

THE COLUMN

THE AHA CENTRE NEWS BULETIN

VOL 15

One ASEAN One Response



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NEWS STORY

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Communicating Hazards
through the Media



AHA CENTRE

ASEAN Coordinating Centre
for Humanitarian Assistance
on disaster management

VOLUME 15

2016

THE AHA CENTRE NEWS BULETIN 2016

As One Community, the ASEAN region realises the importance of collaborative and coordinative efforts in managing disasters in the region. The ‘One ASEAN, One Response’ vision, which has been shared among the ASEAN Community since 2015, is a comprehensive effort as coordinated by the ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (AHA Centre) to support ASEAN Member States (AMS) responding to disasters as one and establish mechanisms that would reduce losses to disasters.

As told in this month’s news story, the ‘One ASEAN, One Response’ vision recently made its way to Lao PDR as part of an effort to socialise the vision.

Also an embodiment of the vision, the AHA Centre recently kicked off this year’s distinguished AHA Centre Executive (ACE) Programme. With our coverage of the commencement of the third batch of the ACE Programme, we introduce the new participants, talked with participants from Cambodia and Indonesia to get a glimpse of their journey into joining the programme as well as their expectations, and looked into the participants’ activities this month.

With AHA Centre’s experience in socialising the ‘One ASEAN, One Response’ vision, we realise the importance of communication. The Column itself is part of AHA Centre’s strategic communications effort. In looking at the role communications play during disasters, we looked at how to communicate hazards through the media in this edition of Insights.

The AHA Centre also recently collaborated with Malaysia’s National Disaster Management Agency (NADMA) to conduct a Workshop for the Familiarisation of DELSA Stockpile and the AHA Centre Crisis Communications Tool (the ACT) at the beginning of March 2016 in Subang, Malaysia as told in our News Highlight of the month. The workshop aims to familiarise DELSA Stockpile to all Member States and to provide the participants with sound knowledge of crisis communications.

Finally, The Column also had the opportunity to talk to Mr. Yoram Lukas, AHA Centre’s Logistics Officer about his experience working in the disaster management field for the past 14 years.

If you wish to share some stories / articles / blogs / comments with us to improve the bulletin, please drop us a message at comm@ahacentre.org, and we will do the rest.

Sincerely,
The Column Editor



The Column is a monthly news bulletin from the AHA Centre – capturing the latest activities from the organisation.

NEWS HIGHLIGHT

Workshop for the Familiarisation of DELSA Stockpile and the AHA Centre Crisis Communications Tool (the ACT)



Simulation exercise at WFP/UNHRD warehouse in Malaysia

Since it was established, the ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (AHA Centre) is committed to strengthen regional preparedness and foster collaborative response amongst ASEAN Member States (AMS) during disaster situations. The first step in building a solid foundation with these NDMOs is through the familiarisation of AHA Centre’s roles and responsibilities, and the operating procedures of all the related disaster management bodies. Therefore, the AHA Centre, together with Malaysia’s National Disaster Management Agency (NADMA), the United Nations Humanitarian Response Depot (UNHRD), and Edelman Public Relations recently held the Workshop for the Familiarisation of DELSA Stockpile and The AHA Centre Crisis Communications Tool (THE ACT) in Subang, Malaysia on 1–3 March 2016.

Looking back at the ASEAN regions’ history of medium to large-scale disasters within the past seven years, logistics is one of the most crucial aspect during the disaster and post-disaster period. The Disaster Emergency Logistics System for ASEAN (DELSA), a project under the coordination of the AHA Centre, supported by the Government of Japan through Japan-ASEAN Integration Fund, is considered capable of providing additional resources for areas affected by medium to large-scale disasters.

The Objective of the DELSA Stockpile Familiarisation:



- To introduce the type and function of assisting and operational items of the AHA Centre
- To train participants on using operational equipment and its troubleshooting

Expected outcome of the Familiarisation of the DELSA Stockpile includes allowing all participants to be able to use, assemble and maintain the materials and equipment that are available in the stockpile.

Another major activity that was conducted between 1-3 March in Subang, Malaysia was The ACT workshop. THE ACT is part of the AHA Centre’s continuous effort to realise its communication goals, which is to become a professional, trusted and preferred partner in disaster management in the ASEAN region.

The AHA Centre has formulise their own strategic communications workplan to provide guidelines related to representing the organisation, as well as on how to speak in one voice and communicate the overarching message of ‘One ASEAN, One Response’ amongst its stakeholders and to the overall ASEAN community. The AHA Centre believes that an effective strategic communications workplan needs to be well-prepared, through the implementation of activities that can embrace a multitude of spheres at once including internal communications, external communications, and digital media. One of the activities that were conducted was the Crisis Communications Training aimed for Communications and Public Relations Officer of the NDMOs. The training was necessary considering potential reputational crisis that can occur at any given moment due to disaster events.

Participants were given the chance to exercise how to convey an appropriate respond towards issue-related interview – both verbal and non-verbal interview - as well as work on their bridging techniques. Aside from the exercises, there were a list of explanations regarding the message, the media, and a depiction of situation. The exercises provided participants with a more realistic view of the situation through applicable examples.

On the last day of the workshop, participants were required to exercise how to handle stockpile deployment to the affected regions, while in the same time handling media –through giving responses in a ambushed interview, social media and phone interview. The workshop received positive feedbacks from the participants as they did not only increase their understanding of logistics and crisis communications, but also had the chance to put that in practice.



The objectives of AHA Centre's Crisis Communications Training includes:

- To develop skills and confidence from the participants on dealing with reputational crisis
- To enhance participant's knowledge and ability in generating swift crisis response strategies through real simulation exercise.
- To create better understanding on crisis media management.

“Through this workshop, the AHA Centre wishes to provide the opportunity for ASEAN Member States to be familiar with our relief and operational items and also to use the stockpile accordingly” said Yoram Lukas, Logistics Officer of the AHA Centre. Meanwhile, Andri Suryo, Communications Officer of the AHA Centre said “The ACT is an easy-to-read and handy reference to be used by the NDMOs on managing crisis communications. We hope this will complement each of the NDMOs respective Communications strategy”.

The workshop was attended by participants coming from the ASEAN Member States, representatives from Disaster Management and Humanitarian Assistance (DMHA) of the ASEAN Secretariat as well as UNHRD and the AHA Centre. The implementation of these activities was made possible through the support of the Japan-ASEAN Integration Fund (JAIF) from The Government of Japan.



Mr. Saroj Srisai explaining the Logistics of DELSA Project



Relief items deployment exercise



Participants practicing how to handle door-step interview



Participants of the workshop actively contributing in the programme



Press conference simulation



Meeting the 3rd Batch of ACE Programme

After a successful two years of ACE Programme since it was established in 2014, this year the ACE Programme is back again to develop the next line of future leaders of disaster management in the ASEAN region with new and improved curriculum.

AHA Centre Executive (ACE) Programme is a series of training activities established by the AHA Centre with the support from the Government of Japan through the Japan-ASEAN Integration Fund (JAIF). Through the 6-month long programme, the selected ASEAN Member States’ (AMS) disaster managers will have the opportunity to enhance their skills and knowledge within the disaster management field.

The main objective of the Programme is to provide capacity building in disaster management particularly on the regional emergency response logistics system. The participants will also be introduced to the international humanitarian system and as part of the activities in the ACE Programme, will visit countries including Japan, New Zealand, and Indonesia where the Programme is held.

The first two batches of the ACE Programme in 2014 and 2015 have completed their trainings and shared their knowledge to fellow disaster management professionals in each of their respective countries.

The Programme, which commenced in 7 March 2016 is expected to finish by the end of August 2016. Each participating AMS have sent two officers as representatives of their countries. The following are the names of this year’s participants:

	CAMBODIA	Mr. Lorn Trob Mr. Chun Buntha
	INDONESIA	Mr. Luqmanul Hakim Mr. Wahyu Indrayadi
	LAO PDR	Ms. Vimala Khounthalangsy Mr. Sacksy Vilayhak
	MALAYSIA	Mr. Fazlisyah Bin Muslim Mr. Rohaizat Bin Hadli
	MYANMAR	Mr. Thein Zaw Htike Mr. Zaw Myo Khine
	PHILIPPINES	Mr. Mark July Yap Ms. Mary Grace Somido
	THAILAND	Ms. Suttapak Suksabai Ms. Phatsita Rerngnirunsathit
	VIET NAM	Mr. Nguyễn Vĩnh Long Mr. Nguyễn Đức Thắng

INTERVIEWS



CAMBODIA
National Committee
for Disaster
Management (NCDM)



Left
Mr. Chun Buntha
ACE Programme Officer from Cambodia

Right
Mr. Lorn Trob
ACE Programme Officer from Cambodia

Can you tell us more about your work within the disaster management field ?
How long have you been in this field ?

L

Lorn
I have been working for the National Committee for Disaster Management (NCDM) of the Royal Government of Cambodia for three years.

C

Chun
I also work in the National Committee Disaster Management but in the Provincial Department.

What do you hope to achieve through the ACE Programme?

L

Lorn
I wish to strengthen the relationship with all the 10 ASEAN Member States (AMS) and gain knowledge on how to help realise the 'One ASEAN, One Response' vision. I think Cambodia has room to improve in terms of disaster management resources and knowledge, and building good relationship with people from the field of disaster management around the ASEAN region, we can do so.

C

Chun
I want to develop my understanding of disaster management and obtain the skills I need in order to serve my country better.

How do you plan on implementing the knowledge you have received from the trainings to help your community?

L

Lorn
I need to understand the details of how to respond during disaster situations, and how to conduct risk assessment, as well as collect information that would help build disaster database to be shared with the AHA Centre. I hope those information can be useful for not only Cambodia but the whole of ASEAN as we manage and respond to disasters together.

Based on your experience in handling disaster management, what are the difficulties involved in managing your local community during disaster situations?

L

Lorn
There are so many different communities in Cambodia, so it is difficult to reach out to all of them especially during disaster situations. Not to mention the rural areas which are even more difficult to reach. The community leaders have so many responsibilities; therefore disaster management may not be on the top priority list. Our challenge includes providing them with sufficient information regarding disaster management, to help them inform the rest of the community on how to prepare for disasters.

C

Chun
Flooding is perhaps the most the most troublesome disaster that tends to occur in Cambodia. During flooding, I think the most difficult aspect is to evacuate the affected people to safe land. Other than this, inadequate infrastructure adds to the problem as well.



INDONESIA
National Disaster
Management
Agency



Left
Mr. Luqmanul Hakim
ACE Programme Officer from Indonesia

Right
Mr. Wahyu Indriyadi
ACE Programme Officer from Indonesia

How did you become a participant of the ACE Programme?

L

Luqmanul
I heard about ACE Programme since it commenced the first batch, but at that time, I was participating in the ASEAN-ERAT Induction Course. Over time, I became more and more interested in joining the ACE Programme. And I was lucky because I was appointed to join this batch.

W

Wahyu
I received information about ACE Programme from my Director. My Director wished to improve the capacity and quality of the executive committee in the disaster management field, especially at the regional level. Based on my experience as Deputy of Rehabilitation and Reconstruction for six years, and my educational background, my Director suggested that I join the ACE Programme so I could develop my knowledge in the disaster management field and expand my networking with other ASEAN Member States' representatives.

What do you hope to achieve through the ACE Programme?

L

Luqmanul
I hope the Programme can further enhance my knowledge and capacity in the disaster management field in a more comprehensive way. Based on my experience in my position as the Section Head of Temporary Residential Development for three years, I am required to understand various aspects of disaster management including preparedness, mitigation, rehabilitation and reconstruction.

W

Wahyu
I wish to learn about how different countries handle disasters differently. Comparative studies between countries can hopefully help me to learn how to adapt it to Indonesia. In addition to this, I also want to expand my networking among ASEAN Members State's delegates.

How do you plan on implementing the knowledge you have gained from the Programme to help your community?

L

Luqmanul
Since we are government officers, we strictly adhere to rules. The first community that we will share our knowledge to is our office.

W

Wahyu
We should also share the knowledge to the community leader as well, to allow for better understanding on how to deliver appropriate response during a disaster situation.



ACE PROGRAMME ON-THE-JOB TRAINING



At the end of March 2016, The Column had the chance to take a peek at this year's ACE Programme's participants 'On-the-Job' training activity which commenced since 28 March and will continue until April 15 2016.

Divided into four groups of four ACE Programme participants, each from different Member States, the On-the-Job training aims to enhance their understanding on disaster monitoring and analysis, preparedness and response unit, and ICT operation through workshops and case study assignments as coached by members of the AHA Centre.

?

ACE CORNER is a special column dedicated to report the activities of the current ACE Programme

?

ACE Programme is a 6-month leadership training in disaster management, held by AHA Centre with participants coming from ASEAN Member States

MONTHLY DISASTER
OUTLOOK

MAR 2016

The AHA Centre

One ASEAN One Response

	Affected Houses	63,400 Unit
	Affected Agriculture	232,200 Ha
	Affected Population	426,500 People
	Death	6 People
	Displaced People	12,700 People
	Injured People	2 People



MARCH

DISASTER
COMPARISON
NUMBER

2015 - Black bar
2016 - Red bar



FLOOD
5 13



EARTHQUAKE
0 1



WIND
1 3



DROUGHT
0 1



LANDSLIDE
1 3



VOLCANO
0 0



STORM
0 0

GENERAL OVERVIEW

At least 426,000 people were affected by 21 natural disaster incidents in March. The high casualty number was mainly caused by flooding and drought. Other disasters that have contributed to the damages and losses in March include earthquake, landslide and wind.

Flooding and drought, which occurred in many areas of the region, is responsible for the widespread damage and loss in the month of March. In Indonesia, many flooding were reported from many districts from Sumatra to Papua. One incident that has attracted public attention was the flood and landslide in Padang, West Sumatra. The scale of impact was significant, with over 65,000 people affected and 11,500 houses submerged. Another severe flooding also occurred in Bandung, West Java where the local authority had to serve and evacuate nearly 11,000 people as their homes were inundated. Differently, Viet Nam has been experiencing drought due to water scarcity that has affected 250,000 people. The drought has threatened people's livelihood, as thousands of hectares of plantation and farming areas have been exposed to the water shortage. In response to the situation, the government has taken several actions to overcome the crisis.

FORECAST FOR APRIL

Based on the ASEAN Specialized Meteorological Centre (ASMC), the ASEAN Region is expected to shift from the Northeast Monsoon to the Inter-Monsoon season by early April. This means, conditions of light wind and afternoon shower activities may occur commonly within the period. For the coming season, drier than usual conditions with slightly below to below-normal rainfall may be experienced by areas in the Peninsular Malaysia, Singapore, Brunei, Philippines, Sabah and East Kalimantan. Slightly above-normal and near-normal rainfall is expected for Eastern parts of the Indonesian Archipelago while near-normal to slightly below-normal rainfall is forecasted for the Northern ASEAN Region.

DISCLAIMER:

The use of boundaries, geographic names and related data shown are not warranted to be error free or implying official endorsement from ASEAN Member State.

SOURCE:

Basemap is from global administrative area. Information is generated from many sources including NDMO, International Organisation and news agencies.

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“One ASEAN, One Response Roadshow” in Lao PDR



One ASEAN, One Response Roadshow in Lao PDR

Since 2015, the AHA Centre has organised “One ASEAN, One Response” Roadshow in an effort to promote ASEAN’s regional mechanisms in disaster management, as well as to introduce the “One ASEAN, One Response” vision in hopes of uniting the efforts of ASEAN Member States (AMS) and its stakeholders as they respond to disasters in the region.

So far, the Roadshow have taken place in four countries of the ASEAN Member States namely Cambodia, Indonesia, Philippines, and Thailand. As the first one to take place this year, the ‘One ASEAN, One Response’ Roadshow was recently held in Vientiane, Lao PDR through the joint efforts of Lao PDR’s National Disaster Management Office, with the AHA Centre. Furthermore, as part of the socialisation effort of the activity, members of the AHA Centre visited relevant Laotian Ministries in Vientiane as well as inviting ASEAN Embassies in Lao PDR for one of the sessions on the roadshow.

Mr. Said Faisal, Executive Director of the AHA Centre, noted that the “One ASEAN, One Response is about Speed, Scale and Solidarity,” Speed of Response, Scale of Resources that can be mobilised, and inclusive Solidarity in responding to disaster.” The aim is to build unity and solidarity amongst the ten ASEAN Member States.

Mr. Prasong Vongkhamchanh, Director General Social Welfare Department Ministry of Labour and Social Welfare believes that the roadshow would bring together all of the key stakeholders in disaster management. In his speech, he noted that the Roadshow would “Create strategic partnership across all sectors in Lao PDR to be as one in responding to disasters.”



Members of the ASEAN-ERAT (in vests) and the AHA Centre showcasing their deployment kit

The 8th DELSA Project Steering Committee (PSC) Meeting



The 8th DELSA PSC Meeting with the guidance from Malaysia and Singapore as the Co-Chairs and attended by representatives from Japan Mission to ASEAN, Japan-ASEAN Integration Fund, ASEAN Secretariat and the AHA Centre.

The Disaster Emergency Logistics System for ASEAN (DELSA) was established to provide immediate substantial logistics support for ASEAN Member States (AMS) during an emergency response. DELSA was also established to enhance the capacity of the AHA Centre and AMS during disaster emergency logistics operation. With these objectives in mind, the 8th DELSA Project Steering Committee (PSC) Meeting was organized to realise the vision. The recent meeting took place in Jakarta, Indonesia on 22nd March 2016.

The meeting was executed through the collaboration of the Project Steering Committee members, which consists of Malaysia and Singapore as Co-chairs, and the ASEAN Committee on Disaster Management (ACDM) Working Group on Preparedness and Response, Representative from Japan Mission to ASEAN, Japan ASEAN Integration Fund (JAIF), and the ASEAN Secretariat.

Each member of the project management team from AHA Centre presented progress updates regarding each field, namely; the AHA Centre Executive Programme (ACE Programme), Communications and Public Relations Unit, Knowledge and Change management, Logistics, Finance and the Development of the DELSA 2.

Key Factors Associated When Communicating Hazards through the Media

By Jane Rovins

Of all the skills that are required in a disaster management field, communication is one of the most essential aspects. Disaster management officers need to communicate hazards to inform the risks to the surrounding community.

Media, both traditional and new, are popular means of communicating hazards. Jane Rovins, CEO & Managing Director of Disaster Reduction & Resilience Solutions, Ltd. in her presentation during the Hazard Workshop for the ACE Programme last month highlighted several key factors associated when communicating hazards through the media:

- 1. Printed Media**
Printed media includes brochures and posters; however, neither can send a message alone due to limited space and limited reach in a short period of time. In addition to this, too many words may not work well in community with low literacy. Despite these disadvantages, printed media could be displayed almost in anywhere.
- 2. Radio Broadcast**
Radio broadcast could reach the targeted audience using the most appropriate language for a particular community. It is also effective as a reminder because radio broadcast allows repetition of messages across programs at different times during the day. Radio broadcast is more interactive compared to printed media as the audience can call-in during the program in the event of a disaster. As radio broadcast is broadcasted through a transmitter, they can reach a larger number of audiences.

3. Television Broadcast
Television broadcast allows for better understanding of the message as they use both visual and audio information in a way that resembles face-to-face communication. Although they can be costly, receivers can see other nonverbal signals to help interpret the verbal message, which will be beneficial in low literacy areas.

4. Social Media
Social media has recently become a favourite medium to communicate hazard to the community. They are fast in terms of distributing information, as they could be shared anytime and anywhere. Furthermore, social media users have the tendency to build stronger relationship and trust with fellow users. They can also share their opinion freely through social media, which is beneficial in terms of monitoring public opinion and sharing information. The main disadvantage associated with this medium is that it is not effective in areas with limited internet access.

5. Website
In times of disaster, official website needs to be the primary means of communication for disaster management institutions. Public will pay close attention to official information provided by the authorities. However, this strategy will not work in areas with limited internet access, such as remote areas.

INSIGHTS is a special column for guest contributors, and does not necessarily reflect or represent AHA Centre’s point of view.

THE OTHER SIDE



How wonderful would it be if every agency in the ASEAN community engages each other and contribute positively in realising the ‘One ASEAN, One Response’ vision.”

Mr. Yoram Lukas
DELSA Logistics Officer of the AHA Centre

Can you share us how you became involved in the humanitarian field ?

I started my career in the humanitarian field in 2002, when I was asked to help manage the humanitarian aspect of the Maluku sectarian conflict. That was the first moment I became interested in the humanitarian field. During my deployment in Maluku, I was working for ‘Save the Children’ organization in Maluku. My main vision was to help children and provide them with post-conflict response using toys as medium, to minimise the negative psychological impact on these children. In 2005, I moved to Yogyakarta and worked for Oxfam for almost four years. My focus was to provide emergency response and logistics. In Yogyakarta, my responsibility was to the entire nation, so I had the opportunity to travel around Indonesia and meet many people.

How does it feel to work in the humanitarian field? What do you love about your job ?

Working in the humanitarian field, especially when you are deployed to affected areas, it is always interesting. I have had opportunities to meet a lot of people –grassroots people, and witnessed myself the terrible impact of disasters on people’s lives. My job is to provide those affected with supplies they immediately need to survive, and it is always amazing and touching to witness their reactions upon receiving the supplies including water, sanitation and temporary shelter from us.

Can you share some of the most memorable moments when you were deployed ?

I was deployed to the Philippines in 2013, a week after Typhoon Haiyan stroke the country. It was a massive disaster, thousands of people were killed, and most infrastructures were destroyed. With so many facilities damaged, it was a challenge for us to reach the affected area. I was not the first person who was deployed to the Philippines, some of our team were already there to observe the situation. We received information from them regarding what the affected communities needed, and we had to manage ways of delivering these supplies to them. Two main challenges were: how to send the supplies on time and provide support for the personnel in the affected area. In addition to these challenges, we also had to provide the supplies that match not only their needs, but also their tradition and habits. What makes it memorable was how different our lives were before and after our deployment to the Philippines.

After all these years working in the humanitarian field, what is your proudest achievement ?

I would not say it is an achievement, because when it comes to logistics, there are always challenges, and the only way we could get through all of it is to build strong collaboration amongst governmental institutions in ASEAN.

How important is the feeling of ‘one community’ for ASEAN Member States in dealing with disaster management ?

It is very important, because responding as one community would ensure the fastest and most effective response for the affected community in any disaster event. How wonderful would it be if every agency in the ASEAN community engages each other and contribute positively in realising the ‘One ASEAN, One Response’ vision. Contributors should not necessarily come from only the government, but also from International NGOs, and even the private sector.

In light of the recent commencement of the third batch of the ACE Programme, do you have any advice for these future leaders in disaster management ?

I hope the delegates come home with an abundance of knowledge in disaster management, especially a better understanding in logistic, considering how important it is in the field. We also need to be able to coordinate with different agencies (or government) across ASEAN to provide a faster method of distributing supplies. I personally hope that these delegates could maintain good relationship and exchange information with each other even after they graduate from the ACE Programme.

THE OTHER SIDE is a special column where we interview professional players in disaster management. Crafted with light discussion in a casual manner, THE OTHER SIDE captures the human side, up close and personal. This section does not necessarily reflect or represent AHA Centre’s point of view.

One ASEAN One Response

About ASEAN

The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States of the Association are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam. The ASEAN Secretariat is based in Jakarta, Indonesia. As set out in the ASEAN Declaration, the aims and purposes of ASEAN among others are to accelerate the economic growth, social progress, cultural development, to promote regional peace and stability as well as to improve active collaboration and cooperation.

About The AHA Centre

The AHA Centre is an inter-governmental organisation established on 17 November 2011, through the signing of the Agreement on the Establishment of the ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (AHA Centre) by ASEAN Foreign Ministers, witnessed by the ASEAN Heads of States, from 10 ASEAN Member States: Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand, and Viet Nam. The Centre was set-up to facilitate the cooperation and coordination among ASEAN Member States and with the United Nations and international organisations for disaster management and emergency response in the ASEAN region.

About AADMER

The ASEAN Agreement on Disaster Management and Emergency Response (AADMER) is a legally-binding regional multi-hazard and policy framework for cooperation, coordination, technical assistance and resource mobilisation in all aspects of disaster management in the 10 ASEAN Member States. The objective of AADMER is to provide an effective mechanism to achieve substantial reduction of disaster losses in lives and in social, economic and environmental assets, and to jointly respond to emergencies through concerted national efforts.

Talk To Us:



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