



NATIONAL CYCLONE SUPPORT PLAN 2018-2019

Ministry of Climate Change Adaptation, Energy, Environment
Geo-Hazards and National Disaster Management Office
Port Vila, Vanuatu, January 2019.

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 National Disaster Management Act NO.31 of 2000 and the Disaster Risk Management National Action plan 2006-2016. 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 2018/2019 is approved by:

Hon. Ham Lini Vannaronga

Date: 28/01/2019

Minister of Climate Change, Adaptation, Energy, Environment, geo-Hazards and National Disaster Management Office. Government of the Republic of Vanuatu



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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
VHT	Vanuatu Humanitarian Team
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 prevention, preparedness, response and recovery processes in the event of a cyclone impacting on the Republic of Vanuatu, in line with the requirements of the National Disaster Act.

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 Ministry of Climate Change and endorsed by the National Disaster Committee (NDC).

Date approved:

This Plan needs to be 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, National Disaster Management Office (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:

- Central Government Line Agencies
- Police (JPOC),
- Civil Aviation Authority
- Ports and Harbour
- Vanuatu Customs and Inland Revenue Department
- Biosecurity, Ministry of Agriculture
- Ministry of Health
- Telecommunications Infrastructure

- Department of Women's Affairs
- Department of Water
- Department of Energy
- Ministry of Education
- Broadcasting (Radio and TV)
- FRANZ Partners
- Airports Vanuatu Limited
- Vanuatu Red Cross
- International Federation of Red Cross and Red Crescent Societies
- Vanuatu Humanitarian Team
- Public Works Department
- 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

Declarations of a State of Emergency under Section 13 of the National Disaster Act are 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 prevention of and preparation 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 members selected from the position they occupy to respond to disasters in Vanuatu. 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. The NDMO is also responsible for the coordination of disaster response. This includes coordination of preparedness, 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 JDs and National Emergency Operations Centre (NEOC) Standard Operational Procedures (SOP). NEOC roles and responsibilities are outlined in the NDMO Standard Operating Procedures, 2013.

The NDC can increase the NDMO resources to include persons with specific knowledge 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) have been established in all six Provinces in the country. The Secretary-Generals of the Provinces in consultation with the Director of the National Disaster Management Office (NDMO) are responsible to establish the PDCCC.

A Provincial Technical Advisory Group (TAG) may act in the absence of, or perform the roles of the PDCCC at the provincial level. The Secretary-Generals are to become the Provincial Disaster Controllers and are to be assisted by members of the PDCCC during emergencies. The Provincial Police Commander or Police Officer-in-Charge shall act as the Disaster Operation Officer. Each Province has a Provincial Disaster and Climate Change Officer (PDCCO) who will act as the Secretariat to the PDCCC.

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 Town Clerk will also Chair, or designate another officer to chair, the Municipal Disaster and Climate Change Committees working closely with the Community Disaster and Climate Change Committees at the Community Level. (See *Annex B*)

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.

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 coordination. 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 Working Groups can be established as needed. Samples include Infrastructure, Information Management, Evacuation Centres, 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 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
Logistics	NDMO	Oxfam
WASH	Department of Water	UNICEF
Education	Ministry of Education	Save the Children
Health & Nutrition	Ministry of Health	WHO
Food Security & Agriculture	Department of Agriculture and Rural Development	FAO
Gender & Protection	Department of Justice	Care International
Shelter	Public Works Department	IFRC
CCCM/Evacuation	NDMO	IOM
Emergency Telecommunications	OGCIO	Digicel

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

Information Management	NDMO	VHT,OGCIO and VNSO
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Evacuation Centre	NDMO	IOM
Communication with Communities/ Accountability to Affected Population (CwC/AAP)	NDMO	Shefa Provincial Government Council (SPGC)
Community Based DRR	NDMO	Save the Children

9.0 National Emergency Operation Centre

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

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 and Vanuatu Meteorological and Geo-Hazard Department (VMGD) are 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

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/>)

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>

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	63 - 87	34kt-47kt	90 - 125	> 985	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	88 - 117	48kt-63kt	125 - 164	985 - 970	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	118 - 165	64kt-89kt	165 - 224	970 - 955	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	166 - 211	90kt-114kt	225 - 279	955 - 930	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	> 212	>115kt	> 280	< 930	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. 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. 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:

- 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 C/List
- Review SOP
- Update EC List
- Update NFI and stock-take list
- Conduct Desktop Simulation Exercise with the clusters and Provincial partners
- Test communication linkages

VMGD Information Advisory

Cyclone developing and potential path tracks towards Vanuatu (36 hours out, twice daily)

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 NEOC if required
- 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
- NDMO liaise with VMGD before issuing any colour alert
- Standby aerial surveillance arrangement
- Consider arrangements for sourcing satellite images
- Consider requesting UNOCHA support

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 24 hours.

- Director assigns Controller for the NEOC and other NEOC staff along with each Provincial SGs to act as Provincial Controller
- NDMO call for a first inter-agency coordination meeting
- Manning of EOC commenced by NDMO and partner staff on a 24 hour basis
- NEOC staff notified and staffing rosters developed
- NEOC Controller calls a Situation Briefing Meeting
- NEOC begins to receive updates and action processes including identification of issues
- Sitrep developed and disseminated
- NDMO issues first public advisory (public to finalise home protections, personal plan and consider protection of life)
- Preparation of Evacuation Centres by the Planning and Intel and CCCM section along with the Ministry of Education
- Inform other responding agencies

Yellow Alert

Yellow alert is the second Cyclone Alert Stage. Significant risk of impact within the next 12 hours.

- NDMO to brief NDC on the situation
- NDMO issues Second public advisory note (finalise shelter and personal protection)
- Preparation of baseline data (population statistics, logistics preparedness, human resources, contact lists, etc)
- Monitoring and liaison with alerted Provinces
- Pre-impact SITREPs are developed and disseminated
- Preparation of Evacuation Centres continues with the Planning and Intel section along with the Ministry of Education
- NDMO truck along with Police commence/conduct patrols advising community of warnings
- Radio Stations are giving out Yellow Alert message and instruction to follow
- Move to Red Alert when the impact is imminent

RED Alert

Red is the last Cyclone Alert Stage

- Final pre-impact EOC meeting, consider and pre-prepare declarations, requests for assistance, etc.
- NEOC staff remain in the NEOC
- 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 commence shifts as soon as possible
- Check with VMGD for weather conditions to commence Aerial Surveillance
- Liaise with Provincial Government for Initial Community Assessment
- Call for an inter-agency coordination meeting
- Liaise with cluster leads for cluster assessments

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.

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) to liaise with the Media Liaison Officer from the NEOC for updated situation reports of the impact and previous advisory that have been given out. Finally, it is important that content of any media release is agreed by the NDMO and confirmed by Director NDMO.

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 are 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

Cyclone response and coordination responsibilities will be activated according to different levels of impact that are initially justified with five (5) Categories of Cyclone Severity and the associated levels of impact on livelihood and properties.

TROPICAL CYCLONE CATEGORY 1

Strongest winds are Gales (63 - 87 km/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.

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 (88 - 117 km/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 (118 – 165 km/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 (166 – 211 km/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 undertaken 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 212 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 undertaken 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.

Donor partners and international organizations will be recommended by NDMO and determined by the NDC, which will submit 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 frequently identified by local authority at the community level and by the Ministry of Education at the urban areas for available school classrooms. Concrete buildings including churches and other private or public building can also be considered as safe shelters during a cyclone.

Within the main centres of Port Vila, Luganville and Provincial Headquarters it is the responsibility of the MDCCC, PDCCC and the Vanuatu Police Force to identify the evacuation centres and inform the public of the pre-cyclone season planning arrangements. The PDCCC and MDCCC are responsible for ensuring that this process has been completed and that a list of evacuation centres is provided to the NDMO and JPOC prior to the commencement of each cyclone season.

Education and awareness programs should identify the location of evacuation centres. NDMO Communication officer is to inform communities of self-sufficiency requirements for food, water, bedding, medical supplies (medicines, etc.) and toiletries. Only those who have been directly affected by the cyclone, and whose property has been severely damaged will receive additional assistance following the cyclone.

Evacuation centres may be opened to receive those community members whose houses are vulnerable to the impact of the cyclone including from sea and river floods, flash floods or landslide, or whose houses have been destroyed because of a cyclone and have no alternative accommodation options.

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.

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 Stage One – (Blue) and should be placed on immediate standby ready for callout once the ‘All Clear’ has been given.

Assessment 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).

Damage assessment will be undertaken following a cyclone impact or major emergency events anywhere in Vanuatu. There will be four categories of assessment undertaken:

18.1 Aerial Surveillance

Aerial Surveillance is usually conducted as soon as feasible (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 damages to areas affected by the cyclone. This will help to determine areas that will be prioritised for further assessment and response. This assessment will be coordinated by the NDMO in consultation with the NDC. The information gathered 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. 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

Logistic support for this exercise can be provided by the FRANZ partners. 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. It is the duty of the Government to formally request logistic assistance following the recommendation by the NDC. Director NDMO will advise the Department of Foreign Affairs of the situation and from there a request for assistance is sent to FRANZ partners. 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).

18.2 Initial Community Assessment

Initial Community Assessment should be conducted by members of CDCCC 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 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 NEOC as soon as possible to assist with the decision-making by the NDC and the Council of Ministers.

PDCCC and CDCCC representatives 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.

18.3 Multi- Sectoral/Cluster Assessment

Multi-Sectoral/Cluster Assessment will involve all relevant clusters and be coordinated 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.

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.

19.0 Humanitarian Response

The humanitarian response will be coordinated by the NDC/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/#/public/home>, 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, 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, targeting 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
- 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, members of the VHT, 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
- 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
- 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
- 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 logistic 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.

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.

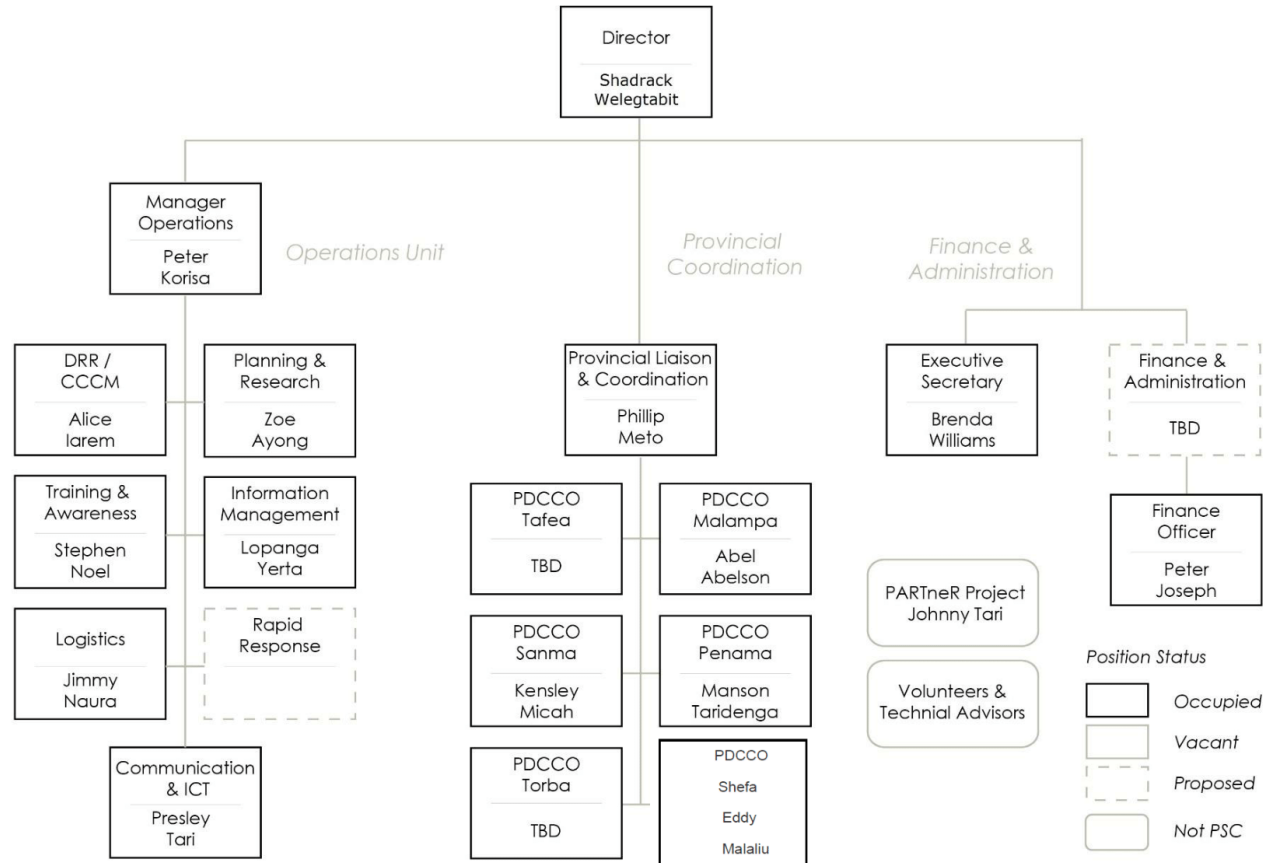
29.0 Pacific Humanitarian Team – PHT

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:

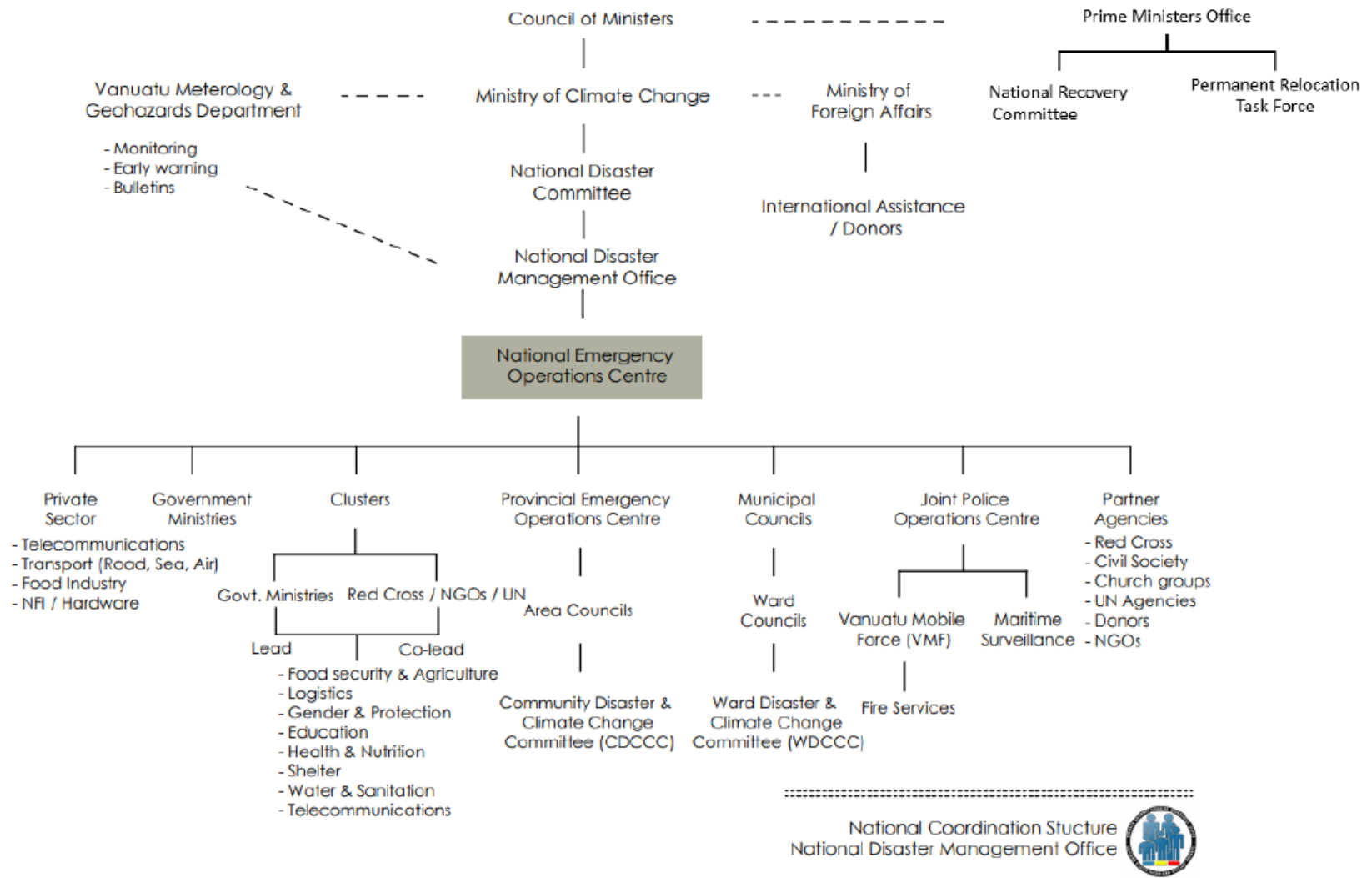
- Contributing to the rapid assessment and sharing of information to the government through NDC and among active donors in Vanuatu and the region.
- Facilitating coordination with and mobilisation of appropriate resources from donors who might not be operational in the region but are interested to assist.
- 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.

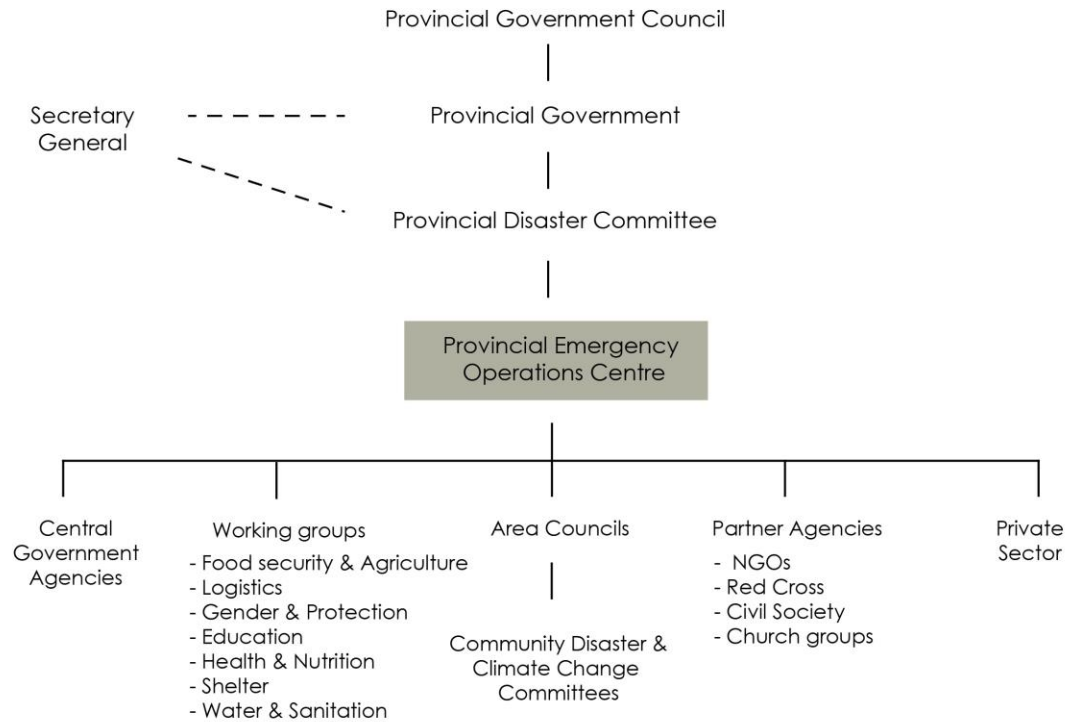
Annex A: NDMO Organisational Chart



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 Roles

AGENCY	SUPPORTING AGENCY	RESPONSIBILITIES
Ministry of Health (Cluster lead)	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	<ul style="list-style-type: none"> - 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)	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
	FAO	- 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	- Support the cluster lead
Ministry of EDUCATION (Cluster lead)	Department of Education	- 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

		<ul style="list-style-type: none"> - 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)	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

		<ul style="list-style-type: none"> - 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
	Red Cross	<ul style="list-style-type: none"> - Co-lead the cluster
Ministry of Justice and Community Services	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 - 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

		<ul style="list-style-type: none"> - 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
Shelter Cluster/Ministry of Infrastructure and Public Utilities	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. - 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 center 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 Telecommunication /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 OGCIIO where needed
VHT		<ul style="list-style-type: none"> - Provide space for VHT members (international agencies, UN's and Red Cross) for sharing information and as single channel to coordinate with NDMO - Co-lead of information management working group and support NDMO and clusters to disseminate the info/messages - Provide capacity backfilling to NDMO and clusters if identified and requested for - Provide technical/admin support to Shefa provincial council (PDCCC) for emergency coordination at provincial level under MoU between Oxfam and Shefa province
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 - 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
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 - 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

		<ul style="list-style-type: none"> - 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	ADRA etc	<ul style="list-style-type: none"> - Involve in food distribution - Involve in sanitation kits - Supply agricultural material to farmers
	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
UNELCO		<ul style="list-style-type: none"> - Provision of information on impacts on water and power supplies

WORKING GROUP (Lead)	SUPPORTING AGENCY (CO-	RESPONSIBILITIES
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	LEAD)	
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 - Review existing tools for costing and measurements - 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
Evacuation Centres (NDMO)	IOM	<ul style="list-style-type: none"> - CCCM National framework and assistance to NDMO - IDPs working group as co-lead and mainstream cross-cutting issues like gender, protection, GBV, WASH, CP in the displacement management and coordination tools and guides - Assistance to NDMO in displacement tracking and coordination - Assistance to NDMO for evacuation centres assessment and selection national guidelines

		<ul style="list-style-type: none"> - Assistance to NDMO for the evacuation centres operations and management guidelines - Assist NDMO for setting up of national durable solutions policy framework - Assist and provide training to NDMO in setting up and operating DTM - Assist NDMO for GIS mapping of evacuation centres - Assist NDMO for program development and capacity building at national and subnational level under the CCCM framework
Communication with Communities/Accountability to Affected Population – NDMO Lead	NDMO/CDAC International	<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: 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 zone 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 zone 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 zone 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

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

- 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.

Annex F: 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 G: Emergency Contacts

Cyclone Support Contact List

NAMES	POSITIONS	VoIP EXTS.	PHONE NBR.	EMAIL ADDRESSES	STATIONS
Department of Meteorology & Geo - Hazards					
Administration		VOIP	Direct Line: 24686		Nambatu
Esline Garaebiti Bule	Director	5283	24686/7747970	gesline@vanuatu.gov.vu	
Forecast			22932 / 33632		
Fred R. Jockley	Manager – WFSD	5398	5408941	fjockley@meteo.gov.vu	
Allan Rarai	PSO – Com. & Public Weather	5281	22932 / 33632	ararai@meteo.gov.vu	
Tom Natick	Weather Forecaster	5281	7772172	tnatick@meteo.gov.vu	
Jerry Timothy	Weather Forecaster	5281	5739778 / 5321335	jtimothy@meteo.gov.vu	
Ellen Luke	Weather Forecaster	5281	7735818 / 5667883	eluke@meteo.gov.vu	
Levu Antfalo	Weather Forecaster	5281	5639875 / 7372310	lantfalo@meteo.gov.vu	
Nelson Napat	Weather Forecaster	5281	7793701 / 22932 / 33632	inelson@meteo.gov.vu	
Public Weather	Public Weather	5281	22932 / 33632	forecast@meteo.gov.vu	
Aviation/Marine/TC	AV/TC/Marine	5281	22932 / 33632	forceast@eteo.gov.vu	
NAMES	POSITIONS	VoIP EXTS.	PHONE NBR.	EMAIL ADDRESSES	STATIONS
National Disaster Management Office					
Abraham Nasak	Director	5301	773 8201	anasak@vanuatu.gov.vu	Nambatu
Peter K Korisa	Operations Manager	5299	774 8994/537 0084	pkorisa@vanuatu.gov.vu peterkorisa911@gmail.com	
Zoe T Ayong	Research & Planning Officer	5356		zayong@vanuatu.gov.vu	
Noel Steven	Training & Awareness Officer	5300	775 0119	snoel@vanuatu.gov.vu	
Alice Iarem	DRR Officer	5371	777 4307 / 569 7131	asanga@vanuatu.gov.vu	
Philip Meto	Provincial Disaster Liaison Officer	5300	710 6695 / 531 9424	pmeto@vanuatu.gov.vu	

Lopanga D Yerta	Senior Information Management Officer	5356	5667189	lyerta@vanuatu.gov.vu ndmo.im@gmail.com	
Jimmy Naura	Senior Logistics Officer		7720836 / 7112239	jnaura@vanuatu.gov.vu	
Presley Tari	Senior Media and ETC Officer	5353	775 2884	tpresley@vanuatu.gov.vu	
Brenda Williams	Clerical Officer	5353	771 6646	bwilliams@vanuatu.gov.vu	
Abel Abelson	Malampa Provincial Disaster and Climate Change Officer		549 9545	aabel@vanuatu.gov.vu	
Kensley Micah	Sanma Provincial Disaster and Climate Change Officer		777 1307	kmicah@vanuatu.gov.vu	
Manson Taridenga	Penama Provincial Disaster and Climate Change Officer		7742601 / 5366614	mtaridenga@vanuau.gov.vu	
Johnny Taio	Tafea Provincial Disaster and Climate Change Officer		5680421 / 8360	tjohnny@vanuatu.gov.vu	
Eddy Maliliu	Shefa Provincial Disaster and Climate Change Officer	3849	5320276 / 7766813	emaliliu@vanuatu.gov.vu / eddym@oxfam.org.au	
Brian Smart	DRM Adviser	5358	730 8070	brian.ndmo@gmail.com	
Police/VMF					
Albert Nalpini	Police Commissioner	4055	23157	analpini@vanuatu.gov.vu	VANSEC House/Cooks Barrack
Terry Tulang	Act. Commander VMF	4826	26570	ttulang@vanuatu.gov.vu	
Arnold Vira	VMF Operations	4826	26570	varnold@vanuatu.gov.vu	
Joe Leodoro	JPOC (POLHQ)	4083	22358	jleodoro@vanuatu.gov.vu	
Chairman NDC					
Jesse Benjamin	DG - MCCA	5400	25201/23586	jbenjamin@vanuatu.gov.vu	MCCA
Ministry of Internal Affairs Corporate Services					
Jeffrey Markson	Manager Human Resource	3145	27667/7757543	jmarkson@vanuatu.gov.vu	MOIA
Pierro Willie	Manager Finance	3137	27667/7745268	pwillie@vanuatu.gov.vu	
Jones Ephraim	Executive Officer	3138	27667/7740116	jephraim@vanuatu.gov.vu	
Department of Local Authority					
Leith Veremaito	Director	3155	22347	lveremaito@vanuatu.gov.vu	Independence

Ian Abbil	Deputy Director	3148	22347/7754798	iabbil@vanuatu.gov.vu	Park roundabout
Michelle Jonas	Project Officer		22347/5444648/7366593	mjonas@vanuatu.gov.vu	
Jeffery Kaitip	Principal Physical planner	3136	22347/7718526/3136	jkaitip@vanuatu.gov.vu	
Jenny Tuasu	Assistant Physical Planner	3336	22347/7317775	jtuasu@vanuatu.gov.vu	
Raywin Bani	Office Manager	3157	22347	rbani@vanuatu.gov.vu	
Noel Jacob	Project officer-VCAP	3153	22347/7799396	njacob@vanuatu.gov.vu	
Ministry of Health					
Dr. Samuel Posikai	Director for Corporate Services & Planning		22512/7737178	pstapo@vanuatu.gov.vu	Ministry of Health
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Nelly Ham Wouloseje	Environmental Health unit		22512/7119702	nham@vanuatu.gov.vu	
Scott Monteriro	Planning Unit, CSU	2044	22512/5333900/26240	smonteriro@gmail.com	
Department of Agriculture					
Antoine Ravo	Director	5020	7719951	aravo@vanuatu.gov.vu	Tagabe-Agriculture Station
Mark Vurobaravu	Principal Agriculture Officer (South)	5005	7761350	mvurobaravu@vanuatu.gov.vu	
Peter Iesul	Acting Principal Agriculture Officer (South)	5015	5444549	piesul@vanuatu.gov.vu	
Charity Alick	Acting Principal Agriculture Officer (North)	5003	5395254	calick@vanuatu.gov.vu	
Mathias Bule	Information Officer	5026	5374101	bmathias@vanuatu.gov.vu	
Fernand Massing	Horticulture Officer	5006	5130298	mfernand@vanuatu.gov.vu	
Gwen Tari	Marketing Info Officer	5021	5730298	gntari@vanuatu.gov.vu	
Willie Iau	Shefa Provincial Agriculture Officer	5025	7713102	wiau@vanuatu.gov.vu	

Joel Kalnpel	Penama Provincial Agriculture officer		7793460	jkalnpel@vanuatu.gov.vu	Penama (Saratamata)
Sam Naiu	Tafea Provincial Agriculture Officer	8296	7763689	snaiu@vanuatu.gov.vu	Tafea (Isangel)
Heggar Molisa	Vegetable Officer	5024	5905113	mheggar@vanuatu.gov.vu	Malampa
Andrew Butu	Sanma Provincial Agriculture Officer	6634	5351727	abutu@vanuatu.gov.vu	Sanma
Peter Maho	Torba Provincial Agriculture Officer	9029	7733243	pitamaho@gmail.com	Torba
Tari Molisale	Root Crop Officer	6634	5483453	tmolisale@vanuatu.gov.vu	Santo
Department of Finance & Customs Inland Revenue					
Dorothy Erickson	Director	1670	24543	dandrew@vanuatu.gov.vu	Dept. Of Finance
Jessica Alilee	Act. Financial controller	1169	24543	jalilee@vanuatu.gov.vu	
Nigel Malosu	Budget Manager	1078	22605/5985384	nmalosu@vanuatu.gov.vu	
Nelson Shem	Payments Officer	1059	24543/7353050	shemn@vanuatu.gov.vu	
Tony Kaltong	Expenditure Analyst	1075	22605/7780986	tkaltong@vanuatu.gov.vu	
Cyrus Simeon	Senior Payments Officer-Imprest	1032	24543/7790211	csimeon@vanuatu.gov.vu	
	Exchequer Services Manager	1675	24543/7774342	jloughman@vanuatu.gov.vu	
Adrian Reynold	000Acting Principal Officer	2297	24573	areynold@vanuatu.gov.vu	Customs and Inland revenue
George Pakoa	Act. Deputy Director Customs	1025	5358977	gpakoa@vanuatu.gov.vu	
Akuma Malas	Senior Compliance Officer	2301	7755310	amalas@vanuatu.gov.vu	
Department of Biosecurity					
Meriam Toalak	Director		23130	tmeriam@vanuatu.gov.vu	Biosecurity Dept
Other Line Ministries Director General					
Gregoire Nimbtkik	DG PMO	3754	22413	gnimbtkik@vanuatu.gov.vu	Prime Minister's Office
Bermangs Iati	DG Education	4650	22309	ibermangs@vanuatu.gov.vu	Ministry of Education
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Arthur Faerua	DG Lands, Geology & Mines	2537	23105	farthur@vanuatu.gov.vu	Ministry of Lands, Geology & Mines
Kalfau Kaloris	DG MoFAICET	3018/3019	27045/27046	kkaloris@vanuatu.gov.vu	Ministry of Foreign Affairs, International Cooperation and External Trade
Samuel Namuri	Act. DG Infrastructure and Public Utilities	1093/4229	33470/33460	snamuri@vanuatu.gov.vu	Ministry of Infrastructure and Public
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Moses Amos	DG MALFFB	3155	24659	mtinapua@vanuatu.gov.vu	MALFFB
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Jesse Benjamin	DG Climate Change and Adaptation	3900	25201/23586	jbenjamin@vanuatu.gov.vu	Ministry of Climate Change
Henry Vira	DG Youth and Sports		25298/33225	henryv@vanuatu.gov.vu	Ministry of youth and Sports
Cherol Ala	DG Internal Affairs		22525/33200	cala@vanuatu.gov.vu	Ministry of internal Affairs
Airports Vanuatu Limited					
Jason Rakau	CEO	102	25111	jrakau@airports.vu	Airport Area
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Troy Kalsong	Manager Aviation Rescue Fire Fighting Services	209	5544417	tkalsong@airports.vu	

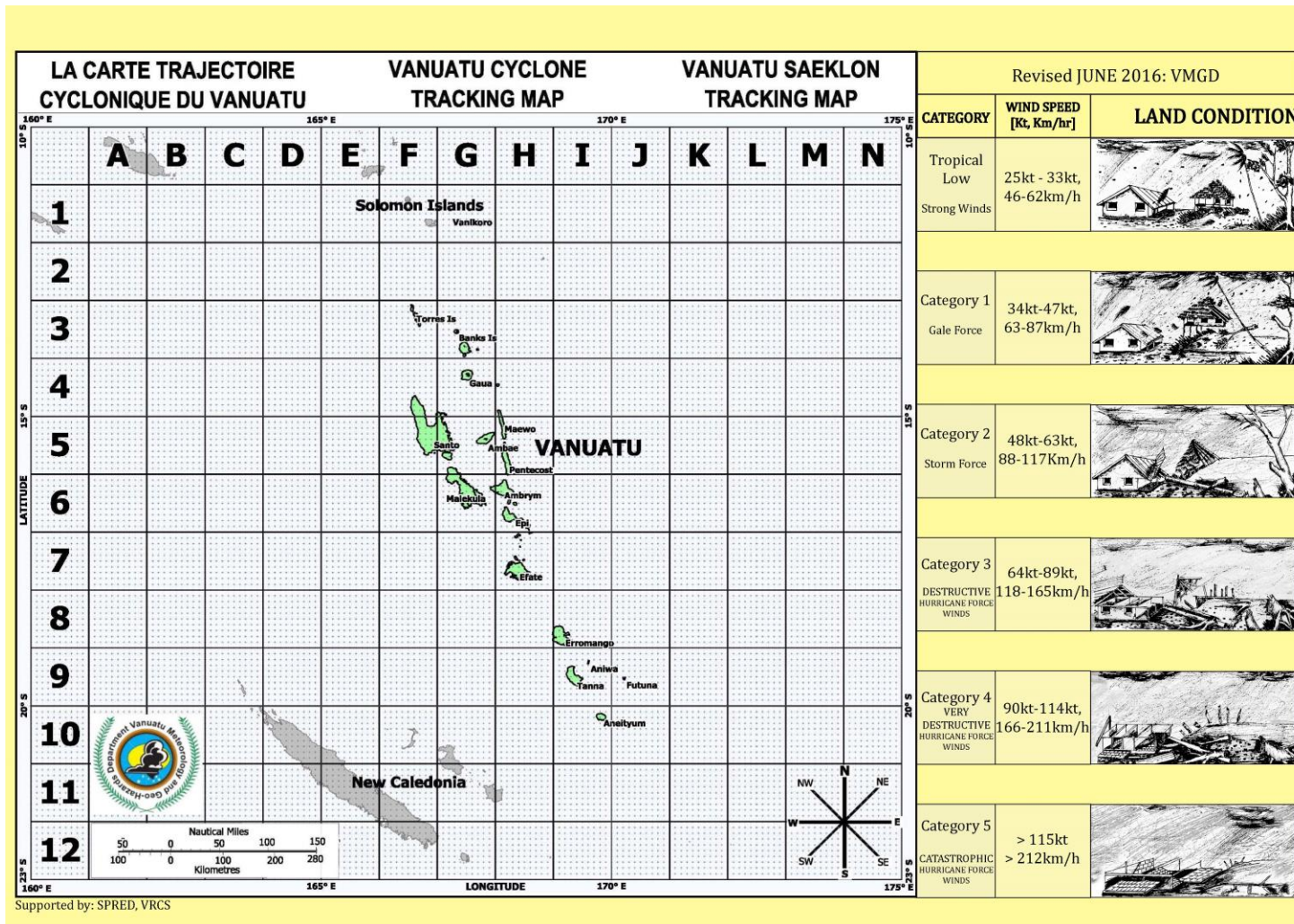
Pascal Alick	Operations Compliance Officer	124	5576314	pascal.alick@airports.vu	
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Vanuatu Terminal Services					
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Ports Authorities					
Henry Worek	Director	5123	22339/7743972	hrworek@vanuatu.gov.vu	Main wharf
FRANZ PARTNERS					
AUSTRALIAN HIGH COMMISSION					
Jenny Da Rin	High Commissioner	103	22987	Jenny.DaRin@dfat.gov.au	Port Vila - Opposite Parliament House
Susan Ryle	Deputy High Commissioner & Counsellor Development	104	22667	susan.ryle@dfat.gov.au	
Jed Abad	Attaché – Development Cooperation	145	7788507	Jed.Abad@dfat.gov.au	
NEW ZEALAND HIGH COMMISSION					
Jonathan Schwass	High Commissioner	110	27198/7743887	Jonathan.Schwass@mfat.govt.nz	La Casa D'Andrea E Luciano Rue Pierre Lamy
Richard Dirks	Counsellor/Deputy Head of Mission	125	22933/7796019	richard.ddirks@mfat.govt.nz	
Adam Crichton	First Secretary	108	26808/7756808	Adams.Crichton@mfat.govt.nz	
Simon Donald	Second Secretary	112	775 8078 / 558 8078	Simon.Donald@mfat.govt.nz	
Tamarangi Harawira	Second Secretary, Administration and Consular	107	7743717/5543714	Tamarangi.Harawira@mfat.govt.nz	
FRENCH EMBASSY					
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Delphine Sumu	Chargee de Cooperation		28700/28701	delphine.sumu@diplomatie.gouv.fr	
Vanuatu Red Cross Society/ International Federation of Red Cross and Red Crescent Societies					
Jacqueline de Gaillande	CEO Vanuatu Red Cross		27258/7743029/5412102	ceo-redcross@vanuatu.com.vu	Nambatu Lini Highway
Augustine Garae	Disaster Management Officer		27418/7747847/5478201	redcross@vanuatu.com.vu	
Non-Government Organizations (incl. Peace Corps)					
Kelly Cullen	Country Director		35170/5544739	kcullen@peacecorps.gov	Port Vila Mall
Kelly Young	Director for Programming and Training		35170/5554678	kyoung2@peacecorps.gov	
Judy Willau	Safety and Security Coordinator		35170/ 5583759/ 7785696	jwillau@peacecorps.gov	
Jenita Thompson	Back-up Safety and Security officer		35170/ 7764953/ 5592003	jthompson@peacecorps.gov	
Solomon Jimmy	Training Manager		35170/ 5583385	sjimmy@peacecorps.gov	
Michael Wolfe	Country Director World Vision		22161/5552704	michael_wolfe @wvi.org	Opposite National Museum
Kendra Gates Drousseau	Operations and Program Quality Manager World Vision		22161/5552606	Kendra_Drousseau@wvi.org	
Georgia Tacey	Country Director Save the Children		22794/5545300	georgia.tacey@savethechildren.org.vu	
Elizabeth Faerua	Country Director Oxfam		25786	Elizabethf@oxfam.org.au	Nambatri
Mark Le Roux	Country Director ADRA		25500/5649461	mleroux@adra.org.vu	Opposite NDMO Office
Megan Chisholm	Country Director CARE International		775 6714	megan.chisholm@careint.org	Nambatri
UN Agencies & Inter-Government Organizations					
Andrew Parker	Chief of Field Office, UNICEF	315	24655/5545300	acparker@unicef.org	Equity Building





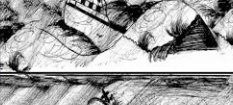

Rebecca Olul	UNICEF Monitoring & Evaluation/C4D	314	24655/7766604	rolul@unicef.org
Christina Karae Lulu	Market for Change Manager	325	24655/7775809	christina.bare-karae@unwomen.org
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Roslyn Arthur	UN Coordination Officer	324	24655/7745987	rarthur@unicef.org
Betty Toa	UN Women Country Programme Coordinator	321	25910/7772321/5525911	betty.toa@unwomen.org
Rachael Kong	UN Women Administrative Assistant	321	25910	rachael.kong@unwomen.org
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Leah Nimoho	SGP Coordinator		22367/5669017	LeahN@unops.org
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Annex H: Tropical Cyclone Tracking Map



Revised JUNE 2016: 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, while 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 over hanging 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	24/7
NDMO	[678] 22699	OFFICIAL HOURS
POLICE	[678] 22222	24/7



NDMO COLOUR ALERTS FOR PREPAREDNESS MEASURES

BLUE ALERT	YELLOW ALERT	RED ALERT
<p>VMGD is forecasting a Cyclone within 24 hours – BE PREPARED</p> <p>When a BLUE ALERT is issued, you need to prepare as Gale Force winds will start within 24 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 12 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 12 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 that a Cyclone is imminent – 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
	MW 1125 KHZ	24 Hrs	SHEFA & TAFA
	SW 7260 KHZ	08:00 - 17:30 Hrs	
RADIO VANUATU	SW 3945 KHZ	05:00 - 09:30 Hrs 16:30 - 23:30 Hrs	VANUATU
	FM 100	24 Hrs	
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