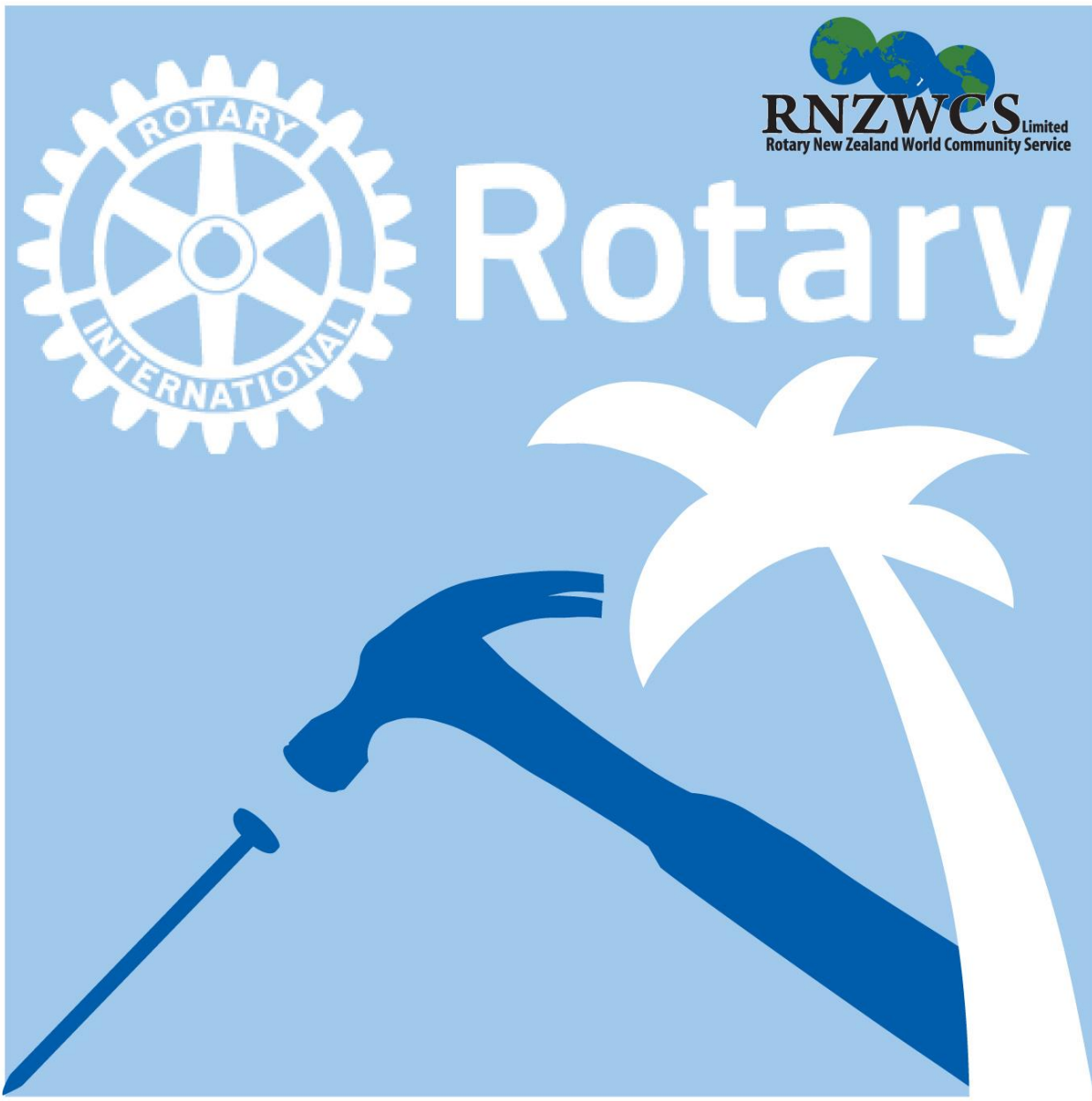


Rotary New Zealand



# EMERGENCY RESPONSE KIT

Manual of Procedure





Prepared by Stuart Batty for Rotary New Zealand (RNZWCS)

With contributions and support from Don Bendall, Warwick Pleass and Bob Nirranjan

With financial support from the New Zealand government



**NEW ZEALAND**  
**FOREIGN AFFAIRS & TRADE**  
**Aid Programme**

Photo Credits:

NZ Department of Defence

Rotary New Zealand (RNZWCS)

Stuart Batty

Jo Kaybryn

Version 2: August 2018

# Emergency Response Kit

Essential supplies for emergency  
affected households in the Pacific



# Contents

Acronyms..... 8

Glossary ..... 8

Rotary New Zealand’s Emergency Response ..... 9

    Introduction ..... 9

        Experiences and lessons to date..... 10

        The Emergency Response Kits at a glance ..... 12

        ERK full contents ..... 13

        Appropriate resources for distribution ..... 14

International humanitarian response standards ..... 15

    Sphere Core Principles, Core Standards and Minimum Standards ..... 15

    IRC Principles of Conduct ..... 18

    IASC guidelines..... 19

Cross-cutting issues ..... 19

    Gender ..... 19

    Human rights..... 19

    Environmental impact ..... 20

Standard Operating Procedures..... 22

    Overview..... 22

    Rotary New Zealand Standard Operating Procedures (SOP) ..... 23

    Pacific Partners Standard Operating Procedures (SOP) ..... 24

1. Prior to an emergency ..... 25

    Procurement and preparations ..... 25

    Pre-positioning..... 25

    Pacific partner preparedness..... 25

    Template: Country Information (Fiji example)..... 27

    Template: Emergency Risk and Management Plan ..... 29

2. In the event of an emergency..... 30

    Situation analysis ..... 30

Template: Situation Analysis Checklist ..... 31

Assessing the need ..... 33

Template: Needs Assessment ..... 33

Reviewing the capacity of the Club to respond ..... 35

Making a distribution plan ..... 35

Template: Distribution Plan ..... 35

Importing and transporting the ERKs ..... 39

Logistics ..... 39

Communications with Rotary New Zealand ..... 41

Monitoring ..... 41

Template: Monitoring ERK distribution ..... 41

3. After an emergency ..... 43

    Reporting and evaluation ..... 43

    Replenishing ERK stocks ..... 43

---

Appendix 1: Templates ..... 44

    Country Information ..... 46

    Emergency Risk and Management Plan ..... 48

    Situation Analysis Checklist ..... 50

    Needs Assessment ..... 52

    Distribution Plan ..... 54

    ERK Monitoring ..... 56

---

Appendix 2: Rotary contact details ..... 58

---

Appendix 3: Risk management ..... 60

## Acronyms

EMBOX	Emergency Box
ERK	Emergency Response Kit
IASC	Inter Agency Standing Committee
IRC	International Red Crescent and Red Cross
NDMO	National Disaster Management Office (Fiji)
NEOC	National Emergency Operations Centre (Fiji)
NGO	Non-governmental organisation
RAWCS	Rotary Australia World Community Service
RNZWCS	Rotary New Zealand World Community Service
SOP	Standard Operating Procedure
UN	United Nations

## Glossary

Emergency Area Coordinator	Individual designated by each Pacific Partner as the first point of contact for emergency responses
Emergency Response Needs Assessment Team	Individuals in the Rotary New Zealand network with experience of responding to emergency situations and delivering ERKs
Pacific Emergency Manager	Individual with responsibility for managing the storage of and coordinating the distribution of ERKs pre-positioned in Fiji
Pacific Partner	NGO and Rotary Club partners of Rotary New Zealand in the Pacific region
Rotary New Zealand	Rotary New Zealand World Community Service (RNZWCS)



# Rotary New Zealand's Emergency Response

## Introduction

The Emergency Response Kit (ERK) is a box with essential supplies to assist households in the immediate wake of a serious disaster to re-establish themselves. They are distributed and delivered within days (and sometimes hours) of a humanitarian emergency. Rotary New Zealand prepares these boxes and keeps supplies of them pre-positioned in strategic locations, namely Vanuatu, Cook Islands, Samoa, Tonga, Fiji and Auckland, to respond quickly to Pacific communities. A serious disaster in the Pacific region is usually a flood, cyclone or earthquake.

For over thirty five years, Rotary has provided relief to families and communities affected by sudden emergencies by providing essential supplies in times of need, particularly in the after-effects of cyclones, floods, tsunamis and earthquakes. The response has always relied on the generosity and volunteerism of New Zealand communities, and since 2005 has been substantially invested in by the New Zealand government.

The original Emergency Box (EMBOX) scheme requested donated material goods from individuals

and communities in New Zealand, who collected the various items needed, packaged them and sent them to a centralised distribution warehouse. As the scheme expanded and with the establishment of Rotary New Zealand (RNZWCS) the scheme was formalised to ensure the consistency of the contents of the kits and the durability of the containing boxes.

The contents of the kit were reviewed based on feedback from partners in the Pacific and communities who had received the boxes in times of emergency. A range of essential and priority items were identified and the content list became standardised to ensure that every kit contained the necessary tools, clothes and sanitary essentials. Partnerships were established with suppliers such as The Warehouse, The Baby Factory, Bunnings and K-Mart to source the items in bulk and negotiated at a considerable discount.

The items and sturdy boxes are sent to a number of central warehouse locations, where coordinators periodically mobilise New Zealand volunteers to pack the boxes.

Country	Date	Emergency	ERKs
Fiji	2018 April	Cyclone Keni	50
Samoa & Tonga	2018 February	Cyclone Gita	702
Fiji	2016 February	Cyclone Winston	1014
Vanuatu	2015 March	Cyclone Pam	1000
Tonga	2014 January	Cyclone Ian	260
Samoa	2012 December	Cyclone Evan	520
Fiji	2012 April	Floods	500
Fiji	2012 January	Floods	400
Fiji	2010 March	Cyclone Tomas	77
Cook Islands	2010 February	Cyclone Pat	50
Fiji	2009 December	Cyclone Mick	390

Samoa	2009 September	Tsunami	500
Solomon Islands	2008 January	Cyclone	27
Fiji	2008 January	Cyclone Gene	200
Solomon Islands	2007 April	Tsunami	200

## Experiences and lessons to date

The ERK box and its contents have evolved over the course of Rotary New Zealand’s emergency response based on feedback from communities and formal external evaluations. The standardisation of the contents and the durability of the box itself have been important changes which ensure that households affected by emergency situations receive consistent and equitable support through the programme.

Depending on the type of emergency and how each individual household is affected, some of the items are valued more highly than others. Where families’ possessions have been drenched by flooding the clothes have been highly appreciated, although where cyclones have damaged the structural integrity of homes the clothes were not used by some families. Because the ERKs are designed to respond to a wide range of emergency situations, their varied contents are needed for every eventuality. The number and type of personal hygiene items has increased to include soap etc. Birthing kits are now included although they may be needed in a minority of cases. Some of the contents of the kits can be used for other purposes, and in many cases, communities gather up the birthing kits to bring to the local clinic for the benefit of all women in the surrounding area.

A number of items by communities and evaluation recommendations are not included because the disadvantages outweigh the advantages. These include stoves which are heavy to ship and fuel which is dangerous to store and ship. The practice of giving cash transfers to households affected by emergencies is implemented by a number of humanitarian agencies but is not part of the ERK response for several reasons. The ERKs are distributed in a number of countries without any common currency which proves a practical problem, and storing cash inside the boxes would likely increase the security risk as soon as it became common knowledge that they contain cash.

The standardised box is made of durable plastic with a fitted lid which can contain 75 litres of water. A similar box with a hole and fixable tap included in the contents was trialed but the hole was found to render the box non watertight. This had implications for the integrity of the contents and also prevented practices such as floating the boxes across water expanses to areas inaccessible by any other means. A wheelie-bin style container was also trialed and found to be useful in some circumstances, particularly among communities who collected all the wheelie-bins and centralized them in the village to help with effort to clear debris and rubbish. The wheelie-bins may continue to be used for some circumstances.

Most importantly, ERKs are found to be highly useful to households immediately following an emergency. For this reason, Rotary New Zealand aims to distribute ERKs within 12 to 72 hours of an emergency taking place. Where emergencies happen near a pre-position storage site, for example in Lautoka in Fiji where the area is prone to flooding, the ERKs have been delivered within hours of the peak flood levels.



*Top: standardised 76 litre plastic box with lid with sample of the ERK contents*

*Bottom: wheelie-bin boxes trialed during Fiji floods of 2012*

*Both types of containers have proved useful depending on the type of emergency and accessibility of the area*



## The Emergency Response Kits at a glance



*Families in Fiji pool the contents of several ERKs to share among themselves. Some items are essential in emergency situations although not required by all households.*

*Birthing kits are an example of such items: often communities collect all the unneeded birthing kits to bring them to the local clinic or health post to benefit all pregnant women in the local area.*

	✓	✗
Clothing and bedding	Sheets, clothes for a family of four + a baby, 18 metres of lava lava fabric and a mosquito net	
Personal hygiene	Towels, nappies, safety pins, soap, comb, toothbrushes and towels	
Cooking and eating utensils	Large cooking pot, kitchen knives, ladle, can opener, scissors, eating utensils, plates and bowls, mugs, drinking bottles, scrubbing brush and cleaning paste	
Household items	78 litre bin and lid, 10 litre buckets and lids, string, clothesline rope and pegs	
Stoves, fuel and lighting	Tarpaulins, torch and batteries, candles and waterproof matches	Fuel is too dangerous to transport and store for long periods of time in pre-positioned kits, and the weight and size of stoves prohibits their transport. These items should be sought through partnerships locally.
Tools and fixings	Machete, hammer & nails, saw, pry bar, shovel, file, fishing line & hooks	
Health and disease prevention	First aid kit and separate birthing kit (plastic sheet, scalpel, gauze swabs, string, surgical gloves, soap)	Products with use by dates not included

## ERK full contents

As of August 2018

Qty	Item	Qty	Item
1	Bin (76 litre) & lid		<b>Buckets and Contents</b>
2	Tarpaulins	2	Buckets (10 litre)
2	Sheets	1	Packet of candles
2	Towels (tightly rolled)	4	Box of waterproof matches
1	Stainless Bombay cooking pot	1	Packet of safety pins (nappy pins)
6	Soup bowls	1	Ball of string
6	Mugs	1	Rope clothesline
2	Drinking bottle	1	Packet of pegs
2	Kitchen knives	4	Bars of soap
1	Wooden stirring ladle or spoon	1	Fishing line
1	Scrubbing brush	1	Packet of fishing hooks & sinkers
1	Cleaning powder (Ajax or similar)	3	Packet of assorted nails (75mm)
1	Men: 2 x shorts, t-shirts & underwear	4	Toothbrushes
1	Women: lava-lava, t-shirts & underwear	1	First aid kit
1	Boys: 2 x shorts & t-shirts	1	Comb
1	Girls: 2 x lava-lava, t-shirts, shorts, underwear	1	Can opener
1	Babies: 4 x nappies, 2 x vests, 1 x nightdress	2	Teaspoons
1	Pair rubber shoes	4	Forks
1	File	4	Spoons
1	Mosquito net	4	Knives
1	Small folding shovel	1	Sewing kit
1	Machete	1	Pair of scissors
1	Pinch bar	1	Torch
1	Hammer	1	<b>Birth Kit and Contents</b>
1	Saw		plastic sheet, scalpel, 5 gauze swabs, pair gloves, soap
2	Building Tips pamphlet		

## Appropriate resources for distribution

From 2010 the boxes and their contents have been standardised to ensure consistency and quality.<sup>1</sup> The box is usually a sturdy plastic rectangular stackable box with lid that can be secured or a wheelie bin style container again with a lid.

The contents list has evolved over time to reflect the most likely needed items for a range of emergency situations, and it will continue to be reviewed regularly and updated as necessary. There have been requests for items that, although the need for them is recognised, their inclusion in the ERK is unfeasible for several reasons.

For example, households indicated their appreciation of the cooking pots and utensils, because having had the contents of their home washed away, they are in desperate need of kitchenware to prepare meals. Households additionally expressed their need for further cooking equipment such as a kerosene cooker and fuel. This would be an important and useful addition to the ERK but the practicalities of including heavy items and combustible fuel unfortunately makes the boxes too heavy and dangerous to transport.

Similarly, the benefits of a cash transfer in the immediate onset of an emergency are also widely recognised. However, including cash in the ERKs is not practical because the currency of each country is different, and equally importantly, the boxes (or rather the cash in them) may become a target for theft.

The quantities of each of the items are also reviewed regularly. Feedback from ERK recipients has been diverse but not prevalent enough to warrant changing the quantities at the moment. For example, in some emergency situations, households indicated that they did not need the clothes, while for others who had lost all of their belongings the clothes were well-needed. Others queried the assumption of the household size as consisting of four people, indicated by the 4 sets of cutlery etc. Periodic reviews of the contents of the ERKs will take place and adjustments made on the basis of evaluations.



*Top: Towels and cooking pots in the warehouse ready to be packed into ERKs*

*Centre: Buckets already filled with their contents of small items, and ready to be put into the main 76 litre box*

*Bottom: In the foreground hammers, water bottles and other items, in the background Rotary volunteers fold clothes*

<sup>1</sup> Prior to this, donations of items were collected from Rotary Clubs throughout NZ. Rotary Clubs now donate time to pack the boxes and funds to Rotary New Zealand to purchase items in bulk.

## International humanitarian response standards

Rotary New Zealand values and promotes internationally agreed standards regarding humanitarian assistance, in particular the Sphere Project's Humanitarian Charter and Minimum Standards in Humanitarian responses. The Sphere Handbook is available <http://www.sphereproject.org/>

### Sphere Core Principles, Core Standards and Minimum Standards

Rotary New Zealand is committed to upholding the four basic Protection Principles and the six Minimum Standards of the Sphere Project's Humanitarian Charter and Minimum Standards in Humanitarian responses. The following is taken from the handbook (p.29-30)

#### Sphere Core Principles

1. Avoid exposing people to further harm as a result of your actions

Principle 1 (avoid causing harm) addresses those protection concerns that may be caused or exacerbated by humanitarian response. As stated in the Charter, those involved in humanitarian response must do all they reasonably can to avoid exposing people affected by disaster or armed conflict to further harm, for example by building settlements for displaced people in unsafe areas.

2. Ensure people's access to impartial assistance – in proportion to need and without discrimination

Principle 2 (ensure access to impartial assistance) sets out the responsibility to ensure that humanitarian assistance is available to all those in need, particularly those who are most vulnerable or who face exclusion on political or other grounds. The denial of access to necessary assistance is a major protection concern. This may include (but is not limited to) denial of secure access for humanitarian agencies to provide assistance.

3. Protect people from physical and psychological harm arising from violence and coercion

Principle 3 (protect people from violence) is concerned with protection from violence and protection from being forced or induced to act against one's will, e.g. to take up arms, to be forcibly removed from a place or to be prevented from moving, or to be subjected to degrading treatment or punishment. It is concerned with preventing or mitigating physical and psychological harm, including the spread of fear and deliberate creation of terror or panic.

4. Assist people to claim their rights, access available remedies and recover from the effects of abuse

Principle 4 (assist with rights claims, access to remedies and recovery from abuse) refers to the role of humanitarian agencies in helping affected people claim their entitlements and access remedies such as legal redress, compensation or restitution of property. It is also concerned with helping people overcome the effects of rape and, more generally, with helping people recover from the effects of abuse – physical and psychological, social and economic.

The Sphere Handbook sets out six core standards that all humanitarian responses should adhere to. The following summaries are taken from p.53-54. The full chapter explains each core standard in detail and provides key actions, key indicators and guidance notes.

#### Sphere Core Standards

1. People-centred humanitarian response

The participation of disaster-affected people – women, men, girls and boys of all ages – and their capacity and strategies to survive with dignity are integral to humanitarian response.

2. Coordination and collaboration

An effective response is coordinated and implemented with other agencies and governmental authorities engaged

in impartial humanitarian action.

### 3. Assessment

Assessments are needed to understand the nature of the disaster, identify who has been affected and how, and assess people's vulnerability and capacities.

It is of critical importance to understand need in relation to the political, social, economic and environmental context and the wider population.

### 4. Design and response

Response should be based on an impartial assessment of needs, addressing unmet needs in relation to the context and capacity of affected people and states to meet their own needs.

### 5. Performance, transparency and learning

Agencies should continually examine the effectiveness, quality and appropriateness of their response. Agencies adapt their strategies in accordance with monitoring information and feedback from people affected by disaster, and share information about their performance. They invest in unbiased reviews and evaluations and use the findings to improve their policy and practice.

### 6. Aid worker performance

Humanitarian response agencies have an obligation to disaster-affected people to employ aid workers with the appropriate knowledge, skills, behaviour and attitudes to deliver an effective humanitarian response.

Equally, agencies are responsible for enabling aid workers to perform satisfactorily through effective management and support for their emotional and physical well-being.



*Top: Rotary volunteers in Nadi, Fiji work to free a ute delivering ERKs from the mud as a storm fast approaches*



*Bottom: Rotary volunteers in Samoa coordinating the ERK distribution with the Samoa Red Cross*



## Sphere Minimum Standards

The Sphere Handbook provides guidelines on minimum standards for a range of humanitarian response. The Sphere Handbook outlines four sets of life-saving activities. The ERKs directly address key aspects of shelter, settlement and non-food items and where possible Rotary New Zealand contributes to the other three areas (water supply, sanitation and hygiene; food security and nutrition; and health action) through complementary responses and through partnering with other responding organisations.

This section highlights the minimum standards set out in the Sphere Handbook and explains how the ERKs address these priorities. It also indicates which aspects of the standards are beyond the scope of the ERKs. This is particularly important during emergency responses when Rotary partners are planning joint and complementary responses with other organisations, to minimise duplication and maximize comprehensiveness of responses. The following excerpts are taken from p.268-277 of the Sphere Handbook.

### Shelter and settlement

Existing shelter and settlement solutions are prioritised through the return or hosting of disaster-affected households, and the security, health, safety and well-being of the affected population are ensured.

The ERK strategy is specifically designed to support people to return to their homes and begin rebuilding their lives and houses, by providing tarpaulins and essential tools and household items.

### Non-food items: Relief packages

Non-food items are packaged and pre-positioned in warehouses based on standard specifications and contents. The quantity and specification of non-food items in a household package should be considered with reference to the number of people in a typical household, their age, sex and the presence of people with specific needs, as well as items' cultural acceptability.

The ERKs storage and contents follow these guidelines and include items to meet the household and personal needs of household members.

### Clothing and bedding

The disaster-affected population has sufficient clothing and bedding to ensure their personal comfort, dignity, health and well-being.

The kit provides a family of two adults, two children and a baby with at least one full set of clothing, plus sheets and a mosquito net.

### Personal hygiene

Each disaster-affected household has access to sufficient soap and other items to ensure personal hygiene, health, dignity and well-being.

The kits provide soap suitable for laundry and personal use and tooth brushes and combs. Included in the kits are a first aid kit and a birthing kit.

### Cooking and eating utensils

The disaster-affected population has access to culturally appropriate items for preparing and storing food, and for cooking, eating and drinking.

In line with the Sphere key indicators, each kit includes: a large cooking pot, soup bowls, plates, mugs, drinking bottles, knives forks and spoons, kitchen knives and a ladle. The kit also includes 2 buckets for carrying water, washing dishes or mixing food, and the box that contents are supplied in is made of durable plastic suitable for storing water.

### Stoves, fuel and lighting

The disaster-affected population has access to a safe, fuel-efficient stove and an accessible supply of fuel or domestic energy, or to communal cooking facilities. Each household also has access to appropriate means of providing sustainable artificial lighting to ensure personal safety.

A torch with batteries is provided, along with candles and matches to provide emergency lighting and ignition for fuel for cooking and heating

*It is important to note that the ERKs do not include stoves, fuel and only a limited lighting source (1 torch and batteries, 1 packet of candles and 4 boxes of waterproof matches). While Rotary New Zealand recognizes the importance of these items, the weight of stoves and fuel prohibit their inclusion in the ERKs, while fuel adds a hazardous component unsuitable for freight and long-term storage. It is vital that as part of the coordination with other agencies and common coordinating mechanisms, Emergency Area Coordinators share information about the ERKs contents. In this way, responses and organisations that do provide fuel, stoves and lighting will be aware of these needs among communities receiving ERKs and opportunities for joint and shared distribution of resources can be created.*

### Tools and fixings

The affected population, when responsible for the construction or maintenance of their shelter or for debris removal, has access to the necessary tools, fixings and complementary training.

The Emergency Response Kits include: a small shovel, machete, hammer and assorted nails, saw, pry bar and a file.

### Health and disease prevention

First aid kits provide emergency relief and treatment for minor injuries and a basic birthing kit is included.

## IRC Principles of Conduct

Rotary New Zealand is a signatory to the Principles of Conduct for The International Red Cross and Red Crescent Movement and NGOs in Disaster Response Programmes based on the following ten commitments:

1. The humanitarian imperative comes first
2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone
3. Aid will not be used to further a particular political or religious standpoint
4. We shall endeavour not to act as instruments of government foreign policy
5. We shall respect culture and custom
6. We shall attempt to build disaster response on local capacities
7. Ways shall be found to involve programme beneficiaries in the management of relief aid
8. Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs
9. We hold ourselves accountable to both those we seek to assist and those from whom we accept resources
10. In our information, publicity and advertising activities, we shall recognize disaster victims as dignified humans, not hopeless objects

## IASC guidelines

IASC is the Inter-Agency Standing Committee and is an inter-agency forum for coordination, policy development and decision-making involving the key UN and non-UN humanitarian partners. It provides a wide range of guidelines and guidance notes on aspects of humanitarian response.

Rotary New Zealand is committed to following the relevant guidelines at all times.

Guidelines include (but are not limited to):

- IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings
- IASC Operational Guidelines on Human Rights and Natural Disasters
- Human Rights Guidance Note for Humanitarian Coordinators
- Guidelines on Gender-Based Violence Interventions

- IASC advocacy paper on Humanitarian Action and Older Persons: An essential brief for humanitarian actors
- IASC Case Studies on Climate Change Adaptation - Addressing the Humanitarian Challenges of Climate Change
- Guidance Note on Using the Cluster Approach to Strengthen Humanitarian Response
- Women, Girls, Boys & Men. Different Needs – Equal Opportunities. IASC Gender Handbook for Humanitarian Action
- IASC Guidelines for Addressing HIV in Humanitarian Settings
- Handbook for Residents Coordinators (RCs) and Humanitarian Coordinators (HCs) on Emergency Preparedness and Response
- Plan of Action and Core Principles of Codes of Conduct on Protection from Sexual Abuse and Exploitation in Humanitarian Crisis (English)

All publications are available here <http://www.humanitarianinfo.org/iasc>

## Cross-cutting issues

Rotary New Zealand aims to promote gender equality, human rights and reduce environmental impact throughout its international development responses, including humanitarian and emergency responses.

### Gender

It is important that the distribution of ERKs is managed in an equitable manner and simultaneously targets the most vulnerable and those most in need. Rotary New Zealand recognizes that gender inequality impacts adversely on women and girls and with this in mind, as well as other considerations such as disability and age, recommends prioritizing needs assessments of households with the following characteristics:

- Women-headed households
- Grandparent headed households or multi-generational households
- Single parent households (whether the single parent is male or female)
- Household member with a disability or chronic sickness

Women should be included in the distribution teams as far as possible to ensure that vulnerable women in

affected households can speak with them directly if they prefer. In some contexts, it is culturally unacceptable for women to speak to men who are not relatives, and in these situations having women as part of distribution teams is highly advisable.

An emergency situation can increase the vulnerability of women and girls particularly when their usual support networks are dispersed and livelihoods are interrupted. The ERKs are aimed at the household level support to help families and individuals recover their basic living conditions and resume regular economic and social activities as quickly as possible.

### Human rights

In all circumstances, Rotary New Zealand aims to promote human rights principles and never undermine anyone's human rights through its responses and actions. In the context of distributing ERKs, some key principles should be adhered to:

#### 1. Non-conditionality

This means that the ERKs are distributed without conditions attached. Household members do not need to do anything in return for receiving a ERK,

including providing financial donations, labour or other favours.

### 2. Privacy and confidentiality

During efforts to ascertain the needs of households in disaster-affected areas, understanding the vulnerabilities of household members can help prioritise distribution. However, questions should be considerate of asking people detailed and personal information, and disclosure of personal information, particularly health issues, should not be a condition of receiving an ERK. In areas of high HIV prevalence, people should not be expected to disclose their HIV status. If someone voluntarily discloses their HIV status, this information should never be shared with others without their express permission.

### 3. Non-exploitation

Exploitation of people is an abuse of human rights and not tolerated by Rotary New Zealand or any of its partners. This includes sexual exploitation and abuse. Any incidents of exploitation or abuse must be reported Rotary New Zealand's Director immediately.

## Environmental impact

Often ERKs are distributed in direct response to adverse weather conditions which cause considerable environmental damage, with serious effects on communities' livelihoods particularly those that rely on agriculture or subsistence farming.

Reducing the environmental impact of any activities is a priority and all efforts should be made to ensure that the storage and distribution of ERKs does not adversely impact on the local environment. In most cases it is highly unlikely that the ERKs or their storage could cause environmental consequences. It is important however, that the ERKs can withstand the contexts of environmental damage. The contents of the ERKs and the boxes themselves are designed to be appropriate for use in the context of an unpredictable emergency situation and therefore durable and re-usable as far as possible in order to avoid contributing to further environmental damage (i.e. in the form of waste and garbage). The durability of the box means that it can be transported in some of the harshest conditions and if necessary floated through flood waters and down rivers to reach people that cannot be reached by land.



*Top: environmental impact and buildup of debris and rubbish as a result of Cyclone Mick in Fiji in 2009*

*Bottom: A household in Samoa affected by the Tsunami in 2009 with a badly damaged roof*



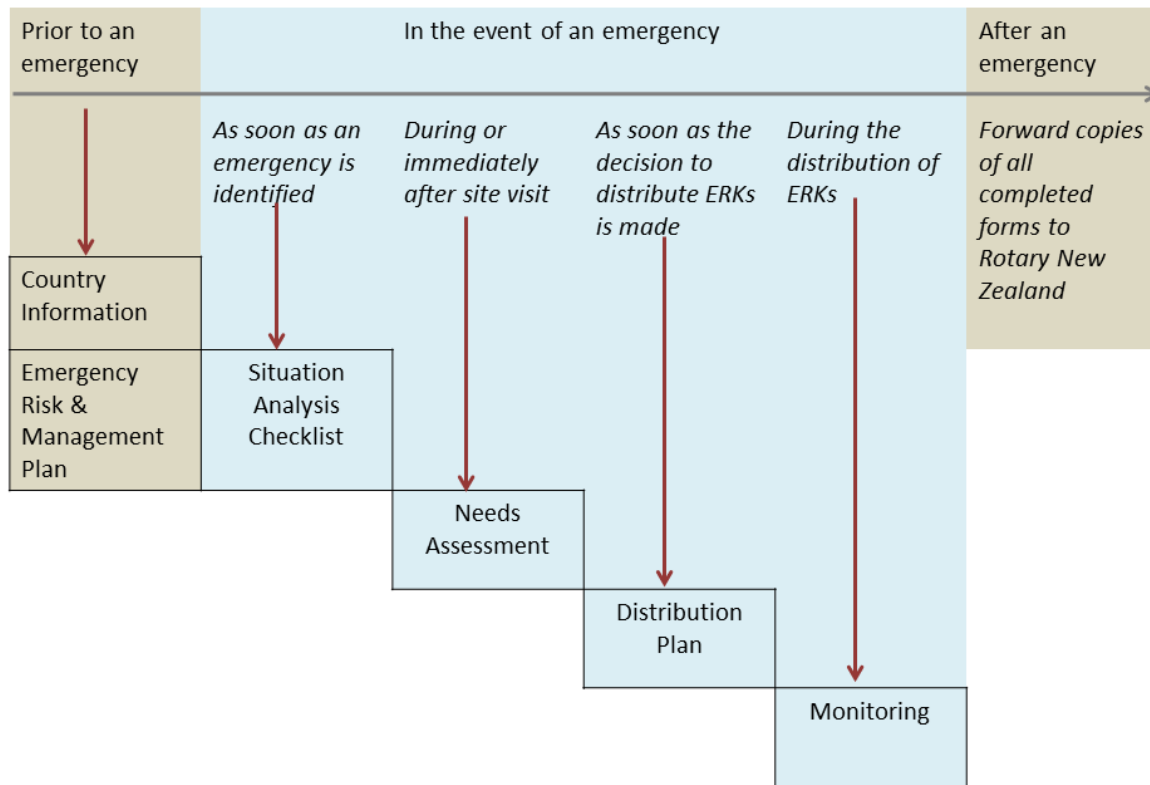
# Standard Operating Procedures

## Overview

This section details the standard operating procedures for Rotary New Zealand and for Pacific Partners prior to, during and after an emergency situation. It is based on accepted good practices in humanitarian responses and the practical experiences of Rotary New Zealand and its partners in responding to emergencies to date. It articulates responsibilities and expected actions of both Rotary New Zealand and Pacific Partners.

A number of templates are included which are designed to help share basic information about the emergency situation between Rotary New Zealand and Pacific partners, and to prompt responders to consider key issues in the response.

### When to use the templates



## Rotary New Zealand Standard Operating Procedures (SOP)

<b>Prior to an emergency</b>
1. Source financial resources for ERKs
2. Procure boxes & contents, and arrange packing
3. Arrange transportation of ERKs to pre-position sites
4. Coordinate with Pacific Emergency Manager to ensure safe and secure storage
5. Regularly (at least annually) update this resource and the contacts list for all Emergency Area Coordinators
6. Have a named person on call in NZ to coordinate a response

<b>In the event of an emergency</b>
1. Coordinate with any Emergency Area Coordinators who contacts Rotary New Zealand to monitor emerging situations
2. Mobilise an Emergency Response Needs Assessment Team if appropriate
3. Agree scale and timing of response if required
4. Coordinate freight logistics from Auckland or in collaboration with Pacific Emergency Manager
5. Provide data recording excel monitoring tool
6. Be available for daily check-ins from Emergency Area Coordinator
7. Provide resources for additional monitoring and evaluation if required

<b>After an emergency</b>
1. Provide resources for additional monitoring and evaluation if required
2. Fulfil reporting requirements to donors
3. Coordinate with Pacific Emergency Manager to replenish stocks

## Pacific Partners Standard Operating Procedures (SOP)

<b>Prior to an emergency</b>	<b>In the event of an emergency</b>	<b>After an emergency</b>
1. Identify Emergency Area Coordinator and committee members	1. Initiate contact with Rotary New Zealand & Pacific Emergency Manager and participate in common coordinating mechanisms	1. Return the completed monitoring data collection form to Rotary New Zealand
2. Ensure committee members' contact details are forwarded to Rotary New Zealand & Pacific Emergency Manager	2. Monitor the situation and provide regular updates to Rotary New Zealand	2. Work with Rotary New Zealand and donors if a formal evaluation process is requested
3. Identify partners and emergency response mechanisms in-country	3. Agree with Rotary New Zealand whether there is the time and feasibility for an NZ Needs Assessment Team to visit	
4. Draft risk and management plan	4. Assess the needs of affected households and make a distribution plan	
	5. Coordinate with local organisations and responders including common coordination mechanisms	
	6. Provide details of the number of ERKs needed and the distribution plan to Rotary New Zealand & Pacific Emergency Manager	
	7. Coordinate the collection of ERKs from the freight delivery point, transfer to temporary storage and/or begin distribution immediately	
	8. Monitor the distribution	
	9. Provide daily updates to Rotary New Zealand	



## 1. Prior to an emergency

<b>Rotary New Zealand will...</b>
1. Source financial resources for ERKs
2. Procure boxes & contents, and arrange packing
3. Arrange transportation of ERKs to pre-position sites
4. Coordinate with Pacific Emergency Manager to ensure safe and secure storage
5. Regularly (at least annually) update this resource and the contacts list for all Emergency Area Coordinators
6. Have a named person on call in NZ to coordinate a response

<b>Pacific Partners will...</b>
1. Identify Emergency Area Coordinator and committee members
2. Ensure committee members' contact details are forwarded to Rotary New Zealand and Pacific Emergency Manager
3. Identify external partners and emergency response mechanisms in-country
4. Draft risk and management plan

### Procurement and preparations

Donations from Rotary Clubs and donors such as the New Zealand government are collected centrally at Rotary New Zealand which makes bulk purchases of the ERK containers and contents.

Current suppliers who provide discounted bulk purchase discounts include:

- The Warehouse
- The Baby Factory
- Bunnings
- K-Mart

Periodically, approximately twice per year, volunteers pack the ERK boxes with the appropriate contents. The purchasing of contents and boxes and supervision of packing is the responsibility of Rotary New Zealand.

The containers and contents are delivered to the warehouse facilities in Auckland.

### Pre-positioning

When the packing is completed, the ERKs are transported to the pre-position sites in Vanuatu, Cook Islands, Samoa, Tonga and Lautoka, Labasa and Suva in Fiji and Auckland in New Zealand.

The storage sites have been pre-agreed and are safe and secure facilities. It is essential that the sites are covered by insurance and have alternative back-up sites in the case of the storage facility being affected by an emergency.

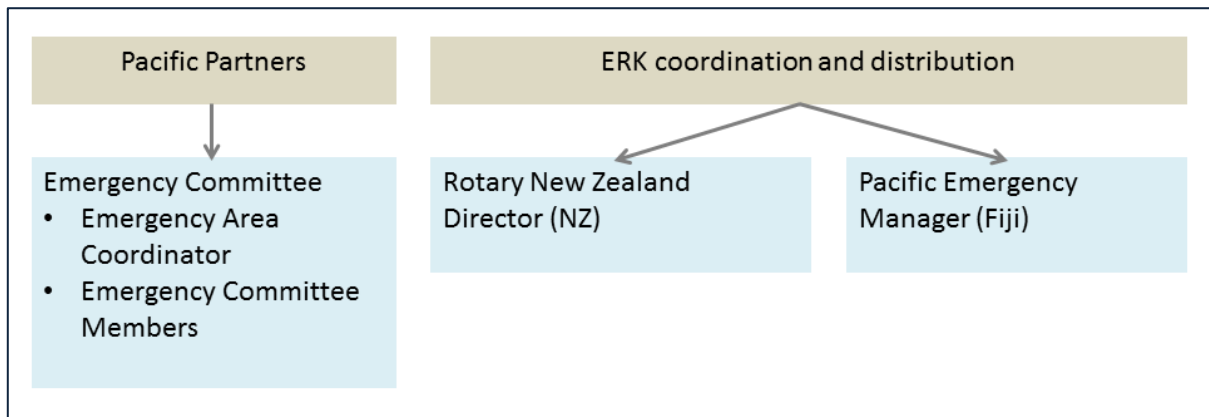
### Pacific partner preparedness

Partner organisations and Rotary Clubs in Pacific Island countries and territories will prepare in advance their strategy for communications and distribution. This means each club should:

- Identify key internal personnel to respond to emergency situations in the country. Where possible a small committee of three people is recommended. One of the members should be designated as the Club's

**Emergency Area Coordinator** and first point of contact to monitor emerging situations and communicate internally and externally. The two other committee member should be prepared to deputise in case of the Emergency Area Coordinator’s absence.

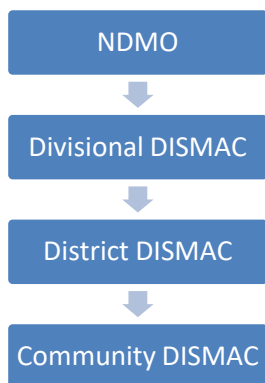
- Inform Rotary New Zealand and Pacific Emergency Manager of the name and contact details of the committee members, and similarly all committee members should have the contact details of Rotary New Zealand.
- Complete the Country Information template: identify the key personnel external to the Club who will be vital communication and coordination link in the event of an emergency. This is likely to include UN agencies, government coordinators and NGOs and associated coordination mechanisms. Ensure that the Club’s Emergency Area Coordinator is on any relevant email or phone notifications lists.
- Draft a Risk and Management Plan which identifies the most likely emergency risks and what lines of communications and transport you can mobilise to get information about affected communities, assess whether ERKs are required and distribute the ERKs.



Template: Country Information (Fiji example)

<h1>Fiji</h1>			
<b>Rotary Contacts</b>			
Rotary Club of Suva			
Rotary Club of Lautoka			

<b>Common coordinating mechanism</b>	
Fiji National Disaster Management Office (NDMO), also known as DISMAC	<a href="http://www.dismac.org/">http://www.dismac.org/</a>
National Emergency Operations Centre (NEOC)	NDMO HQ Level 1, Knolly Plaza, Suva Telephone – 331 9250 / 331 3023 / 331 8078 Fax – 331 9255 / 331 8089 Email – <a href="mailto:neocfiji@gmail.com">neocfiji@gmail.com</a> Radio Frequency Call Sign - 3DV73



NDMO/DISMAC coordinators are appointed at all levels of governance including National, Divisional, District and Community levels. Contact phone numbers for coordinators from National to District levels can be found in the NEOC Standard Operating Procedures (Appendix 4)

<b>Early Warning Alerts</b>	
Fiji Meteorological Service	<a href="http://www.met.gov.fj/">http://www.met.gov.fj/</a>
Fiji NDMO	<a href="http://dismac.org/">http://dismac.org/</a>

Key documents	
Fiji NEOC Standard Operating Procedures (2011)	<p>Appendix 4: <b>Full List of Contact Details</b> for National, Divisional and District Coordinators, Police, Fiji Red Cross etc</p> <p>Appendix 5: Lead &amp; support <b>agency roles</b> for major natural &amp; human-caused hazards (e.g. cyclone, earthquake, flood, fire etc)</p> <p>Appendix 6: Lead &amp; support <b>agency roles</b> for types of response functions (e.g. First Aid, Counselling and support, search and rescue, overseas aid, initial damage assessment etc)</p>
National Strategy for Institutionalising Disaster Risk Management In Fiji (2006)	Outlines arrangements for control and coordination of all disaster related activities in Fiji.

Key response organisations	
Fiji Red Cross Society	<a href="http://www.redcross.com.fj/">http://www.redcross.com.fj/</a>
UNOCHA	<p>Tel: +679 331 6761</p> <p>Fax: +679 330 9762</p> <p>Email: <a href="mailto:ocha.fj@undp.org">ocha.fj@undp.org</a></p>
SOPAC	<a href="http://www.sopac.org/">http://www.sopac.org/</a>
St John's Ambulance	Email: <a href="mailto:stjohnambulance@connect.com.fj">stjohnambulance@connect.com.fj</a>
Habitat for Humanity	<p>Phone: +679 3312012</p> <p>Fax: +679 33000836</p>
Ministry of Defence	<a href="http://www.rfmf.mil.fj/">http://www.rfmf.mil.fj/</a>
NZ High Commission	<a href="http://www.nzembassy.com/fiji">http://www.nzembassy.com/fiji</a>

## Template: Emergency Risk and Management Plan

[ENTER NAME OF ORGANISATION OR ROTARY CLUB]			
[ENTER COUNTRY]			
[ENTER ISLAND, PROVINCE, REGION OR DISTRICT]			
Contact details	Name	Phone numbers	Email
Emergency Area Coordinator			
Emergency Committee member			
Emergency Committee member			
Emergency Committee member			
Date that these details were last updated			
Date that these details were last forwarded to Rotary New Zealand			

External contact details (government and other NGOs)			
Organisation	Name	Phone numbers	Email
e.g. NDMO			

Risk level (likelihood) for different types of emergencies			
Emergency	High risk (very likely)	Medium risk	Low risk (unlikely)
Cyclone			
Earthquake			
Tsunami			
Flood			
Fire			

How will you access information about the affected communities and areas to make assessments about whether ERKs are needed and whether it is safe/feasible to distribute them?	
What lines of communication will you use to find out information?	
What transport can you mobilise to find out information?	
What transport can you mobilise to distribute ERKs?	
Who will help you distribute ERKs?	

## 2. In the event of an emergency

<b>Rotary New Zealand will...</b>
1. Coordinate with any Emergency Area Coordinator who contacts Rotary New Zealand to monitor emerging situations
2. Mobilise an Emergency Response Needs Assessment Team if appropriate
3. Agree scale and timing of response if required
4. Coordinate freight logistics from Auckland or in collaboration with the Pacific Emergency Manager
5. Provide data recording excel monitoring tool
6. Be available for daily check-ins from Emergency Area Coordinators
7. Provide resources for additional monitoring and evaluation if required

<b>Pacific Partners will...</b>
1. Initiate contact with Rotary New Zealand & Pacific Emergency Manager and participate in common coordinating mechanisms
2. Monitor the situation and provide regular updates to Rotary New Zealand
3. Agree with Rotary New Zealand whether there is the time and feasibility for an NZ Needs Assessment Team to visit
4. Assess the needs of affected households/ Review the capacity of the Club to respond/ Make a distribution plan
5. Coordinate with local organisations and responders including common coordination mechanisms
6. Provide details of the number of boxes needed, their intended destinations and the distribution plan to Rotary New Zealand & Pacific Emergency Manager
8. Coordinate the collection of ERKs from the freight delivery point, transfer to temporary storage and/or begin distribution immediately
9. Monitor the distribution
10. Provide daily updates to Rotary New Zealand

### Situation analysis

As a potential emergency situation arises, at the earliest opportunity the Emergency Area Coordinator (or deputy) should:

- alert Rotary New Zealand Director and the Pacific Emergency Manager (contact details at the end of this document)
- contact key external in-country networks/organisations to ensure open lines of communication.

The next stage is to ascertain whether an emergency situation warrants the distribution of ERKs based on identifying the needs of affected communities, and reviewing the capacity of the Club/organisation to respond. If it is possible for the Emergency Area Coordinator or other committee member to visit the affected area they should do so. If this is not possible, the Emergency Area Coordinator should ascertain from their network of contacts (including other Rotary Clubs and external NGO, UN and government networks) what the scale of need is (i.e. the number of boxes).

## Template: Situation Analysis Checklist

### What is the purpose of the checklist?

This checklist begins the process of documenting the emergency response and prompting the Emergency Area Coordinator to take the necessary steps to identify the emergency location, nature, needs, and response. Information at the beginning of the emergency situation is likely to be scant so detail is not required. It is a checklist only not an in-depth report which asks the Emergency Area Coordinator to consider several issues:

- “Communications” reminds the user to contact key people and serves as a record that the key people have been contacted.
- “Planning a needs assessment visit” indicates whether and when a visit will take place and alerts Rotary New Zealand as to whether a representative is expected to participate in the needs assessment visit. This will need to be agreed between the responding organisation and Rotary New Zealand and may be appropriate for organisations with little or no previous experience of responding to an emergency.
- “Undertaking the needs assessment” prompts the Emergency Area Coordinator to use the “Needs assessment” checklist and record whether and how many ERKs are needed.
- “Distribution Plan” prompts the Emergency Area Coordinator to use the Distribution Plan template to ensure that logistics are prepared for.

### When should this checklist be used?

1. As soon as an emergency situation is suspected to have happened or be taking place, this checklist should be used. It may not be possible to complete all the sections in the first instance and the checklist should be returned to later in the response to complete the sections
2. After the needs assessment visit, the checklist should be updated to answer the questions about whether and how many ERKs are required
3. After the Distribution Plan has been completed to answer the final questions

### Who should complete it?

The Emergency Area Coordinator of the organisation or Rotary Club should use the checklist. If the emergency situation is taking place over a large area or in several different areas, the Emergency Response Coordinator may ask someone from each area or sub-region to use the checklist.

### How long should it take to complete?

In the first instance, the checklist should take **less than five minutes** to quickly mark yes or no against the list items and write any brief comments in the right hand column.

### Where should the information go?

This checklist is for the Emergency Area Coordinator to record the response actions and to discuss with Rotary New Zealand/Pacific Emergency Manager during the response to an emergency. At the end of the response and distribution of ERKs a copy should be forwarded to Rotary New Zealand and Pacific Emergency Manager for records.

Template with comments/  
instructions. A blank  
template is provided in the  
Annex.

<b>Situation Analysis Checklist</b>			
NAME OF ORGANISATION OR ROTARY CLUB		<i>Identifying information about the responding organisation and the location(s) of the emergency</i>	
COUNTRY			
LOCATION (REGION, PROVINCE OR SUBURB)			
EMERGENCY TYPE		<i>E.g. flood, tsunami, earthquake etc</i>	
DATE		<i>Enter date completed/updated</i>	
COMPLETED BY		<i>Enter name (usually Emergency Area Coordinator)</i>	
<b>Communications</b>		<b>Y/N</b>	<b>Comments</b>
1	Alert Rotary New Zealand to emerging situation		<i>Contact Rotary New Zealand Director</i>
2	Alert Pacific Emergency Manager		<i>If appropriate contact Pacific Emergency Manager (Fiji)</i>
3	Contact key in-country government, networks and organisations to open lines of communication		<i>Contact the key coordination mechanism in-country and other relevant organisations</i>
<b>Planning a needs assessment visit</b>			
4	How soon can the Emergency Area Coordinator visit the affected area to undertake a needs assessment?		<i>Enter date or timescale for visit</i>
5	Will a member of Rotary New Zealand's Emergency Response Assessment Team accompany the Emergency Area Coordinator?		<i>Alert Rotary New Zealand Director as soon as possible if the visit requires accompaniment</i>
<b>Undertaking the needs assessment visit</b>			
6	Has the Needs Assessment been done?		<i>See Template: Needs Assessment</i>
7	Decide whether there is a need for ERKs and how many		<i>Enter estimated number of ERKs required</i>
<b>Distribution Plan</b>			
8	Has the Distribution Plan been completed?		<i>See Template: Distribution Plan</i>



## Assessing the need

Where possible, a member of Rotary New Zealand's Emergency Response Assessment Team will accompany the Emergency Area Coordinator to undertake a needs assessment, particularly if this is the first time the Club has responded to an emergency. However, this is not always feasible and in an urgent situation, the Emergency Area Coordinator and committee members should undertake the needs assessment at the earliest opportunity.

Key indicators of serious and urgent need include:

- Families are living in makeshift shelters
- Families are using dirty water from run off to clear silt that has built up inside their homes (if left standing), and for washing clothes and bathing
- Families have no safe drinking water as the public supplied water pipes are broken
- All electricity connections to homes destroyed
- Where still standing, trees, fences, clotheslines and roofs together with makeshift shelters and lean-tos are lined with bed mattresses, clothing, blankets, furniture and other apparel in the hope of drying out and salvaging
- Gender considerations: are there any particular issues for girls, women, boys or men? (e.g. lack of sanitation facilities, increased risk or reports of violence (including sexual violence), unaccompanied children, pregnant women with no access to health facilities etc)

## Template: Needs Assessment

### What is the purpose of the Needs Assessment template?

This template is designed to collect basic information on the needs arising from the emergency situation, and ultimately whether ERKs are required and how many. If ERKs are required, it serves as the request for ERKs to Rotary New Zealand, and provides the justification of the need for the ERKs.

### When should this template be used?

When the Emergency Area Coordinator or designated local contact visits the emergency affected area. Given that the visit may happen very quickly and there may not be time to print the form, the Emergency Area Coordinator may complete after the visit rather than during. It will be important that the Emergency Area Coordinator has read the six questions which serve as indicators for whether the emergency requires an ERK response beforehand so that they can observe the situation and ask relevant questions while the visit takes place. Alternatively, if the Emergency Area Coordinator has designated a local contact to make the visit, the local contact can relay answers to the questions in the template to the Emergency Area Coordinator by phone or email during or immediately after the visit.

### Who should complete it?

The Emergency Area Coordinator or designated local contact who makes the visit to the emergency affected area. If there are several areas affected or a large area is affected, the Emergency Area Coordinator may designate several people to do needs assessment visits, in which each person should complete the needs assessment for the area or site that they visit. These can then be collated by the Emergency Area Coordinator and the total number of ERKs required can be requested.

### How long should it take to complete?

The needs assessment form should be quick to complete and take **no more than ten minutes** to complete.

### Where should the information go?

If a local contact has been designated to complete the Needs Assessment template these should be returned to the overall Emergency Area Coordinator who will collate the information and identify different needs for different areas. The Emergency Area Coordinator should forward a copy of the completed (or collated) needs assessment template to Rotary New Zealand/Pacific Emergency Manager as soon as possible after the site visit(s), particularly if ERKs are required.

Template with comments/  
instructions. A blank template  
is provided in the Annex.

<b>Needs Assessment</b>			
NAME OF ORGANISATION OR ROTARY CLUB		<i>Identifying information about the responding organisation and the location(s) of the emergency</i>	
COUNTRY			
LOCATION (REGION, PROVINCE OR SUBURB)			
EMERGENCY TYPE		<i>E.g. flood, tsunami, earthquake etc</i>	
DATE		<i>Enter date completed</i>	
COMPLETED BY		<i>Enter name (usually Emergency Area Coordinator)</i>	
<b>Key indicators of serious and urgent need include:</b>		<b>Y/N</b>	<b>Comments</b>
1	Families are living in makeshift shelters		<i>Tick Y/N in the column and write any clarifying notes in the comment boxes to the right. Some of these indicators will be easily observed such as 1 and 5. For others the person doing the site visit should ask questions of the people affected. For example, where they are getting water from to clean their home, to drink and to bathe; whether the electricity or other power is working; and whether there are any specific issues facing girls and women, and men and boys such as what are the sanitation facilities and whether they provide both safety and privacy, is the community cut off from health clinics and are there any pregnant women or other people in need of health care who cannot access services.</i>
2	Families are using dirty water from run off to clear silt that has built up inside their homes (if left standing), and for washing clothes and bathing		
3	Families lack safe drinking water as the public supplied water pipes are broken		
4	All electricity connections to homes destroyed		
5	Evidence of attempting to dry out and salvage bed mattresses, clothing, blankets, furniture and other apparel		
6	Are there any particular issues for girls, women, boys or men? (e.g. sanitation facilities, safety, access to health facilities etc)		
<b>Capacity to respond</b>			
7	Is the area accessible? If yes, how (e.g. by road or boat)? If no, when will it be accessible or what other options are available?		<i>These are important logistical questions which will help inform the Distribution Plan</i>
8	Can partner or club volunteers help? If yes, how many and from which areas?		
9	Can you partner with other organisations or distribution networks?		
<b>Summary of needs</b>			
10	Is there a need for ERKs?		<i>When this completed form is submitted to Rotary New Zealand it acts as the formal request and justification to release/send ERKs</i>
11	Approximately how many households need ERKs?		

## Reviewing the capacity of the Club to respond

Reviewing the capacity of the Club/organization to respond means assessing how feasible it is for Club members to distribute the ERKs. In some cases, although the need has been confirmed for communities affected by a flood, the washing away of roads made the distribution of ERKs physically impossible because the site could not be reached by road. Where sites are relatively inaccessible, a long distance from the Club/organization, or there is a small number of Club volunteers who can help, every effort should be made to partner with other organisations and distribution networks. It is important that a representative from the Club accompanies the distribution of the ERKs to ensure equitable distribution and keep records for later monitoring and evaluation purposes.

## Making a distribution plan

The Emergency Area Coordinator and committee should coordinate with other responding organisations and agencies for two key reasons:

1. Maximize efficiency of distribution resources
2. Ensure that duplication of effort is avoided

Sourcing a kindred agency to coordinate distribution efforts with can greatly increase the speed and efficiency that the ERKs are delivered. For example, the Red Cross, UNOCHA, or government coordination mechanisms (Defence Forces) are likely to be mobilizing transport and personal to an area. Similarly beneficial partnerships can be formed with smaller organisations with similarly limited resources to combine efforts.

The second reason for coordinating with other responders is equally important because with limited resources, there are often situations where responsibility for affected areas needs to be shared out among the responding organisations. This helps ensure that more remote or isolated areas are not inadvertently omitted if all responding organisations independently decide to target the most accessible areas.

Distribution plans need to include the following:

- Collection of ERKs from airport or port
- Temporary safe and secure storage, decide who will have responsibility for the storage and ensure their availability to access the ERKs when needed
- A list of volunteers from the Rotary networks and beyond, including contact information, their availability, whether they have their own transport
- A list of partners including government, UN and NGO organisations, and details of agreements to collaborate that you have made with them
- Contact details of any other local networks or contacts in the affected areas that you intend to respond to

Once the need has been assessed, the number of ERKs required has been determined, and a distribution plan drafted, the Emergency Area Coordinator should discuss these with Rotary New Zealand's Director.

## Template: Distribution Plan

### What is the purpose of the Distribution Plan template?

This template is designed to ensure that the logistics of delivering ERKs to those who need them have been thought through so that the distribution can take place as effectively and efficiently as possible.

### When should this template be used?

This template should be completed as soon as the need for ERKs has been identified and the number of ERKs to be distributed has been agreed with Rotary New Zealand. If all the information is not immediately available then the Emergency Area Coordinator should update the template as and when it becomes available.

### Who should complete it?

The Emergency Area Coordinator should complete the template to ensure that the appropriate people and organisations have been informed and the organisation is prepared to collect and/or distribute the ERKs.

How long should it take to complete?

The Distribution Plan should be relatively quick to complete although it may take some time to get all the information to complete it. Assuming the Emergency Area Coordinator has all or most of the information already it should take **no more than fifteen minutes** to complete.

Where should the information go?

Similarly to the Situation Analysis Checklist, this template should be used as a reference guide for the Emergency Area Coordinator and Rotary New Zealand/Pacific Emergency Manager to monitor what information is currently available and what is still needed. It can be used as discussion points for regular check-ins and the final completed form should be forwarded to Rotary New Zealand and Pacific Emergency Manager for record keeping after the distribution of the ERKs.

Template with comments/  
instructions. A blank template is  
provided in the Annex.

<b>Distribution Plan</b>			
NAME OF ORGANISATION OR ROTARY CLUB		<i>Identifying information about the responding organisation and the location(s) of the emergency</i>	
COUNTRY			
LOCATION (REGION, PROVINCE OR SUBURB)			
EMERGENCY TYPE		<i>E.g. flood, tsunami, earthquake etc</i>	
DATE		<i>Enter date completed</i>	
COMPLETED BY		<i>Enter name (usually Emergency Area Coordinator)</i>	
<b>Distribution Plan</b>		<b>Y/N</b>	<b>Comments</b>
1	How have you coordinated your response to complement with other agencies and ensure minimal duplication?		<i>In addition to opening lines of communication with other agencies, if ERKs are required, it is essential to ensure coordination and non-duplication</i>
2	Do you have ERKs already at your location? (If yes, skip to Q5)		<i>ERKs may be flown in by commercial or in some cases military planes. Rotary New Zealand and the Pacific Emergency Manager will be able to help arrange their transport in the quickest and most efficient routes.</i>
3	Do ERKs need to be imported by plane or boat?		
4	Have you coordinated with Rotary New Zealand and/or the Pacific Emergency Manager (Fiji) to import ERKs?		
5	When and how will they be collected from the airport or existing storage facility?		<i>What local transport will you use and who will collect the ERKs?</i>
6	What temporary and secure storage will you use between taking receipt of the ERKs and distributing them to communities?		<i>You may be able to transport the ERKs immediately. However, if not, particularly if there is a large quantity, secure storage will be required temporarily.</i>
7	Do you have a list of volunteers from the Rotary Networks and beyond including contact information, their availability, and whether they have their own transport?		<i>Ensure that you have all volunteers' contact details and that they have the Emergency Area Coordinator's contact details.</i>
8	Do you have a list of partners including government, UN agencies and NGOs, and details of agreements you have made with them?		<i>Other organisations with transport and complementary responses to ERKs may be invaluable to distributing the ERKs quickly and efficiently.</i>
9	Who will distribute the ERKs, to where and with what transport?		<i>Exactly who will do the distribution of the ERKs?</i>
10	Have you forwarded this distribution plan to Rotary New Zealand for discussion and agreement?		



## Importing and transporting the ERKs

Apart from emergencies in the countries of Vanuatu, Cook Islands, Samoa and Tonga and Fiji's main islands, Viti Levu in Lautoka and Suva, Vanua Levu in Labasa where the ERKs are pre-positioned, all other affected islands within Fiji and beyond in the Pacific region will need logistical support to arrange the transportation from either Fiji (Lautoka or Suva) or New Zealand (Auckland).

The Pacific Island Countries and Territories not mentioned above have been allocated the following distribution sources from either Fiji or Auckland as follows:

Fiji	Auckland	Australia Rotary*
<ul style="list-style-type: none"> <li>• Fiji</li> <li>• Kiribati</li> <li>• (New Caledonia)</li> <li>• (Solomon Islands)</li> <li>• (Vanuatu)</li> </ul>	<ul style="list-style-type: none"> <li>• (American Samoa)</li> <li>• Easter Island</li> <li>• (French Polynesia)</li> <li>• Norfolk</li> <li>• Niue</li> </ul>	<ul style="list-style-type: none"> <li>• Papua New Guinea</li> <li>• Timor Leste</li> </ul>

\* These countries and territories are usually responded to in the first instance by RAWCS (Rotary Australia World Community Service). However, Rotary New Zealand will respond should RAWCS indicate that it cannot respond for any reason.

Countries in parentheses are usually responded to in the first instance by another entity or ERK distribution source:

- American Samoa: the US government responds to American Samoa and with limited flights that can carry cargo, ERKs will be distributed from Auckland only if the US government cannot reach the island for any reason.
- New Caledonia: the French government responds quickly to New Caledonia like much of French Polynesia. There are limited flights (1-2 per week) from Fiji and ERKs can be sent if the French government cannot respond for any reason.
- Samoa: Aircraft with bigger freight capacity fly from Auckland, although there are also flights from Nadi, Fiji.
- Solomon Islands: More frequent direct flights are from Brisbane, Australia, however there are limited flights (1 per week) from Fiji.
- Vanuatu: More frequent flights from Australia but limited flights are available from Fiji.

Rotary New Zealand's Director will coordinate all logistics for ERK freight from New Zealand.

Pacific Emergency Manager (Fiji) will coordinate all logistics for ERK freight from Fiji.

## Logistics

A number of airlines, governments and freight carriers have generously donated their support in times of emergency to transport ERKs to emergency affected countries. Rotary New Zealand acknowledges and appreciates their significant contributions to emergency responses and their help in ensuring the quick and efficient distribution of ERKs. These donors include:

- Air New Zealand

- Fiji Airways
- New Zealand Defence Force
- DHL
- Qantas
- Virgin Australia
- Pacific Forum
- Polynesian Shipping Line



*Top: New Zealand Defence force loads ERKs onto a military plane in Auckland*

*Photo credit: New Zealand Defence Force*

*Centre: Temporary secure storage of ERKs in Fiji in 2009*

*Bottom: ERKs are loaded onto flatbed trucks for distribution in Samoa in 2009*



## Communications with Rotary New Zealand

The Emergency Area Coordinator should make contact with Rotary New Zealand at least once per day either by email or by telephone.

### Monitoring

It is important that the Emergency Area Coordinator or representative is on site during the distribution of ERKs as far as possible in order to oversee the distribution and ensure that monitoring takes place. The monitoring of the delivery of each ERK includes recording a limited but essential set of data:

- Location of delivery (village or area name)
- Date & time of delivery
- Number of adults males in the household
- Number of adult females in the household
- Number of child males in the household
- Number of child females in the household

Adults are defined as people aged 18 and above, children are defined as people aged 17 and below. An excel sheet for recording all of the data from the delivered ERKs will be provided by Rotary New Zealand when the distribution is agreed. When the ERK response is completed, the Emergency Area Coordinator will forward the excel data set to Rotary New Zealand for monitoring and evaluation purposes.

### Template: Monitoring ERK distribution

(Also available in Excel format for recording larger amounts of data)

#### What is the purpose of the Monitoring template?

Monitoring the distribution of the ERKs is an important part of the response in order to record where the ERKs have gone, to whom, and to allow follow up, possibly in the form of an evaluation or more informally through site visits after the emergency. It allows for very basic information to be recorded about the household recipient of the ERKs including numbers of men/women and girls/boys. Monitoring the distribution of ERKs has a number of challenges including the practical issues of having a pen and paper to hand while wading through water or navigating difficult terrain. Nevertheless it is good practice to record the basic household information disaggregated by sex and every effort should be made to do so, despite the challenging circumstances.

#### When should this template be used?

This template should be completed during the ERK distribution. It requires the person or team delivering the ERKs to ask recipients about the numbers of women/men and girls/boys in the household.

#### Who should complete it?

The Emergency Area Coordinator or local person/team delivering the ERKs to households.

#### How long should it take to complete?

The Monitoring form takes as long as the distribution of ERKs takes. However, the limited amount of information collected about the numbers of women/men and girls/boys in the household should take **no more than a minute for each ERK** to complete.

#### Where should the information go?

All the completed monitoring forms should be forwarded to the Emergency Area Coordinator who will collate them and forward them to Rotary New Zealand/Pacific Emergency Manager for monitoring and donor requirement purposes.



### 3. After an emergency

**Rotary New Zealand will...**

1. Provide resources for additional monitoring and evaluation if required
2. Fulfil reporting requirements to donors
3. Coordinate with Pacific Emergency Manager to replenish stocks

**Pacific Partners will...**

1. Return the completed monitoring data collection form to Rotary New Zealand
2. Work with Rotary New Zealand and donors if a formal evaluation process is requested

#### Reporting and evaluation

At the completion of the distribution of the ERKs and the emergency response, key documentation will be collected by Rotary New Zealand to ensure that the ERK distribution effort is fully recorded and documented. This is important for the ERK initiative to better understand the process and increase effectiveness and efficiency by reflecting on lessons learned. It is also important for accountability to ERK funders, whether these are Rotary Clubs or statutory donors such as the New Zealand government. Periodically, and sometimes as part of donor requirements, Rotary New Zealand will implement a formal evaluation of an ERK response. Pacific Partners who were involved in an ERK response which is evaluated will be key participating stakeholders and will be fully consulted in its planning and implementation.

#### Replenishing ERK stocks

After ERKs have been distributed in an emergency situation, Rotary New Zealand and the Pacific Emergency Manager will review ERK stock levels at the three sites in Auckland, Vanuatu, Cook Islands, Samoa, Tonga, and Fiji (Lautoka, Labasa and Suva) and decide whether there should be relocation of stock. At the same time, Rotary New Zealand will continue to raise funds for new ERK stock and coordinate their shipping to the two sites. After an emergency, Rotary New Zealand and Pacific Partners will revert to the Part 1 of the standard operating procedures: Prior to an emergency.

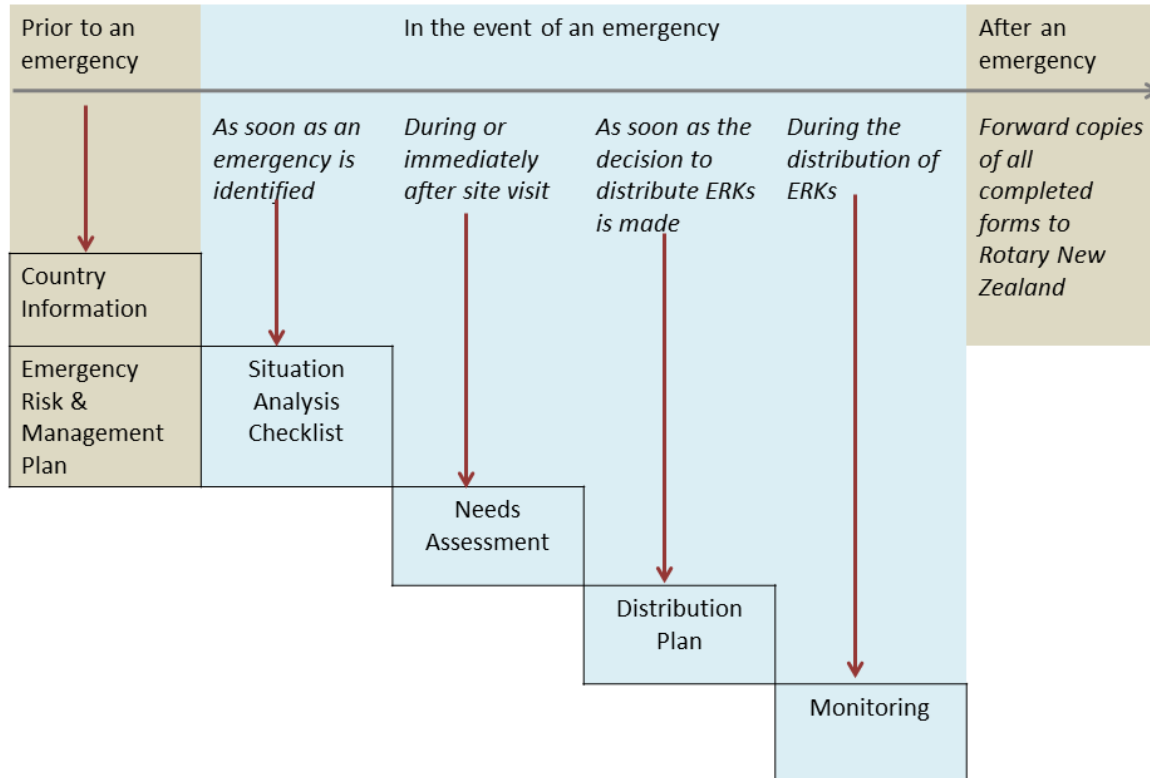


*Top: A village in Sigatoka, Fiji, takes delivery of ERKs and other supplies*

*Bottom: Rotary volunteers in New Zealand replenish ERK stocks on a regular basis*

# Appendix 1: Templates

## When to use the templates





## Country Information

<b>[Country name]</b>			
Partner Contact Information			
Organisation	Emergency Area Coordinator Name	Phone	Email

Common coordinating mechanism	
Organisation/Office	Contact details

Other information (organograms, lines of communication etc)

Early Warning Alerts	
Organisation or service	Contact details

Key documents	
Document Title	Key sections or information

<b>Key response organisations</b>	
<b>Organisation</b>	<b>Contact details</b>

## Emergency Risk and Management Plan

[ENTER NAME OF ORGANISATION OR ROTARY CLUB]			
[ENTER COUNTRY]			
[ENTER ISLAND, PROVINCE, REGION OR DISTRICT]			
Contact details	Name	Phone numbers	Email
Emergency Area Coordinator			
Emergency Committee member			
Emergency Committee member			
Emergency Committee member			
Date that these details were last updated			
Date that these details were last forwarded to Rotary New Zealand			

External contact details (government and other NGOs)			
Organisation	Name	Phone numbers	Email
e.g. NDMO			

Risk level (likelihood) for different types of emergencies			
Emergency	High risk (very likely)	Medium risk	Low risk (unlikely)
Cyclone			
Earthquake			
Tsunami			
Flood			
Fire			

How will you access information about the affected communities and areas to make assessments about whether ERKs are needed and whether it is safe/feasible to distribute them?	
What lines of communication will you use to find out information?	
What transport can you mobilise to find out information?	
What transport can you mobilise to distribute ERKs?	
Who will help you distribute ERKs?	





Situation Analysis Checklist			
NAME OF ORGANISATION OR ROTARY CLUB			
COUNTRY			
LOCATION (REGION, PROVINCE OR SUBURB)			
EMERGENCY TYPE			
DATE			
COMPLETED BY			
Communications		Y/N	Comments
1	Alert Rotary New Zealand to emerging situation		
2	Alert Rotary Pacific Emergency Manager		
3	Contact key in-country government, networks and organisations to open lines of communication		
Planning a needs assessment visit			
4	How soon can the Emergency Area Coordinator visit the affected area to undertake a needs assessment?		
5	Will a member of Rotary New Zealand's Emergency Response Assessment Team accompany the Emergency Area Coordinator?		
Undertaking the needs assessment visit			
6	Has the Needs Assessment been done? See Template: Needs Assessment		
7	Decide whether there is a need for ERKs and how many		
Distribution Plan			
8	Has the Distribution Plan been completed? See Template: Distribution Plan		



Needs Assessment			
NAME OF ORGANISATION OR ROTARY CLUB			
COUNTRY			
LOCATION (REGION, PROVINCE OR SUBURB)			
EMERGENCY TYPE			
DATE			
COMPLETED BY			
Key indicators of serious and urgent need include:		Y/N	Comments
1	Families are living in makeshift shelters		
2	Families are using dirty water from run off to clear silt that has built up inside their homes (if left standing), and for washing clothes and bathing		
3	Families lack safe drinking water as the public supplied water pipes are broken		
4	All electricity connections to homes destroyed		
5	Evidence of attempting to dry out and salvage bed mattresses, clothing, blankets, furniture and other apparel		
6	Are there any particular issues for girls, women, boys or men? (e.g. sanitation facilities, safety, access to health facilities etc)		
Capacity to respond			
7	Is the area accessible? If yes, how (e.g. by road or boat)? If no, when will it be accessible or what other options are available?		
8	Can partner or club volunteers help? If yes, how many and from which areas?		
9	Can you partner with other organisations or distribution networks?		
Summary of needs			
10	Is there a need for ERKs?		
11	Approximately how many households need ERKs?		



Distribution Plan			
NAME OF ORGANISATION OR ROTARY CLUB			
COUNTRY			
LOCATION (REGION, PROVINCE OR SUBURB)			
EMERGENCY TYPE			
DATE			
COMPLETED BY			
Distribution Plan		Y/N	Comments
1	How have you coordinated your response to complement with other agencies and ensure minimal duplication?		
2	Do you have ERKs already at your location? (If yes, skip to Q5)		
3	Do ERKs need to be imported by plane or boat?		
4	Have you coordinated with Rotary New Zealand and/or the Pacific Emergency Manager (Fiji) to import ERKs?		
5	When and how will they be collected from the airport or existing storage facility?		
6	What temporary and secure storage will you use between taking receipt of the ERKs and distributing them to communities?		
7	Do you have a list of volunteers from the Rotary Networks and beyond including contact information, their availability, and whether they have their own transport?		
8	Do you have a list of partners including government, UN agencies and NGOs, and details of agreements you have made with them?		
9	Who will distribute the ERKs, to where and with what transport?		
10	Have you forwarded this distribution plan to Rotary New Zealand for discussion and agreement?		









## Appendix 2: Rotary contact details

Regularly reviewed and updated by Rotary New Zealand at least annually

### First points of contact

Role/Country	Name	Phone/Email
Rotary New Zealand Director (NZ)	Stuart Batty	
Pacific Emergency Manager (Fiji)	Bob Niranjan	
Deputy Pacific Emergency Manager (Fiji)	Griffon Emose	

### Pacific Partner Emergency Response Coordinators

American Samoa		
Cook Islands		
Easter Island		
French Polynesia		
Kiribati		
New Caledonia		
Niue		
Norfolk		
Papua New Guinea		
Samoa		
Solomon Islands		
Tonga		
Timor Leste		
Vanuatu		

### New Zealand donor and stakeholder contacts

Organisation	Name	Phone/Email
NZ government (MFAT)		
New Zealand Defence		
NDRF		
Red Cross		
RAWCS		



## Appendix 3: Risk management

The distribution of Emergency Response Kits necessarily requires the transportation of the boxes to households and communities in areas affected by natural disasters. This means that terrain can be difficult and dangerous to navigate. In serious emergency situations usual societal structures can break down leading to situations of insecurity and limited or no law enforcement oversight.

This checklist does not replace a comprehensive Health and Safety Policy but highlights important considerations for the health and safety of Rotary partner staff and volunteers engaged in emergency responses.

### 1. Do not put yourself or others in direct harm

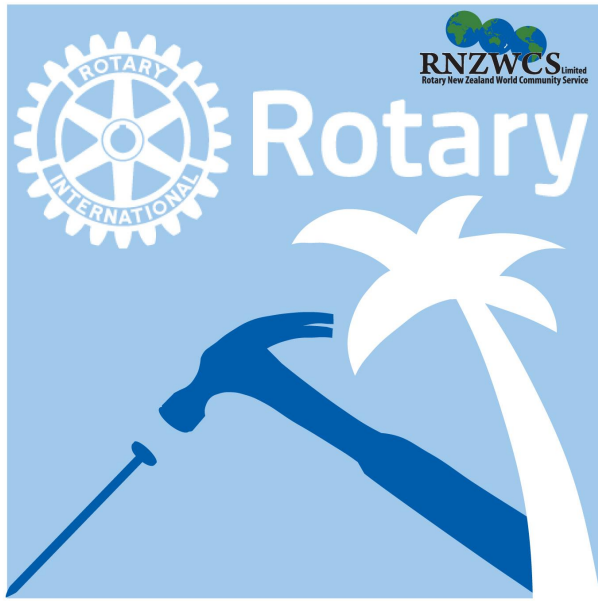
The imperative to respond swiftly in a crisis must not override the personal safety of staff and volunteers.

Do not travel if...

- ...the roads are washed away, covered by water or landslides, or damaged by the disaster and the vehicle is likely to get stuck or slide off road
- ...there is more heavy rain or other weather expected which could cause road dangerous conditions
- ...there is civil or political unrest resulting in violence against people or property

### 2. Follow basic safety precautions and reduce risks of accidents

- Ensure that the coordinator and other responders know where you are going, when you expect to be back, and what to do if you do not return on time.
- Ensure staff and volunteers are in good health before travelling.
- Do pre-start safety checks on your vehicle. Ensure vehicles are road worthy and safe to drive on potentially difficult terrain. Ensure that the vehicle has valid licenses.
- Obey all road rules: drive carefully and to the conditions.
- Do not use mobile phones while driving, unloading or loading.
- Ensure vehicles are equipped with communications (either personal mobile phones or radios), and a list of contact phone numbers.
- Ensure vehicles have basic first aid kits (and know how to use them), flashlights and a supply of drinking water (and food if overnight stays will be required).
- Ensure each vehicle has an accident report book and record any incidents or accidents
- Do not overload the vehicles with ERKs. Remember loads may shift during transit.
- Drive in convoys of at least two vehicles.
- Ensure that drivers are always accompanied by at least one other person and never drive alone.
- Learn safe procedures for tyre changing, use a second person and mechanical assistive devices where possible.
- Ensure the driver and at least one passenger has a valid driving license in case the driver needs someone to take over for any reason.
- Lift or carry the ERKs between two people. Never lift or carry more than one at a time. Follow lifting guidelines (bend at the knees to pick up from the floor). When working with another person never load or unload if you cannot see them.
- Report back to the coordinator and others who you have told that you will be delivering ERKs to so they know you have returned safely.
- Report any accidents or incidents that occurred to the coordinator



# EMERGENCY RESPONSE KIT



Rotary New Zealand

P.O. Box 20309

Christchurch 8543

New Zealand

[www.rnzwcs.org](http://www.rnzwcs.org)

Registered Charity CC26860

Version 2

August 2018