

Tonga Cluster Standard Operating Procedures for Disaster Preparedness and Response

Standard Operating Procedures (SOPs) for Disaster Response – Education Cluster	
Activity	Timeline
Pre- Disaster Phase (Normal Time)	
Appoint Cluster Coordinator and allocate budget for cluster preparedness activities	To be done beginning of each FY
For cluster lead, to mainstream disaster risk reduction (and climate change adaptation activities through ministerial/departmental budget process)	To be done through ministerial/departmental budget process
Finalise/Update Cluster Specific TOR and SOPs as required	To be finalised and/or updated before cyclone season
Develop 3W/4W matrix of the sector and share the information with the stakeholders including to NEMO	To be finalised and/or updated before cyclone season
Develop Guidelines and standard on Education in Emergency (EiE)	To be finalised and/or updated before cyclone season
Call Cluster meeting at least once in every quarter to discuss the preparedness and planning	To be finalised and/or updated before cyclone season
Develop Capacity Building Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Develop Contingency Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Early Warning Phase (when there is warning issued)	
Call Cluster meeting to discuss the potential scenarios and expected damage to trigger the preparedness and response	Immediately
Update and share 3W/4W and contact list to NEMO and relevant partners/stakeholders	Immediately
Initiate agreed emergency coordination mechanisms with the sector partners, cluster coordinators	Immediately
Review/verify with all partners that EiE preparedness capacity is valid/updated – education stocks, education personnel, pre-identified NGO/CSO education partners	Immediately
Prepare IDA team for the sector to join IDA to be conducted/coordinated by NEMO	Immediately
Immediately after disaster	

Convene Emergency Education Cluster meeting with available partners, discuss the overviews of the damages and agree initiation of contingency plan. Agree regular meeting times, places and coordination responsibilities.	24hrs (Continuous)
Compile and share existing information on education services managed or supported by each organization - staff, structures, materials (Continue this throughout crisis, expanding it in line with information available and transitioning into the regular sector sitrep later on).	24 to 48hrs (Continuous)
Obtain initial information on potential damage to education personnel, structures and supplies using their existing education staff network and share the information to NEMO for the situation report	24 to 48hrs
Share the information on the EiE sector's initial needs and plans and priorities. Update 3W/4Ws based on new reality and on an ongoing basis thereafter based on evolving EiE response plans.	24 to 48 hrs (Continuous)
Coordinate initial request for education supplies by partners from their respective in-country preparedness stocks	48 to 72 hrs
Mobilize EiE sector members able to participate in the IDA and (re-)train on education section of tool	48 to 72 hrs
Within two weeks	
Share information on progresses/results of IDA with relevant stakeholders and decide on priority actions.	1 week
Update and finalize initial sector response plans and (re-)confirm partners' priorities and capacities	1 to 2 weeks
Coordinate partner's needs for education response surge capacity. Identify/request additional information management/coordination support as necessary.	2 weeks (+)
Mobilize initial response activities based on needs identified	2 weeks (+) (Continuous)
Develop an initial emergency education response plan for the affected communities as necessary, and share with NEMO to be included in National Emergency Response Plan	1 to 2 weeks (+) (Continuous)
Up to four weeks	
Further update plans and develop new proposals based on needs identified (to build on initial response plans and concept notes and move toward early recovery phase).	2 to 4 weeks (+)
Consolidate EiE response team so that initial assistance continues to be provided to the most vulnerable groups/villages, with focus on the most vulnerable groups. Deploy additional staff from emergency rosters to top up the response capacity.	2 to 4 weeks (+) (Continuous)

Identify and advocate for financial needs for the coming months and ensure that education is integrated in appeals, donor briefings, and other proposals in order to guarantee the adequate resources are mobilized to ensure the EiE response	3 to 4 weeks (+)
Establish information sharing or dissemination system through websites, bulletin, reports etc. Facilitate the exchange of ideas, information, statistics and other data among new and existing sector partners as well as externally.	4 weeks (+)
Continue the conduct of initial sectoral assessments with the government as necessary	4 weeks (+)

Sector Standard Operating Procedures (SOPs) for Disaster Response Emergency Communication Cluster

Activity	Timeline
Pre-Disaster Phase (Normal time)	
Appoint Cluster Coordinator/focal point and allocate budget for cluster preparedness activities	To be done beginning of each FY
Finalise/update Cluster Specific TOR and SOPs as required	To be finalised and/or updated before cyclone season
Develop 3W/4W matrix of the sector and share the information with the stakeholders including to NEMO	To be finalised and/or updated before cyclone season
Develop Guidelines and Standard on Emergency Communication, use of VHF and HF Radio, and other communication equipment	To be finalised and/or updated before cyclone season
Allocation of Telecommunication Resources (Frequencies, Channels, Numbering, etc.)	To be finalised and/or updated before cyclone season
Prepare and maintain the communication equipment asset register	To be finalised and/or updated before cyclone season
Regular Testing of Communication equipment	Throughout the year
Working with Met Service and NEMO, develop and implement early warning communication system	Throughout the year
Call Cluster meeting at least once in every quarter to discuss the preparedness and planning	To be finalised and/or updated before cyclone season
Develop Capacity Building Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Develop Contingency Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Early Warning Phase (when warning is issued)	
Call the cluster meeting to discuss the status of emergency communication sector, potential damage to the assets and equipment and plan for response	
Coordinate the provision of all communications services	
Allocation of Telecommunication Resources (Frequencies, Channels, Numbering, etc.) for the use of emergency services	
Testing and update on Early Warning communication system	
Immediately after Disaster	
Call the cluster meeting to discuss the damage and need of the sector	within 24 hours
Assess the general damage to the communication infrastructure and need for the sector and share with NEMO to be included in Situation Report	within 24-72 hours
Prepare the team to join the IDA to be coordinated by NEMO	within 24-72 hours

Deploy the team for immediate and urgent restoration of services	With in 24-72 hours
Coordinate, arrange and share basic internet connectivity for the emergency use to the emergency service provider.	Within 24 hours
Provide basic voice connectivity to the international phone network for the humanitarian community	Within 24 hours
Within first two weeks	
Assessment of telecommunication infrastructure needs for humanitarian sector to coordinate the emergency response	Week 1
Assessment of common ICT infrastructure needs for humanitarian community	Week 1
Act as the single focal point with government authorities on behalf of the humanitarian community for all radio, voice and data communications related matters including importation, frequency licensing and customs support. Frequency usage/control and allocation (VHF and HF)	Week 1
Coordinate in the area of operation in order to deploy the equipment	Week 1
Call sign management/allocation services are provided	Week 1
Collaboration with existing, regular ICT working group (inter-organization) meetings	Week 1
Advice and support in regards to importation, customs and logistics services	Week 1
Establish the internet and communication coverage in and around the Emergency Operational centre.	Week 1
Shared internet connectivity depending on available bandwidth, some services might be restricted. Access could be provided through a self-registration system or a secret password system.	From week 1
Voice connectivity to the international phone network through a number of dedicated channels depending on available lines or available/subscribed bandwidth. Voice connectivity between local users is provided.	Week 1
Develop Emergency Communication Response Plan to be part of National Emergency Response Plan	1-2 weeks
Within four weeks	
Explore/access the funding to implement Emergency Communication Response Plan	week 2 and ongoing
Implement/execute the plan as approved	week 2 and ongoing
Restore the regular communication services and facilities to the normal	week 2 and ongoing
Extended coverage within Common Operational Areas, including dedicated channels.	Week 3
Provide training of users and radio operators, through deployment of a radio trainer.	Week 3

Automated staff, vehicle and asset tracking based on VHF/UHF, GSM and/or satellite system with/without possibility of geo-fencing and alerting services.	Week 3
Shared internet connectivity distributed to the offices of the individual organizations within the operational area.	4 weeks

Sector Standard Operating Procedures (SOPs) for Disaster Response- Food Security and Livelihood Cluster

Activity	Timeline
Pre-Disaster Phase (Normal Time)	
Appoint Cluster Coordinator/focal point and allocate budget for cluster preparedness activities	To be done begingin of each FY
Finalise/update Cluster Specific TOR and SOPs as required	To be finalised and/or updated before cyclone season
Develop 3W/4W matric of the sector and share the information with the stakeholders including to NEMO	To be finalised and/or updated before cyclone season
Develop Guidelines and Standard on Emergency Food Security and Livelihood	To be finalised and/or updated before cyclone season
Prepare and maintain the Food Supply Chain status for Tonga	To be finalised and/or updated before cyclone season
Working with Met Service and NEMO, develop and implement seasonal weather warning/informatoon to guide the plantation and appropraite farming of the crops	Throughout the year
Call Cluster meeting at least once in every quarter to discuss the preparedness and planning	To be finalised and/or updated before cyclone season
Develop Capacity Building Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Develop Contingency Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Early Warning Phase (when there is warning issued)	
Call the cluster meeting to discuss the potential damage to and need of the sector	
Obtain weather forecast from met services	Daily
Identify Potential areas and population at risk	Immediately
Prepare emergency roaster of staff	Immediately
Identify available emergency food stocks	Immediately
Identify emergency seeds, fertilisers and fishing gears stocks	Immediately
Prepare the team to join the IDA coordinated by NEMO	Immediately
Immediately after disaster	
Call the cluster meeting to assess the damage, need and discuss the mobilisation of resources	24hrs
Develop initial assessment plans (including logistics arrangements)	24hrs
Deploy initial assessment team(s) to join the NEMO for IDA	48hrs

Check existing stocks (and additional supplies)	24hrs
Share the situation information to NEMO to include in Situation Report	24 hrs and ongoing
Deploy food distribution team to distribute the food for the population in urgent need	48 to 72hrs
Within two weeks	
Develop Food Security and Livelihood Emergency Response Plan to be part of National Emergency Response Plan	1-2 weeks
Conduct a quick assessment of market for food availability in case of big disaster and in a situation food stock at houselevel has been destroyed or damaged	1 week
Deliver food and/or cash assistance (f market is available and if has been agreed with in cluster) to the population in urgent need	within 1 week
Distribution of available stocks of seeds, fertiliser and fishing gears as/if possible	1 week and more
Organise the cluster meeting and participate in Intercluster meeting as required	On going
Up to four weeks	
Plan and execute more detailed assessment (Food security assessment), if required	
Development of FSS strategic response plan for winter season and following year rainy season	Day 16 to 28
Rehabilitation of rice field embankments	Day 10 to 28
Technical worksession with fishery department to assess risk of overuse of resources	Day 20
Technical worksession with livestock actors to clarify needs and standards for restocking	Day 21
Technical worksession with forestry department to assess need for reforestation	Day 22
Release of FSS strategy for support until end of following year rainy season	Day 28

**Standard Operating Procedures (SOPs) for Disaster Response –
Logistic and Coordination Cluster**

Activity	Timeline
Pre-Disaster Phase (normal time)	
Appoint Cluster Coordinator/focal point and allocate budget for cluster preparedness activities	To be done beginin of each FY
Finalise/update Cluster Specific TOR and SOPs as required	To be finalised and/or updated before cyclone season
Develop 3W/4W matric of the sector and share the information with the stakeholders	To be finalised and/or updated before cyclone season
Develop Guidelines and Standard on Emergency Logistics and its operation	To be finalised and/or updated before cyclone season
Prepare and maintain the logsitic asset/equipment/facilities register	To be finalised and/or updated before cyclone season
Call quaterly meeting for Logisitic and Coordination partners, espially with 'First Responders' to develop the effective coordination mechanism and protocols for logistic coordination, and prepare the contingency plan	Throughout the year
Develop Capacity Building Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Develop Contingency Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Working with Immigration and customs, develop the protocol and procedure for 'Emergency International Assistance'	Throughout the year
Early Warnign Phase (when there is warning)	
Update and share the Logistics capacity assessment (including list of transoprters, storage facilities...) with the Logistics cluster members	Immediately
Update and share with logistics cluster members information on emergency response equipment available at Nuku'alofa and outer islands.	Immediately
Identify staffs available for the emergency response from local, regional and international level	Immediately
Immediately after disaster	
Call Inter-Cluster Coordination meeting to discuss the overall damage and need	with 24 hrs
Evaluate staffing requirements to and organise support resources, particularly in the area of information	within 2 days

management	
Assess of logistics capacity (road, airport, port, storage, logistics service providers, custom clearance...) using decentralized resources, supported with centralized mobile teams (multi-sector/cluster)	within 2 days
Liaise with the Emergency Operation Center with appropriate governmental counterpart at national and state level	Immediately and ongoing
Organize regular centralized coordination meeting if required, decentralized ones at regional level	24 hrs and ongoing
Consolidate information on logistics gaps in the emergency response	within 4 days
Coordinate logistics assets / address capacity gaps using LOG Cluster member resources (for transport, storage, custom clearance...)	within 4 days
If required act as provider of last resort (particularly for transport disaster hit area, setting up storage capacity...)	within 4 days
Coordinate international supply of emergency assets and supply	within 4 days
Share relevant logistic information - setup and maintain information-sharing platform (Logistics Cluster website) and share standard Logistics Cluster situation reports, assessments, concept of operations and other coordination tools	within 4 days
Within two weeks	
Develop concept of operation, supporting possible funding request to augment logistics response capacity for the humanitarian community	within 7 days
Develop Standard Operating Procedures to define how to access to shared logistics capacity	within 7 days
Up to four weeks	
If required, review support staff requirements and adjust accordingly	on ongoing basis
Continue working with customs and immigration to facilitate external assistance if and when required	On going basis

Sector Standard Operating Procedures (SOPs) – Safety and Protection Cluster

Activity	Timeline
Pre-Disaster Phase (Normal Time)	
Appoint Cluster Coordinator/focal point and allocate budget for cluster preparedness activities	To be done beginning of each FY
Finalise/update Cluster Specific TOR and SOPs as required	To be finalised and/or updated before cyclone season
Develop 3W/4W matrix of the sector and share the information with the stakeholders including to NEMO	To be finalised and/or updated before cyclone season
Develop Guidelines and Standard on Safety and Protection focusing on vulnerable groups, women, children, people with disability in emergency and disaster situation	To be finalised and/or updated before cyclone season
Call Cluster meeting at least once in every quarter to discuss the preparedness and planning	To be finalised and/or updated before cyclone season
Develop Capacity Building Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Develop Contingency Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Identify the members within the cluster to join the Initial Damage Assessment (IDA) team and provide appropriate training in assessing safety and protection need	To be finalised and/or updated before cyclone season
Work with NEMO to develop Village Emergency Management Plan and to ensure safety and protection issues are addressed through the plan	To be done beginning of each FY
Working with NEMO, ensure town officers would remain abreast of the roles and responsibility provided through VEMP and engage them for early warning information dissemination	To be finalised and/or updated before cyclone season
Early Warning Phase (when warning is issued)	
Call Cluster meeting to get update on preparedness and plan for response	24 hrs
Make assessment team / team members ready/stand by to participate in the IDA to be led by NEMO	24 hrs
Coordinate and work with NEMO to disseminate early warning to the town officers and monitor the actions taken/t to be taken	24 hrs
Update and share 3W/4W and contact list with relevant partners	24 hrs- 3 days
Keep contact with regional supports to discuss potential surge capacity required for the response	24 hrs- 3 days
Immediately after disaster	
Call Cluster meeting to discuss the impact as known and plan for the response	Immediate
Mobilise assessment team / team members to participate in the IDA	Immediate

Join the inter-cluster coordination meeting as called by NEMO and share the information known as of date	Immediate and as called
Assess the safety and protection need for the people displaced/staying in evacuation centres	24-36 hrs
Develop the emergency response plan for the sector and share it with NEMO to include in National Emergency Response Plan to be coordinated by NEMO	24 hrs- 5 days
In coordination with NEMO, mobilise psycho-social and other emergency safety and protection support which are urgently needed	24 hrs and ongoing
Share the safety and protection cluster situation report to NEMO to incorporate into the national situation report	24 hrs and ongoing
Within two weeks	
Conduct technical protection assessment and safety audits (to identify and mitigate additional risks across sectors)	1 week
Map main safety and protection issues as it is developed and provide and assist solutions, based on the available, functioning services.	1 week
Map available services for Psychosocial support, child protection need and other needs including GBV	1 week and ongoing
Conduct tracing and family reunification for all vulnerable groups as recognised by clusters and provide assistance as required	1 week
Establish safe spaces and outreach for women, girls and children in case of long term displacement/relocation	1 week
Working together with NEMO, distribute safety and protection related emergency relief items as needed	1 week
Up to four weeks	
Establish an emergency complaints mechanism and disseminate information about it through radio messaging	4 weeks
Report on initial safety and protection monitoring findings and recommendations to the stakeholders and inter-cluster coordination meeting	4 weeks
Engage with the government and national/international partners to seek funding and continue providing service for the safety and protection need of the disaster impacted communities	On going

**Sector Standard Operating Procedures (SOPs) for Disaster Response –
Shelter and NFIs Cluster**

Activity	Timeline
Pre-Disaster Phase (Normal time)	
Appoint Cluster Coordinator/focal point and allocate budget for cluster preparedness activities	To be done beginning of each FY
Finalise/update Cluster Specific TOR and SOPs as required	To be finalised and/or updated before cyclone season
Develop 3W/4W matrix of the sector and share the information with the stakeholders	To be finalised and/or updated before cyclone season
Develop Guidelines and Standard on shelter and NFIs support	To be finalised and/or updated before cyclone season
Prepare and maintain the log of shelter and NFIs pre-positioning	To be finalised and/or updated before cyclone season
Call quarterly meeting for shelter and NFIs partners, to develop the effective coordination mechanism and protocols for logistic coordination, and prepare the contingency plan	Throughout the year
Develop Capacity Building Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Develop Contingency Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Engage with national and regional support, especially with IFRC as the global cluster lead for shelter	Throughout the year
Early Warning Phase (when there is warning)	
Call the cluster meeting to discuss the potential damage to the sector and plan for the response	24 hrs
Mobilise/make stand by emergency shelter and NFI needs assessment team	24 hrs-36 hrs
If population relocated, organise emergency shelter and NFI distribution in advance of event	24 hrs- 3 days
Ensure 100% clarity across all partners/members on emergency shelter and NFI specifications & guidelines	24 hrs- 3 days
Update 3W/4W matrix with the latest information from members	24 hrs- 3 days
Immediately after disaster	
Call the cluster meeting to discuss the damage to the sector as seen and develop the emergency response plan	
Take part in the Initial Damage Assessment of emergency shelter and NFI needs for affected population, to be coordinated by NEMO	72hrs
Distribute emergency shelter and NFIs from contingency stock	72hrs
Share information on results of rapid assessments with relevant stakeholders and decide on further actions	7 days

Organise coordination meeting and as required, which can include liaising with appropriate government Ministries and Departments both at National and Sub-National level	24 to 36hrs
Within two weeks	
Initiate procurement to supplement deliveries if initial distributions inadequate	7 to 10 days
lead Agency to deploy additional staff from if/when required	21 days
If appropriate, adjust plan/strategy	28 days
Up to four weeks	
Conduct and coordinate the details assessment of the damage and need in the sector	with in 28 days
Develop Shelter/Housing Recovery Strategy	Within 28 days
Liase with government departments and development partners to implement the strategy	Within 28 days

**Sector Standard Operating Procedures (SOPs) for Disaster Response –
Health Nutrition Water Sanitation and Hygiene Cluster**

Activity	Timeline
Pre-Disaster Phase	
Appoint Cluster Coordinator/focal point and allocate budget for cluster preparedness activities	To be done beginning of each FY
Finalise/update Cluster Specific TOR and SOPs as required	To be finalised and/or updated before cyclone season
Develop 3W/4W matrix of the sector and share the information with the stakeholders including to NEMO	To be finalised and/or updated before cyclone season
Develop Guidelines and Standard on Emergency HN WASH services	To be finalised and/or updated before cyclone season
Call Cluster meeting at least once in every quarter to discuss the preparedness and planning	To be finalised and/or updated before cyclone season
Develop Capacity Building Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Develop Contingency Plan for the sector and follow up on the implementation	To be finalised and/or updated before cyclone season
Early Warning Phase (when there is warning issued)	
Mobilize HNWaSH Cluster team for field support	Immediately
Pre-distribution of water reagent for water purification when possible	Immediately
Hygiene promotion team generates and disseminate specific messages on good practices in such events	Immediately
If population relocated, Hygiene Kit distribution mechanism set up for reactive distribution for most vulnerable, in evacuation center straight after the events	Immediately
Immediately after disaster	
Call HN WASH cluster meeting to discuss the impact and develop the plan	Immediate- 24 hrs
Mobilize assessment team set up to join IDA to be coordinated by NEMO	24hrs.
Liaise with the appropriate UN Counter parts, especially with UNICEF and WHO at national and state/region level	
WaSH Cluster share assessment findings with partners	
Production of regular HN WASH Situation report and share with NEMO to feed into national situation report	Every 2nd day
Identify partners to support distribution of Hygiene Kit and to deploy first HN WASH support	3 days
Evaluate and deploy first water supply possibility for affected population and evaluate overall response cost in respect of technical standard pre-defined	5 days max

Supply emergency sanitation equipment and define first response possible and evaluate overall response cost in respect of technical standard pre-defined	5 days max.
Update of 3W/4W, including capacity response	Daily
Within two weeks	
Informed HN WASH partners on mobilization of funds and donors support to the response	Continuous
Recruitment of additional Cluster staff to support the team in the affected area or coordination at national level	1 week
Consolidate the geographical positioning of each HN WASH actors	2 weeks
Consolidate supply chain for Hygiene Kits and any other equipment	2 weeks
Top-up the response capacity with concern of funding available/needed, HR needs, partners coverage, systematization of the response, consolidation of information management and gap identification	3 weeks
Upgrade 3W/4W tools to measure the response coverage versus Sphere guide lines	3 weeks
Within four weeks	
Re-enforce cross-cutting issue as gender, children access, handicap,...	1 month
Prepare early recovery phase in approach	1 month
Support any logistic HN WASH challenges with relevant agency especially with NEMO	
Identify and advocate for financial needs for the sector recovery and continue providing support as needed	ongoing

**Standard Operating Procedures (SOPs) for Disaster Response –
Economic and Social Recovery Cluster**

Activity	Timeline
Pre Disaster Phase (normal time)	
Appoint Cluster Coordinator/focal point	To be done begingin of each FY
Finalise/update Cluster Specific TOR and SOPs as required	To be done begingin of each FY
Work with other clusters to ensure each cluster lead has allocated financial resources to host respective cluster activities	To be done begingin of each FY through Ministerial Budget
Regular tracking of expenditure on 'Emergency Management Fund', and share the information with NEMO	To be done before the cyclone season and ongoing
Working together with NEMO, call developmet partners meeting to discuss the financial situation and potential need of financial support in case of disaster	To be done before the cyclone season
Working with NEMO, set up a robust monotoring system, a clear criteria for the appropriate use of Emergency Fund	
Early Warnign Phase (when there is warning issued)	
Coordination and work together with NEMO to call and discuss the potential damage to the assets and infrastructure and support required from development partners	Immediately
Immediately after disaster	
Provision 'Emeregency Management Fund' for the use of emergency response activities	Immediate and ongoing
Liase with development partners to negotiate external assistance	within 2 days
Work with NEMO and MEIDECC to trigger the disaster risk insurance claim when/where application	within 2 days
Share the information on financial allocation and status of emergency management fund in regular basis	within 2 days
Join the inter clsuter coordination meeting and share the financial information as required	within 3 days
Within two weeks	
In Coordination with NEMO, work to finalise the budget allocation for National Emrgency Response plan	within 7 days
Up to four weeks	
Lead the Post Disaster Need Assesement (PDNA) and Disaster Recovery Strategy/Plan	
Liase with and call the meeting of Development Partners to secure funding for Disaster Recovery	

