



Federal Democratic Republic of Ethiopia
Ministry of Peace
National Disaster Risk Management Commission

Emergency Coordination Center (ECC) Guide

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1. Introduction

The Ethiopia National Incident Management System (NIMS) establishes a uniform set of processes and procedures that emergency responders at all levels of government can use to conduct disaster response operations. It comprises the three interrelated emergency management concepts Multi-Agency Coordination (MAC), Emergency Coordination Center (ECC) and Incident Command System (ICS), which are part of the National Incident Management System (NIMS).

The ECC is a physical location at which the coordination of information and resources to support incident management activities (on-scene operations) takes place. An ECC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. ECCs may be organized by Lead agencies (e.g., MoH, MoE, MoWIE, MoA), or by jurisdiction (e.g., Federal, Regional, city, Zone/Woreda).

This ECC Guide incorporates operating procedures from the NIMS, which is consistent with National Disaster Risk Management Commission's (NDRMC) direction, for managing emergencies caused by both human-caused and natural disasters including but not limited to: drought, floods, conflict, epidemics, landslides, volcanic eruptions, earthquakes, fires, and other potential disasters.

The ECC utilizes a coordination system for emergency response and recovery and will be incorporated into all emergency plans for NDRMC and key line ministries.

1.1. Purpose

The purpose of the NDRMC Emergency Coordination Center Guide is to establish procedures and organizational structures to promote effective and timely support to major emergencies. This guide is designed to provide direction for management and operation of the Federal Emergency Coordination Center, and can be used as a planning tool for Regional, Zonal, city, or Woreda ECC development.

1.2. Scope

This Emergency Coordination Center Guide is the manual that guides coordination of the sectoral activities of NDRMC and relevant Ministries during a major emergency. It will serve as the official guide for the ECC to coordinate response to emergencies.



1.3. Authority

This guide is formulated under the authority of the National Disaster Risk Management Commission.

1.4. Mission

The mission of the ECC is to provide a central location where government at any level can provide interagency coordination and executive decision making in support of the incident response in a safe, effective, and timely manner through effective coordination and communications.

1.5. Importance of the ECC Guide

This guide is developed to have an organized and coordinated ECC with functional space, clear organizational structure with role and responsibilities of staff. It indicates the bridge to work with Multiagency Coordination Groups, other government or agency ECCs, and the on-scene Incident Command System (ICS) to coordinate response support.

1.6. Recognition

This ECC Guide was written with technical assistance from the US Forest Service and the generous financial support of USAID.

2. Basic description of ECC

The Emergency Coordination Center (ECC) is a physical location with facilities designated to coordinate and support the on-scene incident management. It is the facility that implements the MAC Group decisions, and where the on-scene incident management system makes request for resource needs. The ECC allocates and coordinates resources, collects and analyzes information, provides for communication mechanisms, and provides strategic direction for the overall disaster response based on MAC Group guidance.

The ECC is where representatives of different organizations come together during an emergency to coordinate response and recovery actions. Positions in the ECC are filled by government, and supported by non-government, or humanitarian partners in support of an emergency.



2.1. ECC Linkage with ICS

ECCs coordinate with on-scene disaster managers and other MAC System entities to:

- Acquire, allocate, and track resources
- Manage and share information
- Establish response priorities
- Provide legal and financial support
- Liaison with other jurisdictions and other levels of government.

2.2. ECC Linkage with MAC Groups

The Emergency Coordination Center (ECC) serves as the central coordination point to support response. Within the Ethiopia national coordination structure, there are other forums which serve as technical, policy, preparedness, early warning, or recovery support. These different groups are known as Multi-Agency Coordination (MAC) Groups (e.g. DRM Council S-MAC, DRMTWG, ICCG, etc.), and are part of the larger NIMS Coordination system. MAC Group provides policy decisions on response and recovery, decisions on utilization of scarce resources, or sector-specific technical guidance.

During times of disaster when the ECC is activated, the DRMTWG which comprises various sectoral task forces will be under the activated ECC Structure to support on scene incident response coordination.

2.3. ECC Linkage with Sector Task Force/Clusters

When activated, the Emergency Coordination Center (ECC) serves as the single coordination point for federal support to an incident. Within this structure, the Sections will be working with local partners to identify resource gaps, collect and distribute information, and locate resources. Critical partners in this coordination are government led sectoral task forces (WaSH, Health, Education, Food, Agriculture, ES/NFI and protection).

The sector-specific task forces/Clusters are led by GoE and supported by pre-designated UN agencies (see below for list of active Sector Task Forces/Clusters). During activation, the Operations Section of the ECC will be responsible for coordinating technical assistance and support to the impacted areas. This will include partnership and support from the Clusters. It is expected that,



when fully activated, the ECC will require a representative from each sector to be present in the ECC to coordinate their response with all partners. Each sector representative must have the capacity and authority to allocate their resources in support of the response.

Currently activated Sectoral Task Force(s)/Clusters including lead/support agency:

- | | |
|------------------------------------|--------------------------------------|
| • WaSH – MoWIE/UNICEF | • Food – NDRMC/WFP |
| • Education – MoE/UNICEF | • Health – MoH/WHO |
| • Shelter/NFI – NDRMC/IOM | • Site Management – NDRMC/IOM, UNHCR |
| • Protection – MoWCY/UNHCR, UNICEF | • Logistics – NDRMC/WFP |
| • Nutrition – NDRMC/UNICEF | • Agriculture – MoA/FAO |

2.4. ECC Linkage with other government or agency ECCs

During response, the ECC needs to work with government line ministries and affected region ECCs (if activated). The ECC Coordinator should have the authority to communicate directly with other government agencies, including line ministries, commissions, agencies, and institutes to coordinate the response. This communication can include (but is not limited to) sharing information on the incident, request for resources or support, or technical assistance for a particular issue.

As per the DRM Policy, key line ministries are the lead agency for certain emergencies (see list below). The ECC supports this effort by creating a single place for information and resource coordination to be supported, no matter which federal line ministry is the lead. The NDRMC ECC can support any line ministry when there is a need.

Current lead Federal Ministries as per the DRM Policy (Ministries updated according to government restructure, 2018).

- | | |
|--|--|
| • MoWIE – Flood & water-supply emergencies | • MoP – conflict related emergencies |
| • MoT – transportation emergencies | • MoD – search & rescue |
| • MoMP – geological emergencies | • MoUDC – urban infrastructure & construction related emergencies |
| • MoH – public health related emergencies | • Environment, Forest, Climate Change Commission – Forest fire emergencies |
| • MoA – Livestock and crop emergencies | |



As NIMS capacity around the country expands, Woreda, Zone, or Regions will establish and activate ECCs to coordinate response locally as indicated in the DRM Policy. Should a local ECC request support, the next higher administration level may activate to support. For example, if a Zone ECC requests support, they should communicate that request to the Regional ECC. If it is beyond the capacity of the Regional ECC, the Region requests support from the Federal ECC when activated.

3. Significance of the ECC:

The following outlines the benefits and significance of an ECC.

- **Coordination**
 - Centralizes and enhances disaster management and coordination between participating ministries/ agencies.
 - Provides for systematic means to conduct planning activities, strategic meetings, senior officials' briefings, operational shift briefings, media briefings, press conferences, public information releases and other information dissemination.
 - Provides for sustained operations over extended periods and through 24/7 staffing if needed.
 - Provides physical space for all agency representatives for scheduled meetings, trainings and exercises.
- **Information Management and Situational Awareness**
 - Serves as a single point where all information pertaining to the incident is received and analyzed, competing incident priorities are determined, strategic decisions are made, and critical resources are assigned to individual disasters or incidents.
 - Establishes a central location for information to be displayed, distributed and stored.
 - Provides for the verification of information by authorized members of the ECC staff.
 - Provides for immediate availability of incident information to senior officials, decision-makers, media, and the public.
- **Resource Management**
 - Establishes a single location for all resource status information.
 - Coordinates with on-scene incident management systems (ICS) regarding resource needs and gaps, dispatch, and distribution.
 - Tracks all resources (e.g., personnel, equipment, vehicles, supplies) requested, available (including pipeline), and deployed.



- Communicate resource scarcity issues with MAC Groups.

4. ECC Activation procedures

Conditions for determining ECC activation at the Federal level:

- When ECC activation levels described in the Emergency Coordination Center Guide occur
- When one or more Region requires federal assistance
- When resource and information coordination overwhelm the Regional capacity
- If similar incidents in the past required ECC activation
- When the Regional or Jurisdictional government request assistance
- When a Federal Ministry requires support with coordinating response to an incident
- When an emergency is imminent such as severe weather warnings, river/flash flooding, and escalating disaster

4.1. Levels of Activation

Level of ECC activation can depend on the size, magnitude, disaster impact, amount of resources

Table 1. ECC Activation Levels

required.

Level I – Major Support/Major or Catastrophic Event Full ECC Activation (Full): All ECC positions activated with additional support; multiple sectors represented; may require 24-hour activation sustained over multiple weeks.
• Significant levels of damage with severe and possibly long-term impacts; catastrophic damages and casualties • May impact either a large geographical area, a high-population center or multiple jurisdictions • Major Federal involvement requiring extraordinary coordination with Regions, Zones and local entities • Full engagement of Federal or Regional resources • Significant coordination required with International Humanitarian partners • Will likely result in a Disaster Declaration with significant Federal assistance
Level II – Significant Support/Severe Event Partial ECC Activation: Most ECC position activated with additional support; relevant sectors represented; may require 24-hour activation sustained over multiple weeks.
Severe levels and breadth of damage; significant damages and casualties High amount of federal assistance required for response and recovery with increased coordination with Regions, Zones, and local entities Will likely result in a Disaster Declaration with significant Federal assistance Coordination with International Humanitarian partners required
Level III – Minimum Support/Moderate Event Limited ECC Activation: Only key ECC position required with limited support; few sectors represented; potentially not requiring 24-hour activation.
Minor levels of damage affecting a potentially limited geographical area Requires a moderate amount of federal assistance for response and recovery, coordinating with Regions, Zones and local entities



Regional or Zonal resources may completely fulfill requests
Could result in Disaster Declaration depending on the scope and support needed
ECC support may not require 24-hour activation, significant staff, or all sectors

Level IV – Steady State/No Event

Watch Level Activation: During Steady State, federal agencies are engaging in normal day-to-day activities including monitoring early warning systems and situational awareness. The Federal ECC structure is maintained during this time to ensure capacity to rapidly activate as needed.

No active disasters requiring Federal response support
Early Warning and Emergency Response Directorate collecting regular situation reports from Regions
Region is engaged in day-to-day activities or ongoing recovery and mitigation operations

4.2. Operational Schedule

When the ECC becomes operational, ECC Management will immediately determine the Operational Periods and ECC Schedule, which specify when briefings and conference calls will occur and when Situation Reports and Support Plans will be published.

Standard 24-hour ECC operations call for two Operational Periods, each one lasting 12 hours (7:00am-7:00pm; 7:00pm-7:00am). However, the type and magnitude of the incident will determine the length of each ECC operational period. For example, a slow-onset emergency might result in multiple-day or 1-week Operational Periods, where as a rapid-onset quickly changing incident might require 8-hour periods.

Table 2 indicates a sample ECC schedule.



Table 2. Sample ECC Schedule

7:00 am	ECC Briefing	ECC Management briefs ECC staff on approved ECC Incident Support Plan from prior Operational Period.
8:00 am	Support and Assessments	Ongoing field support, situational assessments, and information management/exchange (may schedule conference calls with stakeholders as needed)
11:00 am	ECC Incident Support Plan Objectives Meeting	ECC Management facilitates objectives meeting to review and update as necessary with General Staff Leadership.
12:00 am	Determine resource needs	Operations Section coordinates with field/regional response stakeholders to determine current and projected support needs. Input may also be provided by Planning Section, Logistics Section, and Management Section as necessary.
3:00 pm	ECC Incident Support Plan Planning Meeting	Led by the Planning Section to validate objectives, policies, and resource needs. Other issues addressed may include safety, public information, liaison. If necessary, senior staff from assisting and cooperating agencies may be invited to participate.
4:00 pm	ECC Incident Support Plan Production	Planning section compiles data required to complete the ECC Incident Support Plan in collaboration with other ECC sections. The ECC Incident Support Plan is assembled for ECC Management approval
6:00 pm	ECC Incident Support Plan Approval/Distribution	The ECC Management reviews and approves the ECC Incident Support Plan and distributes it to pertinent stakeholders, including staff on the next Operational Period.

4.3. Activation Notification Procedures

Upon ECC Activation, NDRMC is responsible for ensuring that all partners receive a timely notification with information regarding level of activation, type of emergency, impact, and timeframe for activation (including Operational Periods and meeting schedule). This includes, but is not limited to, notification of ECC staff, NDRMC staff, line ministries, and humanitarian partners.



Staff identified and required to work in the ECC need to be notified first, to ensure a rapid activation of the ECC to its required staffing level. Following that, it is important for partners and stakeholders, at the Federal and Local level to be notified of the activation, its purpose and objectives, and next steps.

Immediately following ECC activation, notifications should go out to government partners and the humanitarian community. This should include formal, as well as informal, notifications of the activation, location, staffing, operational periods, and any requests of partners. Formal notifications can follow official pathways of a signed and stamped letter hand-delivered. However, with the urgency of an ECC activation, informal notifications via phone or email should be considered in advance of formal letters.

Notifications should go to the following partners:

- Impacted *and* non-impacted Regions
- Key Line Ministries
 - MoP
 - MoWIE
 - MoT
 - MoMP
 - MoH
 - Ethiopian Public Health Institute
 - MoA
 - MoD
 - MoUDC
 - Environment, Forest, Climate Change Commission
- International Partners (if international support is anticipated)
 - Cluster/Sector Leads
 - OCHA
 - NGOs
 - HCT



5. Staffing qualification

Personnel assigned to work in the ECC should have completed the following NIMS trainings: ECC, MAC, ICS. These trainings help to develop a common understanding on emergency response management and coordination. Though these trainings are recommended for all ECC staff, a just-in-time training should also be available for assigned ECC staff who have yet to complete the above-mentioned trainings.

6. ECC Organizational structure

Within the ECC there are Management Staff and General Staff Sections: Management Staff is comprised of ECC Coordinator, Liaison Officer, and Public Information Officer. The ECC Coordinator is responsible for the overall coordination of the federal response and leadership of the ECC

The General staff comprises; Operations, Planning, Logistics, and Finance/Administration sections; with prescribed responsibilities for coordination.

- The Operations Section is responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the ECC Incident Support Plan.
- The Planning Section is responsible for collecting, evaluating information, developing the ECC Incident Support Plan and maintaining documentation.



- The Logistics section is responsible for coordinating the supply and movement of resources in support of the incident, as well as providing facilities, services, personnel, equipment and materials

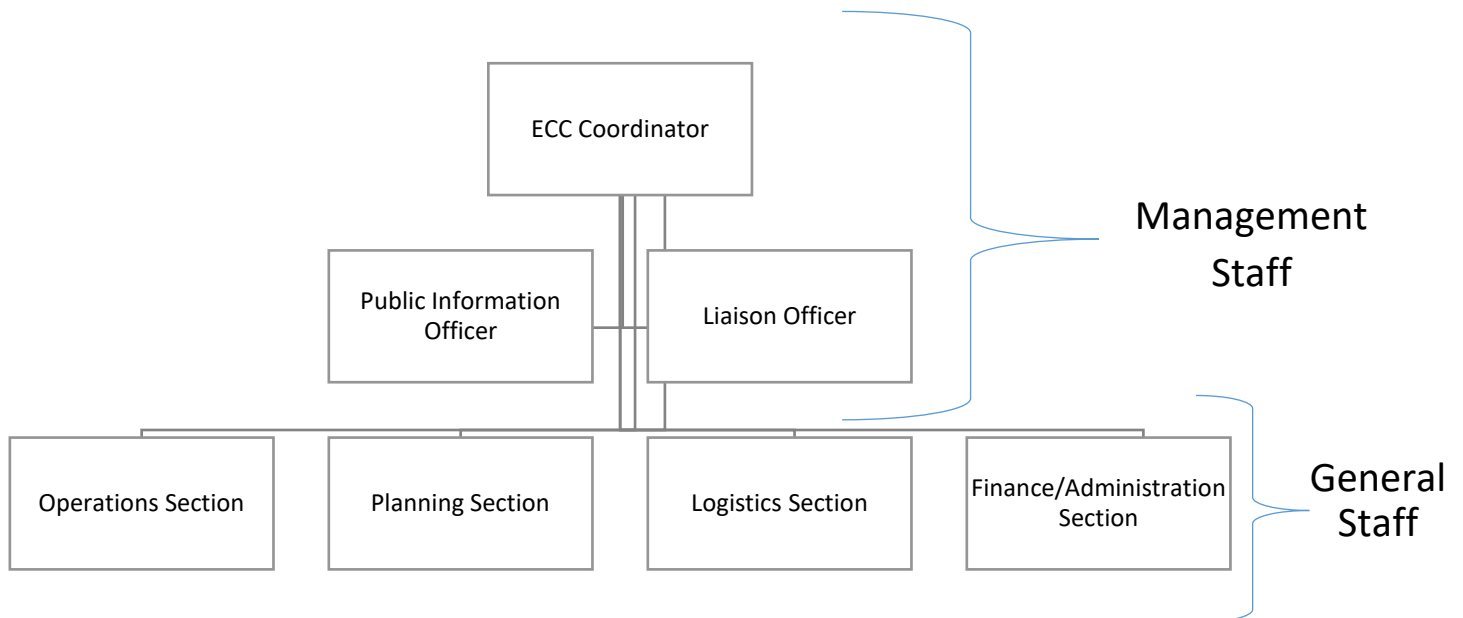


Figure 1. Management and General Staff of the ECC

to disaster-affected areas upon request.

- The Finance/Administration Section is responsible for financial activities and other administrative aspects such as securing hotel accommodations, assisting and collecting all purchase invoices for travel, documenting all expenditures during response and recovery efforts.

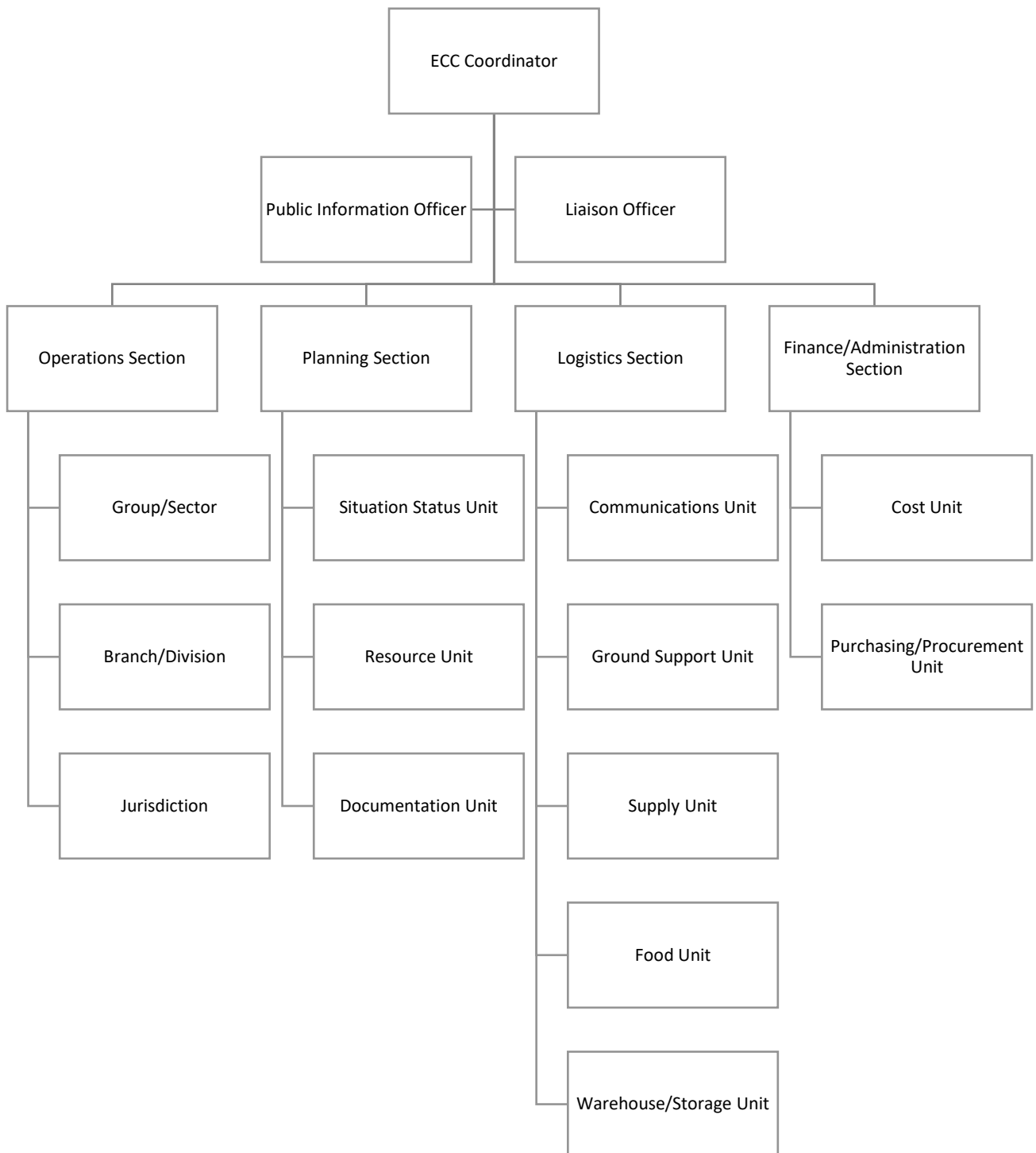


Figure 2. Sample expanded ECC organizational structure



7. ECC Duties and Responsibilities

This section describes important activities that must be conducted in the ECC. The duties are the responsibility of the respective Section Chiefs; however, if the demands exceed the capacity of the general staff section chiefs, additional positions may be established, and additional support may be identified to accomplish the work.

7.1. ECC Management

The ECC Coordinator reports to the NDRMC Commissioner and is responsible to the Federal Strategic MAC Group for the overall operation of the ECC during activation. The ECC Management Section ensures the ECC develops a daily ECC Incident Support Plan, operational objectives, approves all press releases, and provides current disaster information to MAC Groups upon request.

The ECC Coordinator in the Management Section is responsible for all functions, roles and responsibilities of the ECC until delegated or additional staff are assigned.

This position should be filled by someone with decision-making authority and empowered to lead the response. The ECC Coordinator will be assigned by the NDRMC Commissioner and will report directly to the NDRMC Commissioner, Deputy Commissioner, or S-MAC if activated.

The Management Section will:

- Provide overall strategic direction of the ECC
- Lead the overall coordination of the ECC and its functions
- Fulfill all roles and responsibilities of the ECC until delegated to additional staff
- Coordinate with media, draft and approve all press releases, and provide timely information to the public and stakeholders
- Coordinate and liaise with external partners with a support or direct role in the response
- Approves all resource orders and prioritizes resource distribution
- Ensure the safety of ECC staff
- Record all significant decisions and information to incident using the ICS 214 Unit Log form.

ECC Coordinator

- Reports to the NDRMC Commissioner, Deputy Commissioner, or S-MAC



- Serve as the Leader of the Federal Emergency Coordination Center (ECC).
- Manages the response and recovery activity of the ECC.
- Establish the ECC objectives in consultation with the S-MAC, if activated, or with the NDRMC Commissioner.
- Approves the ECC Incident Support Plan prior to distribution.
- Approves the ECC Situation Reports before distribution.
- Ensures quality communication and cooperation with the Regional ECC and supporting Line Ministries
- Manages the activation and management of resources required for disaster response and recovery operations.
- Ensures the Commissioner and S-MAC are informed of all developing activities in support of response and recovery operations.
- Addresses the media with information pertinent to disaster response and recovery operations.
- Ensures the availability of funding to cover response and recovery costs.
- Prepare and approve requests for mutual aid resources through the NDRMC mutual aid agreements.
- Ensure connectivity and information flow to Regional disaster affected or potentially affected communities.
- Ensure capability and readiness to conduct post event damage assessment.
- Determines need and locations for damage assessment.
- Ensure damage assessment is conducted and damage information is summarized in support of any disaster declaration request.

Liaison Officer

- Reports directly to the ECC Coordinator.
- Serves as the principle coordination point with all participating Civil Society organizations, (affected communities, UN agencies, Non-Governmental Organizations (NGOs), private sector entities, etc.)
- Assists ECC Coordinator in meeting the objectives of the ISP.
- Coordinates with all supporting governmental organizations

Public Information Officer

- Reports directly to the ECC coordinator
- Liaise with the media during activations
- Prepares and maintains press releases as necessary
- Ensures all necessary emergency information is available in as many public venues as possible.
- Facilitates Joint Information Center (JIC) operations during activations.



- Monitors information/news and take action to correct rumors and erroneous information.

7.2. Operations Section

The Operations Section is responsible for the management of all Federal operations directly applicable to the response and recovery efforts. They work directly with on-scene incident management or Regional level ECCs to deploy resources and coordinate tactical operations. The Operations Section is responsible for supporting the development of, and implementing, the ECC Incident Support Plan.

Operations Section Chief

- Coordinate response and recovery operations with federal and other levels of government (Regions, Zones, Woredas) and other cooperating and assisting entities
- Coordinate with the Planning Section in the development of the operational components of the ECC Incident Support Plan
- Coordinate movement and allocation of resources with Logistics Section
- Conduct a Section Briefing at the beginning of each new operational period
- Determine required support from Federal Ministries, agencies, and non-governmental stakeholders based on the complexity and type of the incident
- Record all significant decisions and information to the position in the ECC using the ICS 214 Unit Log form.

Branch Director

- Develop alternate control operations strategies with subordinates.
- Attend planning meetings at the request of the Operations Section Chief.
- Review Division/Group Assignment Lists (ICS Form 204) for Divisions or Groups within Branch.
- Assign specific work tasks to Division and Group Supervisors.
- Supervise Branch operations.
- Report to the OSC when the Incident Support Plan is to be modified, or additional resources are needed, or surplus resources are available, or when hazardous situations or significant events occur.

Division Supervisor

- Implement Incident Support Plan for Division or Group.
- Provide Incident Support Plan to Task Forces Leaders, when available.
- Identify additional resources or tasks assigned to the Division or Group.
- Review assignments and incident activities with subordinates and assign tasks.



- Ensure that Incident Communications and/or Resources Unit are advised of all changes in status of resources assigned to the Division or Group.
- Coordinate activities with adjacent Divisions or Groups.
- Determine need for assistance on assigned tasks.
- Submit situation and resources status information to immediate supervisor.
- Report hazardous situations, special occurrences, or significant events (e.g., accidents, sickness) to immediate supervisor.
- Ensure that assigned personnel and equipment get to and from assignments in a timely and orderly manner.
- Participate in the development of tactical plans for next operational period.

7.3. Planning Section

The Planning Section is responsible for the management of disaster information, tracking the status of resources, production of reports, briefs and visual displays and the development of response specific plans (such as hazardous materials clean-up plan). This section is also responsible for managing the ECC Incident Support Plan process.

Planning Section Chief

- Collect, analyze, and process information about the situation (Information Management) to create a common operating picture
- Prepare situation reports as requested
- Coordinate an initial Incident Briefing and facilitate other ECC briefings as necessary
- Coordinate the development and approval of a written disaster-specific contingency plan if the incident requires one
- Oversee the development of an ECC Incident Support Plan and manage the planning process
- Produce display materials including GIS information
- Facilitate the planning meetings
- Establish information requirements and reporting schedules
- Establish system for documentation and ensure all relevant materials are properly filed (digital or hard copy)
- Record all significant decisions and information relative to the position in the ECC using the ICS 214 Unit Log form.

Situation monitoring Unit Duties:

- Reports to the Planning Section Chief of the ECC



- Check in with the Planning Section Chief after assignment to the ECC
- Receive briefing on current situation and projected situation from the Planning Section Chief
- Monitor the incoming information through situation reports and other reports.
- Help develop displays, charts, graphs, and spreadsheets as needed.
- Compile and publishes the ECC ISP.
- Provide copies of all required reports to the Documentation Unit

Documentation Unit Duties:

- Report to the Planning Section Chief of the ECC
- Check in with the Planning Section Chief after assignment to the ECC
- Receive briefing on current situation and projected situation from the Planning Section Chief
- Maintain a Documentation file system.
- This file system contains hard copies of the Initial Operation Report, Incident Reports, ECC ISP's, Proclamations, Disaster Declaration requests and any other special reports requested by the Planning Section Chief to be included in the file system
- Collect each Unit Log (ICS 214) from all ECC sections on daily basis

7.4. Logistics Section

The Logistics Section is responsible for coordinating the supply and movement of resources in support of the incident. This Section participates in the development and implementation of the ECC Incident Support Plan and works with other Federal government agencies and the international community to request, mobilize, and track resources to support the response.

Logistics Section Chief

- Coordinate with the other sections on ECC Incident Support Plan development
- Identify sources for resources to fulfill requests
- Coordinate with other Federal agencies to request and deploy federal resources
- Coordinate with international community to request resources not managed by the Government or available in Ethiopia
- Collaborate with stakeholders to track pipeline resources assigned to Ethiopia
- Manage and coordinate movement/transportation of personnel and commodities to requested response area
- Document all significant decisions and information relative to the position in the ECC using the ICS 214 Unit Log form.



Communications Unit Duties:

- Report to the Logistics Section Chief of the ECC
- Check in with the Logistics Section Chief after assignment to the ECC
- Receive a briefing on current situation and projected situation from the Logistics Section Chief
- Inventory location and availability of agency communications equipment and availability from other entities
- Establish internal communications within the ECC
- Establish external communications with other supporting entities.
- Establish communications with disaster command post
- Maintain inventory and location of assigned resources

Service Branch Director

Communications Unit Leader (COML)

- Determine unit personnel needs.
- Prepare and implement the Incident Communications Plan (ICS Form 205).
- Ensure the Message Center are established.
- Establish communications support within Base/Camp(s).
- Ensure communications system components are installed, tested and maintained if available.
- Ensure a communications equipment accountability system is established.
- Ensure equipment is distributed as per Incident Communications Plan.
- Provide technical information as required.
- Supervise Communications Unit activities.
- Collect equipment from relieved or released units.

Medical Unit Leader (MEDL)

- Participate in Logistics Section planning activities.
- Establish and staff Medical Unit.
- Establish Responder Rest and Relief plans and policies
- Prepare the Medical Plan (ICS Form 206).
- Prepare procedures for major medical emergency for responders.
- Respond to requests for medical aid, medical transportation, and medical supplies for responders.

Support Branch Director

Supply Unit Leader (SPUL)

- Participate in Logistics Section planning activities.



- Determine the type and amount of supplies en route.
- Review Incident Action Plan for information.
- Develop and implement safety and security requirements.
- Order, receive, distribute, and store supplies and equipment.
- Receive and respond to requests for personnel, supplies and equipment.
- Maintain inventory of supplies and equipment.
- Service reusable equipment.
- Submit reports to the Logistics Section Chief.

Food Unit Leader (FDUL)

- Participate in Logistics Section planning activities.
- Determine the type and amount of food requirements to support beneficiaries.
- Order, receive, distribute, and store food resources.
- Maintain inventory of food resources available.
- Submit reports to the Logistics Section Chief.

Ground Support Unit Leader (GSUL)

- Participate in Logistics Section planning activities.
- Develop and implement Traffic Plan if necessary.
- Notify Resources Unit of all status changes on support and transportation vehicles.
- Arrange for and activate fueling, maintenance, and repair of ground resources.
- Provide transportation services.
- Collect information on rented equipment.
- Requisition maintenance and repair supplies (e.g., fuel, spare parts).
- Arrange with proper authorities to ensure road access to incident (security and maintenance)
- Submit reports to Logistics Section Chief.

7.5. Finance and Administration Section

The Finance and Administration Section is responsible for all financial, administrative, and cost analysis aspects of the incident. Functional responsibilities include funds control, financial and personnel document control, personnel actions, per diem preparation, procurement and acquisitions, contracting and agreements, and the financial aspects of mission assignments.

Finance Administration Section Chief

- Ensure funds are available for all expenditures
- Make the ECC Coordinator aware of any significant financial problems and administrative issues



- Participate in the ECC Incident Support Plan process as requested or necessary
- Develop ECC operational cost projections for response
- Develop financial and cost analysis information for response as requested
- Ensure agreements in place with assisting and cooperating agencies as needed
- Track and manage all personnel issues associated with the incident
- Ensure that all obligation documents initiated at the incident are properly prepared and completed
- Ensure vendor contracts, leases, and fiscal agreements are carried out consistent with the Federal financial requirements
- Ensure purchasing and procurement processes are in line with government financial policies
- Manage donations (commodities and financial)
- Coordinate with stakeholders to determine assistance available to affected communities (financial compensation, housing, livestock)
- Document all significant decisions and information relative to the position in the ECC using the ICS 214 Unit Log form.

Cost Unit Duties:

- Reports to the Finance/Administration Section Chief of the ECC
- Check in with the Finance/Administration Section Chief after assignment to the ECC
- Receives briefing on current situation and projected situation from the Finance/Administration Section Chief
- Track costs for all expenditures associated with the disaster
- Develop reports of expenditures on a schedule established by the Finance/Administration Section Chief
- Make projections of disaster expenditures
- Provides copies of reports to the Documentation Unit for inclusion in disaster records

Purchasing/Procurement Unit Duties:

- Reports to the Finance/Administration Section Chief of the ECC
- Check in with the Finance/Administration Section Chief after assignment to the ECC
- Receives briefing on current situation and projected situation from the Finance Section Chief
- Provide for small purchases to support ECC operations, such as copier paper, printer ink, pencils and pens, writing tablets etc.
- Provide for large purchases and contract needs to meet the needs of the disaster
- Report purchase and contract activity to the Cost Unit for inclusion in cost accounting reports



8. Alternate ECC

In the event that circumstances compromise or force evacuation of the ECC located at the NDRMC the ECC Coordinator or Commissioner will order activation of an alternate ECC at a suitable alternate location.

The alternate ECC must have the capacity to accommodate 24 hour operations, a separate Situation and Policy Room, and enough space for the major functions of the Operations, Planning, Logistics, and Finance & Administration Sections. This capacity must include, at a minimum, office furniture, backup power, telecommunications (phone and internet), and computers.

Consideration for alternate ECC locations should be done before it is needed. Options may include:

- Former NDRMC ECC location at Nefas Silk
- Ministry of Health, Ethiopia Public Health Institute, ECC
- Ethiopian Red Cross Society ECC
- Oromia Region DRMC ECC

9. Conference Call Procedures

The purpose of a Conference Call is to disseminate to, and collect information from, a large group of stakeholders without requiring travel to the ECC. An example of critical information may be rapidly changing weather or flash flood advisories. This capability allows a larger group of stakeholders to receive and share pertinent information without the ECC needing to call each stakeholder separately.

10. Communications and Information:

10.1. Communications

The ECC provides support to responding agencies to ensure interoperable communications when available. This ensures that stakeholders have primary and secondary means to communicate with other field resources as well as coordination systems in place (National or Regional ECCs). The ECC will establish a Communications Plan (ICS 205 form) for each operational period to ensure updated and validated means of communication are known and shared with stakeholders.



Until such time that radio systems (e.g. two-way, amateur), and satellite phones become readily available for responders, the primary and secondary means of communication will be landline and cell phones. It should be noted that the City of Addis Ababa and UN Vehicles have radio communication capabilities.

The ECC should be empowered to communicate with any stakeholder or partner it deems necessary to support the response. This may include direct communications between ECC staff and government agencies, NGO's, or UN partners. Contact details for stakeholders and major responding partners should be included in the ECC Communications Plan (ICS 205) even if they are not staffing a position in the ECC.

10.2. Information Management

Collecting, storing, and sharing information is a critical role of the ECC. This information management includes both dynamic incident information, such as situation reports, resource orders, financial records, etc., and static information such as plans, policies, and agreements to support overall coordination. The ECC serves as the central location for this information, and ECC staff must have a means of developing, storing, and quickly accessing it when necessary. Below are examples of both the static and dynamic information managed by the ECC

Static ECC Documents

- ECC Guide
- MAC Guide
- ICS Guide
- Maps/GIS
- Call-down Roster
- Contracts
- Partners Directory
- Emergency Operations Plan (EOP)
- Standard Operating Procedures (SOP)
- Order of Succession
- Delegation of Authority
- Property management records
- Maintenance records
- MOU/Mutual-Aid Agreements

Dynamic ECC Information

- Daily situation report
- Accounting records
- Timesheets
- Maps/GIS



Included in information management is the process and procedures for disseminating information to response stakeholders and the general public. This includes developing situation reports pertinent to the audience, and mechanisms to share widely to the intended group. The ECC Management Section is responsible for ensuring that public information is available in a timely manner, and a Public Information Officer is often delegated to complete that task.

11. ECC Incident Support Plan

The ECC Incident Support Plan (ISP) is developed during an ECC activation for each Operational Period. This support plan outlines the objectives and coordination requirements to support the response, including resource and operational support needs. The ECC Incident Support Plan enables ECC Staff to coordinate response decisions in order to ensure an efficient and effective response with minimal duplication of efforts or wasted resources.

The ECC Incident Support Plan is developed with input from the ECC staff, and is reviewed, updated, approved, and distributed for each Operational Period. It outlines the activities to be accomplished during the subsequent operational period. In general, the ECC Incident Support Plan provides a clear statement of objectives and actions, ensures work effectiveness, and a basis for measuring work progress and providing accountability.

The Planning Section facilitates the development of the ECC Incident Support Plan and is responsible for ensuring that each section completes its required components. This is a cyclical process, repeated each Operational Period to ensure objectives are appropriate to the response needs, and resources are assigned based on those objectives.

Upon compilation and approval of the ECC Incident Support Plan, it is distributed to ECC staff for their use and reference during the next Operational Period. Components of the ECC Incident Support Plan should be shared with response stakeholders, and Regional partners, as appropriate.

The planning process, known as the ECC Incident Support Plan “Planning P”, is outlined in Annex 13.1.



12.Resource Management

Managing resources is an important role of the ECC. The ECC Coordinator should have the authority to request resources directly from other federal ministries and agencies within the control of the federal government, including Ministry of Defense, Transport, EPHI, etc. Resource requests are received by the federal ECC from the Regional ECC when resources are no longer available locally through pre-existing agreements or local procurement.

In order to request resources from the Federal ECC, local jurisdictional resources should have been exhausted and/or unable to fill the need. This ensures that local resources are utilized appropriately before mobilizing federally available resources. Therefore, before the federal ECC is activated in support of a response, the on-scene/field level coordination structure will be working with local, and regional ECCs and MAC group (if activated) or with local and regional administrations, bureaus, NGOs and Un-agencies. Once the Federal ECC is established, a request for federal resources must be coordinated through the ECC. The ECC will then coordinate with other federal ministries and the broader humanitarian community to identify, track, and dispatch requested resources back to the local incident.

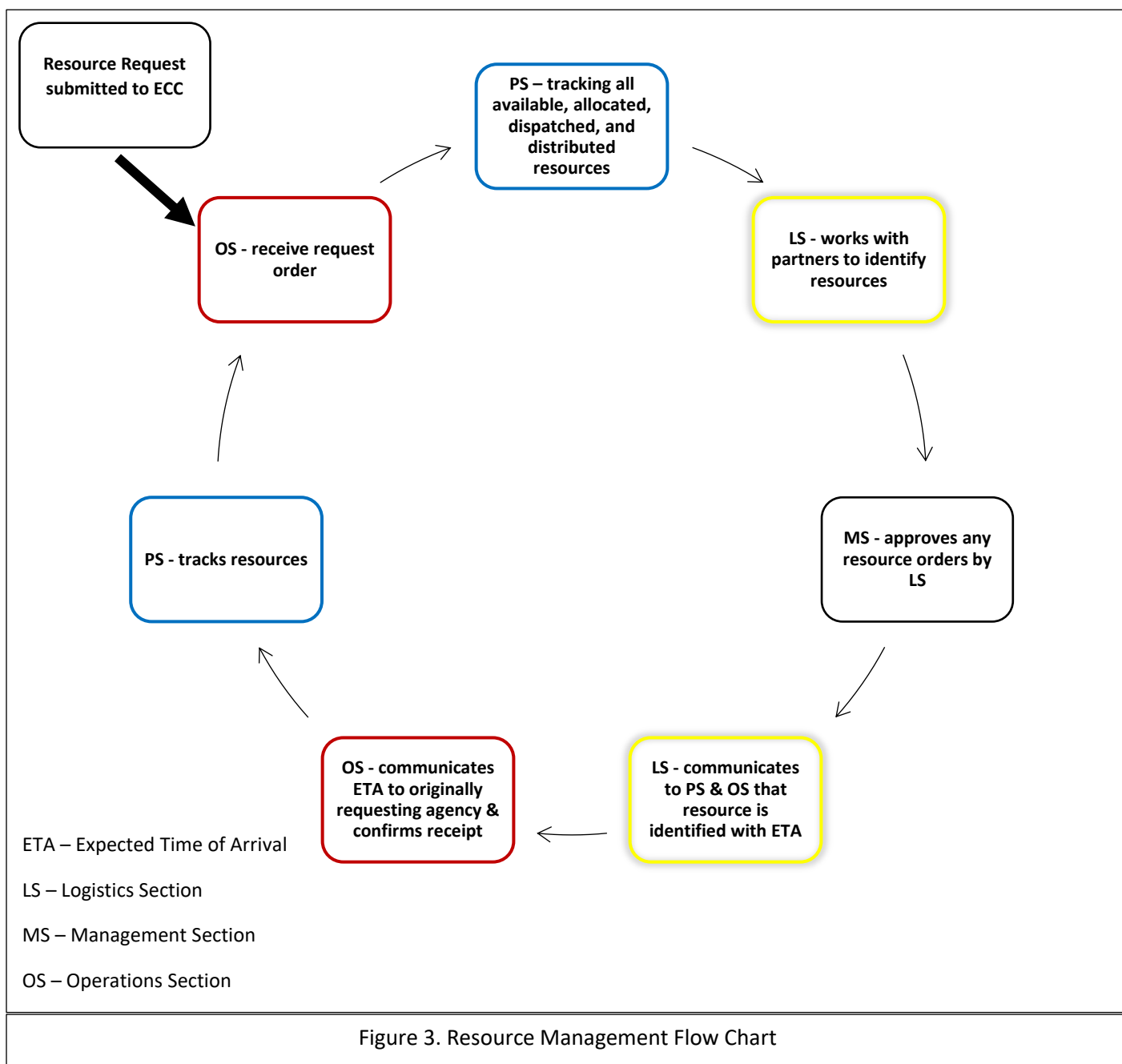
In order to quickly receive, confirm, and identify resource needs, the following information is required for an ECC request:

- Type of incident
- The time the incident occurred or is expected to occur
- Actions already taken
- Areas and number of people involved
- Estimated loss of life, injuries, and extent of damage
- Resource type and description
- Quantity needed
- Requested arrival time and date
- Location for resource delivery
- Contact information for follow up
- Signed by the authorized individual



When the ECC receives the request, the following functions at the ECC work collaboratively to identify, track, order and transport resources:

- Operations Section – responsible for coordinating with on-scene/field level coordination (ICP, Regional ECC) to receive requests and identifies current gaps. If resources are not currently available to the Operations Section and assigned to the response, the Operations Section should communicate with Planning Section to coordinate additional resource needs. Once the resource becomes available, the Operations Section works with Logistics to ensure timely and secure transport to the incident.
- Planning Section – Tracks all available resources from Federal Government and Humanitarian Community. This includes resources in the pipeline, as well as those already available for the response but not currently assigned or deployed.
 - Should a resource request be received at the ECC, the Planning Section should work with Operations Section to determine whether resource is available for assignment. If the resource is not available or in the pipeline, the Planning Section should communicate the gap to Logistics Section to find.
- Logistic Section – Responsible for identifying resources through agreements, contracts, donations, or procurement to meet the need. The Logistics Section should work with other agencies and organizations, including humanitarian and donor groups, to ensure that the resource needs are clearly outlined. Once resources have been identified, the Logistics Section communicates to the Planning Section who begins tracking resource.
- Management Section – Responsible for approval of all resource request orders from the ECC.



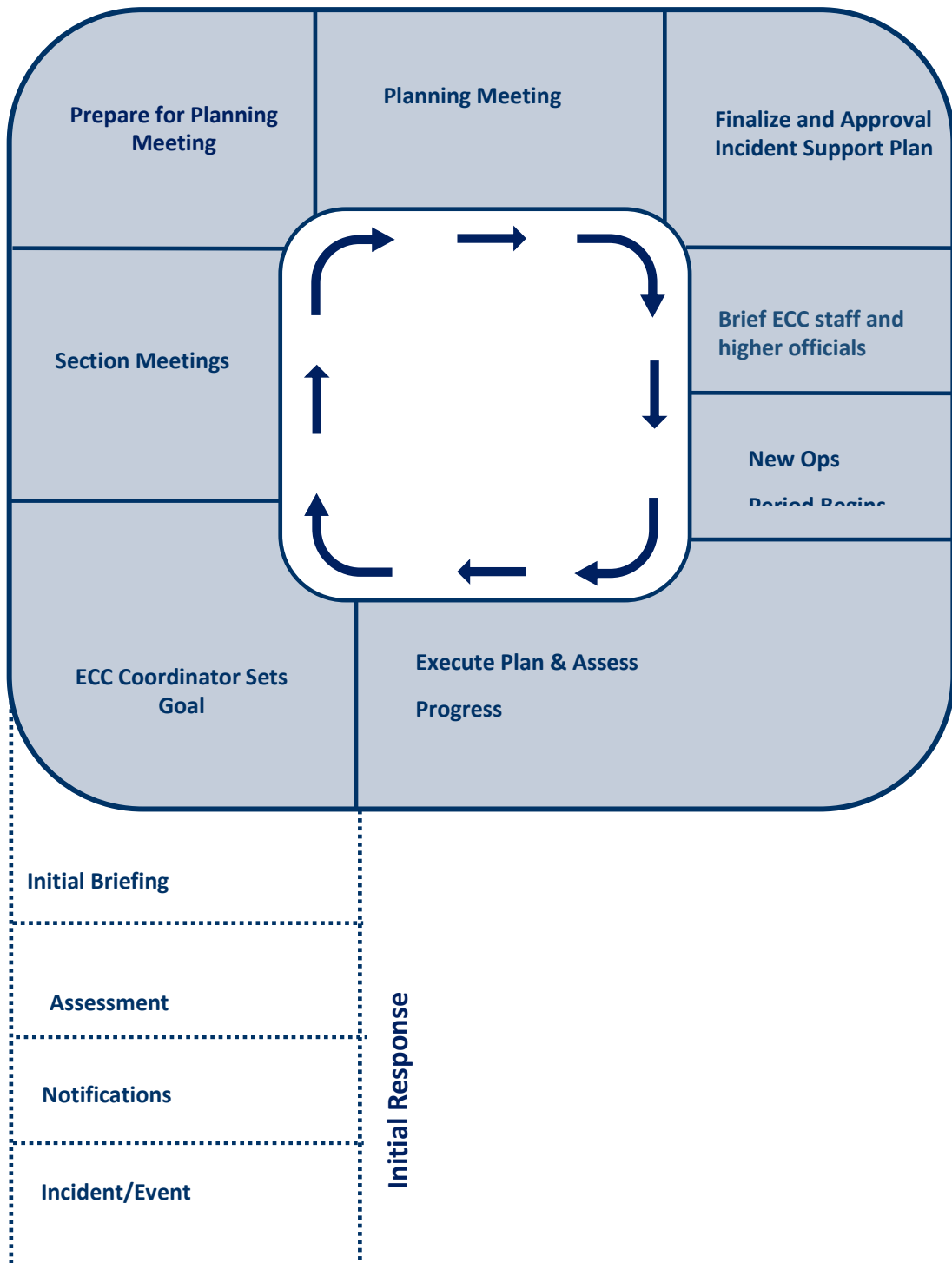
If the ECC is unable to fulfill a resource request order, the ECC Coordinator should communicate the gap directly to a policy-level MAC Group (e.g., S-MAC, DRM Council). The MAC Group will make final decision and will communicate back to ECC Coordinator within a timely fashion for follow-up to original requesting agency. Examples of this may be inability to mobilize requested



number of helicopters for search and rescue, or a lack of funding to procure food/non-food items locally.

Annexes:

ECC Incident Support Plan “Planning P”





ECC Supplies

Facility

- ☐ Generator
- ☐ Display boards
- ☐ Maps
- ☐ Coffee/Tea Room
- ☐ Smoking area
- ☐ Restrooms
- ☐ Food

Communications

- ☐ Telephones
- ☐ Phone
- ☐ Internet/WiFi
- ☐ Server
- ☐ Office Supplies
- ☐ Copy Machine
- ☐ Tables
- ☐ Chairs
- ☐ Map pens (Vis a Vis) 8 colors clear plastic Mylar
- ☐ Flip chart pads
- ☐ Flip chart pads
- ☐ Large manila envelopes
- ☐ Standard desktop staplers
- ☐ Standard desktop staples
- ☐ A4 Paper for printing/photo copy
- ☐ Paper clips
- ☐ Staple puller
- ☐ Pushpins
- ☐ Tape – masking & scotch tape
- ☐ Writing pads



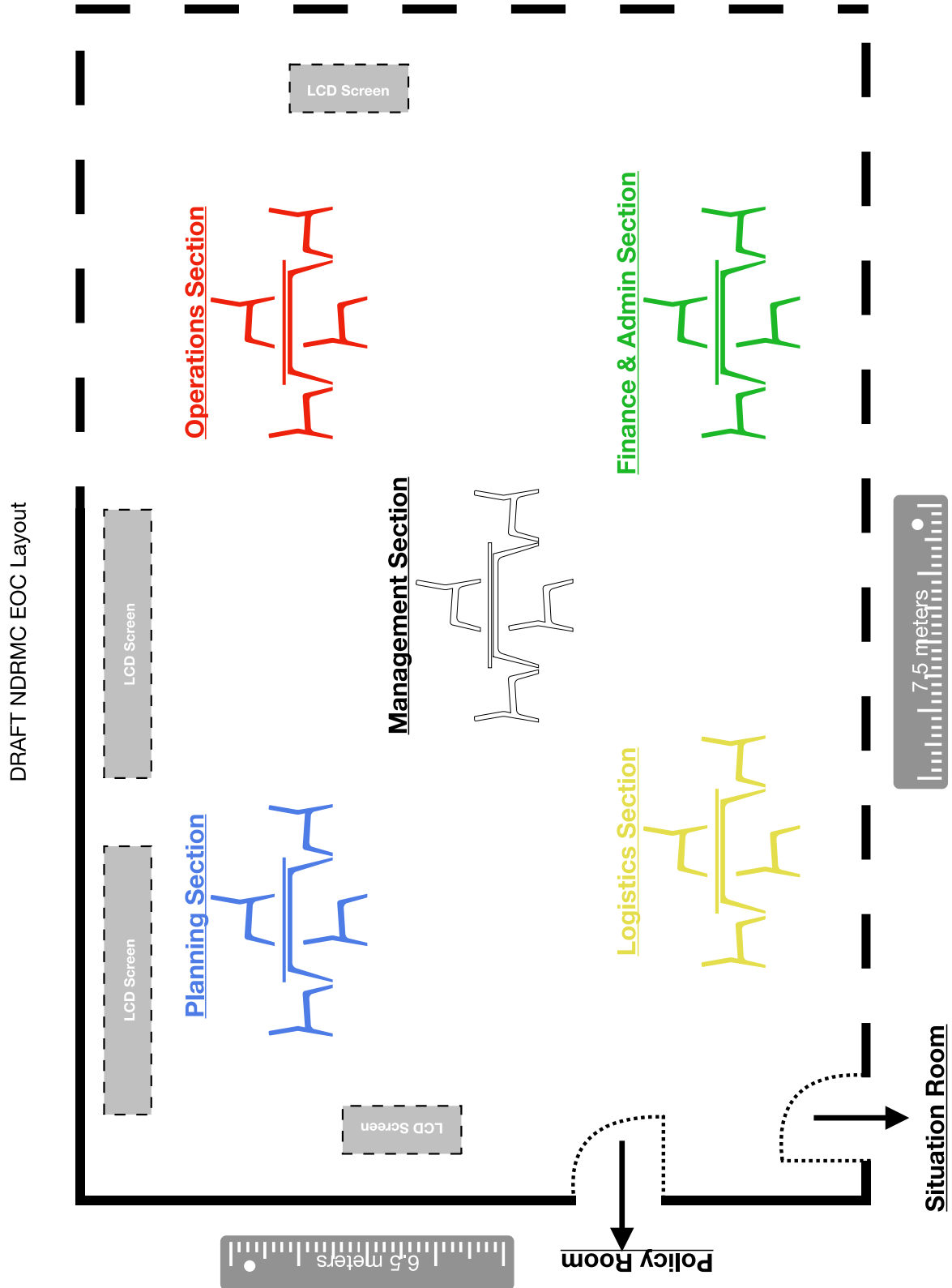
- ❑ Pencils
- ❑ Pens; black and red ink
- ❑ Assorted rubber bands
- ❑ Standard file folders
- ❑ Post-it pads: small, medium, and large
- ❑ ICS forms
- ❑ Other forms
- ❑ Name tags
- ❑ Boxes for filing

ICT

- ❑ Desktop or laptop computer
- ❑ TVs
- ❑ LCD screens
- ❑ Two-way radios
- ❑ Extension cords
- ❑ Projector
- ❑ Printer
- ❑ Plotter



Emergency Coordination Center Configuration





ICS Forms – available in hard copy and soft copy in the ECC

ICS 201 - Incident Briefing

ICS 202 - Incident Objectives

ICS 203 - Organizational Assignment List

ICS 204 - Assignment List

ICS 205 - Incident Communications Plan

ICS 206 - Incident Medical Plan

ICS 209 - Disaster Status Summary

ICS 211 - Incident Check-In

ICS 214 - Individual Activity Log



Acronym List

AAR	- After Action Review
DM	- Disaster Management
DPFSPCO	- Disaster Prevention and Food Security Program Coordination Office (DPFSPCO)
DPPB	- Disaster Prevention and Preparedness Bureau
DRM	- Disaster Risk Management
DRMTWG	- Disaster Risk Management Technical Working Group
ECHO	- European Civil Protection and Humanitarian Aid Operations
ECC	- Emergency Coordination Center
EOP	- Emergency Operations Plan
EPHI	- Ethiopia Public Health Institute
ETA	- Estimated (expected) Time of Arrival
ETF	- Emergency Task Force
EWER	- Early Warning and Emergency Response
FAO	- Food and Agriculture Organization
FTF	- Flood Task Force
GoE	- Government of Ethiopia
HCT	- Humanitarian Country Team
ICCG	- Inter-Cluster Coordination Group
ICP	- Incident Command Post
ICS	- Incident Command System
IMT	- Incident Management Team
IOM	- International Office for Migration
LO	- Liaison Officer
LS	- Logistics Section
MAC	- Multi-Agency Coordination
MoA	- Ministry of Agriculture
MoD	- Ministry of Defense
MOE	- Ministry of Education
MOH	- Ministry of Health
MoMP	- Ministry of Mines & Petroleum
MoP	- Ministry of Peace
MoT	- Ministry of Transport
MoUDC	- Ministry of Urban Development & Construction
MOWCY	- Ministry of Women, Children & Youth
MOWIE	- Ministry of Water Irrigation and Energy
MS	- Management Section



NDRMC	- National Disaster Risk Management Commission
NGO	- Non-Governmental Organization
NIMS	- National Incident Management System
NMA	- National Meteorological Agency
OCHA	- Office for the Coordination of Humanitarian Affairs
OS	- Operations Section
PS	- Planning Section
S-MAC	- Strategic MAC
UN	- United Nations
UNHCR	- UN High Commission for Refugees
UNICEF	- UN Children's Emergency Fund
USAID	- United States Agency for International Development
USG	- United States Government
WFP	- World Food Programme
WHO	- World Health Organization