



**ONE ASEAN**  
**ONE RESPONSE**

The AHA Centre

# Work Plan

**20**  
**20**



## ONE **ASEAN** ONE **RESPONSE**

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ASEAN Coordinating Centre  
for Humanitarian Assistance  
on disaster management  
(AHA Centre)

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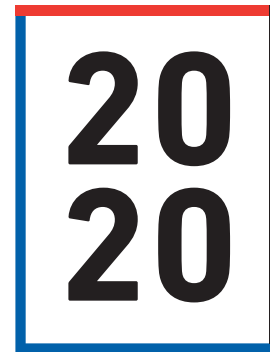
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The AHA Centre  
**Work Plan**



ONE ASEAN  
ONE RESPONSE



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# Executive Summary

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As the ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (the AHA Centre) commemorated its five-year anniversary on 17 November 2016, we were reminded of the achievements that have been made in setting up and operationalising the AHA Centre. The last five (5) years have provided numerous successful response activities for the AHA Centre, as well as many lessons learned, to support the centre's growth, improvement, and overall impact in the disaster management sphere. With a strong AADMER Work Programme 2016-2020 created, a new ten-year ASEAN Vision 2025 on Disaster Management clearly described, and a journey for One ASEAN One Response set at the highest level, the AHA Centre's journey for the next five (5) years will be full of hard work but rewarding at the same time.

The focus of the AHA Centre in next five (5) years will be on accomplishing the expectations set by the ASEAN Member States, and ensuring its sustainability and relevance in the dynamic humanitarian landscape of the region. The key

challenge for the AHA Centre is to make a transition from being a new organisation to becoming one that is sustainable and effective, while remaining relevant to the needs of the ASEAN Member States and the wider ASEAN Community.

Guided by the AADMER and the Agreement on the Establishment of the AHA Centre, and taking into account the ASEAN Vision 2025 on Disaster Management, the AADMER Work Programme 2016-2020 and the ASEAN Declaration on One ASEAN One Response, the AHA Centre will continue to facilitate and coordinate ASEAN's effort in reducing disaster losses and responding to disaster emergencies as one through regional collaboration, national leadership and global partnership in disaster management. Further, the AHA Centre envisions to become a highly professional and trusted organisation which serves as the coordinating agency in the ASEAN region for disaster management and emergency response that aims to make ASEAN as a global leader on disaster management by 2025.

For the next five (5) years, the AHA Centre will focus on what is needed internally and externally to deliver the vision and mission. The AHA Centre Work Plan 2020 seeks to realise the vision and mission through the implementation of the following four (4) priorities:

The AHA Centre Work Plan 2020 is a rolling plan and will be regularly reviewed and updated under the guidance of the AHA Centre's Governing Board to maintain AHA Centre's organisational and operational excellence.

Priority

**1**

**Preparedness  
& Response**

Priority

**2**

**Capacity Building &  
Knowledge Management**

Priority

**3**

**Resource Mobilisation  
& Communications**

Priority

**4**

**Management &  
Administration**





# Overview

## 1 Background

The Association of Southeast Asian Nations (ASEAN) is a regional organisation comprising ten Member States from the Southeast Asian region. Since its formation on 8 August 1967 by Indonesia, Malaysia, the Philippines, Singapore, and Thailand, ASEAN's membership has expanded to include Brunei Darussalam, Cambodia, Lao PDR, Myanmar, and Viet Nam.

Today, ASEAN has a population of over 600 million people with the third largest labour force in the world, and by 2050, ASEAN is expected to rank as the fourth-largest economy in the world.<sup>1</sup> Yet, ASEAN is also the most natural disaster-prone region in the world. More than 50 percent of global disaster mortalities occurred in the ASEAN region during the period of 2004 to 2014. During this period, the region contributed to more than 50 percent of the total global disaster fatalities, or 354,000 of the 700,000 deaths in disasters worldwide.<sup>2</sup> The total economic loss was US\$91 billion. About 191 million people were displaced temporarily and disasters affected an additional 193 million people. In short, about one in three to four people in the region experienced

different types of losses. There was an increase in the rate of disaster mortality from eight (during 1990 to 2003) to 61 deaths per 100,000 people (during 2004 to 2014).<sup>3</sup>

To reduce disaster losses and enhance ASEAN's collective response to disasters, the ASEAN Member States came up with the ASEAN Agreement on Disaster Management and Emergency Response (AADMER). AADMER was signed by the ASEAN Foreign Ministers on 26 July 2005 in Vientiane, Lao PDR. The Agreement entered into force on 24 December 2009, following ratification by all ASEAN Member States. Under the AADMER, the ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (the AHA Centre) shall be established to facilitate co-operation and coordination among ASEAN Member States, and with relevant United Nations and international organisations, in promoting regional collaboration.

The Agreement on the Establishment of the AHA Centre was signed by the ASEAN Foreign Ministers, and witnessed by the ASEAN Leaders on 17 November 2011 at the 19<sup>th</sup>

1. United Nations' 2015 Revision of World Population Prospects see <http://esa.un.org/unpd/wpp/>
2. Source: RSIS calculation from Global Disaster Database at [emdat.be](http://emdat.be)
3. Ibid

ASEAN Summit, held in Bali, Indonesia. The AHA Centre in the past five (5) years since its establishment has enacted emergency response mechanisms to a total of 15 disasters in 6 countries across the region, as well as provided preparedness and assessment in another four (4) occasions. Earthquakes, floods and typhoons have been the main disasters experienced. The ASEAN Emergency Response and Assessment Team (ASEAN-ERAT) has been deployed 18 times to 7 countries, involving 78 individuals out of its pool of 155 trained individuals. The Disaster Emergency Logistic System for ASEAN (DELSA), located in Subang, Malaysia, is a key mechanism to facilitate swift provision of relief items to ASEAN countries. The AHA Centre Executive (ACE) Programme has been conducted in three (3) batches since 2014, to develop future regional leaders in disaster management. Trained through 1000-hour course, the 6-month ACE Programme has resulted in 45 skilled and prepared ACE graduates from the ASEAN Member States.

The AHA Centre has also established numerous systems and tools to facilitate ASEAN's coordinated and collective response to disasters. These include: the Disaster Monitoring and Response System (DRMS) to allow the AHA Centre to monitor the onset of disaster events across the region; the Web-based Emergency Operation Centre (WebEOC) as an online hub of information platform to ensure a shared understanding of an evolving disaster situation between the EOC of the AHA Centre and those of the ten ASEAN Member States; and the ASEAN Disaster Information Net-

work (ADInet) to relay information and raise awareness of unfolding disaster situations to the public. The AHA Centre has also provided regular updates both during emergency times through Flash Updates and Situation Updates, and non-emergency times through Weekly Disaster Updates, Disaster Risk Foresight (Disfore), and the Column. As of December 2016, 457 disaster information products have been issued, consisting of 96 Flash Updates, 132 Weekly Updates, 33 Monthly Outlooks, 156 Situation Updates, and 38 Disaster Alerts as well as a series of Disaster Risk Foresight Updates. The AHA Centre has also developed joint response mechanisms, such as the ASEAN Joint Disaster Response Plan (AJDRP) to operationalise the vision of One ASEAN One Response in engaging and arranging assets and capacity of all relevant parties and stakeholders; and the Joint Operations and Coordination Centre of ASEAN (JOCCA) to allow the temporary establishment of a central coordinating centre in the affected area of an ASEAN country experiencing a disaster. The AHA Centre has also co-organised the biennial ASEAN Regional Disaster Emergency Response Simulation Exercise (ARDEX) in 2013 and 2016, to review and test various joint response mechanisms of ASEAN.

The AHA Centre reports to the Governing Board of the AHA Centre, which assumes the overall responsibility and is accountable for the operations of the AHA Centre. The Governing Board comprises Heads of National Disaster Management Organisations (NDMOs) of the ASEAN Member

States and the ASEAN Secretariat as an ex-officio member. The AHA Centre serves as the Secretariat of the Governing Board. The functions of the Governing Board are outlined in the Agreement on the Establishment of the AHA Centre. The Governing Board members also serve as the Focal Point of the ASEAN Committee on Disaster Management (ACDM) and oversee the implementation of AADMER work programmes.

The following section describes the key ASEAN policy and programme documents that have guided and informed the development of the AHA Centre Work Plan 2020. The section also outlines how these documents envision the role of the AHA Centre as the primary ASEAN regional coordinating agency on disaster management and emergency response.

## 1.1 ASEAN Agreement on Disaster Management and Emergency Response (AADMER)

The ASEAN Agreement on Disaster Management and Emergency Response or AADMER, signed by the ASEAN Foreign Ministers on 26 July 2005 in Vientiane, Lao PDR, has been effectively facilitating regional cooperation between and among the ASEAN Member States. As the legally-binding regional agreement in ASEAN, AADMER has directly contributed to the building of ASEAN Community, and the enhancement of disaster risk reduction of the peoples and communities in ASEAN. The need for the establishment of the AHA Centre was envisioned during the negotiation of AADMER in early 2005. The role of the AHA Centre is clearly articulated under Article 20 whereby it is stated that the purpose of the AHA Centre is to facilitate cooperation and coordination among ASEAN Member States, and with relevant United Nations and international organisations, in promoting regional collaboration.

Following the entry into force of AADMER on 24 December 2009, the ACDM as the main driver in the implementation of

AADMER came up with the first five-year cycle of the AADMER Work Programme, covering the period of 2010-2015. The AADMER Work Programme 2010-2015, endorsed by the ACDM in March 2010 in Singapore, was significant as it was the first document that translated AADMER into actions. In the past five (5) years of its implementation, the AADMER Work Programme 2010-2015 laid the regional mechanisms for joint response and disaster risk reduction at the regional level. Another remarkable achievement of the Work Programme is the broad and far-reaching partnerships. Increased stakeholder support has been demonstrated by the vast network of partners that has been established at various levels.

The AADMER Work Programme 2010-2015 also outlined the necessary step to enhance operational tools, and described the role of the AHA Centre as the operational engine of AADMER in various components of the Work Pro-

gramme. It was also used as a reference document when the ASEAN Member States set up and eventually established the AHA Centre on 17 November 2011 in Bali, Indonesia, through the Agreement on the Establishment of the AHA Centre. The Strategy and Priorities for AADMER Work Programme Phase 2 (2013-2015), which was developed by the ACDM following the mid-term review and re-prioritisation exercise, also guided the enhancement of ASEAN's disaster monitoring and response capacity and the opera-

tionalisation of the AHA Centre.

Since its establishment, the AHA Centre has referred to the AADMER Work Programmes to plan for its annual activities. As the operational engine of AADMER, the AHA Centre has also participated in and contributed to the development of AADMER Work Programmes, coordinated by the ACDM and its working groups, with the support of the ASEAN Secretariat and inputs from ASEAN's partners.

## 1.2

### ASEAN Vision 2025 on Disaster Management

As the first five-year cycle came to an end, the ACDM embarked on the journey that charts the implementation of AADMER in the next five (5) and ten (10) years. The development of post-2015 vision and work programme for AADMER was initiated as early as October 2014 whereby the ACDM brainstormed on the strategies and elements that would be required to guide the implementation of AADMER beyond 2015. The year 2015 was also a defining moment for ASEAN as the region moved towards becoming an ASEAN Community. As such, ASEAN needed to reflect on the collective achievements, and find solutions to address our challenges, to further strengthen ASEAN's regional capacity in reducing disaster losses and strengthening our collective response to disasters. At the same time, ASEAN also needed to address the current risks and future threats and adapt to the changing humanitarian landscape.

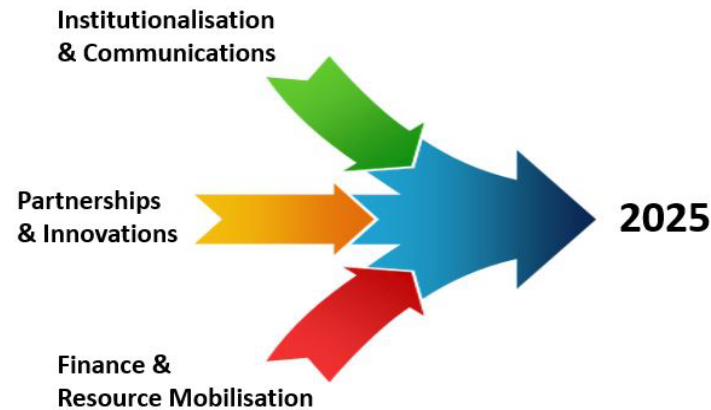
In view of the above, apart from coming up with a new work programme that would cover the period of 2016-2020, the ACDM came up with a ten-year policy document, entitled the ASEAN Vision 2025 on Disaster Management, based on extensive policy thinking and learning from the experiences in implementing AADMER for the past ten (10) years. The policy document was also developed in view of the need to ensure that AADMER would still be as relevant as it has been over the past ten (10) years and would continue to serve as a comprehensive regional framework and policy backbone for disaster management and emergency response in ASEAN.

The ACDM with the support of the ASEAN Secretariat and the AHA Centre conducted extensive policy discussions involving ASEAN Member States and key partner organisations and stakeholders to develop the ten-year policy

document. To better define the parameters of ASEAN's cooperation in implementing AADMER in the next ten (10) years, the ACDM with the support of the ASEAN Secretariat and the AHA Centre conducted the Post-2015 ASEAN Strategic Policy Dialogue on Disaster Management in November 2015 in Singapore. In a historic move, H.E. Secretary-General of ASEAN Le Luong Minh was joined by H.E. Ambassador Ong Keng Yong (former Secretary-General of ASEAN from 2003 to 2007) and H.E. Dr. Surin Pitsuwan (former Secretary-General of ASEAN from 2008 to 2012) in a dialogue to share their views with ASEAN Member States and ASEAN's partners on the accomplishments of the region in disaster management and where ASEAN should be by 2025. The strategic policy outcomes arising from the dialogue led to the finalisation of the ASEAN Vision 2025 on Disaster Management, which further informed the new work programme. The ASEAN Secretariat also engaged the

support of S. Rajaratnam School of International Studies – Nanyang Technological University of Singapore, in the development of the policy document.

Following the above, the ASEAN Vision 2025 on Disaster Management was endorsed by the 27<sup>th</sup> ACDM Meeting and adopted by the 3<sup>rd</sup> ASEAN Ministerial Meeting on Disaster Management (AMMDM) and the 4<sup>th</sup> Meeting of the Conference of the Parties to the AADMER (COP to AADMER) in December 2015 in Phnom Penh, Cambodia. The ten-year vision document maps the broad direction and policy guidance on implementing the AADMER in the next ten (10) years. In particular, it outlines three (3) strategic elements: (i) Institutionalisation and Communications, (ii) Partnership and Innovation, and (iii) Finance and Resource Mobilisation, that ASEAN would need to address in order to position itself as a global leader in disaster management.



**Institutionalisation and Communications** cover areas that would deepen the linkages between the three ASEAN community pillars, namely the ASEAN Socio-Cultural Community, the ASEAN Economic Community, and the ASEAN Political Security Community, and ASEAN bodies, as well as leverage the role of Secretary-General of ASEAN. It also intends to amplify ASEAN's ability to convey its leadership on disaster management to local communities and the wider global community. **Partnership and Innovations** cover areas that expand the feeling of "we" by strengthening existing relationships as well as systematically reaching out to untapped stakeholders such as the business sector, finance sector, youth and academic and scientific community. **Finance and Resource Mobilisation** cover areas that transform the financing for AADMER implementation through innovative approaches to ensure sustainability, as well as

investments, both public and private, to build resilience.

The vision document also outlines expectation of ASEAN Member States on the AHA Centre over the next ten (10) years. It specifically identifies that "the AHA Centre could play a stronger role in facilitating capacity building to bring ASEAN Member States to a regionally and globally recognised standard". It also identifies AHA Centre to serve as "a platform for exchange and repository of information sharing of lessons learned and best practices". It further identifies the potential role of the AHA Centre to become "the network coordinator for regional centres for excellence for training and leadership in disaster management and emergency response and the engagement of the regional policy community" to allow for the development of next generation of leaders and thought-leadership in ASEAN.

## 1.3 AADMER Work Programme 2016-2020

Following the adoption of the ten-year vision, the ACDM adopted the AADMER Work Programme 2016-2020 in February 2016 and launched the Work Programme to the partners at the Third AADMER Partnership Conference held during the 28<sup>th</sup> ACDM Meeting in April 2016 in Semarang, Indonesia. The AADMER Work Programme 2016-2020 was developed based on extensive programme reviews and learning from the experiences of implementing the previous work programmes. To ensure that an inclusive and

consultative process was undertaken, the ACDM Working Groups assessed the implementation of the previous work programmes, and brainstormed on their vision for post-2015 implementation. During meetings of the working groups, ASEAN's partners were likewise engaged to share their thoughts and reflections. A Monitoring and Evaluation (M&E) exercise on the implementation of the previous work programmes was also conducted involving Member States and partners to get lessons from previous work pro-

grammes and inform the development of AADMER Work Programme 2016-2020.

The development of AADMER Work Programme 2016-2020 also benefitted from the Declaration on Institutionalising the Resilience of ASEAN and Its Communities and Peoples to Disasters and Climate Change, adopted by the ASEAN Leaders during the 26<sup>th</sup> ASEAN Summit in April 2015 in Kuala Lumpur, Malaysia. Also the new work programme was guided by the ASEAN Declaration on One ASEAN, One Response: ASEAN Responding to Disasters as One in the Region and Outside the Region, which was eventually signed by the ASEAN Leaders on 6 September 2016 during the 28<sup>th</sup> and 29<sup>th</sup> ASEAN Summits in Vientiane, Lao PDR.

The AADMER Work Programme 2016-2020 covers the entire range of thematic areas in disaster management. It maintains the four (4) strategic components used in the previous work programmes, namely: i) Risk Assessment, Early Warning and Monitoring (now renamed into Risk Assessment and Awareness); ii) Prevention and Mitigation, iii) Preparedness and Response; and iv) Recovery, as an effective categorisation of the work to be undertaken in the next five (5) years. A fifth strategic component is established on Knowledge and Innovation Management, to systematically capture, consolidate, and disseminate all the knowledge on disaster management in the region. The six (6) building blocks, namely: i) Institutionalisation; ii) Partnership; iii) Resource Mobilisation; iv) Information Management and

Communication Technology; v) Outreach and Mainstreaming; and vi) Training and Knowledge Management, are now streamlined in each of the strategic components for a more integrated approach to the implementation of the work programme. Interlinkages are clearly established between the strategic components, and consequently the eight (8) priority programmes, to facilitate synergy and complementarity.

The AADMER Work Programme 2016-2020 contributes to the aims of the AADMER, which are to reduce disaster losses and enhance regional cooperation to respond jointly to disasters. This shall be undertaken through the implementation of eight (8) Priority Programmes. The Priority Programmes functions similarly to the previous 21 Concept Notes under the AADMER Work Programme Phase 2 (2013-2015) in terms of providing the rationale, objective, and programme components that may further be developed either to new projects or add on to existing and on-going projects for the latter's more programmatic implementation. ASEAN Member States, ASEAN sectoral bodies, ASEAN Dialogue Partners, and other ASEAN's partners, such as civil society organisations, international organisations, the National Societies of Red Cross and Red Crescent Movement, private sector, and the academic and scientific communities, among others, may utilise these priority programmes to develop detailed projects and programmes. They can also connect such programmes with their own existing initiatives to strengthen linkages, optimally use limited resources, and leverage networks to attain commonly identified goals and objectives.

The 8 Priority Programmes, with the specific objectives and outputs, are as follows:

Programme Objective	Programme Outputs
<b>1. AWARE: Risk Aware ASEAN Community</b>	
Enhance risk assessment and improve risk awareness of ASEAN Community	<ul style="list-style-type: none"> <li>• Strengthened ASEAN's capacity in risk and vulnerability assessment;</li> <li>• Improved the availability of data and information on regional risk and vulnerability; and</li> <li>• Enhanced mechanism on risk data utilisation and information sharing.</li> </ul>
<b>2. BUILD SAFELY: Building Safe ASEAN Infrastructures and Essential Services</b>	
Build resilience into essential infrastructures and essential services for ASEAN Community to thrive and operate despite disasters and climate impacts	<ul style="list-style-type: none"> <li>• Promoted equitable and high quality infrastructure and essential services;</li> <li>• Scaled-up ASEAN Safe Schools Initiative; and</li> <li>• Promoted innovative practices towards building resilient and climate adaptive cities.</li> </ul>
<b>3. ADVANCE: A Disaster Resilient and Climate Adaptive ASEAN Community</b>	
Advancing ASEAN Community that is safe, resilient to disasters, and adaptive to climate change, with youth and good governance at the centre	<ul style="list-style-type: none"> <li>• Strengthened institutional capacity and policy frameworks for effective implementation of disaster risk reduction (DRR) and climate change adaptation (CCA);</li> <li>• Established ASEAN youth leadership in DRR and CCA;</li> <li>• Increased replicable programmes and models of building community resilience; and</li> <li>• Strengthened awareness building programmes on a disaster resilient and climate adaptive ASEAN Community.</li> </ul>



## Programme Objective

## Programme Outputs

### 4. PROTECT: Protecting Economic and Social Gains of ASEAN Community Integration through Risk Transfer & Social Protection

Protect the economic and social gains of ASEAN Community through innovative market-based solutions, private sector engagement, and social protection programmes

- Established the Regional Risk Financing and Insurance Framework;
- Enhanced access to finance for private sector, which includes small and medium enterprises, micro-enterprises, and small holder produces;
- Strengthened evidence-based policy analysis and strategies on the linkage between disaster management and the economy to contribute to a more deeply-integrated and highly-cohesive ASEAN economy;
- Established resilient regional production and supply chains in ASEAN;
- Enhanced the capacities of private sector companies in the region to position ASEAN as the production and service hub of humanitarian goods and services; and
- Ensured social protection and established social safety nets in the context of disasters.

### 5. RESPOND AS ONE: Transforming Mechanisms for ASEAN's Leadership in Response

Transform the regional humanitarian landscape demonstrating ASEAN increased preparedness and leadership in joint response

- Established the ASEAN Joint Disaster Response Plan (AJDRP);
- Enhanced civil-military coordination;
- Strengthened the role of the Secretary-General of ASEAN as the ASEAN Humanitarian Assistance Coordinator (SG-AHAC);
- Sustained the operationalisation of AHA Centre;
- Maintained the regular conduct of the ASEAN Regional Disaster Response Simulation Exercise (ARDEX); and
- Enhance mobilisation of regional response.

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**Programme Objective****Programme Outputs****6. EQUIP: Enhanced Capacities for One ASEAN One Response**

Intensify ASEAN's human, institutional and logistics capacity to deliver fast, collective and reliable regional response

- Enhanced the implementation of the Disaster Emergency Logistics System of ASEAN (DELSA); and
- Enhanced the capacity of the ASEAN Emergency Response and Assessment Team (ASEAN-ERAT).

**7. RECOVERY: ASEAN Resilient Recovery**

Capacitate ASEAN to undertake swift recovery that is locally-driven and with sufficient resources

- Harmonised standards and guidelines on recovery;
- Developed the Resilient Recovery Toolbox;
- Enhanced regional capacities and expertise in recovery;
- Built network for local leadership in recovery; and
- Secured adequate resources for recovery.

**8. LEAD: ASEAN Leadership for Excellence and Innovation in Disaster Management**

Strengthen ASEAN's regional knowledge management system and mechanism, and professionalism to enable ASEAN to become the global leader and centre for excellence and innovations in disaster management

- Established an integrated regional disaster management knowledge hub;
  - Built professionalism in disaster management through standardisation and certification; and
  - Creating innovations that transform the way disasters are managed.
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As in the previous work programmes, the AADMER Work Programme 2016-2020 continues to put AHA Centre at the centre stage in the implementation of AADMER, particularly in Priority Programme 1: Aware (Risk Aware ASEAN Community), Priority Programme 5: Respond As One (Transforming Mechanisms for ASEAN's Leadership in Re-

sponse), Priority Programme 6: Equip (Enhanced Capacities for One ASEAN One Response), Priority Programme 7: Recovery (ASEAN Resilient Recovery), and Priority Programme 8: Lead (ASEAN Leadership for Excellence and Innovation in Disaster Management).

## 1.4 ASEAN Declaration on One ASEAN, One Response

The ASEAN Declaration on One ASEAN, One Response: ASEAN Responding to Disasters as One in the Region and Outside the Region was adopted and signed by the ASEAN Leaders on 6 September 2016 during the 28<sup>th</sup> and 29<sup>th</sup> ASEAN Summits in Vientiane, Lao PDR. The Declaration aims to enhance the speed, volume and coordination that ASEAN provides to the affected communities through ASEAN's collective response to disasters. The Declaration affirms that the AHA Centre "is the primary ASEAN regional coordinating agency on disaster management and emergency response" and tasks the AHA Centre to operationalise the vision of One ASEAN, One Response.

The ASEAN Leaders expressed the following important points under the Declaration on One ASEAN, One Response:

1. **AGREE** to materialise "One ASEAN, One Response: ASEAN Responding to Disasters as One in the Region

and Outside the Region" to achieve faster response, mobilise greater resources and establish stronger coordination to ensure ASEAN's collective response to disasters;

2. **CONFIRM** that AADMER is the main regional policy backbone and common platform for the implementation of One ASEAN, One Response;
3. **AFFIRM** that the AHA Centre is the primary ASEAN regional coordinating agency on disaster management and emergency response and, where appropriate, will work in partnership with relevant regional and international agencies and centres to strengthen HADR efforts that include civilian and military coordination;
4. **COMMIT** to strengthen the capacity and enhance the sustainability of the AHA Centre to provide effective support in realising ASEAN's collective response to disasters;

5. **CONFIRM** that the ASEAN Standard Operating Procedure for Regional Standby Arrangements and Co-ordination of Joint Disaster Relief and Emergency Response Operations (SASOP) as a protocol under AADMER is the main standard operating procedure to be used for mobilisation of both civilian and military response in materialising One ASEAN, One Response;
6. **ENDORSE** the ASEAN Emergency Response and Assessment Team (ERAT) as the official resource of ASEAN under AADMER, managed and coordinated by the AHA Centre, and as such, endeavour to mobilise ERAT members and provide resources for their deployment upon request by the AHA Centre;
7.  **earmark** on a voluntary basis, both civilian and military assets, resources, capabilities and capacities, which may be available for the ASEAN Standby Arrangements that can be mobilised immediately to disaster-affected areas through the coordination of the AHA Centre;
8. **SUPPORT** the use of both national and ASEAN flag and emblem in responding to disasters as part of the efforts to underscore that ASEAN is responding together as one;
9. **REALISE** the implementation of East Asia Summit (EAS) Statement of Rapid Disaster Response, and, at the appropriate time, establish a coordination mechanism to respond to disasters in the ASEAN region, bilaterally between the EAS participating countries and through the AHA Centre, while maintaining ASEAN Centrality;
10. **RECOGNISE** the role of the AHA Centre, at a later stage, to enable ASEAN to respond to disasters outside the region, where appropriate, in partnership with regional and international agencies and centres;
11. **AGREE** to explore ways to increase the contributions to the ASEAN Disaster Management and Emergency Relief (ADMER) Fund and AHA Centre Fund to provide resources for effective and sustainable implementation of One ASEAN, One Response;
12. **ADOPT** the Terms of Reference of the Secretary-General of ASEAN as the ASEAN Humanitarian Assistance Coordinator (AHAC), and underline the importance of his/her role in realising One ASEAN, One Response.

The above Declaration also tasked the AHA Centre, under the strategic guidance of the ASEAN Ministerial Meeting on Disaster Management (AMMDM), the Conference of the Parties to the AADMER and the ACDM, to operationalise One ASEAN, One Response, including development of necessary protocols to prescribe measures, procedures and standards as well as engagements with relevant sectors and stakeholders in ASEAN.

## 2 Vision and Mission of the AHA Centre

Guided by the AADMER and the Agreement on the Establishment of the AHA Centre, and taking into account the ASEAN Vision 2025 on Disaster Management, the AADMER Work Programme 2016-2020 and the ASEAN Declaration on One ASEAN One Response, the AHA Centre has formulated the following as its mission and vision statements:

The mission statement is an enduring statement of the core purpose of the AHA Centre. It broadly describes who the AHA Centre is and what the AHA Centre does, and the organisation's reason for being. The vision statement is a position to be achieved by the AHA Centre in a long-term to serve as a focal point of efforts and to act as a catalyst for team spirit within the ASEAN Community.

### Mission:

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“To facilitate and coordinate ASEAN’s effort in reducing disaster losses and responding to disaster emergencies as one through regional collaboration, national leadership and global partnership in disaster management”.

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### Vision:

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“A highly professional and trusted organisation which serves as the coordinating agency in the ASEAN region for disaster management and emergency response that aims to make ASEAN as a global leader on disaster management by 2025”.

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### 3

## AHA Centre Work Plan 2020

The AHA Centre's initiative to develop the AHA Centre Work Plan 2020 came from the need to prioritise establishing its long-term sustainability, and to shift into an organisation with strong systems, processes, capacities and resources to deliver its vision and mission. In the first five (5) years, the AHA Centre has focused on establishing its credibility and presence through prioritising short-term goals and low-hanging fruits. For long-term and strategic planning, the AHA Centre has, for the past five (5) years, relied on the AADMER work programmes and developed work plans on an annual basis to contribute to the AADMER work programmes.

In view of the above, the 2<sup>nd</sup> Meeting of the Governing Board of the AHA Centre held in April 2015 in Phnom Penh, Cambodia agreed that AHA Centre should develop a longer-term strategy. The long-term plan will articulate AHA Centre's intended destination while the shorter plans will define the operational activities for achieving it.

The AHA Centre Work Plan 2020 was then developed, based on the above vision and mission, and guided by the ASEAN Vision 2025 on Disaster Management, the Agreement on the Establishment of the AHA Centre, the AADMER Work Programme 2016-2020 and the ASEAN Declaration on One ASEAN One Response. In developing the Work Plan 2020, the AHA Centre absorbs all key activities assigned to the AHA Centre under the AADMER Work Programme 2016-2020, and at the same time, takes aspirations from the ASEAN Vision 2025 on Disaster Management and the ASEAN Declaration

on One ASEAN One Response. At such, the AHA Centre Work Plan 2020 aligns with and contributes directly to those key activities assigned to AHA Centre under the AADMER Work Programme 2016-2020. The Work Plan also aims to operationalise the ASEAN Vision 2025 on Disaster Management and the ASEAN Declaration on One ASEAN One Response.

Having a longer term plan in the form of the AHA Centre Work Plan 2020 will also allow for a better strategic programming and synchronisation of AHA Centre's projects and programmes, and ensure AHA Centre's operational and organisational excellence. Therefore, apart from detailing out key operational activities assigned to AHA Centre under the AADMER Work Programme 2016-2020, the AHA Centre Work Plan 2020 includes key activities to strengthen programme development and management, resource mobilisation, monitoring & evaluation, reporting, human resources, financial management, administration, ICT and quality assurance.

Apart from referring and making direct linkage to the key documents (i.e. the ASEAN Vision 2025 on Disaster Management, the AADMER Work Programme 2016-2020 and the ASEAN Declaration on One ASEAN One Response), the development of the AHA Centre Work Plan 2020 has also benefitted from various studies, audits and consultants' reports as well as AHA Centre's after-action reviews, lessons learning and mapping exercises that were conducted internally as well as with the support of AHA Centre's partners.

# 3.1

## Four Priorities of the AHA Centre Work Plan 2020

AHA Centre Work Plan 2020 seeks to realise the AHA Centre's vision and mission through the implementation of the following four (4) priorities:

**1 Priority 1 on Preparedness & Response** is very much guided by key activities under Priority Programmes 1 (Aware), 5 (Respond as One), 6 (Equip) and 7 (Recover) of the AADMER Work Programme 2016-2020, as well as commitments outlined in the ASEAN Declaration on One ASEAN One Response and guidance from the ASEAN Vision 2025 on Disaster Management.

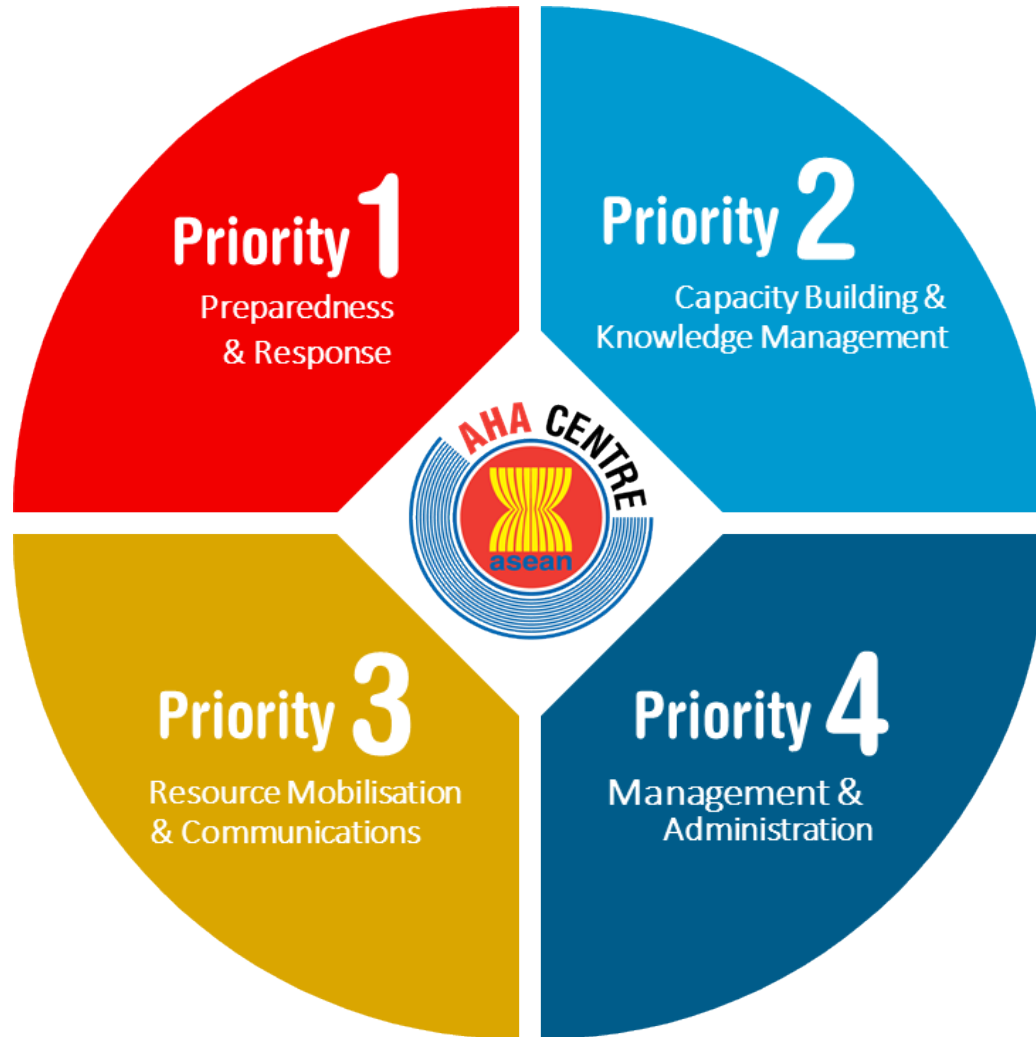
**2 Priority 2 on Capacity Building & Knowledge Management** mainly follows the key activities under Priority Programme 8 (Lead) and takes guidance from the ASEAN Vision 2025 on Disaster Management for the AHA Centre to play a stronger role in building professionalism, forging innovations and setting standards; to serve as a platform for knowledge exchange and repository of information; and to become a network coordinator for training and leadership in disaster management.

**3 Priority 3 on Resource Mobilisation & Communications** takes guidance primarily the ASEAN Vision 2025 on Disaster Management, which envisages Communications as well as Financing & Resource Mobilisation among strategic elements to enhance ASEAN's visibility and enable the AHA Centre to become self-sufficient and achieve financial sustainability. Under this priority, the

AHA Centre also includes an element on programme management as the foundation for partnership and resource mobilisation efforts. Commitments of ASEAN Leaders in the ASEAN Declaration on One ASEAN One Response to ensure sustainability for the AHA Centre and increasing contributions were also used as guidance in developing this Priority Area.

**4 Priority 4 on Management & Administration** aims to strengthen AHA Centre's institutional capacity and corporate policies and management, to ensure AHA Centre's operational and organisational excellence in performing its operational functions. It covers programme development and management, resource mobilisation, monitoring & evaluation, programme reporting, human resources, financial management, administration, ICT and quality assurance.

## Four Priorities of the AHA Centre Work Plan 2020





# 1

## Preparedness & Response

### Components and Outputs

1. **Strengthening ASEAN's Capacity in Risk and Vulnerability Assessment (RVA)**
  - 1.1. Resourced regional and national action plans on implementation of RVA using a phased approach (appropriate to needs)
2. **Improving the Availability of Data and Information on Regional Risk and Vulnerability**
  - 2.1. Enhanced ASEAN Disaster Monitoring and Response System (DMRS)
  - 2.2. National risk profiles and risk profiles for most vulnerable subnational regions and cities
  - 2.3. Annual ASEAN Risk Monitor Reports (ARMOR)
3. **Enhancing the Mechanism on Risk Data Utilisation and Information Sharing**
  - 3.1. Formal information sharing agreements and information flows
  - 3.2. ASEAN network of automatic disaster alert systems
4. **Establishing the ASEAN Joint Disaster Response Plan (AJDRP)**
  - 4.1. Regional framework and standards for coordinated response and joint response plan
  - 4.2. Updated Standard Operating Procedures for Regional Standby Arrangements and Coordination of Joint Disaster Relief and Emergency Response Operations (SASOP)
  - 4.3. Assessed operationalisation of One ASEAN One Response
  - 4.4. Addressed needs of affected National Disaster Management Organisations (NDMOs) and communities
5. **Enhancing Civil-Military**
  - 5.1. SASOP Chapter 6 (Military-Military, and Civil-Military Coordination)
  - 5.2. Regional roadmap for Incident Command System (ICS) inter-operability & coordinating platform at regional/national/local levels
  - 5.3. Enhanced coordination mechanisms with military sector
6. **Sustaining Operations of the AHA Centre**
  - 6.1. Established mechanism such as an Endowment Fund for One ASEAN One Response
  - 6.2. Enhanced RACER and collaboration with Civil Society Organisations (CSOs) to be integrated into AJDRP
  - 6.3. Coordination platform for private sector involvement in One ASEAN One Response to be integrated into AJDRP
7. **Maintaining the Conduct of ASEAN Regional Disaster Emergency Response Simulation Exercise (ARDEX)**
  - 7.1. Inclusive, comprehensive and standardised ARDEX

- 
- 8. Enhancing the Implementation of Disaster Emergency Logistic System of ASEAN (DELSA)
    - 8.1. Enhanced capacity and mechanism of logistic system in ASEAN
    - 8.2. Standards for humanitarian relief
  - 9. Enhancing the Capacity of ASEAN Emergency Response and Assessment Team (ERAT)
    - 9.1. ERAT Training
    - 9.2. ERAT Deployment
    - 9.3. ERAT Management
  - 10. Developing the Resilient Recovery Toolbox
    - 10.1. Online availability and accessibility of recovery tools
  - 11. Enhancing Regional Capacities and Expertise in Recovery
    - 11.1. Certified recovery practitioners
    - 11.2. Pool of Level 2 ASEAN-ERAT capable of undertaking post-disaster recovery assessments
-

# 2

## Capacity Building & Knowledge Management

### Components and Outputs

- |      |  |
|------|--|
| 1.   | <b>Building and Managing Institutional Knowledge</b>   |
| 1.1. | Knowledge and Change Management (KCM) system of the AHA Centre   |
| 1.2. | AHA Centre knowledge book series   |
| 1.3. | AHA Centre e-learning series   |
| 2.   | <b>Establishing Integrated Regional Disaster Management Knowledge Hub</b>  |
| 2.1. | Knowledge management and repository mechanism  |
| 2.2. | ICT including mobile-based platform for disaster management knowledge hub  |
| 2.3. | Various documents and information collected and stored at the AHA Centre's website   |
| 2.4. | Enhancement of the ASEAN Knowledge Hub as the online platform to support the AMS and relevant stakeholders in performing risk assessment, prevention and mitigation, preparedness and response, and recovery efforts |
| 3.   | <b>Building Professionalism in Disaster Management through Standardisation and Certification</b>   |
| 3.1. | Standardised, certified, and professionalised disaster management systems  |
| 3.2. | ASEAN Disaster Management Leadership Programme   |
| 3.3. | Dissemination of knowledge of best practices of regional mechanisms on disaster management   |
| 3.4. | Influence in global policy discussions on disaster management  |
| 4.   | <b>Creating Innovations that Transform the Way Disaster is Managed</b>   |
| 4.1. | Innovative solutions for current challenges and future opportunities on disaster management  |

# 3

## Resource Mobilisation & Communications

### Components and Outputs

1.	Strengthening the Capacity of the AHA Centre's Programme Management
1.1.	Comprehensive programme management cycle
1.2.	Programme development
1.3.	Financing and resource mobilisation
1.4.	Programme monitoring, evaluation and reporting
2.	Strengthening a Multi-Stakeholders' Communications and Brand Awareness of the AHA Centre
2.1.	Internal communications awareness and corporate design manual
2.2.	Communications and public speaking enhancement
2.3.	Brand compliance audit
2.4.	Improved AHA Centre's media database
2.5.	Monthly news and media monitoring report
2.6.	Media engagement on reporting disasters in ASEAN
2.7.	Public speaking engagement
2.8.	DELSA familiarisation and crisis communications workshop
2.9.	News bulletin The Column
2.10.	Partner's forum
2.11.	Feature for profiling
2.12.	Public Service Announcement (PSA)
2.13.	Communications networking
2.14.	Communications capacity building

# 4

## Management & Administration

### Components and Outputs

1. **Strengthening the AHA Centre's Human Resource Management and Development**
  - 1.1. Reference and benchmarking of HR management and development of the AHA Centre
  - 1.2. Recruitment and Selection Policy, Strategy, Process and Procedures
  - 1.3. AHA Centre Compensation and Benefit structure
  - 1.4. AHA Centre Staff Performance Management System and Procedures
  - 1.5. AHA Centre Learning and Development (L&D) Policy, Procedures and Plan
  - 1.6. AHA Centre Staff Rules and Regulations
  - 1.7. HR management procedures for emergency response operations
  - 1.8. Effective implementation of HR development and management
  - 1.9. Organisational re-structuring
2. **Strengthening AHA Centre's Financial Management**
  - 2.1. Finance rules and procedures, manuals, policies and SOPs
  - 2.2. Financial management procedures for emergency response operations
  - 2.3. International Public Sector Accounting Standard (IPSAS) compliance
  - 2.4. Internal audit for finance
  - 2.5. Budgeting process and procedures
  - 2.6. External audit for finance
  - 2.7. Effective implementation of financial rules and procedures
3. **Strengthening the AHA Centre's Office Management and Administration**
  - 3.1. Office management and administration manual, policies and SOPs
  - 3.2. AHA Centre procurement policy and procedures
  - 3.3. Organisational documents management and standard
  - 3.4. Organisational Business Continuity Management System (BCMS)
  - 3.5. Effective implementation of office management and administration rules and procedures
4. **Enhancing Organisational Quality Management System of the AHA Centre**
  - 4.1. Quality management system
  - 4.2. Compliance management

4.3. Strategic planning process

4.4. Monitoring and evaluation mechanism

4.5. Effective implementation of the AHA Centre quality management system

5. Enhancing the Performance and Sustainability of the Information and Communication Technology (ICT) of the AHA Centre

5.1. ICT Business Continuity Management (BCM)

5.2. ICT maintenance arrangements

5.3. ICT security arrangements

5.4. ICT capacity development

5.5. Seamless connectivity

5.6. WebEOC enhancement



# Implementation Arrangements and Linkages with AADMER Work Programme 2016-2020

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The AHA Centre is responsible for the overall implementation of all key activities under the AHA Centre Work Plan 2020. In developing the AHA Centre Work Plan 2020, the AHA Centre absorbs all key activities assigned to the AHA Centre under the AADMER Work Programme 2016-2020, and at the same time, takes aspirations from the ASEAN Vision 2025 on Disaster Management and the ASEAN Declaration on One ASEAN One Response. At such, the AHA Centre Work Plan 2020 aligns with and contributes directly to those key activities assigned to AHA Centre under the AADMER Work Programme 2016-2020.

For key activities assigned to the AHA Centre under the AADMER Work Programme 2016-2020, the AHA Centre will work under the strategic direction of the ACDM and the Governing Board of the AHA Centre, and technical guidance of the relevant ACDM Working Groups. Those activ-

ities that are internal to the AHA Centre and not under the purview of the ACDM Working Groups, such as programme management, resource mobilisation, communications, human resources and financial management, will be under the supervision of the Governing Board of the AHA Centre.

For key activities under the AADMER Work Programme 2016-2020 that are not assigned to the AHA Centre, please refer to the arrangements outlined under the AADMER Work Programme 2016-2020. These activities will be under the responsibility of the ACDM, its Working Groups, the ASEAN Secretariat or other relevant ASEAN bodies.

The following table illustrates the linkage between AHA Centre Work Plan 2020 with the Governing Board of the AHA Centre and the ACDM Working Groups:

## Linkages between AHA Centre Work Plan 2020 with AHA Centre's Governing Board and ACDM Working Groups

AHA Centre Work Plan 2020 - Priority Areas	Relevant Linkages
Priority 1: Preparedness and Response	
1.1. Strengthening ASEAN's Capacity in Risk and Vulnerability Assessment (RVA)	ACDM Working Group on Risk Assessment and Awareness
1.2. Improving the Availability of Data and Information on Regional Risk and Vulnerability	
1.3. Enhancing the Mechanism on Risk Data Utilisation and Information Sharing	
1.4. Establishing the ASEAN Joint Disaster Response Plan (AJDRP)	ACDM Working Group on Preparedness and Response
1.5. Enhancing Civil-Military	
1.6. Sustaining Operations of the AHA Centre	
1.7. Maintaining the Conduct of ARDEX	
1.8. Enhancing the Implementation of Disaster Emergency Logistic System of ASEAN (DELSA)	
1.9. Enhancing the Capacity of ASEAN Emergency Response and Assessment Team (ERAT)	
1.10. Developing the Resilient Recovery Toolbox	ACDM Working Group on Recovery
1.11. Enhancing Regional Capacities and Expertise in Recovery	
Priority 2: Capacity Building and Knowledge Management	
2.1. Building and Managing Institutional Knowledge	ACDM Working Group on Knowledge and Innovation Management
2.2. Establishing Integrated Regional Disaster Management Knowledge Hub	
2.3. Building Professionalism in Disaster Management through Standardisation and Certification	
2.4. Creating Innovations that Transform the Way Disaster is Managed	
Priority 3: Resource Mobilisation and Communications	
3.1. Strengthening the Capacity of the AHA Centre's Programme Management	Governing Board of the AHA Centre
3.2. Strengthening a Multi-Stakeholders' Communications and Brand Awareness of the AHA Centre	



AHA Centre Work Plan 2020 - Priority Areas	Relevant Linkages
<b>Priority Area 4: Management and Administration</b>	
4.1. Strengthening the AHA Centre's Human Resource Management and Development	Governing Board of the AHA Centre
4.2. Strengthening the AHA Centre's Financial Management	
4.3. Strengthening the AHA Centre's Office Management and Administration	
4.4. Enhancing Organisational Quality Management System of the AHA Centre	
4.5. Enhancing the Performance and Sustainability of the ICT of the AHA Centre	ACDM Working Group on Knowledge and Innovation Management


For reference, the following is the composition of the ACDM Working Groups:

ACDM Working Group on Risk Assessment and Awareness	Co-Chairs: Cambodia and Philippines Members: Indonesia, Lao PDR, Myanmar, Viet Nam
ACDM Working Group on Prevention and Mitigation	Co-Chairs: Lao PDR and Thailand Members: Brunei Darussalam, Cambodia, Malaysia, Philippines, Viet Nam
ACDM Working Group on Preparedness and Response	Co-Chairs: Malaysia and Singapore Members: Brunei Darussalam, Indonesia, Lao PDR, Philippines, Thailand
ACDM Working Group on Recovery	Co-Chairs: Indonesia and Myanmar Members: Brunei Darussalam, Lao PDR, Philippines, Thailand
ACDM Working Group on Knowledge and Innovation Management	Co-Chairs: Indonesia, Singapore, Viet Nam Members: Cambodia, Lao PDR, Malaysia, Thailand

Partners and proponents, who wish to support AHA Centre in the implementation of the AHA Centre Work Plan 2020, shall liaise with the AHA Centre. The proposed initiative should contribute to the Priority Areas and/or in support to the operation-

alisation and sustainability of the AHA Centre. AHA Centre's collaboration with external parties shall be subject to the approval of the Governing Board of the AHA Centre or the ACDM.



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# Key Activities of the AHA Centre Work Plan 2020





**ONE ASEAN  
ONE RESPONSE**

**PRIORITY 1**

# **Preparedness & Response**

**PRIORITY 1**



# 1. Preparedness & Response

Linkages with: ACDM Working on Risk Assessment and Awareness (Components 1-3)  
ACDM Working Group on Preparedness and Response (Components 4-9)  
ACDM Working Group on Recovery (Components 10-11)

Contributing to: ASEAN Declaration on One ASEAN One Response  
ASEAN Vision 2025 on Disaster Management  
AADMER Work Programme 2016-2020 (Priority Programmes 1, 5, 6 and 7)

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1. Strengthening ASEAN's capacity in Risk and Vulnerability Assessment (RVA)	1.1. Resourced regional and national action plans on implementation of RVA using a phased approach (appropriate to needs)	1.1.1. Study on regional and national-level resource capacities and needs for risk assessment and profiling	AHA Centre																				
		1.1.2. Carry out resource mobilisation and development of cooperation for ASEAN RVA	AHA Centre																				
		1.1.3. Support the development and facilitation of cooperation and partnerships	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
2. Improving the availability of data and information on regional risk and vulnerability	2.1. Enhanced ASEAN Disaster Monitoring and Response System (DMRS)	2.1.1. Upgrade DMRS hardware and software systems and ensure system redundancy	AHA Centre																				
		2.1.2. Incorporate geospatial data into DMRS, including training workshops, and procurement of images	AHA Centre																				
		2.1.3. Incorporate SASOP and DELSA information into DMRS	AHA Centre																				
		2.1.4. Conduct a regional study on integration of climate risks in DMRS	AHA Centre																				
		2.1.5. Develop an action plan on integration of climate risk and data into DMRS	AHA Centre																				
		2.1.6. Conduct regional training workshop on risk assessment systems interoperability	AHA Centre																				



COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		2.1.7. Do data collection, storage, maintenance (annual updating) for regional and national-level data	AHA Centre																				
		2.1.8. Conduct assessment of risk information post disaster response	AHA Centre																				
	2.2. National risk profiles and risk profiles for most vulnerable subnational regions and cities	2.2.1. Study to produce preliminary list of most vulnerable communities and cities based on top- 5 regional disaster risks	AHA Centre																				
		2.2.2. Develop risk profiling for priority sub-national regions and cities (phased approach)	AHA Centre																				
		2.2.3. Conduct regional workshop on integrating subnational region and city risk profile into DMRS	AHA Centre																				
		2.2.4. Conduct integration of subnational region and city risk profile into DMRS	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		2.2.5. Create video tutorial or e-learning modules for Member States on the utilisation of the risk profile layer in the DMRS	AHA Centre																				
	2.3. Annual ASEAN Risk Monitor Reports (ARMOR)	2.3.1. Form report editorial board and publication planning	AHA Centre																				
		2.3.2. Conduct research, writing, editing and professionally produced publication	AHA Centre																				
		2.3.3. Convert technical report into info graphics, interactive maps and public communication outputs	AHA Centre																				
		2.3.4. Publish and disseminate the reports and maps	AHA Centre																				
3. Enhancing the mechanism on risk data utilisation and information sharing	3.1. Formal information sharing agreements and information flows	3.1.1. Conduct regional consultation on ADInet Upgrade	AHA Centre																				
		3.1.2. Develop publicly accessible online disaster risk database	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	3.2. ASEAN network of automatic disaster alert systems	3.2.1. Undertake benchmarking and comparative study on alert and early warning systems in ASEAN Member States	AHA Centre																				
		3.2.2. Undertake technical study on hardware and software requirements for an automatic alert system	AHA Centre																				
		3.2.3. Develop an ASEAN network of disaster alert systems	AHA Centre																				
		3.2.4. Conduct training for ASEAN Member States on operation and maintenance of automatic alert systems, including mobile alert systems	AHA Centre																				
		3.2.5. Utilise the network of automatic alert systems	AHA Centre																				
		3.2.6. Assess regularly the automatic alert systems	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
4. Establishing the ASEAN Joint Disaster Response Plan (AJDRP)	4.1. Regional framework and standards for coordinated response and joint response plan	4.1.1. Draft AJDRP submitted by consultant	AHA Centre																				
		4.1.2. Conduct exercises to test the AJDRP	AHA Centre																				
		4.1.3. Update AJDRP or relevant standards/ SOPs/ policies	AHA Centre																				
		4.1.4. Operationalise the Joint Operation and Coordination Centre of ASEAN (JOCCA) concept	AHA Centre																				
		4.1.5. Establish a coordination mechanism to respond to disasters in the ASEAN region, bilaterally between the EAS participating countries and through the AHA Centre, while maintaining ASEAN Centrality	ACDM, ACDM Session on EAS, WG PR, AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																				
				2016				2017				2018				2019				2020				
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
		4.1.6. Develop ASEAN's response options in collectively responding to disasters outside the region, including, where appropriate, partnership mechanisms with regional and international agencies and centres	WG PR, AHA Centre, ASEAN Secretariat																					
	4.2. Updated SASOP	4.2.1. Compile lessons learnt from using the SASOP	AHA Centre																					
		4.2.2. Update SASOP through biennial reviews	AHA Centre, WG PR																					
		4.2.3. Familiarise the revised SASOP to all relevant sectors	AHA Centre, WG PR																					
	4.3. Assessed operationalisation of One ASEAN One Response	4.3.1. Conduct AAR to review the operationalisation of One ASEAN One Response after disasters	AHA Centre																					
		4.3.2. Compile and publish results of the AARs	AHA Centre																					

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	4.4. Ad-dressed needs of affected NDMOs and communities	4.4.1. Mobilise and deploy ASEAN gov-ernment capacities and assets, both civilian and military	AHA Centre																				
		4.4.2. Facilitate deployment of non-ASEAN Member States' capacities and assets	AHA Centre																				
5. Enhancing Civil- Military	5.1. SASOP Chapter 6 (Mil-itary-Military, and Civil-Mili-tary Coordina-tion)	5.1.1. Conduct AAD-MER and One ASEAN One Response orientations for civ-il-military coordination structures	AHA Centre																				
		5.1.2. Conduct annually an ASEAN specialised training on civil-military coord-ination	AHA Centre																				
		5.1.3. Coordinate and participate in other regional disaster response simulation exercises	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	5.2. Regional roadmap for ICS inter-op-erability and coordinating platform at regional/ national/ local levels	5.2.1. Standardise an ASEAN ICS training curriculum, including EOC and other com-ponents	AHA Centre, ICS TWG, WG PR																				
		5.2.2. Develop a strat-egy for establishment and maintenance of ASEAN ICS Master trainers (training, certification and mon-itoring requirement)	AHA Centre, ICS TWG, WG PR																				
		5.2.3. Standardise and capacitate the Incident Management Teams of AMS	ICS-TWG, AHA Centre, AMS																				
		5.2.4. Develop an Incident Management support capacity for ASEAN-ERAT	AHA Centre, ICS TWG, ERAT Advisory Group																				
		5.2.5. Conduct Inci-dent Action Planning training for AHA Centre	AHA Centre																				
		5.2.6. Operationalise the ASEAN ICS Roadmap	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	5.3. Enhanced coordination mechanisms with military sector	5.3.1. Operationalise ASEAN Military Ready Group (AMRG)	ADSOM WG, TWG CIMIC, AHA Centre																				
6. Sustaining operations of AHA Centre	6.1. Established mechanism, such as an Endowment Fund, for One ASEAN One Response	6.1.1. Develop fund raising mechanism for One ASEAN One Response including the possibility for an Endowment Fund	AHA Centre																				
		6.1.2. Implement fund raising plan for One ASEAN One Response	AHA Centre																				
		6.1.3. Report financial status to ACDM	AHA Centre																				
	6.2. Enhanced RACER and collaboration with CSOs, to be integrated into AJDRP	6.2.1. Develop Joint Action Plan on CSO mobilisation during regional response, together with CSO partners	WG PR, AHA Centre																				
		6.2.2. Implement the Joint Action Plan on CSO mobilisation during regional response	AHA Centre, AMS																				



COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		6.2.3. Update bi-annual updating of SASOP standby arrangements	AHA Centre																				
	6.3. Coordination platform for private sector involvement in One ASEAN One Response, to be integrated into AJDRP	6.3.1. Conduct regional study on the role of private sector in disaster response	AHA Centre																				
		6.3.2. Implement the private sector coordination platforms	AHA Centre																				
7. Maintaining the conduct of ARDEX	7.1. Inclusive, comprehensive, and standardised ARDEX	7.1.1. Conduct training and initiate the first pool of ARDEX referees	AHA Centre																				
		7.1.2. Organise ARDEX including planning meetings, scenario and simulation design and referee orientations	AHA Centre, Host Country																				
		7.1.3. Conduct ARDEX and After Action Reviews (AARs)	AHA Centre, Host Country																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		7.1.4. Review ARDEX Handbook	AHA Centre																				
		7.1.5. Publish and disseminate ARDEX documentation and lessons learnt 2016-2020	AHA Centre																				
		7.1.6. Conduct executive briefings and regular disaster situation reports and needs analysis report	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
8. Enhancing the implementation of Disaster Emergency Logistic System of ASEAN (DELSA)	8.1. Enhanced capacity and mechanism of logistic system in ASEAN	8.1.1. Establish a network of warehouses in ASEAN region including the establishment of the satellite warehouses	WG PR, AHA Centre																				
		8.1.2. Establish partnership with various actors including establishment of long-term agreement and supplier & partner database	WG PR, AHA Centre																				
		8.1.3. Develop procedures for procurement, receipt, and dispatch of stockpile and warehouse management standards particularly for satellite warehouses	WG PR, AHA Centre																				
		8.1.4. Develop a mechanism with ASEAN Emergency Rice Reserves	WG PR, AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		8.1.5. Conduct a study on enhancing regional emergency logistic mechanism as well as document the lessons learnt	AHA Centre																				
	8.2. Standards for humanitarian relief	8.2.1. Review humanitarian and relief standards, challenges and gaps with the view to establishing ASEAN quality and validity standards	WG PR, AHA Centre																				
		8.2.2. Develop ASEAN quality and validity standards for relief items and humanitarian response	WG PR, AHA Centre																				
		8.2.3. Disseminate information on ASEAN regional quality and validity standards	WG PR, AHA Centre, NDMOs																				
		8.2.4. Review the implementation of ASEAN quality and validity standards for emergency response and humanitarian assistance	WG PR, AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		8.2.5. Conduct ASEAN Humanitarian Logistics Conference to draw experts together and showcase best practices from different actors the region	WG PR, AHA Centre																				
		8.2.6. Compile and publish best practices on ASEAN disaster response logistics and standards of humanitarian practice	AHA Centre																				
		8.2.7. Establish certification for emergency humanitarian logistic professionals	WG PR, AHA Centre																				
		8.2.8. Develop curriculum and conduct training for disaster emergency logistic professionals	WG PR, AHA Centre																				
		8.2.9. Establish a training/education platform to enable knowledge sharing to build training credibility	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		8.2.10. Conduct table-top exercises for warehouse coordination and mobilisation for disaster emergency logistic	AHA Centre																				
		8.2.11. Conduct regular assessment of warehouse management and supply chain management	AHA Centre																				
		8.2.12. Develop on-line system including mobile applications on the availability of stockpile	AHA Centre																				
		8.2.13. Design ASEAN standard kits in collaborative manner with multiple organisations to assemble regionally-made items to get simpler and more flexible kits that are easier to manage	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
9. Enhancing the Capacity of ASEAN Emergency Response and Assessment Team	9.1. ERAT Training	9.1.1. Develop ERAT modules in partnership with experts from humanitarian community and qualified academic and training institutions in the region	AHA Centre																				
		9.1.2. Form and train ERAT trainers and facilitators for regional and national-level induction courses	AHA Centre																				
		9.1.3. Conduct ERAT Induction Course for Level 1, Refresher Courses, and Advance Courses for Levels 2 and 3	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		9.1.4. Conduct AADMER and ERAT Orientations for highly specialised humanitarian services (e.g. telecoms, infrastructure) or partner institutions to understand and utilise the ASEAN disaster management coordination mechanisms during response	AHA Centre																				
		9.1.5. Develop ERAT Online Training Modules	AHA Centre																				
	9.2. ERAT deployment	9.2.1 Review ASEAN-ERAT Guidelines	AHA Centre																				
		9.2.2 Maintain ASEAN-ERAT deployment roster quarterly	AHA Centre																				
		9.2.3 Deploy ASEAN-ERAT to international/regional/national level disaster simulation exercises and actual emergencies	AHA Centre																				



COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		9.2.4 Establish ASE-AN-ERAT Operational Support Group	AHA Centre																				
		9.2.5 Provide ERAT mission kit & equipment	AHA Centre																				
		9.2.6. Provide post deployment support for deployed ERAT members (as the need arises)	AHA Centre																				
	9.3. ERAT management	9.3.1. Conduct mid-term assessment of ERAT Transformation Plan	AHA Centre																				
		9.3.2. Plan for impact assessment of ERAT Transformation Plan implementation	AHA Centre																				
		9.3.3. Conduct ERAT Alumni Conference (can be done back-to-back with ASEAN Day for Disaster Management)	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		9.3.4. Organise ERAT Service Awards for exemplary ERAT members and/or humanitarian actors who served ASEAN regional response or made impact at the community level	AHA Centre																				
		9.3.5. Come up with publication of ERAT experiences as a model of ASEAN's strengthened capacity for impactful joint response	AHA Centre																				
		9.3.6. Review and enhance ASEAN-ERAT Transformation Plan	AHA Centre																				
		9.3.7. Develop ASEAN-ERAT web-based mobile application for deployment and management	AHA Centre																				
		9.3.8. Conduct ASEAN-ERAT Advisory Group Meetings	AHA Centre																				
		9.3.9. Conduct ASEAN-ERAT in-country network meetings	AHA Centre, Host Country																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
10. Developing the Resilient Recovery Toolbox	10.1. Online availability and accessibility of recovery tools	10.1.1. Establish a web-based platform for sharing of recovery tools	AHA Centre																				
11. Enhancing Regional Capacities and Expertise in Recovery	11.1. Certified recovery practitioners	11.1.1. Establish a database of certified experts on recovery	AHA Centre																				
	11.2. Pool of Level 2 ASEAN ERAT capable of undertaking post disaster recovery assessments	11.2.1. Expand the ASEAN-ERAT Transformation Plan to include Post-Disaster Needs Assessment (PDNA)	WG Recovery, AHA Centre																				
		11.2.2. Develop the curriculum and mechanisms for deployment of ASEAN-ERAT to undertake PDNA	AHA Centre																				
		11.2.3. Deploy ASEAN-ERAT to conduct PDNA	AHA Centre																				





**ONE ASEAN  
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**PRIORITY 2**

# **Capacity Building & Knowledge Management**

**PRIORITY 2**



## 2. Capacity Building & Knowledge Management

Linkages with: ACDM Working on Knowledge and Innovation Management

Contributing to: ASEAN Vision 2025 on Disaster Management  
AADMER Work Programme 2016-2020 (Priority Programme 8)

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1. Building and Managing Institutional Knowledge	1.1. Knowledge and Change Management (KCM) system of the AHA Centre	1.1.1. Review and improve the existing AHA Centre Knowledge and Change Management (KCM) system of the AHA Centre	AHA Centre																				
		1.1.2. Implement the KCM system in stages at the AHA Centre	AHA Centre																				
	1.2. AHA Centre Knowledge Books Series	1.2.1. Develop series of books, which will serve as institutional memory of the AHA Centre	AHA Centre																				
	1.3. AHA Centre E-Learning Series	1.3.1. Develop a series of e-learning contents which cover all capacity building programmes and institutional knowledge of the AHA Centre	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		1.3.2. Disseminate the e-learning materials to broader audience	AHA Centre																				
		1.3.3. Review, up-date, improve, and add the e-learning content based on the learners' feed-back and development at the AHA Centre	AHA Centre																				
2. Establishing integrated regional disaster management knowledge hub	2.1. Knowledge Management and Repository mechanism	2.1.1. Enhance the Knowledge Management Unit at the AHA Centre with adequate resources and man power	AHA Centre																				
		2.1.2. Develop innovative concept design for the ASEAN Disaster Management Knowledge Hub, including the structure, Communications strategy, dissemination, etc.	AHA Centre																				



COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		2.1.3. Develop data and information sharing consent and agreement	AHA Centre, WG KIM																				
	2.2. ICT including mobile-based platform for disaster management knowledge hub	2.2.1. Review and improve the current ICT platform required for the online knowledge and repository hub that can support mobile connectivity	AHA Centre																				
		2.2.2. Enhance AHA Centre's ICT platform, including web designing, programming and database server, to host the hub	AHA Centre																				
		2.2.3. Enhance AHA Centre's database system with search engine capability to be integrated with the website	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	2.3. Various documents and information collected and stored at the AHA Centre's website	2.3.1. Stock take disaster management related data, information and documents including project evaluation reports, training modules, researches, etc.	AHA Centre																				
		2.3.2. Compile, analyse, register and upload the documents to AHA Centre's database	AHA Centre																				
	2.4. Enhancement of the ASEAN Knowledge Hub as the online platform to support the AMS and relevant stakeholders in performing risk assessment, prevention and mitigation, preparedness and response, and recovery efforts	2.4.1. Harmonise the existing systems and platforms into the ASEAN Knowledge Hub, including collecting and storing all the information and data generated by the system	AHA Centre																				
		2.4.2. Upgrade existing systems and platforms to provide online platform for risk assessment, rapid assessment, post disaster needs assessment/ disaster loss assessment	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		2.4.3. Introduce and familiarise the ASEAN Knowledge Hub to government and non-government users in the region	AHA Centre, ND-MOs, partners																				
		2.4.4. Test the relevant technical functions and applicability of ASEAN Knowledge Hub in TTX and SIMEX	AHA Centre																				
3. Building professionalism in Disaster Management through standardisation and certification	3.1. Standardised, certified, and professionalised disaster management systems	3.1.1. Identify and analyse different types of areas of expertise that will lead to professionalism in disaster management	AHA Centre, WG KIM																				
		3.1.2. Design the mechanisms to standardise and certify the disaster management practitioners	AHA Centre, WG KIM																				
		3.1.3. Assess and review the curriculum and modules of the identified training and capacity building programmes	AHA Centre, WG KIM																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		3.1.4. Formulate the development of the ASEAN Association of Disaster Management Professionals (AADMP)	AHA Centre, WG KIM																				
		3.1.5. Establish a pool of certified disaster management professionals, subject matter experts, re-searchers that can be mobilised within and beyond the region to provide technical assistance	AHA Centre, WG KIM																				
	3.2. ASEAN Disaster Management Leadership Programme	3.2.1. Conduct the AHA Centre Executive (ACE) Programme	AHA Centre																				
		3.2.2. Establish the linkage among the ACE Programme graduates through ACE alumni network, etc.	AHA Centre, WG KIM																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		3.2.3. Design and conduct continuing education for the advancement of ACE Programme graduates	AHA Centre																				
		3.2.4. Identify training needs, design, and conduct special training programmes for disaster management executives	AHA Centre, WG KIM																				
	3.3. Dissemination of knowledge of best practices of regional mechanisms on disaster management.	3.3.1. Provide technical assistance to other regions and countries to help enhance their disaster management capacity and mechanisms	AHA Centre, WG KIM																				
		3.3.2. Design training courses on disaster management which welcome the participation of other regional or countries outside ASEAN (such as through ASEAN Global Senior Executive Programme)	AHA Centre, WG KIM																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		3.3.3. Host cross learning events with other regional organisations, which could be part of the ASEAN Global Forum on Disaster Management (see below)	AHA Centre, ASEAN Secretariat																				
	3.4. Influence in global policy discussions on disaster management	3.4.1. Conduct a regular ASEAN Strategic Policy Dialogue on Disaster Management	AHA Centre, ASEAN Secretariat, WG KIM																				
		3.4.2. Organise an ASEAN Global Forum on Disaster Management, back to back with the ASEAN Strategic Policy Dialogue on Disaster Management	AHA Centre, ASEAN Secretariat, WG KIM																				
		3.4.3. Develop and disseminate collaborative and multi-disciplinary researches and innovations that will address current regional and global emerging issues and challenges	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		3.4.4. Produce the ASEAN Disaster Management Review to capture fresh thinking and innovative ideas on disaster management targeted for leaders	AHA Centre																				
		3.4.5. Actively contribute to the global discussions in setting international standards and directions in disaster management, such as through ASEAN common positions and joint statements, etc.	AHA Centre, ASEAN Secretariat																				
		3.4.6. Host side events at international/ global disaster management fora (i.e. AMCDRR, World Humanitarian Summit, World Conference on DRR, etc.)	AHA Centre, ASEAN Secretariat																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
4. Creating innovations that transform the way disaster is managed	4.1. Innovative solutions for current challenges and future opportunities on disaster management	4.1.1. Create private sector's driven platform for innovation on disaster management	AHA Centre, WG KIM																				
		4.1.2. Open opportunity for youth to contribute for innovations in the area of disaster management	AHA Centre, WG KIM																				
		4.1.3. Launch online forum for AADMER public engagement by ASEAN Youth Leaders	AHA Centre																				
		4.1.4. Conduct a regular ASEAN innovation award on disaster management, and showcase the innovations as part of the ASEAN Day for Disaster Management (ADDM)	AHA Centre, WG KIM																				
		4.1.5. Develop the concept of ASEAN Innovations Labs	AHA Centre																				
		4.1.6. Form ad hoc innovations teams and plan of action	AHA Centre																				



PRIORITY 3

# Resource Mobilisation & Communications



**ONE ASEAN  
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### 3. Resource Mobilisation & Communications

Linkages with: Governing Board of the AHA Centre

Contributing to: ASEAN Declaration One ASEAN One Response  
ASEAN Vision 2025 on Disaster Management

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1. Strengthening the Capacity of the AHA Centre's Programme Management	1.1. Comprehensive Programme Management Cycle (CPMC)	1.1.1. Study, review and identify innovative and applicable best practices that are appropriate to develop and implement AHA Centre's Comprehensive Programme Management Cycle (CPMC)	AHA Centre																				
		1.1.2. Develop and institutionalise the CPMC, including processes, standards, checklists and templates for the AHA Centre	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																				
				2016				2017				2018				2019				2020				
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
	1.2. Programme Development	1.2.1. Identify innovative and effective approaches for Logical Framework Approach (LFA) to develop appropriate models for design, implementation, monitoring, and evaluation of programmes and projects of the AHA Centre																						
		1.2.2. Develop and institutionalise the programme development processes, systems and standards which include clear functions, persons in charge, approval flow and follow-up, templates and check lists	AHA Centre																					

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		1.2.3. Develop and systemise a programme synchronisation process to ensure different programmes/projects are aligned with each other and linked to the AHA Centre's vision, mission and work plan	AHA Centre																				
		1.2.4. Enhance capacity of the AHA Centre in programme/ project development and management including in developing project documents and proposals, through various measures such as setting up a dedicated team from internal and external resources, training, and technical assistance	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	1.3. Financing and Resource Mobilisation	1.3.1. Develop a strategy for financing and resource mobilisation to ensure long-term sustainability of the AHA Centre and adequate resources for effective implementation of AHA Centre Work Plan 2020 which support the implementation of AADMER Work Programme, the operationalisation of the ASEAN Leaders' Declaration on One ASEAN One Response, and the realisation of ASEAN Vision 2025 on Disaster Management	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		1.3.2. Establish alternative financing mechanisms such as endowment fund and other innovative financing mechanisms to achieve sustainable, predictable and flexible financing which look beyond traditional funding sources	AHA Centre																				
		1.3.3. Develop and establish innovative partnership frameworks and modalities for financing and resource mobilisation	AHA Centre																				
		1.3.4. Set up a dedicated team from internal and external resources to implement the strategy and mechanisms for financing and resource mobilisation	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	1.4. Programme Monitoring, Evaluation and Reporting	1.4.1. Develop effective mechanism for programme monitoring and evaluation, which include baseline data, key performance indicators and means of verification as well as reporting standards	AHA Centre																				
		1.4.2. Institutionalise the mechanism for programme monitoring and evaluation in AHA Centre	AHA Centre																				



COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
2. Strengthening a Multi-Stakeholders' Communications and Brand Awareness of the AHA Centre	2.1. Internal communications awareness and corporate design manual	2.1.1. Develop material and guideline for conducting a thirty-minute induction session on communication and brand identity of the AHA Centre, for newly appointed staff or refreshers session for existing staff	AHA Centre																				
	2.2. Communications and public speaking enhancement	2.2.1 Conduct assessment on communications and public relations capability through a set of standards criteria for relevant personnel to identify the needs for communications and public speaking enhancement based on their respective field of work	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		2.2.2 Develop a practical handbook on communications and public speaking, specifically for AHA Centre staff and their respective field of work	AHA Centre																				
		2.2.3. Conduct a series of capacity-building related to the enhancement of communications and public speaking, such as one-on-one or group tutorial	AHA Centre																				
	2.3. Brand compliance audit	2.3.1. Develop standards and procedures for brand compliance audit which include template checklist and standard report	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		2.3.2. Conduct regular review on the usage and consistency of the AHA Centre's logo on existing publications, layout design, and other form of visibilities and perform necessary correction measures	AHA Centre																				
		2.3.3. Conduct regular familiarisation session with the staff including the result of brand compliance audit on the brand identity such as during the staff meeting	AHA Centre																				
	2.4. Improved AHA Centre's media database	2.4.1. Review and update the current AHA Centre's media database by compiling additional new media or journalist's point of contact	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																				
				2016				2017				2018				2019				2020				
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
		2.4.2. Categorise the media database based on country, type of media, tier and influence level	AHA Centre																					
	2.5. Monthly news and media monitoring report	2.5.1. Capture and document news coverage on the AHA Centre and its relevant topics generated by the media	AHA Centre																					
		2.5.2. Generate comprehensive PR or media values from each generated news and respond to any relevant articles	AHA Centre																					
	2.6. Media Engagement on Reporting Disasters in ASEAN	2.6.1. Develop concept for workshop on reporting disasters in ASEAN and identify suitable partners as well as funding source	AHA Centre																					
		2.6.2. Develop learning material for the workshop on Reporting Disasters in ASEAN	AHA Centre																					

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		2.6.3. Conduct a series of workshops for media from ASEAN Member States to provide the respective media a better understanding on various aspects on disaster management as well as on ASEAN regional mechanism on disaster management including One ASEAN One Response	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	2.7. Public Speaking Engagement	2.7.1. Identify regional and international series of events for the potential speaking engagements such as through United Nations (UN), IFRC, ASEAN Member States, ASEAN Secretariat, ASEAN centres, APG and non-traditional actors such as with the private sector, academia, media and other potential engagements as identified	AHA Centre																				
		2.7.2. Develop a multi-year calendar of regional and international events for potential speaking engagement of the AHA Centre to project ASEAN efforts on disaster management	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	2.8. DELSA Familiarisation and Crisis Communications Workshop	2.8.1. Review and enhance material of DELSA Familiarisation and Crisis Communications Workshop including the AHA Centre Crisis Communications Tool (ACT) Handbook	AHA Centre																				
		2.8.2. Conduct DELSA Familiarisation and Crisis Communications Workshop as a continuation of the initial workshop	AHA Centre																				
	2.9. News bulletin The Column	2.9.1 Study and review the current editorial structure of The Column	AHA Centre																				
		2.9.2. Expand the ownership of The Column to AMS, by inviting or designating guest contributor for specific article	AHA Centre																				
		2.9.3. Develop the online version or apps for The Column, for better user experience	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																				
				2016				2017				2018				2019				2020				
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
	2.10. Partners' Forum	2.10.1. Identify potential partners from ASEAN Member States, ASEAN Dialogue Partners and/or from other countries or region, to participate in a networking event, highlighting only one specific topic of discussion, facilitated by the AHA Centre	AHA Centre																					
		2.10.2. Leverage the Partners' Forum to gain more support from existing partners or support from potential new partners for the AHA Centre	AHA Centre																					



COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	2.11. Feature for Profiling	2.11.1. Identify suitable media outlet to feature an article or interview with key spokesperson of the AHA Centre, preferably a half-pager newspaper or magazine, equivalent to thirty-minute TV interview	AHA Centre																				
	2.12. Public Service Announcement (PSA)	2.12.1. Develop concept and strategy to determine the most appealing format of PSA including on One ASEAN One Response, whether is it printed, online or broadcast media	AHA Centre																				
		2.12.2. Create PSA video or its equivalent in printed or online media, jointly produced with the respective media	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		2.12.3. Conduct necessary evaluation and perform any actions if needed	AHA Centre																				
	2.13. Communications Networking	2.13.1. Explore the possibility of having a regular session among AHA Centre and communications officer in the ASEAN Member States	AHA Centre																				
	2.14. Communications Capacity Building	2.14.1. Identify ways of increasing capacity of AHA Centre in communications and public relations such as through setting up of dedicated team through internal and external resources, training, technical assistance or other approaches as appropriate	AHA Centre																				
		2.14.2. Set up a dedicated communications team to support day-to-day activities of Communications and Public Relations	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		2.14.3. Hire reputable PR agency to support the Communications and PR division of AHA Centre	AHA Centre																				



## PRIORITY 4

# Management & Administration



ONE ASEAN  
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## 4. Management & Administration

Linkages with: Governing Board of the AHA Centre

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1. Strengthening the AHA Centre's Human Resources (HR) management and development	1.1. Reference and benchmarking of HR management and development of the AHA Centre	1.1.1. Study and review applicable best practices on the latest development on HR management	AHA Centre																				
		1.1.2. Identify applicable best practices that are appropriate for the overall development and implementation of the HR Management at the AHA Centre	AHA Centre																				
	1.2. Recruitment and Selection Policy, Strategy, Process and Procedures	1.2.1. Review the overall recruitment and selection strategy, process and procedures of the AHA Centre	AHA Centre																				
		1.2.2. Update and/or develop the Recruitment and Selection Policy, Process and Procedures	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	1.3. AHA Centre Compensation and Benefit structure	1.3.1. Study and review the latest compensation and benefit structure from relevant institutions or organisations	AHA Centre																				
		1.3.2. Develop the compensation and benefit structure for the AHA Centre	AHA Centre																				
		1.3.3. Conduct regular review or survey on the compensation and benefit	AHA Centre																				
	1.4. AHA Centre Staff Performance Management System and Procedures	1.4.1. Review the overall Staff Performance Management System and Procedures	AHA Centre																				
		1.4.2. Update and/or develop the Staff Performance Management System, as well as Process and Procedures	AHA Centre																				
		1.4.3. Conduct training on Staff Performance Management for the managers and staff	AHA Centre																				



COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	1.5. AHA Centre Learning and Development (L&D) Policy, Procedures and Plan	1.5.1. Develop the overall Learning & Development Policy as well as the procedures	AHA Centre																				
		1.5.2. Conduct Training Needs Analysis and develop Learning and Development (L&D) Plan	AHA Centre																				
	1.6. AHA Centre Staff Rules and Regulations	1.6.1. Review and update AHA Centre Staff Rules and Regulations on a regular basis	AHA Centre																				
		1.6.2. Identify, review, update and/or develop appropriate supporting policies to support the effective implementation of AHA Centre Staff Rules and Regulations as part of the employment agreement	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	1.7. HR management procedures for emergency response operations	1.7.1. Study, review and identify applicable best practices on the HR management for emergency response operations	AHA Centre																				
		1.7.2. Develop HR Management procedures for emergency response operations at the AHA Centre	AHA Centre																				
	1.8. Effective implementation of HR development and management	1.8.1. Conduct regular familiarisation of the HR procedures including new updated procedures	AHA Centre																				
		1.8.2. Develop mechanism to monitor compliance of HR rules and regulations and provide regular update to the Senior Management Team (SMT)	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																				
				2016				2017				2018				2019				2020				
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
		1.8.3. Monitor and evaluate the implementation, compliance, and effectiveness of the overall HR development and management including rules, regulations, policies and procedures for continuous improvement	AHA Centre																					
	1.9. Organisational re-structuring	1.9.1. Assess and review current organisational structure, AHA Centre long-term plan and other relevant documents such as ASEAN Vision 2025 on Disaster Management, as well as conduct the gap analysis to determine appropriate organisational structure for AHA Centre	AHA Centre																					

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		1.9.2. Develop new organisational structure to address the needs of the organisation, including management structure, division of work, job functions and job descriptions and other component as required	AHA Centre																				
		1.9.3. Develop transition plan and change management process for the implementation of new organisation structure	AHA Centre																				
		1.9.4. Monitor and evaluate the effectiveness of the implementation of the new organisational structure for further improvement	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
2. Strengthening the AHA Centre's Financial management	2.1. Finance rules and procedures, manuals, policies and SOPs	2.1.1. Update and revise the AHA Centre Financial Rules and Procedures	AHA Centre																				
		2.1.2. Review, update and/or develop appropriate supporting SOPs to support the effective implementation of AHA Centre Financial Rules and Procedures, such as Approval Authority matrix, Account Receivable, Account Payable, Advance, Budgeting, Cash and cash equivalent, Expense Reconciliation, Financial Statement closing process, Inventory, Property, Plant and Equipment, Risk Management (Audit), Salary payment process, and other necessary SOPs as identified	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	2.2. Financial management procedures for emergency response operations	2.2.1. Study, review and identify applicable best practices on the financial management for emergency response operations	AHA Centre																				
		2.2.2. Develop Financial Management procedures for emergency response operations at the AHA Centre	AHA Centre																				
	2.3. International Public Sector Accounting Standard (IPSAS) compliance	2.3.1. Review, update and implement policy guidance manual for IPSAS	AHA Centre																				
		2.3.2. Review IPSAS implementation based on IPSAS Disclosure Checklist	AHA Centre																				
		2.3.3. Update knowledge of relevant staff involving in IPSAS implementation and compliance through capacity building activities such as IPSAS training	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	2.4. Internal audit for Finance	2.4.1. Establish mechanism for effective internal financial audit for AHA Centre	AHA Centre																				
		2.4.2. Conduct internal financial audit for AHA Centre on a regular basis	AHA Centre																				
		2.4.3 Implement recommendation of Internal audit and report progress regularly to the Senior Management Team (SMT)	AHA Centre																				
	2.5. Budgeting process and procedures	2.5.1. Conduct regular familiarisation on budgeting processes and procedures	AHA Centre																				
		2.5.2. Update the standard format for budgeting including unit, quantity, unit price and total budget for each activity	AHA Centre																				
		2.5.3. Conduct annual operating budget planning in accordance to the SOP	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		2.5.4. Conduct mid-year review to evaluate the utilisation and to ensure the accuracy of annual budget	AHA Centre																				
	2.6. External audit for finance	2.6.1. Improve mechanism for effective external financial audit for AHA Centre	AHA Centre																				
		2.6.2. Conduct external financial audit for AHA Centre on regular basis	AHA Centre																				
		2.6.3. Implement recommendation of External audit and report progress regularly to the Senior Management Team (SMT)	AHA Centre																				
	2.7. Effective implementation of Financial rules and procedures	2.7.1. Conduct regular familiarisation of the financial procedures including new updated procedures	AHA Centre																				



COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		2.7.2. Develop mechanism to monitor compliance of financial rules and procedures and provide regular update to the Senior Management Team (SMT)	AHA Centre																				
		2.7.3. Monitor and evaluate the implementation, compliance, and effectiveness of the overall financial rules and procedures, including regulations and policies for continuous improvement	AHA Centre																				
3. Strengthening AHA Centre's office management and administration	3.1. Office management and administration manual, policies and SOPs	3.1.1. Study and review best practices on the latest development on office management and administration policies and procedures as a reference for the AHA Centre	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		3.1.2. Identify applicable best practices that are appropriate for the overall development and implementation of the office management and administration at the AHA Centre	AHA Centre																				
		3.1.3. Review, update and develop administration manual, policies, procedures and SOPs such as establishment of Senior Management Team (SMT), general administration/office management, workplace safety and security, legal support and review mechanism, Procurement and Asset management (record and disposal)	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	3.2. AHA Centre procurement policy and procedures	3.2.1. Update and develop procurement policy and procedures including arrangement of procurement function with reference to international best practice and EC Pillar requirement	AHA Centre																				
		3.2.2. Study, review and identify applicable best practices on the procurement management for emergency response operations	AHA Centre																				
		3.2.3. Develop Procurement Management procedures for emergency response operations at the AHA Centre	AHA Centre																				
	3.3. Organisational documents management and standard	3.3.1. Collect existing policies, procedures, guidelines, SOPs, meeting reports and legal documents from all divisions	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		3.3.2. Create standard design and index system of all organisational documents as well as the repository process of hard copy and e-copy	AHA Centre																				
		3.3.3. Establish regular document review mechanism and ensure the availability of most updated version of the documents	AHA Centre																				
	3.4. Organisational Business Continuity Management System (BCMS)	3.4.1. Study, review and identify applicable best practices on Organisational Business Continuity Management System (BCMS)	AHA Centre																				
		3.4.2. Develop guidelines and procedures for BCMS																					
		3.4.3. Conduct regular exercise to familiarise, test and improve BCMS																					

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	3.5. Effective implementation of office management and administration rules and procedures	3.5.1. Conduct regular familiarisation of the procedures including new updated procedures	AHA Centre																				
		3.5.2. Develop mechanism to monitor compliance of office management and administration procedures and provide regular update to the Senior Management Team (SMT)	AHA Centre																				
		3.5.3. Monitor and evaluate the implementation, compliance, and effectiveness of the overall office management and administration procedures, including regulations and policies for continuous improvement	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
4. Enhancing organisational quality management system of the AHA Centre	4.1. Quality management system	4.1.1. Study, review and identify applicable best practice on quality management system	AHA Centre																				
		4.1.2. Map, review, as well as identify linkages and gaps of all existing organisational processes such as policies, procedures, guidelines, SOPs to streamline the organisational processes for effective implementation across the organisation	AHA Centre																				
	4.2. Compliance management	4.2.1. Develop compliance checklists for each organisational processes such as policies, procedures, guidelines, SOPs	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	4.3. Strategic Planning Process	4.3.1. Review and improve the existing mechanisms of the development, implementation, monitoring and evaluation of the AHA Centre long-term plan and annual work plan along with the development of guidelines to systemise and institutionalise the overall mechanisms	AHA Centre																				
	4.4. Monitoring and Evaluation Mechanism	4.4.1. Develop, monitor and evaluate the implementation, compliance, and effectiveness of overall policies, procedures, guidelines, SOPs	AHA Centre																				
		4.4.2. Develop effective mechanism for the overall monitoring and evaluation of the implementation of compliance management, short-term and long-term plan, programmes and projects	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		4.4.3. Develop innovative technology-aided tools for effective monitoring and evaluation mechanism	AHA Centre																				
	4.5. Effective implementation of AHA Centre quality management system	4.5.1. Conduct regular familiarisation of the quality management system mechanism and procedures	AHA Centre																				



COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
5. Enhancing the Performance and Sustainability of the Information and Communication Technology (ICT) of the AHA Centre	5.1. ICT Business Continuity Management (BCM)	5.1.1. Identify host country for backup system and establish backup data centre to ensure seamless and continuous ICT operations during ICT system disruptions	AHA Centre																				
		5.1.2. Set-up arrangement and procedures for Emergency Operations Centre (EOC) in different location as backup facility with adequate functions for temporary operations during unforeseen emergency disruption at the main EOC facility	AHA Centre																				
		5.1.3. Develop strategy, policy, procedure and manual for ICT Business Continuity Management (BCM) with a practical contingency plan and data recovery plan to cope with potential internal and external risks	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		5.1.4. Establish the BCM function through the officer or group in charge of BCM with clear roles, functions and line of authority	AHA Centre																				
		5.1.5. Conduct regular training and simulation exercise to familiarise, test, and improve the Business Continuity Plan (BCP)	AHA Centre																				
	5.2. ICT maintenance arrangements	5.2.1. Develop ICT systems documentation procedure to document all processes including information on ICT operations to ensure the effective operation maintenance of all systems as well as serve as explicit knowledge for sustainable ICT operations	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		5.2.2. Collect, organise and maintain all ICT system documents, technical documents and other related documents resulted from ICT phase 1, 2, 3 and other ICT projects as well as obtain the incomplete documents	AHA Centre																				
		5.2.3. Evaluate the overall programming and implementation of ICT Project Phase 1,2,3 and other ICT projects to capture lessons learned and identify gaps, which can be used as reference for future ICT projects	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																				
				2016				2017				2018				2019				2020				
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
		5.2.4. Develop overall ICT maintenance procedure, templates and checklists for regular ICT maintenance check-up to ensure well-functioning ICT system and readiness during emergency response operation	AHA Centre																					
		5.2.5. Conduct regular ICT maintenance check-up and produce standard report on the progress	AHA Centre																					
		5.2.6. Establish ICT maintenance arrangement for the implementation of ICT maintenance procedure, which covers all ICT assets and systems through internal resources and/ or external service providers	AHA Centre																					

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		5.2.7. Develop ICT sustainability plan to ensure continuous ICT operations, maintenance, and upgrade beyond project completion	AHA Centre																				
	5.3. ICT security arrangements	5.3.1. Follow-up on the recommendations of the ICT audit on the security counter measures priority 1 aiming at high urgency security measures which require small resources such as user access matrix, password configuration, etc.	AHA Centre																				
		5.3.2. Follow-up on the recommendations of the ICT audit on the security counter measures priority 2 aiming at middle urgency security measures which require small resources such as configuration/setting of operating system, database, etc.	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		5.3.3. Follow-up on the recommendations of the ICT audit on the security counter measures priority 3 aiming at high urgency security measures which require large resources such as backup management, etc.	AHA Centre																				
		5.3.4. Review, update and develop ICT security policy and procedure to enhance ICT security measures	AHA Centre																				
	5.4. ICT capacity development	5.4.1. Review the current capacity of AHA Centre ICT team to ensure adequate resources in implementing the ICT management including ICT system maintenance, ICT asset management and ICT security policy, and various works related to ICT	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		5.4.2. Enhance the ICT capacity of the AHA Centre through various measures such as setting up a dedicated team from internal and external resources, training, exchange of ICT experts and technical assistance	AHA Centre																				
		5.4.3. Develop ICT experts learning programme between the AHA Centre, ASEAN Member States and partners to share knowledge and experiences as well as enhancing collaboration and partnerships	AHA Centre																				
		5.4.4. Develop ICT platform for knowledge database, e-learning and knowledge sharing to support the knowledge management of the AHA Centre	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	5.5. Seamless connectivity	5.5.1. Review the existing communication methods, channels and tools within internal AHA Centre as well as among the AHA Centre, ASEAN Member States, ASEAN Secretariat and other partners to identify required specifications for the most effective and efficient communication methods, channels and tools during emergency and non-emergency situations	AHA Centre																				
		5.5.2. Review the current telephone system and consider the introduction of next-generation system, including the utilisation of IP Centric PBX system and VoIP technologies based on the evaluation of cost-effectiveness	AHA Centre																				



COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
		5.5.3. Undertake necessary improvement to the existing landline telephone system, teleconference system and video-conference system including the utilisation of IP Centric PBX system and VoIP technologies to ensure adequate capacity and seamless connection among the AHA Centre, ASEAN Member States, ASEAN Secretariat and other partners during emergency and non-emergency situations	AHA Centre																				

COMPONENTS	OUTPUTS	KEY ACTIVITIES	IMPLEMENTING AGENCY	TIMEFRAME																			
				2016				2017				2018				2019				2020			
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	5.6. WebEOC enhancement	5.6.1. Review the overall effectiveness of the WebEOC utilisation and develop action plan for improvement based on the inputs from users at the ASEAN Member States, AHA Centre, and ASEAN Secretariat	AHA Centre																				
		5.6.2. Develop mobile-based application for WebEOC to enable easy access and update through mobile devices with intermittent internet connection, particularly during emergency response deployment	AHA Centre																				
		5.6.3. Conduct regular WebEOC familiarisation and training for all users at the ASEAN Member States, AHA Centre, and ASEAN Secretariat	AHA Centre																				





ONE **ASEAN**  
ONE **RESPONSE**

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ASEAN Coordinating Centre  
for Humanitarian Assistance  
on disaster management  
(AHA Centre)

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**The AHA Centre Office**

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