



الإمارات العربية المتحدة UNITED ARAB EMIRATES

المجلس الأعلى للأمن الوطني

THE SUPREME COUNCIL FOR NATIONAL SECURITY

الهيئة الوطنية لإدارة الطوارئ والأزمات والكوارث

National Emergency Crisis and Disasters Management Authority

# National Response Framework

**(NRF)**

**First Edition**

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## **National Security Advisor's Statement**

The National Response Framework establishes the United Arab Emirates' national response system for emergencies, crises and disasters, which may occur in the UAE and threaten the country's safety, security and stability. It is also designed to address events that may occur outside the UAE, affecting its national interests, including its citizens.

This document provides the framework and outlines the process for requesting international assistance, subject to the appropriate determination and approval, and in the context of relevant multilateral and bilateral agreements.

The National Emergency, Crisis and Disaster Management Authority (NCEMA), consistent with its mandate, was directed to develop the National Response Framework (NRF) to serve as a key element of the UAE's emergency management system and a reference document for all other national response plans.

Activation of the NRF will occur in the event of an emergency or crisis, likely to require the coordinated mobilisation of stakeholder response agencies and assets to ensure the best use of resources to effectively manage an event with a national impact.

The NRF reinforces the philosophy that responsibility for crisis and emergency response in the UAE is not limited to a specific governmental or non-governmental organisation, but rather is a national duty for all members of society. Notwithstanding that we want to reassure all UAE residents that, with the blessing of God Almighty and the guidance of our wise leadership, all necessary preparations have been made to protect society from emergencies and crises.

In order to ensure rapid activation of this Framework, the National Emergency, Crisis and Disaster Management Authority (NCEMA), is required to prepare and conduct emergency exercises on a regular basis with emergency response and other stakeholder organisations. NCEMA is also required to ensure the regular update of emergency response plans.

I believe that success in managing crisis and disaster events will not be achieved solely through the preparation of this national policy framework, but must be complemented by a range of initiatives developed to ensure a common understanding of roles and responsibilities prior to joint operations, foster teamwork between response and other stakeholder agencies and moreover, strengthen crisis management capabilities.

May God bless the UAE under the wise leadership of His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE, Supreme Commander of the UAE Armed Forces and President of the Supreme Council for National Security.

**Hazza Bin Zayed Al Nahyan**  
**The National Security Advisor and Chairman of NCEMA**

## Overview

Since the establishment of the UAE, emergency response organisations have proven their capacity to manage emergencies and more complex incidents requiring cooperation and coordination, as part of their routine work. However, with the significant change and rapid growth of all aspects of life in the UAE, the development of the National Response Framework became a priority.

The National Response Framework describes the mechanism and structure governing the actions of all stakeholder organisations involved in emergency, crisis and disaster management in the UAE.

The experience of stakeholder response organisations, both at local and national levels, and the lessons learned have been considered in the preparation of this Framework.

The National Response Framework is a guide for all stakeholder response organisations to coordinate multiagency efforts and clarify roles and responsibilities.

This Framework is not designed for a single specific event, but rather has been developed to deal with all types of events, regardless of their magnitude or type, including chemical, biological, radiological and nuclear incidents.

The national emergency response system applies to all stakeholder response organisations, which are considered partners in ensuring the most effective and efficient possible response.

The successful implementation of the National Response Framework requires cooperation and coordination between and across all stakeholder response organisations at all levels, including governmental, non-governmental and private institutions.

# Chapter One: Introduction

## 1. Overview

The National Response Framework provides the structure and context for the coordination of national response efforts and is an important component of the UAE's comprehensive and unified national strategy for emergency and crisis management.

## 2. Purpose

The purpose of the Framework is to:

- a. Outline a unified strategy for emergency and crisis management at the national level. The strategy entails the mobilisation of all forms of national resources, with the aim of protecting lives and the environment and securing national assets, in accordance with the Federal government's strategy.
- b. Enable decision-makers, senior officials and stakeholder agencies set priorities, adopt a consistent approach to emergency and crisis response and clarify roles and responsibilities of response organisations.
- c. Ensure an integrated response by stakeholders, by organising and coordinating efforts, to mitigate impacts and return the situation to normalcy during the recovery phase.
- d. Establish an operational and logistical support mechanism to underpin the national response system.
- e. Support UAE nationals in countries impacted or likely to be impacted by emergencies and crises, by protecting them and ensuring their safe return.
- f. Enhance understanding that NRF is the Federal Government's tool to organise the national response to all types of events through a coordinated effort by both Lead and Support Agencies.
- g. Define the coordination arrangements across governmental stakeholder response organisations at the national level, when local resources are not sufficient to cope with the event.
- h. Ensure all stakeholder response organisations have independent emergency plans, according to their own specialised role and function, in accordance with the NRF.

### **3. Implementation Scope**

The Framework has been developed to cover all types of incidents, including natural and human-caused incidents, requiring the mobilisation of national resources. The application of the NRF is not confined to the geographical boundaries of the UAE, but also includes other countries where UAE nationals may be at risk.

### **4. Planning Assumptions**

The Framework is based on the following planning assumptions:

- a. The document has been developed by the organisations involved in emergency and crisis management in the UAE, under the supervision of NCEMA.
- b. Strategies and mechanisms are adopted to deal with risks and threats included the National Risks and Threats Register.
- c. Incidents within the capabilities of the affected emirate(s), are dealt with according to local legislation and regulations and in coordination with the national level, when necessary.
- d. All governmental, non-governmental and private sector organisations' services, resources and experience will be effectively and efficiently used, as required, to support a national level response to events.
- e. The role of NCEMA is acknowledged as coordinating national resources to support the efforts of stakeholder response agencies.
- f. The protection of lives, property, the environment and national capabilities are to be considered the top priority during the response to an emergency, crisis or disaster.
- g. An national level response to an emergency or crisis will depend on relevant legislation, as well as consideration of the following factors:
  - (1) The nature, scope and location of the incident.
  - (2) The incident's impact on the UAE's national interests.
  - (3) The incident's impact on the political, social, economic and national security interests of the UAE and the need to protect the public's health and welfare.
  - (4) The potential use of national resources and services and the activation of relevant legislation when the response requirements exceeds local capabilities.



## 5. Strategic objectives of the National Response Framework

The Framework aims to ensure the UAE's security, safety and preparedness for emergencies and crises by:

- a. Protecting lives, properties and ensuring security and stability.
- b. Enhancing business continuity and restoring services to society as quickly as possible.
- c. Protecting national interests and the country's reputation.
- d. Enhancing capabilities necessary for the effective management of emergencies and crises.
- e. Providing support to local governments, when needed.
- f. Increasing community confidence in the Federal Government's capacity to deal with emergencies and crises.
- g. Mitigating the social, economic, environmental and cultural impacts of crises and emergencies.

## 6. Planning Principles

The Framework is based on the following planning principles:

- a. **Responsibility:** Organisations at all levels, including governmental, non-governmental, local, private and volunteering institutions are responsible for ensuring readiness and preparedness. Stakeholders need to develop emergency plans in line with the Framework and understand their roles and responsibilities, as well as those of other stakeholders. They should also regularly take part in training and exercises.
- b. **Comprehensiveness:** All risks and threats should be planned for, regardless of their magnitude and type. Planning should not be limited to specific incidents and must take into account all relevant types and involve stakeholder response agencies.
- c. **Participation:** Maintaining strong coordination across stakeholder response agencies, including shared objectives and a common understanding of roles and responsibilities, will ensure an effective and systematic response.
- d. **Capability:** Response agencies should strengthen their capacity to ensure an effective response to all types of emergencies and crises, in order to mitigate their impact and ensure a fast recovery.
- e. **Effective communication:** Emergency plans should be supported by effective communications systems, common procedures and protocols to ensure the right information is conveyed to the right person at the right time to inform decision-making.

- f. **Resilience:** Emergency planning encourages the use of innovative, scalable strategies to build the resilience and capabilities necessary to address the challenges associated with more frequent and more complex emergencies or crises.
- g. **Continuous improvement:** Lessons should be drawn from previous events, training and exercises, in order to improve emergency response plans and measures.

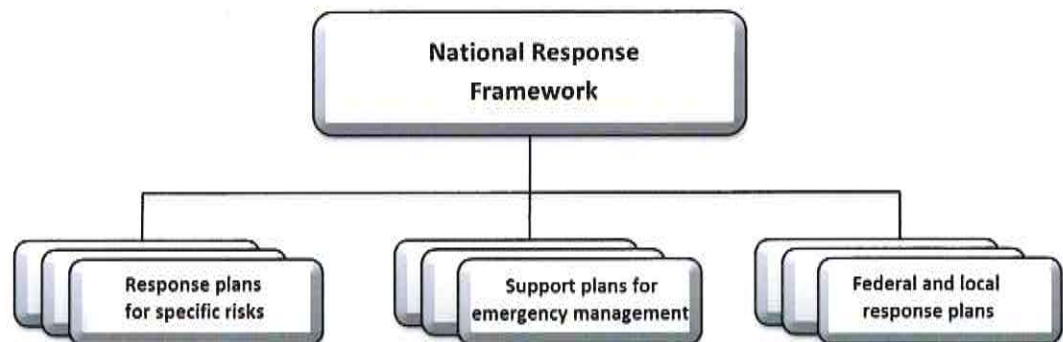
## 7. Risk environment in the UAE

The risk environment is the scope of hazards and threats likely to result in an emergency or crisis, whether natural or human-caused. These hazards and threats could potentially have a direct impact on human health, properties or the environment, resulting in physical and/or psychological damage.

## 8. Structure of the National Response Framework

The Framework provides a mechanism for mitigating the risk and impact of natural and human-caused emergencies and disasters likely to occur in the UAE. It is supported by relevant detailed plans.

The following diagram (Figure 1) illustrates the types of plans underpinning the National Response Framework.



**Figure (1)**

### a. Response plans for specific risks

These plans are developed to address specific risks identified in the National Risks and Threats Register, which require particular resources and tactics.

The Supreme Council for National Security approves, through a well-defined process, a list of risks classified in terms of their potential impact and likelihood. Lead Agencies are identified for each risk and requested to coordinate development of a multiagency response plan with other stakeholder organisations, which are in turn responsible for developing detailed supporting plans. The National Emergency, Crisis and Disaster Management Authority is responsible for supervising plan development to ensure alignment with the NRF.

As it's hard to anticipate and plan for every potential incident, the National Response Framework serves as a reference in case unforeseen emergencies and crises occur. In such a circumstance, relevant plans would be adapted and activated.

**b. Emergency Management Support Plans**

These are operational and logistical plans, which are developed to support the execution of the abovementioned risk response plans. They are activated when support services are needed to assist emergency management.

Capabilities and services provided by governmental, non-governmental, private and volunteer organisations are combined and classified in categories of services, including transport, operational and communication services, etc. Accordingly, a Lead Agency, supported by other agencies, is asked to prepare plans to provide the necessary services. Such plans are activated when necessary.

**c. Local and Federal Level Response Plans**

These are other Agency-level emergency response plans prepared by local, federal and private sector organisations, consistent with the NRF. The development of such plans ensures business continuity and the level of emergency and crisis preparedness required for an effective response. These plans are developed by each organisation according to their own specialised role and function and with the support of other stakeholders, when necessary.

**9. Activation of the National Response Framework**

Subject to the approval of the NRF, all response and support organisations are required to take the necessary measures to implement the Framework. This includes planning, training, exercising, monitoring, information sharing and other measures to ensure emergency preparedness.

The national response system will be activated, depending on the nature of the event and the response required, and following a decision of the Supreme Council for National Security, issued through the National Operations Centre (NOC).

The activation of the NRF entails the activation of specific risk response plans, relevant emergency management support plans and local and federal response plans, depending on the nature of the incident and following the approval of the National Emergency and Crisis Management Team, located at the NOC.

## **10. National Declaration**

In the case of a Level 1 or 2 Emergency and based on the direction of the Supreme Council for National Security, the Director-General of the National Emergency, Crisis and Disaster Management Authority immediately issues the decision to stand up the National Emergency and Crisis Management Team.

The Supreme Council for National Security issues a national statement declaring the state of emergency, crisis or disaster. The Council also declares the disaster area, which has suffered loss of lives, destruction of properties and/or paralysis of most aspects of life or where there is absence of control or where lives and properties are at major risk.

This statement notifies all residents of the UAE about the necessary legal preventive measures to be taken. Such measures may affect private properties as they may result in a temporary suspension of the activities of some private companies and other stakeholders involved in emergency, crisis and disaster management, in order to protect lives, properties and the environment, reduce losses and protect the country's security and stability.

The national declaration requires that all communities abide by the preventive measures and instructions of the government and response organisations. When the disaster situation has ended and following a decision of the Supreme Council for National Security, the disaster declaration is terminated.

## **Chapter Two: Roles and Responsibilities**

### **1. Overview**

This chapter defines the roles, responsibilities and duties of all stakeholders under the National Response Framework, according to legislation. However, while the plans annexed to the Framework may identify additional roles and tasks for the stakeholder response organisations, they will be consistent with each organisation's legislated roles and responsibilities, which are set out in the following section.

### **2. The National Emergency, Crisis and Disaster Management Authority**

- a. Participates in the development and coordination of strategic plans for emergency, crisis and disaster management, while taking all necessary implementation measures in cooperation with the concerned stakeholders.
- b. Supervises the development of response capabilities by proposing, coordinating and updating programs involving stakeholders at both local and national levels.
- c. Participates in the preparation and review of the risk register at both the local and national levels, in cooperation and coordination with the various stakeholders.
- d. Manages emergencies, crises and disasters through coordination and cooperation with the concerned stakeholders.
- e. Coordinates the roles of the concerned stakeholders during an emergency, crisis or disaster.
- f. Contributes to the preparation and coordination of the necessary emergency plans for critical infrastructure and follows up their implementation, in cooperation and coordination with the competent stakeholders.
- g. Suggests and develops occupational and institutional security and safety standards, as well as business continuity standards and plans, in coordination with the competent stakeholders.
- h. Participates in setting the necessary standards to assess emergency, crisis and disaster management measures, in cooperation and coordination with the relevant stakeholders.
- i. Conducts studies and scientific research by establishing an information and resource centre for emergencies, crises and disasters, in order to anticipate risks and ensure preparedness, in coordination with stakeholders.
- j. Takes part in the preparation, coordination and implementation of emergency, crisis and disaster exercises, in coordination with the relevant stakeholders and monitors their implementation.

- k. Proposes legislation and regulations for the management of emergencies, crises and disasters and defines NCEMA's relationship with stakeholders in this regard.
- l. Undertakes any other missions or tasks entrusted to it.

### 3. Role and responsibilities of Lead Agencies

- a. **Role:** Based on its identified role to lead the response to specific incidents and in light of the Risks and Threats Register or instructions from the Supreme Council for National Security, the Lead Agency directs the use of allocated resources of the Supporting Agencies.
- b. **Responsibilities:**
  - (1) Prepare specific response plans according to the Risks and Threats Register and in cooperation with NCEMA.
  - (2) Coordinate with the Support Agencies, according to the Risks and Threats Register.
  - (3) Manage the incident at the operational level and organises the allocated national resources and support.
  - (4) Operationalise the strategic decisions of the National Emergency and Crisis Management Team into plans and monitor their implementation by the local team.
  - (5) Brief the National Emergency and Crisis Management Team about the Commonly Recognised Information Picture (CRIP) from the NOC.
  - (6) Submit, through the Federal Emergency and Crisis Management Team, the requirements and needs of the local team to the national team via the NOC.
  - (7) Apply the national resources and capabilities, in accordance with the strategic guidance.
  - (8) Submit the final incident report to the National Emergency and Crisis Management Team through the NOC.
  - (9) Cooperate with and coordinate all the relevant stakeholders in terms of crisis management.
  - (10) Ensure effective communication between the Lead Agency and the various Support Agencies.
  - (11) Take all necessary administrative measures to provide food and shelter to the Support Agencies deployed in the field during the incident's management.
  - (12) Undertake other missions or functions entrusted thereto by the National Emergency and Crisis Management Team.

#### **4. Roles and responsibilities of Support Agencies**

- a. Role:** To be ready and prepared to support the Lead Agency.
- b. Responsibilities:**
  - (1) Utilise their capabilities including resources, in accordance with the directions of the National Emergency and Crisis Management Team.
  - (2) Help Lead Agencies prepare Risk Response Plans, as identified in the Risks and Threats Register.
  - (3) Assist the Lead Agency draft situational reports incorporating recent developments.
  - (4) Undertake roles and responsibilities, in accordance with the NRF.
  - (5) Prepare detailed Emergency Management Support Plans, based on roles and responsibilities, augmenting the Lead Agencies' Risk Response Plans.
  - (6) Ensure regular communication between their operation centre and the Lead Agency's operation centre.
  - (7) Prepare for other potential missions supporting the Lead Agency, in coordination with NCEMA.

#### **5. Ministries and Federal Agencies**

These include the ministries, public authorities and public institutions in the UAE. Such organisations are required to perform their duties and responsibilities, to the highest standard and in accordance with their legislated role:

- a. Ministry of Interior:**

Supervises the work of the Civil Defense and takes measures to prevent crises and disasters or reduce their likelihood and impact, whenever they occur.
- b. Armed Forces:**
  - (1) Contributes to and participates in the planning and oversees the implementation of joint training programs focusing on management of natural disasters, rescue and relief operations and restoration of public facilities and services.
  - (2) Supports the Ministry of Interior in dealing with the displaced and refugees, in the event of a crisis in a neighboring country.
  - (3) Supports technical activities seeking to measure contamination rates, establishes decontamination stations and manages chemical, biological, radiological and nuclear risks, in coordination with relevant stakeholder agencies and without affecting its preparedness to undertake its core mission.
  - (4) Supports other stakeholders with the establishment of field hospitals and the deployment of medical teams and provides the necessary equipment and pharmaceutical supplies required to treat victims at the incident location.

**c. Ministry of Foreign Affairs:**

- (1) Communicates with relevant international humanitarian assistance organisations regarding necessary international assistance, in coordination with relevant stakeholder agencies.
- (2) Takes the necessary measures to help victims, including tourists who may be in the UAE.
- (3) Prepares plans and assists the safe evacuation of UAE citizens in other countries, in coordination with relevant stakeholder agencies.
- (4) Undertakes other missions or functions entrusted thereto.

**d. Ministry of Health:**

- (1) Develops an appropriate strategy to increase the efficiency, preparedness and capacity of hospitals during emergencies, by preparing unified emergency plans for hospitals and medical clinics in coordination with the health sector in the UAE.
- (2) Meets health system disaster preparedness requirements.
- (3) Prepares training and capacity-building programs for medical personnel.
- (4) Dispatches medical personnel to the incident location immediately through the Ministry of Health or medical clinics, to provide emergency medical services.
- (5) Takes preventive and curative measures to control the pandemic, epidemic or contamination.
- (6) Takes all preventative and preparedness measures to mitigate incidents involving hazardous materials within medical facilities.
- (7) Takes the necessary quarantine measures and checks the validity of medicines.
- (8) Deals appropriately with victims' bodies.
- (9) Supplies the relevant stakeholders with accurate and updated data regarding the medical capabilities available at the Ministry of Health.
- (10) Participates in awareness-raising campaigns to inform the public.
- (11) Conducts internal exercises on various scenarios.
- (12) Undertakes other missions or functions entrusted thereto.

**e. Ministry of Environment and Water:**

- (1) Develops plans, strategies and policies to: protect the environment; conserve water, agricultural, animal and fish resources; and, fight desertification and preserve biodiversity.
- (2) Develops programs to increase the contribution of the environment, water and agricultural sectors to food security and the preservation of biodiversity through special disease prevention strategies.
- (3) Stresses the importance of environmental protection in economic and social development plans and encourages sustainable development of vital resources.



- (4) Assesses water resources and develops relevant conservation plans.
- (5) Improves the quality of agricultural, animal and fish production and prepares appropriate development plans.
- (6) Implements agricultural and veterinary quarantine measures and manages environmental disasters.
- (7) Provides technical advice on maritime disasters.
- (8) Provides technical advice and environmental information about medical and health phenomena, the impact of potential pollution arising from a natural or medical disaster or an incident involving hazardous materials and assists with the recovery process.
- (9) Conducts the necessary technical assessments and defines the potential impact of pandemic diseases affecting both humans and animals.
- (10) Undertakes other missions or functions entrusted thereto.

**f. Ministry of Energy:**

- (1) Takes the necessary measures required to meet the UAE's water and electricity needs, ensures the appropriate water pressure to put out fires, establishes temporary electricity and drinking water networks in the shelter area in coordination with relevant stakeholder agencies and provides the appropriate technical expertise to repair electricity and water breakdowns during crises.
- (2) Takes the necessary technical measures to minimise the risk of electrocution in disaster-affected areas in coordination with the Lead Agency.
- (3) Ensures the interconnection of the UAE's electricity grid.
- (4) Coordinates with relevant stakeholders prior to the incident to improve readiness and preparedness levels.
- (5) Holds regular meetings with stakeholder organisations to review and exercise emergency plans to ensure their efficacy in the event of an electricity breakdown.
- (6) Establishes a resilient communication link among electricity stations, control and emergency centres at Federal Electricity and Water Authority (FEWA), Civil Defense operations centres and other Support Agencies.
- (7) Defines the requirements for the restoration of collapsed systems.
- (8) Defines repair and power recovery priorities for vital and important public infrastructure, as well as power sources.
- (9) Dispatches technical expertise to ensure the continuity of electricity supply and repair breakdowns.
- (10) Coordinates with other water and electricity authorities and Support Agencies regarding the distribution of temporary electricity alternatives to vital and other important public infrastructure and ensures the readiness of technical expertise to provide the necessary assistance, when needed.

- (11) Establishes the appropriate mechanism to save energy and safeguard the electricity grid.
- (12) Ensures water desalination plants take the necessary precautions in an event of a maritime pollution incident.
- (13) Coordinates with relevant stakeholder agencies to protect water desalination plants from any chemical, biological or radiological pollution and provides alternative water resources when the original water supplies are polluted.
- (14) Ensures the public is informed about any relevant situation, the expected recovery time and provided the necessary information and instructions, in coordination with key stakeholders.
- (15) Undertakes other missions or functions entrusted thereto.

**g. General Civil Aviation Authority:**

- (1) Participates in and coordinates the response to a plane crash or other relevant incidents, in coordination and cooperation with relevant stakeholder agencies.
- (2) Contacts the appropriate authorities in foreign countries and communicates relevant information to the media in an event of a plane crash.
- (3) Ensures coordination between stakeholder agencies and the implementation of instructions issued by the International Civil Aviation Organisation, in the event of a plane crash.
- (4) Establishes the necessary committees to investigate a plane crash, ensuring the appointment of representatives from the appropriate authorities.
- (5) Coordinates with key stakeholder organisations in a situation of war, in terms of air traffic control.
- (6) Coordinates with the Ministry of Foreign Affairs to evacuate Emirati nationals who may be in countries impacted by or likely to be impacted by a crisis or disaster, in accordance with directions from the highest level.
- (7) Coordinates with relevant stakeholder agencies in relation to navigational warnings.
- (8) Informs the appropriate authorities if any suspicious package, which may turn out to be a bomb, is found at the airport.
- (9) Informs the appropriate authorities, if the air crash results in a radiological or chemical spill.
- (10) Other tasks stipulated by the Civil Aviation Law and the law establishing the General Authority of Civil Aviation.

**h. Emirates Transport:**

- (1) Provides buses to transport the people evacuated from incident locations.
- (2) Provides vehicle drivers.
- (3) Provides technical support services through technical centres.

- (4) Provides tow services.
- (5) Provides services to transport goods and equipment.

**i. Telecommunications Regulatory Authority (TRA):**

- (1) Constantly monitors emergency response capabilities in the telecommunications sector.
- (2) Develops a telecommunications continuity plan, to avoid overloading the network and defines communication priorities during emergencies.
- (3) Provides technical advice to develop and update communications systems and establishes a secure communication link between the various operations rooms involved in incident management.
- (4) Provides communications between the disaster impacted and safe areas and between the stakeholder response agencies.
- (5) Monitors the implementation of the plan for the repair of breakdowns in communication networks as a result of disasters.
- (6) Supervises the work of communications companies to guarantee immediate repair of breakdowns.
- (7) Provides the necessary communication systems in shelters.
- (8) Monitors the implementation of plans or procedures promulgated by NCEMA, in terms of communications.
- (9) Provides technical advice to the Emergency and Crisis Management Team, in coordination with the stakeholder response agencies.
- (10) Provides NCEMA, when necessary, with strategic advice in terms of communications.
- (11) Develops the most appropriate response by the telecommunications sector and provides advice to NCEMA in relation to communications.
- (12) Undertakes other tasks and functions entrusted thereto.

**j. National Media Council:**

- (1) Monitors the media and their analysis of potential events in the region.
- (2) Briefs officials about the main news stories and analysis, mainly stories of interest to the country.
- (3) Coordinates media statements with communication experts.
- (4) Forms 'follow-up' and 'coverage' teams in the event of an emergency.
- (5) Prepares a plan defining a mechanism for dealing with authorised foreign journalists, reporters, the press and the audiovisual media and establishes a media centre during emergencies.
- (6) Undertakes other tasks and functions entrusted thereto.

## **6. Local stakeholders**

Local stakeholders include all governmental and semi-governmental organisations, authorities and organisations, under the umbrella of the local government. These entities assume various responsibilities, including:

- (1) Ensure the necessary resources for an effective local and national response are available and ready to be used.
- (2) Ensure the participation of the Local Emergency and Crisis Management Team in the preparation of the local risk register.
- (3) Ensure local representation at the national level and participates in the decision-making process, regarding emergency and crisis management.
- (4) Participate in the assessment and analysis of the response operations in the post-incident phase.
- (5) Manage culturally appropriate awareness-raising campaigns in the field of emergency and crisis management and ensure the implementation of an effective public warning system at the local level.

## **7. Private Sector**

Private organisations can contribute greatly to the process of emergency management as they have the necessary equipment, capabilities and resources to mitigate the impact of disasters. As such, they should increase their level of preparedness for such situations, by installing alert systems, developing internal strategies to counter crises that might impact the continuity of their work and exercise plans so as to guarantee readiness and an effective response. The private sector assumes the following roles and responsibilities:

- a. Supports the national response, by offering resources and capabilities for the purpose of emergency and crisis management.
- b. Shares all necessary data and information during emergencies and crises.
- c. Participates in the risk-assessment efforts, by communicating with the National Emergency, Crisis and Disaster Management Authority before, during and after a given crisis.
- d. Maintains a high level of readiness for emergencies and crises.
- e. Provides all necessary tools and resources to support national efforts during emergencies and crises. This can be achieved through initiatives, contracts and agreements signed with the Federal and Local governments.
- f. Undertakes any other mission or duty entrusted thereto.

## **8. Volunteer Sector**

Volunteer organisations contribute significantly to emergency and crisis management efforts, through their capabilities including resources. The Emergency and Crisis Management Team coordinates the tasks of volunteer organisations through the National Operations Centre, following an assessment of the disaster situation. The volunteer sector comprises the following stakeholders:

### **a. The Red Crescent Authority**

The Red Crescent Authority carries out its usual relief mission and supports stakeholder response organisations in managing emergencies and crises. The Red Crescent Authority provides human care, first aid and protection, in cooperation with both Lead and Supporting Agencies. It also provides assistance to the victims and people with special needs.

Following a thorough assessment of the disaster situation and subject to the outcome, the Supreme Council for National Security directs the Ministry of Foreign Affairs to request international assistance. The UAE's Red Crescent Authority is responsible for receiving the international assistance and handling the logistical requirements, such as humanitarian relief distribution, in cooperation with the relevant ministries and stakeholder response agencies.

### **b. Public Interest Entities and Associations**

Associations and civil institutions play an important role in emergency and crisis management. They provide services, financial assistance, food, and medicine to those in need. They also support individuals who face personal crises and grant special aid to victims' families.

These institutions operate under the umbrella of the Ministry of Social Affairs, which supports them financially and logistically in serving the community. The Ministry liaises with the Interior Ministry and the National Emergency and Crisis Management Team to guide the efforts of these civil institutions.

Moreover, the Ministry of Social Affairs supports and oversees public interest entities and volunteers who seek to join the national response effort, in cooperation with the Ministry of Interior and the National Emergency, Crisis and Disaster Management Authority.

### **c. Emirates Foundation**

Through the "Takatof" and "Saned" programs, the Emirates Foundation equips and supervises volunteers undertaking their Foundation's mission during an emergency

or crisis. The National Emergency, Crisis and Disaster Management Authority may call for volunteers to participate in the incident response across specific sites. Volunteers can help regulate traffic, provide first aid assistance or any other service within their capabilities. The volunteers' deployment will be subject to requests from the incident site and will be conducted under the supervision of the National Operations Centre.

## **9. Other organisations**

Subject to the type and scale of the disaster, other organisations may also be required to assist with the national response to an emergency and crisis. These organisations should observe the following guidelines, in accordance with the NRF:

- a. Prepare the resources and capabilities required in an emergency or crisis response.
- b. Provide the National Emergency, Crisis and Disaster Management Authority with all the necessary information and data.
- c. Train their staff including specialist staff to ensure preparedness to contribute to the national response efforts.
- d. Develop their own emergency plans to support the national response and ensure business continuity.
- e. Undertake any other mission or duty entrusted thereto.

# Chapter Three: The National Response System for Emergencies and Crises

## 1. Overview

Level 1 and level 2 Emergencies and Crises require a strategic plan, which effectively enforces relevant legislation and regulations and ensures the rapid mobilisation of key Federal Government agencies likely to be involved in the management of such events. Furthermore, the occurrence of natural or human-caused emergencies and crises of this magnitude makes it incumbent upon government entities to develop and maintain emergency and crisis management capabilities.

In accordance with the Framework, the Supreme Council for National Security will direct the National Emergency, Crisis and Disaster Management Authority to coordinate support for the national response effort through the National Operations Centre (NOC). Governmental agencies at all levels, will be expected to concurrently activate their crisis management systems and procedures to respond to the emergency or crisis in a manner consistent with the principles underpinning the NRF. It should be noted that having this system in place will:

- a. Harmonise and coordinate multiservice operations to address serious and complex incidents.
- b. Apply available resources in the most effective and efficient manner, including telecommunications, and ensure connectivity between all the key response authorities involved in the joint operation.
- c. Streamline operations of the response authorities during emergencies.
- d. Establish effective command and control.
- e. Assign roles and responsibilities to clarify response arrangements and avoid confusion.

## 2. Emergency and Crisis Classification Levels

### a. Level 4 Emergency “coded as green”

This is an event or a series of events that should be handled by a single Lead Local Agency, supported by one or more local stakeholder organisations, where the latter would monitor the situation to recommend or otherwise, that the level of the emergency be changed, if required.

**b. Level 3 Emergency “coded as yellow”**

This is an event or a series of events, which should be managed operationally by more than one local stakeholder response agency and with resources and strategic direction from a Lead Federal Agency (LFA). The Supreme Council for National Security will, through the National Emergency, Crisis and Disaster Management Authority, monitor the situation and escalate the Level of the Emergency, when necessary.

**c. Level 2 Emergency “coded as orange”**

This is an event or a series of emergency events, which has serious and continuous consequences and requires coordinated support from various Federal agencies. Level 2 Emergencies are managed by the LFA at the operational level from its headquarter operations centre, using national resources in a manner consistent with the strategic direction of the National Emergency and Crisis Management Team.

The National Emergency and Crisis Management Team is established in accordance with the National Security Advisor’s decision, in the NOC of the National Emergency, Crisis and Disaster Management Authority, or as advised.

**d. Level 1 Emergency “coded as Red”**

This is an event or a series of emergency events, which has tragic and continuous large-scale consequences requiring immediate intervention and coordinated support at the national level. At the operational level, these emergencies are managed by the command authority, through its headquarter operations centre, using national resources and subject to the strategic direction of the National Emergency and Crisis Management Team, which is to be established in accordance with the National Security Advisor’s decision, in the NOC of the National Emergency, Crisis and Disaster Management Authority, or as advised.

**3. Levels of Response**

**a. Local Response**

Local-level response agencies are the front line emergency organisations, which are responsible for the initial management of emergencies.

Subject to the nature of the emergency or if adverse developments unfold, the response may be escalated, commensurate to a ‘Level 4 Emergency’, and result in the corresponding activation of the Local Emergency and Crisis Management Team



and the implementation of local multiagency response plans using local resources. In parallel, the LFA will be alerted together with NCEMA's local Coordination and Response Office.

**b. Federal Response**

An emergency event, which requires a response that exceeds the capacity of local-level organisations, is assessed as a 'Level 3 Emergency', if it is within the capability of the Lead Federal Agency (LFA). In such a situation the LFA will stand up its Emergency and Crisis Management Team and activate its Federal Response Plan and Headquarters Operations Centre, using its own resources. The LFA will also alert the NOC, which will carry out the following:

1. Monitor the overall situation;
2. Maintain communication with the LFA;
3. Alert Federal stakeholder agencies; and,
4. Ensure readiness to respond to a possible Level 2 or Level 1 Emergency.

**c. National Response**

If further developments unfold and/or the emergency event requires a coordinated response from multiple Federal Agencies, the emergency level will be escalated to a Level 2 or 1 Emergency and the National Emergency and Crisis Management Team will activate the national emergency and crisis response system through the NOC. The NOC would support the National Emergency and Crisis Management Team by:

1. Recommending the agencies to be involved in addressing the emergency and ensuring their liaison personnel are based in the NOC around the clock.
2. Monitoring and assessing the situation continuously through the liaison officers of the stakeholder authorities and the LFA, and analysing all available information through the local Coordination and Response Offices.
3. Creating and maintaining the Common Recognised Information Picture (CRIP).
4. Standing up the National Emergency and Crisis Management Team, in accordance with the National Security Advisor's direction.
5. Presenting the CRIP and proposals to the National Emergency and Crisis Management Team for consideration, in consultation with the LFA.
6. Ensuring the release and distribution of authorised media information.

7. Maintaining liaison and direct communications with the LFA's operations centre and NCEMA's Coordination and Response Offices.
8. Coordinating the use of national resources through the NCEMA's National Coordination and Response Offices.
9. Distributing the National Emergency and Crisis Management Team's decisions and guidance information as required, to the LFA's operation centre and NCEMA's National Coordination and Response Offices.
10. Activating the Recovery Planning Group in consultation with the National Emergency and Crisis Management Team.
11. Supporting the emergency short-term recovery efforts.

#### 4. National Response System for Emergencies and Crises

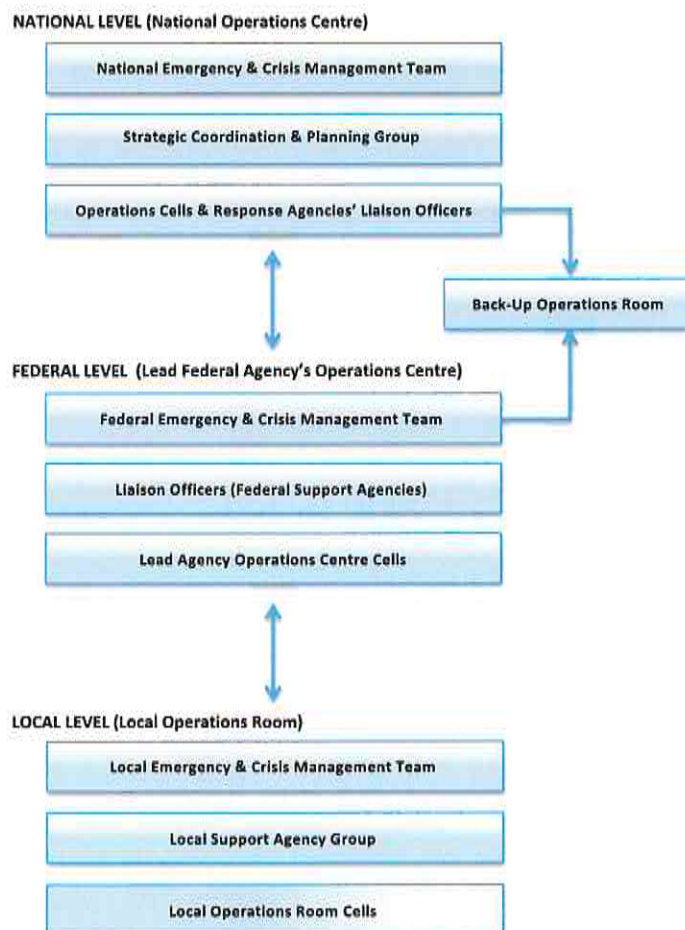


Figure No. 2

## **5. Elements of the National Response System for Emergencies and Crises**

### **a. National Emergency and Crisis Management Team**

The National Emergency and Crisis Management Team is established at the direction of the National Security Advisor to provide the strategic leadership and guidance necessary to effectively respond to either a Level 2 or Level 1 Emergency. The National Emergency and Crisis Management Team will confirm the Lead Agency, determine the response strategy and issue guidance in relation to the use of national resources. This national crisis leadership team will be supported by the Strategic Coordination and Planning Group and will operate from the NOC, or at an alternative location, to be advised by the team leader.

Decisions of the National Emergency and Crisis Management Team will be promulgated through the NOC, which will be staffed by NCEMA and representatives of the various Federal Ministries and authorities, and supported by stakeholder agencies' Operations Centres. NCEMA's National Response Unit will also be based in the NOC and will augment field operations, if necessary.

### **b. Emergency and Crisis Management Team of the Lead agency (Federal Level)**

In accordance with the Risk Response Plans, this Federal leadership team will comprise of representatives of the Lead Agency, which will assume a command role through its operations centre, and stakeholder response and Support Agencies.

The Federal Emergency and Crisis Management Team will receive strategic direction on the management of the emergency or crisis event from the National Emergency and Crisis Management Team and will be responsible for developing and implementing operational action plans, directing the Local Emergency and Crisis Management Team as well as monitoring and reporting on field operations to the national strategic leadership team.

### **c. Local Emergency and Crisis Management Team (Local Level)**

This local leadership team will be established by the local government of each Emirate and include representatives from local stakeholder response and support organisations as well as NCEMA's Coordination and Response Office.

In the case of emergencies and crises, which have been classified as a Level 2 or Level 1 Emergency, the Local Emergency and Crisis Management Team may be asked, subject to the nature of the event and the local emirate's requirements, to physically or virtually join the National strategic leadership team at the NOC or at an alternative location to be advised. As stated earlier, the National Emergency and

Crisis Management Team will set the strategic direction to manage the emergency or crisis, supported by the Coordination and Strategic Planning Group and with the assistance of Lead and Support Agencies.

NCEMA's Coordination and Response Office will assist the local crisis leadership team discharge its duties and will coordinate the supply of national resources and ensure regular reports are provided to the NOC.

**d. Support Agencies' Operations Centres**

Stakeholder support ministries and authorities will be required to manage their resources in accordance with the direction of the National Emergency and Crisis Management Team and in close coordination with the designated Lead Agency. As such, Support Agencies may be required to undertake activities, monitor developments and provide regular status reports to the NOC through their operations centres.

**6. Exchange of Information**

- a. Without prejudice to confidentiality and personal privacy, information will be exchanged between the stakeholder agencies.
- b. All authorities will be required to provide information, as requested by the National Emergency, Crisis and Disaster Management Authority, and any update thereof.
- c. All governmental organisations, private sector and non governmental organisations will be required to provide information, as requested by the National Emergency, Crisis and Disaster Management Authority, and any update thereof.

**7. Operational Communications and Mass Communication**

The regular exchange of information between stakeholder agencies and the rapid communication of warning information to all members of the community, is vital to emergency and crisis management. This capability, which is underpinned by resilient communications infrastructure, interoperable communication systems and agreed communication procedures and protocols, enables available resources to be effectively and efficiently deployed and in the event of a large-scale disaster, critical to the establishment of cooperative, collaborative and coordinated arrangements among the various stakeholder response agencies.

#### **a. Operational Communications**

Ensuring effective communication among and between all stakeholder response agencies is fundamental to the National Emergency and Crisis Management Team maintaining full situational awareness and strategic decision-making.

The NOC Communication Cell, which is located at NCEMA, monitors the emergency or crisis situation and:

1. Ensures effective communication with the main stakeholders comprising the national response system.
2. Internal contacts to each element to be able to discharge its duties.
3. Establishes standardised procedures and common communications protocols among the stakeholder response agencies.
4. Ensures interoperable wireless communications devices.

#### **b. Mass Communication**

The ability to communicate vital warning or update information to all sections of the community is an essential crisis management capability. It usually involves the use of multiple communication mechanisms, including social media, and is based on plans developed by the Media and Mass Communication Cell which are designed to:

1. Reassure, inform, guide and update the public on the management of the emergency or crisis . This will ensure the public is informed and able to take a range of safety measures to avoid hazardous areas. This will also help to gain their cooperation and foster their confidence in the Lead Agency. The public will be advised using a variety of communication mechanisms including available warning systems, television and radio stations, social media, print media, websites and telephone alerts, as determined by the National Emergency and Crisis Management Team.
2. Communicate 'official information' about the status of the crisis i.e. The Government's 'single source of truth' about an emergency or crisis.
3. Keep the public informed of unfolding developments through the regular release of authorized accurate and reliable information by the National Operations Centre.
4. Dispel rumours, which may adversely impact on the management of the crisis and undermine public confidence.

5. Establish effective channels of communications with local and foreign media representatives to ensure the provision of regular authorised information, in accordance with relevant legislation and regulations governing the operation of the media during emergencies and crises.
6. Support senior management to provide relevant information and regular briefings to VIPs and senior officials on developments in the emergency or crisis situation.
7. Monitor, review and evaluate media coverage and develop strategies to improve the media performance of relevant authorities and ensure consistent, timely and quality communications.

The Media Cell, which will operate from the NOC, will undertake its duties under the direction of the National Emergency, Crisis and Disaster Management Authority and comprise representatives from the Lead Agency, Security Agencies, Ministry of Foreign Affairs, National Media Council as well as other support organisations.

Moreover, the Media Cell will assume the role of media affairs manager, which involves responsibility for mass communication and includes, but is not limited to, the coordination of media statements, press conferences, and media coverage as well as the use of social media.

## **8. National Enquiry System**

The National Enquiry System will be activated for an emergency event which has been classified as a Level 2 or Level 1 Emergency, creating a registration system to record the victims of an emergency or crisis. This will facilitate the provision of vital information to the victims' relatives within the UAE and abroad in relation to their whereabouts and health condition. The Ministry of Interior will coordinate the collection and verification of this information with the Ministry of Health.

The Ministry of Interior, through its Victims Affairs Office, will activate this system and establish a hotline, circulating the details to all media outlets. Psychological counselling and social support, designed to meet the highest professional and technical standards, will also be offered to the victims' relatives.

The National Emergency, Crisis and Disaster Management Authority will, in coordination with the Victims Affairs Office, release authorised reports on the victims' status through the NOC, in accordance with agreed protocols.

## 9. Register of Decisions

All actions taken by the NOC to promulgate and implement the decisions of the National Emergency and Crisis Management Team will be registered in accordance with the NOC's Standard Operating Procedures. This will ensure that response agencies have all the information necessary to assist decision-making and moreover, post-crisis review and evaluation processes and the identification of lessons.

## 10. Lead and Support Agencies

The Table below has been prepared based on the National Risks and Threats Register, which is issued separately to this document. It provides an example of risks that may appear in the Register and identifies the designated Lead and Support Agencies for the defined list of risks. These agencies have specific planning and response responsibilities for the related emergency and crisis events.

Risks	Hurricanes	Winds, Storms and Floods	Earthquakes	Land Transport Accidents	Contagious Disease and Epidemics Detrimental to Humans	Animal Epidemics	Blight
Ministry of Interior	L	L	L	L	S	S	S
Armed Forces	S	S	S	S	S	S	S
Ministry of Health	S	S	S	S	L	S	S
Ministry of Foreign Affairs	S	S	S	S	S	S	S
Ministry of Energy	S	S	S	S	S	S	S
Ministry of Environment and Water	S	S	S	S	S	L	L
Telecommunications Regulatory Authority	S	S	S	S	S	S	S
Civil Aviation Authority	S	S	S	S	S	S	S
Emirates Transport Authority	S	S	S	S	S	S	S
National Media Council	S	S	S	S	S	S	S
Supreme Petroleum Council	S	S	S	S	S	S	S

Letter	Designated Role
L	Lead Agency
S	Support Agency

## **11. Strategic Stockpile**

The purpose of the Strategic Stockpile is to secure supplies to minimise the impact of a rapid unforeseen change, such as a sharp decline in local or international production due to a large-scale or catastrophic disaster, which may affect the importation of essential items. The existence of stockpiles provides a level of assurance to the public about the potential availability of basic need items, including food, water, medicine and fuel, should the circumstance arise. The type and number of strategic stockpiles will be determined by order of the higher authorities.

Key stakeholder agencies will be responsible for the preparation of national plans to establish and maintain strategic stockpiles, in accordance with their area of expertise and in coordination with the National Emergency, Crisis and Disaster Management Authority and for their ongoing management. In the event of an emergency or crisis, the strategic stockpile will be managed in accordance with the directions and guidance from the National Emergency and Crisis Management Team issued through the National Operations Centre.

## **12. Requests for International Assistance**

The National Emergency and Crisis Management Team will maintain situational awareness through the National Operations Centre and regularly review and assess the disaster situation. Should the need arise, the strategic leadership team will direct the appropriate stakeholder agency to seek international assistance. International assistance may be provided as follows:

### **a. Receiving Relief Materials**

The State may, upon the evaluation of the National Emergency and Crisis Management Team, request international assistance through the Ministry of Foreign Affairs to receive relief materials. In such circumstances, a team is formed, headed by the UAE Red Crescent Society, to receive, maintain and distribute relief materials. The team will comprise representatives of the following ministries: the Ministry of Interior (Safety and Protection); the Ministry of Environment and Water (for ensuring the validity of food stuff); the Ministry of Health (supervision of the medical supplies); the Ministry of Foreign Affairs (for coordination with the UN, donor countries and their diplomatic missions, if the need arises) and Emirates Transport (for securing suitable means of transportation of various relief materials). Further, the team will be tasked with the supervision, management and receipt of relief materials as appropriate and in accordance with the instructions of the National Emergency and Crisis Management Team.



**b. Search and Rescue Teams**

A team headed by the Ministry of Interior, including representatives from the Ministry of Foreign Affairs and the Armed Forces, will be established to coordinate search and rescue missions, as directed by the National Emergency and Crisis Management Team. The team will ensure the UN, NGOs, international and regional teams are provided with the necessary facilities, including access and exit roads, accommodation, food, protection, healthcare and technical equipment to enable them to discharge their duties in accordance with the National Response Framework and relevant laws in force within the State.

**c. Specialised Humanitarian Assistance**

NCEMA's Safety and Prevention Department will establish and chair a team comprising representatives of all key government agencies to carefully examine, verify and approve the credentials of overseas specialist staff and other humanitarian personnel seeking to provide humanitarian support. These staff may include doctors, nurses, engineers, sanitation and other specialist and technical staff. In accordance with the directions from the National Emergency and Crisis Management Team and in coordination with NCEMA's National Operations Centre, this specialist humanitarian assistance team will assign job locations to 'approved staff', coordinate all the necessary administrative and professional arrangements to afford the staff protection until their 'tour of duty' is completed. Moreover, the national team will coordinate with stakeholder authorities to ensure the provision of all necessary equipment and facilities.

## **Chapter four: Training, Exercises and Updating Plans**

### **1. Overview**

This chapter highlights the requirement for specialised training for stakeholder response agencies, based on their roles and responsibilities detailed in the various emergency response plans. It also reinforces the importance of joint exercises as a means of developing the capacity of response organisations to effectively undertake their responsibilities in coordination with other stakeholder agencies during emergencies and crises.

### **2. Training on Plans**

- a. The National Emergency, Crisis and Disaster Management Authority issues general guidelines for training on emergency plans.
- b. Stakeholder response organisations should adapt their training to ensure conformity with the requirements of the NRF and prepare multiagency response teams for joint operations under the Framework.
- c. Training will be provided to develop new skills and tactics to improve coordination between the various stakeholder agencies that may contribute to the response effort.
- d. The culture of teamwork will be strengthened across and between stakeholder response agencies to support joint operations.

### **3. Exercise and Assessment**

The National Emergency, Crisis and Disaster Management Authority will prepare, in coordination with the other parties to the NRF, joint exercises involving the various stakeholder response organisations, for the purposes of assessing the effectiveness of the various plans underpinning the Framework.

### **4. Review of the National Response Framework**

- a. The NRF will be reviewed and updated every two years, or as necessary, by National Emergency, Crisis and Disaster Management Authority.

- b. The NRF will be revised under the supervision of the National Emergency and Crisis Management Team, and in coordination with all stakeholders.
- c. The NRF will be revised based on the lessons drawn from actual emergency or crisis events, exercises as well as changes introduced to the risk register.

## **5. Amendments**

The National Emergency Crisis and Disaster Management Authority, through the Planning and Preparedness Department, will coordinate the review of the NRF every two years.

## **6. Implementation and Distribution**

The National Emergency, Crisis and Disaster Management Authority will coordinate the implementation and distribution of the NRF to all stakeholders.

## **Appendices**

### **Appendix (A) Legal Basis**

#### **First – General legislation:**

1. The Constitution of the United Arab Emirates.
2. UAE Federal Law by decree No. (1) of 1972 on the competencies of the ministries and powers of the minister.
3. UAE Federal Law by decree No. (10) of 2008 on the amendment of the Federal Law No. (1) of 1972 on the competencies of the ministries and powers of the minister.

#### **Second – Legislation of the Supreme Council for National Security:**

1. Resolution of the Supreme Federal Council No. (1) of 2005 on the establishment of the National Security Council.
2. UAE Federal Law by decree No. (17) of 2006 on the establishment of the Supreme Council for National Security.
3. UAE Federal Law by decree No. (2) of 2011 on the establishment of the National Emergency, Crisis and Disaster Management Authority.
4. Resolution of the Chairman of the Supreme Council for National Security No. (1) of 2007 on the organisational structure of the Supreme Council for National Security.
5. Resolution of the National Security Advisor No. (2) of 2010 on the amendment of the Supreme Council for National Security.
6. Resolution of the National Security Advisor No. (28) of 2010 on the organisational structure of the National Emergency, Crisis and Disaster Management Authority.

#### **Third – Other legislation:**

1. UAE Federal Law by decree No. (3) of 1971 on the Federal Armed Forces.
2. UAE Federal Law by decree No. (1) of 1976 on the unification of the Armed Forces and resolution of the Supreme Defense Council No. (1) of 1978 on the completion of the Armed Forces organisation.
3. UAE Federal Law by decree No. (2) of 1972 on the organisation of the Ministry of Foreign Affairs.

4. UAE Federal Law by decree No. (12) of 1976 on the Ministry of Interior and Council of Ministers' resolution No. (37) of 2008 on the organisational structure of the Ministry of Interior.
5. Federal Law No. (9) of 2004 on volunteering in the Civil Defense and Federal Law No. (23) of 2006 on the Civil Defense.
6. Cabinet resolution No. (6/224) of 1986 on the establishment of two main search and rescue centres in the UAE and Cabinet resolution No. (3/384) of 1995 on the establishment of two main maritime search and rescue centres in the UAE.
7. Cabinet resolution No. (2/75) of 2002 on the GCC support plan in the field of civil defense.
8. Cabinet resolution No. (1/55) of 2003 on the Federal Plan for Disaster Management.
9. Ministerial resolution No. (439) of 2010 on the restructuring of the Abu Dhabi Police Emergency and Public Safety Department.
10. Ministerial resolution No. (11) of 1989 on the restructuring of the Ministry of Health and Federal Law by decree No. (10) of 2008 on the competencies of the Ministry of Health.
11. Federal Law by decree No. (3) of 2003 and its amendments on the organisation of the Ministry of Telecommunications.
12. Federal Law by decree No. (4) of 1996 on the General Authority of Civil Aviation.
13. Federal Law by decree No. (51) of 2004 ("the Ministry of Energy Decree") on the merging the Ministry of Petroleum and Mineral Resources with the Ministry of Electricity and Water.
14. Cabinet resolution No. (11) of 2008 on the organisational structure of the Ministry of Energy.
15. Federal Law by decree No. (1) of 2006 on the amendment of some competencies of the Ministry of Environment and Water and Federal Law by decree No. (10) of 2008 on the competencies of the Ministry of Environment and Water.
16. Cabinet resolution No. (14) of 2006 on the by-law of the National Media Council.
17. Federal Law by decree No. (9) of 2002 on the UAE Red Crescent Authority.
18. Federal Law by decree No. (2) of 2008 on civil associations and organisations of public interest.
19. Federal Law by decree No. (6) of 2009 on the peaceful uses of nuclear energy.

## **Appendix (B) – Terms and Definitions**

**The State:** The United Arab Emirates.

**The Council:** The Supreme Council for National Security.

**The Authority:** The National Emergency, Crisis and Disaster Management Authority (NCEMA).

**National Operations Centre (NOC) (Main headquarters):** The NOC works under the umbrella and supervision of the National Emergency, Crisis and Disaster Management Authority.

**Operations centre of the Federal Lead Agency:** The centre working under the umbrella and supervision of the Federal Lead Agency.

**Partial activation of the operations centre:** Limited activation of the operations centre, depending on the nature of the emergency and measures taken by the operations centre.

**Full activation of the operations centre:** Complete activation of the operations centre, including the centre's leadership and departments and including liaison officers from the relevant agencies, in line with the operations centre's standard operating procedures.

**Organisation:** A general term used to describe the various ministries, public organisations, departments and institutions in the UAE.

**Federal agencies:** A ministry, authority or organisation operating under the umbrella of the federal government, such as the Ministry of Health.

**Local agency:** An independent authority or organisation operating under the umbrella of the local government.

**Stakeholder organisations:** Local and federal governmental and other entities with responsibilities for emergency, crisis or disaster management.

**National level:** Refers to State-level agencies.

**Local level:** Refers to emirate-level agencies.

**Lead Agency:** The Lead Agency is the competent, most experienced and prepared agency designated to manage a specific risk. The Lead Agency guides the planning team responsible for coordinating the development of specific emergency response plans and sometimes, the implementation team during the execution phase. However, it does not have the legal right to lead and control resources outside its own Agency's area of expertise.

**Support Agencies:** The various organisations designated to support the Lead Agency during an emergency or crisis.

**Other organisations:** Other stakeholders, notwithstanding their competence or level, which are not explicitly identified in the NRF.

**The leadership:** Leadership is the power granted to a high-ranking official/organisation over resources to complete precise missions or tasks, which are usually limited in scope, time and location, by assigning specific resources to do specific tasks or duties.

**First responder:** The first body to respond to an emergency. The first responding agency is not necessarily the lead agency in emergency management.

**Liaison officer/team:** The liaison team is composed of one person or more, responsible for the coordination and sharing of information between two or more agencies. The responsibilities of this officer/group are defined in the response plans.

**Recovery Planning Group:** The Recovery Planning Group is formed, subject to the nature of the emergency or crisis, to plan the actions required, including the resources necessary, to address short-term and long-term recovery needs and monitors implementation.

**Preparedness:** Measures ensuring the necessary capabilities including plans, training and equipment for the effective management of an emergency, crisis or disaster. The preparedness phase entails coordinating the preparation of, training and exercising of national response plans.

**Response:** Measures taken when an emergency, crisis or disaster occurs. These measures are aimed at preventing loss of life, mitigating damage and providing communities with the necessary support.

**Recovery:** All coordinated activities and measures taken following an emergency, crisis or disaster. These measures aim at reconstructing the damaged infrastructure and bringing life back to normal. The recovery phase includes both short-term and long-term measures.

**Risk**: The probability of events or incidents occurring, which may be natural or man-made (result of a mistake, gaps, negligence, failure to follow the right instruction or deliberate action) causing material, moral or psychological damage to the community, including loss of lives, property, environmental, economic, political and social damages, and threatening the community's security and safety.

**Risk assessment**: The risk assessment is an analysis system through which the risk, the likelihood and potential impact, is evaluated. The outcome helps in defining priorities and making future decisions.

**Emergency**: An incident or a series of incidents, which cause severe damage, threaten the political order, government business continuity, stability, security, human health, the environment or the economy. Such incidents may also require a special mobilisation of and the coordination of different agencies.

**Crisis**: An incident or incidents more complicated than an emergency. Such incidents threaten the stability and welfare of a large part of the community, as well as the government's capacity to deliver its functions.

**Disaster**: An incident or incidents causing widespread serious damage and requiring full cooperation between the government and society to ensure fast recovery. A disaster may entail assistance from the international community.

**Capabilities**: The available capacities necessary to respond to and recover from a specific emergency or crisis. Capabilities include human resources, equipment, infrastructure, training and plans, including the concept of operations for emergency and crisis management at the national level.

**Business continuity management**: A management process, which helps to manage risk and ensure business functions and services will be available at an acceptable pre-defined level in the event of an emergency or crisis. This requires the existence of plans and alternatives to ensure delivery of such services and a swift return to the normal situation.

**Business continuity**: Measures and procedures enabling a business to continue to deliver vital functions at an acceptable pre-defined level in the event of an emergency, crisis or disaster. This requires the existence of plans and alternatives to ensure delivery of such services.

**Relief**: Relief entails providing the necessary assistance, in terms of services and physical and psychological support, to the victims of emergencies, crises and disasters.



**Damaged area:** An area, which has been affected by an incident, emergency or crisis with a lesser magnitude than a disaster.

**Impacted area:** An area, which has been impacted by an event that is more serious than an emergency or crisis. This incident may well be a disaster.

**Command and Control:** Approved principles and measures safeguarding the authority's right to guide resources (whether human or material) in the event of an emergency, crisis or disaster, in line with the available capabilities.

**Threats:** Actions threatening to cause damage to the community, environment, public health, basic services or public safety.

**Common Recognised Information Picture (CRIP):** The CRIP defines the general situation, including incident and its impact, as well as the measures taken or to be taken by the various stakeholders. The CRIP provides decisions-makers with accurate and detailed information.

**Risks and Threats Register:** A log issued at the national level, which identifies and defines the risks and threats facing the UAE or any of the seven emirates. It also identifies the capabilities that need to be developed.