



National Cyclone Support Plan 2020-2021

Ministry of Climate Change Adaptation, Energy, Environment
Geo-Hazards and National Disaster Management Office
Port Vila, Vanuatu.

The Republic of Vanuatu is regularly rated by the World Risk Report as the most exposed country in the world to natural disasters. As well as cyclones other hazards such as volcanic eruptions, earthquake, flooding, drought, landslides and tsunami can cause massive destruction to the economy, infrastructure, environment, properties and development efforts. History shows that Vanuatu is likely to be affected by at least one significant cyclone each year with the possibility of multiple cyclones across an extended cyclone season.

This document provides guidelines and information on cyclones to all responding agencies, partners and stakeholders regarding what needs to be done in all phases of a cyclone event to prepare, plan, respond and contribute to recovery measures as part of a coordinated system. It also provides information that Government agencies, Cluster co-leads, bi-lateral and multi-lateral partners and the private sector can use to develop their response plans to address cyclone preparedness, response and recovery procedures.

In outline roles and responsibilities of various agencies who will work to achieve the common goal of humanitarian safety before, during and after a disaster. This arrangement is developed as part of the implementation of the Disaster Risk Management Act 23 of 2019. The document details how arrangements will vary depending on severity of the cyclone however it will act as a guide to the overall response to cyclones. Each agency should assess their roles and review their action plans, accordingly.

Disaster management is everybody's business; therefore, the National coordination system is important to ensure resources are utilized properly to eliminate duplication of efforts. This document is important for all agencies to see how best they can prepare to respond to cyclones at the right time, with the right resources, for the benefit of the affected needy people anywhere in Vanuatu. The document is to be reviewed every year before the commencement of cyclone season.

APPROVAL OF THE DOCUMENT

The cyclone support plan 2020/2021 is approved by:



 Hon. Leingkone Tao Bruto Date: *11th November 2020*
 Minister of Climate Change Adaptation, Energy, Environment, geo-Hazards and National Disaster Management Office. Government of the Republic of Vanuatu

Version Control



This table indicates the version control of this document

VERSION	DATE	CHANGES MADE	INITIALS
V1.1	17/12/19	Update after NDC approval to align with DRM Act 2019	ZA, BC, AW
V1.2	06/10/20	Update/Review to align with Lessons Learned from TC Harold 2020	LY, TN

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List of Acronyms

AC	Area Council
ADRA	Adventist Disaster Relief Agency
CDAC	Communicating with Disaster Affected Communities
CDCCC	Community Disaster & Climate Change Committee
CCI	Chamber of Commerce and Industry
DRM	Disaster Risk Management
DRR	Disaster Risk Reduction
IFRC	International Federation of the Red Cross & Red Crescent Societies
FSAC	Food Security and Agriculture Cluster
JDs	Job Descriptions
MCCA	Ministry of Climate Change Adaptation
MDCCC	Municipal Disaster and Climate Change Committee
MIPU	Ministry of Infrastructure and Public Utilities
MOFAICET	Ministry of Foreign Affairs, International Cooperation and External Trade
MOU	Memorandum of Understanding
NDC	National Disaster Committee
MALFFB	Ministry of Agriculture, Livestock, Forestry, Fisheries and Biosecurity
NDMO	National Disaster Management Office
NEOC	National Emergency Operation Centre
NGO	Non-Government Organization
OCHA	Office for the Coordination of Humanitarian Affairs
PDCCC	Provincial Disaster & Climate Change Committee
PDO	Provincial Disaster Office
PDCCO	Provincial Disaster and Climate Change Officer
PEOC	Provincial Emergency Operation Centre
PHT	Pacific Humanitarian Team
PHP	Pacific Humanitarian Partnership
PWD	Public Works Department
VRCS	Vanuatu Red Cross Society
SOP	Standard Operation Procedure
SPGC	Shefa Provincial Government Council
TAG	Technical Advisory Group
TC	Tropical Cyclone
UNDAC	United Nation Disaster Assessment and Coordination Team
UNICEF	United Nations Children's Fund
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
VAT	Value Added Tax
VMF	Vanuatu Mobile Force
VMGD	Vanuatu Meteorological and Geo-Hazards Department
WDCCC	Ward Disaster and Climate Change Committee
WASH	Water, Sanitation and Hygiene
WHO	World Health Organization

1.0 Introduction

Cyclone Season

The annual cyclone season for the Republic of Vanuatu commences in November and extends to the end of April the following year. While cyclones can develop outside of this period, their cyclical nature increases the predictability of such occurrences and thus enables pre-planned measures to be formulated beforehand.

1.1 Aim

The aim of this plan is to detail the **preparedness, response and early recovery processes** in the event of a cyclone impacting the Republic of Vanuatu, in line with the requirements of the Disaster Risk Management Act 2019

The Cyclone Support Plan provides for the mobilisation and co-ordination of the Country's resources, both public and private, to deal with an impending Tropical Cyclone emergency.

1.2 Authorisation

This Cyclone Support Plan was approved by the Director General of the Ministry of Climate Change and endorsed by the National Disaster Committee (NDC).

Date approved: [6 November 2020](#)

This Plan is reviewed annually in October as a preparation measure for the cyclone season.

1.3 Responsible Officer for the Cyclone Support Plan

The responsible officer for Cyclone Support Plan is the Operations Manager NDMO or an officer appointed by Director NDMO

1.4 Relationship with Other Plans

The Cyclone Support Plan should be aligned with other NDMO plans and documents and be used by all Ministries, Departments, Provincial Councils, Civil Society, UN agencies, Red Cross & Red Crescent Societies, Non-Government Organizations, Private Sector and Communities as a guide for the development of their cyclone preparedness and response measures.

Sub Plans are established to assist the NDMO to coordinate an effective response to a Tropical Cyclone. All functional service areas, within their respective Sub-Plans, are required to develop response and contingency plans for Tropical Cyclones (along with specific response plans for other identified hazards). The responding agencies areas include:

- National Clusters
- Central Government Line Agencies
- Police (JPOC),
- Civil Aviation Authority
- Ports and Harbour
- Vanuatu Customs and Inland Revenue Department
- Broadcasting (Radio and TV)

- FRANZ Partners
- Airports Vanuatu Limited
- Vanuatu Red Cross
- International Federation of Red Cross and Red Crescent Societies
- Vanuatu Humanitarian Response Teams
- Public Works Department
- Vanuatu Non-Government Organization (VANGO)
- Private Sector

2.0 Activation of Cyclone Support Plan and Declarations

Activation of this plan remains the responsibility of the Director NDMO after liaising with the Chairman of NDC

Declaration of a State of Emergency under Part 6, Sub Section 32 of Disaster Risk Management Act 2019 is made by the Head of State on the advice of the Council of Ministers.

3.0. National Disaster Committee

At central government level, the NDC is responsible for the development of strategies and policies for the preparations for humanitarian response to disasters. The NDC is to ensure that such strategies and policies are implemented by the NDMO, other government agencies and non-government agencies.

The NDC is comprised of Director-Generals of the Ministry of

- Climate Change and Adaptation,
- Finance and Economic Management,
- Foreign Affairs and External Trade,
- Internal Affairs,
- Infrastructure and Public Utilities,
- Prime Minister's Office,
- Director NDMO,
- Commissioner of Police
- the Chief Executive Officer of the Vanuatu Red Cross Society

The Committee is to meet as often as necessary for the efficient performance of its functions.

4.0 National Disaster Management Office

The NDMO is responsible for implementing NDC strategies, policies and decisions and for the coordination of disaster response. This includes coordination of pre-disaster and post disaster cycle activities.

The NDMO office is manned by permanent government officers appointed by Public Service Commission. NDMO staff have specific roles during the planning, preparedness, response and recovery stages of disaster that is outlined in their Job Descriptions (JDs) and National Emergency Operations Centre (NEOC) Standard Operational Procedures (SOP), 2019.

The NDC can increase the NDMO resources to include persons with specific skills and expertise to provide technical advice and surge capacity with line government staff as required.

5.0 Provincial Disaster and Climate Change Committee

The Provincial Disaster and Climate Change Committees (PDCCC) has been established in all six Provinces in the country. The Secretary-Generals (SGs) of the Provinces in consultation with the Director of the NDMO are responsible to establish the PDCCC.

The SG is the chair to the PDCCC.

5.1 Provincial Emergency Operation Centre (PEOC)

The Provincial Disaster and Climate Change Officer (NDMO) is the PEOC controller or depending on the severity of the Cyclone Impact the Director NDMO can appoint the PEOC Controllers. The PEOC Controller appoints PEOC functions (refer to Provincial SOP)

6.0 Municipal Disaster and Climate Change Committee

The Municipal Disaster and Climate Change Committees (MDCCC) are to be formed in the urban centres of Port Vila, Luganville and Lenakel. The Municipal Town Clerk will assume the role of the Chair of the MDCCC and Municipal Disaster Controller. Port Vila Municipal Council is to work closely with the national network in Port Vila and in direct contact with the NDMO.

The Municipalities of Luganville and Lenakel will work closely with the Provincial Disaster and Climate Change Committees, in their respective provinces of Sanma and Tafea, to coordinate and facilitate preparedness, response and recovery programs and activities.

6.1 Municipal Emergency Operations Centre (MEOC)

The Provincial Disaster and Climate Change Officer (NDMO) is the MEOC controller or depending on the severity of the Cyclone Impact the Director NDMO can appoint the MEOC Controllers. The MEOC Controller appoints MEOC functions

7.0 Community Disaster and Climate Change Committees

Local communities are to form Community Disaster and Climate Change Committees (CDCCC) using the existing structures of Development Committees and further develop plans for disasters that affect their communities or villages. The Community Disaster and Climate Change

Committees are to work together with the Area Council Secretaries. Disaster plans at this level are based on local knowledge and experience with assistance and support from line government agencies, Provincial Councils, NGOs, development partners and the private sector.

Members of the CDCCCs must represent the different age, gender, and social groups of the community. Committees should ensure that all community members are represented, with particular focus on women, youth and the disabled / disadvantaged.

The composition of a CDCCC is to be selected from community members including chiefs, church leaders, women leaders, and youth leaders, persons living with disabilities, farmers and business people.

8.0 Government-led Cluster Coordination System

Coordination of humanitarian response during the time of an emergency or disaster is led by the Government of Vanuatu and takes place at national and provincial levels.

The Government-led cluster coordination system has been generally adopted by the Government of Vanuatu and is now well established and supported.

Clusters are groups of organizations including national and local authorities, UN, international and national NGOs, Red Cross, Donors, and the private sector working in the main sectors of humanitarian action, such as Logistics; Shelter; Health; Water Sanitation and Hygiene (WASH); Gender and Protection; Education; Emergency Telecommunications; Food Security & Agriculture.

The cluster approach has been adopted to strengthen the effectiveness and coordination of humanitarian assistance during times of emergency and in preparedness.

Clusters have clear responsibilities for sectoral response coordination. Each cluster is to be led by the Director General responsible for the Cluster lead agency. Clusters provide a point of contact for external actors and are accountable for adequate and appropriate humanitarian assistance. Clusters promote partnerships between national and local authorities, international and local humanitarian actors, the private sector and civil society to ensure good sectoral coordination.

Additional Sub-Cluster or Working Groups can be established as needed. Examples include Information Management, Communicating with Communities, etc.

The NDMO has the responsibility for the overall coordination of responses to emergency and disaster with all line government agencies and clusters, as well as to lead the cluster for logistics.

A **Lead Agency** is a government agency that has primary responsibility for either carrying out or coordinating the implementation of a particular mandated function.

A **Co-lead Agency** is an international or national non-government or UN agency, private sector that supports the Lead Agency in its role and responsibility. The Co-lead Agency may be the one that carries out the task for the Lead Agency; however, the Lead Agency is still accountable for decisions implemented.

Cluster	Lead Agency	Co-lead Agency	Chair
National Inter-Cluster	MoCCA		Director General MoCCA
National Logistics	NDMO	WFP	Director NDMO
National WASH	MoLNR	UNICEF	Director General MLNR
National Education	MoET	Save the Children	Director General MoET
National Health & Medical Service	Ministry of Health	WHO	Director General MoH
National Food Security	MALFFB	FAO and WFP	Director General MALFFB
National Gender & Protection	Ministry of Justice and Community Services	Care International, Save the Children	Director General MJCS
National Transport and Infrastructure	Ministry of Infrastructure and Public Utilities	IFRC	Director General MIPU
Emergency Telecommunications	Prime Minister's Office	Digicel	Director General PMO
Displacement and Evacuation Centre Management	NDMO	International Office for Migration (UNIOM)	Director NDMO
Energy Services	Energy Department		Director Energy

Additional Working Groups (WG) supporting the NDMO and clusters currently are:

Information Management	NDMO	OGCIO and VNSO
Communication with Communities/ Accountability to Affected Population (CwC/AAP)	NDMO	Vanuatu Red Cross/ CARE

9.0 National Emergency Operation Centre

The NDMO is responsible for establishing and maintaining the NEOC to ensure that it can be utilised effectively when required.

The Operations Manager (NDMO) is the NEOC Controller or depending on the severity of the Cyclone Impact the Director NDMO can appoint the NEOC Controller. The NEOC brings together technical personnel from NDMO and other line ministries and the humanitarian sector, guided by the NEOC Controller.

Adverse events, such as destructive cyclones, which impact several provinces, or the whole country, will require the NEOC to manage and coordinate the response operations. Multi-agency

coordination groups, like clusters or working groups are required to assist and support the NEOC to manage the situation.

The NDMO is to ensure that appropriate NEOC SOPs are in place and to ensure that they are reviewed after each event and at least annually before the cyclone season.

10.0 Designation of Warnings

The Vanuatu Meteorological and Geohazards Department have responsibility for weather and climate forecasting, and geo hazard monitoring relevant to earthquakes and tsunamis and volcanic activity. Cyclone warnings are issued by the VMGD when there is an imminent threat of a tropical cyclone to Vanuatu or parts of the country. Such warning will contain information pertaining to the predicted wind strengths around the systems, movement of the system and locations of the systems expected in specific areas. Such winds strengths are detailed in the following categories:

- **Gale Force Winds Warnings:** are issued when average wind speeds (10 minutes at 10 metres above ground) are expected to reach gale force intensity 63 – 87 km/h (34-47 knots) within the next 24 hours. Gusts will be stronger and this is equal to a **Category 1 Cyclone**.
- **Storm Force Winds Warnings:** are issued when average wind speeds are expected to reach storm force intensity 88 – 117 km/h (48-63 knots) within the next 24 hours. Gusts will be stronger and this is equal to a **Category 2 Cyclone**.
- **Hurricane Force Winds Warnings:** are issued every three (3) hours or hourly when available on radar, and when average wind speeds are expected to be equal or exceed 118 km/h (64 knots) within the next 12 hours. Gusts will be stronger and this is equal to a **Category 3 Cyclone or above**.

Source: Vanuatu Meteorological Services

(<http://www.meteo.gov.vu/TropicalCyclones/WarningSystem/tabid/174/Default.aspx>) and BOM (<http://www.bom.gov.au/cyclone/faq/>)

See Annex G,

Vanuatu Meteorological Services Tropical Cyclone Warning System:

Information – An information Bulletin contains information on a tropical low or a tropical cyclone in Vanuatu's Area, but is not a threat to any islands of Vanuatu. The bulletin is issued twice a day. If the System is a Tropical Cyclone, the information will contain its position, intensity, the distance from the center to a nearest island of Vanuatu and a 72 hour forecast track.

Advisory – Advisory bulletins are issued at least 36 hours before the likely onset of gales or stronger winds to any islands of Vanuatu. The Bulletins will be maintained until such time as specific warnings become necessary, or the threat to Vanuatu subsides. This bulletin is issued every six hours.

Cyclone Warning – Warning bulletins are issued when Gale, Storm or Hurricane Force winds are expected to affect any islands of Vanuatu within 24 hours. The warning bulletin is issued every 3 hours.

Flash Warning - If available information indicates a sudden and substantial change in the situation of a TC System, then a Flash Warning bulletin will be issued as soon as possible to inform users of the sudden change in the situation.

The Information contained in the TC Information, Advisory and Warning Bulletin will contain the time of issuance, the name of the system if it is named, the position of the system in latitude and longitude as well as the letter and number within the VMGD Cyclone map. This map can be accessed at:

<https://www.vmgd.gov.vu/vmgd/index.php/forecast-division/tropical-cyclone/vanuatu-cyclone-tracking-map> (see annex G)

The bulletins will also contain the direction of movement, the intensity of the system and a 72 hour forecast position. A Forecast Track Map will also be made available when an Information, Advisory or Warning is issued. The map will contain the previous position of the system as well as the forecast position for the next 72 hours.

Other information and Warnings associated with Tropical Low and Tropical Cyclones

Coast Marine Forecast - Vanuatu Coastal Waters Forecast covers the marine areas from the coast to about 100 Kilometres to the west and east of an Island.

Marine Warning - In the event that winds are forecast to reach 20 Knots, then a separate Strong wind warning bulletin will be issued. In the event that the winds reach 34 to 47 Knots a Gale Force Wind Warning will be issued. It is also advisable to be cautious when westerly winds of 20 knots are forecast.

High Seas Forecast - Vanuatu High Seas Forecast covers a larger area, bounded by latitude and longitude from 10S160E, 23S160E, 10S175E to 23S175E. During cyclone events the high seas forecast are updated twice based on wind strength over the areas mentioned. 72

Gale Warning - In the event that the winds reach gale category (34 to 47 knots), then a Gale Wind Warning Bulletin will be issued. It is also advisable to be cautious when westerly winds of 20 knots are forecast.

Category	Maximum Mean Wind (km/h)	Wind Speed (kt)	Typical Strongest Gust (km/h)	Central Pressure (hPa)	Typical Effects
1	–55-75	45kt-55kt	–80-105	> 990	Negligible house damage. Damage to some signs, trees and old local thatch houses or poorly built houses. Boats may drag moorings and flooding/beach erosion is possible.
2	–75-110	55kt-85kt	–105-160	–990-976	Minor house damage. Significant damage to trees and local thatch or poorly built houses. Heavy damage to some crops. Risk of power failure. Small boats may break moorings and flooding/beach erosion is likely.
3	–110-145	85kt-110kt	–160-205	–976-954	Some roof and structural damage. Some local thatch or poorly built houses destroyed. Power and communications failures likely. Boats/ships may break moorings and flooding/beach erosion is very likely.
4	–145-185	110kt-145kt	–205-265	–954-927	Significant loss of roofing and structural damage. Many thatch and poorly built houses destroyed and blown away. Dangerous airborne debris. Widespread power and communications failures. Boats/ships likely to break moorings and flooding/beach erosion is very likely.
5	> 186	>1146kt	> 2266	< 927	Extremely dangerous with widespread destruction. Boats/ships likely to break moorings and flooding/beach erosion is very likely.

VMGD Website

Visit the VMGD website to get the latest weather report in Vanuatu:

<http://www.vmgd.gov.vu/>.

11.0 Cyclone Alert Phases and Response

The following is a detailed list of the alert phases of a cyclone and actions that will be implemented by NDMO.

To allow quick and decisive information to be passed to both the community and key stakeholders, the NDMO has introduced a colour-coded alert system that makes it easier to identify both the phase and required action at that time.

1. The first objective of the colour-coded alert system and associated community response system are to ensure that the level of community response is adequate and corresponds with the existing threat.
2. The second objective is to reduce the terminology barriers commonly associated with meteorological services messages, by linking the community action with the colour code.

Planning and Preparedness in the Cyclone Pre-season Period

November to April is the identified Vanuatu cyclone season when the NDMO will coordinate the following activities with aim to strengthen planning and preparedness for response to a cyclone emergency. Ideally, this should be completed by the end of October each year

- **Meeting with cluster leads to assess planning and preparedness across all clusters**
- Setting common strategic objectives for cyclone preparedness and response across the clusters
- Clarifying coordination roles and responsibilities
- Outlining the basic coordination tools that will be used in a cyclone response, resource mobilisation, information management and public information
- Prepositioning Stock
- Infrastructure and Services ready to be used
- Review Cyclone Support Plan
- Update Cluster List
- Review relevant SOP
- Update Emergency Contact List
- Update NFI and stock-take list
- Conduct Desktop Simulation Exercise with the clusters and Provincial partners
- Test communication linkages
- Update the communication tree
- Check with VMGD for any relevant changes to metrological details

VMGD Information

VMGD will issue information twice daily when a named tropical cyclone or tropical depression is within Vanuatu waters, which could potentially impact the area. The VMGD Cyclone Outlook provides detail. If no landfall is expected normal marine and high seas warnings will be issued.

VMGD Advisory

Cyclone developing and potential path tracks towards Vanuatu (72 hours out, issued 6 hourly)

VMGD inform the Director and staff of NDMO plus media outlets and other stakeholders.

- NDMO meet with VMGD to discuss the situation and confirm actions
- Director NDMO activates the necessary NEOC functions as required (once the cyclone is in Vanuatu waters) (see NEOC SOP documents)
- NEOC staff notified and staffing rosters developed
- NEOC staff placed on standby
- Consider additional resources that may be required (including additional human resources)
- NDC updated on preparations
- Updated public advice issued by VMGD Communication Officer (public to be advised to begin preparations)
- Test communication equipment's within NEOC and provinces
- Inform other responding agencies
- NDMO call a preparedness meeting (cluster and inter-agency meeting)
- NDMO liaise with VMGD before issuing any colour alert
- Standby aerial surveillance arrangement
- Consider arrangements for sourcing satellite images
- Consider requesting UNOCHA support
- Consider preparations of Evacuation Centre

BLUE Alert

Blue is the first Cyclone Alert Stage. Declaration of a Blue Alert indicates that there is a cyclone threat that may affect parts of the islands **within the next 48hours**. Issued on a 3 hourly basis

- Activate all NEOC functions to be operational on 24 hour basis (see NEOC SOP)
- Activate PEOC that will likely be impacted by the cyclone
- Director assigns Controller for the NEOC and other NEOC staff along with each Provincial SGs to act as Provincial Controller
- NDMO to continue inter- cluster and inter-agency coordination meeting
- NDMO brief NDC on cyclone update
- NEOC Controller calls a Situation Briefing Meeting
- NEOC establish communication with affected communities.
- NDMO issues first public advisory tailored to community needs (public to finalise home protections, personal plan and consider protection of life)
- Advice to activate or open the Evacuation Centres by the Planning and Intel and CCCM section along with the Ministry of Education to receive evacuees.
- NDMO continues to Inform other responding agencies
- Preparation of baseline data (population statistics, logistics preparedness, human resources, contact lists, etc)

Yellow Alert

Yellow alert is the second Cyclone Alert Stage. The cyclone is expected **within the next 36 hours**. Alerts issued on a 3 hourly basis.

- NDMO continues to brief NDC on the situation
- NDMO issues Second public advisory note (finalise shelter and personal protection)
- Monitoring and liaison with alerted Provinces
- Pre-impact SITREPs are developed and disseminated
- Continue management of Evacuation Centres
- NDMO continue with public warnings along with Police commence/conduct patrols advising community of warnings
- Advice for closure of schools and public services
- NDMO continues to communicate actions within alert messages.
- Move to Red Alert when the impact is imminent as determined by VMGD

RED Alert

Red is the last Cyclone Alert Stage, issued on a maximum of 3 hourly basis to a minimum of hourly basis depending on the speed of the cyclone. The cyclone is **imminent** and is expected within the next **24 hours**.

- Final pre-impact EOC meeting, consider and pre-prepare declarations, requests for assistance, etc.
- NEOC staff remain in the NEOC
- Advise public to remain in doors / or seek appropriate shelter
- Complete preparation of baseline data (population statistics, logistics preparedness, Human Resources, contact lists, etc.) continues
- Monitoring and liaison with Provinces and other responding agencies
- Pre-impact SITREPs are developed and disseminated
- Continue to monitor situation with VMGD Warning Centre

ALL CLEAR

NDMO issues the 'All Clear' for a particular area once VMGD has cancelled the cyclone warning.

- NEOC staff to continue performing functions
- Draft response Plan
- Consider the need for external assistance
- Check with VMGD for weather conditions to commence Aerial Surveillance
- Liaise with Provincial Government for Initial Community Assessment
- Call for an inter-cluster coordination meeting and prepare for cluster assessments
- Call for an inter-agency coordination meeting
- Director NDMO to brief NDC on the situation

12.0 Media Broadcasts

Media broadcasts are the key sources of information dissemination to communities. The importance of ensuring that such information is accurate and provided in a timely manner cannot be underestimated. In order to achieve this, it will be necessary to enforce some control mechanisms on what is said and by whom. This link is critical for the relay of information and to ensure that only essential broadcasts are made during periods of highest threat.

All broadcast requests related to the operational situation are to be channelled through to the NEOC Controller for authorization. This will ensure that only accurate and relevant information is being broadcast and that the public are not being confused by an avalanche of messages. It also ensures that messages relating to those islands under most threat receive highest priority.

Cyclone warning messages issued by the VMGD are excluded from these procedures and will continue to be broadcast as and when received.

All media releases during and after disaster operations are regarded as highly important to all sections of society consistent with the public safety policy of the Government, and therefore they will be regarded as community service on a free of charge basis to NDMO or the Government.

It is the responsibility of the Media Staff (Vanuatu Broadcasting and Television Cooperation (VBTC)) to liaise with the Media Liaison Officer or the Public Information Team from the NEOC for updated situation reports of the impact and previous advisory that have been given out. And in case of extensive cyclone operations, a liaison media officer from the VBTC can be stationed at the NEOC to ensure flawless information flow. Finally, it is important that content of any media release is endorsed by the NEOC or Director NDMO.

See radio frequencies table on page

The type and format of messaging should be tailored to the community who is receiving the information. Efforts should be made to ensure that information is accessible to People Living With Disability (PLWD) such as those that are illiterate, have sight or hearing difficulties or do not have access to radio or television. Where possible, NDMO will liaise with TVL and Digicel to send information via free text messages to people in affected or at risk locations. A variety of information transmission methods should be used applicable to the area in question, for example social media, radio and TV, community meetings, newspapers and community networks. Messaging should be clear concise and in language that can be easily understood. HF radio schedules may be applicable in remote areas.

13.0 Department and Sector Cyclone Response Sub- Plans and Procedures

Sub Plans are established to assist the NDMO to coordinate an effective response to a Tropical Cyclone. All responding agencies, within their respective Sub-Plans, are to develop response and contingency plans for Tropical Cyclones.

The cyclone response sub-plans are to ensure that preparedness measures (to protect assets and business continuity) and response (mobilising resources and information sharing) are achieved in a timely, safe and coordinated manner.

It is also a requirement that all responding government agencies to appoint a Liaison Officer/Focal Point to represent their agencies in coordination meetings before, during and after a cyclone impact.

Liaison Officers are to ensure that they link their agencies with the overall coordination effort lead by NDMO and that information or instructions relating to their departments' response effort are received in a timely manner and that they report to the NEOC Controller and Director NDMO.

14.0 Coordination Responsibilities

The NDMO takes the lead in coordination of preparedness, response and early recovery activities. The responsibilities of coordinating cyclone response will be actioned according to different levels that are aligned with five Categories of Cyclone Severity and the associated levels of impact on livelihood.

Tropical cyclone Category 1

Strongest winds are Gales (55-75km/h). The impact of this category may involve damage to old traditional thatched buildings and poorly built houses, as well as damage to some garden crops such as banana and fruit trees. Sea and river floods, beach erosion, flash floods, landslides, and boats/ships dragging their moorings are all possible.

Coordination of the impact assessment and response is primarily the responsibility of the PDCCC along with CDCCC with support from the NDMO as required.

A decision regarding the provision of assistance including relief supplies will be determined on the basis of initial need assessment reports carried out by PDCCCs and CDCCCs.

Tropical cyclone Category 2

Strongest winds can be very destructive (75-110km/h). Typical effects include minor damage to housing but significant damage to signs, trees and local thatch or poorly built houses. Heavy damage to some crops is possible. There is a risk of power failure. Sea and river floods, beach erosion, flash floods, landslides, and boats/ships breaking their moorings are all possible.

Coordination of the impact assessment and response is primarily the responsibility of NEOC in close coordination with PDCCCs and CDCCCs depending on the magnitude and the scale of impact.

A decision regarding the provision of assistance including relief supplies will be determined on the basis of initial need assessment reports carried out by PDCCC and CDCCC and any follow-up detailed or sector assessments.

Tropical cyclone Category 3

Strongest winds are very destructive (110-145km/h). Minor damage to public utilities and infrastructure including roof and structural damage is possible. Some local thatch or poorly built houses may be destroyed. Very heavy damage to some crops and power, water, and

communications failures are likely. Sea and river floods, beach erosion, flash floods, landslides, and boats/ships breaking their moorings are all very likely.

With this category, the level of response is coordinated from NEOC, PDCCC and CDCCC.

Aerial surveillance is necessary and important to be under taken to identify the worst impacted areas as soon as possible after the all clear before any detailed assessment are conducted on ground. Initial relief and in depth needs assessments will then be collaboratively coordinated by NEOC and carried out by PDCCCs and CDCCCs.

A detailed assessment may be undertaken to better inform the NDC on the scale of response required after the initial assessments done by the PDCCC and CDCCC members. Moreover, should specific areas need to be examined further then a specific cluster/sectoral assessment will be required to be deployed from government and the national humanitarian agencies.

Cyclone Category 3 may result in the Government requesting international assistance for the recovery phase depending on the scale of impact

Tropical cyclone Category 4

Strongest winds are very destructive (145-185km/h). Significant damage can be expected to roofs, building structures and other infrastructure. Thatched and poorly built houses are expected to be destroyed and blown away. There will be dangerous airborne debris, extreme crop damage and widespread power, water and communications failure. Sea and river floods, beach erosion, flash floods, landslides, and boats/ships breaking their moorings are all extremely likely.

With this category, the level of response is coordinated from NEOC, PDCCC, and CDCCC during all phases. Aerial surveillance is necessary and important to be under taken to identify the worst impacted areas as soon as possible after the all clear before any detailed assessment are conducted on ground. Initial relief and in depth needs assessments will then be collaboratively coordinated by NEOC with help from international partners, PDCCCs and CDCCCs.

Cyclone Category 4 is likely to result in the Government requesting international assistance for the recovery phase depending on the scale of impact.

Tropical cyclone Category 5

Strongest winds are very destructive (more than 186 km/h). Cat 5 cyclones are extremely dangerous causing widespread destruction. Typical effects include dangerous airborne debris; extensive damage to crops, infrastructure, public and private buildings; widespread power, water and communications failures. Sea and river floods, beach erosion, flash floods, landslides, and boats/ships breaking their moorings are to be expected.

With this category, the level of response is coordinated from NEOC, PDCCC, and CDCCC during all recovery phases. Aerial surveillance is necessary and important to be under taken to identify the worst impacted areas as soon as possible after the all clear before any detailed assessments are conducted on ground. The initial community assessment and the multi-sectoral

cluster assessment will then be collaboratively coordinated by NEOC with help from international partners, PDCCCs and CDCCCs.

Cyclone Category 5 will almost certainly result in the Government requesting international assistance for the recovery phase. In situations where international assistance (surge capacity) is unavailable, the Government through NDMO will make a formal request to source surge capacity within the Governmental departments and ministries.

Donor partners and international organizations assistance will be requested by NDMO if required. This request needs to go through the NDC, in a formal request for international assistance via Ministry of Foreign Affairs and External Trade.

15.0 Evacuation Centres/Safe Shelters

The Evacuation Centres or safe-shelters are formally identified by NDMO in coordination with Displacement & Evacuation Centre Management Cluster (DECM) -. Concrete buildings including churches and other private or public buildings and informal sites (Cave, WW2 bunkers, tent) can also be considered as safe shelters during a cyclone.

The MDCCC, PDCCC and Area Administrator are responsible for ensuring that the public is informed that a list of evacuation centres and evacuation centre managers are provided to the NDMO and JPOC prior to the commencement of each cyclone season. It is the responsibility of the MDCCC, PDCCC and the Vanuatu Police Force to inform the public of the pre-cyclone season planning arrangements. When a cyclone is within the Vanuatu area of responsibility, the NDMO will coordinate with the lead organizations/partner responsible for respective evacuation centers (MDCCC, PDCCC, MOET and VCC) to activate the Evacuation Centers. The lead organization will contact the respective Evacuation center managers to prepare the building and inform the community. The Manager with support from CDCCC will organize the evacuation of the most Vulnerable once the evacuation center is activate. It is the responsibility of the Evacuation center managers and the CDCCC to register and assess the needs of the evacuees. All data collected by the manager will be directly shared with NDMO for planning, data analysis and reporting purposes. The NDMO will share the report with lead organizations and coordinate the response with all the relevant partners based on the data collected on the ground.

Facilities and services provided for the community must cater for People Living with Disabilities (PLWD) and provide accessibility for all. This includes not only evacuation centres but information that is being distributed to communities. Communities should be provided contact numbers/locations of essential services near evacuation centres, and posters on referral pathways, prevention of sexual abuse and exploitation (PSEA), such as the posters 'What Evacuees need to be Safe during Evacuation and Resettlement', 'What to do for a Survivor of Violence' should be placed in clear view. The Gender and Protection cluster can provide relevant materials and advice. Planning, implementation and evaluation of responses must also ensure that the voices of vulnerable groups such as women, PLWD, children, pregnant and lactating mothers and the elderly have been considered and addressed across sectors

Open communication with the community before the disaster will assist the people to understand that the Evacuation centres are only a temporary measure. With the support of the CDCCC, evacuation centre manager and partners the families may return to their homes as early as possible.

16.0 Closure of Schools and Offices

All schools in the affected areas are to close upon declaration of a Stage One – **Blue Alert**. The Director General of the Ministry of Education will issue the instruction for closure of schools after liaison with the NDMO Director. Head Teachers and Principals can decide to close schools if they feel that the level of risk to children is high.

The school classrooms which are considered safe and certain to withstand strong winds, should be prepared by the Head Teachers and members of CDCCC to accommodate people whose properties are vulnerable to cyclones. Considerations should be made to minimise the disruption to the education of children and schools should only be closed for the time considered absolutely necessary.

Refer to: Education in emergency policies and plans

17.0 Public Service

It is a requirement under the **Risk Management Policy** of the Government that all Government Departments must have their own departmental and organisational disaster plans to deal with disaster preparedness, response and recovery. It is important that all disaster plans are activated when a cyclone situation arises.

The Secretary of Public Service Commission will give instructions for closure and opening of Public Offices after liaison with the NDMO Director. Stand-down of staff should commence on a gradual basis once Stage One – Blue Alert has been activated. Only essential services should remain until the announcement of Stage Two – Yellow Alert. All Government Offices should be fully secured prior to the announcement of the Red Alert.

Prior to closure of Public Offices, all cyclone shutters must be in place and all Government assets must be secure.

18.0 Damage and Needs Assessment

National, Provincial and Community Disaster Assessment Teams comprising of Government and cluster representatives are to be notified during the first coordination meeting prior to Blue Alert and should be placed on immediate standby ready for callout once the 'All Clear' has been given.

It is essential that gender and protection questions and observations are included by each sector in their assessment and recommendations and assessment teams should also include men and women. Assessments should be coordinated and not place undue burden on the community through being asked repetitive questions and inducing 'assessment fatigue', ideally data should be shared by all clusters to reduce burden. Briefings for teams prior to assessment deployment are essential to ensure that targeted data and locations are clear.

Assessments should focus on obtaining information for two distinct requirements:

- To determine the impact of cyclone on society (extent of damage), and
- To determine the needs and priorities for assistance (life support policy).

All assessments will be coordinated by the NDMO in consultation with the NDC. Information received at the early stages may not initially be accurate but as time progresses the data will become more refined.

There will be four categories of assessment undertaken:

18.1 Initial Community Assessment

Initial Community Assessment should be conducted by members of CDCCC or community members at the Area Council Level, and PDCCC at the Provincial Level, led by the Secretary Generals. Where PDCCC are not yet fully operational, assessments are to be carried out collaboratively with representatives from CDCCCs in each Area Council. Assessments need to be finalised as soon as practicable following the 'All Clear'. Assessments should be carried out by trained personnel where possible using agreed standard tools and reporting processes that are identified before the cyclone by each cluster. The consolidated results are to be passed on to the PEOC for verification through a Provincial Technical Assessment then to NEOC as soon as possible to assist with the decision-making by the NDC and the Council of Ministers.

Area Council Secretary will provide coordination and assistance to the Damage and Needs Assessment Teams. In the absence of PDCCC and CDCCC, the Area Council Secretary and National Government Officers based on the island are to provide the necessary assistance to any Damage and Needs Assessment Teams in that locality.

NDMO acknowledges that not all areas of Vanuatu are covered by an active CDCCC at this time. In such circumstances Village Development Committees or communities in general should make local arrangements to educate, prepare for and respond to the threat of cyclone including assessment.

The template for Fes Komuniti Assemen Fom is used for this purpose.

In addition, prior to RTA (18.3), within 24hr of "All Clear", an assessment on Provincial Government Resources including human resource should be communicated to NEOC to inform planning on PEOC resources.

18.2 Aerial Surveillance

Aerial Surveillance is usually conducted as soon as possible (weather permitting) after a cyclone has passed over the country or the affected part of the country. In the event of an expected category 2 or higher cyclone, aerial surveillance is to be put on standby before the event.

The aim is to identify the extent and severity of damage to areas affected by the cyclone. This will help to determine areas that will be prioritised for further assessment and response. Aerial assessments will be used to determine the need for a State of Emergency to be declared, and for allocating priorities for emergency response action to specific areas on the islands.

Logistic support for this exercise can be provided by the FRANZ partners. (see International Assistance) The domestic airline companies and helicopters can also provide the same support but this is subject to being arranged by the NDMO, as directed by the NDC, using the emergency fund.

Airline and helicopter companies
Air Vanuatu
Vanuatu Helicopter
Pro Medical

Satellite pictures can be requested prior to the arrival of the cyclone in order to have baseline and follow up pictures after the cyclone has passed to determine damage. This can be requested through the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) and South Pacific Community (SPC).

Unmanned Aerial Vehicles (UAV)s may also be used for assessment operations however this will depend on conditions and availability of equipment and pilots.

Assessments of infrastructure such as airfields and ports should be made as early as possible as this will inform the NDMO as to what methods of aid delivery can be utilised.

18.3 Rapid Technical Assessment

Rapid Technical Assessment will involve all relevant clusters and be coordinated and led by NDMO. It is done for a category 3, 4 or 5 cyclone after the Initial Community Assessment or at other times as deemed necessary by the NDC. This assessment is done to determine the nature, scale and extent of a cyclone, and the needs of the affected population. Multi-sectoral assessment teams will perform the assessment with local representation. PDCCC and CDCCC representatives will standby to support the cluster representative on ground to carry out the assessment.

Depending on the areas to be covered and availability of Government Officers, this exercise is usually supported by Police/VMF Officers and cluster members as determined by Director NDMO. Composition of the teams should be determined prior to Stage One: Blue Alert

The template for a Rapid Technical Assessment Form is used for this purpose.

18.4 Detailed Sectoral Assessment

The detailed sectoral assessment should be implemented by clusters/sectors within two to three weeks of the cyclone impact. It is designed to provide the Government with a more detailed damage assessment in respect to different sectors such as infrastructure, agriculture, health, water, sanitation, communication, shelter and other long-term issues that may have an adverse impact on social and economic environments and development. Responsible technical departments from National line government agencies and members of the cluster groupings will undertake this assessment. It is important that reports are compiled so as to provide a much more detailed assessment on the medium and long-term effects. The NDC will provide all necessary

assistance to ensure that there are no unnecessary delays. It is essential that gender and protection questions and observations are included by each sector in their assessment and recommendations. Assessment teams should also include men and women.

19.0 Humanitarian Response

The humanitarian response will be coordinated by the NDC and NDMO and through the government led cluster system. Any national or international surge capacity will be required to work in support of these arrangements.

20.0 Food relief

In the event of a cyclone, relief food supplies will not normally be considered immediately after impact. Communities will be expected to use available supplies and only critical cases, schools and hospitals will be exempt from this restriction.

The decision regarding the provision of food relief will be made by the NDC **following** receipt and analysis of damage and needs assessment reports. Relief efforts will at all times be applied on a needs basis and will adhere to the Government's "**Self Help**" concept wherever possible.

No national relief food distribution is considered until the Food Security & Agriculture Cluster has submitted technical food damage reports and recommendations to the NDC, indicating that such assistance is required.

Criteria for considering food relief include:

- A recommendation by the Food Security and Agriculture Cluster that such assistance is required
- Severe damage has occurred to greater than 70% of all food gardens
- The community does not have the financial ability to assist itself
- The community does not have access to alternative supplies or markets
- When Provincial resources are being exhausted and it is proven that they cannot cope with the situation
- When other provinces cannot provide support to the affected community following requests

Where communities have endeavoured to obtain their own assistance the NDC may consider support to cover transport and other costs associated with the delivery of food supplies from sources and/or markets.

21.0 Non Food Items

Humanitarian partners should update their prepositioned Non Food Items (NFIs) stocks status on the Pacific Logistics Mapping (PALM) website <https://palm.logcluster.org>, to allow NDMO and clusters to develop their contingency and immediate response plans with NFIs available in country.

Based on the assessments the Clusters or Working Groups are to determine what is needed and make recommendations to the NDMO for the composition of distribution.

The use of tarpaulins should be considered for Government buildings, hospitals, churches, major community buildings and damaged occupied community houses.

With respect to shelter and households NFIs, assistance to community housing should encourage the self-help concept and promote adoption of effective preparedness measure by communities. As a result of their self-sufficiency and resilience, Ni-Vans, after a disaster, wherever possible, should start the self-recovery process immediately. Community, urban or rural, can quickly reconstruct shelter with whatever building materials are available. Therefore shelter response strategies should encourage and support people in their own coping mechanisms, with the appropriate distribution of Non Food and Shelter Items, technical guidance and building back safer awareness, prioritizing the most vulnerable.

Shelter Cluster, with NDMO and other partners, will determine the immediate and medium term shelter response strategy, and standards of assistance to be provided. It is recommended that cluster partners distribute same type/equivalent items in term of quality and number per households in areas defined with the cluster and local authorities, to avoid duplication, maximize gap filling and minimize tensions within or between communities.

The NDMO must ensure that the self-help concept is included within community education programs and disaster plans.

22.0 Role of the National Government

Vanuatu National Government will take the lead in dealing with disasters in Vanuatu. Therefore, the Government will assume total responsibility as per this plan and the National Disaster Act (CAP 267). As such, there are some indicative roles of the Government Ministries and Departments:

- All Government resources are to be utilized when a declaration of a disaster is made by the Government.
- The Chairman of NDC has the power to utilise all public resources under the Act if a State of Emergency is declared.
- All Government Ministries and Departments are to assess available resources that can be utilised during response. They are to keep baseline data of these resources at their respective offices and provide a copy to NDMO and NEOC for information and coordination purposes
- Ministry and Department of Finance are to ensure adequate financial resources are in place to meet National Ministries/Departmental obligations in emergency and disaster operations when their budgets run out. During national budget closure, the Ministry of Finance must be prepared to assist coordination of the disaster/emergency with funding set aside for this purpose under the Public and Finance and Management Act
- Undertake National coordination role for their sector/area
- Liaise with donor partners, civil society and the private sector.

- If applicable maintain links with UNOCHA (Suva Office) and the United Nation Disaster Assessment and Coordination Team (UNDAC).
- Monitor the weather situation through VMGD
- Provision of sectoral assessment and reports by Agriculture, Education, WASH, Health & Nutrition, Logistics, Shelter, and Gender & Protection clusters and any other clusters or working groups as applicable and actively lead relevant clusters within cluster system,
- Coordinate international support (including appeals) and deployment of relief distribution items to affected communities

23.0 Role of the Provincial Government

To ensure effective coordination and liaison amongst all stakeholders, a close working collaboration between NDC/NDMO and Provincial Disaster and Climate Change Committees (PDCCC) is critical. The PDCCC will undertake the following roles:

- Establish, activate, and operate the PDCCC
- Set up and staff a Provincial Emergency Operations Centre (PEOC) during an emergency or disaster situation
- NDMO will brief the PDCCC on their roles, before, during and after a disaster this may be facilitated through the PDO.
- Develop and review Provincial Cyclone Response Plans
- Coordinate Provincial pre-cyclone season awareness and other activities during the Preparedness Phase
- Coordinate Provincial response activities during the disaster response phase
- Maintain Provincial baseline data on all available resource inventories and report regularly to the NDMO
- Establish point of contacts from each of the main areas and islands within the Provincial boundaries
- Ensure that there are adequate financial resources for the Province to utilise before National assistance is required
- Monitor and keep NDMO and NDC informed of the situation inside Provincial boundaries on a regular basis by providing regular Sit Reps as required
- Work with and support Assessment Teams deployed to respective Provinces as required, including provision of verified assessment reports.
- Update the Provincial Logistics Capacity Assessment on a regular basis, including immediately prior to each cyclone season

24.0 Roles of Area Council Secretaries

To ensure effective coordination and liaison amongst area council stakeholders, a close working collaboration between PDCCC and Community Disaster and Climate Change Committees (CDCCC) is important. Therefore, the Area Secretary will undertake the following roles:

- To activate the area council communication tree

- Receive incident messages and assessments from CDCCC ;
- To confirm these messages and pass the information, assessments and situation reports to the PEOC;
- To pass information received from the PEOC to the CDCCC
- Collate a register of displaced people from CDCCC.
- Implement Actions Plans to Ward / Community Level, as well as reporting, (and vice-versa).

25.0 Roles of Community Disaster and Climate Change Committee

The CDCCC will undertake the following roles:

- Activate community Disaster Response Plan after receiving information and advice from Area Secretary or PEOC.
- Report incident messages to their Area Council Secretary and/or PEOC
- Pass information from the Area Council Secretary to the community members
- Ensure that people are ready to evacuate at short notice, if necessary;
- Maintain a register of displaced people.
- Conduct community initial damage assessments and submit all assessment reports to the Area Secretary.
- Update the community Logistics Capacity assessment

26.0 International Assistance

International assistance will be requested if it has been established that the severity of the damage is beyond the capacity of provincial and national resources. This requirement will need to be recommended by NDMO and determined by the NDC, which will submit a formal request for international assistance via Ministry of Foreign Affairs International Cooperation and External Trade (MOFAICET).

The NDMO will be responsible for liaising directly with aid agencies and donors once a formal request for assistance has been made through the MOFAICET. The NDMO will work to determine the type and quantity of assistance required as well as distribution and logistic support arrangements. All Departments and Agencies which have identified or determined the need for assistance must submit their requests as part of their assessment report to the NDMO, and should under no circumstances make direct approaches/requests to aid agencies and donors without the overall consideration and endorsement of the NDMO. Cluster and inter-cluster meetings will be utilised to determine needs for international assistance.

NDMO and Clusters are to liaise and provide a list of endorsed relief items as soon as possible and. Only these items will be eligible for import duty exemption. The NDMO does not encourage donors to give unsolicited goods but instead encourages cash donations.

The assistance of FRANZ partners will most likely be the first option in international assistance. FRANZ is an agreement between the governments of France, Australia and New Zealand to

coordinate disaster reconnaissance and relief assistance when requested by the Government of Vanuatu upon recommendations by NDC.

26.1 Immigration/registration of international aid personnel

The NDC and NDMO will also be accountable to the respective donor partners for ensuring that all relief assistance is provided and distributed in accordance with the guidelines governing the provision of such assistance and for the preparation of a report on expenditure/distribution of assistance provided.

Other regional and international aid agencies wishing to assist Vanuatu in times of a disaster should ensure their interest is channelled through the MOFAICET and a copied to NDMO. The same applies to any other regional and international organisation.

27.0 Customs

The role of Customs during a major cyclone response is to:

- Respond to the requirements of the NDC
- Implement a rapid import clearance process for emergency relief supplies during the State of Emergency
- Provide a liaison officer to the NEOC.
- Participate in the Logistics Cluster meetings
- Assist with the VAT exemption process for approved relief items

27.1 Importation of International Humanitarian relief items

Customs will implement a rapid process for import clearance when a State of Emergency is declared for relief items. During this period Customs will accept and clear emergency relief items if a clearance is provided. Emergency relief items includes, food, water, shelter, and building supplies for affected areas only.

The NDMO will provide a guide to Customs on what are appropriate relief items. Disaster locations will also be provided so fast tracking and exemptions can be applied to those locations.

Duty and VAT is exempt for imported relief items. The Director of NDMO can approve VAT exemption on behalf of Customs for international humanitarian relief items as stated under the Import Duties Act section 290.

27.2 Unsolicited donated items

Unsolicited donations are strongly discouraged by the NDMO. Cash donations to the Red Cross and other partner agencies with a presence in country are encouraged. Donated goods must go through the full clearance process and be granted a clearance by Customs. Donations can only be imported by a registered charitable organization with the Vanuatu Financial Services Commission. VAT and duty exemption can be applied to donated goods by registered charities. If donated goods are considered relief items, NDMO can approve the exemptions. If the items are not on the relief item list, Customs must approve the duty and VAT exemptions.

27.3 Refusal of entry before export

NDMO has the right to refuse entry of donated relief items before they depart the country of donation.

28.0 Biosecurity Clearance

All plants, plant products, animals and animal products are regulated and require consultation with Biosecurity Vanuatu to ensure that relief does not bring in unwanted organisms. All imports will be assessed on the risk and must have an import permit. The import permit outlines the necessary requirements to ensure that items of quarantine concern are imported with less risk. If the consignment does not meet these requirements, measures will be taken to minimise the risk. Measures that are usually applied are treatment or destruction of prohibited items at expenses of the importer.

Prior to the arrival of the relief supplies, the aircraft agents must notify the Biosecurity department on the expected time of arrival of the aircraft. The Biosecurity department will facilitate the quarantine clearance of the relief supplies at the airport. Such facilitation will be processed in accordance to the quarantine legislations to ensure that no foreign organisms are introduced into Vanuatu.

For container clearance, it is a similar procedure. Prior to the arrival of shipping containers a ship manifest will be given to Biosecurity by the shipping agent. The Biosecurity department will determine which containers need further inspection based on the description of goods. Stored food items must be commercially packaged and clearly labelled in English and must not be infested with any living organisms in order to safeguard our border from foreign damaging pests and diseases.

29.0 Pacific Humanitarian Team – PHT

The United Nations and other international/regional agencies have established a regional Pacific Humanitarian Team (PHT) that can be deployed in support of national responses to major emergencies and requested through UNOCHA in Suva. Key support activities that can be undertaken by PHT or the Pacific Humanitarian Partnership (PHP) include:

- Contributing to the rapid assessment and sharing of information to the government through NDC and among active donors in Vanuatu and the region.
- Facilitating coordination with and mobilisation of appropriate resources from donors who might not be operational in the region but are interested to assist.
- Providing additional expertise surge capacity and to increase the accountability and credibility of assessments reports and appeals presented to the donor community.
- Strengthening National capacity by providing sectoral support and assessment expertise that might be required.
- Assisting in the on-site management of the relief operation and distribution during the emergency relief response operation phase.

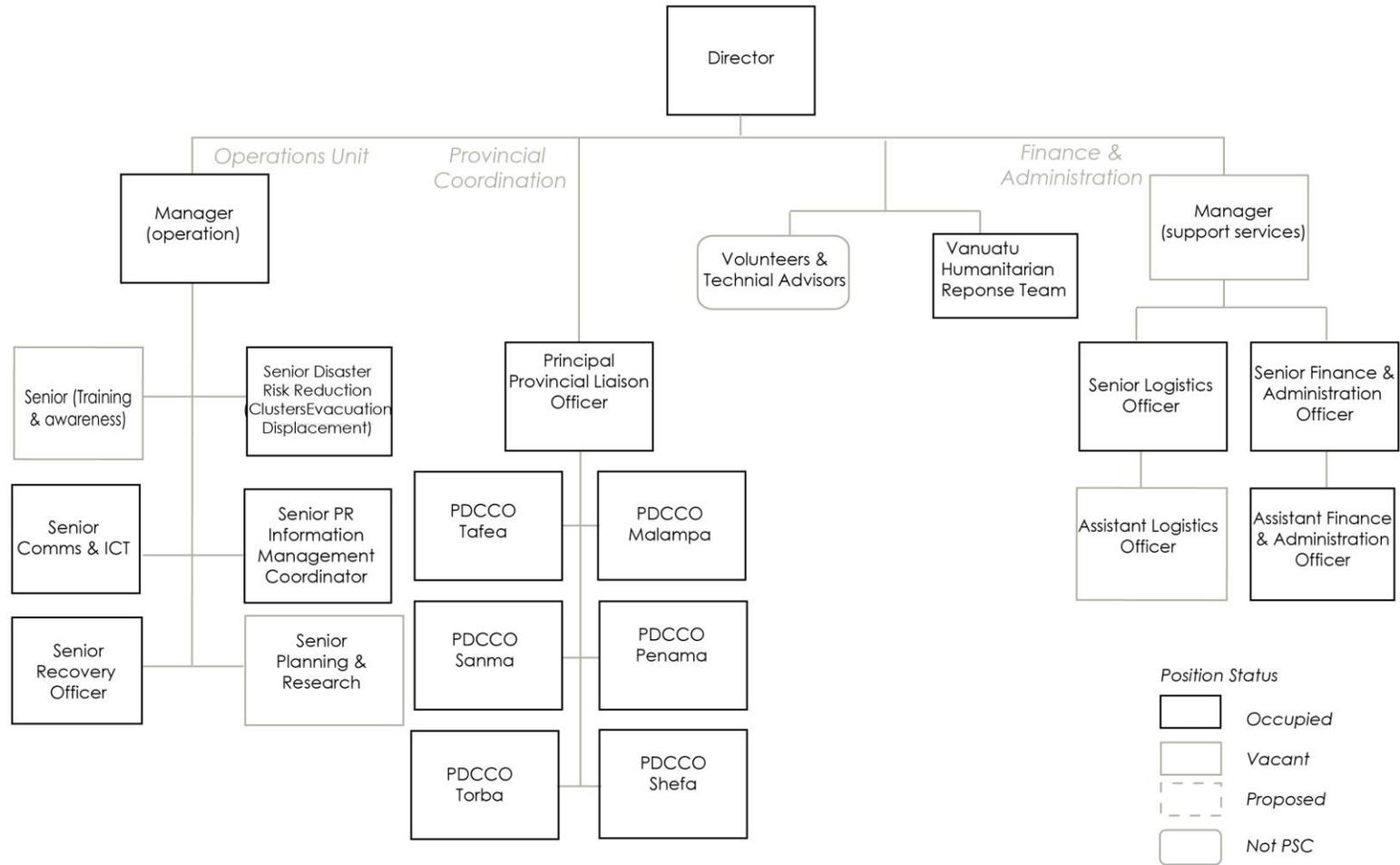
- Providing advice on planning for medium term relief, transition to rehabilitation and future mitigation strategies.

PHT Teams are most effective when deployed early in an operation. OCHA acts as the Secretariat of the PHT

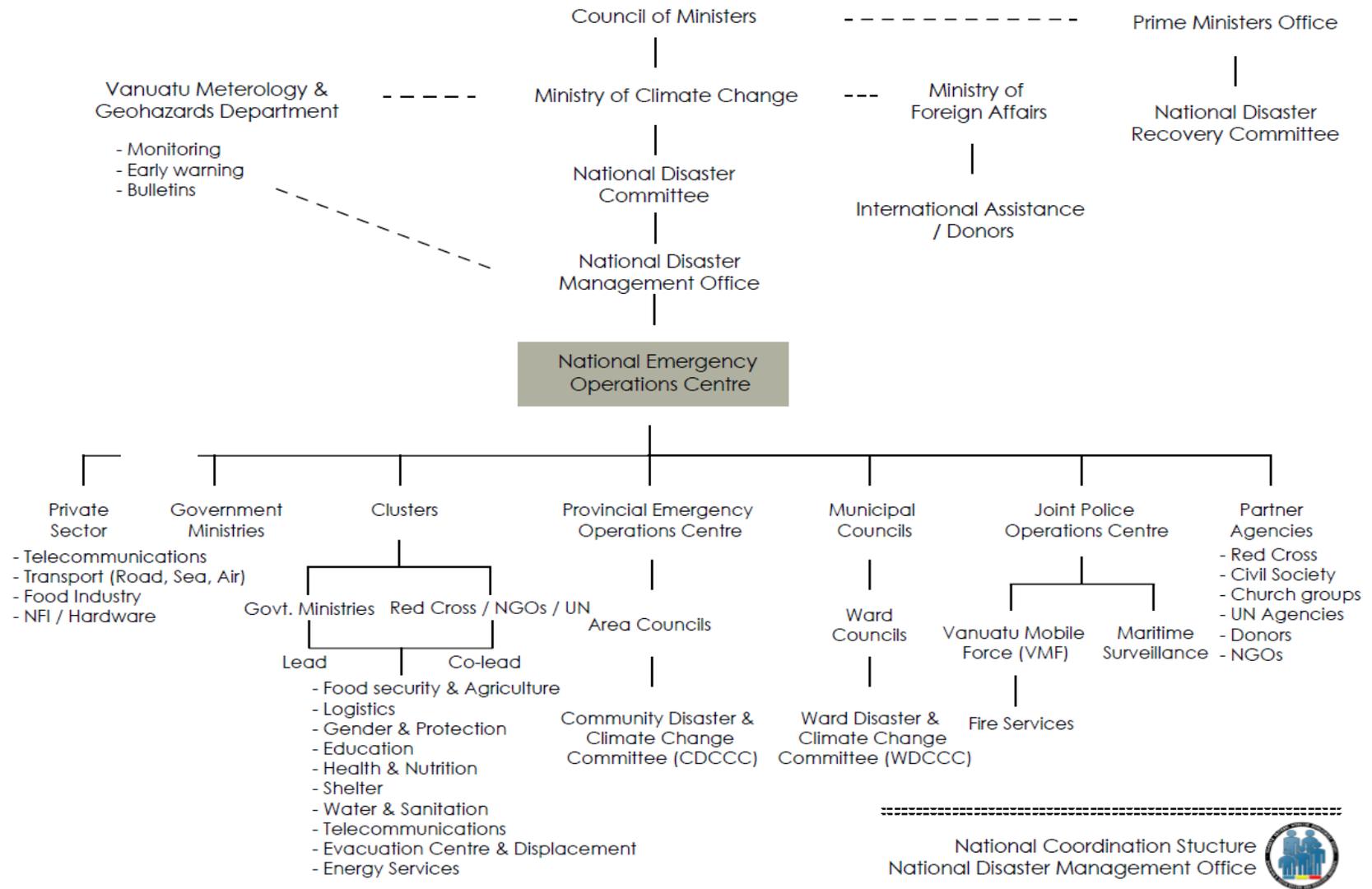
30.0 Stand Down

The Disaster Controller directs for the “stand-down” of personnel, equipment, assets and other resources including EOCs after the threat has abated, or in a situation when disaster relief operations are advanced or successfully completed. Stand Down stage is declared in consultation with relevant technical agencies and the affected provincial authorities and informed by the assessment reports. This stage must be implemented progressively, in the reverse process to alerting agencies and personnel, mounting duties and activation and manning of the EOCs. Stand Down stage starts with partner organisations that are no longer required and subsequently includes those actors with limited or lesser involvement in the response operations

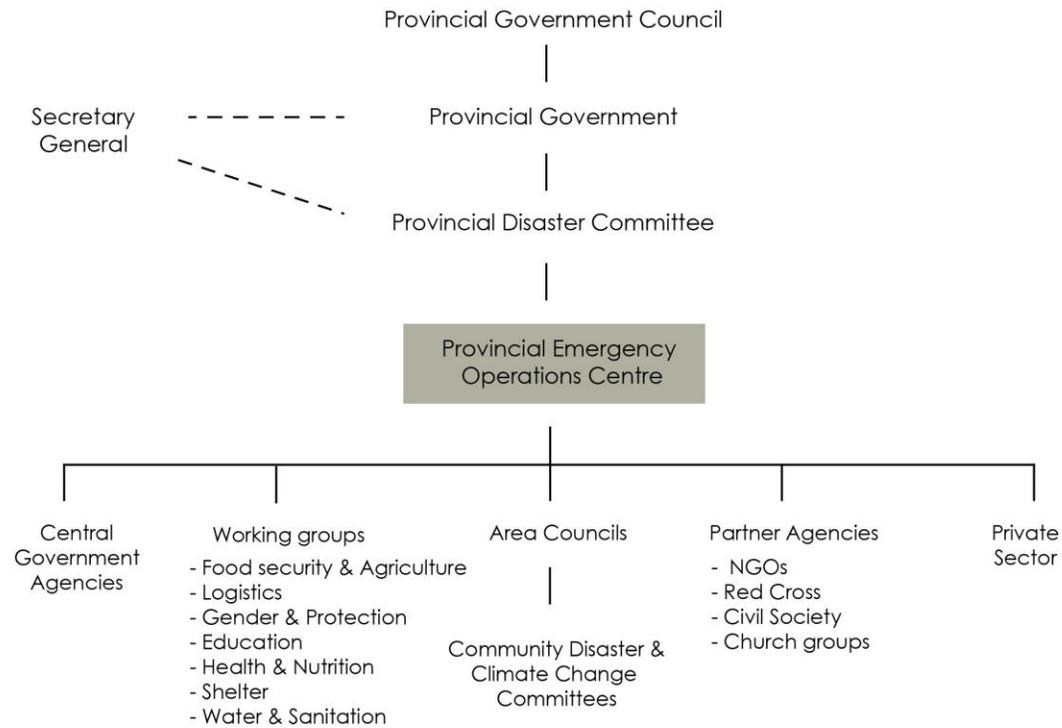
Annex A: NDMO organizational Structure



Annex B: National Disaster Response Coordination Structure



Annex C: Provincial Coordination Structures



Provincial Coordination Structure
National Disaster Management Office
September 2016



Annex D: Organisation Response Functions and Role

AGENCY	SUPPORTING AGENCY	RESPONSIBILITIES
Ministry of Health (Cluster lead for Health & Nutrition)	Department of Health	<ul style="list-style-type: none"> - Lead and coordinate the Health Cluster activities - Conduct and coordinate post disaster field assessment as required - Situational analysis and prioritisation of activities according to needs and vulnerability - Provision of regular situational updates and information sharing to all health cluster members - Scale up syndromic surveillance system accordingly - Provision of medical supplies to health facilities - Provision and training of medical personal - Provision of primary health care and public health services - Conduct public awareness activities and provision of IEC materials - Provision of health facility infrastructure and biomedical equipment - Coordination of international medical personal - Provision of ambulance services - Setting health minimum standards - Coordinating the management of deceased persons - Produce report/ Situation Analysis to submit to NDMO - Work alongside the health focal point stationed at the provincial level - Inspection of food items before general food distribution – check for expiry dates - Messaging to the community
	WHO	<ul style="list-style-type: none"> - Co-lead of the Health Cluster - Support all activities in line with the priorities of the Ministry of Health - Provision of technical and funding support to the Ministry of Health - Provider of last resort - Provide technical support to the Cluster lead - Support activities in line with the FSA Cluster

	Red Cross	- Provision of First Aid services
	Pro Medical	- Coordinating and provision of ambulance services
	Health Cluster members	- Supporting the Ministry of Health to implement their programs and activities in relation to disaster risk management
	Municipalities	- Grave Services - Provision of health facilities
	Family Health	- Prevention Campaign (Reproductive Health...) - Psychological First Aid
	Save the children	- Prevention campaign on WASH and Nutrition - Support MoH activate IYCF-E at Health facilities and community level
Ministry of Agriculture (Cluster lead for Food Security and Agriculture)	Department of Agriculture	- Lead and coordinate the FSA Cluster activities - Conduct and coordinate post disaster sectoral assessment - Provision of seeds, seedling and planting material to farmers as required - Assist with farming materials and inputs to farmers as required - Provision of agricultural personal in location throughout Vanuatu as required - Determine the need and composition of food rations as required - Awareness Campaign - Messaging to the community - Coordinate food distribution
	FAO & WFP	- Co-lead the cluster - Support all activities in line with the FSA Cluster - Provide technical support to the cluster lead
	GIZ	- Provide technical support to the Cluster lead - Other
	Department of Industry	- Emphasize to practise food processing for food preservation and used in times of emergency

	Other cluster Members	<ul style="list-style-type: none"> - Support the cluster lead
Ministry of EDUCATION (Cluster lead for Education)	Department of Education	<ul style="list-style-type: none"> - Lead and coordinate the Education Cluster activities - Activate the Education Operations Centre (EOC) - Activate the Education Cluster - Activate the Education in Emergencies Policy relevant Sections - Lead and coordinate the Education Cluster Meetings - Conduct and coordinate post disaster sectoral assessment - Negotiate for school fee exemption for affected students - Provided temporary Learning Spaces - Assist the management of classrooms during evacuation - Provide a time frame for schools to be used as evacuation centres - Conduct structural in-depth assessments of facilities - Provide Psycho Social Support to affected schools staff/ teachers - Provision of ECCE kits to affected teachers, ECCE Centres, Child care, Home-based, Primary and Boarding Schools - Provide Vanuatu Education Information System (VEMIS) - Provide 3 W - Organise lessons learned workshops with Provinces and Cluster members - Distribution coordination for donor school resources and materials - Messaging to the community
	Save the Children	<ul style="list-style-type: none"> - Co-lead the cluster - Provide technical and material support to cluster lead
	Unicef	<ul style="list-style-type: none"> - Provide technical and material support to the cluster
	Other Cluster members	<ul style="list-style-type: none"> - Support the cluster

Ministry of Lands and Natural Resources (Cluster lead for WASH Cluster)	Department of Geology, Mines & Water Resources (DGMWR)	<ul style="list-style-type: none"> - Activate the WASH cluster upon the advice from the NDMO. - Endorse the humanitarian intervention plan prepared by the WASH cluster. - Liaise with the ministry on surge capacity when required, - Lead and coordinate the WASH cluster activities - Ensure an appropriate coordination with the cluster and with other clusters and other national and international agencies - Conduct and coordinate post disaster sectoral assessment and provide support to NDMO EOC when required - Assist the development of the situation report with inputs from the WASH cluster and support the development of the response strategy. - Provides material support to the affected people - Provision of WASH NFI - Provision of safe drinking water - Enforce water standards with necessary arrangements for monitoring and reporting - Convene WASH cluster meetings periodically. - Ensure proper information management procedures are applied. - Provide WASH input into the Humanitarian Action Plan (HAP) - Share wash cluster sitrep and response plan to NDMO. - Provide technical expertise and contribute to design of response interventions, supporting humanitarian partners and implementing where necessary. - Ensure the safety and security of all staff members and activate the communication tree - Messaging to the community
	Unicef	<ul style="list-style-type: none"> - Co-lead the cluster - Provides technical and material assistance to the lead cluster - Provides material support to the affected people - Work closely with affected population on the ground
	Other cluster Members	<ul style="list-style-type: none"> - Support the cluster

National Disaster Management Office (NDMO)/Logistic cluster lead	NDMO	<ul style="list-style-type: none"> - Lead and coordinate the Logistics cluster activities - Facilitate deployment of assessment teams - Attend the inter-cluster morning briefing - Identify local resources for surge - Coordinates warehouse availability and storage - Coordinates receipt/dispatch, tracking and stocktaking of emergency relief items and unsolicited bilateral donations - Coordinates movements of incoming supplies from ports to warehouse to islands - May coordinate the movement of people - Coordinates food and water distributions with the Provincial EOC and community networks - Messaging to the community - Update LCA and Logistics contacts
	Care International	<ul style="list-style-type: none"> - Co-lead the cluster
Ministry of Justice and Community Services (cluster lead for Gender & Protection)	Department of Women's Affairs	<ul style="list-style-type: none"> - Lead and coordinate the Gender & Protection Cluster - Conduct and coordinate post disaster sectoral assessment - Provide awareness to communities - Develop knowledge and understanding of gender and protection issues in Vanuatu through advocacy, awareness raising, capacity building and technical advice for relevant stakeholders - Coordinate the centrality of protection in all cluster implementation of activities - Actively encourage other clusters/sectors of the humanitarian community to mainstream gender and protection into their planning and activities, and to provide technical support for this process - Identify protection issues and gaps (in times of preparation for and response to emergencies) and advocate to the relevant authorities and other actors for action to address them - Play the lead role in the coordination of agencies involved in gender and protection activities to share information and respond to identified gaps

		<ul style="list-style-type: none"> - Messaging to the community
	CARE International	<ul style="list-style-type: none"> - Co-lead to the cluster - Support the cluster's activities - Support the TAFEA PDC (Technical, admin) - Support messaging / communications to Tafea communities via CDCCCs (Aniwa, Futuna, Aneityum, Erromango and Tanna – Whitesands only) - Active member of FSAC and WASH cluster
	Save the children	<ul style="list-style-type: none"> - Co-lead the cluster lead - Support the cluster's activities - Support the cluster's activities and provide technical assistance
	Vanuatu Women Centre	<ul style="list-style-type: none"> - Local Co-lead the cluster - Assist in coordinating the referral system with other members - Provide socio-psychological support to victims of violence
	Police	<ul style="list-style-type: none"> - Family Protection Unit - Security
	Other cluster members	<ul style="list-style-type: none"> - Support cluster lead
Ministry of Infrastructure and Public Utilities (cluster lead for Shelter)	Department of Public Works	<ul style="list-style-type: none"> - Lead the shelter cluster - Lead shelter assessments - Messaging to the community - Coordinate the shelter related activities and programs among members - Ensure that the cluster has the tools and information to implement a coordinated approach to shelter related disaster preparedness and response activities. - Ensure that during disaster response, humanitarian shelter needs are identified and strategy is defined for appropriate advocacy and response - Support shelter cluster members to provide timely response and information during emergencies.

		<ul style="list-style-type: none"> - Facilitate effective sharing of information among shelter cluster members; and liaison with key ministries & departments as for Ministry of Lands, Custom Land Management office, Department of Local Authorities, or Department of Forestry. - Liaise and coordinate with the NDMO and other clusters - especially with joint initiatives such as preparedness and response, and evacuation centre management. - Advise NDMO on shelter requirements and standards during disaster response, to support joint resource mobilization efforts. - Promote and support communities' shelter & settlements self-recovery, building back safer initiatives and traditional coping mechanisms.
	IFRC	<ul style="list-style-type: none"> - Co-lead the cluster, provides support to PWD during preparedness and response. - During a disaster response, the IFRC provides surge coordination capacity as requested by the Lead Agency, to the extent required and possible within available resources.
	Other cluster members	<ul style="list-style-type: none"> - Support PWD in facilitating the Cluster objectives and activities, meeting on a regular or ad hoc basis to share information, discuss issues, identify potential solutions, and set priority activities of the Cluster.
Emergency Telecommunications /OGCIO (Cluster lead)		<ul style="list-style-type: none"> - Assist with communication - Provide HF when needed
	Digicel (Cluster co-lead)	<ul style="list-style-type: none"> - Support OGCI0 where needed
Vanuatu Police Force		<ul style="list-style-type: none"> - Coordinate the land search and rescue mission - Coordinate the sea search and rescue mission - Assist in the distribution of relief supplies to affected population - Assist clusters where needed - Work alongside NDMO for the whole duration of the emergency response through the provision of a liaison officer

		<ul style="list-style-type: none"> - Take ownership of all Security and Law Enforcement, whenever there is a single or multiple declared state of emergencies by the Head of State - Impose Security Measures will continue to roll to aid the National Government in Restoring Law & Order Maintenance, and at the same time Assist the NDMO to complete the Recovery and Rehabilitation assigned task on demand
Foreign Affairs		<ul style="list-style-type: none"> - Assist NDMO on the request for FRANZ partners assistance - Assist with Special Category visas - Flight clearances - Shipping vessel clearances - Focal point for all foreign relations - Foreign affairs is mandated to request for assistance - Liaising with partners (donor partners) - Facilitate VIP Courtesies for visiting dignitaries
DSPPAC		<ul style="list-style-type: none"> - Facilitate NDMO access to relief funds - Lead and coordinate recovery
FRANZ Partners		<ul style="list-style-type: none"> - Provide logistical support to supplement national capacity. Assist the NDMO, Logistics Cluster and other agencies in transport, damage assessments through aerial surveillance and relief provision
Media (local and international)		<ul style="list-style-type: none"> - Means of diffusing warning messages from the Meteorology Department and from the cluster as a whole - International media to work or liaise directly with local media office on ground
Department of Local Authority (DLA)		<ul style="list-style-type: none"> - Liaise between National and Provincial Government
Provincial Government		<ul style="list-style-type: none"> - Support NDMO with Initial Community Assessment - Support NDMO with deployed assessment teams - Feed reports back to NDMO
Department of Customs and Inland Revenue		<ul style="list-style-type: none"> - Facilitate the clearance of disaster relief containers with proper documents supplied by the NDMO

		<ul style="list-style-type: none"> - Waive customs duties and VAT for all goods purchased externally for humanitarian assistance
Department of Biosecurity		<ul style="list-style-type: none"> - Facilitate the quarantine clearance of international aircraft loaded with disaster relief supplies donations - Facilitate inspection of sea vessel based on ship manifest - Biosecurity will always safeguard our borders from foreign damaging pests and diseases
Air Vanuatu		<ul style="list-style-type: none"> - Provision of standby aircraft - Provide manifest of transported goods
Airports Vanuatu Limited (AVL)		<ul style="list-style-type: none"> - Make sure space available for aircraft to land and depart - Facilitate aircraft access availability for assessment team deployment - Make sure the runway is in good condition for departure and landing
Vanuatu Terminal Services		<ul style="list-style-type: none"> - Handling of international Terminal Cargo - Preparation of Air-waybills - Cargo storage facilities - Ramp service - Logistical Support services - Communications Aircraft ground to ground and ground to air communications
Vanuatu Helicopters		<ul style="list-style-type: none"> - Provision of standby helicopters - Carry capacity of 130 kg items (water, hygiene kits, etc.) and 3-5 deployment people - Assist NDMO in the deployment of assessment team (on request)
Aircraft operators		<ul style="list-style-type: none"> - Aircraft should be made on standby for emergency use right after an emergency and upon request
Fuel Companies		<ul style="list-style-type: none"> - Adequate types of fuel available on standby in country to be used for emergency situations
Faith Based NGOs	ADRA etc	<ul style="list-style-type: none"> - Assistance in provision of sanitation kits and WASH equipment

		<ul style="list-style-type: none"> - Assistance in provision of evacuation - Support messaging / communications to communities via CDCCCs
	World Vision	<ul style="list-style-type: none"> - Support messaging / communications to communities via CDCCCs - Active member of FSAC and WASH cluster - Pre-position (Port Vila, Tanna, Santo) and distribute WASH, Shelter, Food Security, Livelihood, Health materials - Support Cluster and Inter-Cluster activities - Support PDCs (technical, admin) - Support messaging / communications to communities. - Active member of FSA, WASH, Logistics Clusters - Support/Conduct situation assessment, analysis and reporting
	VCC and Mormon Church	<ul style="list-style-type: none"> - Provision of evacuation facilities and relief supplies - Support messaging / communications to communities via CDCCCs
UNELCO		<ul style="list-style-type: none"> - Provision of information on impacts on water and power supplies

WORKING GROUP (Lead)	SUPPORTING AGENCY (CO- LEAD)	RESPONSIBILITIES
Information Management (NDMO)		<ul style="list-style-type: none"> - Ensure effective sharing and dissemination of information within and across clusters and sectors; - In collaboration with the NDMO, ensure coordination of information sharing among partners related to disaster in all phases of disaster response, including prevention, mitigation, risk reduction, preparedness, and recovery; - Provide a forum for accessing information for cluster and sector stakeholders; - Facilitate the dissemination of information and data across all clusters and sectors; - Agree on common tools and methods, process and standards for gathering, storing and backing-up data and information.
Infrastructure (PWD)		<ul style="list-style-type: none"> - Review of existing structural designs - Review of existing drawings and to identify the gapes regarding quality - Review of architectural designs - Review of construction drawings and provide a gape analysis - Review of specifications of construction materials - Labour market analysis - Construction material assessment and market cost analysis - Develop planning tools - Develop quality and quantity monitoring tools

		<p>Review existing tools for costing and measurements</p> <ul style="list-style-type: none"> - Develop daily, weekly and monthly site reporting tools - Work alongside AVL on the runway condition - Enable road accessibility including airport runway (outer island airports) in time of disaster such as cyclone and other natural occurrence - Provide design of relevant road structures such as culverts, crossings, bridges, etc.... including buildings
<p>Communication with Communities/Accountability to Affected Population – NDMO Lead</p>	<p>NDMO/CDAC International</p>	<ul style="list-style-type: none"> - Information to be seen as a form of aid - Transparency - Accountability to Affected Population - Access to information for all

Annex E: Master Emergency Contact List

NAMES	POSITIONS	VOIP EXTS.	PHONE NBRS.	EMAIL ADDRESSES	STATIONS
Department of meteorology & Geo-Hazards					
Esline Garaebiti	A/Director General	5400	24686/7747970	gesline@vanuatu.gov.vu	Vanuatu Meteorology & Geo-Hazards Dept,
Public Weather	Public Weather	5281	22932		
AV/TC/Marine	AV/TC/Marine	5282	22932		
Allan Rarai	A/Director	5294	24686/5608062	ararai@meteo.gov.vu	Nambatu Area, Port Vila
Allan Rarai	Manager climate change	5294	5608062	ararai@meteo.gov.vu	
Jerry Timothy	A/Manager Forecast	5281	5739778/5321335	jtimothy@meteo.gov.vu	
Kalo Abel	Senior Climatologist Officer	5281/5282	5408941/7108985	akalo@meteo.gov.vu	
Franky peter	Weather Forecaster	5282	7106367	fpeter@meteo.gov.vu	
Tom Natic	weather Forecaster	5281	7772172	tnatic@meteo.gov.vu	
Levu B. Antfalo	weather Forecaster	5281	5639875	lantfalo@meteo.gov.vu	
Helen Luke	weather Forecaster	5281	5908521	eluke@meteo.gov.vu	
National Disaster Management Office					
Abraham Nasak	Director	5301	7738201/5389514	anasak@vanuatu.gov.vu	National Disaster
Peter Korisa	Operation Manager		7748994	pkorisa@vanuatu.gov.vu/	

Vacant	Senior Research Planning				Management Office, Nambatu, Port Vila
Vacant	Training & Awareness				
Alice Iarem	Senior DRR & CCM	5371	7774307/22699	asanga@vanuatu.gov.vu	
Leeroy Bong	Senior Finance & Admin	5371	7641286	lebong@vanuatu.gov.vu	
Philip Meto	Senior Provincial Liaison		7792294	pmeto@vanuatu.gov.vu	
Jimmy Naura	Senior Logistics		7720836	jinaura@vanuatu.gov.vu	
Police					
Robson Iavro	Police Commissioner		23157/5550150	riavro@vanuatu.gov.vu	VANSEC House, Cathedral Area
Bongran	Major (VMF)		26570	Kbongran@vanuatu.gov.vu	
Tekol Masteia	JPOC (POLHQ)		22358	tmasteia@vanuatu.gov.vu	
James Toka Ary	Supt		22222	jitaru@vanuatu.gov.vu	
Collin Ioan	Commander Maritime		26570	cioan@vanuatu.gov.vu	
Allenrow Bani	Deputy Commander South		26570	abani@vanuatu.gov.vu	
George Songi	DCPMS		26570	gsongi@vanuatu.gov.vu	
Chairman NDC					
Esline Garaebiti	A/DG MOCCA		24686/7747970	gesline@vanuatu.gov.vu	
Ministry Internal Affairs Corporate Service					
Cherol Ala	Director General				Independence Park, Port Vila
Esther Moluan	Manager Human Resource	3163	5302040/7384125	besther@vanuatu.gov.vu	
Pierro Willie	Manager Finance	3137	7116340	wpierro@vanuatu.gov.vu	
Ephraim Jones	Executive Office/manager	3138	7366745	jephraim@vanuatu.gov.vu	
Department Of Local Authority					
Leith Veremaito	Director	3157	24659/33210	lveremaito@vanuatu.gov.vu	Independence Park, Port Vila
Albert Ruddley	Secretary General/ Sanma	6771/6930	7716405/5393171	aruddley@vanuatu.gov.vu	Sanma Province

John Judah	Secretary General/ Penama	9558	5353517	jogaroleo@vanuatu.gov.vu	Penama Province
Kalwajin Skepha	Secretary General/ Malampa	7415	5991313	kskepha56@gmail.com	Malampa Province
Reynold Surmat	Secretary General/ Torba	9021	5414192	rurmat@vanuatu.gov.vu	Torba Province
Joe lautim	Secretary General/ Tafea	8201	7799248	jjoe@vanuatu.gov.vu	Tafea Province
Morris Kaloran	Secretary General/Shefa	3870	7661769	mkaloran@vanuatu.gov.vu	Shefa Province
Ministry Of Health					
John Jovi	Planning Officer	2046	19311	jjovi@vanuatu.gov.vu	
Russel Tamata	Director General	2246	7108442	rtamata@vanuatu.gov.vu	
Tony Harry	Doctor		22100/5400314	tharry@vanuatu.gov.vu	
Honore Morris	Nursing Manager		22100	hmorris@vanuatu.gov.vu	
Other Line Ministries Directors General					
Gregoire Niptik	Director General/PMO				Prime Minister's Office, Rue Mercet, Port Vila
Moses John Amos	Director General / MALFB	3292	7754454	mjamos@vanuatu.gov.vu	
Bergmans Iati	Director General / MoET	4650	7746647	ibergmans@vanuatu.gov.vu	
Arthur Faerua	Director General/MoLNR	2537	7740221	farthur@vanuatu.gov.vu	
Kalfau Kaloris	Director General/ MoFA	3019	554295	kkaloris@vanuatu.gov.vu	
Letlet August	Director General/MoFT	1673	33025	laugust@vanuatu.gov.vu	
Henry Worreck	Director General/MIPU	1681	23032/27937	hworreck@vanuatu.gov.vu	
Dorosday Kenneth	Director General/MoJCS	5207/5180/5182	33615/26229/7792796	ddkenneth@vanuatu.gov.vu	

Roy Mikey Joy	Director General/Trades	3997	7302008	rmjoy@vanuatu.gov.vu	
Henry Vira	Director General/MoYS			hvira@vanuatu.gov.vu	
Department Of Agriculture					
Antoine Ravo	Director	5020	7719951	aravo@vanuatu.gov.vu	Tagabe Area
Pakoa Leo	Farming System Officer			pleo@vanuatu.gov.vu	
Willie Iau	principal Ext.system	5025	7713102	nlingtamat@vanuatu.gov.vu	
Nicoles Lingtamat	Acting Prov.Agri.Officer	5005	5362628		
Department Of Finance & Customs inland Revenue					
Dorothy Erickson	Director	1683	7775380	dandrew@vanuatu.gov.vu	
Nelson Shem	A/financial controller	1047	24543	Nshem@vanuatu.gov.vu	
Brian Wabaiat	Budget Manager	1191	24543	bwabaiat@vanuatu.gov.vu	
Nigel Malosu	Acting Manager	1074		nmalosu@vanuatu.gov.vu	
Airport Vanuatu					
Kevin Dick Abel	Acting GM-Operation		678 5547402	gmops@airports.vu	Bauerfield Airport, Port Vila
Controller on Duty	Manager-Air Traffic Control		678 24740	ats@airports.vu	
Melinda Raynolds	Manager Assist-ATC		678 7504869	mreynolds@airports.vu	
Ports Authorities					
Henry Woreck	Director		22339	hworeck@vanuatu.gov.vu	
FRANZ PARTNERS					
AUSTRALIAN HIGH COMMISSION					
Sarah Tezoeten	High Commissioner	Ext 103	Mob: 7743132	Sarah.Tezoeten@dfat.gov.au	Port Vila, Opposite Parliament House
Susan Ryle	Deputy High Commissioner	Ext 131	Mob: 7372533	Susan.Ryle@dfat.gov.au	
John Leonardi	Consul & SAO	Ext 114	Mob: 7743095	John.Leonardi@dfat.gov.au	

Neil Sharpe	Consul	Ext 121	Mob: 7738990	Neil.Sharpe@dfat.gov.au	
Charlie Jebb	1st Secretary	Ext 104	Mob: 7743084	Charlie.Jebb@dfat.gov.au	
Greg Illingworth	1st Secretary	Ext 106	Mob: 7773090	Greg.Illingworth@dfat.gov.au	
Kirsty Dudgeon	1st Secretary	Ext 154	Mob: 7360175	Kirsty.Dudgeon@dfat.gov.au	
Cordell Ryan	2nd Secretary	Ext 107	Mob: 7763763	Cordell.Ryan@dfat.gov.au	
Cathy McWilliams	1st Secretary	Ext 126	Mob: 7768986	Cathy.McWilliam@dfat.gov.au	
Kylie Turnbull	Defence Liaison	Ext 120	Mob: 7744455	Kylie.Turnbull@dfat.gov.au	
Simon Teece	Police Liaison	Ext 172	Mob: 7773944	Simon.Tecce@dfat.gov.au	
NEW ZEALAND HIGH COMMISSION					
Hohnathan Schwass	High Commissioner	Ext 110	Office DDI: 27198	-	
			Home Tel/Fax: 23887		
			Mob: 7743887		
Richard Dirks	Deputy High Commissioner	Ext 108	Home: 26808	richard.dirks@mfat.govt.nz	
			Mob: 7756808		
Tamarangi Harawira	2nd Secretary(Administration /Consul)	Ext 107	Home: 23717	tamarangi.harawira@mfat.govt.nz	
			Mob: 7743717		
Richard Dirks	Development Counsellor	Ext 125	Home : 26019	richard.dirks@mfat.govt.nz	
			Mob: 7796019		
Adham Crichton	1st Secretary(Development)	Ext 112	Home: 28078	adam.critchton@mfat.govt.nz	
			Mob: 7758078		
Simon Donald	1st Secretary(Disaster)	Ext 114	Mob: 7776253	simon.donald@mfat.govt.nz	
	Coordinator(DPC)				
Duty Officer A/H			Tel: 22933	After hours duty Officer Will be a NZ	
FRENCH EMBASSY					

Pierre FOURNIER	Ambassador	Home Tel: 22774	Mob: 7742774	pierre.fournier@diplomatie.gouv.fr	
			Direct: 28735		
			Sat: 00881641435724		
Gwennan DELANNEE	First Counsellor	Work: 28737	Mob: 7747947	gwennan.delannee@diplomatie.gouv.fr	
			Satellite: 00881641435724		
Khouira Trault	Consul Adjoint	28700-28749	7766371	Khouira,trault@diplomatie.gouv.fr	
Vanuatu Red Cross					
Jacqueline Deroin de Gaillande	Secretary General	Home: 27418	Mob: 7743029	ceo@redcrossvanuatu.com	Rue D 'Auvergne, Nambatu
Augustine Garae	DM Coordinator/Deputy SG	Work: 27418	Mob: 7747847	disaster.coordinator@redcrossvanuatu.com	
Peace corps & Non-Government Organizations					
Kendra Derousseau	Country & HEA Director	22161	Mob: 5552606	kendra_derousseau@wvi.org	World Vision
Luke Ebbs	Country Director	22794	Mob: 5575115	Luke.ebbs@savethechildren.org.vu	Save the Children
Elizabeth Faerua	Country Director	25786/ 26930	Mob: 5410695	elizabethf@oxfam.org.au	Oxfam
Richard Greenwell	Country Director	25500		richardgreenwell@adra.org.vu	ADRA
Megan Chisholm	Country Director	35990	Mob: 5566714	Megan.Chisholm@careint.org	CARE
Sharon Alder	Program Director	35990	Mob: 5562623	Charon.Alder@careint.org	CARE
Glen Pakoa	VHT National Coordinator		Mob: 5932063	glenp@oxfam.org.au	OXFAM
UN Agencies & Intergovernmental Organizations					
Eric Durpaire	Chief Of Office	27709 Ext 315	Mob: 5545302	edurpaire@unicef.org	

Fabiola Bibi	Education in Emergency Officer	27709,Ext 312	Mob: 7731027	fbibi@unicef.org	
David Malakay	Programme Associate/Logistics	27709,Ext313	Mob: 7673145	dmalakay@unicef.org	
Emily Rand	Unicef WASH REP	27709,Ext321	Mob: 5453545	erand@unicef.org	

Annex F: Community Response when Cyclone Season Commence

Community Response when Cyclone Season Commences

- Check if your house, community halls, school buildings and government offices have been built to cyclone standards and are in good condition, especially ensure that the roofs and walls are secured.
- Trim tree tops and branches well clear of your houses.
- Fit shutters, or at least metal screens, to all glass areas.
- Clear your property of loose material that could blow about and possibly cause injury or damage during extreme winds.
- In case of a storm surge/tide warning, or other flooding, know your nearest safe high ground and the safest access route to it.
- Prepare an emergency kit containing:
 - o A portable battery radio, torch and spare batteries;
 - o Water containers, dried or canned food and a can opener;
 - o Matches, fuel lamp, portable stove, cooking gear, eating utensils; and
 - o A first aid kit and manual, tape for windows and waterproof bags.
 - o Keep a list of emergency phone numbers on display.
 - o Check neighbours, especially the elderly, disabled, other vulnerable people and recent arrivals, to make sure they are prepared.

Communities within the Blue Alert area should start cyclone preparations:

When a BLUE ALERT is issued, VMGD has forecasted that Gale Force winds will start within 24 hours, hence communities need to **prepare**:

- Stay informed through Radio, TV, SMS, or Internet
- Secure and stow away loose material and rubbish, tie down roof, prepare cyclone shutters
- Secure valuable items and important documents in waterproof containers or plastic bags
- Cut down dangerous trees and branches, trim bananas and cassava ...
- Prepare a plan to keep your animals safe
- Prepare water, food, lamps, torches, candles, matches
- Make sure phone is charged and has credit
- Identify the strongest area in the house
- If you live in a flood prone or coastal area, and the cyclone is likely to create a storm surge, you may be required to relocate (do this as early as possible)
- Check evacuation plans and evacuation sites with community leaders and community disaster committee members (CDCCCM)
- Determine the nearest evacuation centre and the distance and time involved to get there

- Gather and store in a safe place tools that will be needed for emergency repairs (e.g. hammers, nails, rope, tarpaulins and chainsaws)
- Support your family and neighbours especially the most vulnerable in your community

Communities within the Yellow Alert area should be completing preparations:

When a YELLOW ALERT is issued, VMGD has forecasted that Gale Force winds will start within 12 hours, hence communities need to **act now**:

- Stay informed through Radio, TV, SMS, or Internet
- Finalise all BLUE ALERT activities urgently
- Bring together people you are responsible for, including bringing children back from school
- Re-check property for loose material that could be blown about and possibly cause injury or damage during extreme winds such as boats, rubbish bins, building materials, roof sheets, etc.
- Fuel and secure boats and cars in safe locations (not under trees)
- Install cyclone shutters and tape windows / louvers
- Enact your plan to keep your animals safe
- Ensure everyone knows the safest part of the structure and what to do if evacuation is required
- Consider distance and time required to the evacuation centre and move early if you live in an unsafe house or area
- Recheck all water, food, phone and emergency supplies (ensure full water containers with drinking water and enough emergency food items are available)
- Support your family and neighbours especially the most vulnerable in your community
- Make sure cell phones are fully charge and torchlights have batteries

Communities in the Red Alert area need to complete preparation immediately, a Cyclone is imminent - TAKE SHELTER NOW. When a RED ALERT is issued, VMGD has forecasted that Gale Force winds are imminent; hence you need to take shelter immediately.

- Stay informed through Radio, TV, SMS, or Internet
- Turn off all gas and electricity and unplug all electrical items from the sockets
- Close shutters or board/tape up all windows, close curtains and lock doors
- Move into the safe part of the house or shelter with your emergency kit
- Stay away from doors and windows and keep them closed and locked
- Stay in the strongest and safest part of your house or the evacuation centre and do not go outside
- Continue to listen to the radio and do remain inside until the VMGD cancels the cyclone warning and the NDMO gives the '**ALL CLEAR**'

- Should you not be able to receive messages via radio or SMS, wait until the winds have died down and ensure it is not just the eye of the storm, as strong winds will return in this case

Community action after the 'All Clear':

- Check for gas leaks. Don't use electric appliances if wet
- Take care to avoid dangers caused by fallen power lines and trees, damaged buildings, other debris, and don't enter floodwaters
- Support your family and neighbours, especially the most vulnerable in your community
- Collect water and food to be stored for later
- Begin assessments and report to Area Councils
- Secure or remove loose material and rubbish from around your home or work
- Review family cyclone plan and start making preparations
- Trim trees and limbs away from houses and buildings
- Prepare/build shutters for windows and glass areas of buildings
- Check neighbours, especially the elderly, disabled, other vulnerable people and recent arrivals, to make sure they are prepared.

Keep up to date with the cyclone development through radio, television, internet or other communications media.

Radio Broadcast Frequencies			
Station	Frequency	Times	Broadcast area
Radio Vanuatu	MW 1125KHZ	24 Hrs	Shefa & Tafea
	SW 7260 KHZ		Vanuatu
	SW 3945 KHZ	05:50 – 09:30 Hrs 16:30 – 23:30 Hrs	
	FM 100	24 Hrs	
Capital FM107	FM 107 KHZ	24 Hrs	Vanuatu
FM104	FM 104 KHZ	24 Hrs (Operational during disaster)	Tanna
Buzz FM	FM 96 KHZ	24 Hrs	Port Vila
Paradise FM (Radio Vanuatu)	FM98 KHZ	24 Hrs	Port Vila
Radio Life FM	FM 90 KHZ	24 Hrs	Port Vila
Halo FM	FM 98.1 KHZ	06:00 – 18:00 Hrs	Torba, Sanma, Penama, & Malampa
Radio Australia	KHZ 93	Hrs	Port Vila and Santo
FM 93		During disaster	NDMO Office, Nambatu Area

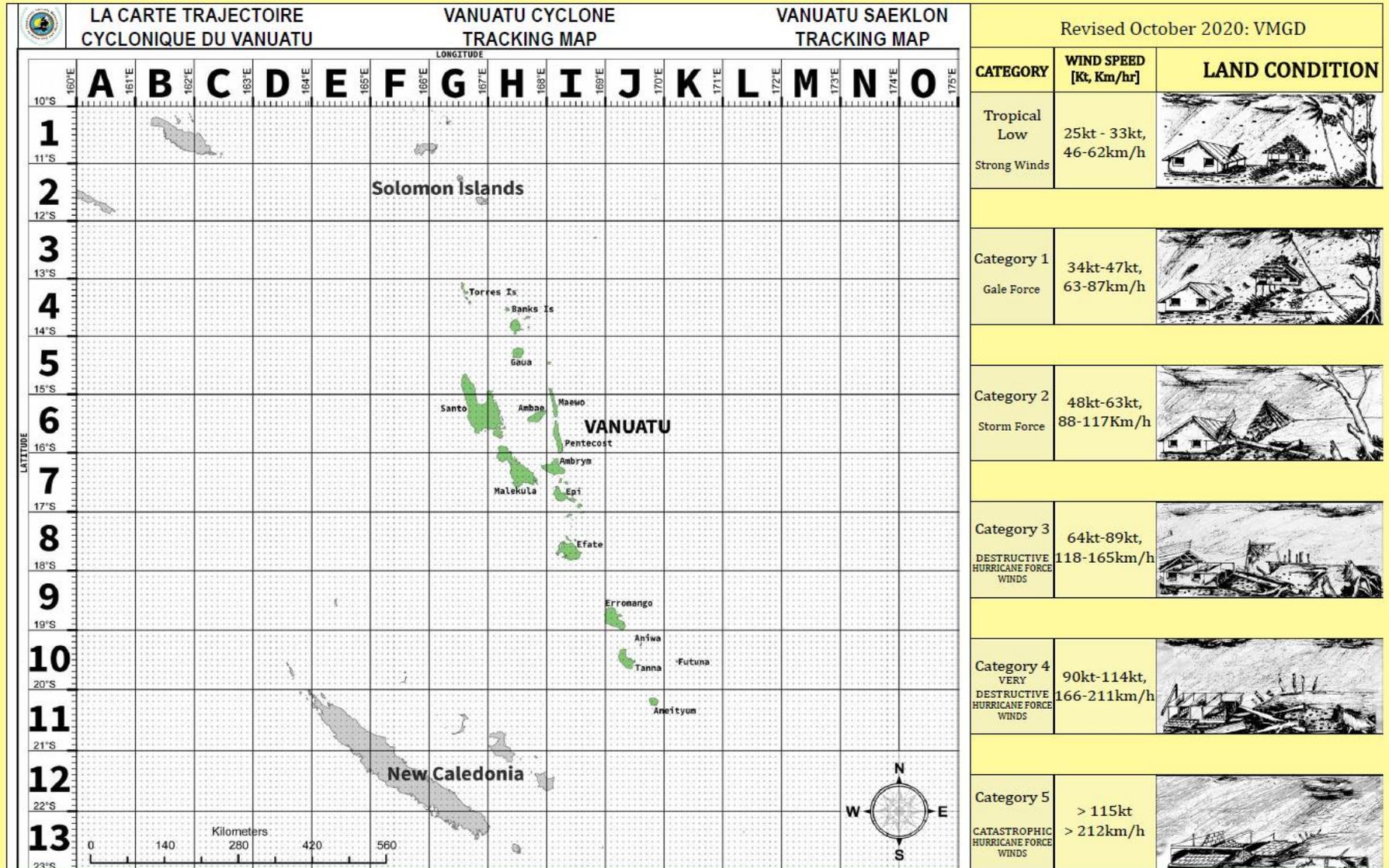
Annex G: Community Disaster and Climate Change Committee initial assessments

The Initial Community Assessment at a minimum should provide the following information:

Disaggregated Data
<ul style="list-style-type: none"> - Number of fatalities - Number of injuries including urgent and non-urgent - Number of missing persons - Number of people made homeless - Number and extent of occupied houses destroyed based on different categories

- Damage to other public buildings and critical infrastructure;
- Action taken by the community and government or other agencies within locality;
- Transport systems available and routes open or closed;
- Communication systems available or damaged;
- Type of resources required; and
- Name and contact of person in charge

Annex H: Tropical Cyclone Tracking Map



Revised October 2020: VMGD

CATEGORY	LAND IMPACT DESCRIPTION	SEA STATE CONDITION	SEA STATE DESCRIPTION
Tropical Low Strong Winds	[Tropical Low] Negligible house damage to old thatch houses and some garden crops like banana trees. Whistling heard in power and telephone wires, whole trees in motion. Strong winds over open flat land of 46 - 62km/h.		Large waves begin to form, white foams crests are more extensive from breaking waves. White foams blown in streaks along wind direction.
Category 1 Gale Force	[Tropical Cyclone] Twigs break off trees. Slight structural damage occurs – roofing dislodged, larger branches break off. Garden crop damage. A Category 1 TC's strongest winds are GALES with typical gusts over open flat land of 63 - 87 km/h.		Moderately high to high waves of greater length, dense streaks of foam
Category 2 Storm Force	[Tropical Cyclone] Considerable structural damage. Trees uprooted, heavy damage to some crops. Risk of power failure. A Category 2 TC's winds are STORM force with typical gusts over open flat land of 125 - 169 km/h.		Very high waves with overhanging crests, dense white streaks, tumbling of sea becomes heavy with visibility affected
Category 3 DESTRUCTIVE HURRICANE FORCE WINDS	[Severe Tropical Cyclone] Some roof and structural damage. Some local thatch houses destroyed. Power failures likely. A Category 3 cyclone's strongest winds are DESTRUCTIVE winds with typical gusts over open flat land of 170 - 224 km/h.		Phenomenal high waves, sea is covered with long white patches of foam, the air is filled with foam and spray, visibility very seriously affected
Category 4 VERY DESTRUCTIVE HURRICANE FORCE WINDS	[Severe Tropical Cyclone] Significant roofing loss and structural damage. Many thatch houses destroyed and blown away. Dangerous airborne debris. Widespread power failures. A Category 4 cyclone's strongest winds are VERY DESTRUCTIVE winds with typical gusts over open flat land of 225 - 279 km/h.		
Category 5 CATASTROPHIC HURRICANE FORCE WINDS	[Severe Tropical Cyclone] Extremely dangerous with widespread destruction. A Category 5 cyclone's strongest winds are CATASTROPHIC winds with typical gusts over open flat land of more than 279 km/h.		

CONTACTS INFORMATION/EMERGENCY NUMBERS	NUMBERS	ACCESS
VMGD ADMINISTRATION	[678] 24686	OFFICIAL HOURS
VMGD WEATHER FORECAST DIVISION	[678] 22932, 33632 Toll free: 116	24/7
NDMO	[678] 22699	OFFICIAL HOURS
POLICE	[678] 22222 Toll free: 111	24/7



NDMO COLOUR ALERTS FOR PREPAREDNESS MEASURES

BLUE ALERT	YELLOW ALERT	RED ALERT
<p>VMGD is forecasting a Cyclone within 48 hours – BE PREPARED</p> <p>When a BLUE ALERT is issued, you need to prepare as Gale Force winds will start within 48 hours</p> <ul style="list-style-type: none"> Stay turned and informed through Radio, TV, SMS, or Internet Secure and stow away loose material and rubbish, tie down roof, prepare and erect cyclone shutters Secure valuable items and important documents in waterproof containers or plastic bags Cut down dangerous trees and branches, trim bananas and cassava crops Prepare a plan to keep your animals safe Prepare water, food, lamps, torches, candles, matches Make sure phone is charged and has credit Make sure radio is on and has spare batteries Identify the strongest area in the house Determine the nearest evacuation centre or safe place and the distance and time involved to get there Pack an evacuation kits with cloths, essentials medications, etc Support your family and neighbours especially the most vulnerable in your community 	<p>VMGD is forecasting a Cyclone within 36 hours – GET READY. ACT NOW</p> <p>When a YELLOW ALERT is issued, you need to take action as Gale Force winds will start within 36 hours</p> <ul style="list-style-type: none"> Stay turned and informed through Radio, TV, SMS, or Internet Bring together people you are responsible for, including bringing children back from school Put adequate fuel into vehicles and park safely Secure and store boats in safe areas Install cyclone shutters and tape windows and louvers Finalise all BLUE ALERT activities urgently Put and keep animals in safe areas Consider distance and time required to the evacuation centre or safe place and move early if you live in an unsafe house or area Recheck all water, food, phone, radio and other emergency supplies Dismantle HF radio system and store in a safe area or water proof container Support your family and neighbours especially the most vulnerable in your community 	<p>VMGD is forecasting a Cyclone within 24 hours – STAY IN SHELTER OR SAFE PLACE</p> <p>When a RED ALERT is issued, you need to stay in a safe shelter</p> <ul style="list-style-type: none"> Stay turned and informed through Radio, TV, SMS, or Internet Turn off all gas and electricity and unplug all electrical items from the sockets Stay in the strongest and safest part of your house or the evacuation centre and do not go outside Stay away from doors and windows and keep them closed and locked Remain indoors or in safe place and continue to listen to the radio and do not go outside until NDMO issues the 'ALL CLEAR' after the VMGD cancels the cyclone warning for your area. Take care to avoid dangers caused by fallen powerlines, trees, damaged building and other debris Support your family and neighbours especially the most vulnerable in your community

Listen to the radio and check SMS for Tropical Cyclone location coordinates to track Tropical Cyclone location on Tracking Map.

RADIO BROADCAST FREQUENCIES			
STATION	FREQUENCY	TIMES	COVERAGE AREA
RADIO VANUATU	MW 1125 KHZ	24 Hrs	SHEFA & TAFEA
	SW 7260 KHZ	08:00 - 17:30 Hrs	
	SW 3945 KHZ	05:00 - 09:30 Hrs 16:30 - 23:30 Hrs	VANUATU
CAPITAL FM107	FM 107 KHZ	24 Hrs	VANUATU
BUZZ FM	FM 96 KHZ	24 Hrs	PORT VILA
PARADISE FM [RADIO VANUATU]	FM 98 KHZ	24 Hrs	PORT VILA
HALO FM	FM 98.1	06:00 - 18:00 Hrs	TORBA, SANMA, PENAMA & MALAMPA
RADIO LIFE FM	FM 90	24 Hrs	PORT VILA