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The role of the Liaison Officer and the Command Post

Q & A



Where we find this..?

OPERATING GUIDELINES

Section 2 – Actors – PART B

PART B

The role of the Liaison Officer and the Command Post

The aim of this section is to describe the role of the Liaison officers and the functions of within the framework of a cross-border emergency where the affected country activates the level of the emergency, a – Host Nation Support (HNS) Cell

To ensure proper HNS in case of a disaster, the affected country should consider several national arrangements to allow international emergency support.

Emergency management actors should be identified and made aware of their roles in different phases of HNS especially such as:

- preparation of country briefings and initial orders for incoming teams;
- identification and training of liaison officers (LO) to join the incoming team;
- setting-up and training of HNS team/cell providing logistical support and facilitating border crossing procedures;
- setting-up of a Command Post where the Incident Commander manages the operation and deliver briefing to incoming teams, dispatching them on-site;
- closure of the emergency gathering all the relevant information to inform key actors to quickly get to the recovery phase.

Finally, the emergency management should receive proper hand-over procedures after the teams requested by the affected country.

ROLE OF THE LO. OF THE CBRN TEAM

The Liaison Officer (LO) is a respondent that acts as a reference for the team of actors involved, in order to manage operational and logistic needs, facilitates communication between the two parts involved in the emergency (the one affected and the one assisting) and supervising information exchange, harmonize the actions and make coordination smooth.

LO. of the CBRN Team main tasks:

The Role of the Liaison Officer (LO)

Liaison Officer (LO) definition:

LIASON OFFICERS OF THE CBRN TEAM -UFFICIALI DI COLLEGAMENTO DE
OFFICIER DE LIAISON

Responder, alerted by his/her control room, dispatched to the affected State. Team acts as reference for incoming cross border resources, manages operational needs and facilitate communications with the host nation affected by the emergency. Information exchange and making coordination smooth.

LO. Main tasks to carry out (1/3)

The LO helps the Emergency Management actors and contributes in:

- assisting the Team Leader on command team operations;
- ensuring coordination of teams facilitating the “decision making” process within, for instance, the Command Post;
- monitoring of progress of the CBRN outputs to refer to the Team Leader and the affected State (or assisting State) LO;
- facilitating and find solutions on specific issues raised during deployment (i.e. logistics, equipment procurement, any specific bottlenecks, etc...);
- communicating clear instructions to team members in order to to fulfil the CBRN mission;

LO. Main tasks to carry out (2/3)

The LO helps the Emergency Management actors and contributes in:

- coordinating **internal and external communications** for the CBRN emergency on-going;
- Taking and **keeping contact with Liaison officers** in charge from other nations, going to meetings, for instance, at the Command Post office;
- providing **status reporting of team activities** respecting the action plan or schedule;
- Filling/**collecting** of all **relevant documentation** about the mission requested;

LO. Main tasks to carry out (3/3)

The LO helps the Emergency Management actors and contributes in:

- Collecting team logistic and operational needs, if the CBRN mission gets prolonged;
- Updating his own control room and organization from the beginning to the end of the mission, also using proper (and shared) software and applications.

**...to fulfill the previous points, the LO
should be...**

LO of the CBRN Team Skills and Capabilities

- Trained and informed on **HNS** (Host Nation Support) system/Guidelines;
- **Skilled** on **CBRN**;
- **Language** skills;
- **ICT** skills (e.g. SOFIA and PROMETHEUS knowledge);
- Preferably trained and **informed** on **EU CP Mechanism**.



...a small focus on HNS...

HNS Guidelines definitions

The EU Host Nation Support Guidelines

One of the challenges of HNS is that countries have their own ways of working in a crisis situation each country's approach to receiving and integrating international assistance in their national systems considerably. There are no guarantees that a HNS Cell or national HNS liaison officer is available for example.

This is where the Host Nation Support Guidelines (HNSG) come in. In a nutshell, the Host Nation (approved in Jan 2012 by the EU Civil Protection Committee) are intended to support and assist in receiving international assistance during disaster response, and are a key preparedness element effectiveness of UCPM operations. They are a non-binding tool aimed at providing guidance and delivery of effective and efficient international assistance in a major emergency. They highlight the

ANNEX 1

EU HNS CHECKLIST

Issue		Host Nation	Sending Nation	Transit Nation
1.	Templates for requesting and offering of international assistance.	- Clarify procedures at national level regarding availability of sending routines from national focal point to EU MIC and update/maintenance of forms. - Consider making fixed requesting procedures for types of incident (e.g.: flooding, earthquake). - Include use of Templates for requesting/offering of international assistance into national contingency planning, courses, trainings and exercises.	- Clarify procedures at national authority level regarding offering of support (how and who to answer a request for assistance). - Consider making fixed responding procedures for any types of emergency (e.g.: flooding, earthquake).	Sort out if there is a need for a standardised form designed to clarify the role of TN in EU HNS operations (border crossing, customs, liaison officer, situational contact point, etc.).
2.	Prepare arrangements for	- In-country transport; - Accommodation (food, shelter and sanitary); - Medical support; - Communication (terms, systems, limitations, frequencies etc.); - Fuel supply; - Waive national transport regulations;	- Vaccinations - Insurances - Self-sufficiency aspects - Interoperability of technical equipment	- Facilitate transport (clearance/notification to relevant national stakeholders). - Provide police or other relevant authority escorts. - Provision of accommodation, medical support and fuel supply if necessary. - Check whether possible to waive national transport regulations.

The Command Post (CP)

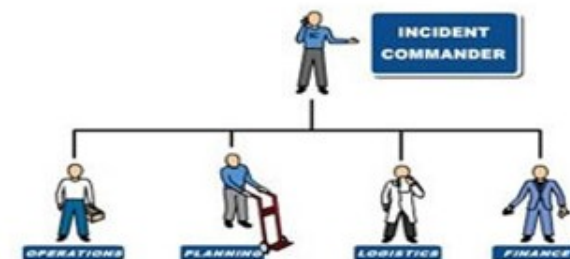
Where we find this..?

OPERATING GUIDELINES

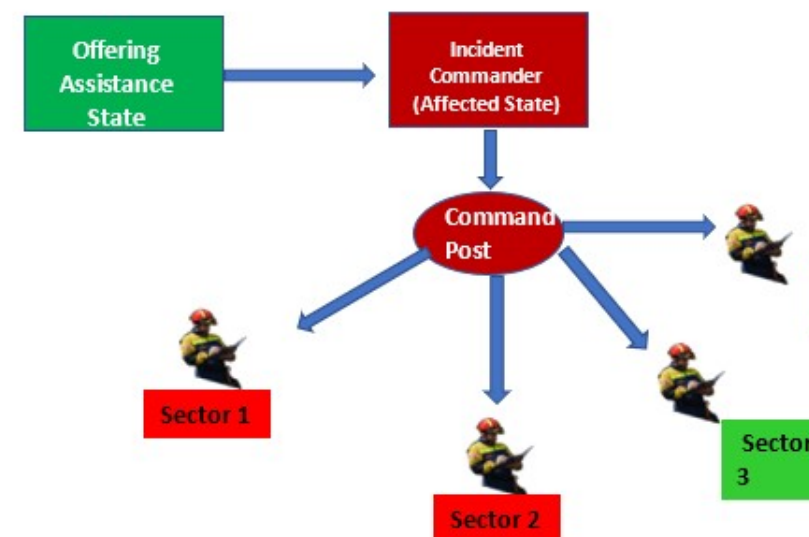
Section 2 – Actors – PART B

CP – Command Post

The Command Post is in charge of administrative, planning (collect and analyse the situation, share information), command (give orders and follow up the tasks) and logistic functions following the internal specific procedures of the (e.g. ICS system), where the LO of the CBRN Team has an important role in support teams.



The command post has the task to collect data and report to its own hierarchy information to media. In addition, the CP has got a specific role in a multi-agency during an emergency, has to identify, address, dispatch and monitor "ad-hoc" resources.



The Command Post may not be established in any emergency event because a

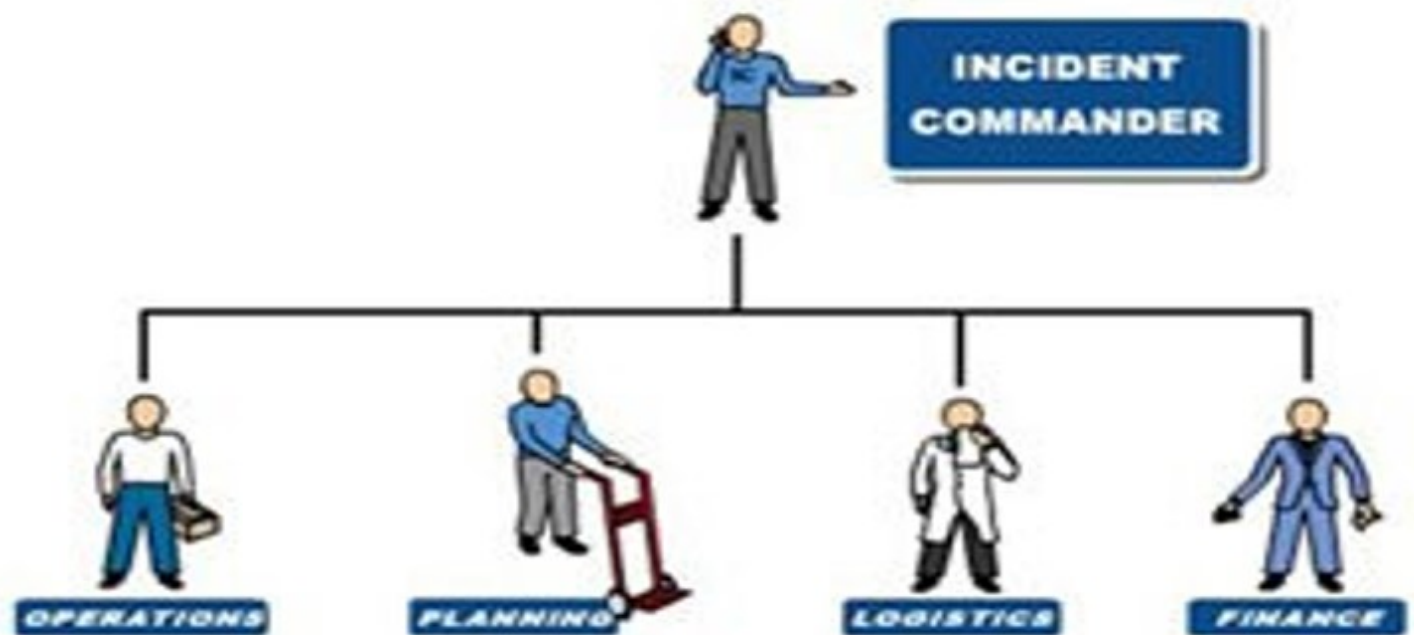
The Command Post

- **Definition;**
- **Tasks;**
- **When a CP is set-up?**
- **the information flow in the CP.**



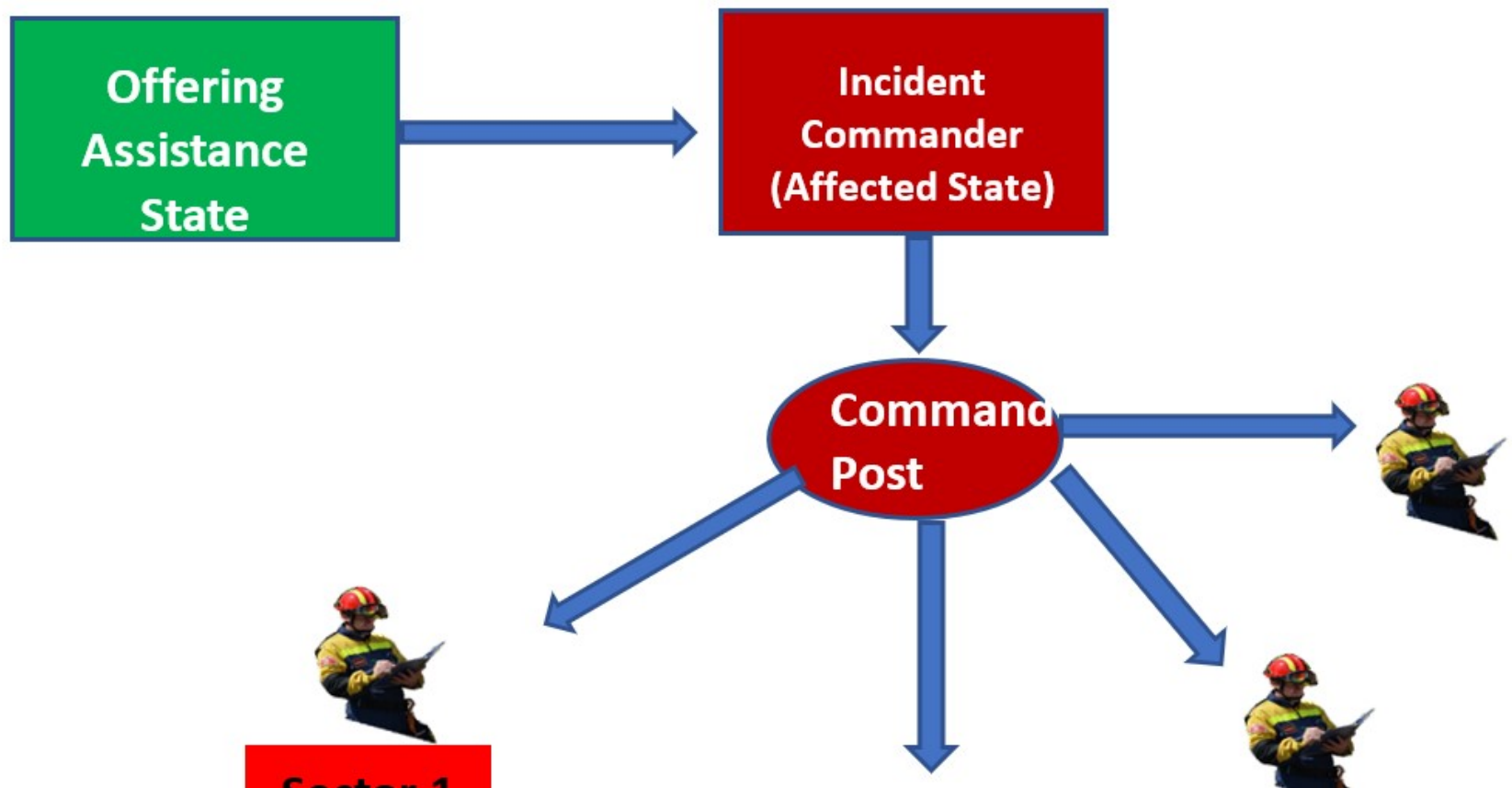
CP Definition

The Command Post is in charge of administrative, planning (collect and analyze information, foresee future situation, share information), command (give orders and follow up on the tasks) and logistic functions following the internal specific procedures of the system (e.g. ICS system), where the LO of the CBRN Team has an important role in supporting the teams.



CP Tasks

The command post has the task to collect data and report to its own hierarchy information to media. In addition, the CP has got a specific role in a multi-agency during an emergency, has to identify, address, dispatch and monitor "ad-hoc" information.



CP Set-up

The Command Post may not be established in any emergency event because a certain number of human and logistical resources are required in a short time.

For this reason, emergency could be classified referring to event's magnitude and, in order to define the **kind of response**, we can have a:

- **basic/light**: CP is not strictly required, CP's functions are in charge (included) to the emergency coordinator (e.g. DTS in Italy or COS in France)
- **intermediate/medium**: CP is mandatory and the affected State L.O. of the CBRN Team is part of it, sharing information between the Support State Team and CP.
- **advanced/heavy**: Several Command Posts could be present, dividing the area in different sectors with a specific response system.

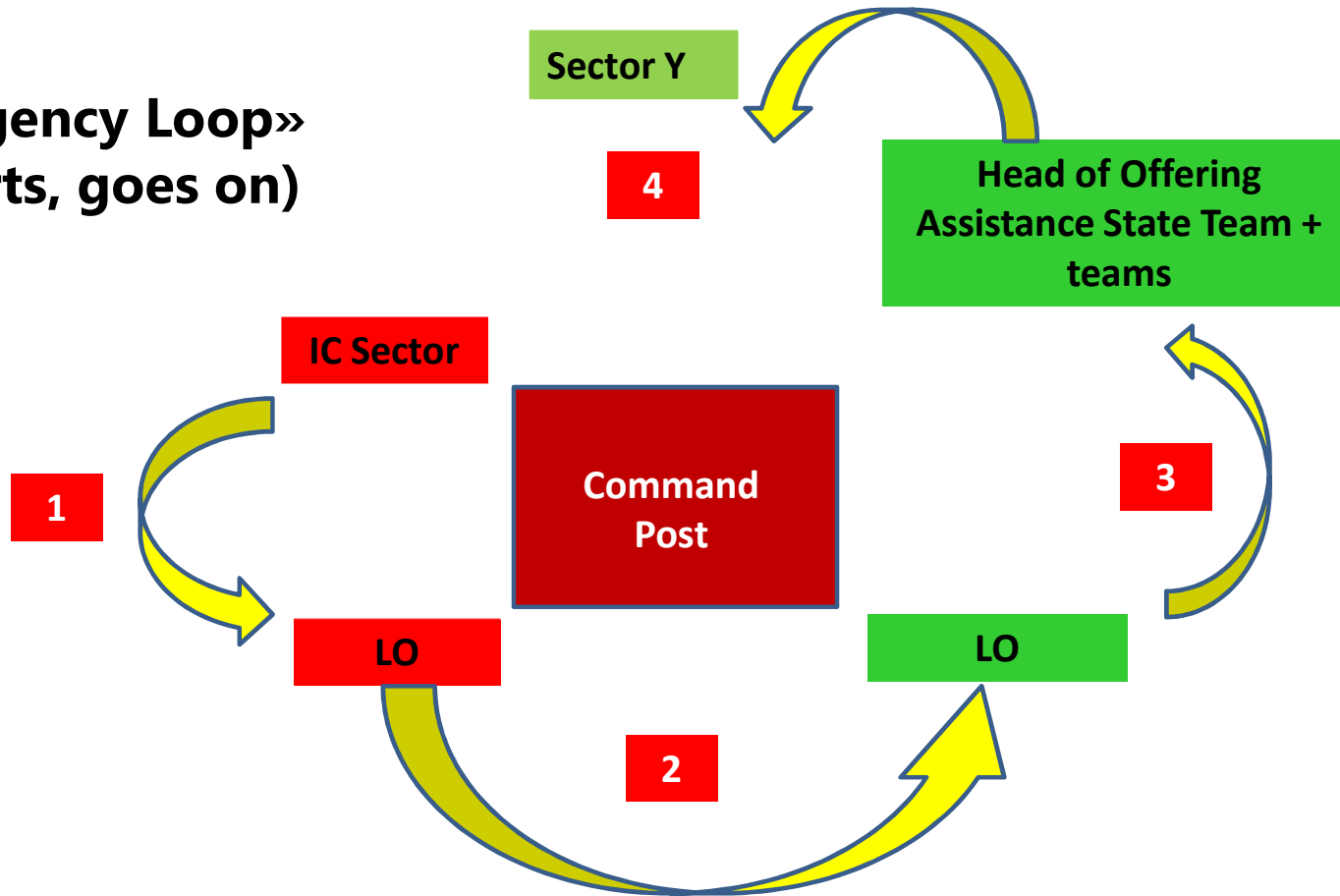
Once on the field in the CP – The «Emergency Loop»

Actors playing at the CP (Command Post)

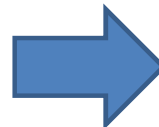
- The Incident Commander of the affected Country;
- The LO (Liaison Officer) of the affected Country;
- The LO(s) from the assisting Country(ies);
- The Head of Mission from the assisting Country(ies);

...How they interact, react,

The «Emergency Loop» (how it starts, goes on)

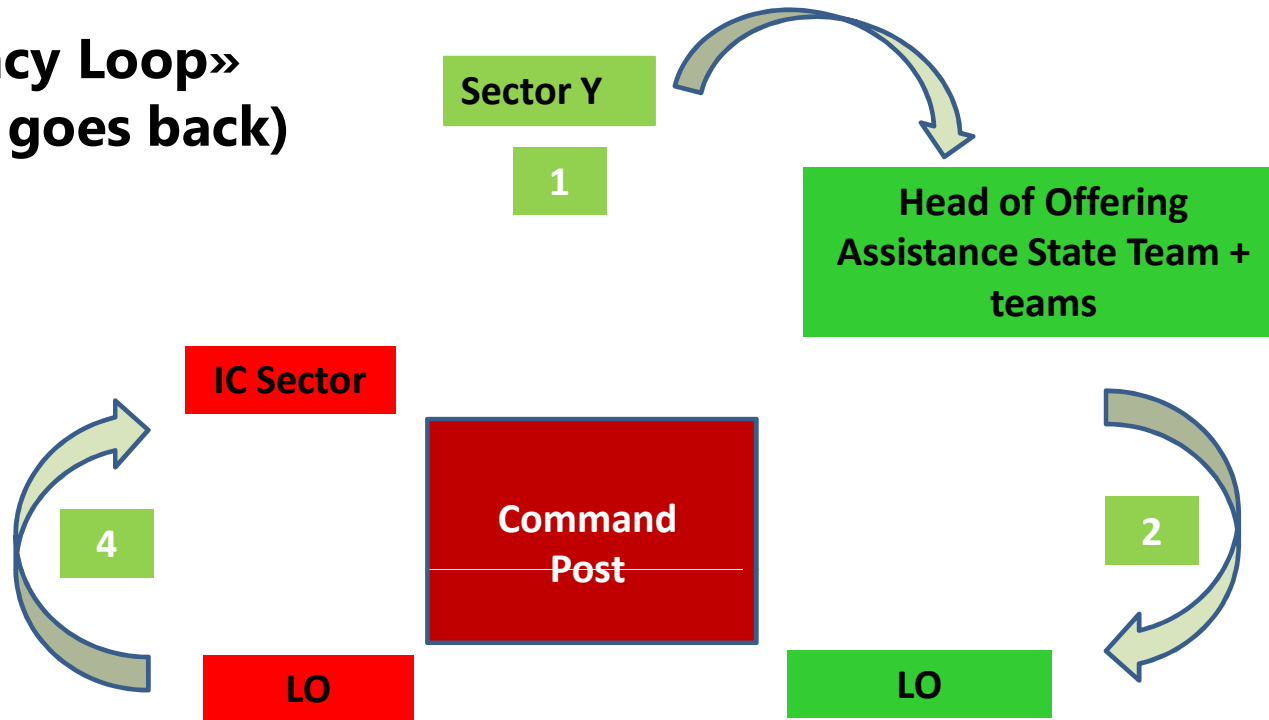


How Offering State receives tasks, instructions:
initial briefing (1) «translated» to the LO (2)
communicated to teams (3) and dispatched on-site (4)



After point 4, a new «loop» can start...depending on
the scenario evolution and mitigation actions

The «Emergency Loop» (How it returns, goes back)



After executing tasks on the field (1), teams report to the Team Leader and the LO (2). The two LOs (3) exchange data and the IC sector updates his top management .

DATA can be virtually presented in «PROMETHEUS» visualizing the damaged areas and actions taken on the field.

The «Emergency Loop». Further information

The emergency loop can change according with the emergency level, paying attention to use “neutral” words that can be understandable for both organizations.

A software information sharing system like Prometheus, customized to reduce misunderstanding and overcoming language barrier as much as possible, could enhance coordination during the emergency.

In a cross-border emergency, we have to fit in an existing chain of command

Where we find this..?

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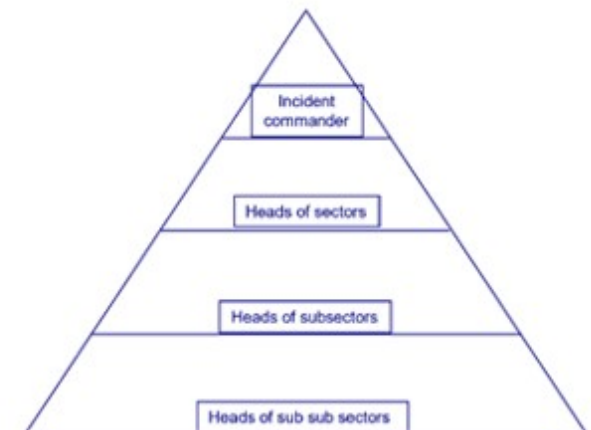
Section 2 – Actors – PART C

PART C

The head of reinforcement team and the head of the sector during a crossborder

In order to ensure optimal collaboration and coordination between the rescue teams of the emergency event and the rescue teams from the neighbouring State, it is appropriate that a foreign team is correctly inserted within the existing chain of command.

In fact, each State has its own response structure with respect to emergencies that must guarantee an appropriate intervention taking into account the magnitude of the event, the area and the resources available. This also allows for the optimal transmission of information, organisation of operations and the establishment of an appropriate chain of command. This "arrangement" permits to have a fluid, secure and reproducible organization on an intervention site. Typically the chain of command adopted is of a pyramidal type and this is of a modular type, increasing with respect to the magnitude of the event or vulnerability. The French intervention scheme is attached to this document as a useful example.



In the event of a cross-border emergency, the liaison officer of the affected state will ensure the inclusion of the cross-border team within the response scheme as well as the transmission of information, with reference to the emergency loop previously described.

Specifically,

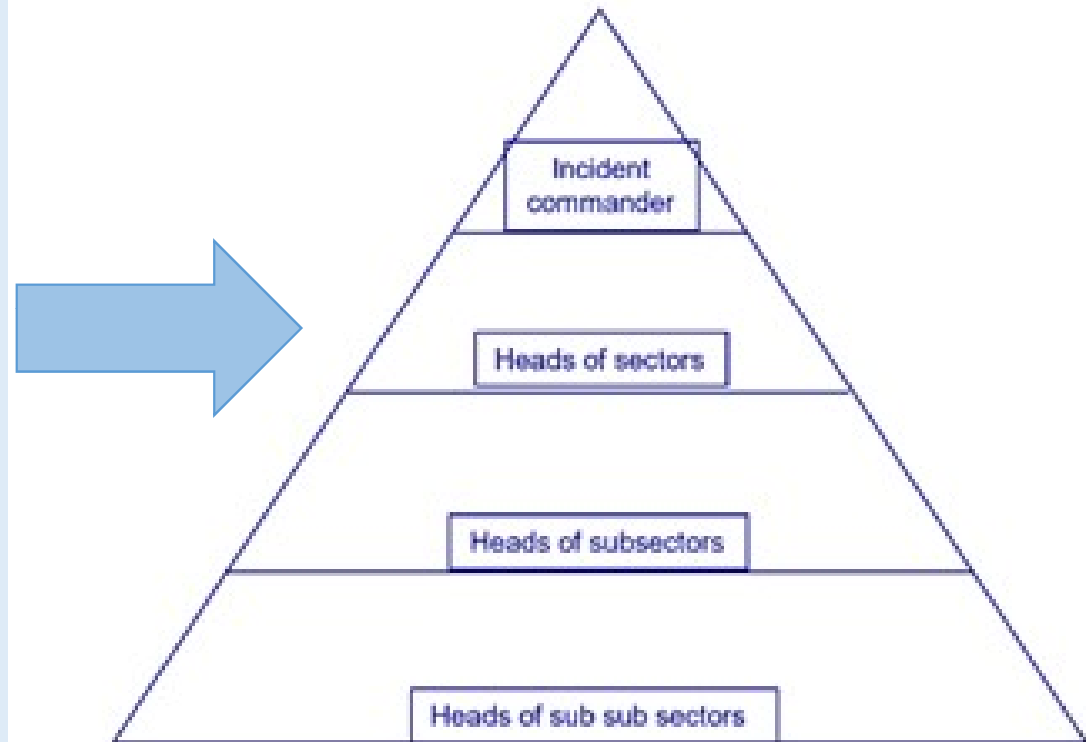
**The head of reinforcement team and
the head of the sector during a cross-
border emergency**

How they act?



In order to ensure optimal collaboration and coordination between the rescue teams of the State affected by the emergency event and the rescue teams from the neighboring State, the foreign team must fit correctly in the existing chain of command.

Typically the chain of command adopted is of a pyramidal type and the response system is of a modular type, increasing with respect to the magnitude of the event or vulnerability of the area.

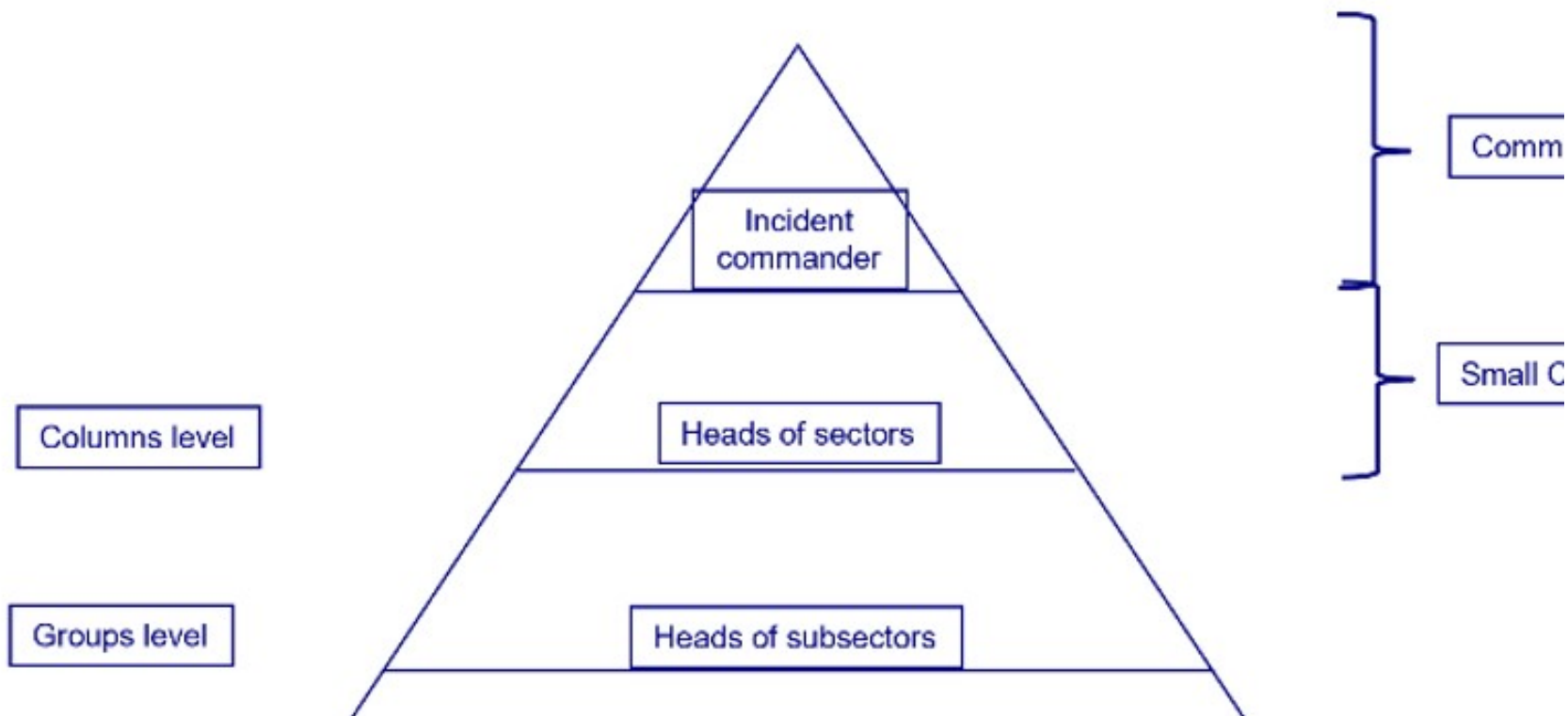


What about the LO?

In the event of a cross-border emergency, the liaison officer of the affected state will be responsible for ensuring the inclusion of the cross-border team within the response scheme as well as the correct transmission of information, with reference to the emergency loop previously described.



Response scheme



The first incident commander is the head of the first engine.



The second level is the head of several engines. He is in contact with the head of each, are in contact with the engine crew.



Flow information scheme

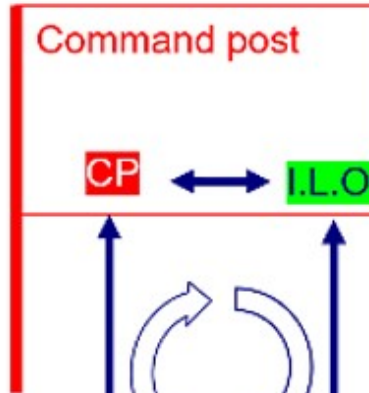
**How it changes
when one team,**

**Several teams and more than two
levels of Command (sector/sub-sector)**



Sharing safety
mesh

One team



Two parallel communi
permit to insure safety

Sector 1

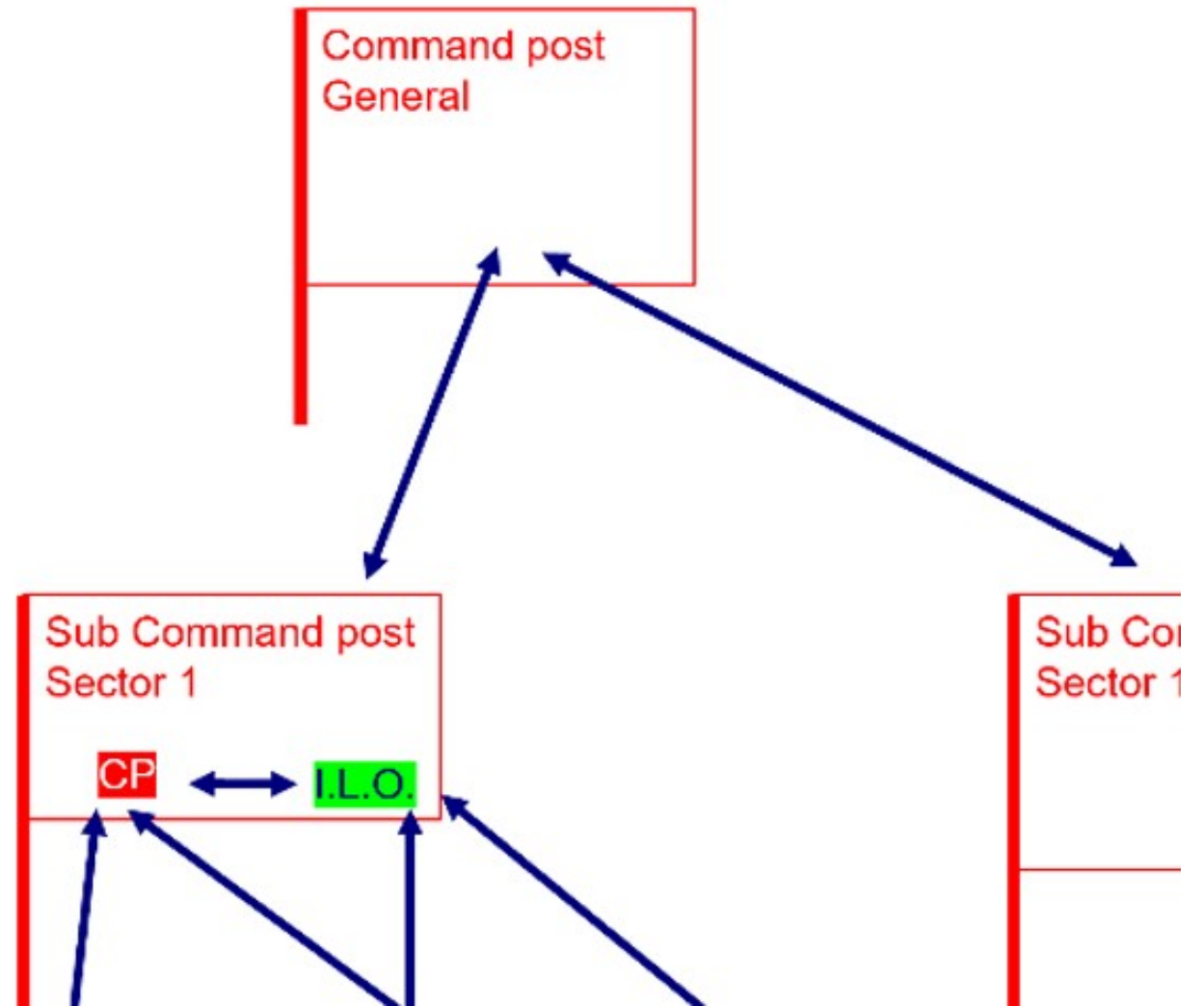
Sector 2

Sector 4



Several

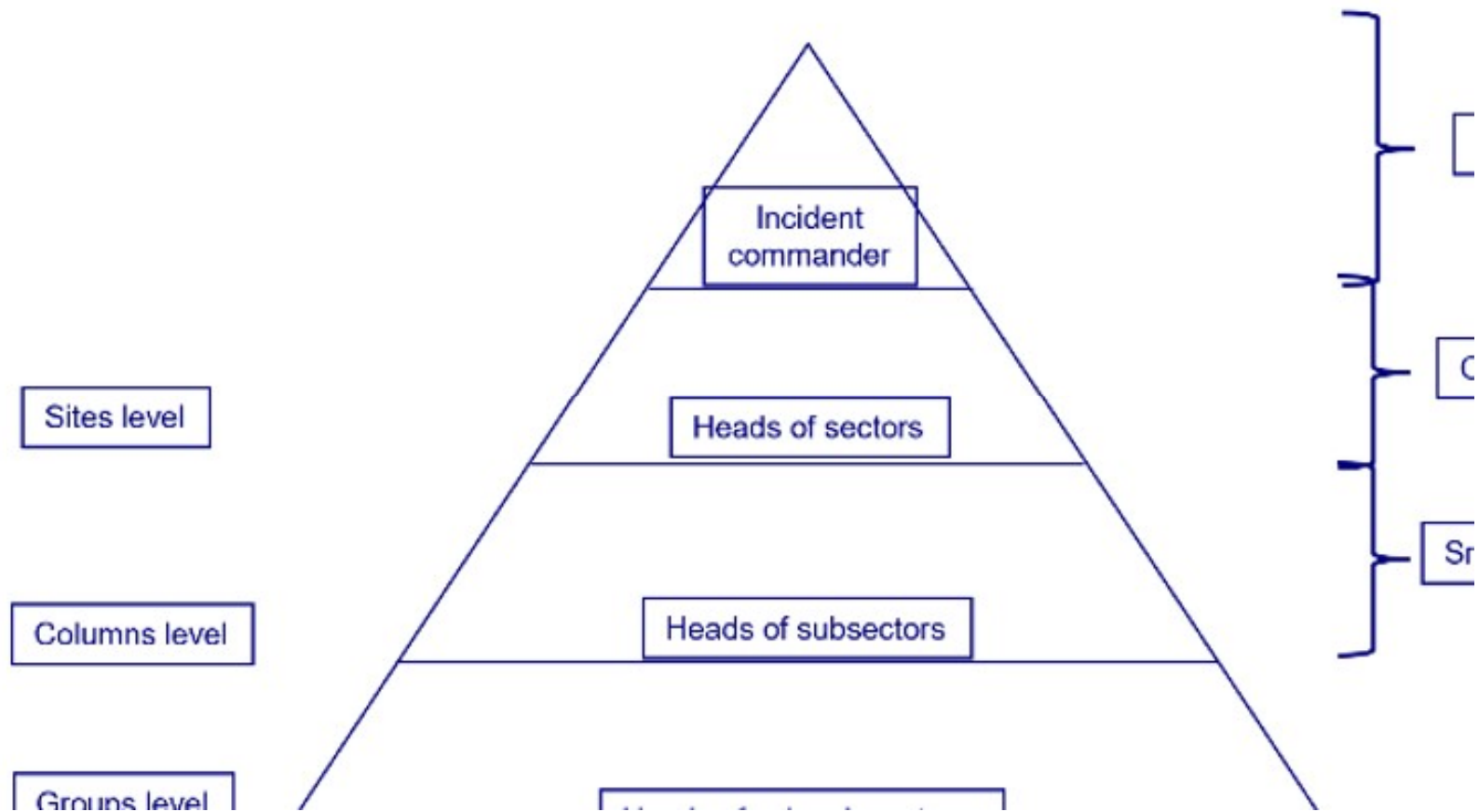
More than
two levels
of
command



**Bearing in mind the division in sectors,
sub-sectors and sub-sub-sectors..**

From the top to the bottom





THANK YOU!



OVERC.O.M.E.

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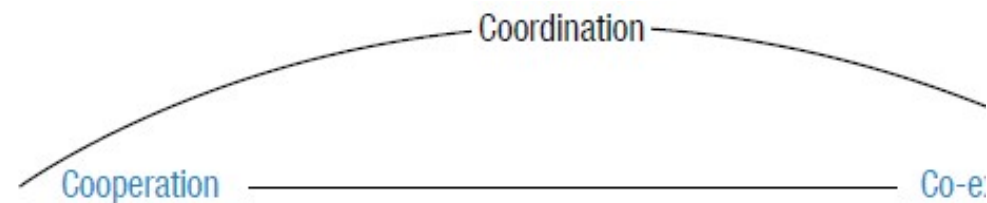


Figure N.6 CMCoord operational spectrum

The type of relationship established with military entities varies depending on the nature of the military mission. It may be appropriate to co-locate, or it may be from a humanitarian stance to have direct contact. For example, it may be appropriate to co-locate in a benign environment where a stable state government exists and there is little threat to security, but it is likely to be inappropriate where a conflict situation exists. The visual below shows possible civil-military liaison arrangements.

