



ROP National Emergency Operations Center (NEOC)

STANDARD OPERATING PROCEDURES

National Emergency Management Office
March 2023

ACTIVATION OF NEOC

WARNING / ALERTS

- Warning/alert is received from any source and by any means.
- Warning/alert is verified according to developed procedures to avoid false notification.
- Common sources/means of warnings/alerts: on-scene personnel, NWS, BPS, NEMO Coordinator, Media, PTWC, JTWC, Japan Meteorological Agency
- Validated concerns will immediately convene NEMO Staff

ALERTING PROCEDURES

- Upon receipt of an authentic warning message, NEMO Coordinator or designee will:
- Consult NEC Chairperson & make recommendations for NEOC Activation
 - Alert NEC Members. NEC Members will take appropriate measures to activate their respective emergency procedures.
 - Initiate alerting/notification procedures to the extent directed in the manner described in this annex

ACTIVATION

- ROP NEOC is activated when approved by NEC Chairperson
- All personnel reporting for duty will make their presence known to the NEMO Coordinator or their section leaders.
- When the ROP NEOC is activated, initial situation briefing will be provided by the NEMO Coordinator; subsequent briefing will be held as necessary.

Appendix 2

ROP NATIONAL EMERGENCY OPERATIONS CENTER STANDARD OPERATING PROCEDURES

Established: July 12, 2016

Primary Agency: **Emergency Management**
Support Agencies: Command (NEC)
Operations
Planning & Logistics
Finance

Attachments	
Attachment 1	Key Alert Roster
Attachment 2	EOC Telephone Numbers
Attachment 3	EOC ICS Organizational Chart
Attachment 4	Emergency Operations Center Checklist

I. GENERAL

The Republic of Palau National Emergency Operations Center Standard Operating Procedures (ROP NEOC) is designed to assist the National Emergency Management Office (NEMO) personnel and the National Emergency Committee (NEC) members the use of the Incident Command System (ICS) during an emergency event and or during response operations.

This SOP is intended to be used as a reference guide and not a policy document, but rather guidance for NEMO personnel and NEC members. The development of this SOP will be utilized uniformly for all hazards. The organization chart, duties and responsibilities are specified in this document.

A. Purpose

The purpose of this annex is to establish standard procedures for the activation and operation of the ROP National Emergency Operations Center (NEOC).

B. Scope

1. This annex includes organizational and functional procedures necessary to activate, operate and deactivate the ROP NEOC efficiently and effectively.
2. Any modification of this ROP NEOC will be carried out by NEMO Coordinator and/or designee in consultation with the NEC.

C. Facility

The ROP NEOC is located at Medeu-ra-Kesebelau, Airai State or any other office location deemed appropriate by NEC Chairman.

D. Function

The ROP National Emergency Operations Center provides necessary space and facilities for the centralized direction and control of the following functions:

1. Direction of emergency operations.
2. Communications and warning.
3. Damage assessment and reporting.
4. Containment and / or control of hazardous material incidents / emergencies.
5. Dissemination of severe weather watches and warnings.
6. Actions to protect the health and safety of the general public, to include:

- Public Information, instructions, and directions
- Evacuation and / or sheltering

E. Manning

The ROP NEOC will be manned by NEMO Coordinator, NEMO Staff and Trained Operation Room Teams (ORT).

II. ACTIVATION OF NEOC

A. Warning / Alerts

1. Source and Means of Receipt

Warnings / alerts may be received from any source and by any means. Warnings / alerts will be **verified** according to developed procedures to preclude unnecessary reaction to possible false notification. The more likely sources and means are shown below.

- On-the-scene personnel
- National Weather Service
- Bureau of Public Safety
- NEMO Coordinator
- News Media
- Pacific Tsunami Warning Center
- Joint Typhoon Warning Center
- Japan Meteorological Agency

2. Persons to Receive Messages

- Warning(s) received by NEMO Coordinator and validated in accordance with existing protocol shall immediately convene NEMO staff.

B. Alerting Procedures

Upon receipt of an authentic warning message, the NEMO Coordinator or designee will:

1. Consult with the Chairman of the NEC and make recommendations for the activation of the ROP NEOC.
2. Alert NEC members. NEC Members will take appropriate measures to activate their respective emergency procedures.
3. Initiate alerting / notification procedures to extent directed in the manner prescribed in this annex.

C. Activation

1. Authority to activate the ROP NEOC is vested in the NEC Chairman.
2. The ROP NEOC will be activated when approved by NEC Chairman.
3. Reporting - All personnel reporting for duty in the ROP NEOC will make their presence known to the NEMO Coordinator or their section leaders.
4. When the ROP NEOC is activated, initial situation briefing will be provided by the NEMO Coordinator and subsequent briefings will be held as needed.

III. ORGANIZATION & OPERATIONAL PROCEDURES

A. Staffing

1. Full Activation – Full compliments of the staff indicated in B.
2. Limited or Partial Activation – NEMO Staff will be engaged to monitor threat and regularly update NEC Chairman.

B. Operations groups will be composed of the following: (To be determined at the initial NEC meeting)

1. **Executive / Command (NEC):** This group is responsible for the overall management of the emergency.
 - NEMO Coordinator
 - Public Information Officer
 - Safety Officer
 - Liaison Officer

NATIONAL EMERGENCY COMMITTEE

The NEC is responsible for the formulation of policy and operational guidelines for directing emergency operations. They are also responsible for the overall emergency management including recovery efforts.

NEMO Coordinator

The NEMO Coordinator is in charge of supervising emergency operations in addition to but not limited to the following:

1. Ensure that appropriate annexes are periodically updated.
2. Maintain sufficient supplies and equipment to ensure the operational capability of the ROP NEOC.
3. Supervise and coordinate the functions during operations.
4. Provide briefings as needed.
5. Conduct other tasks as required to safeguard property and protect the people of the Republic of Palau in emergencies.
6. Locate and coordinate resources including resource requests.
7. Establish MOU with private sectors which allow ROP NEOC to capitalize private sectors assets to support Emergency Responses.
8. Compile and issue final report.

Public Information Officer (PIO)

The Public Information Officer is responsible for overall coordination of public information activities and shall have the following roles:

1. Establish procedures for the dissemination of information.
2. Provide the public with educational information for their safety and protection.
3. Disseminate public instruction and direction.
4. Act as the government's point-of-contact with the news media.
5. Serve under the direction of the Chairman of the NEC or their designee.

Safety Officer

The Safety Officer is responsible for ensuring the overall safety of the ROP NEOC at all times.

Liaison Officer

The Liaison Officer assists the NEC by serving as a point of contact for agency representatives for operational support and provides briefings to and from supporting agencies.

Operations: This group is responsible for the management of all operations in the ROP NEOC.

ORT SUPPORT STRUCTURE IS ONLY APPLICABLE WHEN NEEDED

- Operations Room Team Leader
- Recorders x 3 (Master Ops Log, Displays, Message Forms)
- Situation report writer (x1)
- Communication (x 3)
- Welfare Officer (x1)

Operations Room Team Leader (only when needed)

The Operations Room Team Leader oversees the ROP NEOC Operations during assigned shifts and shall have the following roles:

1. Be the recipient of all incoming information concerning the emergency situation.
2. Make available the current status of resources (i.e., manpower, equipment and supplies), from government & non-government agencies.
3. Maintain a complete record of activities in chronological order.
4. Ensure personnel are available for updating and posting the operational status and activities on display boards, charts, maps, etc.

Planning and Logistics

Planning is responsible for the collection, evaluation, dissemination and use of information about the development of an emergency and the status of resources; and Logistics is responsible for providing facilities, services, materials and equipment in support of response efforts. **Refer to the 2010 (Amended 2016) Palau National Disaster Risk Management Framework for agency duties and responsibilities**

- Planning and Statistics Division
- Safety Officer with Bureau of Public Works
- Division of Transportation
- Bureau of Education
- Division of Property and Supply
- Palau Chamber of Commerce
- Palau Red Cross Society
- Other volunteer or support agencies
- Other Technical Support Services

Finance

- This group is responsible for all financial, administrative, and cost analysis aspects of the emergency and for supervising members of the Finance team. This group may be established to:
 - compile and maintain documentation of purchases, acquisition and utilization of emergency supplies, equipment and other services;
 - perform financial and cost analysis to develop conclusions on efficient methods of resolving and recovering from the emergency / disaster situation.

IV. ADMINISTRATION

A. Registration

A register will be maintained by NEMO for all personnel engaged in operational activities of an emergency in the ROP NEOC. Name, title, agency, date and time in and out will be required for record purposes.

B. Manpower

Designated representatives will be responsible for notifying members of their staff and providing alternates as required.

C. Staff Support

Administrative and logistical support staff within the ROP NEOC will be provided by NEMO.

D. Housekeeping

1. Bedding is available and will be provided as needed during prolonged operations by the staff of NEMO.
2. Meals
 - With exception of special diets which are the responsibility of the individuals, meals will be provided within the ROP NEOC when circumstances dictate or

- outside travel is restricted or curtailed.
- The preparation and procurement of food supplies will be the responsibility of the Chairman of the NEC and NEMO Coordinator.

- Personal Items: Each individual reporting to the ROP NEOC for duty will make provisions for their own personal hygiene requirements, clothing, and any special dietary needs or prescription drugs.

E. Office Supplies

An initial supply of essential items will be furnished by the National Emergency Management Office.

F. Transportation

Transportation to and from the ROP NEOC is a responsibility of an individual member. Should inclement weather or other conditions preclude vehicle movement, the NEMO Coordinator should be notified for any assistance that could be provided.

G. Status Information

The following status information will be maintained effectively and updated in the ROP NEOC in an appropriate manner.

- Weather Information
- Situation Status
- Resource status
- Significant events
- Contact list
- Evacuation Centers
- Physical Resources

H. Maps

Maps needed for the emergency will be posted and maintained. Such maps may depict demographic features and threats to the safety of people and property.

I. ROP NEOC Security

Security will be provided by the Bureau of Public Safety. Security will carry out the following:

- Ensure picture IDs are worn or carried at all times and only those authorized personnel with proper identification are admitted to the ROP NEOC during operational hours.
- Ensure an accurate log is kept of all persons entering or exiting the ROP NEOC.
- Ensure authorized visitors are properly identified and escorted at all times in the ROP NEOC.
- Perform perimeter security checks and ensure all access are secured and locked.
- Perform other security functions as directed by the NEC.

V. METHOD USED TO ALERT ROP NEOC STAFF

- The NEMO staff upon receipt of a warning/alert prescribed under Section 2A-C, will notify the NEMO Coordinator.
- As each employee arrives, they will be provided an alert list and be directed to alert certain persons remaining to be called.

Attachment 1 ROP NATIONAL EMERGENCY OPERATIONS CENTER KEY STAFF ALERT LIST

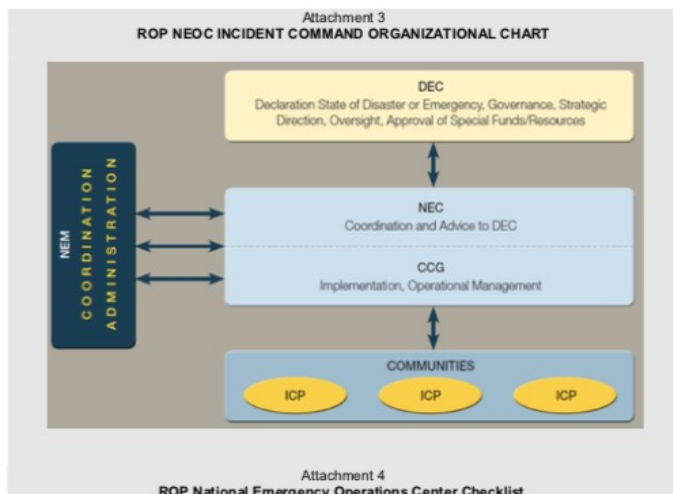
Waymine Towai	Coordinator	488-2930 (Home) 775-3734 (Mobile)
Vacant	Disaster Response Officer	
Tanya O. Rengulbai	Administrative Officer	488-3052 (Home) 775-3733 (Mobile)
Singee Franz	Civil Preparedness Officer	587-2981 (home) 775-2433 (Mobile)
Jayson Chiokai	Boat Operator III	488-6342 (Home) 775-5297 (Mobile)
Dina Sandei	Admin. Assistant II	488-5106 (Home) 775-5106 (Mobile)

Maintained by Emergency Management personnel

Attachment 2 LIST OF TELEPHONE NUMBERS ASSIGNED TO ROP NEOC

* Numbers that are changed will be posted at ROP NEOC

EOC PHONE 1	587-3625
EOC PHONE 2	587-3626
EOC PHONE 3	587-3627
EOC PHONE 4	587-3628
EOC PHONE 5	587-3629
Fax	586-6368
Fax (alternate emergency use only)	



Initial Activation

- ☐ Upon receipt of a confirmed and/or valid warning message, the NEMO Coordinator will gather as much information about the event as possible and determine if the circumstances warrant recommending activation.
- ☐ Contact all appropriate ROP NEOC staff and/or all personnel that are mandated to report to the ROP NEOC.
- ☐ Prepare an initial briefing to include, but not limited to:
 - The scope and known specifics of an incident.
 - The names and locations of Incident Commanders and Incident Command Posts.
 - Location of the incident(s) (i.e. island-wide, area, specific location, etc.).
 - Number of personnel and assets currently assigned or dispatched to the incident(s).
 - Number of currently known injuries or deaths.
 - Weather conditions.
 - Initial personnel that will man the ROP NEOC.
 - Security / Safety
 - Sign in and out process.
 - Communications (i.e. telephone number assignments, radio assignments, message forms, etc.).
 - Housekeeping.
 - Maps.
- ☐ Establish ROP NEOC incident command.
- ☐ Assign appropriate personnel to respective emergency functions.
 - Command (NEC)
 - Operations

- Planning & Logistics
 - Finance
- ☐ Turn on all electronic displays and ensure all computer equipment and software are operational including the activation of all ROP NEOC telephones (telephone books at work areas).
 - ☐ Ensure sufficient workspace and office equipment are available and functional.
 - Pens
 - Paper
 - Computers
 - Forms
 - Other needed office equipment and supplies.
 - ☐ Initiate a ROP NEOC event/incident log (major events).
 - ☐ Prepare an Incident Action Plan (IAP).
 - ☐ Submit initial Situation Report to the NEC which includes the recommendation to the ROP President for a Declaration of a State of Emergency if warranted.
- Full / Partial continued activation**
- ☐ Conduct a detailed briefing when ROP NEOC staff has arrived.
 - ☐ The briefing should include but not limited to:
 - The scope and known specifics of an incident.
 - The names and locations of Incident Commanders and Incident Command Posts.
 - Location of the incident(s) (i.e. island-wide, area, specific location, etc.).
 - Number of personnel and assets currently assigned or dispatched to the incident(s).
 - Number of currently known injuries or deaths.
 - Weather conditions.
 - Initial personnel that will man the ROP NEOC.
 - Security / Safety
 - Sign in and out process.
 - Communications (i.e. telephone number assignments, radio assignments, message forms, etc.).
 - Housekeeping.
 - Maps.
 - Group assignments.
 - Possibility of additional shifts requirement.
 - ☐ Continue briefings as often as necessary.
 - ☐ Establish and maintain contact with State Governors and their respective EOCs.
 - ☐ Receive, coordinate and direct requested resources.
 - ☐ Establish and maintain communications with:
 - On scene incident commanders / command posts.
 - Respective agencies as appropriate (Communications and Utilities).
 - Media (through the Public Information Officer)
 - ☐ Maintain the level of ROP NEOC activation deemed appropriate and/or until the incident is terminated.
 - ☐ Prepare IAP for each shift.
 - ☐ Submit follow up reports (Situation Reports or SitReps) to the Chairman of the NEC on a timely manner.

- ☐ Mobilize trained personnel to conduct Initial Damage Assessment if necessary.

Closing or deactivating the ROP NEOC

- ☐ When closure of the ROP NEOC is imminent, prepare and conduct a final briefing / debriefing. This debriefing should allow representatives from each emergency functions to provide recommendations and suggestions, and offer a "thumbnail" critique of specific actions or inactions.

During the debriefing you may include:

- Return of equipment and resources.
 - Set timeline for report submission.
 - Set timeline for demobilization of security personnel
 - Overall ROP NEOC performance.
 - Success stories and Lessons learned.
 - Date and time of the incident/emergency/disaster response critique.
- ☐ If a Declaration of a State of Emergency was initiated, ensure that a declaration to terminate the emergency is issued. It is recommended that such a declaration terminating the emergency not be issued until all activity regarding the incident(s)/emergency/disaster have concluded, including debris management.
- ☐ NEMO to make backups or archives of all computer records.
- ☐ Print copies of reports or other documents that will be necessary to present to appropriate management.
- ☐ Collect all damage assessment reports or any reports from other agencies r to the incident(s)/emergency/disaster.
- ☐ Conduct inventory and return all rented equipment.
- ☐ Turn off electronic displays.
- ☐ Return telephones and telephone books and other supplies to their storage locations.
- ☐ Return and restock the ROP NEOC to normal operational status.

Kom Kmal Mesulang!



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