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Refresher DMO SOPs and related documents

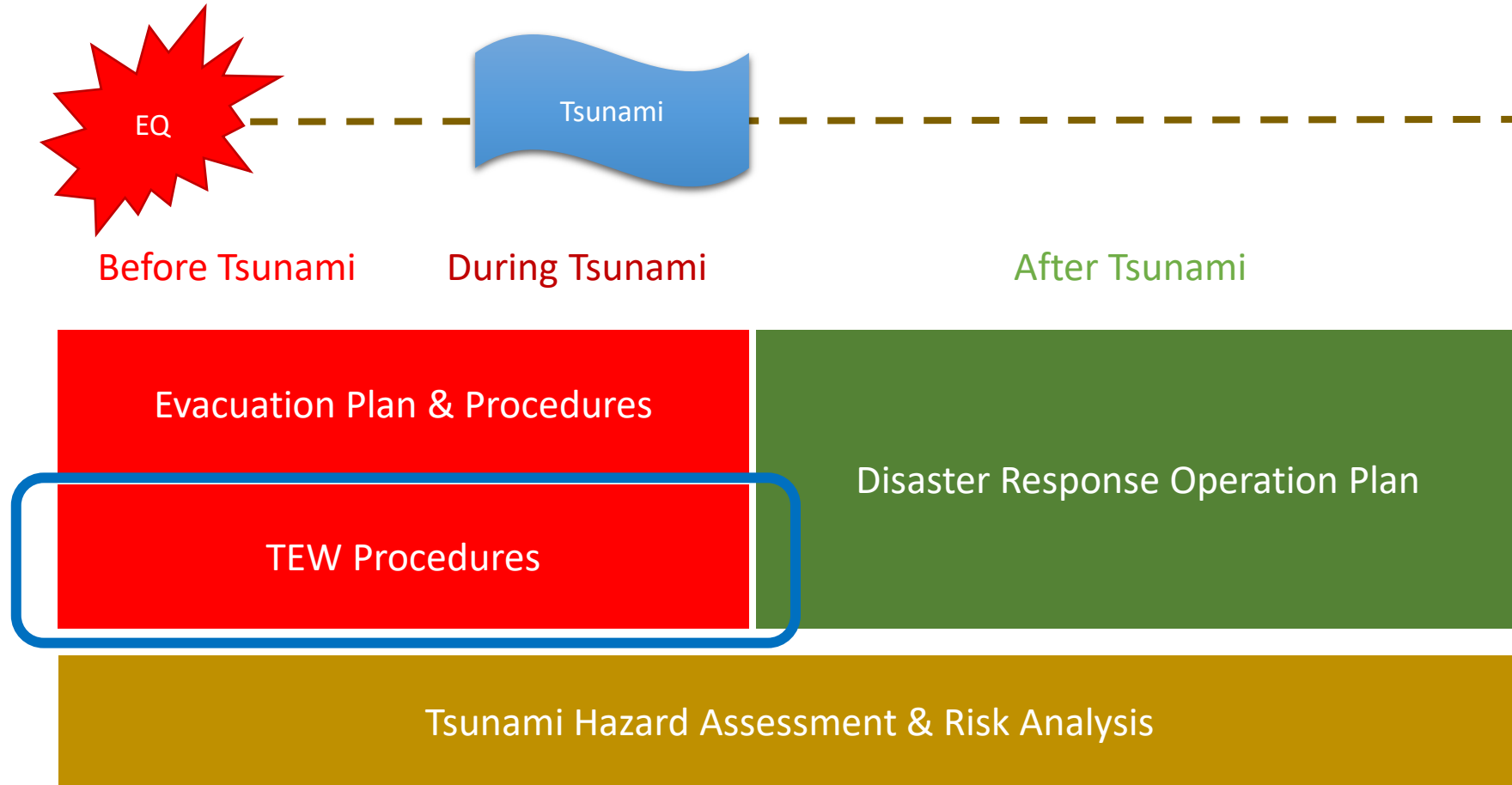
- **Concept of Operations & Requirements**
- **Different Types of SOPs**
- **Working with SOPs**

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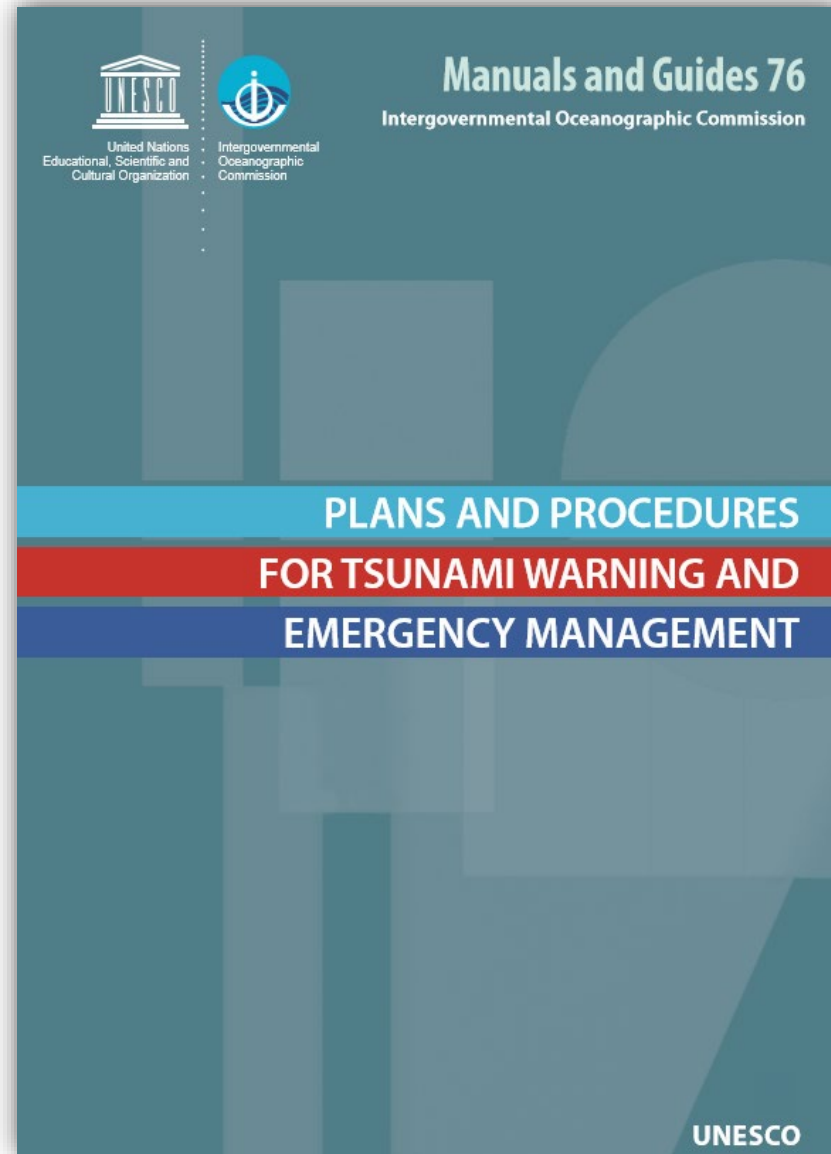
ICG Indian Ocean Tsunami Warning & Mitigation System SOP Workshop August 2023:

*Standard Operating Procedures (SOPs) for
National Tsunami Warning Centres (NTWCs) and
Disaster Management Organisations (DMOs)*

Tsunami Emergency Response



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www.ioc-tsunami.org

Types of SOP related documents

1. **High-level** documents to establish **policy guidelines** (CONOPS, Warning Chain)
2. Comprehensive **emergency operations** SOP document with **details** for study and reference during **non-crisis**
3. **Quick-Reference** SOP documents for reference **during crisis**
4. **User Guides** so **recipients understand** SOPs and what to expect

CONOPS & SOPs



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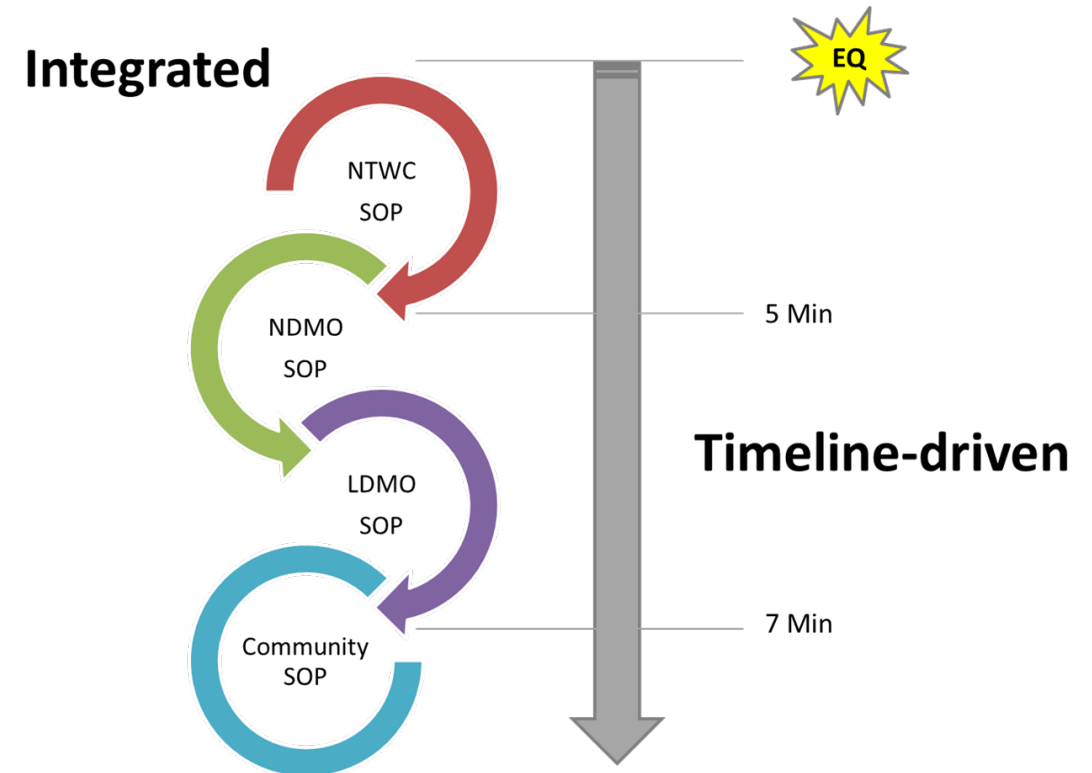
Concept of Operations (CONOPS)

- High level document
- Describes system components
- Assigns responsibilities

Standard Operating Procedures (SOPs)

- Each system component and responsibility requires an (institutional) SOP
- Each SOP separate but timeline-driven and synchronised

Without CONOPS, SOPs may be unaligned or lead to uncoordinated activities and actions



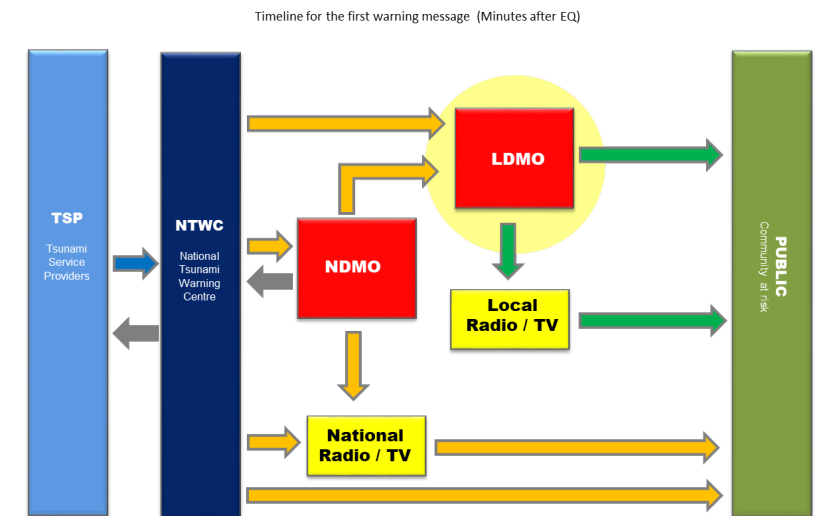
CONOPS – Typical contents



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1. Purpose of Concept of Operations
2. Roles and Responsibilities for
 - Tsunami risk assessment
 - Receipt and assessment of TSP bulletins and monitoring data
 - Threat assessment
 - Creation and dissemination of warnings (to public, DMOs, and other response agencies)
 - Call for evacuations
 - Media management
 - Public education
3. Tsunami Warning Chain
4. Warning Concept (thresholds, threat levels, etc.)
5. Types of Warnings (including when each will be used)
6. Glossary



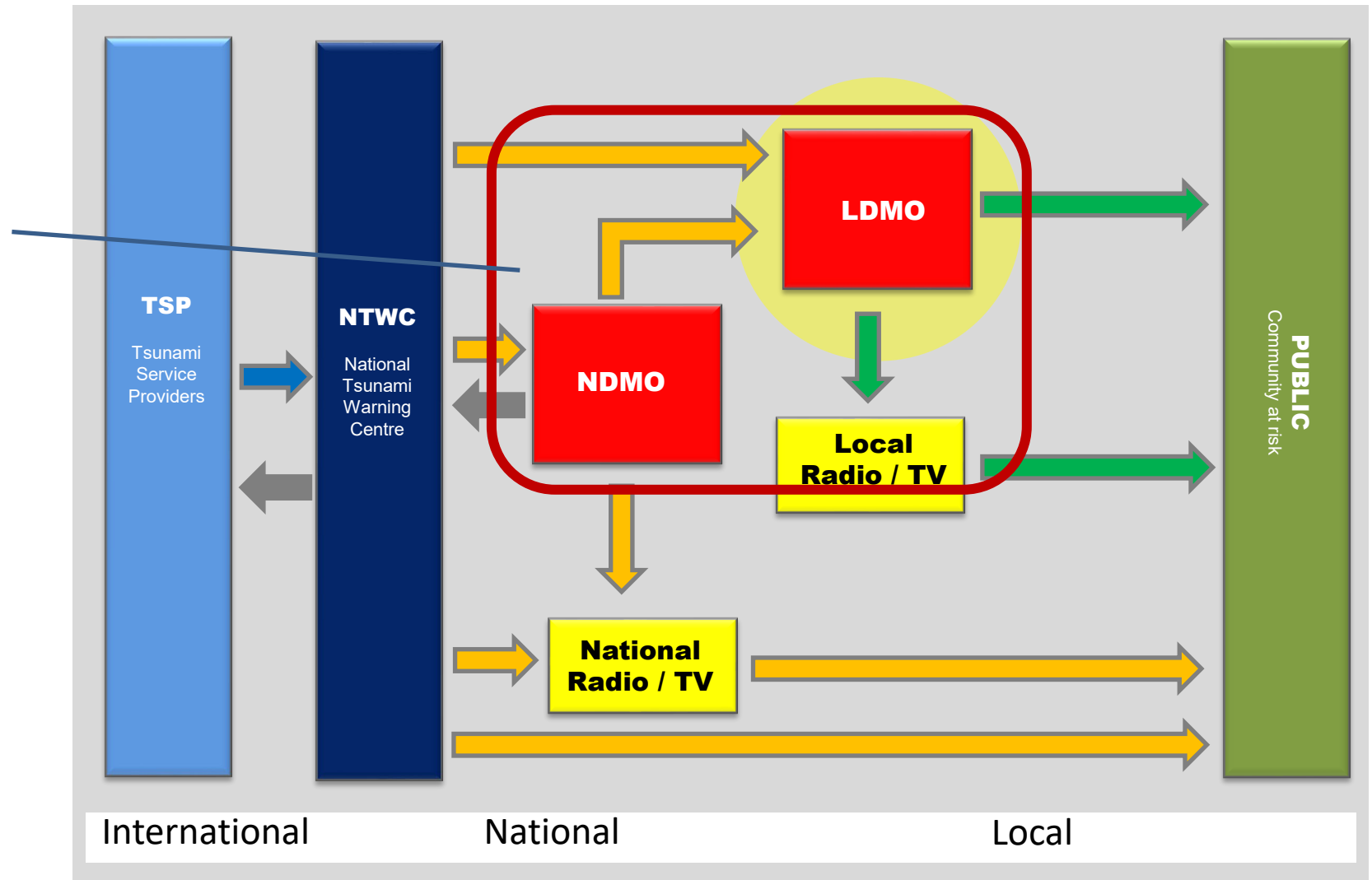
Roles & Responsibilities

XX Min XX Min

Timeline for the first warning message (Minutes after EQ)

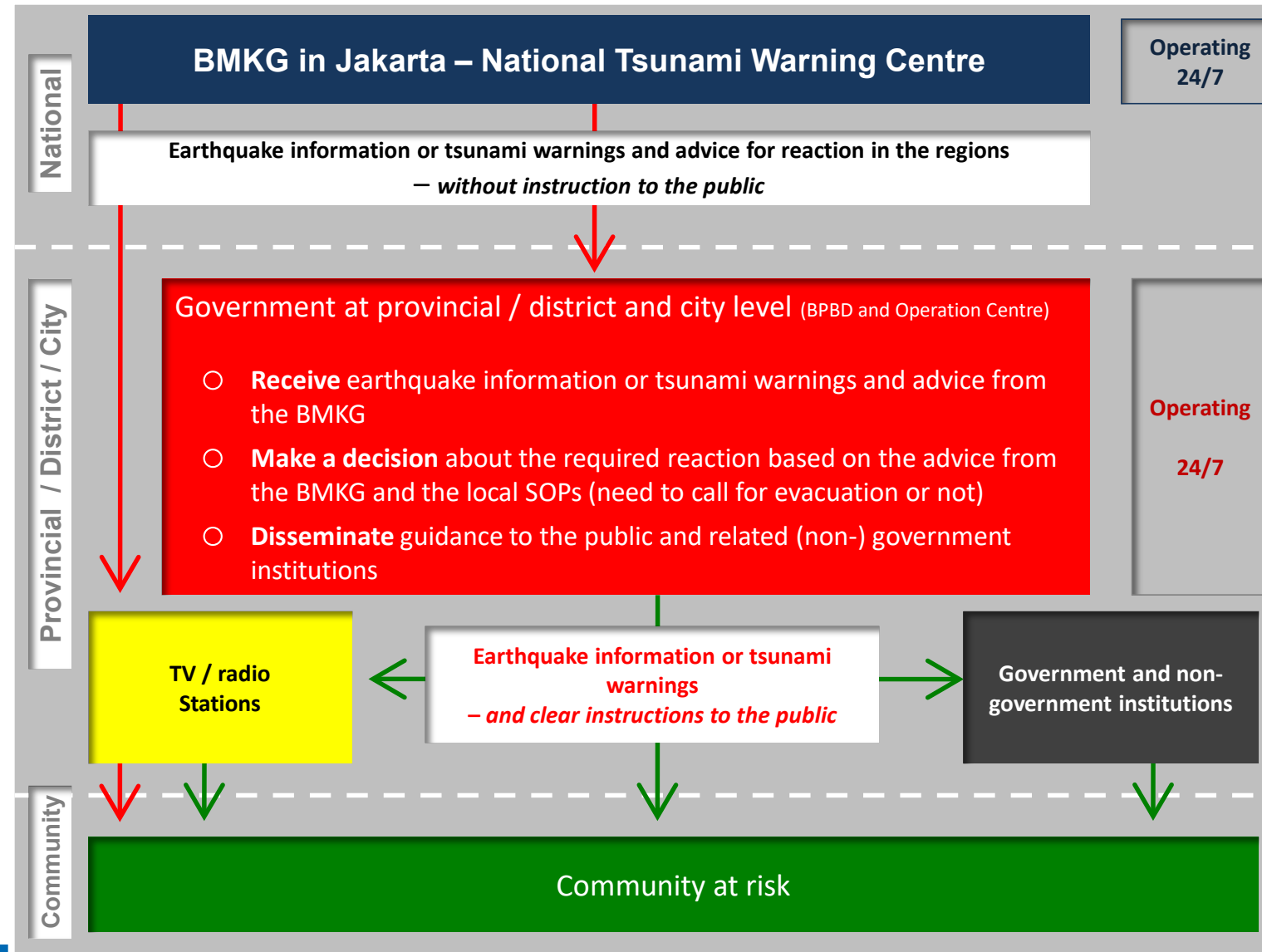
- N/LDMO**

 - Receive warnings from NTWC
 - Decide on appropriate action and evacuations
 - Communicate the warnings, with instructions, via public alerting systems (incl. sirens) and the Broadcast Media
 - Communicate 'All Clear' once the threat is over and safe to return to any impacted areas



Country
DD/MM/YYYY

Concept of Operation for DMO tsunami warning services



Legal & Institutional Requirements for DMO or NTWC Tsunami Warning Services

Tsunami early warning services

- must operate 24/7
- need to use SOPs
- requires official delegation of authority
- need synchronization of SOPs at the national, provincial, district and municipal levels
- need cooperation between national, provinces, districts and municipalities in delivery of tsunami early warning services and guidance

Definition: Standard Operating Procedure (SOP)

A SOP is a written document that describes the **actions to be taken in a system or process**.

A SOP describes each individual activity in a sequence of activities, documenting **who does what, when, where, and how** for each activity.

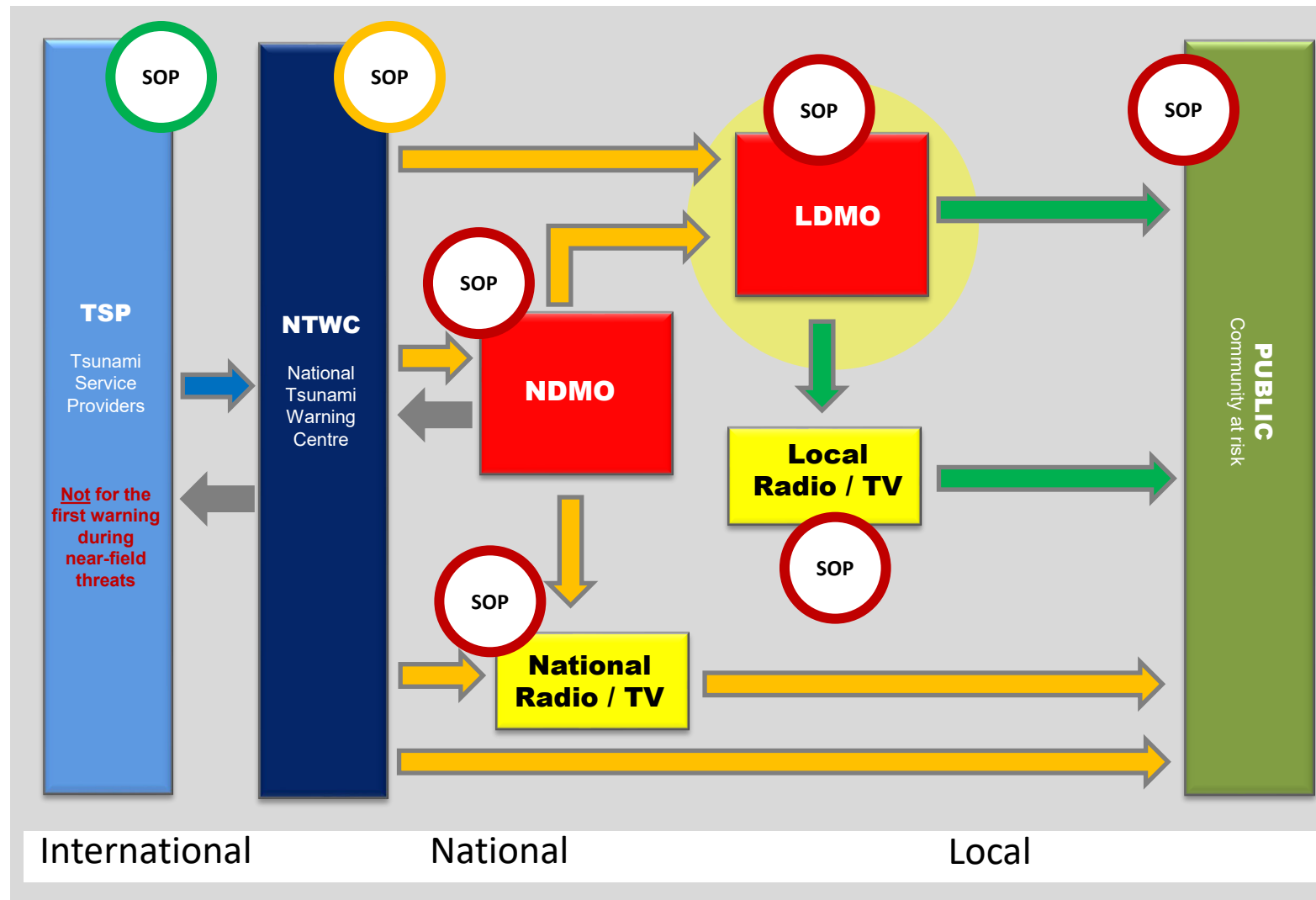
Source: IOC Manuals and Guides, 76

Importance of SOPs

SOPs are

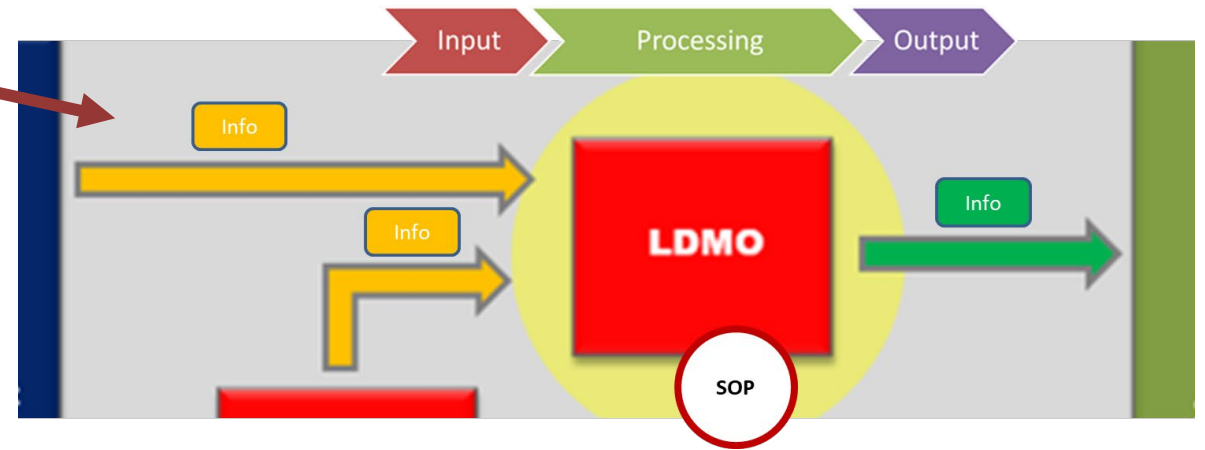
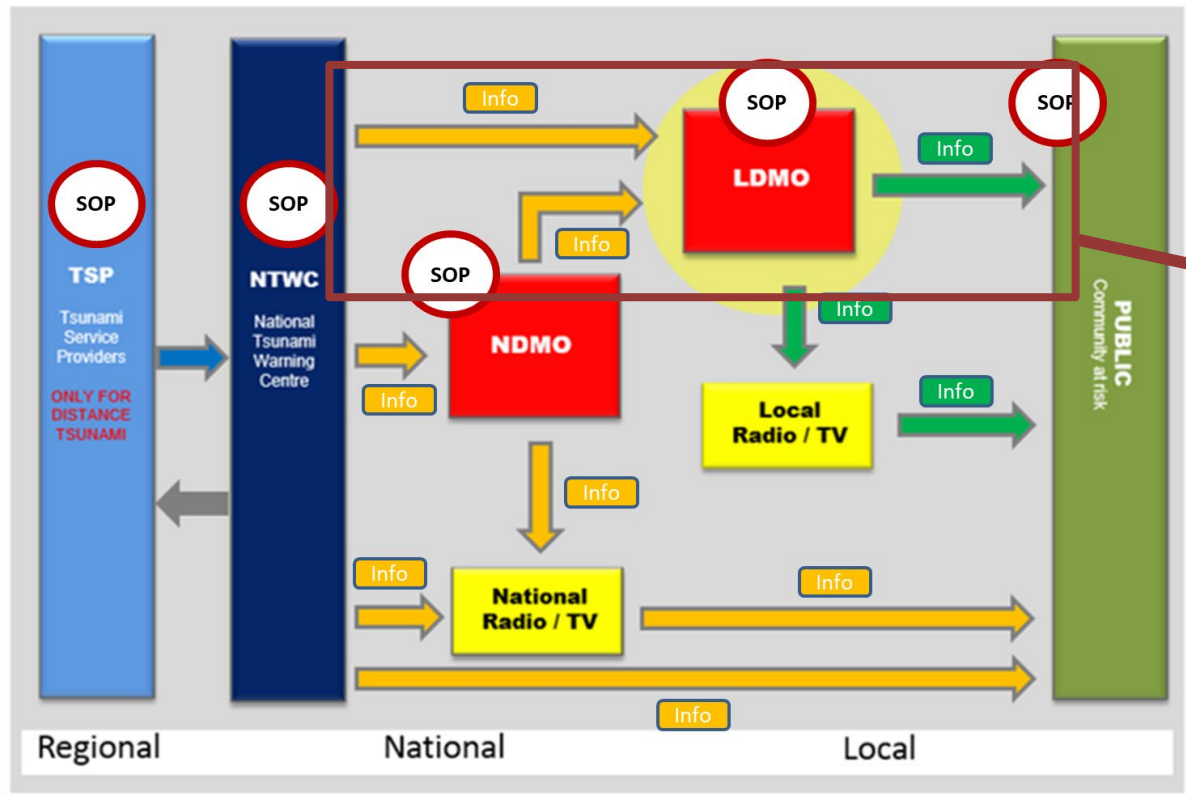
- the foundation of effective, reliable warning systems
- essential for rapid evaluation, warning and response in order to save lives
- linking communications between stakeholder in an end-to-end system. Linkages must be strong and robust or warning chain will be broken
- a “living document”. SOPs should be developed, practiced and modified as necessary.

Tsunami warning chain is operated by institutional SOPs



The logic of DMO SOPs

Information products are distributed and processed along the warning chain



The logic of DMO SOPs in the warning chain



Input			Proceeding	Output		
What	From whom	How received	Processing the input, decision making and generating the output	What	To whom	How disseminated
<div style="border: 1px solid blue; border-radius: 15px; background-color: yellow; padding: 10px; display: inline-block;">Info</div>				<div style="border: 1px solid blue; border-radius: 15px; background-color: green; padding: 10px; display: inline-block;">Info</div>		
Time in: EQ + x min			Timeline	Time out: EQ + x min		

Issues to consider

Decision-making

- High level of uncertainty in the case of near-field tsunamis
- Based on warning/threat information provided by the NTWC
- Tsunami arrival times, determine critical decision point for each source / source region
- How long will it take for a community to evacuate?
- Use a Map & Table for easy reference
- Use Message template for easy fill-in
- Decide when authorization is required and who will authorize
- Essential to delegate authority for quick response

Issues to consider

Public Alert System Activation

- What system for what type of message?
- Step-by-step activation guide
- Support arrangement for duty officer to inform stakeholders when activating public alert system: Emergency Services, Local Authority, Media, activate EOC, take calls

Issues to consider

Safe return

- When to give 'safe to return' (all clear) to the public
- Who authorises?
- What are the criteria for “safe to return” – how is it determined?
- How will this be issued?

Working with SOPs

SOPs need to be

- strictly followed to ensure a complete and effective performance
- regularly reviewed
- approved

Staff must be trained. Their competence to perform the activities according to the SOPs should be regularly assessed.



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THANK YOU