with other ERCC Functions prior to the briefings.
  - Provides input to the ERCC Situation Report, to be submitted to OCHA-NY
  - Updates the respective topic on the Virtual-ERCC, as required
- Information sources:
  - Other ERCC Functions
  - All relevant OCHA entities, including AO and field presences

- S4: Logistics
  - Staffing of the function
    - Experienced staff member with good knowledge about logistics in humanitarian operations and OCHA's logistical capacities and responsibilities
    - Can be assisted by one or more other OCHA staff members to increase capacity and provide on-the-job training
  - Tasks
    - I cooperation with other ERCC Functions, maintains an overview related of the humanitarian crisis, including:
      - Liaison with other logistics counterparts (e.g. UNJLC)
      - Liaison with the Logistics Cluster
      - Overall logistics situation and bottlenecks, including communication lines in the country (roads, airports, ports, etc.)
      - Relevant logistics activities by other actors
      - Logistics requirements
      - Proposals regarding logistics support by OCHA's
      - Planned or implemented activities by other responders
    - Prepares concise briefings to the Operations Team, which should include:
      - An update on the logistics situation related to the emergency
      - Issues for decisions
      - Options for decision-making for identified issues.
      - Proposed options to be verified and coordinated with other ERCC Functions prior to the briefings.
    - Provides input to the ERCC Situation Report, to be submitted to OCHA-NY
    - Updates the respective topic on the Virtual-ERCC, as required
  - Information sources:
    - Other ERCC Functions
    - All relevant OCHA entities, including field presences
    - All relevant external sources (e.g. other operation centres, such as UNJLC, other operation centres etc.)

- S5: Public Information
  - Staffing of the function
    - Staff member experienced in dealing with the media and good knowledge of international response actors, including donors

- - - - Can be assisted by one or more other OCHA staff members to increase capacity and provide on-the-job training
  - Tasks
    - I cooperation with other ERCC Functions, maintains an overview of all aspects related to media and other humanitarian actors involved in the emergencies. The activities include:
      - Liaison with relevant UN Agencies
      - Liaison with main (also bilateral) responders and donors
      - Prepares press releases, briefings, and media conferences, as required
      - Updates "facts and figures" of the emergency to provide an overview of statistics with regard to disaster impact, OCHA response, official statements to all eventual ambiguous or challenging issues
    - Prepares concise briefings to the Operations Team, which should include:
      - An update on the media situation related to the emergency
      - Issues for decisions
      - Options for decision-making for identified issues.
      - Proposed options to be verified and coordinated with other ERCC Functions prior to the briefings.
    - Provides input to the ERCC Situation Report, to be submitted to OCHA-NY
    - Updates the respective topic on the Virtual-ERCC, as required
  - Information sources:
    - Other ERCC Functions
    - All relevant OCHA entities, including field presences
    - All relevant external sources (e.g. media, donors, UN Agencies)

- S6: Communications and Technical Support
  - Staffing of the function
    - Staff member with experience related to ICT in emergencies and good knowledge of partners and counterparts in that field
    - Can be assisted by one or more other OCHA staff members to increase capacity and provide on-the-job training
  - Tasks
    - Liaison with the Telecommunication Cluster
    - In cooperation with other ERCC Functions, maintains an overview of all aspects related to communications and technological support in the humanitarian crisis
    - Prepares concise briefings to the Operations Team, which should include:
      - An update on the ITS situation related to the emergency
      - Issues for decisions
      - Options for decision-making for identified issues.
      - Proposed options to be verified and coordinated with other ERCC Functions prior to the briefings.
    - Provides input to the ERCC Situation Report, to be submitted to OCHA-NY
    - Updates the respective topic on the Virtual-ERCC, as required
  - Information sources:
    - Other ERCC Functions
    - Telecommunications Cluster
    - All relevant OCHA entities, including field presences
    - Other relevant external sources (e.g. TSF)

- S8: Finance
  - Staffing of the function

- - Senior staff member with experience in OCHA administration and finance
    - Can be assisted by one or more other OCHA staff members to increase capacity and provide on-the-job training
  - Tasks
    - In cooperation with other ERCC Functions, maintains an overview of all aspects of financial implications related OCHA's involvement in the humanitarian crisis
    - Prepares concise briefings to the Operations Team, which should include:
      - An update on the financial situation related to the emergency
      - Issues for decisions
      - Options for decision-making for identified issues.
      - Proposed options to be verified and coordinated with other ERCC Functions prior to the briefings.
    - Provides input to the ERCC Situation Report, to be submitted to OCHA-NY
    - Updates the respective topic on the Virtual-ERCC, as required
  - Information sources:
    - Other ERCC Functions
    - All relevant OCHA entities, including field presences
    - Other relevant external sources (e.g. donors)

- ERCC Support Team
  - Staffing of the function
    - ERCC Manager and/or Assistant
    - Assisted by other OCHA staff members in the following areas:
      - Reporting
      - Mapping
  - Tasks
    - Management and maintenance of ERCC venue and facilities
    - Assist with the following reporting:
      - ERCC Situation Reports to OCHA NY
      - Operational Instructions to OCHA-GVA Entities
      - Virtual-ERCC and Virtual-OSOCC updates
      - Updates to operational maps
    - Printing of maps, as needed
    - Operations Matrix for the given emergency
    - Technical assistance, as required
    - Prepares concise briefings to the Operations Team, which should include:
      - An update on the admin, Logistics and technical issues related to the Operations Task Force
      - Issues for decisions
      - Options for decision-making for identified issues.
      - Proposed options to be verified and coordinated with other ERCC Functions prior to the briefings.
  - Information sources
    - All ERCC functions
    - Virtual-ERCC and Virtual-OSOCC
    - Other Operation Centres worldwide that are members of GDACS operations management procedures

- Additional expertise, as per requirement
  - If needed, additional experts can be included in the Operations Task Force, such as security or finance.
  - For that purpose, the ERCC (room 025) can be equipped with additional chairs.

F. ERCC Operations Roster

Maintenance and Management

The Management of the ERCC Operation Team Roster (ERCC Roster) lies within the responsibility of the ERCC Management and includes the following activities:

- Maintenance of the ERCC Roster database, including information on ERCC Roster member's functions and expertise, their participation in training and ERCC emergency response operations.

- Introductory training of ERCC Roster members

- Conduct of Simulation exercises

- Performance evaluation of ERCC Roster members during simulations and emergencies

Selection Criteria of ERCC Roster Members

All OCHA-Geneva entities are requested to identify staff with experience and capacity in any of the Operations Task Forces Functions and report these to the ERCC Management.

After successful training (see below), the staff members are included in the Roster.

Each year, every member of the Operations Task Force roster has to either participate in the Operations Task Force during an emergency, or to attend an ERCC simulation exercise.

If a staff member has neither participated in the Operations Task Force during an emergency nor in an ERCC simulation exercise in two subsequent years, the staff member is excluded form the roster and will only be included again after participation in a simulation exercise. Exceptions to this rule are to be approved by the Director or Deputy Director OCHA-Geneva.

Training

In order to standardise the performance of the Operations Task Force during emergencies, all members of the ERCC Roster have to undergo a training programme, consisting of three components:

- Induction Course (3-4 hrs)
    - The 3-4 hr Induction Course consists of an introduction in the functioning of the Operations Task Force and skills training on operational information management and delivery of operational briefings. Induction Courses are offered on an as-required basis to ensure that all ERCC Roster members are be prepared for their respective role at the earliest after their selection into the Roster.

- ERCC Introductory Simulation Exercises
    - This 3-4 hour exercise is designed to practice the functioning of the Operations Task Force in a simulated emergency, whereby all interaction with entities outside the Operations Task Force, including OCHA-Geneva Entities, is simulated by role-playing and injects by the Exercise control. The Introductory simulation exercise will be offered in conjunction with Introduction Courses.

- ERCC Advanced Simulation Exercise
  - This 3-4 hour exercise is designed to practice the functioning of the Operations Task Force in conjunction with all OCHA-Geneva entities. All interaction with entities outside the Operations Task Force, except OCHA-Geneva Entities, is simulated by role-playing and injects by the Exercise control. Advanced Simulation Exercises will be conducted on an as-required basis but at least once per year, to ensure that ERCC Roster members and OCHA-Geneva Entities maintain their level of preparedness for emergency operations.

G. Procedures

Notification

Emergency notifications may come from a variety of sources including the Global Alert and Disaster Coordination System (GDACS), telephone calls from the field, Virtual-OSOCC entries, and the media. They may occur during or outside office hours.

After any OCHA-Geneva staff member was notified of a significant emergency that will probably trigger international interest, the staff member has to alert OCHA-Geneva immediately. During working hours, this is done through established reporting channels or through the ERCC (tel: +41 22 917 4418), outside working hours this is done through the OCHA-Geneva Duty System (tel: +41 22 917 2010).

Operations Task Force Activation

The procedures for the activation of the Operations Task Force follow the same steps as the activation of the UNDAC Team. These include:

- Information message (no action required)

- Alert message (members of the ERCC Operation Team are to report their availability)

- Standby message (selected members of the team are requested to prepare for their participation in the Operations Task Force)

- Dispatch message (selected members are requested to assemble in the ERCC venue, with indication of the time of the first briefing and the team composition)

- Stand-down message (in case the activation is cancelled)

These procedures are performed on-line through the Virtual-ERCC, which facilitates the entire workflow procedures, including alerting, collection of replies, team composition, and instructions for the team's assembly.

Based on experience from the UNDAC system, the entire process of the activation, from alert to the dispatch message, should not take longer than one hour through the Virtual-ERCC. The process includes the following activities:

Alert of the Operations Task Force

Any OCHA-Geneva staff member can trigger the alert of the ERCC through the Virtual-ERCC. In the case the internet is not accessible the following alternative procedures apply:

- During working hours: An emergency notification is to be sent through established reporting channels (i.e. through respective supervisors) or directly to the ERCC (tel: +41 22 917 4418).

- Outside working hours: The OCHA-Geneva Duty Team is to be notified (tel: +41 22 917 2010). The OCHA-Geneva Duty Team will activate the OCHA-Geneva Operations Team.

Composition of the Operations Task Force

From available Operations Task Force Leaders, the Director or OIC of OCHA-Geneva appoints a Team Leader and after that, and preferably in consultation with the appointed Team Leader, selects suitable staff members for each Function (S1-S8) and identifies staff for the Support Team. Depending on the nature of the emergency, additional experts might be included in the Operations Task Force, as required (e.g. DSS liaison, USAR experts).

Ideally, each ERCC Function should be staffed with two persons to ensure redundancy and foster institutional learning. Also should the Operations Team be gender-balanced to the extent possible.

Assembly of the Operations Task Force in the ERCC Venue

After the composition of the Operations Task Force, an assembly time will be specified for the first meeting in the ERCC room 025 and the team will be instructed to assemble for the first meeting.

During working hours, the ERCC Support Team has to ensure that the room 025 is prepared for the meeting. Outside working hours, this responsibility lies with the OCHA-Geneva Duty Team.

After the assembly of the Operations Task Force in ERCC room 025, the following procedures apply:

H. Procedures for the Functioning of the Operations Task Force

Orientation Phase (kick-off)

The orientation phase (kick-off) is conducted as initial briefing by the Operations Task Force Leader to the Operations Task Force. The briefing includes an initial overview of the situation by the Team Leader, which can be complemented by ERCC Functions. The team has to agree on the following activities:
- Activation of the Virtual-ERCC and Virtual-OSOCC
- Identification and alert of OCHA-Geneva entities that are expected to be involved in the emergency and which are not represented in the Operations Task Force
- A schedule for ERCC meetings
    - Information collection from affected country (the time for these meetings should respect the time-difference in the affected country)
    - Internal briefing to consolidate input
    - Teleconference with NY and other external counterparts
- Reporting schedule to OCHA NY and external stakeholders
- Notification of OCHA NY and other relevant entities about activation of the ERCC (could be automatically connected to Virtual-ERCC activation)
- Next steps

Operations Phase (continuous throughout the operation)

Information Collection

Information from OCHA-Geneva entities: All OCHA-Geneva entities are obliged to report any issues or activities related to the given emergency to the respective function as described in Annex 2 "Overview of OCHA's Operational Tools and Services". This can be done through posts on the Virtual-ERCC, or by e-mail or telephone directly to the Function, as appropriate. The aim of this activity is to facilitate the work of ERCC Functions and ensure efficient and targeted information flow within OCHA-Geneva.

Information from external sources, including other OCHA entities requires ERCC Functions to contact these by phone, e-mail, video or audio conferences. Other sources might include television (e.g. BBC/CNN), related websites, ReliefWeb, or the Virtual-OSOCC. The establishment of standardised procedures for operational information exchange between operational entities (i.e. Operation Centres) worldwide is being pursued within the framework of GDACS.

Information Collation and Analysis

Each function is responsible to analyse and collate information in their respective field. Continuous cross-checking and updating of information among ERCC Functions is mandatory and mission critical.

Information Consolidation

ERCC operational meetings with attendance of the entire Operations Task Force serve as platform to consolidate the operational picture, to determine issues for decision-making, and to identify options for solutions to these issues.

For that purpose, the meeting consists of concise, yet comprehensive, briefings from each Function. These briefings provide a brief overview in the respective area of responsibility and highlight issues for decision-making with options for solutions.

The proposed options for solutions are to be developed in collaboration with other ERCC Functions and OCHA-Geneva entities prior to the meeting, where possible, in order to minimise discussions at the meeting (e.g. if the proposed option to fill an identified staffing gap is to use the ERR, it has to be clarified if suitable staff is available on the roster and if they can be released. This should not be discussed during the operational meeting).

I. **Information Output (Reporting)**

Virtual-ERCC Updates
-   Purpose
    -   To share all relevant operational information within OCHA in a timely and structured manner
-   Information contained
    -   Situation updates in each ERCC Function
    -   Overview of pending requests from the field and other humanitarian actors
    -   Overview of pending decisions within OCHA
    -   Overview of pending implementation of decided OCHA activities
    -   Situation reports from other operational actors
-   Frequency
    -   Immediately after receipt of the information
    -   After ERCC operational meetings

- Responsibility
  - ERCC Functions in their respective area

Operational Instructions for OCHA-Geneva Entities
- Purpose
  - To communicate decisions of the ERCC Manager in a standardised format to OCHA-Geneva entities
- Information contained
  - Instructions to ERCC entities to follow-up on decisions of the ERCC Operations Manager
- Frequency
  - After ERCC Operational meetings
  - Ad-hoc in urgent cases, as required
- Responsibility
  - Operations Task Force Leader (supported by ERCC Support Team)

ERCC Situation Report to OCHA NY
- Purpose
  - To provide OCHA-NY an input for the OCHA Situation Report
  - To inform OCHA-NY of pending decisions
  - To provide options for decision-making based on available resources, as applicable
- Information contained
  - Situation updates as per OCHA Situation Report format
  - Prioritised list of pending decisions from OCHA-NY
  - Options for decisions and related implications for each pending decision, where applicable
- Frequency
  - After ERCC Operational meetings
- Responsibility
  - Operations Task Force Leader with support from ERCC Support Team

Graphical Display (Common Operational Picture)
- Purpose
  - To facilitate operational briefings in the ERCC
  - To establish an easy understandable Common Operational Picture
- Information contained
  - Location map of the affected country or area
  - Situation map of the affected region/country/area
    - Entries of Coordination structures (OCHA Regional/Field offices, HC/RC Headquarters, UNDAC, OSOCC, HIC, LEMA, other coordination centres (EC, UNJLC, etc)
    - Entries of main affected areas
    - Critical access roads, airports, ports, etc.
    - Assessed areas
- Frequency
  - In critical cases, immediately after the information has become available
  - Updates prior to ERCC Operational Briefings
- Responsibility
  - ReliefWeb (Location and Situation maps)
  - ERCC Functions in their respective area
  - ERCC Support Team

Contact lists

- Purpose
    - To maintain an overview of all related actors and focal points within and outside OCHA
- Information contained
    - OCHA focal points at field and Headquarters level
    - Focal points in the affected country
    - Focal points in member countries, donors and agencies
    - Focal points of other actors (UN Agencies, IFRC/ICRC, NGOs, Clusters, etc.)
    - Focal points in other relevant Operation Centres worldwide (e.g. EC/MIC, ASEAN/AHA)
    - Dissemination lists for information sharing (e.g. reports)
- Frequency
    - Immediately after receipt of the information
    - After ERCC operational meetings
- Responsibility
    - ERCC Functions in their respective area

Virtual-OSOCC Updates
- Purpose
    - To provide timely and structured information updates to all stakeholders
- Information contained
    - Situation summaries in the respective Function, with information or decisions that have been confirmed.
    - Summaries of information provided by other VO-users under the respective topic
    - Urgent new developments of the situation of common interest that do not require decisions or clearance from Operations Task Force Leader
- Frequency
    - After ERCC Operational meetings, to increase predictability
    - Ad-hoc, whenever critical information becomes available
- Responsibility
    - ERCC Function in their respective area
    - ERCC Support Team

Operational Matrix
- Purpose
    - To provide an overview of activated OCHA tools within the context of the emergency
    - To server as planning tool by displaying options for the use of tools and services, indicating timeframes of activation, and determine eventual gaps, or overlap
    - To serve as basis for analysis and evaluation of OCHA's response after the emergency
- Information contained
    - Timestamps of activation of OCHA tools and services
    - Duration of deployments
    - Comments to explain deviations from original planning, delays, overlaps or non-activation of tools
- Frequency
    - At every change of the activation status of a tool
    - Updates always prior to ERCC Operational meetings
- Responsibility
    - ERCC Support Team based on input from OCHA-Geneva entities and ERCC Functions

J. Deactivation (Termination of Operations Task Force and Handover)

The termination of the Operations Task Force in a given disaster is decided by the Operations Task Force Leader and results in the termination of ERCC Operation Team activities and return of the staff to their normal duties.

The trigger for deactivation f the Operations Task Force is a decrease of need for operational coordination.

Before deactivation of the Operations Task Force, a procedure for follow-up has to be established. This includes the identification of OCHA-Geneva entities and a Chairperson to continue the conduct of information/coordination meetings with relevant OCHA-Geneva entities and external stakeholders as well as reporting. The ERCC facilities should be used for this purpose with necessary technical support form the ERCC Management Team.

At the deactivation of the team, one or more persons are to be identified to compile lessons learned and recommendations for improvements. The lessons learned report is to be presented to OCHA-Geneva Management within a week of the deactivation of the Operations Task Force. The ERCC Management Team will be responsible to facilitate agreed follow-up activities to ensure sustainability.

ANNEX 1: Operations Task Force Contact Information

ERCC Team Operations Contact Information
- e-mail: ercc@un.org
- phone: +41 22 917 4418
- fax: +41 22 917 0748

Operations Task Force Leader
- workstation 9
- e-mail: ercc_ops@un.org
- phone +41 22 917 4383

S1 (Personnel):
- workstation 1
- e-mail: s1@un.org
- phone +41 22 917 4355

S2 (Situation)
- workstation 2
- e-mail: s2@un.org
- phone: +41 22 917 4353

S3 (Operations)
- workstation 3
- e-mail: s3@un.org
- phone +41 22 917 4382

S4 (Logistics)
- workstation 4
- e-mail: s4@un.org
- phone +41 22 917 4351

S5 (Public Information)
- workstation 5
- s5@un.org
- phone +41 22 917 4358

S6 (Communications and IT)
- workstation 6
- s6@un.org
- phone +41 22 917 3391

S8 (Finance)
- workstation 8
- s6@un.org
- phone +41 22 917 4349

ERCC Support Team:
- workstation 7
- e-mail ercc@un.org
- phone +41 22 917 4346

ANNEX 2: Overview of OCHA's Operational Tools and Services

This matrix provides an overview of all operational tools and services of OCHA with an indication of triggers, decision-making for activation and the implementing entities.

The matrix is currently under revision with OCHA-Geneva Sections and Units and will be inserted into the document after completion late October 2008.

ANNEX 3: Acronyms and Abbreviations

A

ASEAN/AHA
ASEAN Disaster Response Coordination Centre, 15

E

EC
European Commission, 6, 15
ERR
OCHA's Emergency Response Roster, 13

G

GDACS
Global Disaster Alert and Coordination System, 10, 11, 13

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HIC
Humanitarian Information Centre, 14

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