



**SAVONIA**

# **Emergency Response Management Guide**

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Bachelor's Thesis



Field of Study Technology, Communication and Transport			
Degree Programme Degree Programme in Industrial Management			
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Title of Thesis Emergency Response Management Guide			
Date	01/10/2015	Pages/Appendices	18
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Client Organisation/Partners Crisis Management Centre Finland			
<p><b>Abstract</b></p> <p>The Crisis Management Centre Finland (CMC Finland) is a governmental institution and a centre of expertise in civilian crisis management. The main tasks of CMC Finland are to train and recruit experts for international civilian crisis management and peacebuilding missions as well as conduct research focusing on civilian crisis management.</p> <p>This report is a study which collects actions arranged by CMC Finland during the emergency response in Nepal, on 25 of April 2015 when an earthquake occurred. During those days CMC Finland recruited the experts for the mission, managed the logistics for the mission, was in contact with Finland Ministries and collaborated with the European Commission.</p> <p>This study will help to know if the decisions taken and if the activities managed were correct and how to improve activities for next requests. The information provided in this report is based on testimonials of the people who have been involved during the days in which CMC Finland attended the emergency request.</p>			
<p><b>Keywords</b> Crisis Management, logistics, deployment</p>			

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## 1 INTRODUCTION TO THE THEME

### 1.1 Introduction to the topic.

“The Crisis Management Centre Finland (CMC Finland) is a governmental institution and a centre of expertise in civilian crisis management. The main tasks of CMC Finland are to train and recruit experts for international civilian crisis management and peacebuilding missions as well as conduct research focusing on civilian crisis management”. (Crisis Management Centre Finland 2008.)

“The responsibility of civilian crisis management is shared between two ministries in Finland: the Ministry for Foreign Affairs and the Ministry of the Interior. The Ministry for Foreign Affairs is responsible for the political coordination of civilian crisis management and thus decides which missions Finnish experts may take part in while the Ministry of the Interior is responsible for issues concerning national capacity building on a strategic level. CMC Finland operates under the Ministry of the Interior and carries out the operational tasks of training and recruitment, as well as research and development.” (Crisis Management Centre Finland 2008.)

At the same time, Finland is taking part as one of the 28 European Union Member State in the European Union Civil Protection Mechanism (UCPM). This mechanism was set up to enable coordinated assistance from the participating states to victims of natural disasters in Europe and elsewhere. (United Nations 2015)

This report is a study which collects actions arranged by CMC Finland during the emergency response in Nepal, when on 25 of April 2015, an earthquake occurred. During those days CMC Finland recruited the experts for the mission, managed the logistics for the mission, was in contact with Finland Ministries and collaborated with the European Commission.

This study will help to know if the decisions taken and if the activities managed were correct, depended on luck and how to improve them for next requests. The information provided in this report is based on testimonials of the people who have been involved during the days in which CMC Finland attended the emergency request.

## 1.2 Key terms

The main objectives that will be reached during the realization of this Thesis are:

- To develop an analytical guide which analyzes the actions that have been realized by CMC Finland. This will be explained first in a flow diagrams where the actions will be examined in detail.

The actions will be shown first in a general diagram (Chapter 4) and then will be small diagrams which explains its points: logistics, recruitment, documentation flows in the company and response for the disaster.

- To know if the decisions taken and if the activities managed were correct or depended on luck and how to improve them for next requests. By using of the diagrams it will be easy to diagnose if the actions were done in the good way or if the steps that were taken were not the right ones. Some of the actions were not done it in the best way so will proposed some changes in the actions to solve the problems and arrange them in a profitable way.
- To familiarize with the International crisis management missions that organizations such as CMC Finland realize when natural disasters happen.

The compilation of information from the different areas of a company is done and put together into an analytical guide, firstly from a general point of view of the whole company and, secondly, from a point of view of the different areas involved in the deployment.

This thesis will be highly appreciated in the moment when another kind of deployment will occur because many of the actions will need to be repeat again. The actions such as recruiting experts and logistics preparation for the deployment will be conducted in the same way.

## 1.3 The background of the situation

The background information of the situation can be checked in the website of OSOCC. Every duty officer who works in organizations with the same activities of CMC Finland must register and follow the news. The information that this website provides are about natural disasters all around the world. The main point to follow OCOSS is that many governments share their information about the possibilities of natural disasters that

possibly will happen and in that way organizations such as CMC can collaborate with another countries to be prepared for and arrange the deployments.



FIGURE 2. Nepal Base Camp, Nepal (CMC Finland, 2015)

The information that was provided about Nepal at the moment of the natural disaster was:

“The last 25 of April of 2015, an earthquake with 7.8 magnitude took place at the epicenter of the district of Lamjung which is about 77 Km of distance from Katmandu (Nepal).” (OSCE 2015.)

“Days later during the 12 of May of 2015, at the hour 12:05 am local time, a second earthquake took place at the district of Dolakha which is about 76 Km from Katmandu. A

total of 32 districts were affected. The earthquake was felt as far as New Delhi, India and Dhaka, Bangladesh. The earthquake was followed by several aftershocks; the largest one with a magnitude of 6.3.” (OSCE 2015.)

“As of 13 May 9:00 local time, 65 dead and 1926 injured people have been reported. MNMCC reports that 1,405 people were rescued by air (1,307 people rescued by the Nepal Army) and another 1,050 were evacuated by land. Buildings have been reported damaged in Chautara. Humanitarian agencies are present in Chautara, where a humanitarian hub was established following the initial earthquake. At least 12 people have been injured in three major landslides in Sindhupalchok (The Hindu 12/05/2015).” (OSCE 2015.)

## 2 GENERAL OPERATIONS SCHEMA AND ANALYTICAL GUIDE

### 2.1 Disaster

“During 2012, the European Commission decided to place in Nepal some teams of rescue due to the imminent earthquake that ERCC detected were going to happen there. The EC is committed to providing disaster response in a timely and efficient manner and to ensure European assistance meets the real needs in the population affected, whether in Europe or beyond.” (European Commission 2015.)

“The Emergency Response Coordination Centre (ERCC), operating within the European Commission's Humanitarian Aid and Civil Protection department (ECHO), was set up to support a coordinated and quicker response to disasters both inside and outside Europe using resources from the countries participating in the European Union Civil Protection Mechanism. The ERCC replaces and upgrades the functions of the previous Monitoring and Information Centre (MIC).” (ECHO 2015.)

“MIC Centre collects and analyses real-time information on disasters, monitors hazards, prepares plans for the deployment of experts, teams and equipment, and works with Member States to map available assets and coordinate the EU's disaster response efforts by matching offers of assistance to the needs of the disaster-stricken country. Better planning and the preparation of a set of typical disaster scenarios will further enhance the ERCC's capacity for rapid response.” (European Commission 2015.)

One week before the earthquake the teams like USAR and UNDAC which work under the standards of European commission were installed in Nepal with the target of help in the rescue labors.

At the moment of the earthquake these teams were the first ones to help people. Their tasks were also to collect information and send it to the European Commission and the European Commission organized the deployment and the organization which were going to help in the labors of rescue mission.

After the European Commission organizes the deployment and informs agencies such as CMC to prepare for the action, this agencies must accept the request and start the actions for the deployment.

Related to Nepal, the following information below is available via OSOCC and used by the European Commission to know how to prepare the equipment and logistics in the case the activation of the plan is necessary to send experts from CMC Finland to the rescue mission in Nepal.

- “According to the information from the Coordination Centre of Airport Authority, the following aircrafts (chartered cargo) are not allowed to be landed even if their weight is less than 196 tones: C17, Boeing747, Airbus 330, Boeing 777, CC177 and all other aircraft whose technical specification allows more than 196 tones.” (OSOCC 2015.)
- “Runway is clear. Contrary to media reports there are no additional weight restrictions for aircraft to land.” (OSOCC 2015.)
- “There is a shortage of kerosene at the airport after the earthquake. Due to that incoming planes have to carry enough kerosene for their return flights. Landing permits should be issued through diplomatic channels.” (OSOCC 2015.)
- “Money Exchange at airport: 1 ATM machine is working. Money Exchange counters inside (before) the immigration counter is easier than the one after the immigration counter to exchange money (it is closed once the stock of rupee run out). USD is preferred.” (OSOCC 2015.)
- “Internet connection at the airport is still not stable so there is not Wi-Fi.” (OSOCC 2015.)
- “Kathmandu valley is mostly accessible by road so teams could reach to worksites by truck. The epicenter and potentially worst hit area is mountainous and probably only accessible by air.” (OSOCC 2015.)

The last characteristics of the country situation decide the kind of equipment and transport that experts from CMC Finland and MUSAR team were using.

During the next points of this project work the different actions arranged by CMC Finland will be discussed and explained in a more detailed way.

### 3 EMERGENCY ACTUATION PLAN

“The significance of civilian crisis management has grown in recent years. The Ministry of the Interior develops domestic capacity building for civilian crisis management, particularly in the areas of the police, rule of law, border security and human rights. In the development of Finnish civilian crisis management activities, the objective to significantly raise the number of Finnish experts, established in the Government’s Security and Defense Policy Report 2009, should be taken into consideration.”(FINLAND’S COMPREHENSIVE CRISIS MANAGEMENT STRATEGY 2009.)

“Finland aims to expand its capabilities to participate in training, mentoring and support tasks in the security sector. Such activities are expected to increase in international crisis management.”(FINLAND’S COMPREHENSIVE CRISIS MANAGEMENT STRATEGY 2009.)

The main purpose of this chapter is the analysis of the latest cited actions realized by CMC Finland during the deployment in Nepal during April 2015 and describe a new and improved “Emergency Actuation Plan” for possible new disasters occur and need to be intervened.

This new “Emergency Actuation Plan” will improve the actions arranged by the people that were active during the deployment and at the same time create a series of standards for the standardization of the actions and documents. The actions conducted will need to be delimited and solved in another way which can reduce costs and time.

In this new “Emergency Actuation Plan” the actions will be not based in the persons, will be in their job positions.

There are some techniques of surveying processes, but all of them are addressed to the following aspects:

The work and the process:

- What should be done?
- Which department will work?
- How the work will be done?
- Where will the work be done?

The work and the relationship with the work of others

- Who will and who will not work?

- Who will control work?

#### Dimension of the work

- When will the job be done?
- What will be the conditions under which the work must be done?
- What will be asked for working (skills, knowledge or experience)?
- How long will it take to make a work unit?
- What will be the pay for the work?
- What will be the unit cost of doing the job?

### 3.1 Key terms of the new actuation plan

This new actuation plan will reach the following goals in order to clarify the order of actions in a deployment and correct mistakes done in the past:

- Active participation in crisis management tasks
- Strengthened participation in civilian crisis management
- Increased effectiveness through crisis management and developing cooperation with humanitarian aid
- Action to strengthen the EU as a major contributor to international security and an efficient comprehensive crisis management actor
- Action to promote cooperation between international crisis management actors.
- Improve internal system of a rapid response requirement
- Improve internal information sharing for an improvement of CMC as an organization.

### 3.2 The European security strategy

“The task of the European Security Strategy (2003) is to guide and strengthen the Union as a global actor. Key security challenges include terrorism, proliferation of weapons of mass destruction, regional conflicts, state failure and organized crime. Strategic objectives consist of addressing the threats, enhancing security and stability as well as an international order based on effective multilateralism.” (FINLAND’S COMPREHENSIVE CRISIS MANAGEMENT STRATEGY 2009.)

“The goal is a more active, coherent and capable European Union. Sufficient resources need to be ensured for the European Security and Defense Policy (ESDP). The use of these resources must be efficient, rapid and flexible. Coordination is needed among EU instruments. It is important to foster multilateral cooperation as well as partnerships with the UN and other key actors. “(FINLAND’S COMPREHENSIVE CRISIS MANAGEMENT STRATEGY 2009.)

“The report on the Implementation of the European Security Strategy (2008) highlights the more efficient and coherent use of EU instruments. The ESDP, European Neighborhood Policy as well as multilateral cooperation need to be intensified. The report stresses the importance of combining civilian and military expertise as well as the advancement of human rights in EU crisis management. Cyber security, energy security and the significance of climate change are emphasized.” (FINLAND’S COMPREHENSIVE CRISIS MANAGEMENT STRATEGY 2009.)

### 3.3 Finland development policy

“The Government’s Development Policy Program sets guidelines for Finland’s development policy. The goal is the eradication of poverty through economically, socially and ecologically sustainable development. Finland underlines the importance of issues relating to climate and the environment, crisis prevention and support for peace processes as well as private sector development. Cross-cutting themes include promotion of the rights and status of women and girls and gender and social equality; promotion of the rights and equal opportunities for participation of groups that are easily excluded; and combating HIV/AIDS.” (FINLAND’S COMPREHENSIVE CRISIS MANAGEMENT STRATEGY 2009.)

“Development cooperation is a key instrument of development policy. Finland’s development cooperation is planned and implemented by the departments, units and missions of the Ministry for Foreign Affairs in close cooperation with other ministries, NGOs and the private sector. The Department for Development Policy is responsible for internal coordination at the Ministry for Foreign Affairs. The Minister for Foreign Trade and Development decides on the use of development cooperation appropriations. Also other policy sectors, such as trade and environmental policies, have development policy implications.” (FINLAND’S COMPREHENSIVE CRISIS MANAGEMENT STRATEGY 2009.)

“Development cooperation is implemented by country- and region-specific cooperation as well as through multilateral organizations and NGOs. Finland also provides humanitarian aid to the victims of conflicts and catastrophes. A part of development cooperation appropriations is channeled through the European Union. The European Commission is responsible for the EU’s development cooperation. As the most important development policy actor and trade area the Union bears special responsibility for the promotion of sustainable development.” (FINLAND’S COMPREHENSIVE CRISIS MANAGEMENT STRATEGY 2009.)

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## APPENDICES

## APPENDIX 1. Abbreviations and Acronyms

**CMC Finland**: Crisis Management Center Finland

**ERCC**: Emergency Response Coordination Centre

**EU**: European Union

**INSARAG**: International Search and Rescue Advisory Group

**MOFA**: Ministry of Foreign Affairs

**Moi**: Ministry of Interior

**MUSAR**: Military Urban Search and Rescue

**OCHA**: United Nations Office for the coordination of Humanitarian Affairs

**OSCE**: Organization for Security and Cooperation in Europe

**OSOCC**: On-Site Operations Coordination Centre

**UCPM**: Union civil Protection Mechanism

**UN**: United Nations

**UNDAC Team**: United Nations Disaster and Coordination Assessment Team

**WFP**: World food program

