



Guideline  
for  
STANDARD OPERATING  
PROCEDURES (SOP)



## **Purpose of this Guideline**

The main purpose of this guideline is to create a common basis on how to write Standard Operating Procedures (SOP) for EU Civil Protection Modules (EUCPM) within the EU Civil Protection Mechanism.

Standard Operating Procedures should contain all predictable procedures during the whole deployment cycle of the module, but should also introduce the user into the whole general and technical context of the respective module.

A 'table of content' which was developed should be used and respected for drafting of all EUCPM SOPs.

## **How to use this Guideline**

Under each of the "table of content" articles, there is a short description of desired content of each article written in italic. This will provide the SOP drafters with guidance as what to write in under understanding that some parts may be different for different types of modules.



## TABLE OF CONTENT

### 1. Introduction

*The introduction should contain a short and very brief written summary of the SOP, including its scope and validity period. The user group of the SOP should also be mentioned.*

### 2. Purpose / objective of the module

*A short description of the purpose, aims and objectives of the module should appear under this point. The module fact sheet should be attached (as Annex).*

### 3. Tasks of personnel

*A brief overview over all functions and the functions descriptions should appear under this point. The descriptions could also be attached as an annex.*

#### 3.1 List of required qualifications/certifications

*List of required qualifications, certifications, which are needed for the different modules (for e.g. small machine operator qualification is needed in case of several modules, qualification to steer small boats in case of FRB module, diploma on medical specialist examination in case of the medical modules – AMP, AMPS, FHOS, etc.)*

### 4. Structure of the module

*The personnel structure, containing the command structure should appear here. A graphical approach for visualizing the structures, e.g. a tree diagram or a flow chart, should be preferred.*

### 5. Equipment of the Module

*This item should contain a short overview of the equipment carried along with the module during all phases of the 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, value, special requirements (sanitary, legal, etc.). The explicit content lists should be printed down in the Technical Handbook/Technical Manual (it covers all checklists of the equipment and all additional "manufacturers' manuals").*

### 6. Communication

*This part should provide description of communication lines and list all communication equipment (service mobile phones, radios, sat phones) including their numbers, call signs and types.*

### 7. Safety and security

*This part is to raise the awareness of the personnel for safety and security issues, including specific rules depending on the module's equipment. Safety rules, including fire safety and safety notes of the manufactures should be adopted under this headline.*



*The security related part should list all predictable major threats, contingency and evacuation plans, including emergency communication. Radio frequencies, sat phone and mobile phone numbers, call signs, etc to be in Annex.*

## 8. Code of conduct

*The Code of Conduct was drafted by the Commission and should be used for all modules exactly as attached bellow.*

### **Introduction**

The code of conduct applies to all members of the XXX (add name of your module) 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, photographic 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.

**9. Preparedness of the module****9.1 Training**

*It should list types and levels of national and international (EU, UN) training allocated to each team function (team leader, deputy team leader, etc.). The training curricula should be held very briefly in this document and should be mentioned in the Guidance Document.*



*It should also set up a training programme of the whole module and procedures for testing of the module's activation, including its periodicity and frequency.*

## 9.2 Maintenance of equipment

*It should list basic rules/requirements for storing and maintaining the module's equipment. If storage costs are estimated, the way of cost accounting should also be described.*

## 9.3 Administrative issues (health, insurance, contracts, passport, etc)

*This point is very important for each team member. It should list all necessary preparation arrangements, such as, personal preparation, medical preparation (vaccinations, physical and psychological tests, etc), insurance, validation of passports, visas preparation, etc. Drafts / Examples of contracts should be attached.*

*List all predictable expenses that module team's members / operation of the module may encounter during the mission. The team leader should appoint someone to be in charge of financial issues.*

## 9.4 Transport and border crossing planning

*Preliminary information regarding the transport of the module.*

*Preliminary data/data sheets to be filled in which can be requested for customs formalities and cargo.*

## 9.5 Financial elements (optional)

*Estimated deployment cost:*

- 1. basic cost for deployment*
- 2. cost for road transport*
- 3. cost for air transport*
- 4. operational cost per 24h*
- 5. personal cost (man/day)*

## 10. Procedures

### 10.1 Alerting

*It is necessary to have common and efficient way of alerting the module's staff (team members, support staff), but also the equipment. The internal national alert procedures may be different amongst Participating States, however they need to meet the requirements for module deployment as set up by the Commission Decision 2004/277/EC, Euratom.*

*The alerting structures should appear in flow chart to create a proper overview.*

### 10.2 Pre-deployment phase

*Description of, all necessary procedures should be described and explained here. Each staff member has its own tasks during the pre-deployment. The tasks during a deployment should be listed here.*

*A graphical approach, such as a flowchart, could be useable.*

### 10.3 Deployment phase - description of key team members specific roles



*Description of, all necessary procedures should be described and explained here with a special focus on transport planning and preparation.*

*Each staff member has its own tasks during the operation on-site. The tasks during a deployment should be listed here.*

*Remember to prepare a list of documents that have to be handed to EUCPT/LEMA/OSOCC as module arrives on site, like module fact sheet, description of task of personnel and structure of the module. The list should be an Annex.*

## 10.4 Operational phase

### 10.4.1 Setting-up the module

*Under this very important point, all procedures concerning the establishment of the module in the field appear here, from very basic issues, such as the first assessment, or camp-building (if necessary) up to technical start-up-procedures and security issues.*

### 10.4.2 Running of the module

*After setting up the module on-site, the operations should begin and should be carried along properly. Under this item, all necessary courses of action should be laid down, from re-fuelling the engines up to the waste management.*

## 10.5 On-site command, control and coordination structure

*In an emergency 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.*

### 10.5.1 Inside the EU

*During the emergencies 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 bellow describes the command, control and coordination structure between the main actors at the operational level, i.e. the CP modules/teams deployed by the Participating States to assist the affected PS and the on- site commander established by the LEMA.*

*Though the way how and to what extend the EU CP team will be incorporated into the LEMA structure is subject to a discussion and agreement between the MIC and LEMA prior the EU CP team's deployment, the set up can be finalised after the arrival of the EU CP 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 while when the execution of relief operation is terminated or interrupted, the on-site commander does not need to keep this role.*







### 10.5.2 Outside the EU

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

*During the emergencies outside the EU, the command, control and coordination structure is established by the affected country and/or UN OCHA – UNDAC team if asked for by the affected country. In case of the latter, the EU CP team may be fully or partially integrated into the OSOCC structure formed by the UNDAC team depending on an agreement between the UN OCHA and MIC prior the EU CP team's deployment.*

*The diagram also shows the potential position of national coordination teams that PS may deploy for example in case of a deployment of a big number of CP modules/teams (e.g. Haiti earthquake 2010, etc.). In case the national coordination teams are not present, the operational control is executed directly by the OSOCC.*

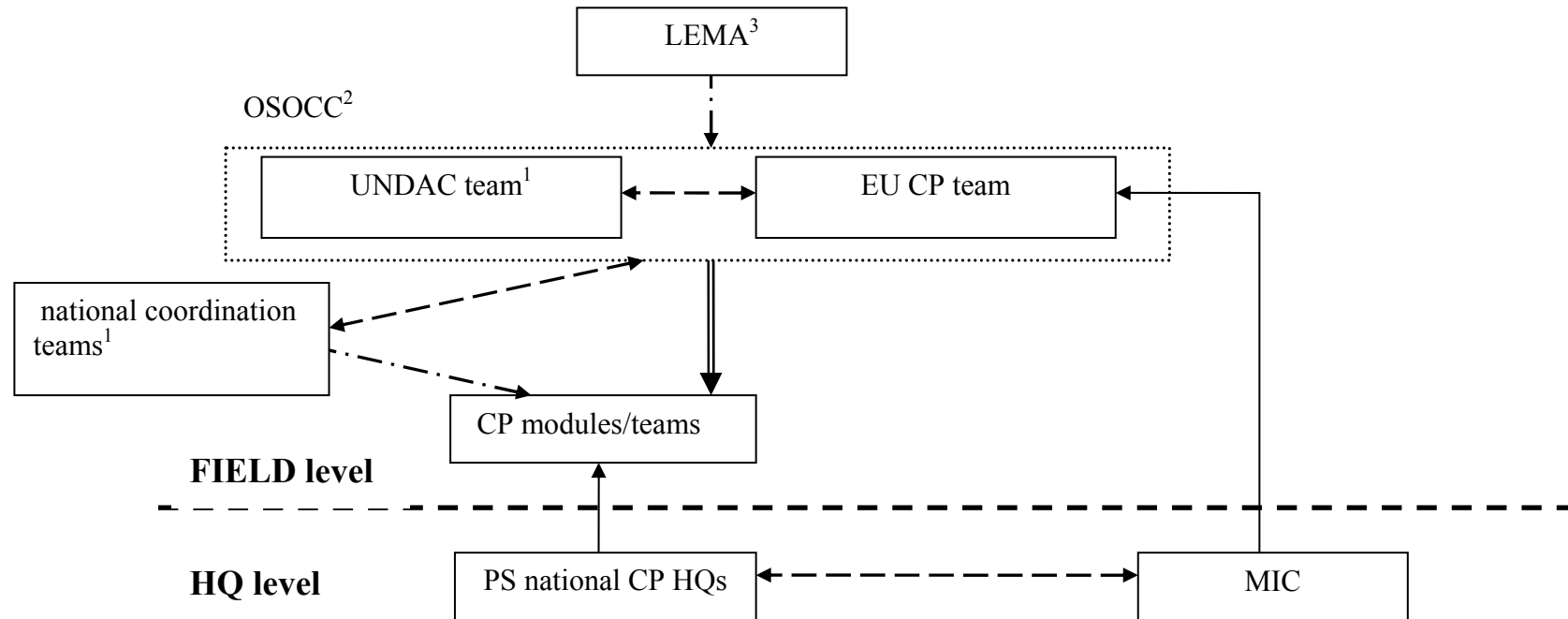
*N.B.*

*"Operational control" in the context of this SOP manual includes entire communication at the field/operational level between the on-site commander and CP modules/teams, particularly in provision, clarification and co-ordination of tasks and team's operation areas.*

*"Strategic control" in the context of this SOP manual includes entire 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 <- - - - ->

<sup>1</sup> if present  
<sup>2</sup> if established  
<sup>3</sup> national or regional level



## 10.6 Reporting/information exchange

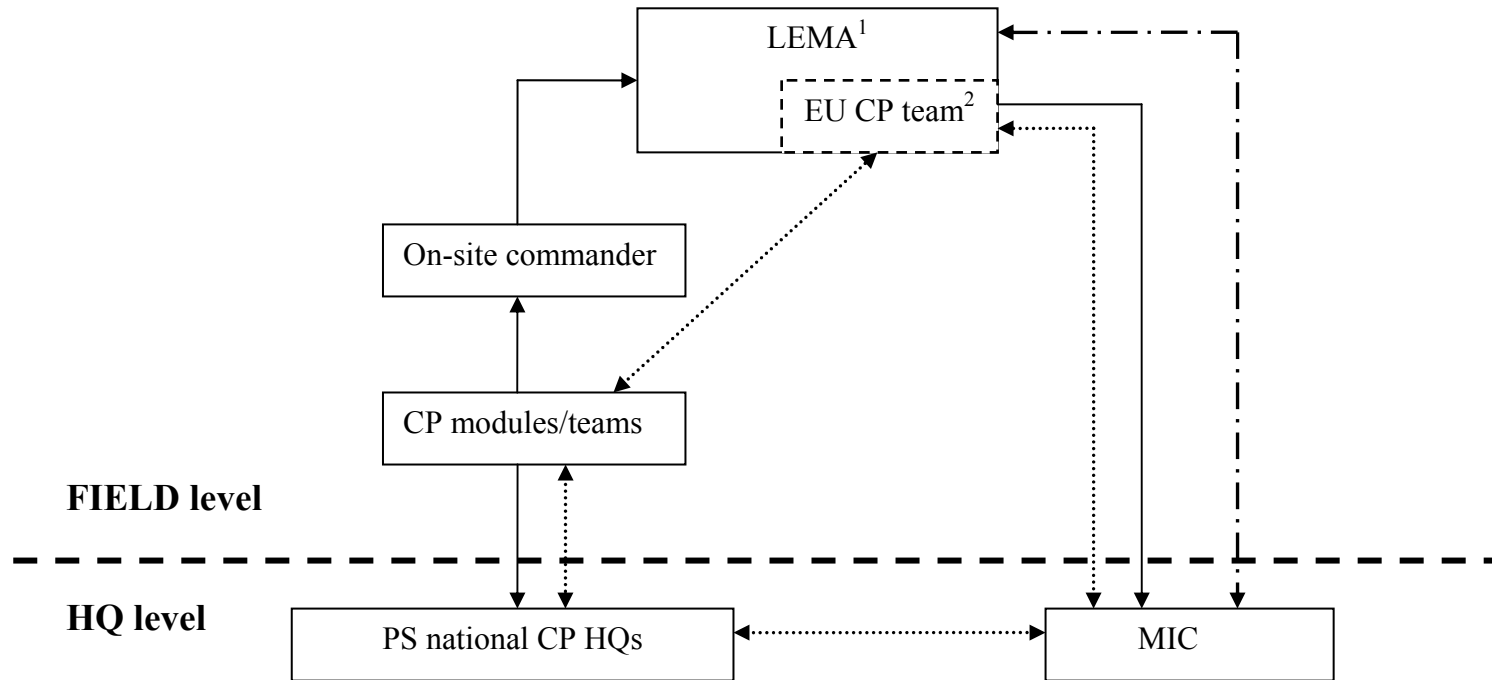
*This point aims to describe in a simplified way the most important lines of reporting and exchange of information and reports amongst the main actors at the operational level during operations in EU and non-EU countries.*

*The leaders of the CP modules/teams should report during the on-site operation to the on-site commander minimum on a daily basis at a time set up by the on-site commander and inform the EU CP team about its activities minimum on a daily basis at a time agreed between the MIC and the modules/teams 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 —————▶

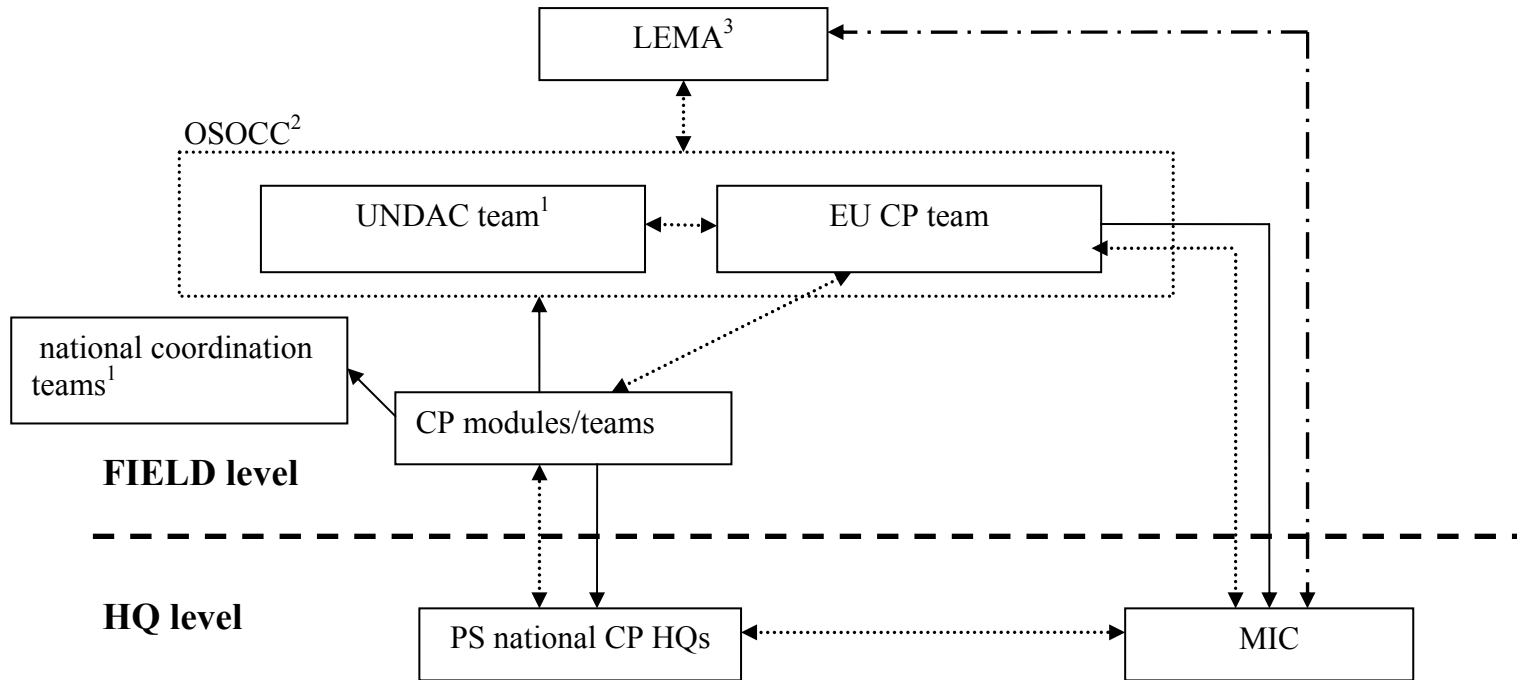
exchange of information, messages and reports when EU CP team is not deployed - - - - -▶

<sup>1</sup> national or regional level

<sup>2</sup> if deployed



### 10.6.2 Outside the EU



reporting  $\longrightarrow$

exchange of information, messages and reports  $\cdots\cdots\cdots\longrightarrow$

exchange of information, messages and reports when EU CP team is not deployed  $\longleftarrow\cdots\cdots\cdots\longrightarrow$

<sup>1</sup> if deployed

<sup>2</sup> if established

<sup>3</sup> national or regional level



## 10.7 Local staff

*This item should contain all necessary information about the possibility of employment of local staff. It should provide a template of contract form and information about legal rules and requirements. Also the questions of liability, insurance etc. should be clarified.*

## 10.8 End of mission

*All necessary steps regarding to the end of one mission should be mentioned here. If possible, a checklist or a flowchart should be published.*

## 10.9 Handover (new team, local authorities, UN, donation to other organization)

*This part should cover all potential handover situations, like handover to a new team, local authorities, UN and/or donation to other organization. Checklists for all these situations should be listed here. Part of the hand over should be a log book with record of important positive and negative events occurred during the work. It should not only help to deliver information about the equipment, but also to rise the awareness of the new team for the existing conditions on-site.*

*Checklists and leaflets, contract forms and donation certificates for the donation of the equipment e.g. to another organization should be provided in the annex.*

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

*Examples and checklists should be laid down under this item to provide an overview of possible activities, which occur at the end of a deployment.*

*The proper treatment of both, personnel and equipment, should be mentioned here, assisted by checklists, contact details of Psycho-sociologic support teams, ....*

## 11. 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.*

## 12. Annexes

*Module fact sheet*

*Description of the personnel tasks*

*Structure of the module (diagram)*

*List of communication means*

*Contact details (phone and sat phone numbers and call signs)*

*Costs (basic, transport, operational, etc.) (optional)*