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**Principal stakeholder: EMA**

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COASTWAVE PROJECT TSUNAMI WARNING AND EMERGENCY  
MANAGEMENT  
SOP WORKSHOP  
5-6 October, 2022, Ispra Italy

# TSUNAMI EMERGENCY RESPONSE (TER)

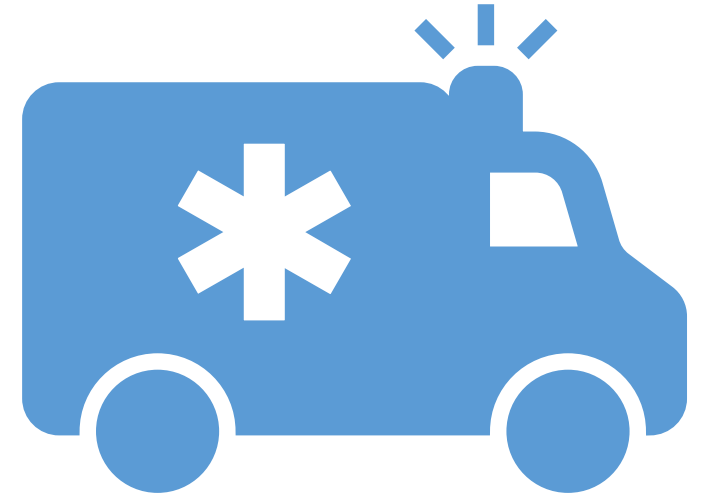
## Roles and Responsibilities of EMA

Principal  
Stakeholder:  
EMA

1. **To receive official tsunami warning and cancellation messages from the NTWC.**
2. **To conduct further threat assessments and decide appropriate action.**
3. **To communicate the warnings, with instructions, via public alerting systems and the media.**
4. **To activate appropriate emergency response measures, including deciding and managing evacuations.**
5. **To communicate the “All Clear” when the threat is over.**
6. **Support public education (with other stakeholders)**

## EMA should have:

- SOPs and support tools in place that facilitate the rapid decision making and effective response
- Readily available templates for the messages
- Public alerting systems in place and tested
- Arrangements in place to liaise with the media
- Evacuation procedures that are planned and tested.



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# TER Plans for EMA

TER should include:



Public awareness and education



Receipt of warnings threat assessment and decision criteria



Activation of response arrangements



Arrangements in place to liaise with the media



Evacuation arrangements

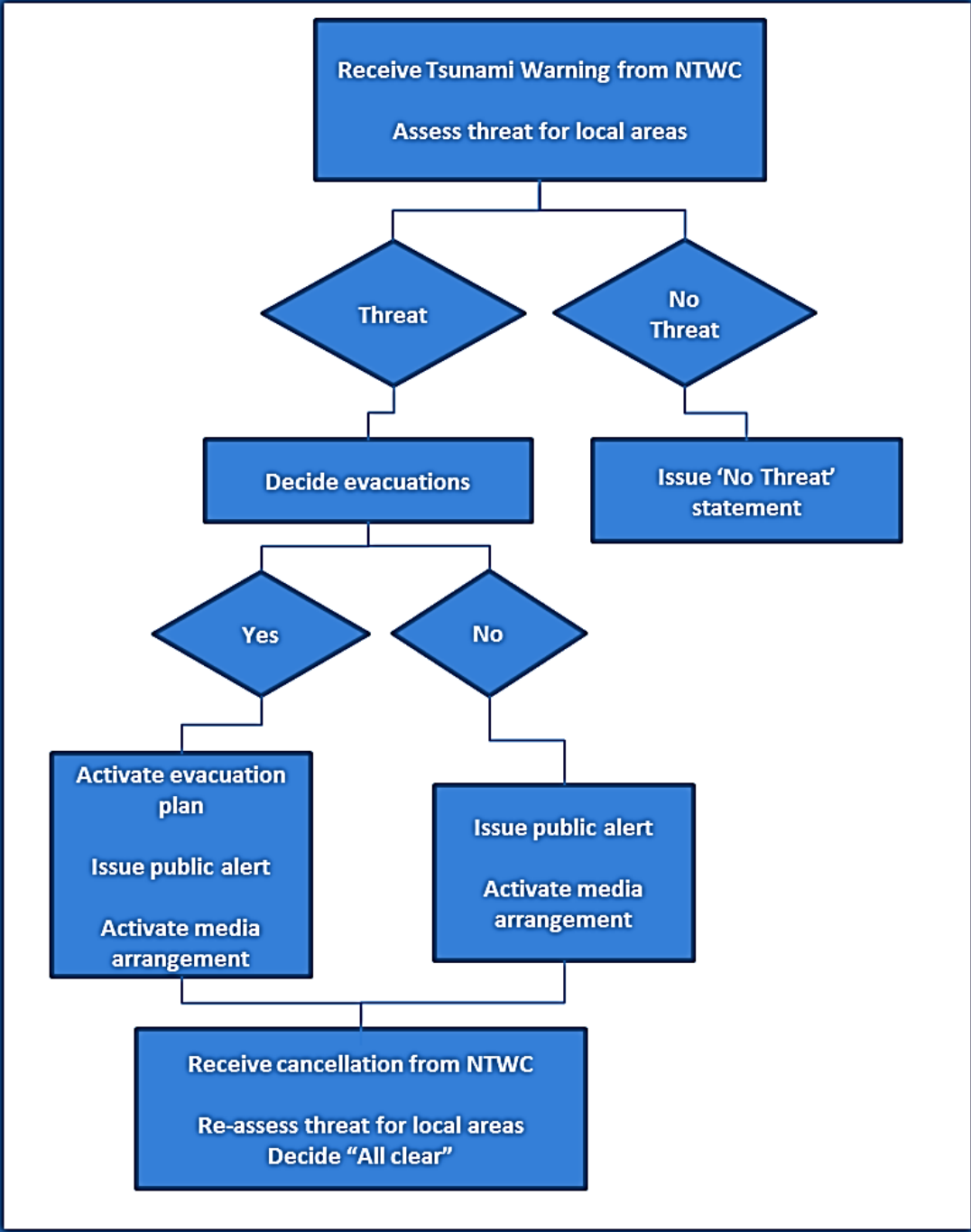


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# Principal Stakeholder: EMA

## EMA High level TER activities:



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# Development of TER and SOP for EMA



TER Plans for public awareness



TER Plans and SOPs for receipt of warnings



TER Plans and SOPs for public notifications



TER Plans and SOPs for evacuations



TER Plans for public awareness



TER Plans and SOPs for receipt of warnings



TER Plans and SOPs for public notifications



TER Plans and SOPs for evacuations



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# What is meant by public awareness?

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**The public's level of understanding about the importance and implications of a certain programme or an activity.**



Public must have an understanding of:

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- The tsunami hazard
- Official warnings
- Natural warning signs
- Informal warning signs
- Evacuation zones, routes and safe areas



TER Plans for public awareness



TER Plans and SOPs for receipt of warnings



TER Plans and SOPs for public notifications



TER Plans and SOPs for evacuations



TER Plans for public awareness



TER Plans and SOPs for receipt of warnings



TER Plans and SOPs for public notifications



TER Plans and SOPs for evacuations



# Elements of a public notification Strategy

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- Who – the target audiences
- What – the key messages to be articulated
- When – timing, it will specify the appropriate time of delivery for each message
- Why – the desired outcomes
- How – the the message will be delivered

# CONSIDER:



AVOID SCIENTIFIC OR TECHNICAL  
JARGON (IF YOU MUST USE  
JARGON, ALSO EXPLAIN IT IN  
SIMPLE LANGUAGE)



ANY NUMBERS USED MUST BE  
CLEAR, UNDERSTANDABLE

# SOPs for public alerting should cover:



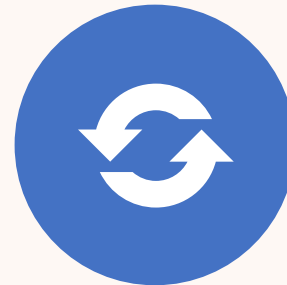
The decision and activation processes



The sign off process



The alerting channels to use



The repeat and close process

# SOPs for media should cover:



ACTIVATION  
PROCESSES



THE SIGN OFF  
PROCESS



THE MEDIA  
CHANNELS TO USE



THE PROCESS FOR  
ARRANGING  
MEDIA  
CONFERENCES



DESIGNATION  
OF OFFICIAL  
SPOKESPERSON



THE REPEAT AND  
CLOSE PROCESS



TER Plans for public awareness



TER Plans and SOPs for receipt of warnings



TER Plans and SOPs for public notifications



TER Plans and SOPs for evacuations



SOPs for  
evacuation  
should cover:

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Decision processes

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Evacuation zones and routes

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The media channels to use

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The assembly areas or shelters

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Mobilisation of resources

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Communication channels

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On-going communication mechanism

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The return process

# PRINCIPAL STAKEHOLDER: MEDIA



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- Convey Official Warnings (National & Local)

*But also:*

- Convey Unofficial Warnings

*Therefore:*

- Can cause or counter public response

*International media can mis-report warning regions/countries causing public confusion*

# Principal stakeholder-PUBLIC

## End Receiver of Warnings



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- To minimize confusion, must be educated to understand:
  - Official Warnings (how will they be warned)
  - Natural Warnings (what to look out for)
  - Where and What to do
    - Evacuation zones
    - Routes & Safe zones
  - How to respond if evacuation zones are not defined

# SUMMARY: ETWS Information Flow



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