Guidelines
for
STANDARD OPERATING PROCEDURES (SOP) of European Civil Protection Pool (ECPP) response capacities for international response operations under the UCPM

Purpose

The main purpose of these guidelines is to offer guidance on how to draft Standard Operating Procedures (SOP) for ECPP response capacities, in the form of an annotated table of content.

Where required, the structure and content of the SOP can be adapted, depending on the specificities of the ECPP capacity.

The guidelines are applicable to the following ECPP response capacities: modules, Other Response Capacities (ORCs), Technical Assistance and Support Teams (TAST).

The Standard Operating Procedures describe all necessary procedures to be followed by the capacity's personnel during the whole deployment cycle of the response capacity. The SOP also serve the purpose of introducing the capacity to external readers, among which the ECPP certifiers.

The focus of these SOP is on the management of the ECPP response capacity in international response operations under the UCPM, and more specifically on preparedness, coordination, interoperability and self-sufficiency arrangements and procedures. The SOP do not cover the detailed technical aspects of operating the equipment.

If the SOP are drafted in the national language, an English (machine) translation should be provided for the purpose of the ECPP certification and/or recertification.

The SOP should be dated, versioned and endorsed at management level.

How to use these guidelines

Under each of the articles, you will find a short description of the expected content, written in italic. It is recommended to follow the structure and content, while adaptations are possible where

justified.

TABLE OF CONTENT

1.   Introduction

Short and brief summary of the SOP, including its scope and validity period.

Short description of the purpose, aims and objectives of the response capacity.

History of the capacity and the partners involved as well as their respective roles.

Decision-making system for the deployment, the financial and administrative arrangements in place for the deployment and long-term financial sustainability of the capacity.

Project management arrangements for its continuous development.

The module factsheet should be created in CECIS 2.0 and a pdf version attached (in Annex).

2.   Personnel

Brief overview of all functions and their descriptions. It includes, where applicable, management, operations, logistics, medical support, administration, communication (as appropriate).

Describe the management and technical rosters, their size and the roster management system, including pre-arranged agreements with experts, criteria applied to become part of the roster and gender balance.

List of training courses, qualifications, certifications, which are required for the various positions in the capacity.

The personnel structure, including the command structure. A graphical approach for visualizing the structure, e.g. a tree diagram or a flow chart, is recommended to illustrate the structure.

3.   Equipment

Overview of the equipment used by the response capacity during all phases of the response operation. The overview should include all information necessary for transportation (consider all different modes of transport) of the equipment – its weight, size, volume, floor space, hazardous material, special requirements (sanitary, legal, etc.) and where to find the technical handbook(s) / technical manual(s).
The equipment list should be annexed to the SOP.

4.   Communication

Description of communication lines and list of all communication equipment (service mobile phones, PCs, radios, sat phones…etc…) including email addresses, phone numbers, call signs and types.

5.   Safety and security

Procedures and tools to ensure safety and security of the personnel and equipment throughout the response phase.
List all predictable major threats, present the contingency and evacuation plans, including

emergency communication.

6. Code of conduct

It is recommended to use the Code of Conduct exactly as attached. Explain how it is enforced. The Code of Conduct can be possibly complemented by internal codes and rules that the organization(s) owning the ECPP capacity already has/have.

7. Preparedness

    7.1 Training and exercises

Types and levels of national and international (EU, UN) training required for each team management function (team leader, deputy team leader, etc.) for international deployments. Brief description of the training curricula. How does it address Safety and Security (S&S) issues?

Describe how the language skills development for the capacity's personnel is supported.

Explain how cross cutting issues (i.e. ethics, cultural awareness, gender, vulnerabilities, humanitarian principles, cooperation between civil protection and humanitarian assistance) are incorporated in the training of the capacity's personnel.

NB: A training file for capacity members (national, UCPM, S&S, other international), including English language skills, should be kept and updated.

Exercise programme of the whole response capacity and procedures for testing the capacity's ~~ac~~tivation, including periodicity and frequency.

    7.2 Maintenance of equipment

Procedures, including financial arrangements, for storing and maintaining the capacity's equipment, including replacement of damaged or donated equipment.

    7.3 Administrative issues (health, insurance, contracts, passport, etc)

Describe all staff preparedness arrangements, such as checklist for personnel readiness before a mission (including grab bag), medical preparedness (vaccinations, routine medical check-ups and medical checks before departure for response operations, physical and psychological tests, etc…), insurance for staff and equipment, procedure for monitoring passport validity and obtaining visas, etc.
List all predictable on-site expenses that may arise during a response operation and explain how they are covered. State which team member is in charge of handling on-site expenses.

    7.4 Transport and border crossing planning

Present the transport arrangements, point(s) of departure, how customs formalities, tax exemptions and donations are handled, and special procedures for material or equipment that is hazardous or subject to restrictions for cross-border operations.

8. Procedures

    8.1 Alerting

Operational procedures for alerting, describing communication lines, responsibilities and

tasks between relevant authorities.

<u>NB</u>: for each type of modules, the UCPM legislation defines the maximum number of hours to reach the availability for departure after acceptance of the offer (see Commission Implementing Decision (EU) 2025/704, Annex II).

It is recommended to present the alerting structures in a flow chart.

Checklist for personnel readiness before mission (including grab bag) in Annex.

Equipment check procedure

Affected country information (template in annex)

8.2   Pre-deployment phase

Procedures to be described and explained.
A graphical approach, such as a flowchart, could be used.

Description of all necessary procedures to be described and explained with a special focus on transport planning and preparation.

List of documents to be prepared and to be handed to EUCPT/LEMA(RDC)/OSOCC when the capacity arrives on site, such as module factsheet, description of tasks of personnel, team members' contact list (including passport, visa, international driving license, vaccination, emergency contact, etc) and structure of the module.

8.3 Operational phase

8.3.1 Setting-up the capacity

Procedures for installing the capacity in the field are described, such as the first assessment, setting up the Base of Operations (BoO) - if necessary - up to technical start-up procedures and security issues.

Describe the options for ensuring that all self-sufficiency elements are met:

- *Shelter / accommodation*

- *Fuel, power generation and lighting*

- *Sanitation and hygiene*

- *Food and water supply*

- *Medical or paramedical staff, facilities and supplies*

- *Storage and maintenance of the equipment*

- *Equipment for communication*

- *Local transportation*

- *Logistical support, equipment and staff to enable the setting-up of a base of operations and the beginning of the mission without delay upon arrival on site.*

Checklist for establishing a Base of Operations (BoO) including Safety&Security, camp management, waste management, WASH, food, lighting. dirty and clean areas, etc) in Annex.

Sketch of planned BoO lay-out

Who drafts the Plan of action (PoA), and its use - template in Annex

8.3.2 Operating the module

Under this item, all necessary courses of action should be laid down, with a focus on coordination and interoperability:

- *Personnel accountability procedure*

- *Information management plan*

- *Media plan (e.g. information material, key messages)*

- *S&S procedures (including allocation of tasks and arrangements for critical incidents) - S&S plan template in annex*

- *Evacuation plan (including medical evacuation plan)*

- *Daily situation report template (in Annex)*

- *Log-book template (in Annex)*

8.4 On-site command, control and coordination structure

In a disaster response, various command, control and coordination structures can be established depending on the severity of the disaster, national emergency management structure of the affected country and its capacity to cope with the emergency management.

This chapter aims to describe in a simplified way the most important parts of the command, control and coordination structure at the operational level during operations in EU and non-EU countries.

8.4.1 Inside the EU

In a disaster response inside the EU, the command, control and coordination structure is established by the affected country unless the national emergency management structure is seriously disrupted by the disaster and the affected country requests assistance in this regard.

The diagram below describes the command, control and coordination structure between the main players at the operational level, i.e. the CP modules/teams deployed by the sending country/ies to assist the affected country and the on- site commander established by the LEMA (Local Emergency Management Authority).

Though the way how and to what extent the EU CP team is incorporated into the LEMA structure is subject to a discussion and agreement between the ERCC and LEMA prior to the EUCP team's deployment, the set up can be finalized after the arrival of the EUCP team on site according to the operational situation and needs.

During the operation, the on-site commander maintains operational control of modules/teams deployed on his/her territory of responsibility until the response operation is completed or interrupted.

10.5.1 Inside the EU

```
                        ┌──────────────────────────────┐
                        │          LEMA[1]             │◀┄┄┄┄┄┄┄┄┐
                        │   ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─┐     │         ┊
                        │   │   EU CP team[2]     │◀────┼──────┐ ┊
                        └───│ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ │─────┘      │ ┊
                            └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─┘            │ ┊
                     ┌──────────────────┐                      │ ┊
                     │ On-site commander│                      │ ┊
                     └──────────────────┘                      │ ┊
                     ┌────────────────────┐                    │ ┊
                     │  CP modules/teams  │                    │ ┊
                     └────────────────────┘                    │ ┊
```

FIELD level

- -

HQ level

```
        ┌────────────────────────┐            ┌──────────────┐
        │   PS national CP HQs   │◀┄ ┄ ┄ ┄ ┄ ▶│     ERCC     │
        └────────────────────────┘            └──────────────┘
```

operational control during on-site operation — · — · — ·→
strategic control ────▶
coordination between LEMA and ERCC when EU CP team is not deployed ◀·····················▶
coordination ◀ — — — — — —▶

1 national or regional level
2 if deployed

8

8.4.2 Outside the EU

The diagram below describes the basic command, control and coordination structure during the operation in non-EU countries.

In disaster response operations outside the EU, the command, control and coordination structure is established by the affected country and/or UN OCHA – UNDAC team if requested by the affected country. In the latter case, the EU CP team may be fully or partially integrated into the OSOCC structure formed by the UNDAC team depending on an agreement between UN OCHA and ERCC prior to the EU CP team's deployment.

The diagram also shows the potential positioning of national coordination teams that a sending country may dispatch for example in case of a deployment of a large number of CP modules/teams. In case the national coordination teams are not present, the operational control is executed directly by the OSOCC.

N.B.

"Operational control" in the context of this SOP manual covers the communication at the field/operational level between the on-site commander and CP modules/teams, particularly to assign, clarify and co-ordinate tasks and the operation areas of response teams.

"Strategic control" in the context of this SOP manual covers the communication between the modules/teams and their national HQs.

10.5.2 Outside the EU

operational control — · — · — ·→
operational control when national coordination teams are not present ⟹
strategic control ——————→
coordination ←— — — — — →
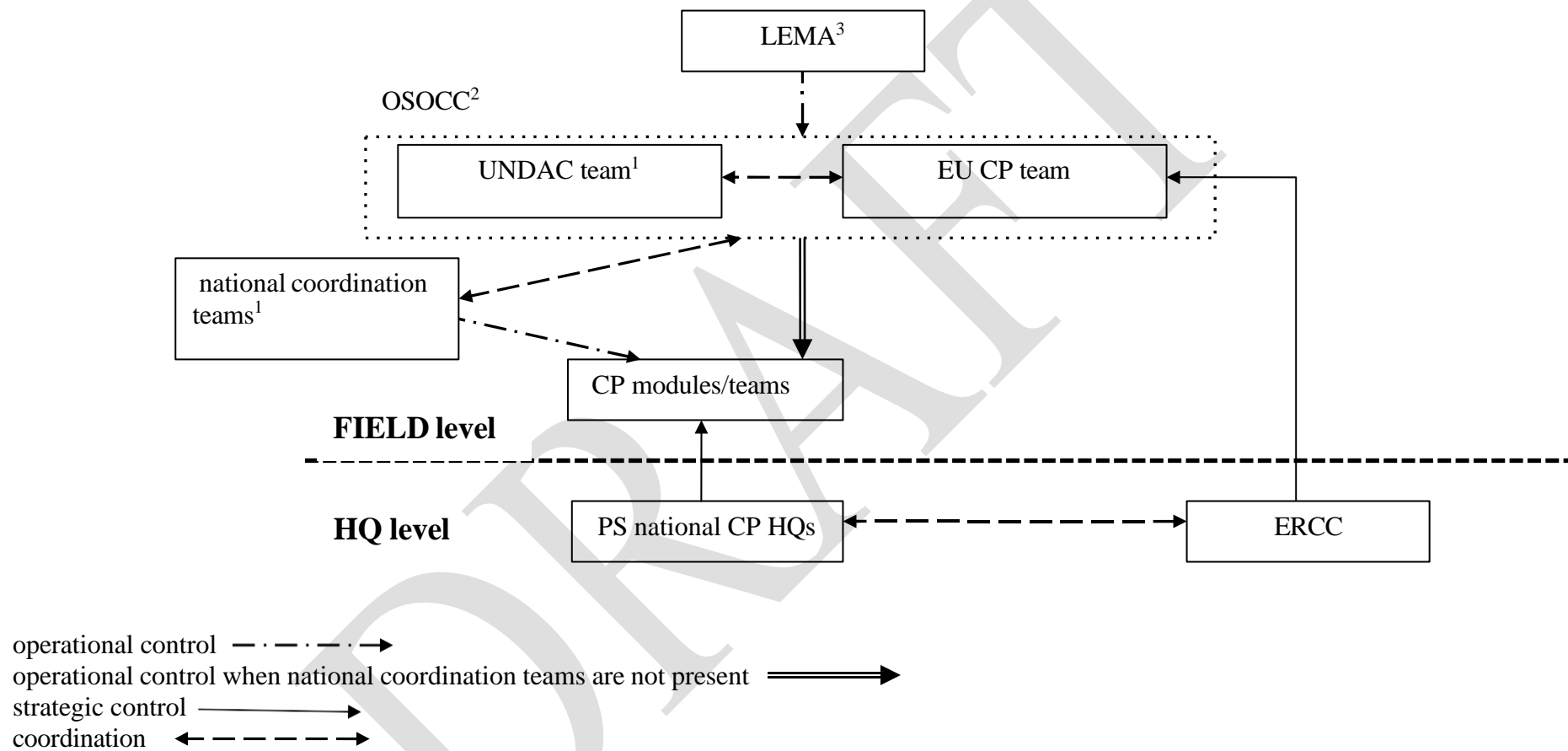
[1] if present
[2] if established
[3] national or regional level

8.5 Reporting/information exchange

Most important lines of reporting and exchange of information and reports amongst the main players at the operational level during operations in EU and non-EU countries.
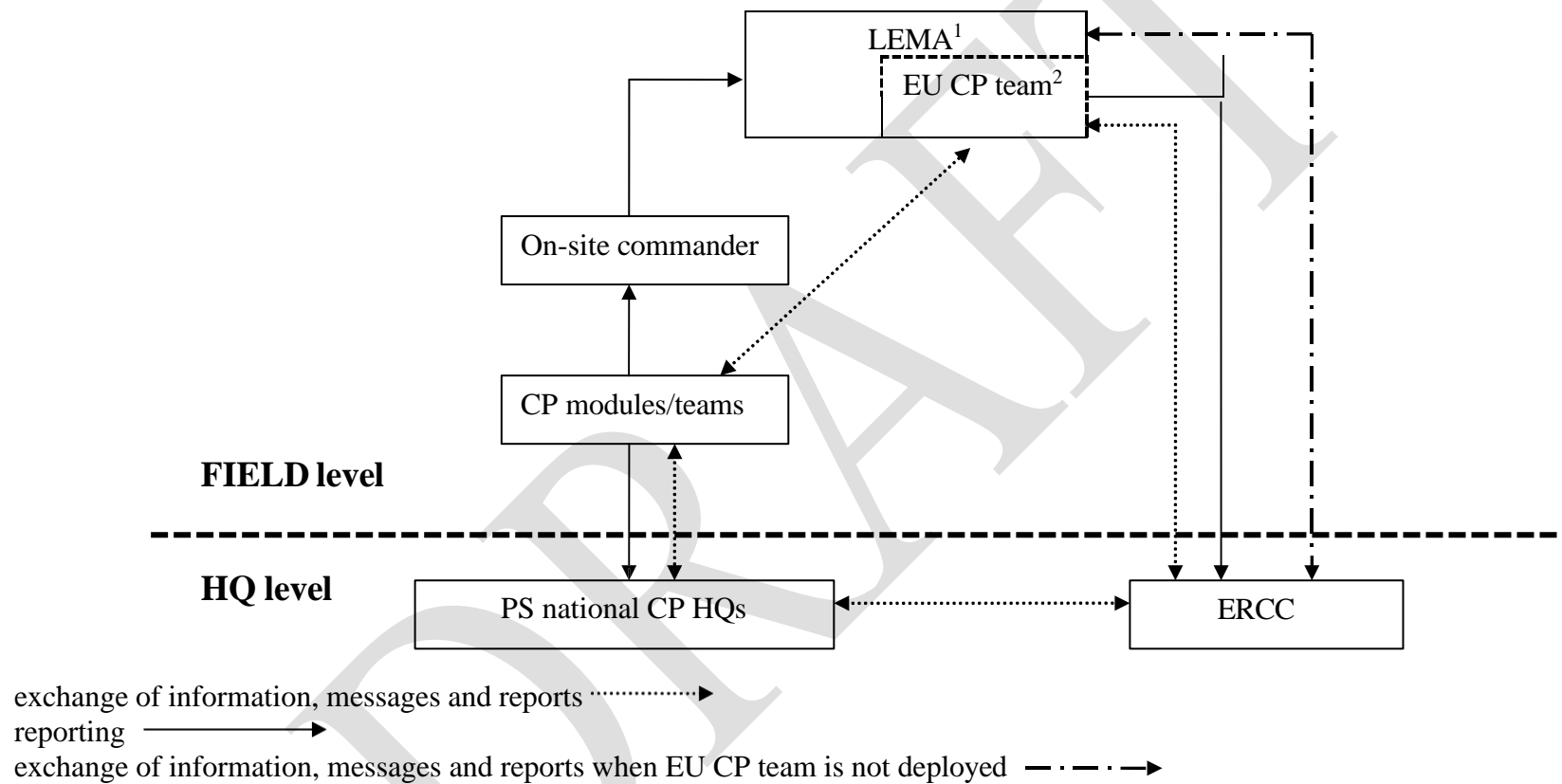
The team leaders of the ECPP capacities should report during the on-site operation to the on-site commander at a minimum on a daily basis, at a time he/she decides, and inform the EU CP team (if deployed) or the ERCC LO about their activities at a minimum on a daily basis at a time agreed between the EUCPT (or the ERCC LO) and the ECPP capacities, reflecting the operational needs and time zone of the operation location.

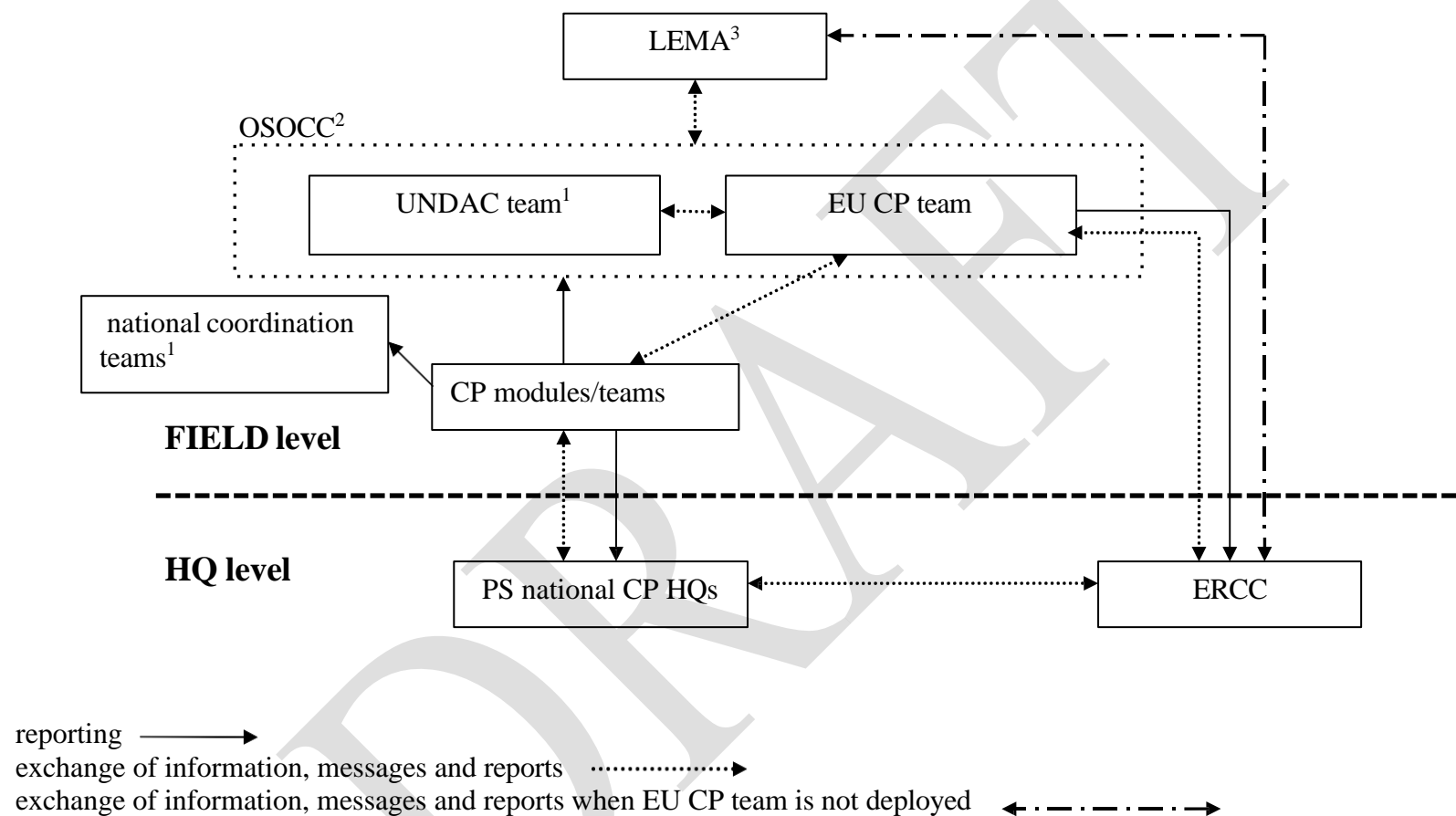10.6   Reporting/information exchange

10.6.1 Inside the EU

exchange of information, messages and reports ··············▶
reporting ───────▶
exchange of information, messages and reports when EU CP team is not deployed ─ ·· ─ ·· ─▶

[1] national or regional level
[2] if deployed

10.6.2 Outside the EU

LEMA[3]

OSOCC[2]

UNDAC team[1]

EU CP team

national coordination teams[1]

CP modules/teams

FIELD level

HQ level

PS national CP HQs

ERCC

reporting ⟶
exchange of information, messages and reports ·······▶
exchange of information, messages and reports when EU CP team is not deployed ◀·—·—·—·—·▶

[1] if deployed
[2] if established
[3] national or regional level

10.7 Local staff

Procedure for temporarily hiring local staff.

Template of contract form (in annex) and information about legal rules and requirements. Questions of liability, insurance etc. should be clarified.

10.8 End of mission

All necessary steps at the end of the mission (if possible, presented in a checklist or flowchart).

Demobilisation plan

End of mission report template in annex

10.9 Handover (to another response team, local authorities, UN, donation to a local organization)

This part should cover all potential handover situations, such as handover to an incoming response team, local authorities, UN and/or donation to a local organization. Checklists for all these situations. Part of the handover should be a logbook with a record of important positive and negative events that occurred during the operations. It should not only help to deliver information about the equipment left behind (if applicable), but also to inform the incoming team of the prevailing conditions on-site.
Donation procedures and donation certificates for the donation of the equipment e.g. to another organization should be provided in annex.

Handover and donation templates in annex.

10.10 After-deployment (debriefing, medical issues, psycho-sociological support, equipment)

14

Describe the steps to be taken right upon return from a deployment, both for the personnel and the equipment.

For the personnel, classical after-deployment actions include debriefing, medical checks, psycho-sociologic support…etc..

Post-mission plan, including team debriefing.

9. Additional issues

Any additional issues not covered by any of the previous chapters should be mentioned here, e.g. any special or own terms of the deploying organization, etc.

10. Annexes

As mentioned above

Code of conduct

Introduction

The code of conduct applies to all members of the [<mark>XXX (add name of your module)</mark>] module.

This code presents guidelines for staff conduct, which are intended to be consistent with the specific national standards of conduct.

Ethical conduct is not a passive process but requires you to make conscious choices and decisions, and to exercise good judgment.

As a member of the XXX module, you are expected to observe the highest standards of ethical conduct, consistent with the values of humanity, neutrality, impartiality, integrity and discretion. You should strive to avoid even the appearance of impropriety in your conduct.

Basic Standards of the Code

Humanity
Humankind shall be treated humanely in all circumstances by saving lives and alleviating suffering, while ensuring respect for the individual.

Impartiality
You are expected to act with impartiality.

Assistance is to be provided regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind.

You should take care that your expression of personal views and convictions does not compromise or appear to compromise the performance of your official duties. Your official conduct must at all times be characterized by objectivity and professionalism. You should not allow personal relationships or considerations, including bias or favouritism, to influence the performance of your official duties.

Neutrality
You should not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Integrity
You are expected to act with integrity in all your activities, avoiding any behaviour that would reflect adversely on you or on your country or on the EU as whole. Integrity encompasses honesty, probity, and loyalty.

Discretion

You should exercise the utmost discretion in your actions and show tact and reserve in your pronouncements in a manner that is consistent with your status as an international relief worker.

Courtesy and respect

You should treat all your partners with courtesy and respect, without harassment, or physical or verbal abuse. You should at all times avoid behaviour at the workplace that, although not rising to the level of harassment or abuse, may nonetheless create an atmosphere of hostility or intimidation.

You should respect religion, culture and custom of other persons.

You should respect any national and international law.

Accountability

You should act within the scope of your authority at all times. You remain accountable for tasks you perform or delegate to others.

Use and disclosure of confidential information

You are responsible to protect the security of any confidential/sensitive information provided to you.

Press relations, public statements and publications

You should fully respect relevant national or European Commission's (EC), when deployed under the European Commission's contract, rules for contacts with news and media.

When deployed under the EC contract, the EC owns the copyright for all written, photographical and other material you produce as part of your official duties and has the right to publish such work in a manner it deems appropriate.

Conflicts of interest

You should avoid any situation involving a conflict, or the appearance of a conflict, between your personal interests and performance of your official duties.

Acceptance of gifts, decorations and honours during deployment

You should never solicit gifts or favours in connection with your duties. Gifts that are offered should normally be declined. However, you may accept a small gift when it would create an embarrassment to refuse it.

You are not allowed to accept any honours or decorations given to you in connection with your official duties. However, if there is no advance notice of the honour or decoration, and it is impossible to refuse it, then you may accept it and then report it to your respective headquarter.