

STANDARD OPERATING PROCEDURES (SOP)

Department of Water Resources



FOREWORD

The Government of Vanuatu is committed to ensure adequate response strategies are in place to better response to and manage WASH needs of the people affected during a disaster.

This Standard Operating Procedures (SOPs) for the Department of Water, was developed to address the timing for its partner agencies which have key responsibilities for disaster response in close coordination with the Department of Water.

The Department of Water provides directives to all agencies and personnel on the conduct of disaster preparedness and emergency operations.

The authority vested on the Department of Water is effective in law as the government statutory institution mandated to manage and coordinate water resources in Vanuatu.

This SOP operationalizes the Department of Water mandates and itemizes its partner agencies responsibilities in an emergency. Roles and responsibilities are clearly demarcated at both the individual and agency levels and it is important for this document to be understood by all who are to be involve in the emergency operations.

In the interest of building national WASH resilience to disasters, this document should be widely circulated to all who have a role in implementing WASH in Emergency operations.

All WASH agencies operating in Vanuatu are expected to produce supporting SOPs in accordance with their agency plans and these should be reviewed and approved by both the Department of Water and the National Disaster Management Office.

[Alfred Maoh]
Minister of Lands and Natural Resources

ACRONYMS

WASH	Water, Sanitation and Hygiene
DoWR	Department of Water Resources
MoH	Ministry of Health
ICS	Incident Command System
SOP	Standard Operating Procedure
NDMO	National Disaster Management Office
PEOC	Provincial Emergency Operation Centre
EOC	Emergency Operation Centre
NWAC	National Water Advisory Committee
SITREP	Situation Report
CSOs	Civil Society Organizations
NDC	National Disaster Council
UNICEF	United Nation Children's Fund
NGO	Non- Government Organization
IMO	Information Management Officer

COMMON TERMS

Disaster	An actual or probable event which causes disruption to the functioning of a community causing widespread human, material, economic or environmental loss and which exceeds the affected community and its agencies' ability to cope using its own resources.
Emergency	A situation generated by the real or imminent occurrence of an event that requires an immediate and coordinated response and is within the resources of a community's local agencies to respond.
Lead Agency	An agency that has primary operational responsibility for the management of the disaster or emergency.
Co- Lead Agency	An agency that supports the Lead Agency in its role and responsibility. The Co-Lead Agency may carry out tasks for the Lead Agency, however the Lead Agency still holds the accountability for what needs to be done.
Incident Command System (ICS)	Is a standard, on-site scene, all- hazards incident management concept that can be used by the emergency responders
Emergency Operation Centre	Is a temporary or permanent facilities to assist emergency and disaster managers with the tasks of communicating and coordinating the response of an event

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EXECUTIVE SUMMARY

Water is essential in terms of its quantity and quality to sustain life and promote health. Basic sanitation and adequate hygiene behaviour and management are essential conditions to create a safe environment which reduces the risk of people's immune system being undermined as a result of chronic exposure to Water, Sanitation and hygiene (WASH) related diseases. Water is often used to support basic food needs and livelihoods functions. Successful food assistance and nutrition policies require an adequate level of WASH services.

WASH is a humanitarian priority for over 200,000 people affected by natural disasters in Vanuatu every year. The recent Tropical Cyclone Pam has proved that the existing humanitarian WASH capacity can no longer meet the rapidly growing WASH needs. The people of Vanuatu continue to face many WASH related challenges. Following TC PAM and recently El Nino impact, many children have contracted diarrhoeal diseases due to inadequate WASH conditions.

Water is also the key medium through which the impact of climate change is manifested. The number and scale of natural disasters in Vanuatu is increasing.

In addition, rapid population growth reinforces existing pressure on natural resources which makes it more challenging to meet wide range of humanitarian WASH needs of the people affected.

The frequency and scale of cyclones and droughts is already creating major water insecurity challenges for the National WASH Cluster which is led by the Department of Water Resources. The number of floods and cyclones are rising dramatically as a proportion of other disasters that poses threat to the country. Such natural disaster often result in a sharp deterioration of environmental health conditions, particularly access to basic water and sanitation services.

The recent TC Pam and El Nino has indicated, as per table 1 above, excessive amount of funding being injected to address WASH issues across the country. Despite recent progress made on improving access to water in many parts of the country, the number of people without access to safe water is still high and therefore it's a challenge to be embraced by both the government and humanitarian partners ensuring people's rights and dignity are upheld at all times.

The government, through the Department of Water Resources, is meeting the challenges of helping those in need by promoting Vanuatu water standards, implementing new policies and structures and pursuing advocacy beyond humanitarian sphere.

This document sets out key functions of the department of geology, mines and water resources, and its humanitarian partners towards addressing immediate WASH needs of the affected population in the event of an emergency.

The documents spells out the way in which the DoWR, implements and coordinates its humanitarian WASH delivery to achieve its aim and purpose. To achieve this, it would involve the full range of measures at its disposal, as set out in this document to improve the quality of humanitarian WASH assistance and the resilience of the

vulnerable populations. The department of water leadership role applies in anticipation of before, during and in the aftermath of humanitarian crises.

1. Introduction

The Department of Water Resources (DOWR) has the mandate under the law to regulate and coordinate water activities in Vanuatu. The WASH Cluster leadership role is also operated under the leadership of the DoWR. However, it is important to note the role of the Ministry of Health with regards to the sanitation and hygiene component in relation to the WASH Cluster. This SOP provides a bridging relation between the two government bodies namely the DoWR and MoH respectively to effectively coordinate WASH activities during an emergency/ disaster. The SOP also provides guidelines on the operational linkages between WASH cluster Lead Agencies and Co-Lead agencies including cluster members.

The WASH Cluster was established in 2012. It is an open and formal platform for humanitarian WASH actors in Vanuatu to work together in partnership. The primary purpose for the WASH Cluster is to ensure the delivery of water, sanitation and hygiene promotion assistance to affected populations during emergencies through improved coordination of response at all levels. In order to achieve such goal, they would be expected to invest substantially in further preparedness.

1.1. Policy Statement

Section 22 of the National Water Resources Management Act N9 of 2002 provides a framework for a more robust coordination mechanism for all water related activities. It establishes the WASH cluster to undertake the following function:

- Promote the environmentally sound and safe management of all water resources; and
- Provide for the co-ordination of relevant WASH activities.

1.2. Hazards and Risks

The SOP will guide the operation for the WASH cluster to prepare for and respond to disasters or event generated by the following hazards or sources of risk:

- Cyclone
- Volcanic Eruptions
- Earthquake
- Tsunami
- ENSO (Drought/ Flood)
- Climate Change Events
- Landslide
- Storm Surge
- Fires
- Health – Epidemics/ Pandemics

- Agriculture – Pest infestations and animal health pandemics

1.3. SOP Development (includes consultation)

The specifics outlined in the SOP are subject to annual review through thorough collaboration with partners. Factors that will influence the review of the SOP are practical lessons learnt from an event, use of new innovation and technologies adopted with the WASH cluster and, most importantly, national legal framework.

1.4. SOP Awareness & Access

The Department of Water (DoWR) staff will have access to the SOP through the share drive.

All relevant government partners, humanitarian partners, clusters and donors will receive a hard copy once finalized and soft copy of the SOP.

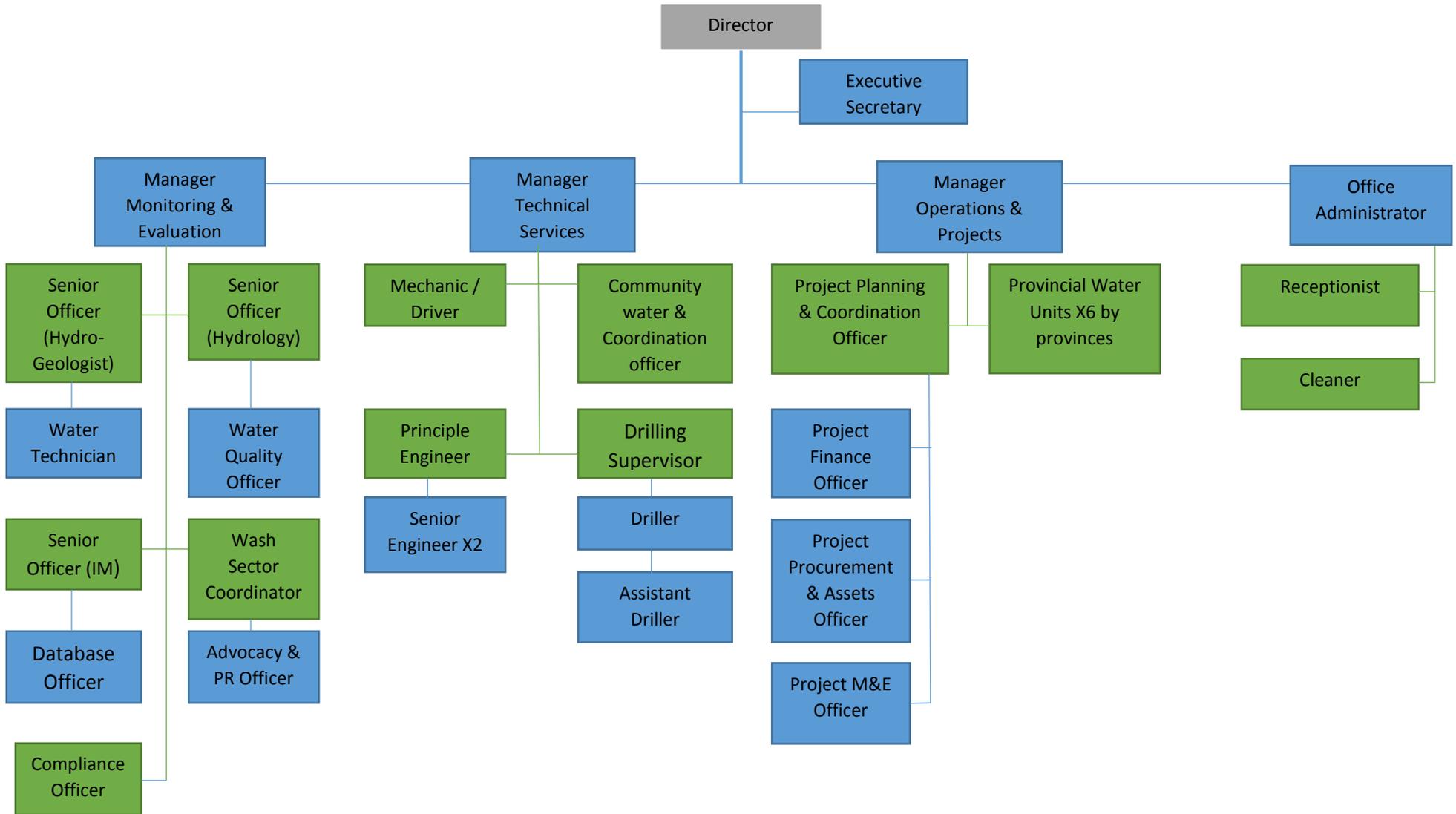
After the SOP is reviewed, if changes are made all stakeholders will receive an updated version in both hard and soft copy format.

The WASH Cluster Lead will be responsible for version control and dissemination of the SOP where required.

1.5. National Organisation & Communication Structure for the Department of Water

The Vanuatu National Clusters were adopted in late 2012 during the response to TC Vania & Atu. There are six Clusters as follows: WASH (Water, Sanitation & Hygiene), Education, Health & Nutrition, Logistics, Gender & Protection, and Food Security & Agriculture. The Vanuatu National Disaster Management Office (NDMO) sits at the “core” of the Cluster system to provide overall coordination and to facilitate central planning and funding issues.

Organisational Structure of the Department of Water Resources



1.6. National WASH Cluster Response Arrangement

The WASH Cluster operates continuously with ongoing accountability not only for the response to emergencies but also (more importantly) for preparedness and early recovery. The WASH Cluster has DoWR as the lead agency and is represented at all provincial levels. The lead agencies becomes part of both National and Provincial Emergency Operation Centres.

2. Standard Operating Procedures – WASH Cluster in Disaster Response

Introduction

Water, sanitation and hygiene are equally critical for survival in the initial stages of a disaster. People affected by disasters are generally much more susceptible to illness and death from diseases, which to a large extent are related to inadequate sanitation, inadequate water supplies and inability to maintain good hygiene.

The SOP outlines guiding activities to be undertaken to address the critical areas of water, sanitation and hygiene with the primary objective to promote:

- Good hygiene practices;
- The provision of safe drinking water;
- The reduction of environmental health risks; and
- The conditions that allow people to live with good health, dignity, comfort and security

2. Responsible Official

2.1 National Water Advisory Committee (NWAC)

The National Water Advisory Committee (NWAC) is appointed by the Minister under the Water Resources Management Act responsible for water resource management for a period of four years. The forum comprises government directors, water experts, business sector and others. The members are expected to provide advice to the Director DoWR on issues related to water resources and water service management including giving guidance on the interventions necessary to ensure long term water security. This committee is appointed under the Vanuatu Government Water Management Act of 2002.

Functions of the National Water Advisory Committee (NWAC)

The National Water Advisory Committee has the following duties as articulated in the Water Resources Management Act:

- Provide advice to the Director on matters relevant to the protection, management and use of water;

- Oversee the proper planning and development of urban and rural water supplies;
- Ensure proper coordination of water resource management activities; and
- Carry out other duties conferred by the director.

2.2 Director

The Director of the Department of Water Resources is the Chair of the NWAC and has the responsibility to oversee and ensure WASH emergency response is carried out within the parameters of the Department's mandate and within the jurisdiction of the Vanuatu Government regulations.

Duties and Responsibilities:

- Develop, manage and monitor departmental budget, resources, work plans/programs and donor funds
- Is the Chair to the National Water Advisory Committee
- Develop departmental strategies in association with Section Managers
- Liaise with government, donors and institutions, to ensure resources are available to implement projects
- Administer various Acts and regulations relating to water resources management particularly the Geothermal Act and Water Resources Management Act
- Manage the HRD policy for the Department
- Organize the development of quality control systems within the department
- Provide directions on better work ethics, professionalism among staff members
- Assess and conduct work performance of heads of section and staff members under his/her directorate
- Manage and coordinate water policies and projects
- Coordinate and chair the NWAC quarterly meetings
- Provide advice to the Director General and the Minister of Lands on water related matters
- Carry out other duties as reasonably directed by the Director General or the Minister or the Government of the Day

2.3 National Disaster Management Office (NDMO)

The National Disaster Management Office is the national government department mandated with the authority to oversee the preparedness, response and recovery of both natural disasters and man-made disasters as articulated in Section 8 of the National Disaster Act [CAP 267] which establishes NEOC to undertake the following tasks:

- Coordinate activities of disaster monitoring, warning and immediate post disaster response including disaster relief work at national and provincial level;

- Be activated when a specific threat of disaster develops or when a disaster occurs;
- Be manned on a 24 hour basis from teams drawn from the public service and support agencies when activated
- Carry out its functions according to the SOP;
- Submit regular situation reports (SITREPs) to the National Disaster Committee (NDC) and other international agencies;
- Co-ordinate request and pledges for assistance during disaster situations.

WASH Cluster

The WASH Cluster will operate under the guidance of the NWAC and DoWR. Water component of the WASH cluster will be led by DoWR while sanitation and hygiene will be led by the MoH. The WASH Cluster will be led by DoWR. Functions and responsibilities for the cluster during a disaster include the coordination of the following, with implementation performed via cluster members and partner agencies including the Department of Water:

- Provide immediate lifesaving water, sanitation and hygiene services in evacuation centres and the worst hit areas;
- Distribute clean water (chlorinated, if necessary) through trucking;
- Distribute jerry cans for water storage and carriage along with water purification tablets or solution;
- Distribute gender and age sensitive family hygiene kits; and
- Provide temporary latrine and bathing facilities.
- The DOW will be responsible for coordinating all the above activities but the cluster members and CSOs will be implementing the actions

3. The Importance of WASH in Disasters

Safe water and sanitation are the highest priority interventions in emergency situations. Unless adequate water and sanitation services are quickly provided to the affected population disease and death will follow. And unless good hygiene is consistently practiced by affected people, the danger of diarrhoea, cholera and other disease outbreaks will persist.

3.1 Key WASH Services During Emergencies:

The following outlines fundamental global standards required in the WASH Cluster when responding to disasters and emergencies (see Sphere Handbook). The WASH global standards clearly states below key functions to be carried out by all stakeholders, including agencies, MoH and DoW.

3.2 Access and Water Quantity

- Identify appropriate water sources for the situation, taking into consideration the quantity and environment impact on the sources. The following factors should

be considered in water source selection: availability, proximity and sustainability of sufficient quantity of water.

- Prioritise and provide water to meet the requirements of the affected population. Provision of water must be based on the contextual need of people affected. Where possible 15 litres per person per day (l/p/d) can be exceeded to conform to actual water quantity requirement.
- Average water use for drinking, cooking and personal hygiene in any household is at least 15 litres per person per day.
- The maximum distance from any household to the nearest water point should not be more than 50 metres.

3.3 Water Quality

- Undertake a rapid sanitary survey and, where time and situation allow, implement a water safety plan for the source.
- Implement all necessary steps to minimise post-delivery water contamination
- For piped supplies, or all water supplies at times of risk of diarrhoeal epidemics, undertake water treatment with disinfectant so that there is a chlorine residual of 0.5mg/l and turbidity is below 5 NTU at the tap.
- Where household-level water treatment is proposed, ensure that it is accompanied by appropriate promotion, training and monitoring.

3.4 Water Facilities

- Provide the affected population with appropriate water collection and storage facilities.
- Actively encourage the affected people when designing water points, bathing and washing facilities
- Ensure water sources are regularly maintained and protected from animals.

Ministry of Health Roles and Responsibilities

3.5 Hygiene Promotion Implementation

- Provide information on hygiene-related risks and preventive actions using existing partners network and media outlets.
- Identify NGO partners including specific social or religious groups that will motivate different social groups in the community and use them as the basis for a hygiene promotion communication strategy

- Use interactive hygiene communication methods wherever feasible in order to ensure ongoing dialogues and discussion with those affected
- Negotiate with the population and key stakeholders to define the terms and conditions for community mobilisers

3.6 Identification & Use of Hygiene Items

- Consult all men, women and children of all ages on the priority hygiene items they require.
- Undertake timely distribution of hygiene items to meet the immediate needs of the community
- Carry out post- distribution monitoring to assess use of and beneficiary satisfaction with distributed hygiene items
- Investigate and assess the use of alternatives to the distribution of hygiene items such as provision of cash or voucher.

Excreta Disposal

3.7 Environment Free from Human Faeces

- Implement appropriate excreta containment measures immediately to keep the environment free from uncontrolled and scattered human faeces.
- Carry out rapid consultation with the affected population on safe excreta disposal and hygienic practices
- Carry out concerted hygiene promotion campaign on safe excreta disposal and use of appropriate facilities.

3.8 Appropriate & Adequate toilet facilities

- Consult and secure the approval of all users (especially women and people with limited mobility) on the sitting, design and appropriateness of sanitation facilities
- Provide the affected people with the means, tools and materials to construct, maintain and clean their toilet facilities
- Toilets are appropriately designed, built and located to meet the needs of all people affected
- At least a maximum of 20 people use each toilet
- Toilets should not be more than 50 metres away from dwellings
- Provide an adequate supply of water for hand washing and for toilets with flush and/or hygienic seal mechanisms, and appropriate anal cleansing material for use in conventional pit latrines.

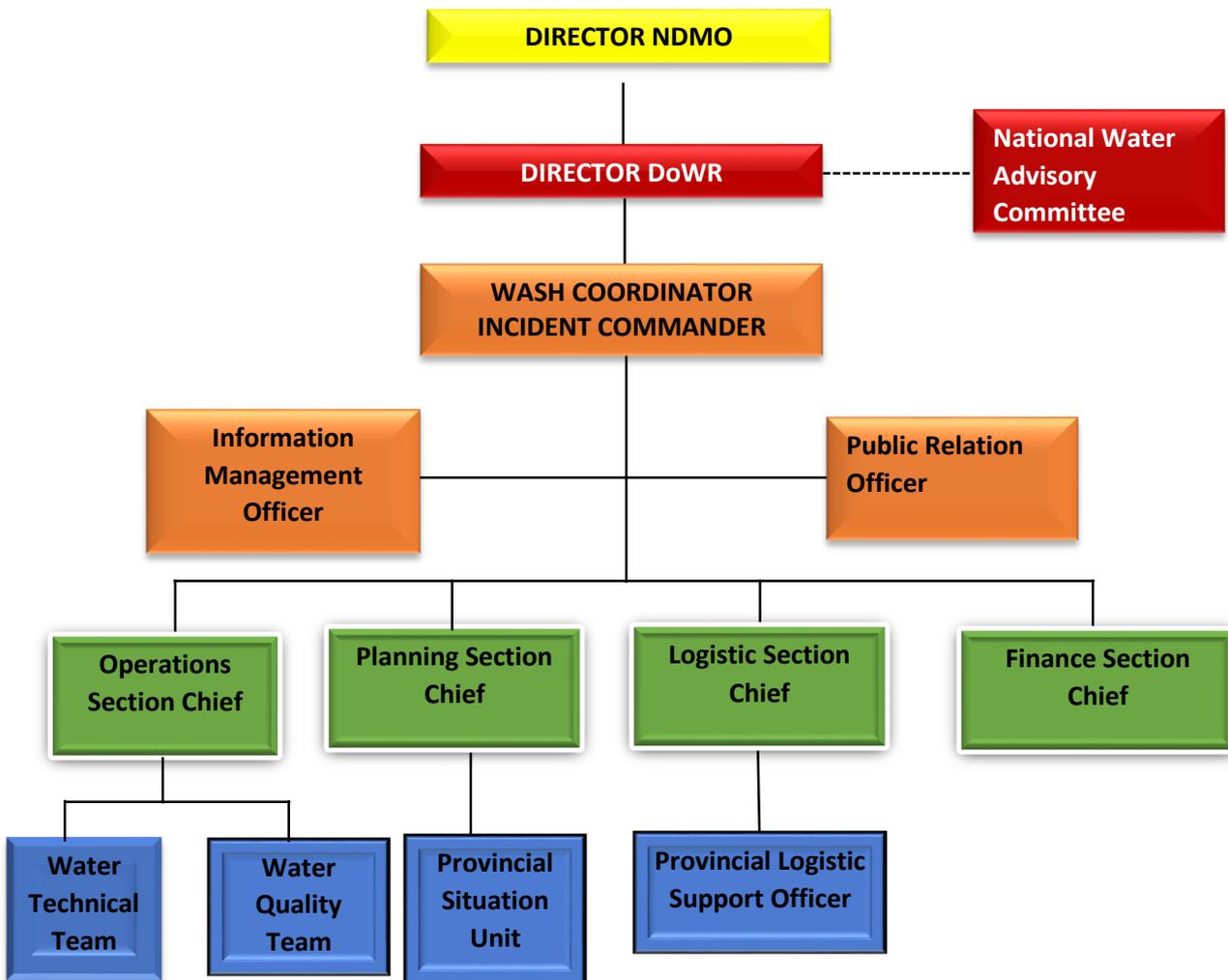
4 DEPARTMENT OF WATER RESOURCES

4.7 STRUCTURE

The DOW staff are responsible to best prepare the DoWR and the nation for when a disaster strikes. During the response and recovery stage the DoWR staff are responsible for the efficient and effective response and recovery efforts. Roles of the DoWR officers change depending on what function the DoWR is in; Preparation, Response and Recovery.

The DoWR will also work together with its WASH stakeholder to coordinate and implemented essential WASH services BEFORE, DURING and AFTA an emergencies

WASH EMERGENCY STRUCTURE



This diagram shows the flow of task assignments and resources requests between positions in the WASH EOC structure.

**TO MAINTAIN UNITY OF COMMAND AND SAFETY OF RESPONDERS,
THE CHAIN OF COMMAND MUST NOT BE BY PASSED AT ANY TIME
DURING THE RESPONSE**

Chain of Command: Chain of Command must be followed at the WASH Emergency Operation Centre and at the incident site. Every individuals has a designated supervisor to whom he or she reports to.

4.8 FUNCTIONS OF THE DEPARTMENT OF WATER

Functions – (Preparedness, Response, Recovery)

The Department of Water Resources through its leadership roles as the government lead agency for the WASH Cluster has the obligations to ensure appropriate measures are addressed throughout the three stages of the disaster risk management framework. The DOW is to ensure a coordinated response and recovery to all emergencies and disasters when advised by the NDMO. The specific functions of the DOW are to:

- Coordinate the response and recovery and include personnel from the WASH Sector
- Control and direct the allocation of aid provided by the government, bi-lateral, multi-bilateral and non-government agencies.

4. STAGES OF OPERATIONS

The WASH Cluster will fall in line respectively of the following 4 stages which are adopted by the National Disaster Management Office (NDMO) and will be followed during the early stage of the disaster response.

a) Stage 1: Readiness

This will initiate preparation for the WASH Cluster after receiving information from the Department of Water Resources director in consultation with the NDMO Director

b) Stage 2: Standby

This warning will initiate WASH Cluster to delegate immediate required task and provide support to NDMO when needed to support the manning of the EOC both at the National and the Provincial level and be part of the inter-sectoral assessment team.

c) Stage 3: Activation

Issued by the Director DoWR when an emergency or disaster has occurred and full activation of the WASH Cluster to become fully operational.

d) Stage 4: Stand Down

The Director of the DOWR will initiate termination of the WASH Cluster EOC and the recovery and rehabilitation activities can be implemented under the normal procedures.

The following section outlines key steps of the emergency response and the required duties to be carried out. These activities is intended to be carried out by different technical units of the WASH Emergency Operation Centre under a single chain of command as stipulated below.

Upon the Advice of the NDMO, Director DoWR will activate the WASH Cluster. This will give the power to WASH Coordinator to activate WASH Cluster EOC.

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5. WASH Emergency Operation Centre Staff (Roles and Responsibilities)

The tasks and responsibilities of the member of the WASH EOC are described in detail below.

WASH EOC structure has TWO levels of responsibilities:

- **Command staff:** Director DoWR, Incident Commander, Information Management Officer and Public Relation Officer
- **General Staff:** Operation Section Chief, Planning Section Chief, Logistic Section Chief, Finance and Admin section chief AND the subordinate officers under the command of the different designated sections.

The Director of the DoWR will appoint an eligible officer to the role of Incident Commander. The incident commander will then appoint staff to different units of the WASH Emergency Response Structure. The appointed officers will carry out the following roles and responsibilities:

Director:

- Activate WASH Emergency Operation Centre (EOC)
- Instructs Secretary General of the Ministry of Lands of the affected province to activate the Provincial WASH EOC
- Approve WASH SITREPS
- Liaise with Donors, line government agencies
- Signing off on external communications, such as press release and media statements
- To ensure the DoWR performs its functions properly, efficiently and effectively
- To authorize in writing agencies to be responding agencies
- To authorize in writing agencies to assume WASH coordination role in the provinces
- Approve WASH SITREPS and other information though public broadcasting networks, other media outlets and other communication facilities so as to keep members of the public throughout Vanuatu well informed.
- Request resources or external support from UNICEF
- Call NWAC meeting
- Annual NWAC meeting before cyclone season

6. Roles and Responsibilities

The roles in the WASH EOC are assigned based on staff capacity and availability as assigned by the Director DoWR or by the Incident Commander. These roles can be assigned to DoWR staff, UN agency staff, WASH Partner agency staff or other government staff.

6.1 Incident Commander (IC)

The incident commander, a member of the Command Staff, is line managed by the Director DoWR and is appointed by the Director himself. The Director DoWR calls for WASH EOC Coordination meeting to be activated in time of a disaster. Upon the activation of the WASH EOC, and the appointment of the WASH Incident Commander, the Incident Commander assumes overall control of the WASH emergency Operation.

- Incident Commander (IC) is to brief all WASH EOC staff on their roles and responsibilities at the beginning and throughout the shift.
- Manages incident at the site
- Keeps responsible officials and NDMO informed of all important matters pertaining to the incident
- Coordinate activities of all the staff in the WASH EOC and the emergency activities
- Approve request for resources
- Coordinate and chair briefings and coordination meetings
- To approve WASH response Plan develop by the Operation Section Chief
- Oversee the compiling of WASH SITRP
- Request regular updates from all staff in the EOC
- Work with Finance Section Chief to finalize cost of the response plan
- Ensure WASH EOC is manned 24hrs
- Authorise information release to the media if the Director is not available

6.2 Public Information Officer (PIOF)

The Public Information Officer, a member of the Command Staff, is responsible for the formulation and release of information about the incident to the news media, local communities, incident personnel, other appropriate agencies and organizations, and for the management of all Public Information Officers assigned to the incident.

- Contact all WASH partners to coordinate public information activities.
- Obtain copies of current Incident Status Summaries (ICS 209).
- Develop policy with Incident Commander and Operation Section Chief regarding information gathering and sharing. Observe constraints on release of information.
- Develop and receive Incident Commander's approval of a comprehensive, proactive communications strategy that reflects both immediate and long-term goals.

- Prepare initial information summary as soon as possible after arrival.
- Obtain approval for release of information from Incident Commander.
- Attend meetings to update information releases.
- Arrange for meetings between media and incident personnel.
- Provide escort service to the media and very important persons such as the Minister or a UN representatives.
- Respond to special requests for information.
- Keep informed of incident developments and control progress through Planning Meetings and regular contacts with other incident staff, host unit, and cooperating agencies.
- Keep the Incident Commander informed of any potential issues involving the general public, news media, or other sources.

6.3 Public Relation Officer (PROF1)

The Public Relation Officer, a member of the Command Staff, is the point of contact for the agencies involving in the WASH operation. This includes Agency representatives from other line government agencies, UN agencies, Red Cross and public sector

- Provide a point of contact for assisting and cooperating Agency Representatives.
- Identify each Agency Representative, including communications link and location.
- Maintain a current list of cooperating and assisting agencies assigned. Confirm resource list with the Resource Unit Leader.
- Respond to requests from incident personnel for inter-organizational contacts.
- Monitor incident operations to identify current or potential inter-organizational problems.
- Remain visible on the incident to incoming co-operators and assisting agencies.
- Respond to requests for information, and resolve problems.
- Participate in Planning Meetings providing current resource status, limitations, and capability of other agency resources.
- Keep cooperating and assisting agencies informed of planning actions.

6.4 Operation Section Chief (OSP1)

The Operation Section Chief, a member of the General Staff, is responsible for managing all operations directly applicable to the primary mission

The role of the Operation Section Chief is to oversee the information management and resource mobilization process and the implementation of technical response plan. The Operation Section Chief is responsible:

- Provide tasking or assignment to all units
- To manage all tactical operations at an incident
- Assist in the development of the operation Incident Action Plan. To support this activity, the Operation Section Chief must fill out Vanuatu Incident Command System Form 215A Prior to the planning meeting
- Supervise the execution of the operation as outline in the Incident Action Plan (IAP)
- Maintain close contact with subordinate positions
- Ensure safe tactical operations
- Request additional resources to support tactical operations
- Approve release of resources from active assignments
- Make or approve expedient changes to the operation portion of the Incident Action Plan
- Maintain close communication with the Incident Commander

6.5 Planning Section Chief (PSC1)

The Planning Section Chief, is a member of the General Staff, is responsible for providing planning services for the Incident. Under the direction of the Planning Section Chief, the Planning section collects situation and resource status information, evaluates it, and process the information for use in developing action plans.

Planning Section Chief is responsible:

- Collect and manage incident-relevant data
- Fill up the Vanuatu Incident Command system Operational Planning Form 215
- Provide input to the Incident Commander and Operations Section Chief for use in preparing the Incident Action Plan
- Supervise preparation of the Incident Action Plan
- Conduct and facilitate planning meetings
- Reassign personal already on site to the operation positions as needed and appropriate
- Establish information requirements and reporting schedules for Planning Section Units
- Determine the need for specialized resources to support the incident
- Assemble and disassemble team not assigned to Operations
- Establish specialized systems as necessary (eg. Weather)
- Assemble information on alternative strategies and contingency plans

- Provide periodic predictions on incident potential
- Report any significant changes in incident status
- Compile and display incident status information
- Oversee preparation of the Demobilization Plan
- Incorporate Traffic, Medical, Communication Plans, and other supporting materials into the Incident Action Plan.

6.6 Logistics Section Chief (LSC1)

The Logistics Section Chief, is a member of the General Staff, provides all incident support needs with the exception of logistics support to air operations. The Logistics Section is responsible to:

- Provide:
 - Facilities
 - Transportation
 - Communications
 - Supplies
 - Equipment maintenance and fuelling
 - Food services for responders
 - Medical services for responders
- Manage all incident logistics
- Map out and keep record of agencies pre-positioned stock
- Provide logistical input to the incident commander in preparing the Incident Action Plan
- Request/ order additional resources as needed
- Oversee demobilization of the logistics section

6.7 Finance/ Administration Section Chief (F/ASC1)

The Finance/Administration Section Chief, a member of the General Staff, is responsible for managing all financial aspects of an incident. This unit will be activated if the operation have specific need for finance services.

The Finance/ Administration Section Chief is responsible to:

- Staff timesheet/ overtime records
- Ensure there are correct financial documents of all purchases e.i receipt
- Prepare LPO for fuel, food and stationery
- Ensure WASH Emergency Response Team have DSA for travel
- Register incoming donor pledges
- Register incoming donations
- Maintenance of Operations Room records
- Ensure security of Operations Room by organizing identification cards for all visitors to the WASH EOC
- Ensure staff entitlement are met i.e overtime, DSA or extra duty allowance
- Ensure WASH EOC and the office is stocked with essential supplies such as paper, stationery, tea, coffee, toilet papers etc
- Manning the reception desk at all times

- Ensure the EOC is cleaned
- Ensure equipment is operational

6.8 Water Technical Team (WTT)

The Team will be led by a Senior Hydro-Geologist or a Senior Hydrologist Officer. This team will consist of water technicians, water engineers and all officers of the Water Technical Services Unit

The Water Technical Branch is responsible to ensure water is provided in a timely manner to the affected population.

The Water Technical Branch is responsible to:

- Provide input to the Operations Section Chief for use in preparing the Incident Action Plan
- Standard water infrastructure is available and used
- Ensure water is provided at all Evacuation centres
- Assess damage water system
- Conduct quick fixes on damaged water systems
- Develop planning for water trucking
- Develop plan, resources and cost required to provide safe water to affected people
- Provide daily situation update to the Operation Section Chief on the incident progress
- Compile activities for wash recovery plan

6.9 Water Quality Team (WQT)

This Team will be led by Water Quality Manager and will comprise all staff of the Monitoring & Evaluation Unit. The Team is responsible to undertake the following roles and responsibilities:

- Provide input to the Operation Section Chief for use in preparing the incident Action Plan
- Prepare planning for WASH Assessment Team
- Ensure WASH Assessments are equipped with field water testing kits
- Liaise with Information Management Officer to prepare WASH Assessment forms are loaded in the AKVO Flow
- Ensure WASH Dashboard is operational
- Conduct water quality and monitoring
- Analyse data and formulate recommendation for planning purposes
- Conduct water safety awareness in badly hit communities and in evacuation centres
- Inform communities on the status of their water
- Provide daily situation update to the Operation Section Chief on the incident progress
- Provide input into the WASH recovery Planning

6.10 Provincial Situation Unit

The Provincial Situation Unit is a unit based in each provinces responsible to:

- Provide initial impact information to Operation Section Chief
- Develop ground operation plan and submit to Operation Section Chief
- Provide contact details of responders to Information Management Officers
- Assist in the mobilization of the WASH assessment team while on the ground

6.11 Provincial Logistics Unit

The Provincial Logistic Unit is a unit based in each provinces responsible to:

- Develop on ground WASH Logistic Capacity Assessment (LCA)
- Submit LCA update to Planning Section Chief
- Identify WASH storage facilities
- Assist the Operation Section Chief by providing input to resource mobilization and demobilization plan

7. PROVINCIAL LEVEL

The Provincial Water Officers are responsible to undertake the following tasks as outlined in different stages of the response.

a) Preparedness Stage at the Provincial Level:

- Map out different water system/ sources in each provinces
- Better understand geographical island settings
- Set up Community Water Committee (CWC) or link the CWC roles into the existing Community Disaster Committees
- Conduct trainings (Coordination, CDC, DRR, DWSSP) in communities
- Ensure standby arrangements are in place with provincial governments and other line government agencies at the provincial level
- Collect data on water source
- Conduct awareness in communities
- Develop provincial wash cluster contact list

b) Response Stage at the Provincial Level:

- Activate Wash Cluster at the provincial level and assume the coordination role
- Coordinate the deployment of the Wash assessment team on the ground
- Ensure a proper information management mechanism in place for data collection, analysis and reporting
- Use 4Ws matrix

- Provide emergency Wash services to designated evacuation centres and affected communities
- Ensure regular wash coordination meetings, have the minutes documented and shared to all partners including the provincial government and the NDMO
- Provide input into the development of the Situation Report (SitRep)
- Conduct briefing of the WASH team on the ground
- Carry out quick fix on the damaged water systems
- Provide input into the wash cluster recovery plan
- Provide humanitarian assistance to affected population such as water containers, water purification tablets, water carting and technical support to all Wash partners involved.

c) Recovery Stage at the Provincial Level:

- Coordinate wash interventions
- Undertake temporary water tanks distribution/ installation
- Continue to carry out water testing “H2S” bottles
- Convene regular coordination meetings

8. References

Government of Vanuatu, National Disaster Management Act, 2006

Water Resources Management Act No32 of 2016

Water Supply Act No31 of 2016

National Water Strategy 2018 – 2030

National Water Policy 2017

Water Works Regulation

Water Use Regulation

Water Protection Zones Regulation

Department of Water Resources Construction Standard

National Drinking Water Quality Standard

Vanuatu Community Drinking Water Safety & Security Plan (DWSSP)

Rain Water Harvesting Construction Standard

Rural Water Supply Construction Standards

ANNEXE 1: INCIDENT OBJECTIVES (ICS 202)

1. Incident Name:	2. Operational Period: Date From: _____ Date To: _____ Time From: _____ Time To: _____																
3. Objective(s):																	
4. Operational Period Command Emphasis:																	
General Situational Awareness																	
5. Site Safety Plan Required? Yes <input type="checkbox"/> No <input type="checkbox"/> Approved Site Safety Plan(s) Located at:																	
6. Incident Action Plan (the items checked below are included in this Incident Action Plan): <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;"><input type="checkbox"/> ICS 203</td> <td style="width: 33%;"><input type="checkbox"/> ICS 207</td> <td style="width: 33%;"><u>Other Attachments:</u></td> </tr> <tr> <td><input type="checkbox"/> ICS 204</td> <td><input type="checkbox"/> ICS 208</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td><input type="checkbox"/> ICS 205</td> <td><input type="checkbox"/> Map/Chart</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td><input type="checkbox"/> ICS 205A</td> <td><input type="checkbox"/> Weather Forecast/Tides/Currents</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td><input type="checkbox"/> ICS 206</td> <td></td> <td><input type="checkbox"/> _____</td> </tr> </table>			<input type="checkbox"/> ICS 203	<input type="checkbox"/> ICS 207	<u>Other Attachments:</u>	<input type="checkbox"/> ICS 204	<input type="checkbox"/> ICS 208	<input type="checkbox"/> _____	<input type="checkbox"/> ICS 205	<input type="checkbox"/> Map/Chart	<input type="checkbox"/> _____	<input type="checkbox"/> ICS 205A	<input type="checkbox"/> Weather Forecast/Tides/Currents	<input type="checkbox"/> _____	<input type="checkbox"/> ICS 206		<input type="checkbox"/> _____
<input type="checkbox"/> ICS 203	<input type="checkbox"/> ICS 207	<u>Other Attachments:</u>															
<input type="checkbox"/> ICS 204	<input type="checkbox"/> ICS 208	<input type="checkbox"/> _____															
<input type="checkbox"/> ICS 205	<input type="checkbox"/> Map/Chart	<input type="checkbox"/> _____															
<input type="checkbox"/> ICS 205A	<input type="checkbox"/> Weather Forecast/Tides/Currents	<input type="checkbox"/> _____															
<input type="checkbox"/> ICS 206		<input type="checkbox"/> _____															
7. Prepared by: Name: _____ Position/Title: _____ Signature: _____																	

1. Incident Name:		2. Operational Period: Date From: _____ Date To: _____ Time From: _____ Time To: _____	
8. Approved by Incident Commander: Name: _____ Signature: _____			
ICS 202	IAP Page _____	Date/Time: _____	

Purpose. The Incident Objectives (ICS 202) describes the basic incident strategy, incident objectives, command emphasis/priorities, and safety considerations for use during the next operational period.

Preparation. The ICS 202 is completed by the Planning Section following each Command and General Staff meeting conducted to prepare the Incident Action Plan (IAP). In case of a Unified Command, one Incident Commander (IC) may approve the ICS 202.

Distribution. The ICS 202 may be reproduced with the IAP and may be part of the IAP and given to all supervisory personnel at the Section Unit levels. All completed original forms must be given to the Administration Unit.

ANNEXE 2: INCIDENT OBJECTIVES (ICS 202)

1. Incident Name:	2. Operational Period: Date From: _____ Date To: _____ Time From: _____ Time To: _____	
3. Objective(s):		
4. Operational Period Command Emphasis:		
General Situational Awareness		
5. Site Safety Plan Required? Yes <input type="checkbox"/> No <input type="checkbox"/> Approved Site Safety Plan(s) Located at:		
6. Incident Action Plan (the items checked below are included in this Incident Action Plan):		
<input type="checkbox"/> ICS 203	<input type="checkbox"/> ICS 207	<u>Other Attachments:</u>
<input type="checkbox"/> ICS 204	<input type="checkbox"/> ICS 208	<input type="checkbox"/> _____
<input type="checkbox"/> ICS 205	<input type="checkbox"/> Map/Chart	<input type="checkbox"/> _____
<input type="checkbox"/> ICS 205A	<input type="checkbox"/> Weather Forecast/Tides/Currents	<input type="checkbox"/> _____
<input type="checkbox"/> ICS 206		<input type="checkbox"/> _____
7. Prepared by: Name: _____ Position/Title: _____ Signature: _____		
8. Approved by Incident Commander: Name: _____ Signature: _____		

1. Incident Name:		2. Operational Period: Date From:		Date To:
		Time From:		Time To:
ICS 202	IAP Page _____	Date/Time: _____		

ICS 202 Incident Objectives

Purpose. The Incident Objectives (ICS 202) describes the basic incident strategy, incident objectives, command emphasis/priorities, and safety considerations for use during the next operational period.

Preparation. The ICS 202 is completed by the Planning Section following each Command and General Staff meeting conducted to prepare the Incident Action Plan (IAP). In case of a Unified Command, one Incident Commander (IC) may approve the ICS 202. If additional IC signatures are used, attach a blank page.

Distribution. The ICS 202 may be reproduced with the IAP and may be part of the IAP and given to all supervisory personnel at the Section, Branch, Division/Group, and Unit levels. All completed original forms must be given to the Documentation Unit.

Annex 3: Vanuatu Standardize WASH Kit

Assume average family size = 5 people

Allow for 2 weeks of supplies



Item	Quantity	Rate	Amount
Standard kit			
Sanitary pads	14		
Soap (bathing)	=5X250gx0.5 month = 700 g		
Soap (laundry)	=5x200gx-0.5 month =500g		
Toothbrush	5		
Tooth paste	250g		
Water Survival Bag	1		
Cotton sheet/cloth (1m x 1m)	1		
Mosquito coil	14 coils		
10 Litre collapsible container	2		
7 Litre bucket with lid	1		
Nappies (cloth)	12		
Safety pins	6		
Women's underwear	4 pairs		
Baby lotion	250mL		
High level kit			
Chlorine			
10 Litre bucket	2		
Plastic pipette	2		
Instructions	1		
*Water purification tablets/instructions	10 tablets		

WASH CLUSTER COMMUNICATION TREE

