TOURISM DEPARTMENT

TOURISM RISK MANAGEMENT SECTION

DISASTER RISK REDUCTION, PREPAREDNESS AND EMERGENCY RESPONSE

GUIDELINE TO DEVELOP SOPs

Apart from having a detailed and active emergency response plan or crisis management plan, it is extremely important that organizations and businesses have SOPs

DEFINITION OF SOP?

It is:-
A description and procedure on agreed steps by any organizations or business operation use in coordinating who, what, when, where and how an activity should be carried out.

What are SOPs?

- **They give a set of clear written routine/repetitive instructions of an organization's/business's activities. It gives procedure to be followed during an emergency situation.**
- **It provides detailed work process that needs to be conducted/followed within an organization or business**
- **It documents the manner which activities should be performed to ascertain consistency/conformity to system requirements to the organization/business in line with its mission.**

WHY ARE SOPs IMPORTANT?

In the context of hazards or disaster incidents such as storm surges including tropical depressions, cyclones, and tsunami waves as well as other hazards such as constant heavy rains resulting in flash floods/floods, rock/landslides etc..

As these will require specific standard operating procedures e.g one SOP for tsunami, another one for tropical cyclones etc....

The aim of the SOP is to ensure that there is preparedness before an early warning is issued to ascertain effective response during any hazard or disaster incidents.

Let's take the example of a tsunami.

Why would an SOP be needed for tsunami?

- All warning systems require SOPs, but for tsunami, rapid evaluation, warning and response is essential to save lives

- For example, during a Tsunami as soon as an earthquake occurs there needs to be an early warning advisory for emergency preparedness and thereafter a tsunami alert warning for emergency response i.e. to activate evacuation procedure.

- The SOP establishes the manner and rapidity which the warning advisory is accessed, issued and the time required

before it reaches the Public which includes all organisations and businesses prior to issuing a tsunami alert warning and the alert warning will follow the same process.

- In the context of an organization or a business the SOP will provide instructions of who will receive the advisory/alert warning, what will be done after receiving the advisory/alert warning (*timing is importan*t) (the emergency preparedness process), when to start the preparedness activities including evacuation procedures (*timing is important*), where will people assemble once evacuated *(timing is important*) and where they will be transported to (*timing is important*). (Shelter management) and how will the transfer be done(*timing is important)*

- It is extremely important to also have an SOP for evacuation and another one for shelter management.

It is of paramount importance that all SOPs be prepared during normal working condition and regularly be revised and NOT DURING A CRISIS.