





Government of the People's Republic of Bangladesh  
**Office of the Refugee Relief and Repatriation Commissioner**  
Cox's Bazar  
www.rrrc.gov.bd

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Sub: **Approval for Standard Operating Procedures (SOP) for Cyclone emergency preparedness and response for Rohingya Response**

Ref: ISCG's memo no.- ISCG/2025/32, date: 25 May 2025

In reference to the above-mentioned subject and letter, the Office of the Refugee Relief and Repatriation Commissioner (RRRC) is hereby pleased to approve the Standard Operating Procedures (SOP) for Cyclone emergency preparedness and response for the Rohingya Response in Bangladesh.

Thank you for your continuous support and cooperations.

Enclosure: 15 (Fifteen) pages

  
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2. **Camp-in-Charge (all)**, Ukhiya/Teknaf, Cox's Bazar and Bhasanchar, Noakhali
3. **PS to RRRC** (For kind attention of RRRC).
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5. Office Copy.



# **STANDARD OPERATING PROCEDURES (SOP)**

## **CYCLONE EMERGENCY PREPAREDNESS AND RESPONSE**

**FOR THE ROHINGYA REFUGEE RESPONSE IN BANGLADESH**

**MAY 2025**



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## ACRONYMS

APBn	Armed Police Battalion of the Bangladesh Police
ARRRC	Additional Refugee Relief and Repatriation Commissioner
BDRCS	Bangladesh Red Crescent Society
BMD	Bangladesh Meteorological Department
BoB	Bay of Bengal
CFP	Camp Focal Point
CHWs	Community Health Workers
CiC	Camp-in-Charge
CM	Camp Managers
CP	Child Protection
CPP	Cyclone Preparedness Programme
DC	Deputy Commissioner/ Deputy Coordinator
DMCs	Disaster Management Committees
DMU	Disaster Management Unit
DPHE	Department of Public Health Engineering
DRM/DRR	Disaster Response Management/Disaster Risk Reduction
DRRO	District Disaster Relief and Rehabilitation Officer
DTCs	Diarrhoea Treatment Centers
ECR	Emergency Control Rooms
ECRCs	Emergency Communal Relocation Centers
EOC	Emergency Operation Cells
EPR	Emergency Preparedness and Response
EVI	Extremely Vulnerable Individuals
EWS	Early Warning System
FAO	Food and Agriculture Organization of the United Nations
FDMN	Forcibly Displaced Myanmar Nationals
FSCD	Fire Service and Civil Defence
FSTP	Faecal Sludge Treatment Plants
GBV	Gender Based Violence
HCC	Humanitarian Coordination Cell
HoSO	Heads of Sub-Office
IEC	Information, Education, and Communication
INFs	Integrated Nutrition Facilities
IOM	International Organization for Migration
ISCG	Inter-sector Coordination Group
ITCs	Isolation and Treatment Centres
IYCF	Infant and Young Child Feeding
JNA	Joint Need Assessment
LCs	Learning Centers
LEA	Law Enforcement Agency
LSDS	Livelihoods and Skill Development Sector
MAM	Moderate Acute Malnutrition
MET	Mobile Emergency Team
MHM	Menstrual Hygiene Management



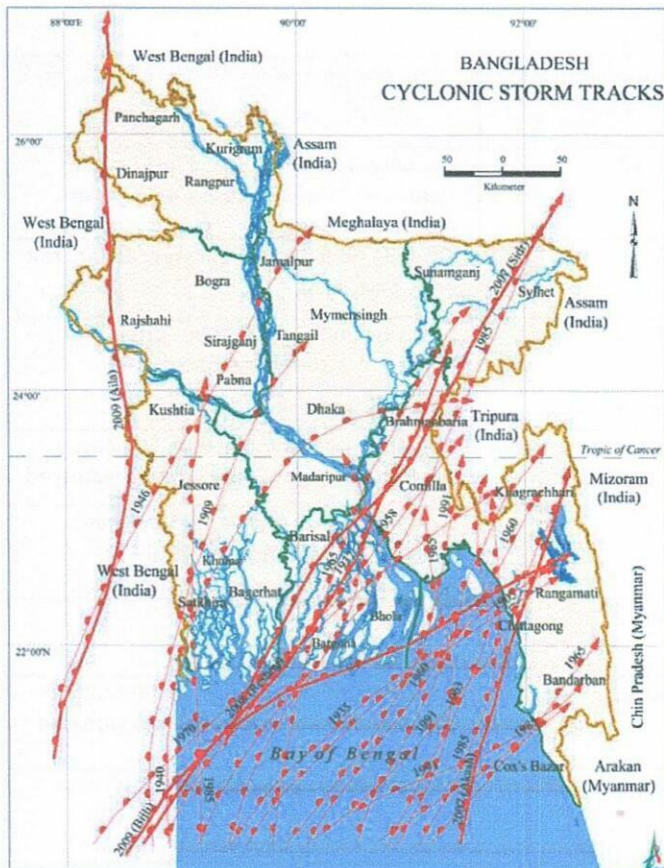


MHPSS	Mental Health and Psychosocial Support
MHRP	Multi-Hazard Response Plan
MMT	Mobile medical Team
MRF	Material Recovery Facilities
NCD	Non-Communicable Diseases
NFI	Non-Food Items
NGOs	Non-Government Organizations
NPM	Need and Population Monitoring
PDNA	Post Disaster Need Assessment
PERU	Protection Emergency Response Units
PLW	Pregnant and Lactating Women
PS	Protection Sector
PSEAH	Prevention of Sexual Exploitation, Abuse and Harassment
PWD	Persons with Disability
RDV	Rapid Damage Verification
ROCT	Refugee Operation Coordination Team
RPA	Rapid Protection Assessment
RRRC	Refugee Relief and Repatriation Commissioner
RUTF	Ready-to-Use Therapeutic Food
SAM	Severe Acute Malnutrition
SARI	Severe Acute Respiratory Infection
SCCCM	Shelter, Camp Coordination and Camp Management
SEG	Strategic Executive Group
SitRep	Situation Report
SOD	Standard Order on Disaster
SOP	Standard Operation Procedure
SRR	Search, Rescue, Retrieval
SUV	Safety Unit Volunteer
TDK	Tie Down Kit
ToR	Terms of Reference
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNRCO	United Nations Resident Coordinator's Office
WFP	World Food Programme
WGs	Working Groups
WHO	World Health Organization





## I.CONTEXT



In 2023, Bangladesh has been ranked as the 9th very high-risk country in the world<sup>1</sup> regarding exposure, vulnerability, and susceptibility to natural hazards<sup>2</sup>. This underscores the urgent need for comprehensive disaster risk management. The reason for this ranking was due to the lack of coping strategies and adaptive capacities. Meanwhile, Cox's Bazar is one of the nineteen districts in the coastal zone that are considered "hotspots"<sup>3</sup> simply because these areas face a magnitude of risks to natural hazards. The 'funneling' nature of the Bay of Bengal, where it narrows towards its northern shore and meets the south coast, directs cyclones towards Bangladesh's coast and makes them more intense. The cyclone tracts provide a snapshot of the exposure level of Bangladesh's coastal areas, which frequently hit annually and, in some instances, over twice a year, as cyclone normally converges in the Bay of Bengal area.

Given Cox's Bazar's geographical location, the imminent threat of severe and strong cyclones is a pressing concern. Furthermore, the accelerating impact of climate change is

exacerbating the situation, increasing the urgency for intervention in this region. On the other hand, the low and flat terrain results in devastating storm surges and flooding. Intense rainfall associated with a cyclone will also put the most vulnerable communities, especially the Forcibly Displaced Myanmar Nationals (FDMN)/Rohingya refugee camps, at risk of landslides, likely intensifying the cyclone's impact.

In recent years, Bangladesh has made significant progress in disaster risk management, substantially reducing casualties from disaster impacts. This positive outcome is a testament to the country's commitment and efforts. However, the number of disaster-affected areas and people is gradually increasing due to increasing vulnerabilities, losses, and damages to assets.

<sup>1</sup> [The WorldRiskReport 2023 - Disaster Risk and Diversity - World | ReliefWeb](#)

<sup>2</sup> storms, cyclones, floods, droughts, sea level rise, earthquakes, and others

<sup>3</sup> [Delta Plan 2100 \(bdp2100kp.gov.bd\)](#)

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Table 1 lists cyclones that caused fatalities, damages, and losses in Cox's Bazar District or at the nearest coasts.

**Table 1: Analysis of historical cyclone and key impacts<sup>4</sup>**

Landfall Period	Type of Cyclone	Maximum Wind Speed (km/hr)	Storm Surge (in ft)	Casualty, Losses and Damages
28 May 1963	Severe Cyclonic Storm	209	8 -12	Casualty: 11,520 people, 32,617 cattle. Damages: 376,332 houses, 4,787 boats, and standing crops
15 December 1965	Severe Cyclonic Storm	210	8 -10	Casualty: 873 people. Damage: 40,000 salt beds destroyed.
28 November 1974	Severe Cyclonic Storm	161	9 -17	Casualty: 200 people, 1000 cattle. Damages: 2,300 houses destroyed.
12 May 1975	Severe Cyclonic Storm	96.5 - 112.6	No records	Casualty: 5 people
9 November 1983	Severe Cyclonic Storm	136	5	Casualty: 300 fishermen with 50 boats missing. Damages: 2,000 houses destroyed.
25 May 1985	Severe Cyclonic Storm	100	15	Casualty: 11,069 people, 135,033 cattle. Damages: 94,379 houses and 74 km of road, and embankments destroyed.
18 December 1990	Severe Cyclonic Storm	115	5 - 7	No reports found
29 April 1991	Severe Cyclonic Storm with a core of hurricane wind	225	12 -22	Casualty: 150,000 people, 70,000 cattle. Damages: loss of property was estimated at about Tk 60 billion.
2 May 1994	Severe Cyclonic Storm with a core of hurricane wind	220	5 - 6	Casualty: 400 people, 8,000 cattle.
25 November 1995	Severe Cyclonic Storm	140	10	Casualty: 650 people, 17,000 cattle.
19 May 1997	Super Cyclonic Storm	225	9.8	Casualty: 126 people
27 September 1997	Severe Cyclonic Storm	150	6 -10	No reports found
20 May 1998	Severe Cyclonic Storm	150	6 - 8	No reports found
30.07.2015	Cyclonic Storm (KOMEN)	65	5-7	No reports found
31 May 2017	Severe Cyclonic Storm (MORA)	146	No records	Casualty: 8 people. Damage: 20,000 houses in Rohingya refugee camps. Affected: approximately 92,000 people
04 May 2019	Severe Cyclonic Storm (Fani)	213	No records	Casualty: 17 people died in ten districts of Bangladesh. Damages and Losses: about 63,000 ha of farmland in 35 districts, estimated agricultural loss was at Tk 385 million (US\$4.6 million) and total damage was up to Tk 5.36 billion (US\$63.6 million).

<sup>4</sup> Bangladesh Statistical Book 2022, District Relief and Rehabilitation Office, <https://www.worlddata.info/asia/bangladesh/cyclones.php> and <https://rohingyaresponse.org/wp-content/uploads/2023/05/Impact-and-Response-of-Cyclone-SITRANG-on-the-Rohingya-refugee-camps-and-adjourning-areas.pdf>

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				In Cox's Bazar: 194 HHs were partially affected while 330 shelters were partially damaged.
11 November 2019	Severe Cyclonic Storm (Bulbul)	139	No records	Damages and Losses: approximately 72,000 metric tons of crops, valued at Tk 2.6 billion (US\$31 million). In Cox's Bazar: 1 HH was partially affected while 3 shelters were partially damaged.
23 May 2020	Severe Cyclonic Storm (Amphan)	204	No records	In Cox's Bazar: 79 HHs were partially affected while 132 shelters were partially damaged. Casualty: 10
26 May 2021	Severe Cyclonic Storm (Yaas)	119	No records	Affected households: 650 HHs fully and 1,490 HHs partially affected in Cox's Bazar. Damages: 1,170 shelters were fully, and 1,173 shelters were partially damaged.
24 October 2022	Cyclonic Storm (Sitrang)	83	No records	Affected individuals: 4,945 refugees. Displaced: 251 refugees. Damages: 169 shelters were partially moderate to majorly damaged.
14 May 2023	Severe Cyclonic Storm (MOCHA)	256	No records	Affected individuals: 334,620 Bangladeshi nationals in Cox's Bazar. Damages: 10,890 houses were fully or partially damaged. Losses: 703 acres of cropland.
24 October 2023	Severe Cyclonic Storm (Hamon)	148	No records	Casualty: 5. Injuries: 85 across Cox's Bazar and Chattogram. Affected individuals: 590,000 Bangladeshis in Chattogram and 10,342 HHs in Cox's Bazar. Close to 3,000 Rohingya refugees. Damages: over 42,000 shelters were partially to fully damaged.
16 November 2023	Cyclonic Storm (Midhili)	72	No records	No reports found
26 May 2024	Cyclonic Storm (Remal)	100	No records	Damages: In Cox's Bazar 873 houses were partially to fully damaged and 828 partially to fully damaged shelters.

The overall goal of DRM in the Bangladesh context is to build the resilience of its people, primarily the poor, and the most vulnerable segments of the society, including those in the last mile. The aim is to reduce the exposure and vulnerability to geo-hydro-meteorological hazards, environmental shocks, human-induced crises, emerging risks, and climate-related extreme events<sup>5</sup>. A more comprehensive and inclusive DRM model has been adopted which is nationally and internationally accepted, in place of the traditional disaster management approaches for disaster risk reduction, response preparedness, and emergency response, and recovery to make communities, cities, human capital, economies, infrastructures, and key development gains resilient and sustainable<sup>6</sup>.

<sup>5</sup> Standing Order on Disaster 2019 \_English\_FINAL

<sup>6</sup> Idem







## DISASTER RISK MANAGEMENT MECHANISMS IN THE FDMN/ROHINGYA REFUGEE CAMPS

In 2018, with the arrival of the crises-affected and most vulnerable FDMN/Rohingya refugees, the Bangladesh government decided to expand the National DRM mechanisms at the camps. The primary focus was the expansion of the CPP, ensuring macro-level disaster preparedness, including the early warning systems as an integral part of the overall refugee response initiative. More so, following the Standing Orders on Disasters (SOD), the camp Disaster Management Committees (DMCs) were organized, aiming to facilitate efficient emergency preparedness and response delivery and promote a multi-hazard disaster risk management approach.

The Standard Operating Procedures (SOP) aim to underline the shared responsibility and commitment, providing a framework for harmonized planning and coordinated implementation for the humanitarian organizations and government agencies operating in the FDMN/Rohingya refugee camps to mitigate the devastating cyclone impact. It aims to operationalize the collective efforts with strong leadership from the Office of the Refugee Relief and Repatriation Commissioner (RRRC) and the Rohingya Refugee Response in Bangladesh Inter-sector Coordination Group (ISCG) secretariat.

## II.OBJECTIVES

### GENERAL OBJECTIVES

The cyclone Standard Operating Procedure (SOP) is a tool to provide clear, comprehensive guidance and direction for managing emergencies during cyclonic events, primarily in the Rohingya refugee settlements but also in the host/local communities in Cox's Bazar<sup>7</sup>. It is intended for use by the Office of the Refugee Relief and Repatriation Commissioner (RRRC), the inter-sector coordination group secretariat (ISCG), humanitarian actors, sector coordinators, emergency preparedness and response working group members, and other relevant agencies that are working on disaster risk management and anticipatory actions to effectively mitigate the catastrophic cumulative adverse impacts of a high likelihood of severe cyclonic storm in Cox's Bazar District.

The SOP directs coordinated, systematic, target-oriented, and timely actions to safeguard the lives, development gains, livelihoods, and fragile economies of the crisis-affected Rohingya populations and host/local communities in UKhiya and Teknaf Upazilla from deeper humanitarian crises. The SOP has been designed to align with the government's 2019 Standing Orders on Disasters and complement Cox's Bazar Cyclone Preparedness Plan and Cyclone Preparedness Programme (CPP) Guidelines.

The SOP outlines the fundamental components of EPR, such as the coordination mechanisms, activation, roles, responsibilities, and functions of the humanitarian coordination cell, sectors, and the joint command and emergency operation cells during preparedness and post-disaster impact periods, aligning them with the Multi-Hazard Response Plan (MHRP) and sectoral EPR policies. It provides clarity of vertical and horizontal coordination frameworks, including the key government counterparts (i.e., office of the RRRC, DC, and DRRO) and engagement protocols at different stages of the operations, to facilitate effective joint action. In line with the Government of Bangladesh's all ratified National Climate Plans, all cyclone preparedness and response activities must integrate long-term environmental sustainability, climate resilience, and equitable resource allocation between host and refugee/FDMN populations.

<sup>7</sup> Primarily in Ukhiya and Teknaf Upazilla, JRP targets





Additionally, the SOP has been prepared based on agreed-upon scenarios and EPR actions that were put in place to ensure harmonized and effective cyclone emergency preparedness, anticipatory actions, and response mechanisms.

#### SPECIFIC OBJECTIVES:

1. Illustrate clear and systematic command, coordination mechanisms, efficient communication, and linkage among key humanitarian actors, government counterparts, and relevant stakeholders at all levels (district, upazila, wards, and camps).
2. Determine the immediate tasks/duties, responsibilities, and functions required in every stage of emergency preparedness, implementation of anticipatory actions, and response operations during cyclonic storm surges and tropical cyclones.
3. Guide a swift but harmonised approach in providing the immediate and appropriate needs of the affected population in alignment with the national, regional, and international emergency response minimum standards.
4. Laid out the structure for efficient communication and reinforced the standards of the reporting system for effective evidence-based decision-making and planning.

### III. CYCLONE SCENARIOS

1) A severe Cyclonic Storm of greater intensity with 64 to 119 knots (118 to 221 km/h) sustained wind speed, and gusts made landfall in the District of Cox's Bazar. This leads to heavy rainfall beyond 500mm, storm surges up to 15 feet, flooding, landslides, and waterlogging, significantly affecting the Rohingya Refugee Camps, Ukhiya, and Teknaf hydro-meteorological prone areas. The strong winds uproot big trees and topple down electric posts and telecommunications facilities. Roads and bridges are rendered impassable for 24 hours, and the airport is not functional. Additionally, the ISCG, UN agencies, and government offices were flooded and endured major destruction.

The scale of the disaster is immense. 193,000 shelters were completely damaged, and 972,000 individuals were affected, needing temporary shelters. 150 estimated deaths, 5,000 injuries, and 150 missing persons. Some are reported to be trapped in their respective shelters/homes due to the landslides and flooding. Extremely Vulnerable Individuals (EVI) with their families are already at the emergency communal relocation centers (ECRCs) that require services/support, and additional families from high-risk locations need to be facilitated for immediate relocation. In addition, most of the health facilities were completely damaged and the few remaining were overwhelmed and could not cope with the number of casualties/injuries being brought in, while the humanitarian response had to commence, in fact, many international organizations had already deployed surge teams and new organizations with no prior presence in Cox's Bazar have started operating.

Local and international media have been releasing information about casualties and highlighting chaos, overlaps, gaps, and ineptitude in the humanitarian response. Meanwhile, donors are reaching out for immediate information on the impact and the required response. On the other hand, search, rescue, retrieval, debris/clearing operations, and security had to be strengthened.





2) A **Severe Cyclonic Storm** of greater intensity with 64 to 119 knots (118 to 221 km/h) wind speed zone **did not make landfall** in the District of Cox's Bazar but in other parts of Bangladesh, including other districts in the Chittagong division. It massively impacted on the Rohingya population, host communities, and other Upazillas in Cox's Bazar. The sustained wind speed intensity and the heavy rainfall (accumulating beyond 500 mm of rain in 48 hours) resulted in serious flooding, landslides, and waterlogging affected the high-risk areas within the 33 camps as well as caused inundation in coastal zones of Ukhiya and Teknaf due to high tide. Communities in these locations, especially the Extremely Vulnerable Individuals (EVI), need immediate evacuation to the emergency communal relocation centers and host communities to cyclone shelters.

The strong winds uproot big trees, topple down some electric posts, and disrupt telecommunication lines, resulting in no communication for 24 hours. Some roads are in water, so it is not passable. Meanwhile, 350,000 individuals were affected from 7,684 shelters partially and fully damaged needing temporary shelters and logistic support to relocate. 25 estimated deaths due to landslides/flooding and 500 injuries are reported. Health facilities, integrated nutrition facilities, stabilization centers, learning centers, WASH infrastructures, and other facilities have also been damaged. For security reasons, the ISCG and the UN agencies have movement restrictions.

3) A **Severe Cyclonic Storm** of greater intensity with 64 to 119 knots (118 to 221 km/h) wind speed **did not make landfall** in the District of Cox's Bazar, with minimal impact on the Rohingya population and host communities. The 24-hour accumulated rainfall of around 153 mm resulted in localized flooding, landslides, and waterlogging. They affected 15 camps, especially those in high-risk locations, including low-lying areas and vulnerable hill slopes. Although strong winds have uprooted trees, debris is limited, and the telecommunication is functioning. Meanwhile, heavy rains caused inundation in some areas, and the roads from Cox's Bazar to the camps remained passable.

Initial reports indicated around 2,0000 shelters were damaged (partially and fully damaged), needing immediate shelter assistance. Around 200 households/families and nearly 1000 individuals were relocated to the emergency communal relocation centers (ECRCs), while the others (50 HHs/250 individuals) are staying with their relatives/neighbours. Additionally, some WASH facilities, including Faecal Sludge Treatment Plants (FSTP) and Material Recovery Facilities (MRFs), were partially affected, and health facilities were damaged but remained operational with limited services.

#### IV. ACTIVATION AND DEACTIVATION PROCEDURES

The Bangladesh Meteorological Department (BMD) regularly monitors weather situations nationwide. When a low-pressure depression of cyclogenesis is observed at the Bay of Bengal (BoB), special weather bulletins are issued indicating the cyclonic storm category, location, forecast track, and cyclone signals for seaports and associated coastal areas. Also, BMD issued marine and heavy rainfall warnings with advisory.

The Rohingya camp is highly vulnerable to cyclones and associated hazards such as storm surges, landslides, flooding, and waterlogging. With shelters constructed temporarily using bamboo and





tarpaulin, it would only withstand winds up to 40km/h<sup>8</sup>. The likelihood of significant damage is high for any cyclone impacts, directly hitting the camps or not. Hence, the pre-alert actions are to be coordinated immediately by the ISCG EPR team when BMD releases cyclone distant cautionary signals 1 to 3 and shows imminent development of a cyclonic disturbance.

The consensus is to trigger the activation of the SOP when BMD releases local warning signal number 4 when there's a likely intensification into a tropical cyclone and a high probability of the cyclone impacting Bangladesh or the coastal belt of Cox's Bazar District. It should be in synergy with the activation of the Cox's Bazar district disaster management protocol as prescribed in the SOD and aligned with the Cyclone signals and Cyclone Preparedness Program (CPP) flag warning protocol (**Figure 1**). The procedures shall adhere to the flowchart below (**Figure 2**), aiming to intensify sector pre-disaster preparedness with coordination carried out through the District Humanitarian Coordination Cell (HCC) under the leadership of the RRRC and ISCG joint command and emergency operation cell (EOC) activated at the same time. Camp disaster management committees (DMCs) and EOCs will similarly be activated. All emergency Control Rooms (ECR) will also be operating during this period.

The SOP will continue to be activated, and the EPRC coordination mechanisms will continue to operate (**Figure 3**) until the cyclone landfall and impact scenario has determined the level of emergencies (**Table 2**).

**Figure 1: Cyclone Warning Stages, Signals and Flags<sup>9</sup>**

 <b>ঘূর্ণিঝড় প্রস্তুতি কর্মসূচি (সিপিপি)</b> <b>CYCLONE PREPAREDNESS PROGRAMME (CPP)</b> <small>A Joint Programme of Government of Bangladesh and Bangladesh Red Crescent Society</small> 			
Stage of Cyclone Warning	Signal No.	Flag Based Warning System	
Alert Stage	Signal No. 1, 2, 3		
Warning Stage	Signal No. 4		
Danger Stage	Signal No. 5, 6, 7		
Great Danger Stage	Signal No. 8, 9, 10		
		<b>Signals 1 – 3</b> No flag. Verbal discussion on formation of depression/ cyclone.	<b>Signal 4</b> One flag. Raise awareness on formation of cyclone and possibility of impact. Public address through megaphones and loudspeakers.
		<b>Signals 5 – 7</b> Two flags. Public address through megaphones and loudspeakers. Preparation for evacuation.	<b>Signals 8 – 10</b> Three flags. Public address through megaphones and loudspeakers and use of static and hand sirens. Ensure evacuation (evacuation not relevant for Cox's Bazar camp settlements)

<sup>8</sup> Idem

<sup>9</sup> Bangladesh SOD

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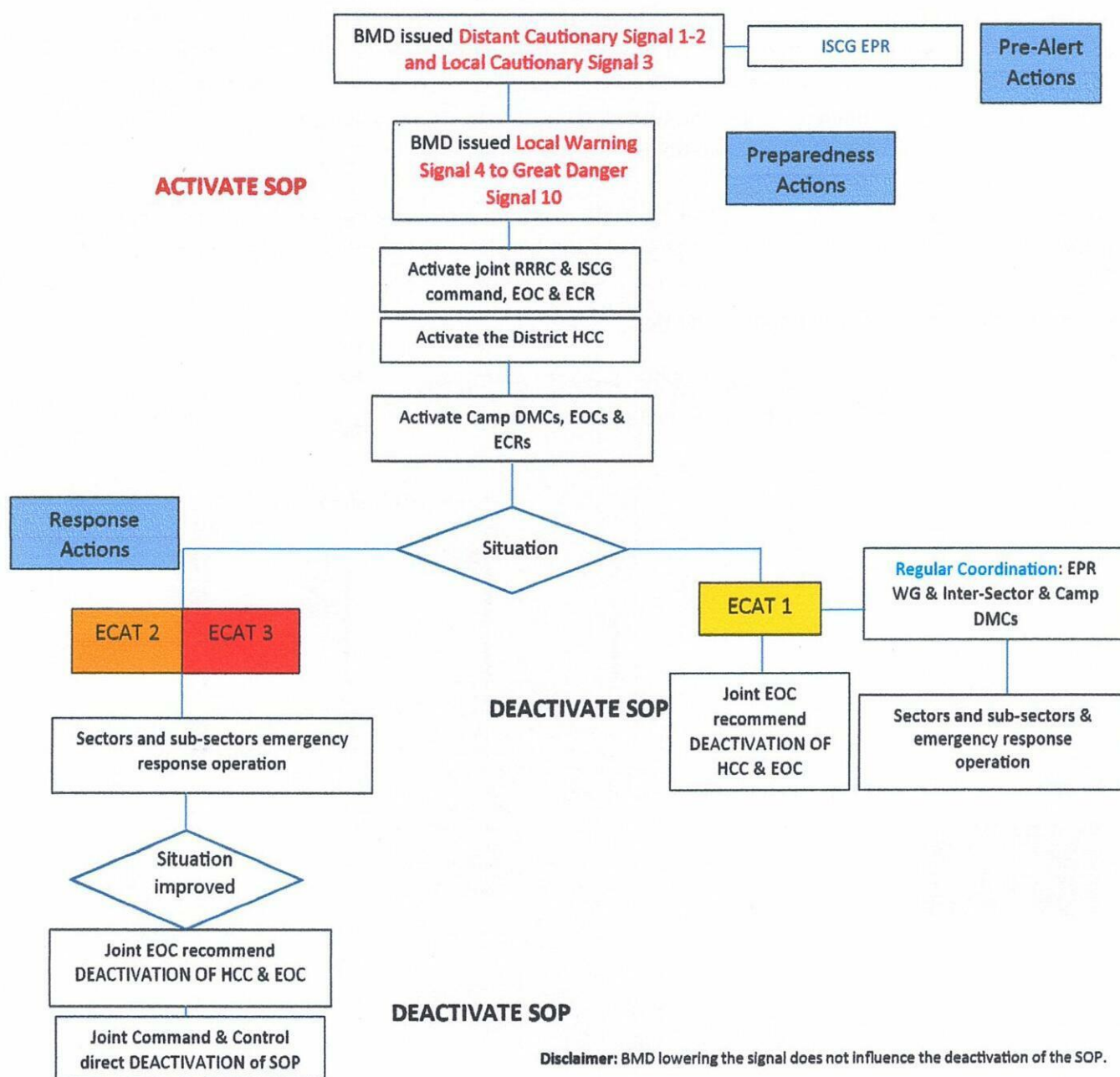


Once the level of emergency has been determined, the decision as illustrated in **Figure 2**. As agreed, for emergency category 1, the SOP will be deactivated, as coordination will be carried out through regularized mechanisms (i.e., inter-sector coordination, EPR WG, and camp DMCs).

Meanwhile, for category 2 and 3 emergencies, the SOP shall be deactivated based on the recommendation of the joint EOC going to the Commanders. Once SOP is deactivated, the EPR coordination mechanisms, including the camp DMCs and all EOCs, will be closed. At this point, the emergency operation shall be terminated, and recovery and rehabilitation will start.

If the cyclone alert is averted, the SOP will not be activated. Instead, it will be maintained as perpetual for future use.

**Figure 2: Procedures for activation and deactivation of the SOP**



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The humanitarian actors and the RRRC collectively decided on the classification of the emergency level. The primary consideration was the previous experience and the capacity of the sectors<sup>10</sup> to respond effectively and timely to emergencies. While thresholds were defined, the ultimate decision would be made in consultation with the HCC members if variations happened. Nonetheless, the sector's contingency plan and the ability to provide an effective response vis-à-vis the disaster impact will be among the considerations. The number of injuries and fatalities will not solely be determining parameters but rather the capacity of the humanitarian actors and the government.

**Table 2: Multi-hazard Emergency Level Classification**

PARAMETERS	Level 1	Level 2	Level 3
<b>IMPACT</b>			
Number of total Casualties			
---- Deaths	less than 10	10 -25	above 25
-----Injured	less than 50	50-500	above 500
Number of missing persons	less than 20	20-50	above 50
Percent of Affected population	up to 30%	31-60%	Above 60%
Percent of Temporary Displaced Population	up to 30%	31-60%	Above 60%
Percent of affected shelters (partially damaged and fully destroyed)	up to 30%	31-60%	Above 60%
Percent of affected (destroyed/damaged) common facilities	More than 90% of the critical facilities (WASH, Health, NFI/distribution points, LCs, Mosques/Muktob) are functional	more than 50% critical facilities are functional	Less than 50% of critical facilities are functional
Degree or level of disruption to access infrastructure (roads, bridges, pathways, etc)	No significant impact on the overall access infrastructures in the affected camp(s)/ area/s - fully accessible (CXB to Camp, Camp to block/sub-block)	Limited disruption to access infrastructure (CXB to camp is accessible; but camp to camp or block to block or camp to ub-blocks are not accessible)	Major disruption to access infrastructures (CXB to camp and Camp to camps, block to block or subblock to subblock). All land routes are not accessible
<b>CAPACITIES</b>			

<sup>10</sup> Contingency capacity – means the total capacity of the sector to cover the entire response (33 camps)





Sectors Contingency stocks <sup>11</sup> (Shelter: 30% Ukha, 100% Teknaf; WASH 10%, to add the other sectors contingency)	100%	70%	30%
Status of Available Skilled/Technical human resource	100%	70%	30%
Availability of Physical Resources machinery (e.g. search, rescue & retrieval; & debris management)	100%	70%	30%

## V.COORDINATION, COMMAND, and EMERGENCY OPERATION CELL

### COORDINATION

The responsibility for dealing with the cyclone emergency in the District of Cox's Bazar remains under the government of Bangladesh and is supported by the Rohingya Refugee Response. The Deputy Commissioner and the RRRC have the primary responsibilities for the welfare of all residents, including the Rohingya population, while the ISCG will complement, ensuring the needs of the most vulnerable and crises-affected populations are timely addressed and services provided. The RRRC shall ensure that coordination respects national systems and facilitates knowledge transfer to local institutions to build long-term resilience among both refugee/FDMN and host communities.

The EPR coordination mechanisms flow chart illustrated in **Figure 3** includes the key coordination mechanisms for the Rohingya Refugee Response that must be activated in response to the cyclone in synergy with the district disaster management coordination. The same coordination will be operationalized after cyclone aftermath, including when the FDMN/Rohingya refugee camps impacted with the associated storm surge, flooding, and landslides.

The composition, Roles, and Responsibilities of each of the Rohingya Response EPR coordination mechanisms is as follows:

**Table 3: EPR Coordination Roles and Responsibilities**

Coordination Platform	Convener	Roles and Responsibilities	Composition
SEG		As per the existing ToR	
<b>District HCC</b>			
ROCT	ISCG Principal Coordinator	To carry out functions as defined in the existing ToR.	UN Agencies HoSO INGOs representatives NGOs representatives IFRC
Inter-sector Coordination	ISCG Inter-sector unit	Broadly, to carry out functions defined in the existing ToR and carry out EPR responsibilities as described in Table 3.	ISCG Senior Management & Key Units Sector Coordinators Cross-cutting coordinators
EPR WG	ISCG EPR Unit	As described in the <b>EPR WG Terms of Reference</b>	EPR WG Members

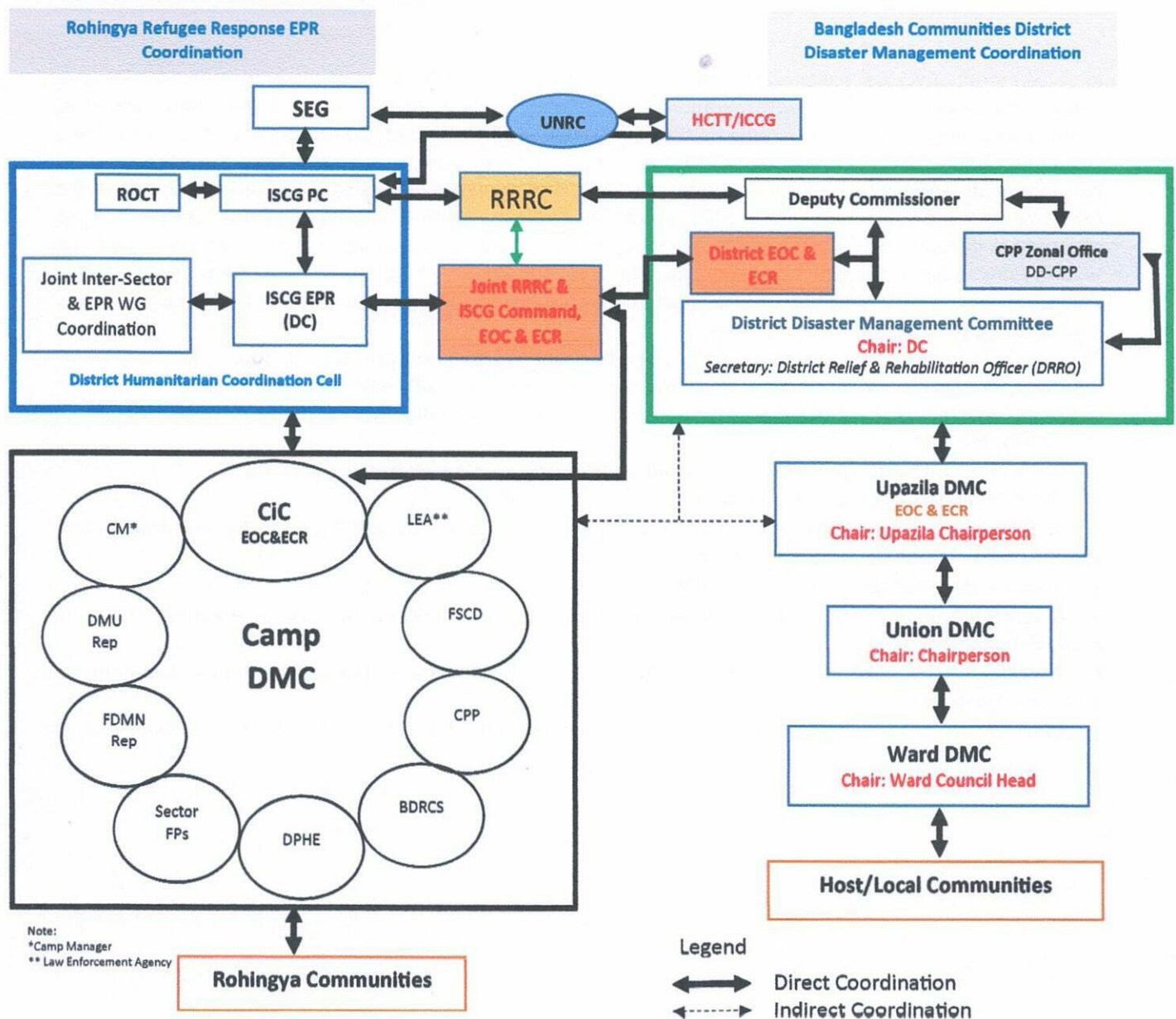
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Joint RRRC and ISCG Command and EOC	RRRC and ISCG Commanders and EOC Incident Managers	As described in Table 4	RRRC and ISCG Senior Management RRRC and ISCG Key Technical Units
Camp DMC & EOC	CiC & CM	As defined in the ToR in the DMC guidelines	CiC Camp Manager Law Enforcement Agency (LEA) FSCD CPP BDRCS DPHE Sector Focal Points FDMN Rep DMU Representative

**Figure 3: EPR Coordination mechanisms**





In addition, to promote efficient and effective delivery/ implementation of the SoP it shall also involve the agencies/organizations/institutions that already have responsibilities for the Rohingya Refugee Response. Primarily the EPR Working Group members that have a presence or are currently implementing EPR/DRM/DRR/AA programmes in the 33 camps and host communities in Ukhiya and Teknaf Upazilla. As part of promoting sustainability and social cohesion, equitable support to host communities shall be prioritized, particularly in shared service areas such as cyclone shelters, WASH infrastructure, and emergency health response. This way, it will harmonise support and promote complementarity in targeting beneficiaries and areas covered while reducing the possibility of duplication, and confusion. Efforts should also consider sustainable site development and environment-friendly technologies in emergency shelter, waste management, and energy use to reduce long-term ecological impacts.

### JOINT COMMAND AND EMERGENCY OPERATION CELL (EOC)

In the event of a Cyclone that threatens to affect the District of Cox's Bazar, particularly the Rohingya Refugee Camps, the Command-and-Control Operational Structure in **Figure 5** shall be used. A **Joint RRRC and ISCG command system** will be utilised to operate the overall cyclone EPR measures. On the other hand, the Emergency Operation Cells (EOCs) shall be activated upon the issuance/receiving of an alert level from the National Bangladesh Meteorological Department (BMD), following SOP activation illustrated in Figure 3. Nevertheless, the full command and control, EOCs and eCRs activation starts at signal #4, aligning with the activation of the government disaster management system. At this time the EOCs will be operating in close collaboration with the ISCG key units such as the EPR, inter-sector coordination, and policy. All the operational teams and the Sector shall work under the Command-and-Control Commanders – the ISCG Principal Coordinator or in his absence, the Deputy Coordinator and RRRC or the ARRC.

The main objective of the joint emergency operation cell (EOC) is two-pronged: (i) sound decision-making informed by reliable evidence and (ii) harmonized, effective, and efficient interagency (government and humanitarian)/inter-sector emergency preparedness and response coordination.

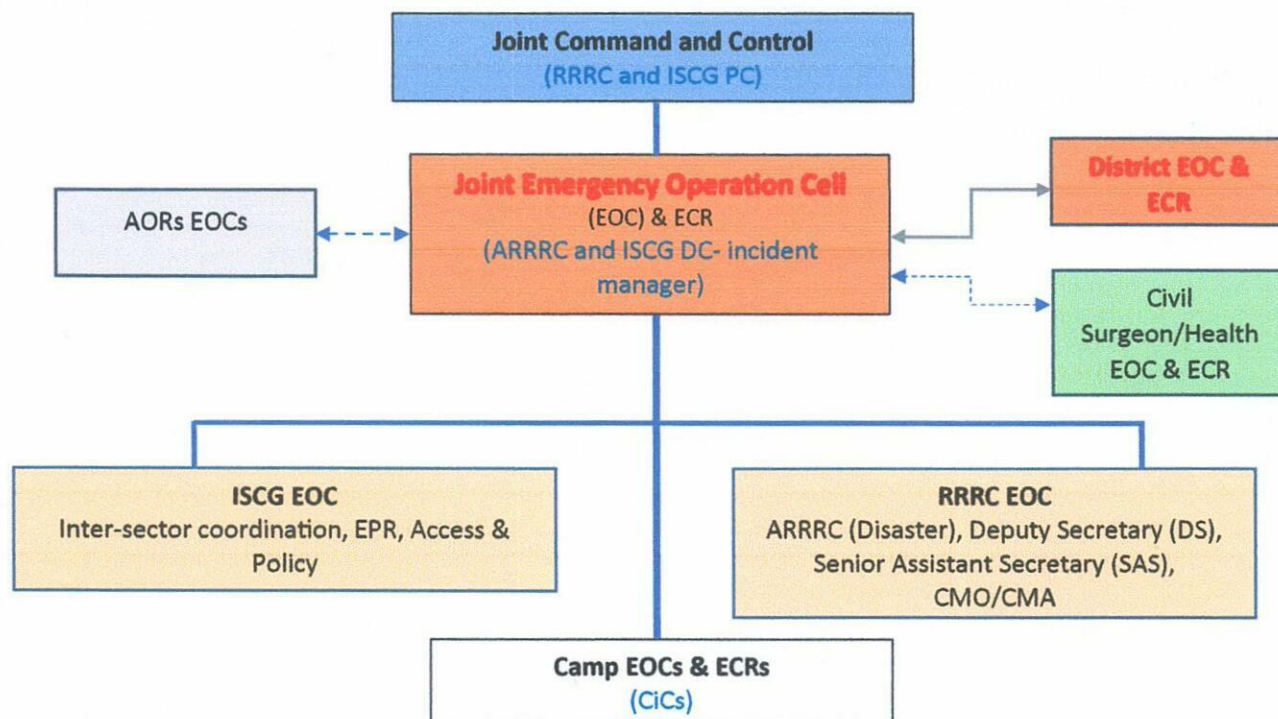
Specifically, the EOC is:

- A machine for the standard operating Procedure (SOP) to operate effectively.
- The front line of emergency management.
- An EPR operation hub/central nerve to coordinate efforts from the sectors, HCCs, and other response units to avoid duplicating activities or leaving an area unserved.
- A secure space for centralized monitoring.
- A central location for the multidisciplinary designated teams to address up-close emergency events and dispatch resources.
- A location that houses the personnel, equipment, and communication technology that are needed during an emergency response.
- Handle crisis communication such as press inquiries and calls from donors and family members of victims.





**Figure 4: Joint RRRC and ISCG Command and Emergency Operation Cells**



The EOC's primary functions and responsibilities are:

- An ecosystem of multiple units that work together in a coordinated manner. This coordination is critical to helping government agencies and humanitarian actors form a coherent, comprehensive disaster response under the guidelines of the SOP.
- Providing coordination and policy direction. Provide guidance to the command and control on strategic priorities and resource support. The EOC liaises with agencies (state or non-state actors) at all levels (horizontal and vertical).
- Collecting, analyzing, and sharing information. Information collection, analysis, and distribution<sup>12</sup> are part of coordination. The EOC distributes information from the commanders to the public, serving as a knowledge hub for news media members.
- Supporting resource needs and requests, including allocation and tracking. Acquiring, allocating, and tracking resources requires coordination among all involved agencies and departments and on-site incident responders.

Once the EOC is activated it becomes the central coordination point, the nerve center for alert and monitoring, EPR operation, information, and communication management. The following operating procedures (Table 4) shall be followed accordingly.

<sup>12</sup> Procurement and logistical operations should prioritize engagement of local Bangladeshi suppliers, contractors, and labor to promote economic sustainability and build capacity within host communities.

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**Table 4: Joint Command and Control and Emergency Operation Cells Functions**

Responsible Entity	FUNCTIONS, ROLES, AND RESPONSIBILITIES	
	PREPAREDNESS PERIOD	POST IMPACT PERIOD
<b>Joint Command and Control – Main Responsibilities: Policy direction and decision making.</b>		
<b>Commanders – RRRC &amp; ISCG Principal Coordinator</b>	<ul style="list-style-type: none"> <li>- Ensure the EOCs are equipped with personnel, equipment, and communication technology (Figure 4).</li> <li>- Ensure resource readiness in reference to the sector contingency/business continuity plans and/or EPR actions, as indicated in Table 5.</li> <li>- Call for activation/non-activation of the SOP (Figure 3).</li> <li>- Activate the district HCC and all coordination mechanisms (i.e. joint humanitarian actors and government) (Figure 4/Table 3).</li> <li>- Activate relocation/evacuation plan, protocol, and guidelines for extremely vulnerable individuals (EVI).</li> <li>- Ensure communication lines and flow of information and reporting as per the coordination (Figure 4).</li> <li>- Maintains regular communication with higher authorities (i.e., RC, DC, SEG, HCTT, etc.).</li> <li>- Authorise to release flash updates/SitReps.</li> </ul>	<ul style="list-style-type: none"> <li>- Activate 4- or 72-hours Joint Needs Assessment SOP or call for an integrated sector post-disaster needs assessment (PDNA), if needed.</li> <li>- Decide deployment/non-deployment of additional security personnel.</li> <li>- Activate debris management plan and dead body management guidelines.</li> <li>- Approve/Authorizes the release of reports (SitReps/ JNA/PDNA) and release of information to media.</li> <li>- Establishes life-saving priorities in consultation with the SEG &amp; EOC Incident Managers.</li> <li>- Responsible for the immediate Flash Appeal and resource mobilization.</li> <li>- Decide deactivation of the SOP, HCCs, EOCs and ECRs.</li> <li>- Decide discontinuation/continuation of additional security deployment.</li> <li>- Decide deactivation of debris management plan and dead body management guidelines.</li> <li>- Lead the long-term build-back-better Recovery, Rehabilitation, and Reconstruction planning and processes.</li> </ul>
<b>Joint Emergency Operation Cell – Main Responsibilities: Effective coordination and EPR operation/emergency management</b>		
<b>Incident Managers- ARRC and ISCG Deputy Coordinator</b>	<ul style="list-style-type: none"> <li>- Operationalization of the EOCs (Figure 4), ensure an uninterrupted operation during the emergency period.</li> <li>- Ensure the timely data/information collection, analysis, and sharing.</li> <li>- Advise the CC commanders on the SOP's activation/non-activation/deactivation.</li> <li>- Ensure all sectors' planned measures contingency stocks/equipment/funds/human resources are pre-positioned.</li> <li>- Ensures all coordination and discussion on EPR are carried out and working for harmonized EPR actions and decisions.</li> <li>- Ensure implementation of the Sector EPR Actions (Table 5).</li> </ul>	<ul style="list-style-type: none"> <li>- Managing, directing, and coordinating all EPR operations.</li> <li>- Ensures Sector's effective delivery of life-saving responses (Table 5).</li> <li>- Coordinate implementation of debris management plan and dead body management guidelines.</li> <li>- Ensure deployment/non-deployment of additional security personnel.</li> <li>- Coordinate and manage the implementation of 4 or 72-hour JNA or PDNA processes and analysis of results.</li> <li>- Ensure the timely calculation of losses and damages, and preparation of reports (SitReps/ JNA).</li> <li>- Advise deactivation of the SOP, HCCs, EOCs, and eCRs.</li> </ul>





	<ul style="list-style-type: none"> <li>- Ensure implementation of the relocation/evacuation plan, protocol, and guidelines.</li> <li>- Ensure the preparation of Flash updates.</li> </ul>	<ul style="list-style-type: none"> <li>- Advise/implement discontinuation/continuation of additional security deployment.</li> <li>- Advise/implement deactivation of debris management plan and dead body management guidelines.</li> </ul>
<b>Emergency Operation Cell - Multi-disciplinary Teams</b>		
<b>ISCG EPR Unit</b> <b>Main Responsibilities:</b> Early Warning System operation, generating evidence, data analysis, and coordination support of EOCs functionality.	<ul style="list-style-type: none"> <li>- Closely monitor and analyze the weather forecasts/warning and ensure effective operation of the EWS and issuance of cyclone alerts and advisories.</li> <li>- Gather, monitor, and provide evidence, analysis, and information of triggers to inform the joint EOC incident managers (Figure 4).</li> <li>- Liaise with the Inter-sector coordination to ensure sector contingency plans (i.e. stocks, equipment, human resources, funds) are updated and ready/pre-positioned and EPR implementation updates.</li> <li>- Carry out coordination meetings with the EPR WG members and support joint EOC to call HCCs meeting, following activation.</li> <li>- Coordinate the activation of the relocation/evacuation plan and protocol and operation of the emergency communal centers (ECRCs) are ready.</li> <li>- Ensure community awareness and preparedness using Cyclone Preparedness Field Discussion Guide.</li> <li>- Liaise with the DRRO for all EPR actions implementation in the host communities.</li> <li>- Support the joint EOC Incident Manager's operationalization of the SOP following activation and monitors the functionality of the camps EOCs and ECRCs.</li> <li>- Assist joint EOC communication and reporting functions.</li> <li>- Liaise with the UNHCR camp registration unit to timely access the camp's population data and Protection Sector to access the updated master list of Extremely Vulnerable Individuals (EVI) for the timely emergency relocation and prepositioning of special needs stocks (food and medicines, etc).</li> </ul>	<ul style="list-style-type: none"> <li>- Support joint EOC and liaise with inter-sector coordination to ensure Sector's effective delivery of life-saving responses (Table 4)</li> <li>- Liaise with Access the implementation of the debris management plan, ensure security, and mob control.</li> <li>- Liaise with Health and WASH implementation of dead body management guidelines.</li> <li>- Follow up deployment of additional security personnel, following a request from the CC commanders.</li> <li>- Liaise implementation of the 4 or 7-hours JNA after activation, the timely deployment, analysis, calculation of losses and damages, and report preparation.</li> <li>- Provide evidence to the EOC Incident Managers to trigger deactivation of the SOP.</li> <li>- Provide analysed information for the discontinuation/continuation of additional security deployment and debris management plan and dead body management guidelines.</li> <li>- Provide risk analysis to inform the long-term build-back-better Recovery, Rehabilitation, and Reconstruction plan and proposal.</li> </ul>
<b>Inter-Sector Coordination – ISCG Inter-sector coordination Unit</b> <b>Main Responsibilities:</b> Sector coordination for business continuity implementation,	<ul style="list-style-type: none"> <li>- Ensure readiness of sector business continuity and contingency plans (i.e. stocks, equipment, human resources, funds) following SOP activation.</li> <li>- Carry out inter-sector coordination, as defined in the ToR.</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure operationalization/implementation of EPR actions and monitor progress/response tracker, resources dispatch and service delivery (Table 3).</li> </ul>





<p>harmonized targeting, contingency capacity/coverage prioritizing, and timely &amp; effective resource dispatch and service delivery provisioning.</p>	<ul style="list-style-type: none"> <li>- Carry out monitoring of sectoral preparedness and share updates to the joint EOC.</li> <li>- Ensure regular communication with sectors and monitor the progress/response tracker of EPR Actions (Table 3).</li> <li>- With EPR, jointly initiate the Inter-sector coordination and EPR WG meeting with the leadership of the EOC ISCG Incident Managers following HCC activation.</li> <li>- Ensure sector harmonized targeting, contingency coverage, and resources (stocks/funds/human resources) pre-positioning.</li> <li>- Coordinate sector to provide input or information for emergency reporting (Flash updates/Sitreps)</li> </ul>	<ul style="list-style-type: none"> <li>- Coordinate Sectors to identify needs, operational gaps, and issues that require policy advocacy.</li> <li>- Coordinate the sector to report losses, damages, and inputs for the SitRep/ flash appeal, and resource mobilization initiatives.</li> <li>- Liaise with joint EOC and other members of the multi-disciplinary teams, if required.</li> <li>- Coordinate sectors for the continuation/discontinuation of the SOP, following orders from joint EOC Incident Managers.</li> </ul>
<p>Policy, Communication &amp; Reporting – ISCG Policy Unit</p> <p><b>Main Responsibilities</b> Timely release of reports, media communication, flash appeal/resource mobilization preparation, and policy advocacy.</p>	<ul style="list-style-type: none"> <li>- Liaise with the media for update, if required.</li> <li>- Support liaison functions/external relations for the Command-and-Control Commanders, especially for the ISCG PC.</li> <li>- Liaise with EPR unit and joint EOC to prepare a dossier for the CC Commanders to activate SOP and EOC.</li> <li>- Activate emergency communication protocol/guidelines on the release of information (e.g to the news media, etc).</li> <li>- Support the operationalization of the SOP and EOC, once activated.</li> <li>- Lead reports preparation (i.e. flash update/SitRep) and publication.</li> <li>- Maintain communication and liaison with government counterparts and humanitarian actors.</li> <li>- Support organizing RoCT meeting, following HCC activation by the CC commander.</li> </ul>	<ul style="list-style-type: none"> <li>- In charge of liaising with UNRCO on an integrated report, as relevant.</li> <li>- Lead reports preparation (i.e. SitReps/JNA/PDPA) and publication.</li> <li>- Lead the preparation and publication of the Flash Appeal, Resource mobilization documents and Policy Advocacy notes, in close collaboration with UNRCO.</li> <li>- Responsible to coordinate and release communication to media, ensuring information and emergency communication protocol/guidelines strictly adhered.</li> <li>- Lead in preparing policy advocacy documents on issues identified by the EOC and CC Commanders.</li> </ul>
<p>Access, Security &amp; Search Rescue and Retrieval (SRR) – Access Unit</p> <p><b>Main Responsibilities:</b> Coordinate access of emergency services (physical access to the camps, debris management and administrative access</p>	<ul style="list-style-type: none"> <li>- Carry out access and security monitoring and provide regular updates.</li> <li>- Carry out access coordination meetings and alert partners to report any access constraints (physical, administrative etc.) which could impact timely emergency response delivery.</li> </ul>	<ul style="list-style-type: none"> <li>- Liaise with UNDSS to carry out rapid security risk assessment and physical access to the camps and host communities.</li> <li>- Liaise with law enforcement agencies (i.e. APBn, FSCD, Army, Police, and others for overall law and order, mob control, provision of security especially for critical facilities, and if emergency/evacuation support is</li> </ul>

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<p>issues), ensure security and SRR operation.</p>	<ul style="list-style-type: none"> <li>- Carry out communication with law enforcement agencies (i.e. APBn, Army, Navy, Police) and coordinate the readiness of surge security team and emergency relocation/evacuation support.</li> <li>- Coordinate with FSCD and CPP for the readiness and prepositioning of surge SRR deployment teams, equipment and supplies (i.e. cadaver bags, etc)</li> <li>- Liaise with the inter-sector coordination for the debris management plan, equipment and supplies readiness and pre-positioning.</li> <li>- Contribute access relevant information to the Flash Update/SitRep.</li> <li>- Implement the debris management plan, including clearing main/critical access roads, pedestrian pathways/stairways, and clear debris for immediate/timely delivery of emergency assistance (details in the debris management plan)</li> </ul>	<p>needed, and surge security deployment is requested.</p> <ul style="list-style-type: none"> <li>- Implement the Debris Management Contingency Plan (2021).</li> <li>- Coordinate implementation and adherence of SOP for search, rescue, retrieval (SRR) and dead body management guidelines.</li> <li>- Continue carrying out access, and security monitoring, provide updates and movement advisory.</li> <li>- Contribute to the Situational Report, Flash Appeal and policy advocacy documents preparation.</li> </ul>
<p><b>Camp Emergency Operation Cell (EOC) - Main Responsibilities:</b> Community's first point of contact, area incident command, and communication and coordination hub for emergency preparedness and response delivery. All community engagement must apply a conflict-sensitive approach that actively fosters social cohesion between refugee/FDMN and host populations, ensuring fair access to services, participation decision-making, and grievance redress mechanisms.</p>		
<p><b>Camp In Charge (CIC)</b></p>	<ul style="list-style-type: none"> <li>- Activate the camp emergency control room (ECR) to serve as the main communication link for the Upazilla and District HCCs, RRRC, UNO and humanitarian actors all responding to the emergency.</li> <li>- Manage all emergency pre-positioned resources checked in in the camp, especially in the emergency communal relocation centers, by maintaining inventories.</li> <li>- Ensure the safety of all communities by timely relocation/evacuation, following SOP activation.</li> <li>- Liaise with law enforcement for emergency relocation/evacuation support, especially for the most vulnerable population and safety at the ECRCs.</li> <li>- Ensure communication and dissemination of early warning</li> </ul>	<ul style="list-style-type: none"> <li>- Act as the overall in-charge of on-scene response decisions.</li> <li>- Manage all camp EPR operations.</li> <li>- Maintain communication with the communities and affected population, ensuring needs communicated/reported and timely addressed.</li> <li>- Ensure smooth implementation of emergency response services and support.</li> <li>- Liaise with the law enforcement for mob control and security.</li> <li>- Receive and implement the directives from the Upazilla and district EOCs.</li> <li>- Continue documenting and reporting all situation updates and emergency responses undertaken.</li> <li>- Request for additional resources through the Upazilla and district EOCs.</li> </ul>





	<p>alerts and advisories to everyone, especially the EVIs.</p> <ul style="list-style-type: none"> <li>- Provide regular updates and information to Upazilla and District EOCs.</li> <li>- Carry out camp DMC coordination meeting, following activation of the SOP, and according to camp DMC guidelines.</li> </ul>	
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## VI. SECTORAL EMERGENCY PREPAREDNESS AND RESPONSE ACTIONS AND RESPONSIBILITIES

On the other hand, the Sector approach shall be activated to carry out the EPR actions (**Table 3**) in close coordination, liaison, and reporting with the joint RRRC and ISCG Emergency Operation Cells (EOCs) at the district-upazila and camps. The delivery of a life-saving response during the crisis (within 24 hours after landfall), and early recovery <sup>13</sup> after the disaster (within 72 hours), shall be guided by the joint command and control of EOC. Nonetheless, Sectors with pre-agreed and committed Anticipatory Actions (AA) shall commence the implementation, until the deactivation of SOP and EOC.

**Table 4: Sectors Emergency Preparedness and Response Actions and Responsibilities**

Sector Name	Lead Coordinator (s) & lead agencies	Emergency Preparedness and Response Actions and Responsibilities
SCCCM	Co-coordinator (UNHCR) & Co-coordinator (IOM)	<p><b>PREPAREDNESS ACTIONS:</b></p> <ul style="list-style-type: none"> <li>- Readiness of facilities are emergency communal relocation centers (ECRCs) in coordination with camp DMCs.</li> <li>- Coordinate camp DMCs the timely emergency relocation plan and protocol activation.</li> <li>- With the checklist &amp; contingency plan, ensure NFI stocks are prepositioned at the warehouses and distribution points (catchment areas) and submit a status report to the joint RRRC and ISCG EOC.</li> <li>- Updating the emergency camp focal points contact list, SMS Area Coordinators, SMS Catchment focal points, camp commander, etc.</li> <li>- Support the effective cyclone EW and advisory communication and dissemination.</li> <li>- Harmonizing cyclone readiness and response messaging rolled out in each AoR.</li> <li>- Ensure the implementation of the shelter and facilities strengthening - Tie Down Kit (TDK), following the guidelines.</li> <li>- Take the lead for SD works – drainage cleaning / preparatory work/ machinery pre-positioning.</li> <li>- Organize sectoral meetings.</li> <li>- Following SOP activation, coordinate/support the activation of the camp disaster management committees and EOCs.</li> </ul>

<sup>13</sup> Early recovery planning should prioritize sustainable livelihoods, restoration of ecosystem services, and promotion of locally viable income-generating activities in accordance with national rural development strategies.

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		<ul style="list-style-type: none"> <li>- Activate reporting tools (Whatsapp, kobo, etc.) and volunteer Communication Tree.</li> <li>- Activation of Business Continuity Plan</li> </ul> <p><b>POST IMPACT PERIOD - RESPONSE:</b></p> <ul style="list-style-type: none"> <li>- Deployment of DMU and SUV volunteers.</li> <li>- Ensure Camp DMCs and EOCs are effectively functioning, provide support if required.</li> <li>- Monitoring operations of the emergency communal relocation/evacuation shelters<sup>14</sup> operations and management, providing updates to the joint RRRC and ISCG EOC<sup>15</sup>.</li> <li>- Initiate the daily reporting mechanism.</li> <li>- Carry out debris cleaning and management in coordination with WASH Sector</li> <li>- Support the joint needs assessments (4- hours and 72-hours JNAs) and reporting of the damage.</li> <li>- Initiate Rapid Damage Verification (RDV)</li> <li>- Activation of SOP for NFI distribution (need to be developed, content should include evidence from 4-hours JNA), ensuring timely provisioning.</li> <li>- Take a lead for the immediate shelter and common facilities repairs.</li> <li>- Ensure shelters are safe and ready for occupancy.</li> <li>- Facilitate safe returns of relocated population/evacuees to their shelters, following the guideline.</li> <li>- Contribute to the sitrep and flash appeal preparation.</li> <li>- Carry out post-distribution monitoring and evaluation, including complaint mechanisms.</li> </ul>
Food Security Sector	Coordinator (WFP/FAO)	<p><b>PREPAREDNESS ACTIONS:</b></p> <ul style="list-style-type: none"> <li>- Update inventory of the camp's food security facilities and contingency stocks</li> <li>- Ensure the prepositioning of food stocks (high-energy biscuits, hot meals, and dry food baskets), including those for evacuation centers, and submit a status report to the ISCG EOC</li> <li>- Support Early Warning alert and advisory messages communication and dissemination.</li> <li>- Update and timely functioning of the <a href="#">sector focal points.xlsx</a> and food security volunteers contact list.</li> <li>- Liaise with SCCCM to plan the strengthening of all food security facilities and ensure timely implementation.</li> <li>- Organize sectoral meetings.</li> </ul> <p><b>POST IMPACT PERIOD - RESPONSE:</b></p> <ul style="list-style-type: none"> <li>- Activation of the <a href="#">FSS SOP Emergency Food Distribution.pdf</a></li> <li>- Implementation of <a href="#">fss emergency response plan.pdf</a></li> </ul>

<sup>14</sup> Evacuation shelters must be climate-resilient and designed for dual-use to support long-term community development and disaster risk reduction in line with approved codes.

<sup>15</sup> Provide a consolidated report/summary of relocated population/evacuees (HH and individuals), disaggregated by emergency communal relocation/evacuation shelters, and submit it to the joint RRRC and ISCG EOC.



		<ul style="list-style-type: none"> <li>- Implementation of <a href="#">fss guidance note emergency food response.pdf</a></li> <li>- Implementation of <a href="#">waste avoidance and management in emergency food distributions.pdf</a></li> <li>- Support the joint needs assessments (4- hours and 72-hours JNA).</li> <li>- Carry out sector assessment if required, contribute to the sitrep and flash appeal preparation.</li> <li>- Organize sectoral meetings to coordinate, consolidate, and harmonise food security supports.</li> <li>- Carry out post-distribution monitoring and evaluation, including complaint mechanisms.</li> </ul>
WASH Sector	Coordinator (UNICEF)	<p><b>PREPAREDNESS ACTIONS:</b></p> <ul style="list-style-type: none"> <li>- Update inventory of the camp's WASH facilities and contingency stocks</li> <li>- Ensure the prepositioning of WASH Sector Contingency Stocks</li> <li>- Support Early Warning alert and advisory messages dissemination.</li> <li>- Update the sector focal points and WASH volunteers list.</li> <li>- Make sure water tanks are full (or 2/3 full at least) in the camps and designated evacuation centers.</li> <li>- Tied up and consolidate WASH facilities representing a high risk of damage.</li> <li>- Remove solar panels from the water-plants.</li> <li>- Ensure strengthening the water supply system and protection from contamination.</li> <li>- Support drain cleaning activities (with SCCCM sector) to avoid obstructions (and therefore flood).</li> <li>- Make sure critical deep tube-wells are operational.</li> </ul> <p><b>POST IMPACT PERIOD – RESPONSE:</b></p> <ul style="list-style-type: none"> <li>- Support the joint needs assessment (4-hour JNA)</li> <li>- Technical assessment of major infrastructures (especially water-networks but also Fecal Sludge Treatment plants (FSTPs) and Material Recovery Facilities (MRFs).</li> <li>- Focus on quick repairs for the latrine facilities and tube wells.</li> <li>- Provide WASH kits to affected families (ideally family WASH and dignity kits).</li> <li>- Deploy bladders, and tap stands to extend water-networks to cover area where safe water supply is disturbed.</li> <li>- Boost water-network production (using generator) and chlorination (0.5mg/L) to cover areas where water is dysfunctional and respond to water demand while decreasing outbreak risks.</li> <li>- Use alternative water supplies if necessary (water-trucking).</li> <li>- Contribute to the sitrep and flash appeal preparation.</li> <li>- Activate Hygiene Promotion Volunteer focusing on key messages.</li> <li>- Support debris management (according to existing ToR)</li> <li>- Support reorganizes waste and sludge collection and treatment.</li> <li>- Start repairing the main damaged infrastructures (water-networks, FSTPs, MRFs)</li> </ul>





		<ul style="list-style-type: none"> <li>- Carry out post-distribution monitoring and evaluation, including complaint mechanisms.</li> </ul>
Health Sector	Coordinator (WHO)	<p><b>PREPAREDNESS ACTIONS:</b></p> <ul style="list-style-type: none"> <li>- Facilitate sector meetings, including meetings with WGs.</li> <li>- Communicate with health-sector partners on weather updates received from ISCG and request all health-sector partner's prepare organization-wide emergency responses.</li> <li>- Support EW and advisory communication and dissemination.</li> <li>- Update health-sector contingency plan contacts and protocols and share with other sectors, including the protection sector for referrals between MMT and Protection Emergency Response Units (PERU).</li> <li>- Update the service mapping and referral pathways, especially for maternity and NCD care.</li> <li>- Update inventory of population with critical illness and the number of existing inpatient admissions.</li> <li>- Ensure the prepositioning of medicines for all health facilities, including first aid kits in the evacuation centers.</li> <li>- Review and update evacuation plans for health care facilities, including for SARI ITCs and DTC.</li> <li>- Coordinate and update stockpiles of emergency health logistics and medical supplies maintained by health-sector partners.</li> <li>- Readiness of the health volunteers, Emergency/Surge Medical Team, and the required equipment, including ambulance.</li> <li>- Information, Education, and Communication (IEC) campaigns by the CHWs provide information on where to access medical services and how to stay safe.</li> <li>- Regularly update the sector partners and share information about the sector preparedness and response plan.</li> <li>- Coordinate with GBV and PSEAH focal points to ensure dissemination of relevant messages to the community and health staff.</li> </ul> <p><b>POST IMPACT PERIOD - RESPONSE:</b></p> <ul style="list-style-type: none"> <li>- Communicate with the EPR teams to identify affected areas to immediately deploy MMTs to the affected areas.</li> <li>- Communicate with health facilities focal points to identify health facilities that are suspended/closed and activate the evacuation plan accordingly.</li> <li>- Communicate with focal points at health facilities to identify any immediate needs for medical supplies and provide necessary support.</li> <li>- Deliver immediate medical consultations and treatments to those with life-threatening injuries and conditions.</li> <li>- Maintain constant communication with health sector partners, including WGs, WHO, IOM, and NGOs, to coordinate the response.</li> <li>- Provide Psychological First Aid and emotional support to affected individuals, including those with trauma and mental health issues.</li> <li>- Regularly update health sector partners and stakeholders on the situation, response activities, and emerging needs.</li> <li>- Support the joint needs assessment (4-hours/72 hours JNA)</li> </ul>



		<ul style="list-style-type: none"> <li>- Assess damaged health facilities and required resources and timeline to restore full functionality.</li> <li>- Contribute to the sitrep and flash appeal preparation.</li> <li>- Ensure the continuity of health surveillance systems to monitor for outbreaks of communicable diseases.</li> <li>- Conduct health IEC campaigns to facilitate recovery and collect information about the community perspectives, needs, and challenges during the emergency response.</li> <li>- Summarize lessons learned and propose recommendations for updating the response plan.</li> <li>- Monitoring and resupplying medicines</li> <li>- Carry out post-distribution monitoring and evaluation, including complaint mechanisms.</li> </ul>
Nutrition Sector	Coordinator (UNICEF)	<p><b>PREPAREDNESS ACTIONS:</b></p> <ul style="list-style-type: none"> <li>- Facilitate sector meetings.</li> <li>- Updating of contingency plan.</li> <li>- Support EW and advisory communication and dissemination.</li> <li>- Update inventory of the children under five camp's population and maintain an updated master list of the SAM and MAM cases for children and PLW.</li> <li>- Ensure the prepositioning of RUTF and nutrition supplements, especially for SAM and MAM in INFs, stabilization centers, and evacuation centers.</li> <li>- Readiness of the Mobile Emergency Team (MET) and nutrition volunteers, and the required equipment, including mobile nutrition facilities and supplies</li> <li>- Liaise with SCCCM for the strengthening of all nutrition facilities, space provision for the MET at the evacuation centers, and evacuation of infants, PLW, SAM, and MAM in-patients and out-patients.</li> <li>- Liaise with FSS for the preparation of the complementary feeding.</li> </ul> <p><b>POST IMPACT PERIOD - RESPONSE:</b></p> <ul style="list-style-type: none"> <li>- Implement IYCF guidelines for emergencies.</li> <li>- Food distribution for children above 6 months old</li> <li>- Deployment of MET</li> <li>- Deployment of the Nutrition Volunteers</li> <li>- Management of SAM and MAM</li> <li>- Support the joint needs assessment (4-hour JNA)</li> <li>- Support the joint needs assessment (72-hour JNA), carry out sector assessment if required, contribute to the sitrep and flash appeal preparation.</li> <li>- Monitoring and resupplying RUTF and provision of complementary feeding</li> </ul>
LSD Sector	Coordinator (UNHCR)	<p><b>PREPAREDNESS ACTIONS:</b></p> <ul style="list-style-type: none"> <li>- Ensure the functioning of the LSDS Camp focal points</li> <li>- Ensure partners are ready for contingency fund dissemination.</li> <li>- Facilitate sector meetings.</li> <li>- Support EW and advisory communication and dissemination.</li> <li>- Update inventory of trained workforce by skill sets (i.e. solar light repair, masonry, electrical installation, etc) camp population for mobilization during response, recovery, and reconstruction phases.</li> </ul>

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		<ul style="list-style-type: none"> <li>- Track Menstrual Hygiene Management (MHM) kit stock levels, ensuring readiness to allocate resources swiftly during emergencies.</li> <li>- Liaise with SCCCM and Health Sector to preposition MHM kits in evacuation centers, and health facilities.</li> <li>- Liaise with SCCCM to ensure the strengthening of all LSDS facilities and safeguarding tools, materials, and equipment.</li> </ul> <p><b>POST IMPACT PERIOD - RESPONSE:</b></p> <ul style="list-style-type: none"> <li>- Liaise with SCCCM for skill set needs for shelter rehabilitation and re-construction.</li> <li>- Mobilise trained workforce and link to address demands.</li> <li>- Support the joint needs assessment (4-hour/72-hour JNA), carry out sector assessment if required, and contribute to the sitrep and flash appeal preparation.</li> <li>- Implement early recovery and rehabilitation<sup>16</sup> of destroyed LSDS facilities and/or beneficiaries' livelihoods assets</li> <li>- Continuing linking trained workforce to address demands for recovery, rehabilitation and reconstruction</li> </ul>
Education Sector	Coordinators	<p><b>PREPAREDNESS ACTIONS:</b></p> <ul style="list-style-type: none"> <li>- Organize sectoral meetings to discuss implementation of the Education Sector Emergency Preparedness and Response Plan Coks Bazar, 2020</li> <li>- Activation of Education Disaster Preparedness &amp; Management Committee (DPMC), guided by Annex 10, ERP Plan.</li> <li>- Activation of Standard Operating Procedures for Permanent Learning Facility Closure</li> <li>- Activation of Standard Operating Procedures for Temporary Closure of Learning Facility</li> <li>- Carry out a review of the General Preparedness Checklist for Facilitators</li> <li>- Implementation of Individual Learning Facility Preparedness Plan</li> <li>- Implementation of Minimum Standards for Learning Facility Strengthening (Annex 5, Section 2 &amp; 3, EPR plan)</li> <li>- Distribution of the Standardized DRM Kit Contents (Annex 7, ERP Plan)</li> <li>- Ensure the functionality and use of the Phone Tree and Emergency Contacts (Annex 8, ERP Plan)</li> <li>- Support EW and advisory communication and dissemination.</li> </ul> <p><b>POST IMPACT PERIOD - RESPONSE:</b></p> <ul style="list-style-type: none"> <li>- Implementation of Alternative Learning (Annex 3, EPR plan)</li> <li>- Continuing the use of Phone Tree and Emergency Contacts (Annex 8, ERP Plan)</li> <li>- Coordinate the provision of MHPSS services to both learners and teachers.</li> <li>- Support the joint needs assessment (4-hours/72 hours JNA)</li> <li>- Contribute to the sitrep and flash appeal preparation.</li> </ul>

<sup>16</sup> Recovery initiatives should include vocational training, skills development, and small business support programs for the host communities to enable long-term economic diversification and reduce dependency on humanitarian aid.



		<ul style="list-style-type: none"> <li>- Conduct impact and needs assessment on affected teaching and non-teaching personnel, learners, and educational properties.</li> <li>- Continue coordination for the provision of MHPSS services to both learners and teachers.</li> <li>- Implement Minimum Standards for Learning Facility Construction and Strengthening (Annex 5, Section 1 of the EPR plan of LSD sector)</li> </ul>
Protection Sector	Coordinator	<p><b>PREPAREDNESS ACTIONS:</b></p> <ul style="list-style-type: none"> <li>- Facilitate sector meetings.</li> <li>- Updating of the EPR plan and contingency stocks and prepositioning of stocks</li> <li>- Support Early Warning alerts and advisory communication and dissemination (e.g WhatsApp groups, megaphones, etc)</li> <li>- Ensure the functioning of the Camp Protection Focal Points (PS, GBV Camp focal points (CFP) and CP) and GBV Referral Pathway (Live update)</li> <li>- Convene regular meetings to discuss the preparation (i.e Coordinators, partners)</li> <li>- Liaise with SCCCM ensuring protection minimum standards (check list) in the evacuation centers and strengthening of all protection facilities and safeguarding materials.</li> <li>- Liaise with SCCCM the strengthening of the protection facilities.</li> <li>- Activate PERU Team and volunteers.</li> </ul> <p><b>POST IMPACT PERIOD - RESPONSE:</b></p> <ul style="list-style-type: none"> <li>- Deploy PERU Team and volunteers</li> <li>- Implement GBV Referral Pathway (Live update)</li> <li>- Support the joint needs assessment (4-hours/72 hours JNA), ensuring availability of age/sex disaggregated data of all children, women, lactating mothers, PWD, and elderly.</li> <li>- Carry out the Rapid Protection Assessment (RPA)</li> <li>- Carry out children's activities at the evacuation centers</li> <li>- Contribute to the sitrep and flash appeal preparation.</li> </ul>
Gender Based Violence Sub-Sector	Coordinator	
Child Protection Sub-sector	Coordinator	

## VII. Emergency Reporting & Joint Needs Assessment (JNA)

The overall emergency reporting will be coordinated through the ISCG with the Inter-sector and the Policy Units in line with their responsibilities as members of the EOC. This reporting coordination has been practiced since the ISCG operation was established in 2018. All sectors and their humanitarian partners are expected to share the information following the standardized emergency reporting template as the basis for the daily flash updates during the onset and before the landfall of a cyclone. A mandatory situational report (SitRep) during post-impact within 24, 48, and 72 hours will be released, while twice-a-week and/or weekly reports to share as the response evolves and stabilizes.

At a minimum, the information collated by Sectors would include overall situational highlights and life-saving needs, including access issues, emergency response updates, operational gaps, and challenges. The flash updates and SitRep will also highlight cross-sectoral issues required for advocacy with Government partners, donors, and other stakeholders at a strategic level.

Evidence consolidated from the daily incident dashboard shall complement the sectoral information. Therefore, the functionality of the system shall be safeguarded by the NPM and UNHCR information management, ensuring





that real-time and accurate information is available during emergencies. The dashboard should be accessible to all relevant ISCG partners, including the government. In the worst-case scenario, access to the dashboard by the joint IRC and ISCG EOC should be prioritized for timely decision-making and address needs for resource mobilization.

JNA – emergency category 2 & 3, ISCG command and control will declare activation of JNA, then NPM and UNHCR IM will jointly operationalize JNA in the camps with the support from ISCG information management team with close collaboration with ISCG EPR team.

All data generated, collected, or used through this SOP implementation should be shared with the Government of Bangladesh through the RRRC and relevant national data platform, ensuring transparency, ownership, and national planning integration.



## ANNEXES:

- 1) [CYCLONE EMERGENCY \(LIFE SAVING\) RELOCATION PLAN AND PROTOCOL IN THE ROHINGYA REFUGEE RESPONSE IN BANGLADESH](#)
- 2) [Emergency Communal Relocation Centers \(ECRCs\) Operation and Management Guidelines](#)
- 3) [MHRP Debris Waste Management Guideline 2024](#)
- 4) [DEAD BODY MANAGEMENT GUIDELINE - 2016](#)
- 5) [Cyclone Preparedness Field Discussion Guide - 2019](#)
- 6) [SOP for Cyclone and Emergency Communication](#)
- 7) [Camp DMC Guidelines](#)
- 8) [JNA Guidelines](#)