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National Response Plan

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GUIDELINES FOR IMPLEMENTATION

GENERAL

National Response Plan (NRP) is effective upon the publication with its implementation phases during the first year. During the first 120 days of implementation phase, all other potential plans remain in force.
Implementation phases are as following:

- **Phase I – Transitional Period (01 January until 31 March 2011):** 90 days timeframe is dedicated to ensure necessary transitional period for the ministries, agencies and other organizations in order to adapt their trainings, to determine requirements for supplementing organizational elements of the NRP and to get familiar with structures, processes and its protocols.

- **Phase II – Modification of the Plan (01 April until 30 June 2011):** 90 days timeframe is dedicated to ensure that the ministries and agencies have modified existing plans with NRP and to conduct necessary trainings.

- **Phase III – Initial Implementation and Testing (01 July until 30 September 2011):** Prompt implementation of NRP has to be done four months after its publication. Other plans remain in force, certainly adjusted with NRP. During this period, the Ministry of Internal Affairs will conduct systematic assessments of structures, processes and NRP coordination protocols, implemented for incidents of national importance, for exercises in the field of national security and for specific cases of national security. At the end of this period, MIA will conduct annual review in order to evaluate the process of implementation and to provide recommendations for the Minister for necessary improvements of the NRP. Following the review, this document will be revised and published every four years.

Prime-Minister of the Republic of Kosovo may accelerate implementation of NRP if required in given circumstances.

OBLIGATIONS

This section offers special obligations or recommendations for the Minister of MIA, ministries and central agencies, local governance, non-governmental organizations (NGO) and private sector, to enable prompt implementation of this plan.

MINISTER OF INTERNAL AFFAIRS

Within 60 days of publication of this plan, in coordination and consultation with other ministries and agencies, the Minister shall:

- Develop and publish detailed operational procedures for Operational Centre of the Ministry of Internal Affairs (OCMIA), Inter-institutional Group for Incident Management (IGIM) and Joint Field Centre (JFC);
- Identify necessary assets and conclude agreements and procedures for deployment and their rapid engagement in compliance with disastrous incidents of the NRP;
- Appoint representatives for recruitment of OCMIA and IGIM with staff, and

- Develop adequate programmes for training of the staff of OCMIA, IGIM, Minister's Envoy and Government Coordination Officer (GCO).

Within one (1) year from the date of its entry into force, the Minister of MIA will conduct an inter-institutional review of NRP effectivity and offer necessary recommendations in its report with findings.

MINISTRIES AND CENTRAL AGENCIES
In accordance with Decision of the Prime-Minister of Republic of Kosovo, ministries and central agencies shall:

- Offer cooperation, resources and support as deemed necessary for the Minister of MIA in implementation of NRP, in compliance with their respective authorizations and responsibilities;
- Appoint representatives for recruitment of OCMIA and IGIM with staff;
- Transfer defined responsibilities in Annexes of Emergency Support Functions (ESF) of NRP and will develop additional plans and procedures if required;
- Establish connection and report incidents to OCMIA as specified in section V (page 49) of this plan;
- Adjust existing plans and protocols of managing inter-institutional emergency reaction with NRP within X days upon its publication, incorporating:
    - Connection with processes and main NRP coordination structures (QSZKM, OCMIA, IGIM, REOC, JFC, etc.);
    - Principles and terminology used in Emergency Management Integrated System (EMIS) and NRP;
    - NRP requests for reporting of incidents;
    - Procedures for transition of localized incidents into those of national nature, and
    - Requests for activization, mobilization and intensive deployment of resources as outlined in Annex: Disastrous Incident, of this Plan.

Modification of existing central inter-institutional plans shall be finalized and handed over to MIA within 90 days of NRP publication, ministries and agencies shall commence with modifications within this timeframe and to offer the time-table of its completion to the Minister of MIA.

Government, Local Government and Non-governmental Organizations
Government, regional branches, local government and NGO's are obliged to:

- Introduce for use the protocols for reporting of incidents to OCMIA in accordance with procedures outlined in section V (page 49) of the plan.
- Coordinate with OCMIA with regards to procedures for setting communication for the purposes of managing national incidents. Local governance procedures shall be coordinated with respective region and/or respective agency for emergency management.
- Modify existing plans for emergency management and response within 90 days, to ensure adequate alignment in structures, processes and coordination protocols of NRP.
- Notify the Minister of MIA for every substancial conflict between the plan and laws and regulations at cetral and local level.

REGIONAL BRANCHES STRUCTURES

Shall:

- Appoint their representatives for Regional Emergency Operation Centers (REOC) with request of the Minister of MIA;
- Develop additional regional plans in favour of NRP if required, and
- Supplement existing procedures and operational standards of REOC with the aim of adapting to obligations outlined in NRP.

PRIVATE SECTOR

Private sector owners and operators, in particular those representing critical elements of infrastructure and key resources, bewilderment that can have impact at national level are encouraged (in some cases obliged by law) to draft respective emergency response plans and their business continuity, protocols for exchange of information and incident reporting compassionate with their unique sector requirements and contigous clearly with local emergency response plan scheme and with state, regional and local for exchange of information.

Those plans and protocols for exchange of information and incident reporting shall be in compliance with Basic Plan and Supporting Annexes of NRP.

1.0 Introduction

National Review of emergency/incidents management in the country has changed radically as a result of recent developments in this regard. The current threat environment includes not only the traditional spectrum of natural and technological hazards, and those caused by human factor (such as lowland and urban fires, floods, oil leaks, leakage of hazardous substances, traffic accidents, earthquakes, storms, epidemics and distortions in energy infrastructure and industry) but also the terrorist fatal arsenal of various chemical, biological, and nuclear radiation weapons.

These increasing risks and complex threats of the XXI century require a joint and national coordinated approach emergency / incident management. National Security Strategy for the management of domestic incidents sets clear objectives for national joint efforts to prevent risks within the country; reduce the country's weakness against major disasters; other emergencies and acts of terrorism; as well as reduction from damages and recovery from major disasters; other emergencies and acts of terrorism that might occur in our country.

1.1 Drafting and Implementation of National Response Plan

Achievment of these objectives of national security is a challenge that requires brave steps and improvements in the structures, processes and existing protocols. This important initiative recalling on above-mentioned documents is development and implementation of National Response Plan (NRP), attribute of the Emergency Management Integrated System (EMIS), which compose the mosaic of specific plans for management and government response incidents, in a unique structure effectively and efficiently. Jointly, NRP and EMIS integrate capacities and resources of various governmental jurisdictions, disciplines of management and emergency response, non-governmental organizations and the private sector in a coherent national framework, coordinated and concerted in domestic incident management.

NRP by using EMIS, is a plan for all risks, that ensures structure and mechanisms for policies of national level and for operational coordination of incident management. In compliance with the model provided in EMIS, NRP can be implemented partially or completely in the context of risk, forecasting a incident, or response toward a meaningful event. Selective implementation through engagement of one or more components of the system allows maximal flexibility in achieving unique requests in terms of exchange of information and state of play operations as well as enabling effective interaction between governmental and non-governmental entities.

NRP is a basic operational plan for national management of incidents. It sets structures, processes and coordination protocols of national level that will be incorporated in respective comprehensive and specific plans for incidents of all types that are meant to implement the authorizations and specific statutory responsibilities of different ministries and agencies in special contigent scenarios.

These plans are intelinked with NRP in the context of Incidents of National Nature, but remain as detached documents with the fact they offer detailed protocols for response toward ordinary incidents that normally are managed by governmental agencies, without need for coordination by the Ministry of Internal Affairs.

1.2 Executive Authorities

Nothing in this plan does change or prevent the authority of ministries and agencies, regional and local structures to implement their special powers or to implement their responsibilities under all applicable laws and regulations.

1.3 Purpose

The purpose of the plan is to establish a comprehensive national approach to the management of incidents against all risks in the full spectrum of activities related to prevention, preparedness, response and recovery. It incorporates experiences and best procedures from different disciplines of incident management (national security, emergency management, law enforcement, firefighting, responding to hazardous substances, public works, public health, medical emergency services and worker of response and recovery in the field of health and safety) and integrates them into e coordinated and joint structure.

NRP provides a framework for central interaction with local governance and structures of regional branches, private sector and NGO's in the contexts of the activities of prevention, preparedness, response and recovery from incidents / emergencies / disasters. The Plan determines the capacities and resources and assigns responsibilities, operational processes and protocols to help protect the country from natural and technological hasards and human caused factors, life rescuing, protecting public health, safety, goods and environment. Finally, NRP serves as the foundation for the development of additional detailed procedures to implement more effective and efficient incident management activities in the context of specific types of incidents.

NRP by using EMIS, determines mechanisms for:

- Integration of activities related to prevention, preparedness, response and recovery from incidents;
- Improve coordination and integration of partners of central, regional, local strctures, private sector and non-govermental structures;
- Maximize efficient use of resources necessary for effective management of incidents and protection of Key Infrastructure and Key Resources (KIKR);
- Improve communication of incident management and increase exchange of information on the situation across different jurisdictions and between public and private sectors;
- Facilitate the use of mutual aid emergency and emergency central support for regional and local level;
- Provide central proactive and integrated response to catastrophic incidents, and
- Adres the linkage with other central plan of incident management and emergency response for specific types of incidents and risks.

1.4 Margin and Viability

NRP covers the full range of complex and constantly changing requirements, in predicting or responding to major disasters and other emergencies, threats or acts of terrorism. NRP also provides a basis for initiating long-term community recovery activities and prevention activities. NRP establishes legal and institutional mechanisms for involvement of the Government (MIA as coordinator) in incident management operations.

This includes coordinatiopn of structures and processes for incidents that require:

- Central support for state, regional and local bodies;
- Central support to state, local and regional bodies;
- Exercise of direct central powers and responsibilities by law and
- Integration of public and private sector in the incident emergencie management.

This plan makes the division between incidents that require coordination by the MIA, incidents defined as incidents of national nature and most incidents that occur every day, who are covered by the authorities or responsible agencies through authorizations and other existing plans.

Moreover, NRP:

- Recognizes and incorporates different jurisdictional and operational authorities of governmental ministries and agencies, local governance, regional structures and private sector in emergency/incident management.
- Specifies in details roles and special responsibilities in the field of emergency/incident management of the Ministry of Internal Affairs, State Prosecutor, Ministry of Justice, Ministry of Foreign Affairs as well as other Ministries and agencies involved in incident/emergency management as per EMIS.
- Establishes structures and inter-institutional organizational processes necessary for implementation of the authority, roles and responsibilities of the Minister of Internal Affairs in the role of 'key central officer' for management of domestic incidents.

This plan is applicable to all ministries and government agencies that are being called as needed to provide assistance or conduct operations in the context of actual incidents, or potential of the national nature. The Kosovo Red Cross is also included, which operates as the primary organization with Emergency Support Function (ESF) in coordinating the use of resources for mass care in emergency situation.

Based on criteria determined in EMIS, Incidents of National Nature are incidents with serious consequences that require a coordinated and effective response by an appropriate combination of central entities, regional, local, private sector and non governmental one with the aim of rescuing lives, reducing damage and providing the basis for long term activities to community recovery and prevention.

1.5 Incident Management Activities

This plan addresses the entire spectrum of activities related to the management of incidents, including acts of prevention, preparedness, response and recovery. NRP focuses on those activities that are related directly to an evolving incident or potential incident rather than on usual activities of preparation or readiness developed in the absence of specific threats or risks.

NRP offers the framework for the management of sudden percussions and multiple incidents and to prevent subsequent events and preparing for these incidents. On examples of incident management activities from the national perspective are included:

- Increase of nationwide public awareness;
- Development of public health surveillance, evaluation of processes and development of wide range of preventive measures;
- Provide assets of immediate response and long-term medical and public health;
- Coordination of central support for regional and local authorities following an incident;
- Provide strategy for coordination of central resources needed to cope with subsequent events;
- Assessment of trends of potential terrorist activities; and
- Enabling immediate recovery activities, and addressing long-term consequences in the affected area.

1.6 Authorizations

Authorizations and various statutory governmental policies ensure foundation for government actions and activities in the context of domestic incident management. NRP is using its support provided by the Prime Minister's decision on Integration of Emergency Management in Kosovo and development of the National Response Plan and the Law on protection against natural and other disasters, to ensure comprehensive approach toward all risks for incident management of all types. Based on NRP, the existing powers of individual ministries and government agencies are not altered. NRP does not abide any new authorization to the Minister of Internal Affairs or to any other government official.

Indeed, this plan establishes coordination structures, processes and necessary protocols required for integration of authorities and special statutory policies of the ministries and different governmental agencies, in a common framework for actions of inclusion of prevention, preparedness, response and recovery activities. .

1.7 Key Concepts

This section summarizes the key concepts outlined in this plan.

- Systematic and coordinated management of incidents includes protocols for:
- Incident reporting;
- Coordinated actions;

- Alarming and warning;
- Mobilization of government resources for supplementing the existing central, local and regional capacities;
- Actions under different threats or of different levels and
- Integration of functions for crisis management and their consequences.

- Proactive notification and deployment of central resources in anticipation of disastrous incidents or response against them, in coordination and cooperation with other local and regional level and the private sector whenever possible.

- Organizing inter-institutional efforts to reduce damages, restoration of areas affected in the pre-incident condition if possible and / or implementation of programmes to address weaknesses in the face of future incidents.

- Coordination of communication during the incident, safety and health of respondents, involvement of the private sector and other activities other that are common to most incidents (see Support Annexes).

- Organization EMF's to facilitate the distribution of resources, tools and essential central aid.

- Ensure mechanisms for coordination, communication and exchange of information vertically and horizontally in response to threats or incidents.

- Facilitation of central support for ministries and government agencies operating under the personal authority.

- Development of procedures and supplementing operational plans, tactical and those specific for the expected risks.

- Ensure the foundation for coordination of planning, trainings, exercises, assessments, coordinations and exchange of information among key actors.

2.0 Anticipation and Planing Consideration

NRP is based on the anticipated situations and considerations presented in this section. .

- Incidents are typically managed at the lowest possible geographical, organizational and jurisdictional level.
- Activities on incident management shall be initiated and developed by using the principels included in EMIS.
- Expertise and governing capabilities at all levels, private sector and non government organizations will be required for prevention, preparation, response and recovery from the Incidents ofNational Nature.
- Incidents of National nature are required from the Minister for Internal Affairs to coordinate the operations and resources.
- This incidents can:

  - Happen at all times with or without notice in the context of a threat, and general or particular risk;
  - Require significant exchange of information at classified and unclassified levels throughout different jurisdictions, among public and private sector;
  - Include different kinds of risks and threats at local, regional and national level;
  - Have significant international level and require exchange of information, coordination of recourses and significant interntional assistance;
  - Include risks or different high threats at local, regional and national level;
  - Resulting in large number of injured, deaths, displaced persons, loss of property, disruption of normal living systems, essential public services, basic infrastructure and significant damages of the environment;
  - Overload the central, local and regional governance capabilities as well as the owners and operators of the private sector infrastructure;
  - Provoke a large afflux of supplies and indepentant and spontaneous volunteers;
  - Require coordination and response of the government assets on an extremely short notice and
  - Require extended and constant activites of operations and support to incident management.

- Deployment of resources and incident management activities during an actual or possible terrorist incident are developed in coordination with the Ministry of Justice.
- From the Ministries and Agencies at all levels of governance and NGO's such as: Kosovo Red Cross shall be engaged on Incidents of National Nature with an immediate warning to ensure that the mutual assistance and/or effective coherent assistance.
- The government's involvement scale in incident operations depends a lot on the specific government authority or jurisdiction. The other factors which can be taken into consideration include:
  - Needs and requests at local, regional and central level for external support, their possibility to manage the incident;
  - Economic possibilities of the inflicted entity to recover from the incident;
  - The nature and location of the incident;
  - Severity and broadness of the incident and
  - The need for protection of the public health, wellbeing of the citizens and the environment.
- Ministries and government agencies support the national security mission in accordance with authorisations and instructions, and they are expected to provide:
  - Initial and continued response when required, according to their own authority and funds;
  - Notification, warning, pre- positioning and coherent distribution of the recourses for enabling the management of actual or possible Incidents of National Nature, and
  - Pro-active support for the catastrophic incidents by using the protocols for rapid distribution of the resourses.

- Support within government is refered to the circumstances in which the ministry or the government agency requests support of the central resourses according to the NRP, and which is not addressed on the above mentioned law or other mechanisms. (such as: Administrative Instructions, Agreements, MoU's, etc.)

3.0 Roles and Responsibilities

This section explains the roles and responsibilites of the central, local, regional institutions, private sector, non government organizations and citizens involved in support to the management of national incidents.

3.1 Central and Local Government and the Regional Departments

Members of police, firefighters and rescuers, public health and emergency emergency management, public services, environment responds, and other personnel are most frequently the first ones who reach the place of incident and the last ones who leave the place. In some cases, the government agency at local territory may act as the first response and the properties of the government agency at local territory may be used to guide and assist the state or local officers, in agreement with the authorisations and procedures of the agency. Agreement for mutual assistance ensures mechanisms for mobilization and engagement of the resourses from the neighboring jurisdictions to support the incident command.

When local resourses and capacities are overloaded, the Mayors of the Municipalities may request central support under condition of declaration of emergency or disaster state. Responsibilities mentioned below are the responsibilities of the Mayor of the Municipality.

3.1.1. Mayor of the Municipality

As the executive chief of the municipality, the Mayor is responsible for public safety and wellbeing of the citizens in that municipality. The mayor:

- is responsible for coordinating local resources to address the full spectrum of actions of prevention, preparedness, response and recovery from incidents in the context of all risks, including natural disasters, technological accidents and other contingency;
- On certain emergency circumstances, has political power to make, amend and repeal of the orders and regulations;
- Assures leadership and plays a key role in communication with the public and helping people, businesses and organizations to deal with the consequences of any emergency declared within the jurisdiction of the municipality;
- Encourages participation in mutual aid and exercises its authority to enter into agreements for mutual aid with other municipalities to facilitate the exchange of resources;
- Requests central support when concluded that local capacities are insufficient, surpassed or exhausted.

3.2 Government

3.2.1 Ministry of Internal Affairs

Mission of the Ministry of Internal Affairs is to develop, maintain and increase security for all citizens of the Republic of Kosovo and in cooperation with them, be prepared to prevent, prepare, respond and recover from natural and technological disasters, and those caused by the human factor.

3.2.2 Minister of Internal Affairs

Minister of Internal Affairs is responsible for coordination of the central operations within Kosovo to prepare, respond and recover from natural and technological disasters, and those caused by the human factor. Minister of Internal Affairs is 'the governmental coordinator' in domestic incident managemet.

In this role, The Minister is also responsible for central coordination of central resources used in response and recovery from natural and technological disasters, caused by the human factor or other emergencies if and when one of the four following conditions apply:

1. Ministry or government agency in action (in accordance to its authority) has requested supportance of the Government;
2. Regional and local authority resources are overwhelmed and central support is required;
3. More than one ministry or agency are deeply involved in response to the incident, or;
4. The Minister is ordered to take over responsibility for incident management by the Prime Minister.

3.2.4 State Prosecutor

The State Prosecutor is the main officer in executing the law of the Republic of Kosova.

In accordance with the law in power, the State Prosecutor is responsible for criminal investigations of the acts of terrorist attacks from the individuals or groups coming from within the territory of the Republic of Kosova, or those addressed to the citizens or institutions outside of RKS, which activities are under the Kosovos criminal jurisdictions.

This operating in cooperation with the ministry and other central agencies working on activities of other members of the community in the execution of the law for the purpose of finding, preventing, and totally stopping criminal activities that are against the Republic of Kosovo.

Relating to the terrorist threats or an actual incident which comes to a criminal jurisdiction of the RKS, thus, the whole capacity of the country will be activated in supporting the State Prosecutor for the purpose of identifying and brining in front of the law the actors of the crime, this in accordance with the laws of RKS and the authority of Ministries and other central agencies to support national security.

3.2.5 Ministry for the Kosovo Security Force

Ministry of the Kosovo Security Force has the expertise and significant resources to support the central response to an incident of national nature.

3.2.6 Minister of the Kosovo Security Force

Minister of the Kosovo Security Force (KSF) authorizes support of KSF for civil authorities for domestic incidents in accordance with the order of the President or when in compliance with the prepardness operations of KSF and appropriate under the existing circumstances and the law. Minister of KSF retains command authority of the KSF in all situations and operations.

3.2.7 Ministry of Foreign Affairs

Ministry of Foreign Affairs has the international coordination responsibility. Moreover, it is responsible for coordination of international activities in terms of prevention, prepardness, response and recovery related to domestic incidents and for protection of citizens and interests of the Republic Kosovo abroad.

3.2.8 Other Central Agencies

During an incident of a National Nature, ministries and other government agencies may play a primary, coordination and/or supporting role, depending on their resourses and the nature of the incident. In situations when the respective government agency has the authority and juridictional responsibility for leading or managing the key aspects of the response, this agency is a part of the central leadership. (See section IV, page 29).

Some government agencies with legal responsibility and authority may also participate in the Joint Command at the Incident Command Post (ICP). Ministries and government agencies participate in the structure of the Emergency Support Function (ESF), as coordinators for the key or supporting agencies, from which is required to support the activities on the management of a certain incident.

Some government agencies have independent authority to declare disasters or emergencies. These authorities can be exercised in accordance with the disaster or to become a part of the major disaster or declared emergency, pursuant to the law on NDOD. Some examples of the agencies that exercise independent authority include the following scenarios:

- Minister for Agriculture may declare a disaster in a certain situations in which one region has sustained losses of 30% and more in the specific productivity, by authorizing emergency loans for the damages of the material goods and losses of the crops.
- Minister of Heath may declare emergency of the public health.
- Government Coordinator at the Place of Scene (GCPS) is assigned by the Ministry for Environment and Spatial Planning (MESP) and has the authority for management on the attempts of the response at the place of scene of dumping or

oil leak, hazardous substancies, pollutions or contaminations depending on the substance, place and the sourse of the leak.

Annexes to the emergency support functions and incidents provide more explanations about the roles and responsibilities of ministries and other government agencies in managing incidents.

3.2.9 Emergency Support Functions

NRP uses the functional approach which consolidates the capacities of the ministries and government agencies and the Kosovo Red Cross (KRC) in ESF, to provide planning, support, resources, implementation of the programme and emergency services which may be needed mostly during Incidents of a National Nature. Central response on actual or potential typical Incidents of National Nature, is provided through full or partial activation of the ESF structure. ESF serves as a coordinating mechanism for providing assistance to the local and regional authorities or the ministries and agencies performing missions of central primary responsibility. ESF provides with additional personnel to the Situation Centre of the National Security Council (SCNSC), Operational Centre of the Ministry of Internal Affairs (OCMIA), Operational Center of the Emergency. Management Agency (OCEMA), Regional Emergency Operations Centers (REOC), of Agency for Emergency Management, and upon the need dictated by the situation the JFC and IPC.

ESF is composed of primary agencies and supporting agencies. NRP - assignes primary agencies on the basis of their authority, resources and capacities. Support agencies are assigned on the basis of resources and capacities in certain functional field. Resources provided by ESF reflect categorized resources by type as specified in ISEM. Field of each ESF is summarized in Figure 2 of the following page. From ESP is expected to support each other in implementing their respective roles and responsibilities.

3.3 Non-Governmental and Volunteer Organizations

NGO's cooperate with first respondants, both levels of the government, other agencies and organizations that offer aid services for life support, reduce physical and emotional pain and promote recovery of disaster victims when assistance is not available from other sources. For example, KRC is an NGO that offers support at the local level and also coordinates the Mass Care elements of ESF 6.

Volunteer Organizations offer significant capacities in efforts to manage incidents and their respond at all levels.

Figure 2: Emergency Support Functions

ESF	Scope
ESF 1 – Transport	▪ Management and control of aviation/aerospace ▪ Transport Safety ▪ Repair and recovery of transportation infrastructure ▪ Restrictions on movement ▪ Assessment of damages and the striking effect
ESF 2 – Communication	▪ Coordination for industries of tele-communcation technology and information ▪ Repair and recovery of telecommunications infrastructure ▪ Protection, repair and maintenance of national resources of information technology

	▪ Esnure there is no interruption in communication within central structures for management in response toward incidents.
ESF 3 – Public and engeneering affairs	▪ Protection and immediate repair of infrastructure ▪ Restoration of infrastructure ▪ Engineering Services and management of construction ▪ Contracted emergency support for life rescuing services and welfare.
ESF 4 – Firefighting	▪ Coordination of central activities for firefighting ▪ Support to field, rural and urban firefighting operations
ESF 5 – Emergency Management	▪ Coordination of response efforts and incident management ▪ Assignment of missions ▪ Resources and human capital ▪ Planning of actions on incidents ▪ Financial management
ESF 6 – Mass care, emergency assistance, sheltering and human service	▪ Mass care ▪ Emergency assistance ▪ Sheltering from disasters ▪ Human Services
ESF 7 – Logistics support and resources support	▪ Comprehensive national planning capacities, management and logistical sustainability ▪ Support to resources (working space, tools and office supplies, contractual services, etc)
ESF 8 – Public Health and Medical Services	▪ Public health ▪ Medicine ▪ Mental health services ▪ Funeral services
ESF 9 – Search and Rescue	▪ Life rescue support ▪ Search and rescue operations
ESF 10 – Response toward Oil and Hazardous Substances	▪ Response toward oil and hazardous substances (chemical, biological, radiological, etc) ▪ Short and long term environmental refinement
ESF 11 – Agricultural and Natural Resources	▪ Food assistance ▪ Response to diseases of animals, plants and insects ▪ Food safety ▪ Protection of natural and cultural resources and historical wealth ▪ Safety and welfare of domestic animals
ESF 12 – Energy	▪ Assessment, repair and re-establishment of energy infrastructure ▪ Coordination of energy industry services ▪ Energy forecasts
ESF 13 – Public Safety	▪ Safety of spaces and resources ▪ Safety planning and support to technical resources ▪ Public safety support ▪ Support to control of traffic and crowd
ESF 14 – Long-Term Community Recovery	▪ Assessment of striking effect in social and economic community ▪ Assistance to long term community recovery at regional and local level and private sectort. ▪ Analyze and review the implementation of mitigation programs
ESF 15 – External Affairs	▪ Instructions for emergency public information and protection actions ▪ Relations with media and community ▪ Parliamentary and international affairs

3.4 Private Sector

Primary and supporting agencies of MIA and NRP coordinate with private sector for effective exchange of information, establishment of set of actions and inclusion of available resources to prevent, prepare, respond and recover from Incidents of National Character. Moreover, the Minister of Internal Affairs utilizes the advising group from private sector to ensure advises in issues related to incident management and emergency response that affect their scope.

Roles: Roles, responsibilities and participation of the private sector during the Incidents of National Character varies based on the nature of organization, type and effects of the incident. The roles of private sector organizations are summarized below.

Type of Organization	Role
Organization or infrastructure affected	Private-sector organizations can be affected by the consequences of the incident directly or indirectly, including critical infrastructure in private ownership, key resources and those organizations that are significant for economical recovery from incidents at local, regional and national level. The examples of infrastructure of private ownership include transport, telecommunication, financial institutions and hospitals.
Responsive Resource	Organizations of private sector ensure responsive resources (donated or with compensation) during an incident (including specialized teams, equipment and advanced technology) through local public-private emergency plans, agreements of mutual assistance or special requests by the government or volunteer initiatives of the private sector.
Adjustment and/or responsible party	Owners/operators of buildings with special rules or with dangerous activity may be liable under the law to be prepared for incidents to prevent them and respond to them when they occur.
Member of Local/Central Emergency Organization Member	Private sector organizations can serve as an active partner in preparedness activities and emergency response to an incident.

Responsibilities: Organizations of private sector support NRP (voluntarily or in obedience under the laws and regulations) through exchange of information with the government, through identifying risks, by assessing weaknesses, through developing plans for emergency response and following up un activities, by increasing their general preparedness, by implementing respective programmes on prevention and protection, and donating or otherwise providing goods and services through contractual agreements to assist in response and recovery from incidents.

According to the laws and regulations in force, certain organizations were asked to assume the cost of planning and response to incidents regardless of their cause. In the cases of the Incident of National Nature, from organizations of the private sector is expected to mobilize and engage necessary resources in compliance with their plans to address consequences of the incident in their own facilities or incidents they are responsible at some manner.

Responsive Resources: Although the responsive role is mainly governmental (such as law enforcement, etc), private sector organizations are encouraged to develop and maintain response capabilities to respond and manage all range spectrum of incidents and

emergencies. The Government maintains continues interaction with critical infrastructure industry and key resources to ensure coordination for activities on prevention, preparedness, response and recovery. When it is practical or required by the law, representatives of the private sector will be involved in planning and exercises. In some cases when they have contractual relations, the Government may order the response resources of the private sector.

Functional Coordination: Primary Agency (is) of each EMF maintain working relations with their respective counterparts of the private sector through partnership committees or other manners (as ESF 2-Communication-Telecommunication Industry, ESF 10-Response on Oil and Hazardous Substances, etc).

3.5 Involvement of the Citizens

Strong partnership with citizen groups or organizations ensures support for prevention, preparedness, response, recovery and mitigation on incident management.

Kosovo Red Cross unifies those groups and focuses individuals' efforts through education, training and volunteer services to facilitate creation of safer and stronger communities and more prepared in addressing threats of terrorism, crime, and issues of public health and disasters of all kind.

Local Councils for Community Safety implement programmes for citizens' awareness programs which includes the establishment of Community Emergency Response Teams (CERT).

Such programmes of citizen's inclusion expand resources and assets available from the government and local communities to support first responders, support activities during disaster and efforts for community safety.

4.0 Action Concept

4.1 General

This section describes the structures, processes and central coordination protocols engaged for the management of the Incidents with National Nature. These coordinating structures and processes are designated to enable implementation of the responsibilities of the Government, through the Ministries and respective government agencies and to integrate engagements of the municipalities, regional departments, NGO's and private setor on the overall national approach towards manangement of the incidents in Kosovo.

The basic preliminary term for the NRP is that: incidents generally are faced at the lowest jurisdictional possible level. Police, firefighters, public health, emergency management and other personnel are responsible for incident management at the local level. In some cases, government agency in the local territory may act as the first responder and may ensure the management and assistance in accordance with its legal responsibilities and authorities. Normally, in majority of the incidents, local and regional resources and inter-municipal mutual assistances provide the first line of emergency response and support for the incident management.

When an actual or potential incident is of of such dimension, extend and complexity that is considered an Incident of a National Nature based on the criteria set out in this plan, the Ministry of Internal Affairs in coordination with other Ministries and governemt agencies, initiates actions for prevention, preparation, response and recovery from the incident. These actions are taken in connection with regional, local entities, NGOs and the private sector according to the threat or particular incident.

4.2. General Coordination of Central Activities for Incident Management

The Prime-Minister leads the country in effective response and ensures that necessary resources are rapidly engaged and with complete effectiveness to all Incidents of National Nature. If necessary, convenes inter-institutional meetings to coordinate policy issues and strategic actions.

During actual or eventual incidents of National Nature, coordination of all central activities for incident management is being lead by the Ministry of Internal Affairs. Other governmental ministries and agencies transfer their authority and responsibilities within this coordination framework in case of incident management and emergency response.

Incident management coordination and establishment of a course of action of strategic level is being supported by IGIM that also serves as advisory body to the Minister of Internal Affairs. Issues to be resolved beyond the power of the Minister are referred for resolution to relevant entity at the Office of Prime-Minister.

At the regional level, coordination of inter-institutional resources and multi-institutional support to incident is ensured by REOC. In the field, the Minister of Internal Affairs is represented by Officer delegated by the Minister (ME). Overall central support for command structure in the place of incident is coordinated through Joint Field Center (JFC).

REOC coordinates regional response efforts, sets central priorities and implements local support programme to establishment of JFC.

JFC is temporary entity established at the local level for coordination of operational activities of central support for the jurisdiction affected during the incident of national nature.

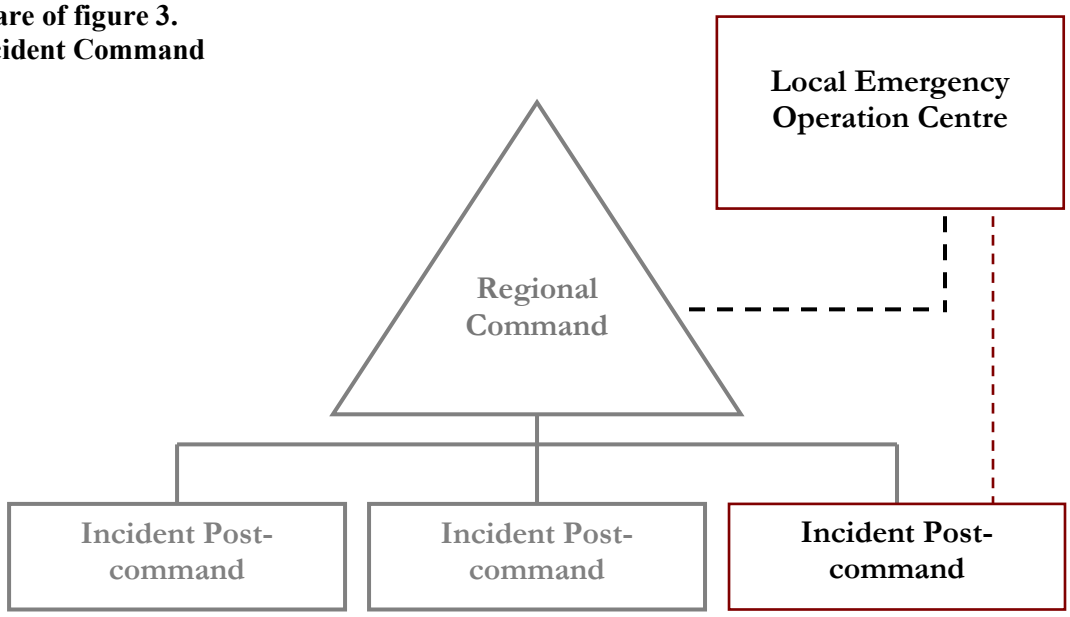
The framework established from these coordination structures is destined to accommodate various roles the Government plays during the incident, whether central support (through regional branches for local authorities, intra-governmental support,) or direct implementation powers and central responsibilities for incident management when in compliance with the law. This structure also includes dual roles and responsibilities of the Minister of Internal Affairs for coordination of operations and resources in the context of incident management.

4.3. Organizational Structure

National structure for incident management determines clear flow of communication and coordination from the local to regional level and to central offices. This structure is outlined in Figure 3

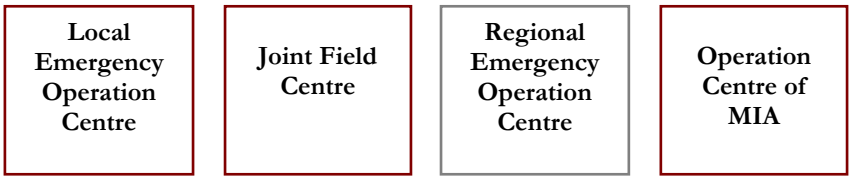
As illustrated in figure 3, command structures of local level (names IPC and Regional Commands) are responsible for leading the emergency management at the site-scene and for commanding progress and operational control of incident at the site-scene.

Share of figure 3.
Incident Command



Supporting and coordination components consist of inter-institutional coordination centers/emergency operation centers (EOC) and inter-institutional coordination entities. Inter-insitutional coordination centers provide central location for operational exchange of information and coordination of resources in support to efforts in the site-scene.

Share of figure 3.
EOC/Inter-institutional Centers



Inter-institutional Coordination Entities support in setting priorities among incidents and share of resources, conflict resolving of policies of relevant agencies and for providing strategic guidelines for supporting activities of incident management.

Sgare of Figure 3.
Inter-institutional Coordinationa Entities

In accordance with EMIS, the issue of resources and policies practically is addressed at the lowest organizational level. If the issue can not be solved at that level, they will be addressed by the next level. Reflecting contruction of EMIS, NRP includes command and coordination structures as following:

- IPC/JC at the site-scene;
- Regional Command (if required);
- Local and private sector EOC;
- JFC, that is responsible for coordination of central support and for supporting activities for incident management at the local level;
- REOC and OC of AEM that serve as centers of inter-institutional central and regional level for operational coordination;
- OCMIA and other OC of central level
- IGIM, that serves as central level office, multi-institutional coordination entity for incident management, and
- SCKSC serves os supporting multi-institutional entity of the central level.

Organizational structure of NRP addresses both way-activities of special incident management and wide range central and regional aspects connected to incident, such as effects on the other part of community, immediate central and regional actions necessary for averting or preparation for potential following events and threat management or diverse incidents (especially those that are not concentrated in one place, geographically distributed or those evolving over a long period of time).

The role of regional coordinating structures varies depending on the situation. Many incidents may be coordinated by regional structures primarily using regional resources. While, larger and more complex incidents require direct coordination among JFC and central level with regional structures involved in supporting role. Modifications of the basic structure are presented in the scheme form in the following figure:

Picture 3. EMIS Frame

Structure for NRP coordination is based on the SIME structure:
ICS/ Joint Command at the place of scene, supported by the Regional Command (if necessary) inter-institutional coordination centers and inter-institutional coordination entities.

Inter-institutional Coordination Entity

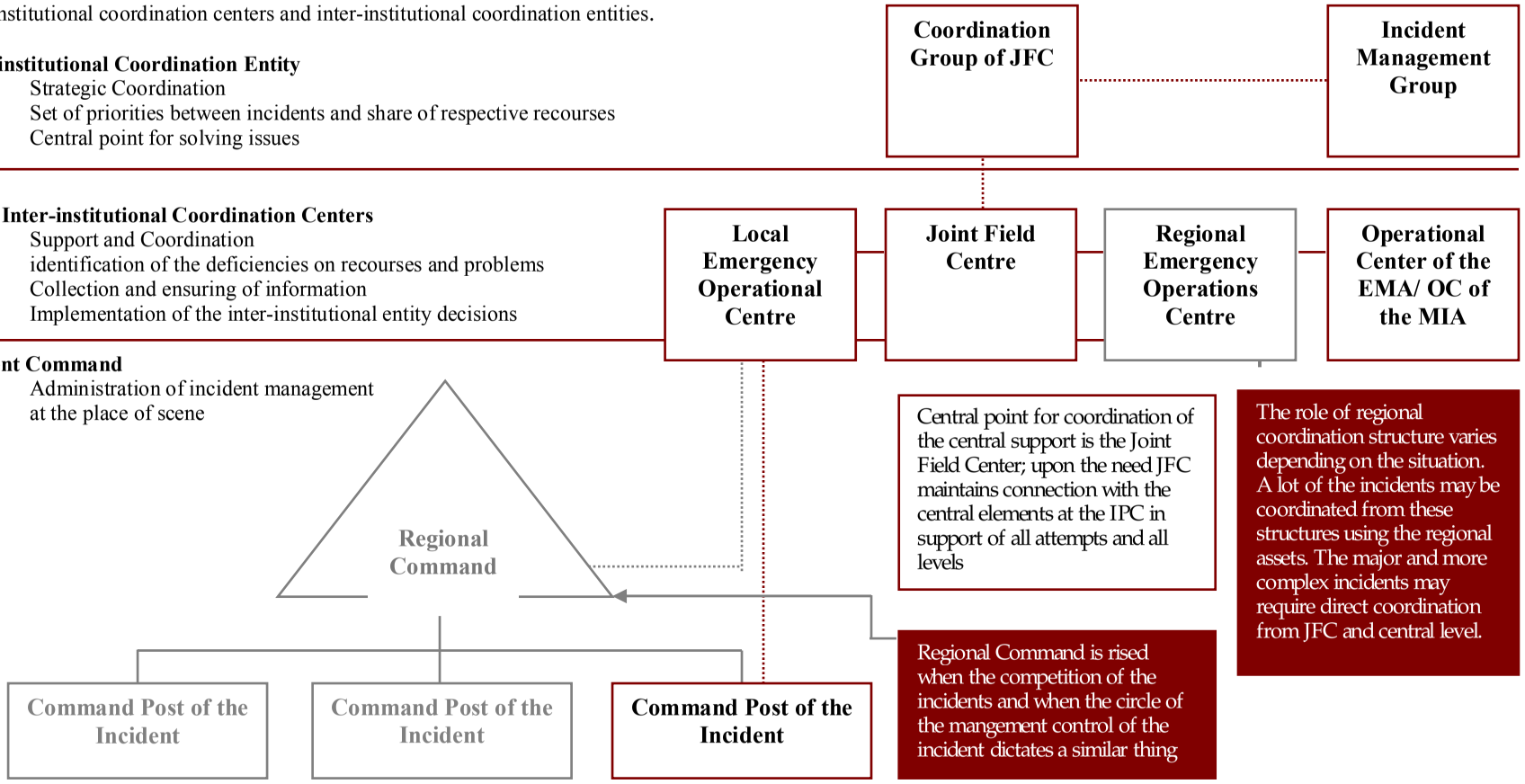
- Strategic Coordination
- Set of priorities between incidents and share of respective recourses
- Central point for solving issues

EOC/ Inter-institutional Coordination Centers

- Support and Coordination
- identification of the deficiencies on recourses and problems
- Collection and ensuring of information
- Implementation of the inter-institutional entity decisions

Incident Command

- Administration of incident management at the place of scene



4.3.1 Principal Organizational Elelemts of the NRP

This section explains the key organizational elements in the structure for central coordination of the NRP diagrammed in the previous figure. Special teams and other associated components also including Government Level Entities.

4.3.2 Kosovo Security Council

Pursuant to the Law on the Establishment of the Security Council of Kosova, the Kosovo Security Council is responsible for coordination of the policies and inter-institutional strategies regarding the management of domestic and international incidents, respectively, as ordered by the President of the Republic of Kosovo. Following an initial assessment of the Minister for Internal Affairs, issues of inter-institutional policies and courses of action adopted by IMGEC, especially those of a sensitive timely nature, those that require announcements of policies or those outside the authority of the Minister, as defined in the above mentioned law, the Law on Protection Against Natural and Other Disasters and other folowing acts, administrative guidelines and regulations submitted for resolution to the KSC mechanisms.

The Secretariate of the Kosovo Security Council ensures that the efforts for domestic and international incident management to be coordinated without difficulties.

4.3.3 Committe for Coordination of Policies (CCP)

CCP coordinate policy issues as part of the Government process. CCP can be called upon the request of any member agency of the committee on emergency basis, based on the threat, an Incident of National Nature or any political issue of an urgent nature.

4.3.4 Inter-institutional Group for Incident Management (IGIM)

IGIM is multi-institutional coordinating entity at the central office that assists strategic management of local incidents for Incidents of a National Nature. Minister of Internal Affairs activates IGIM based on the nature, severity and complexity of the threat or the incident. Minister of Internal Affairs can activate IGIM for high-profile event, the scale that present targets of high probability and high threat situations. IGIM is composed of senior representatives of the MIA segments, Ministries and other government agencies and NGOs, as needed.

IGIM membership is flexible and can be raised occasionaly or to be organized for assigned duty to provide expertise in specific areas, needed for a specific threat or given incident. When IGIM is activated:

- Serves as focal point for strategic planning and central coordination of incident management;
- Monitors the assessment of the threats as well as operations and activities on development related to the incident;
- Provides decision making support for the efforts of prevention, preparedness, response and recovery from the threat or the incident;
- Synthesizes information, concludes issues and recommends to the Minister of Internal Affairs, about:

a. Taking actions in response to credible threats,
b. Changes at alert level,
c. Issues for action policies, and
d. Priorities of the use or distribution of central resources;

- Ensures strategic coordination and recommendation for engaging the central resources in cooperation with the management of existing institutional resources, inter-institutional and private sector entities;
- Assesses the national effects of the incident(s) as well as those related to the actual or proposed central response;
- Anticipates additional requirements for resources and central operations depending on the specifics of the situation;
- Maintains continuous coordination with IDM and Coordination Group of JFC;
- Assists interagency operational coordination and coordinates with other public and private entities needed for the implementation of decisions and instructions from the Prime Minister / President or other relevant government entities, and
- Compiles strategies for the implementation of existing policies and provides information about the incident to the MIA and the Government to assist policy making;
- The Government of the Republic of Kosovo initiates each new policy related to a major incident and resolves disputes about interagency policies.

4.3.4 Head, Deputy, or the Appointee of the IGIM

IGIM coordinates and provides information to the government including: being informed of the situation and operational activities for prevention, protection, preparedness, response and recovery, as well as recommendations for the course of action.

4.3.5 IGIM Structure

As shown below, IGIM is consisted of an executive staff, Basic Group and Experts of specific areas.

4.3.6 IGIM Executive Staff

Executive staff includes Head, Deputy, Deputy for Operations, the Information Analyst, Manager of Requests for information, record keeper, Reporter on the Situation, Resource recorder and Administrative Assistant. Minister of Internal Affairs will appoint a high representative of the ministry to serve as Director of IGIM.

4.3.7 IGIM Essential Group

IGIM Essential Group includes representatives from the Ministries and government agencies, segments of MIA and other organizations as needed. Municipalities that are affected may represent the IGIM either through the Ministry responsible for local government or, if necessary, by representatives of the Municipality in IGIM. At the time of IGIM activation, the current membership and participation of IGIM is bound to include ministries and agencies with the appropriate legal authority and expertise needed for the given incident, including the following scenarios: chemical, biological, radiological or nuclear events, terrorist events without the use of WMD, oil leaks and hazardous substances, natural disasters, mass migration events and other emergencies as needed.

4.3.8 Chart of the Essential IGIM Group

Officers who fulfil the essential Group of the IGIM come from all institutions and entities under their affiliation.

4.3.9 Experts of the Specific Areas

In recruitment of Executive Staff and the Essential Group, IGIM integrates experts of specific areas to cope with requirements of the certain incident. For some responses, predefined groups of experts are part of the planning efforts of ESF support, or specific annexes for the incidents and provide technical advices needed (Annex A scientific and Technological support.)

4.3.10 IGIM Procedures

The procedures governing the definition, activation, returning, collection and operational interaction of IGIM members will be developed in agreement with ministries and other government agencies and published by the Ministry of Internal Affairs in a separate document.

OC of MIA is the main central hub for domestic incident management, operational coordination and the real picture of the situation. OC of MIA is inter-institutional mechanism with 24 / 7 position, which consolidates the reports of the law enforcement structures, emergency response and private sector. OC of MIA assists in the exchange of information and operational coordination of the security in the country with other central OC, regional, local and non-governmental organizations.

Roles and responsibilities of MIA OC include:

- Establishing and maintaining the connection to real-time communication with other central OC at the national level, as well as with relevant regional, local, non-governmental organizations and relevant elements of the private sector OC;
- Maintenance of communication with the entities of critical infrastructure and exchange of information on key resources of the private sector;
- Maintenance of communication with officials of the central management of incidents;
- Coordination of appropriate resources to manage domestic incidents and prevent terrorist acts;
- Ensuring real picture of the local situation, common operational picture and IGIM support;
- Acting as the primary channel of the Situation Centre of the Office of the Prime Minister and IGIM for the real picture of the situation in the country.

OC of MIA consists of monitoring and coordination center operating 24/7 multi-agencies and integrated elements of the analysis segment of information and protection of critical infrastructure and the segment of readiness and emergency response. These elements work in close coordination to address the analysis of information and coordination of response activities.

4.3.11 MIA Operations Centre

MIA OC integrates MIA representatives, ministries and other government agencies to support the needs of continuous monitoring of threats and recognition of the real situation as well as operational coordination of incident management. The organizational structure of the MIA OC is intended to integrate the entire spectrum of expertise and capacity ready to face the requirements of the broadest range of possible scenarios.

4.3.11 Coordination of Response and Resources

Operations Center of Emergency Management Agency (OCEMA) is multi institutional center that provides overall coordination of the central response to Incidents of a National Nature and implementing emergency management program. MIA/IMA holds OCEMA as a functional component of MIA OC in support to operations of incident management.

OCEMA monitors the potential incidents or those under process of a national Nature and supports regional and field components. The function of OCEMA in support of planning and coordination of incident management operations include:

- Monitoring the readiness of the national level of the teams and emergency response resources;
- In coordination with REOC initiates certain tasks to missions or agreements for compensation on the activation of other central ministries and agencies;
- Activation and deployment of national-level entities such as Emergency Response Teams (ERE);
- Coordinate and support the central response to actual or potential incidents of national nature;
- Ensuring the management of the facilities, supplies and field equipment;
- Coordinating of the operational response and planning the allocation of resources with relevant government ministries and agencies, REOC and JFC;
- Following up and managing the allocation of central resources;
- Collection, evaluation and dissemination of information regarding incident response and the status of resources and
- Drafting and distributing of warnings and operational orders in coordination with other elements of MIA OC.

Moreover, OCEMA resolves conflicts of central support with resources and other implementation issues submitted by the JFC. Those issues which cannot be solved by OCEMA are directed to IGIM.

4.3.12 Regional Cooperation

Some incidents of the national nature can e managed mainly by using regional resources with monitoring of the central level. In large scale and sensitive situation, JFC coordinates directly with OC of MIA and IGIM at the central level. In these situations, regional organizational elements remain in supporting role.

REOC is sustainable service that operates alongside AEM/MIA that is engaged to coordinate regional response efforts, implement central priorities and implement central

programme for local support until JFC is established in the field or until ME can take coordinating responsibility from NRP. REOC maintains communication with AEM/MIA and ROC of affected location, coordinates deployment of Advanced Element of Emergency Response Team in the field, assesses damage information, compiles situations report and issues initial mission assignments.

Regional Coordinator of AEM engages REOC bases on required response level. REOC is managed by an Chief of REOC and engages AEM/MIA staff and representatives of regional JFC's.

4.3.13 Joint Field Centre

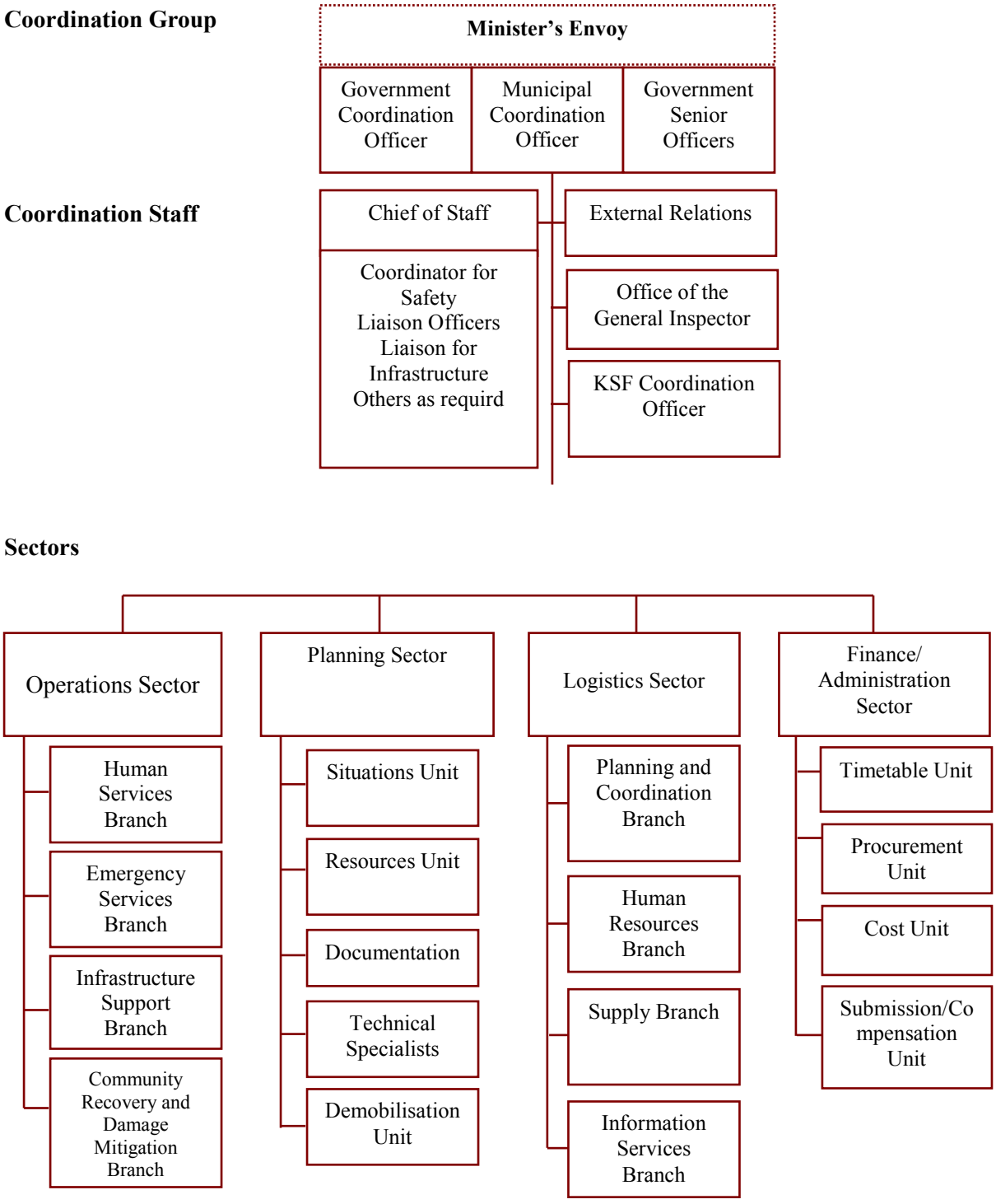
Joint Field Centre is multi-institutional coordination centre established at local level. Provides central role in coordinating central, regional and local mechanisms, non-governmental and private sector with primary responsibility for response to threats and incident support. JFC enables effective and efficient coordination of the central actions related to prevention, response and recovery from the incident.

JFC uses flexible structure of EMIS in the context of pre and post emergency activities. JFC organization is adaptable to width and complexity of the given situation and incorporates EMIS principles regarding the bow of control and organizational structure: management, operation, planning, logistics and finance / administration. Although JFC uses the structure of ICS, it does not manage operations at the site scene. On the contrary, it focuses on providing support for efforts at the scene and extensive development of support operations that may extend beyond the incident.

Based in EMIS, JFC also may incorporate the sixth element focused on intelligence and information. Element may be included as position of Coordination Staff, as a unit in Planning Sector, as Operational Sector branch or as special General Sector. Setting the function of intelligence is determined by the Coordination Group of JFC, based on the role the intelligence plays in the incident and / or volume of classified information or highly sensitive. Personnel from ministries and government agencies, other legal entities and the private sector, and nongovernmental organizations provide staffing for JFC, mainly through their respective ESF.

In the events when ordering abreast is not practical, government agencies are virtually linked with JFC and appoint liaisons in JFC to facilitate coordination of the central management of the incident and assistance efforts. State, regional and local bodies, private and non-governmental sector are encouraged to appoint liaisons at JFC to facilitate interaction, communication and coordination.

Figure 4. Example of JFC organization during natural disasters



4.3.14 Organizational Components of JFC

COORDINATION GROUP

Based on EMIS principle 'Joint Command', JFC activities are administered by JFC Coordination Group that can include ME, CCO/CRC and CSO with main legal responsibilities or operational authority for incident.

COORDINATION STAFF

JFC Coordination Staff also include limited number of regional and local representatives, as well as representatives of NGO's and private sector. JFC coordination staff operates as a multi-institutional coordination entity and works jointly in setting priorities (for specific or diverse incidents) and distribution of relevant resources, resolving agency policy issues and provides strategic guidance to support the activities of central management of incidents.

Mainly, NE in consultation with CCO and other governmental officials determines composition of JFC Coordination Group. Exact JFC composition depends on the nature and size of the incident and mainly involves staff outlined in the following sub-sections.

JFC Coordinating Group's provides strategic guidance and resolution of any dispute about priorities in allocation of central crtitical resources. If no settlement is reached on policy issues among members of the JFC Coordination Group, the issue can be raised to IGIM or through the relevant chain of command for consideration by higher authority. Unsolved issues can be addressed to OCAEM, then to IGIM is further discussion is required.

MINISTER'S ENVOY

ME is appointed personally by the Minister of Internal Affairs (in position of Government Coordinator), to facilitate the central support structure for the Joint Command of ICS established and to coordinate central activities of incident management and support along the spectrum of prevention, preparedness, response and recovery. ME ensures that efforts for incident management are raised to maximum through a effective and efficient coordination. ME acts as the main point of contact and situation information in the local level for the Minister. The Minister does not limit to only MIA officials when selecting ME.

ME does not manage or change the incident command structure established in incident nor has managing authority on CCO or other government officials. Other central officials for incident management maintain their authority as defined by laws and regulation.

RESPONSIBILITIES OF M.E.

The role and specific responsibilities of the M.E. include the following:

- Represent the Minister of Internal Affairs as the leading official of the central level;
- Ensure coordination of all central activities in incident management of allocation of resources;

- Provide easy integration of the central activities in support of and in coordination with local requirements;
- Ensure strategiv guidelines for central entities;
- Facilititate inter-institutional conflict resolution as required;
- Serve as main point of contact (not exclusive) for central mediation with selected/nominated local senior officials, media and private sector;
- Provide prompt information for the Minister of Internal Affairs through OCMIA and IGIM, as required;
- Coordinate needs for response resources through multiple incidents as necessary, or as order by the Minister of Internal Affairs;
- Appropriate central strategic coordination of local level to ensure consistency of inter-institutional communication with the public; and
- Ensure adequate relationbetween JFC and OCMIA, local and regional EOC, non-governmental EOC and relevant elements of the private sector.

GOVERNMENT COORDINATION OFFICIAL

Government Coordination Official (GCO), manages and coordinates central support activities with resources on disasters and emergencies. GCO supports Joint Command and/or Regional Command. GCO works closely with ME and other GSO.

GCO RESPONSIBILITIES

Role and responsibilities of GCO include as following:

- Develop an initial assessment of types of required assistance as most urgent;
- Coordinate prompt delivery of central assistance to authorities of areas affected such as regional, local and to victims of disaster;
- Support of ME, when appointed;
- Works in partnership with MCO (oppointed by the Municipal Mayor for monitoring operations for the municipality).

CENTRAL RESOURCES COORDINATOR

In situations where the ministry or government agency operating under the personal authority has requested assistance from the Minister of Internal Affairs to gain support from other central ministries and agencies, MIA appoints an CRC. In those situaation CRC coordinates assistance through intrer-institutional agreements and MoU's.

CRC is responsible for coordination of prompt delivery of resources to requesting agencies.

LOCAL AND REGIONAL OFFICIAL/S

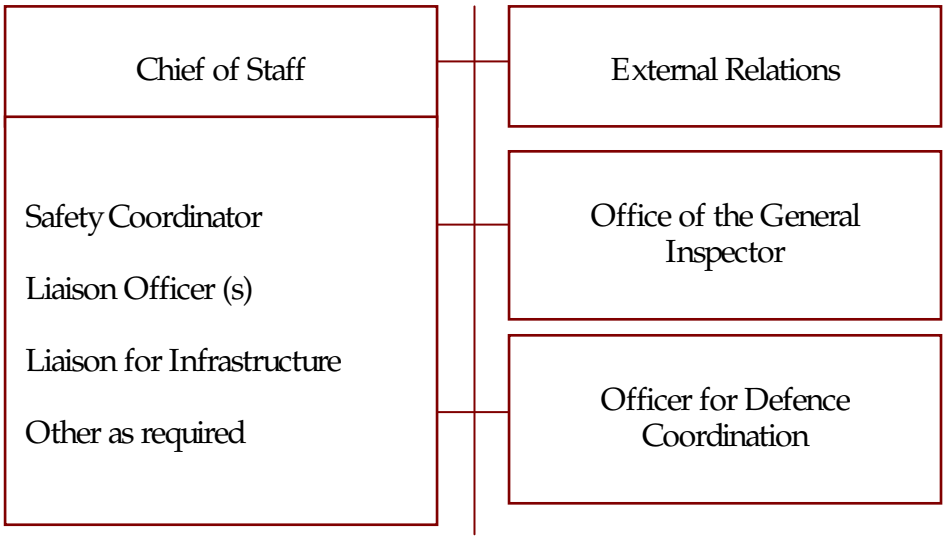
JFC Coordination Group includes also representatives from municipalities such as MCO that serves as counterpart of CCO and manages municipal's programmes and activities in incident management. JFC Coordination Group may also include local and regional representatives with primary statutory authority for incident management.

GOVERNMENT SENIOR OFFICERS

JFC Coordination Group may also include officials that represent other ministries and agencies with primary legal authority for certain aspects of emergency management. GSO use authority, experience and existing capabilities to support in incident management by working in coordination with MC, GCO and other members of the JFC Coordination Group.

JFC COORDINATION STAFF

In compliance with EMIS, the structure of JFC normally includes Coordination Staff. JFC Coordination Group, determines the number of the staff in relation to the type and size of the incident.



CHIEF OF STAFF AND SUPPORT STAFF

JFC Coordination Staff may include Chief of Staff and representatives that offer specialied assistance, which can cover assistance in the following areas: safety, legal advize, equal rights, liaison with infrastructure and other liaisons.

Safety Coordinator has the following functions:

- ✓ To ensure that Chief of Staff and GCO receive coordinated consistent, accurate and latest with regards to security, helth and technical assistance;
- ✓ To support the Safety Officer (s) in IPC by coordinating safety and health of the workers and offering technical assistance as necessary, and
- ✓ To ensure safety of staff in JFC.

- **Officer for Legal Affairs** serves as principle legal advisor to the JFC Coordination Group can also work with each chief of sector in supporting pragmatic issues, logistics and personnel as necessary.

- **Officer for Equal Rights** serves to support the process without discrimination and equal access to programmes and benefits from recovery.

- **Officer for Safety** is responsible for safety of JFC personnel and ensure safety in JFC facilities.

- **Liaisons** serve as contact point for support and coordination activities with agencies and various groups and are appointed as necessary.

- **Liaisons for Insfrastructure**, serve as key advisors to JFC Coordination Group related to incidents of regional and national level and having to do with CI/KR. Liaison for insfrastructure:

- Acts as liaison for CI/KR among national and regional level, private sector and JFC activities;
- Coordinates issues of CI/KR and EMF between JFC Coordination Group and representatives of CI/KR Koordinon çështjet e IK/RK-së dhe FME-ve midis Grupit Koordinues të QBF-së dhe përfaqësuesve të IK/RK-së placed in IMIG and OCMIA; and
- Communicates information to representatives of CI/KR in IMIG and OCMIA.

OFFICER FOR EXTERNAL INCIDENT RELATIONS (OEIR)

Officer for External Incident Relations offers support in managing JFC in all functions including communication with audience outboard incident. External relations include public relations, community relations, relations with the Parliament, local coordination, regional relations and international relations, when necessary. Resources for various functions of External Relations are coordinated through ESF 15.

OEIR is also responsible for overseeing operations of the Central Joint Information Center (JIC) established to support JFC's. The description of JIC is as following:

- JIC is a physical location where professionals of public relations of organizations work together on incident management activities, to provide critical emergency information, crisis communication and support public relations activities. JIC serves as central point for coordination and information dissemination to public and media regarding the prevention, preparedness, response and recovery. JIC can be established in a site scene in coordination with local agencies depending on incident requirements. In most cases, JIC is established in, or is virtually connected to JFC and is coordinated by local and central Public Information Officers. In most Incidents of National Nature, the central manager would be the MIA Public Relation Officer that works with other central, regional and local personnel, NGO's and private sector in the field of public relations. JIC of JFC works in close coordination with other JIC for integrating in Joint Information

System (JIS) by ensuring sustainable, coordinated and consistent information to an incident.

- JIC develops, coordinates and distributes unified publications for press release. Press releases are edited by JFC Coordination Group in order to ensure consistent messages, avoid the publication of conflicting information and prevent negative effects on operations. This formal approval process for press releases ensures protection of sensitive information of law enforcement.

- ME is supported by a Chief dedicated for Public Relations that works as Press Secretary, coordination media activities, ensures strategic communication guidelines for JIC and acts as appointed spokesperson when ordered by the ME and/or MIA Public Relations.

- Following elements should be represented in JIC:
  a. AEM Public Relations Officer and the staff;
  b. KP Public Relations Officer and the staff; (when activated to support terrorist incident management)
  c. Public Relations Officers of other agencies as necessary, and
  d. Local Public Relations Officers and NGO's.

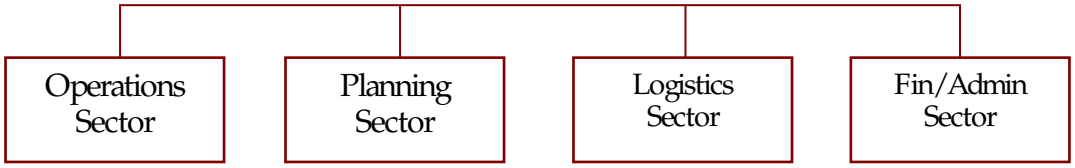
KSF COORDINATION OFFICER

If appointed by the MKSF, SFCO serves as a lone point of contact for MKSF at the JFC. With some exeptions, requests for KSF support adopted in JFC are coordinated and processed through SFCO. SFCO may have coordination element of KSF (CESF) composing of staff and liaison officer of security force with the aim of facilitation coordination and support for ESF activated. Special responsibilities of SFCO (issues of adaptiation as per situation) include processing of requests for support by security force, deployment of missions assigned to the respective structures of the KSF and appointment of liaisons for activated ESF, as necessary.

Sectors of JFC

JFC is organized in four sectors: Operations Sector, Planning Sector, Logistics Sector and Finance/ Administration Sector.

Sectors of JFC

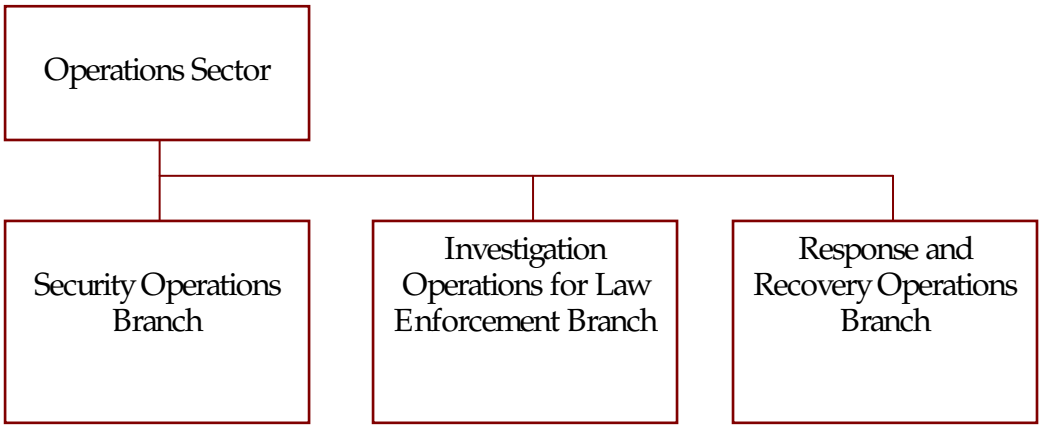


OPERATIONS SECTOR

Operations Sector coordinates operations support of efforts for incident management at the site scene. Additional branches may be added or removed, depending on the nature of the incident. Operations Sector is also responsible for coordination with other central post-commands that may be established to support incident management activities.

For terrorist incident, Operations Sector includes the Investigation Operations foe Law Enforcement Branch and Response and Recovery Branch. For NSSI, third branch, Security Opertions Branch may be added to coordinate efforts of defense and security.

Operations Sector Branches



In these situations, Chief of Operations Sector is appointed by mutual agreement of JFC Coordination Group, based on agencies involved with the highest jurisdiction and statutory authority for actual incident priorities. The Agency that provides the Chief of Operations Sector may replace the representation in relations to change of incident priority.

- **Investigation Operations of Law Enforcement Branch (JOC):** is established to manage and coordinate investigation activities on law enforcement and those criminal connected to the incident.

- The focus of JOC is on prevention of criminal acts, as well as intelligence information gathering, investigation and proceeding of criminal acts. This focus includes management of unique tactical issues related to crisis situations (as: hostage situations or terrorist threats).

  When this branch is involved as part of JOC, it is responsible foe coordination of intelligence and information functions (as described by EMIS), that includes security in the operational aspect of gathering information, analyzing and dissemination of all intelligence information connected to the incident.Therefore, the Intelligence Unit within the JOC Branch, serves as inter-institutional fusive center for all intelligence information related to the incident. All gathered intelligence information in the site scene and through investigation are brought to the Intelligence Unit. Furthemore, intelligence information gathered through the Intelligence Community that might directly be linked with the incident are submitted to the Intelligence Unit. The Intelligence Unit collects these intelligence information, analyses as necessary and disseminates adequately to members of JOC (Annex: Law Enforcement and Intelligence for Terrorist Incidents).

- **Response and Recovery Operations Branch:** Response and Recovery Operations Branch coordinates demands and distribution of aid and central support by various special teams. This branch consists of four groups: Emergency Services, Human Services, Infrastructure Support and Community support for recovery and mitigating risks.

- **Safety Operations Branch:** Safety Operations Branch coordinates protection and safety efforts in site scene.

PLANNING SECTOR

The function of the Planning Sector includes collection, evaluation, dissemination and use of information about threats or incidents and the state of central resources. Planning Sector is responsible for preparing and documenting of central supporting actions and developing strategic plans, contigents and long-term plans related to plans and incidents as necessary. Planning sector provides for JFC Coordination Group actual information to ensure introduction to situation, determining side effects, identification of national implications and determine specific areas of interest that require long term attention. Planning Sector consists of the following units: Situations, Resources, Documentation, Technical Specialists and Demobilization. Planning Sector may also include an Intelligence and Information Unit (if not placed elsewhere) and one representative of OCMIA that will support in drafting reports for OCMIA and IGIM

LOGISTICS SECTOR

This sector coordinates logistical support that includes control and accountability for central resources and facilities, ordering of resources, sharing of equipment, supplies and services for JFC and other field locations, spatial locations, placing, space management, building services and general operations of public services, transportation coordination and management of car parks, services of informaion technology systems such as management of post services and Customs assistance. Logistics sector may include Planning and Coordination, Resources Management, Supply and Information Services Branches.

FINANCE/ADMINISTRATION SECTOR

Finance/Administration Sector is responsible for financial management, monitoring and tracking of central costs regarding the incident and the functioning of the JFC. The position of Head of Finance/Administration will be held by a senior who serves as the central senior financial advisor for the team leader (JFC) and represents chief financial officers of coordination agencies. Annex on Financial Management Support provides guidelines to ensure that funds are to be provided quickly and that financial operations are carried out in accordance with laws, regulations and standards in force.

OTHER INCIDENT SERVICES

Regional and local EOC represent the physical location where normally coordination of information and resources is done in support to activities related to incident management. EOC is usually organized by major functional disciplines (such as firefighting, law enforcement, medical services, etc) by authority (such as state, region, locality and so on), or by combination of both. Regional and local EOC's support the implementation of inter-regional and inter-municipal agreements for mutual assistance for supporting operations at the site scene. During the incidents of the national importance, JFC works in coordination with regional and local EOC's in order to support incident management efforts.

INCIDENT POST-COMMAND

Tactical level of organization on the scene of incident for command and incident management is placed at IPC. Normally it is composed of officials appointed to manage the incident and central agencies responsives, regional branches and local services and the private sector and nongovernmental organizations. When many command authorities are involved, IPC may be managed by Joint Command composed of officials who have legal authority or functional responsibility for the incident. Joint Command ensures direct control at the site scene for tactical operations and supports ICS of EMIS where Operations, Planning, Logistics and Admin/Finance Sectors are included. IPC is usually place at the place of incident or nearby. Location is chosen by the agency that has primary legal authority for incident management at this level. In general, for each incident an IPC is established. Depending on number and locations of incident, there are also IPC's managed by a single Regional Command.

REGIONAL COMMAND/JOINT REGIONAL COMMAND

Regional Command is established for overseeing multiple incident management that are managed by separate structures of ICS or to oversee the management of large scale and

more complex incidents that have involved multiple teams of incident management. Regional command has responsibility for setting general strategies and priorities, allocation of critical resources in compliance with priorities, to ensure that incidents are managed appropriately, to ensure that objectives are achieved and to ensure that the strategy is pursued. Regional command is converted into joint regional command when incidents are multi-jurisdictional.

DISASTER RECOVERY CENTRE (DRC)
When established in coordination with local and regional authorities, DRC is a satellite component of JFC and esures main location where people hit by disaster can be notified with information regarding the assistance programmes for recovery from disasters by different central, regional and local organizations, private sector and volunteer organizations.

TEMPORARY OPERATIONS LOCATION (TOL)
TOL is e temporary field location used by the EMA in the early phases of an incident when the team is not anble to operate in REOC due to space constraints or other reasons and when the JFC is not yet established. An TOL, in general is located in or nearby REOC or near the incident location. In the functions performed in TOL are included as interaction with regional representatives and key agencies FME's, collection and evaluation of information and initiation of assistance programs.

EMERGENCY RESPONSE TEAM
ERT is key inter-sectoal group that fills JFC with personnel.ERT consists of EMA/MIA and ESF personnel. ERT includes an advanced element so-called ERT-A that conducts assessments and initiates coordination with local level and initial deployment of central resources. Each EMA region maintains an ERT ready for deployment in response to threats or actual incidents.

ERT provides JFC with personnel and ensures that central resources are at disposal in fulfilling its central management requests and those of local level identified by the MCO. The scale and composition of the ERT is variable depending on the scope and size of the incident.

Usually, the organizational structure of ERT includes JFC Coordination Group, JFC Coordination Staff and four sectors of JFC (Operations, Planning, Logistics, and Finance/Administration).

ERT-A is deployed during the early phases of the incident. Is managed by an manager from EMA and is comprised by programme and support staff and representatives of selected ESF agencies. One part of ERT-A is deployed in REOC or other locations to work directly with municipalities in gathering information regarding the effect of incident and to identify municipal specific requests for central assistance in incident management..

ERT-A consults and coordinates with central, regional and local entities to determine the location of JFC and center for mobilization. ERT-A develops initial analyze on situation

stage including changes in topography caused by the incident, the effects on physical and social environment, and documentation of losses avoided by prevention precautions that willto serve as the foundation for support strategies of the state.

CENTRAL PRO-ACTIVE REACTION AGAINST DISASTROUS EVENTS

NRP establishes policies, procedures and mechanisms for pro-active reaction against disastrous incidents. A disastrous event is every natural incident and those caused by human factor, including terrorism resulting with injuries, harm or extraordinary high levels of disorder that have bad influence on populace, infrastructure, economy, environment, national morale and/or government functions. A disastrous event can result in longer periods of time, often immediately overrunning the usual available resources disposable to regional and local authorities and private sector in struck zone and apparently disorganizes government functions and emergency services up to the level of threatening the national security. All disastrous events are National Character Incidents.

CENTRAL PRO-ACTIVE PROTOCOL IMPLEMENTATION

Protocols for pro-active government reaponse will mostly be implemented in disastrous cases that include nuclear, chemical, biological, radiological and mass destruction weapons or high scale earthquakes or other natural and technological disaster in or near the populated areas.

GUIDING PRINCIPLES FOR PRO-ACTIVE CENTRAL REACTION

Guiding principles for central pro-active response include:

- Primary mission is lifesaving, critical infrastructure protections, properties and environment, event control and national security protection.
- Standard procedure associated with requests for assistance can be speeded or (under extraordinary conditions) suspended in case of any disastrous level event.
- Central response resources identified will be dislocated and start the necessary actions needed for life saving activities.
- There will be a full notification and coordination with regions and municipalities, but the coordinating process should not be late or halt the rapid dislocation and use of critical resources.
- Regions are encouraged to notify and coordinate will local powers for a central protective response.
- Regions and local powers are encouraged to have common plans with central government as part of readiness ‘‘regular situation’’ for disastrous incidents.

THE IMPLEMENTING MECHANISMS FOR A CENTRAL PRO-ACTIVE RESPONSE AGAINST DISASTROUS INCIDENT.

NRP appendix on Disastrous Incidents addresses the procedures and resources implications of catastrophic events for ensuring a fast and efficient division of tools and resources, including special teams, equipment and furniture’s that ensures supporting capabilities for life saving and incident control. These tools can be specialized or somewhat specialized that in most of localities they are not in disposition or not enough. Procedures in order Annex of Catastrophic Incidents are based on the following:

- Pre-determination of means and central capacities;
- Strategic location of pre-determined means for rapid dislocation and

- The usage of duties and responsibilities determined in the law for Protection from Natural Disasters and Other Disasters, or individual authorizations of agencies for fastening the dislocation in case of notification of Ministry of Internal Affairs (in accordance with given procedures from NRP Annex for Disastrous Incidents) about a certain catastrophic event.

Agencies responsible for these means will keep informed the Ministry of Internal Affairs through its Operating Center about their continuous conditions and their location until the Joint Field Center is created. At the time of arrival in the place of event, central authorities will coordinate with joint Command and Joint Field Center when created. The demobilization processes, including the full coordination with the Coordination Group from the Joint Field Center, are initiated even when the mission was not completed or when the size of the event does not dictate further usage of a certain asset.

5.0 Incident Management Action

5.1 Actions

This section describes actions for incident management starting from the initial notification about the threat following the first coordinating activities about the evaluating and disruption of the threat, following the preliminary activation of the structures of the Emergency Support Function, until the dislocation of the central resources in support of the response and recuperation operations from the incident. These actions do not have to happen following the right order; most of them can be done at once during the reaction to threats or individual and multi-type incidents.

The figure X describes initial actions of the incident management. In cases of prediction of any inevitable National Nature Incident or already happened incident, the inner preliminary evaluation and coordination usually get together. In this case MIA speeds up its multifunctional central coordinating activities to include the following: information exchange, inner courses of action development alarm and dislocate the resources, operational coordination and other contributions depending on the need, in conference and coordination with other central ministries and agencies and struck jurisdictions.

5.2 Notification and Evaluation

Central, regional, local, private sector and non-governmental organizations report threats, actual and possible incidents using specified lines and channels of communication. The Operating Centre of MIA(Operating Centre of Ministry of Internal Affairs) accepts information about the threats and operations concerning incidents and possible incidents and does an initial determination for the coordinating activities for a central exchange of information and incident management.

5.3 The Obligation to Report

The central, regional, local, private sector, and NGO's Emergency Operating Centers are obliged or encouraged to report the information of the incident to the Operating Center of the MIA, which will report the same information to the Situation Center of the Kosovo Security Council. In most of the cases, information about the incident are reported using the existing mechanisms of the regional or central operating centers, which will report them to the OC/ MIA.

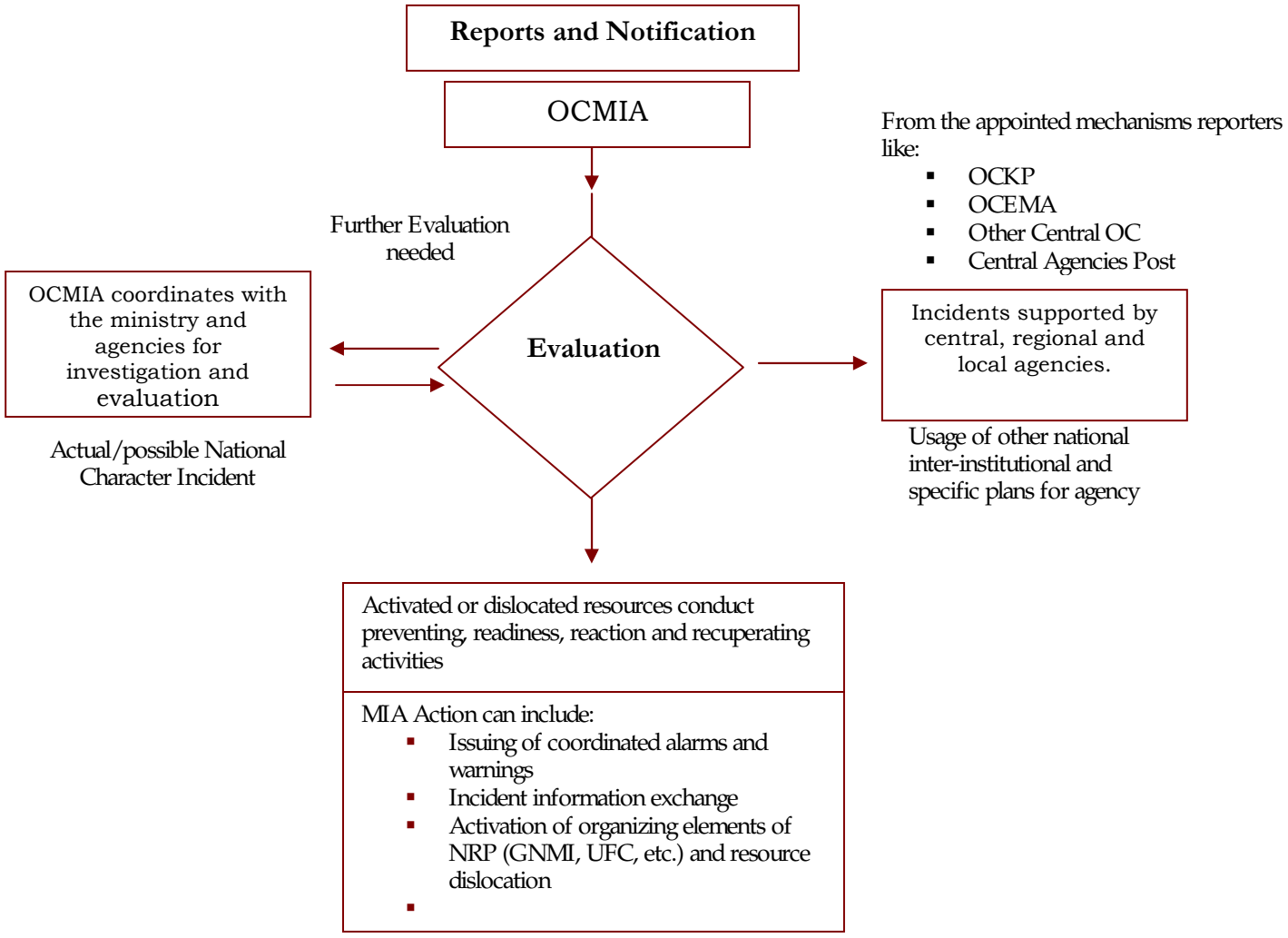
- **Ministries and Central Agencies:** It is required from ministries and central agencies to report the information regarding the actual or possible incidents of National Character to the OC/MIA.
  This information can include:
  I. Ministry or central agency emergency response plan implementation
  II. Preventive, response or recuperation actions from a National Character Incident for whom the ministry or central agency has the main responsibility according to the law or the existing directive.
  III. The submittal of the requests for help or acceptation of the requests from any ministry or any other central agency in context of a NCHI.
  IV. Acceptation of requests for help from a local power: NGO's, private sector in context of NCHI and
  V. Suspicious activities or threats related to the possible terrorist activities (normally always through official channels)

- **Central Regional Structures:** Central regional structures and emergency management structures use the existing mechanisms of reporting and are encouraged to report the information regarding actual or possible incidents with National Character at the OC/ MIA, using procedures decided by MIA. This information includes:
  I. Implementation of a plan or action of incident management for preventing, responding or recuperating from a NCHI
  II. Notification about the emergency state annunciation from a local authority.
  III. Activation of regional reciprocal help agreements in response to incidents that result in emergency state declaration or those that seek central help.

- **Local Governments:** Local governments communicate Information about the NCHI through mechanisms appointed in OC/ MIA in coordination with official regional structures Emergency Operating Centers.

- **Private sector/Nongovernmental Organizations:** Private sector and nongovernmental organizations are encouraged to communicate information about actual or possible NCHI in OC/ MIA through existing mechanisms of a legal reporting, also through organizations for information exchange and analysis.

Fig.5. Initial flow of action of central incident management level



5.4 Warning and Bulletin Distribution

Observations, warnings and other emergent bulletins are distributed by different agencies based on their mission and authority. For example, national meteorological institution gives notifications about the weather in order to warn the citizens about the possible bad weather and storms.

OC/MIA coordinates with KPOC, Ministry for Health and other similar programs for analysis and warnings about the dangers dealing with terrorism and spreads advising bulletins dealing threats for the national security. OC/MIA fulfils this duty in accordance with its stable function of monitoring, evaluating, researching and reporting of threats. Operating Centre of Emergency Management Agency (OCEMA) in coordination with OC/MIA helps the distribution of warnings, alarms and bulletins to the emergency management community using different communication systems.

5.5 Increasing Threats Identified on Central Level

The continuous intelligence sharing on central level can end up in discovering a possible terrorist threat of a specific and trusted nature or any other disaster.
Other from terrain reported incidents, this process results in initiating initial actions of emergency management on central level bureau and generates 'Up-Down' reaction for discovering, preventing or responding against a terrorist threat.
OC/MIA, Kosovo Police Operating Centre (KPOC), and Directory for Intelligence and Analyze of KP (DIA) coordinate information related with threats from natural type disasters, technological, and terrorist acts.
When DIA determines that there is a trusted threat through KPOC, notifies and coordinates with OCMIA, which immediately notifies Situation Center of the Kosovo Security Council (SCKSC) if not informed yet. OCMIA then notifies the MIA, which can decide whether to activate one or all elements of NRP, also the initiation of coordination of inter institutional policies and operating courses of action. The Minister (as a governmental coordinator), can also decide to activate or prepare for dislocation different special teams for conducting prevention, readiness, response and recovery activities.

5.6 Activation

This section explains early phase efforts for activation and dislocation of organizing elements of NRP and central resources, including special teams, emergency services and other response resources.
For actual or possible National Character incident, OCMIA reports the situation to the Minister of Internal Affairs and his staff, following the Ministers Instruction, which then decides the need for activation of NRP components to conduct further evaluation of the situation, initiation of inter institutional coordination, information exchange with struck jurisdictions and private sector, and/or initiating the resource dislocation. At the same time, the Minister, also determines if a certain event fulfils the conditions to be classified as a National Character Incident (NCHI).
When the Minister after consulting with a government Cabinet announces one NCHI, other ministries and agencies are notified by OCMIA and can be called to fulfill the Inter Institutional Group for Incident Management and Operating Center of the Agency for Emergency Management. The struck municipalities are also notified from OCMIA using certain security operating protocols. At conditions before the incident, that kind of notification is done in a discrete form, based on the need to know, in order to keep an operational security and the secret of certain investigating operations and rule of law.

The following section explains the organizing elements of NRP, which can activate and conduct their initial actions.

5.7 Headquarters Organizing Elements

The organizing elements of the HQ include as following:

Element	Description
Inter Institutional Group for Incident	When activated for an initial meeting IGIM can assemble on MIA HQ. IGIM member are on line to be called every time during the

Management	alarm period or during an incident 24/7 based on the given situation. IGIM can appoint a liaison official for OC MIA and/or other Emergency Operating Centres based on the need and can create communication with Headquarters Offices from Emergency Management.
Operating Centre of the Agency for Emergency Management	OCAEM starts the inter institutional operations while coordinating the initial activation, special unit dislocation, initiation and mission monitoring or other inter institutional or regional emergency operating centres (REOC) are activated based on situational needs. OCAEM through OC of MIA informs primary agencies for activation. Primary agencies can notify supporting agencies if needed.
Central Operating Centres	Ministries and other central agencies can activate their Emergency Operating Centres to ensure coordination and guides for their central offices and regional reacting elements. COC keep continuous contact and coordination with OC of MIA and Situational Centre from Kosovo Security Council (SCKSK).
Kosovo Police Operating Centres	When determined that a terrorist threat is real or any terrorist act already happened, Headquarters Office from KP initiates connection with other central agencies for activating their operating centres and ensuring a liaison officer for KPOC. KP official in terrain puts primary priorities based on the specific threat surroundings. This information is then sending to the KP Headquarters Offices in order to determine and dislocate the needed resources. KPOC will notify the OC of MIA immediately after ensuring that there is a certain connection between the threat and incident with terrorism.
The Minister's Envoy	The Minister ensures a formal notification for the minister delegate nomination for the struck municipalities and other ministries and central agencies. OC of MIA notifies SCKSK and other central and regional EOC for the nominated delegate. Regional Emergency Operating Centre should share this information with regional and local structure, as well as with other OC.

5.8 Regional Elements

Regional resources can be activated for monitoring and evaluating needs for central incident management support. Emergency Management Agency's Regional Coordinators will dislocate liaison officer to the local Emergency Operating Centres for technical assistance and advices about the process of declaring an emergency state according to the law and for available central help in disposition and also activate fully or partially included regional emergency operating centres, based on the need, regional representatives of other central ministries and agencies.

Logistical sector of Regional Emergency OC and Emergency Management Agency OC helps installing the Joint Field Centre (JFC) and mobilisation centres. Regional Emergency OC coordinates central help for municipality's requests until these functions can be taken over by JFC.
Centre for Joint Information can be developed, in order to have a central place to coordinate the public information.

5.9 Field Elements

Field elements include as following:

Element	Description
Emergency Response Team	Emergency Management Agency initially dislocates Emergency Response Team-Advancing Element including personnel for evaluating urgent needs and proper Emergency Support Function representatives in the regional operating environment, and incidents for evaluating for the struck effect of the situation, gather information about the damage, group the requests for immediate central help and pre arrangement of the central field operating environment. When regional resources overrun or when an event shows considerable possible consequences, Headquarters Office of MIA can dislocate one central team for initial reaction coordination. Central Coordinating Official/Central Resources Coordinator leads the inter institutional ERT. ERT works with the struck municipality and coordinates central help from JFC. ERT can develop a Temporary Operating Environment that can serve as a liaison environment until the JFC is developed. Central Agencies and certain entities ensure resources to support the incident management support based on the mission given by MIA or other authorities.
Other Central Teams	Based on the nature of the incident other special teams can be dislocated in coordination with other ministries and agencies. NRP appendixes include detailed information about special teams and resources.

First Response	**Central**	Some central agencies have responsibility and legal authority to directly dislocate first in case of notification of any incident or any possible incident. These responses can arrive at the scene before evaluation whether an accident is a national type incident, but if declared so, they will engage in accordance with the protocols decided in NRP.

5.10 The Requests for Assistance of Ministry of Internal Affairs (MIA)

Requests for assistance of MIA can come from Municipalities Presidents which seek help according to the Law on Natural Disasters and other Disasters or central agencies for governmental supporting needs.

- Central Support for Municipalities: Based on the guidelines of the Law on Natural Disasters and other Disasters, EMA of MIA elaborates the requests from the municipalities' presidents for emergency state annunciation. The municipalities presidents, submit these requests to EMA/MIA counting the damage and the type of central help needed. After that, EMA/MIA the President's request jointly with the proposed course of action (through the MIA) sends it to the Government for further proceeding

Parallel with emergency state declaration and an official nomination in Central Coordination Official, EMA/MIA, decides the type of help that should be disposable and chosen structures for their submittal. In cases of catastrophic events the nomination process can be fastened.

- **Inter Governmental Support:** for some incidents not declared as an emergency state, and where a central entity intervened under its authority, that entity can seek an additional help from other central agencies and ministries. In those cases, the ministry or agency should seek coordination with MIA in order to get a certain help.

  Central Agencies participating in NRP will seek help and ensure inter governmental support, executing agreements without inner or outer governmental paying in accordance with laws on force. Central agencies that ensure a reciprocal help can ask for disbursement from asking agency for the acceptable expenditures. (Appendix 3 Annex for Financial Management Support-Understanding Agreement: Reciprocal Help for National Character Incidents).

MIA will use Emergency Support Function as a tool for support coordination asked from other agencies. When such help from MIA is ensured, incident becomes a National Character and MIA coordinates central resources according to the authorizations provided by Decision Nr. 1231. In these situations, MIA appoints a Central Resource Coordinator in order to coordinate the resource management.

The Requests for help are sent to the Secretary General of MIA for elaboration and consideration for approval by the Minister. With the request approval, the Minister issues an Operational Order for OC/MIA. OC/MIA through OC/EMA coordinates activation of a proper Emergency Support Function. At this time, the Minister for Internal Affairs can also choose to activate The Inter Institutional for Incident Management for the situation monitoring and recommendation of the necessary courses of action.

5.11 Pre-Incident Actions

"Actions undertaken to avoid an incident or to intervene for the purpose of stopping it. Prevention includes actions undertaken for life protection and other material goods."
In the international level OC/MIA helps the activities of interagency exchange of information to enable the evaluation, prevention or resolution of possible incidents. Based on the instructions from KSC, MIA coordinates with respective agencies (if necessary) during the case to help resources and the authorities of the agencies to prevent an incident, also to initiate the necessary measures of preparation and alleviation to lessen the weaknesses. If it is needed, Inter Institutional Group for Incident Management can suggest the activation of supplementary organization elements of NRP to ensure the necessary resources to enable more powerful prevention activities or preparedness.
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Prevention activities related to the threatening and possible incidents include the activities of law enforcement and defence activities. Initial efforts of prevention include (but not limited to these) activities for:

- Collection, analysis, and use of intelligent information and other information;
- Development of investigations to determine the nature and source of threat;
- Implementation of countermeasures such as surveillance and counter-intelligence;
- Implementation of security operations, including vulnerability assessment, the country's security and infrastructure protection;
- Implementation of tactical operations for prevention, stoppage, isolation or disruption of an illegal activity (for cases caused by human factor);
- Implementation of the covered investigations, including an evaluation of opportunities for future incidents and
- Implementation of activities to prevent terrorists, and terrorist's weapons and associated materials entrance and movement within Kosovo.

Most of the initial actions in the threatened or endangered area are undertaken by first response and by local government authorities and include efforts to protect people and reduce property and environmental damages, as follows:

- **Safety and Public Health:** Initial safety efforts focus on actions to detect, prevent or reduce the detrimental effects on health and public safety. Such actions may include environmental analysis, the structure of dams, evacuations, emergency housing, air quality monitoring, decontamination, tracking outbreaks of infectious diseases, emergency predictions, etc. These efforts may also include education for public health, public health surveillance and testing procedures and vaccinations, preventive measures, isolation and quarantine for biological threats coordinated by the MH and regional and local officials of public health. (FME Annex 8).

- **Safety and Health of Responders:** Safety and health of responders is also a priority. Essential actions to limit their risk include the full integration of tools and expertise deployed for safety and health, risk assessment based on current data and knowledge of the situation which takes into account reactive safety and worker recovery

  Security plan of reaction operations is the key of risk reduction faced by responders. These efforts include the identification and categorization of incident's risk, implementation and monitoring of selection, use and decontamination of equipment for personal protection, detection and analysis of samples, analysis of the risk for the safety and health of workers, monitoring the safety and health and continuous development of assessment of the security plan for the country's feature. (Annex to the Safety and Health Support for workers).

- **Material goods and the Environment:** Responders can also take actions to reduce the incident to protect the public and private goods and the environment. Such actions may include filling sand bags in the reception of a flood, or forestation of sensitive environmental areas in response to potential oil leaks.

5.12 Responsive Actions

"Activities that address the rapid and direct effects of an incident. These activities include immediate actions to preserve life, material goods and the environment; fulfilment of the basic human needs and maintenance of the social, economic and political structure of the community to crack. "

When an incident occurs, the priority from prevention, preparedness and reduction of the incident passes to the activities of quick and immediate response for life preservation, material goods, the environment and social structure, economic and political community. In strengthening the initial response to an incident, some central agencies can act in Incident Post Command as first central response and participate in the structure of the Joint Command. When Joint Field Command rises, its Coordination Group decides central operational priorities. JFC provides resources to support the KB and incident management teams to conduct operations at the scene through regional and local EOC.

Depending on the scope and size of the incident OC/EMA or REOC activates the respective Emergency Support Function (if necessary) to mobilize the means and dislocation of resources to support the incident. OC/EMA or REOC helps the dislocation

and transportation of Emergency Response Teams and other teams and specialized capacities depending on the nature of the incident. Other response actions include setting JFC and other field facilities and providing support for a range of incident management, public health and other community needs.

Response actions also include immediate actions of law enforcement, fire fighting, ambulances and emergent medical services, emergent flood fighting, evacuations, emergent public information, actions taken to reduce additional damage, urban search and rescue, placement of facilities for mass care , the supply of health services, food, drinking water and other emergency necessities, cleaning debris, emergent repair of critical infrastructure, control, braking and shifting of environmental pollutants and protection of reactive health and safety.

During the response to the terrorist event, law enforcement actions to collect and preserve evidence and apprehend the perpetrators are critical. These actions occur simultaneously with response operations necessary for saving lives and protecting material goods and are closely coordinated with law enforcement efforts to help gather evidence without affecting operations of life saving.

In the context of an incident, when response activities and missions of life rescue are finished, commitment passes from response operations to those of recovery and if it is possible to those of risks reduction. The Planning Department of JFC designs demobilization plan to release the respective components.

5.13 Recovery Actions

"*The development, coordination and implementation of plans for the repair of services and the scene, and the restoration of government operations and services through individual assistance programs, of the private sector, non-governmental and public."*

Recovery involves actions needed to help individuals and communities return to the normal state, when possible. JFC is the focal point of coordination between central, regional, and local agencies and volunteer organizations to distribute aid programs.

Operating Division of JFC includes a Human Services Branch, Department of Infrastructure Support and the Branch of the Community Recovery. Branches of human resources and infrastructure support of the Operating Sector of JFC assess their recovery needs of municipalities in the wake of an incident and develop appropriate timelines for software distribution. These branches make sure that the central agencies which possess the necessary assistance of recovery to be notified of an incident and exchange relevant information for application and damages, with all agencies involved (if necessary) by ensuring that individual privacy is protected.

The above-mentioned branches work among themselves to identify assistance programs for relevant agencies to meet the needs of applicants, the synchronization of distribution of aid and where possible, encouraging the integration of measures to reduce risk. Risk reduction measures are determined in accordance with plans developed by local level and mandated by the central level. Risk analysis for risk reduction, technical assistance for

local governments, citizens and businesses and grants of aid are included in the framework of reducing the risks. Moreover, these branches work together to monitor the overall progress of recovery efforts, particularly noting deficiencies and potential problem areas of the program.

Long-term environmental recovery may include cleaning and restoration of public buildings, businesses and residences; displacement of inhabitants and preventing subsequent damage to natural resources, protection of cultural and archaeological spaces and protection of natural, cultural and historical resources from the intentional injury during other recovery operations.

Community Recovery Branch works with Human Resources Branch and Infrastructure and regional and local officials to help develop long-term recovery strategy for the stricken areas.

5.14 Demobilization

Where the presence of centralized cenral coordination is not any longer needed in the affected area, the Coordinated Group of JFC implements the demobilization plan for transfer of responsibilities and closure of JFC. After close of JFC, management and monitoring of long-term recovery programs passess at the individual agencies, regional offices/or central, as needed.

5.15 Remedial Actions

MIA formally calls for internl meeting so called “Hot Disccussions” for identification of critical issues which requires attention of cental level office, lessons learned and best practices accompanied with central reaction about Incidents of National Character. Hot disccusions typically take place in major transition points along the course of incident management operations and include regional and local participation, as needed.

5.16 After Action Report

Following an incident the Coordinated Group of JFC submits an after action report at the MIA Central Office by listing the successes, problems and key operational isues that have impact on management of incident. The report includes nessecary information and feedback from all the central, regional, local and non-govermental partners as well as private sector participants at the incident.

Each central agency involved should keep records of its activities to assist in preparing after action report. Emergency Management Institute of ISEM supports and contributes to this activity.

6.0 Management and Continuing Maintenance of the Plan

6.1 Plan Maintenance

EMA/MIA in close coordination with Ministers' Cabinet of MIA is responsible for management and maintenance of NRP. NRP will be periodically supplemented as needed in order to incorporate new guidelines, legislative and procedural changes based on lessons learned from the excercises and actual events. This section establishes procedures for internal amendments and additions to NRP.

- **Types of Changes.** Changes include addition of new material, supplements, and omitions. None of the proposed changes should be contrary to the authority or other plans.

- **Coordination and Approval.** Every ministry or agency with determined responsibilities according to NRP can propose a change in the plan. MIA is responsible for coordination of all proposed modification of NRP with primary and supporting agencies and other relevant stakeholders (as needed). MIA will coordinate the review and approval for proposed modifications through KSC (as needed).

- **Notification of Change.** After the coordination has been done, including signed final approval of language change, the MIA will issue an Official Notice of Change

  Notification will specify the date, number, subject, purpose, history and nedded actions and provides language changes in one or more pages with number and date which will replace the modified pages in NRP. When modifications are published they will be considered part of the NRP for operational purposes depending on the review and formal re-realese of the entire document. Internal changes can be modified or supplemented in the future by using the abovementioned process.

- **Distribution.** Notification of change, MIA will distribute to all participating agencies, Central Offices of MIA and regional offices of emergency management. Notification of change for other bodies will be made upon request.

- **Re-Realese of NRP.** Working towards continues improvements, MIA is responsible for full coordination of reviews and supplements of NRP every four-year, or more often if the Minister sees it necessary. Review and additions will take into account lessons learned and best practices established during the excercises and reactions to the actual events and will include new information technology. MIA will distribute the reviwed documents of NRP to KSC for review and inter-institutional competition.

6.2 Emergency Management Institute of EMIS

In accordance with EMIS, the Emergency Management Institute of EMIS is responsible of facilitating the development and adoption of standards, guidelines and protocols of national level related. EMA/MIA will consult with the Emergency Management Institute of EMIS as needed for management and maintenance of NRP.

6.3 NRP and National Preparedness

NRP provides key aspects of compliance of ministries and central agencies with aspects of national preparedness. Ministry of Internal Affairs will coordinate the efforts for assessment and continous improvement of national preparedness. Duties of preparedness related to NRP and accompanying amendments are summarized as follow:

- MIA builds the goal of preparedness for all national hazards in coordination with ministries and other central agencies and in consultation with regional structures and local goverments. The goal set up a system of assessment and reporting of national preparedness, which produces an annual report of the situation for the Prime Minister regarding the level of the readiness of the country.

- Ministries and appropriate agencies undertake actions to support the national preparedness goal, including adoption of quantifiable performance measuring unit in the field of training, planning, equipments and exercises for national preparedness. Performance measures submitted to MIA for assessment system and reporting the national preparedness.

- Prime Ministers annual report include (but is not limited to that) information for readiness of central response assets. Ministries and appropriate central agencies are obliged to maintain specialized central assets such as teams, reserves and stores at the level consistent with national preparedness goal and to make those available for response activities as defined in NRP.

- MIA builds and maintan inventory of central response capacities in coordination with ministries and other appropriate agencies, which includes performance parameters of determined capacity, timeframe within which the capacity can be brought at the incident and the preparedness of such capacity for managing the incident. The commited (appropriate agencies) of response central capacities are responsible for equipping MIA with additional information in order to ensure the coherence of inventory.

- MIA, in coordination with ministries and appropriate central agencies and in consultation with regional structures and local governments maintains a national comprehensive training program, national exercise programme and national system of information exchange for lessons learned, meeting the goal of national preparedness. These programmes and systems use EMIS, including needs to support NRP as needed.

6.4 Standards and supporting documents of NRP for other central plans

NRP is a master plan for management of incidents, provides structures and processes for coordination of incidents of management activities for natural disasters, other emergencies and terrorist acts that meets certain criteria for Incidents of National Character. NRP incorporates existing central plans of incidents management (with appropriate modifications and improvements) as its integrated components, as additional plans, or as operational supporting plans.

In paralell, ministries and central agencies should incorporate main concepts and procedures of NRP in order to work with its organisational elements, when drafting or amending incident management plans and their own emergency response plans. When an agency drafts a central inter-institutional plan which includes the events within the scope of Incidents of National Character, those plans are coordinated with MIA to ensure compliance with NRP and to be incorporated in it, either as a reference or as whole. EMA/MIA will maintain all existing central and inter-institutional plans and will provide access to these plans through web page or other appropriate means.

Plans for managing incidents and emergency response, in the width allowed by law, must include,

- Principles and terminoly of EMIS,
- Reporting Obligations of NRP,
- Coorelates of key organisational elements of NRP (such as IMIG, OCEMA, REOC, JFC, etc) and
- Procedures for transition of localized incidents to Incidents of National Character.

The wider verse of NRP's supporting documents includes contingency strategic plans and procedures, operational, tactical and specific for risk or certain incident. Strategic plans are developed by the entities of central level office based on goals, objectives and long-term priorities. Plans of operational levels merge tactical issues of the scene with the general strategic objectives. Tactical plans include special detailed actions and description of necessary resources for managing a actual or potential incident. Contigency plans are based on the particular scenario and planned predictions related to geographical area or deliberate collisions of a individual risk. The following is a short description of the documents related to NRP.

Document	Description
Emergency Management Integrated System	EMIS provides main core of doctrines, concepts, terminology and organisational process to enable effective management, efficient and collaborative of incidents in all levels.
Central Inter-institutional Plans	Central Inter-institutional plane are based either on the legal authority or in that regulative and/or particular contingency or types of incidents. These plans provide protocols for majority of incidents that are likely to be occurring at all levels of governance, wich normally can be managed without the need of coordination of MIA. These plans can be impelented independently or in parallel with NRP. When NRP is activated, these inter-institutional plans are incorporated in it as supporting plans and/or operational. For the purposes of full incorporation in NRP, these plans here will be

	refered as NRP annexes for specific cases or mission area that form main focus of such plans.
Specific Plans of Agencies	Specific plans of agencies are created for management of risks or individual contingency in the scope of ministry or responsible agency.
Document	**Description**
Operational Annexes	Operational annexes typically are detailed plans related with incidents or particular events.
Regional Plans	Regional plans are typically operational annexes of the central plans and provide procedures and specific guidelines for appropriate region.
Local Plans	Local plans of emergency operations are created for addressing different risks.
Local plans for risk reduction	Local plans for risk reduction are drafted by local communities to provide working framework for understanding weaknesess and the degree of risk from hazards identified and to determine measures before and after the disasters in order to reduce degree of riskiness.
Private Sector Plans	Private sector plans are created by companies/private operators. Some planning efforts are mandated by law, while others are drafted to ensure consistency of their business.
Plans of voluntary and non-govermental organisations	Plans of voluntary and non-govermental organisations are plans created for support of local, regional, central emergency operations of prevention, response, and recovery. They include continued process of calculation, evaluation and preparations to ensure that authorities, organisations, resources, coordinations, and necessary operational procedures exist, in order to provide effective service delivery to victims of disasters as well as to provide integration in planning efforts in all governance levels.
International Plans	International plans between goverments and other states typically deal with natural disaster, incidents of massive injuries, pollution incidents, terrorism, or public health emergencies.
Procedures	Procedures provide operational guidelines to be used from emergency teams and other personnel involved in performinng or support of incident management operations

7.0 Appendixes

7.1 Gllosary of Key Terms

For the purpose of the Natioal Reation Plan the following terms and definitions were used:

Agency. Govermental entity with special function which provides certain type of service. At ICS agencies are define as jurisdictional (with legal responsibility for incident management) or as assisting or supporting (with responsibility to provide resources or other assistance) .

Weapon of Mass Destruction (WMD). (1) any explosive, flammable or posionous gas, bomb, grenade, rocket with propulsion filling of more than 110 grams, shell with explosive or flammable filling of more than 8 grams, mine or similar tool,(2) any weapon intended to cause death od serious bodily injuries through release, dissemination, or effects of chemical toxic substances, poisonous or their predecessor, (3) any wepan

involving sick bodies, or (4) any weapon intended to release radiation or radioactivity at the level that is dangerous for human life.

Emergency. Each occurrence for which central assistance is needed to meet the capacities and regional and local efforts to save lives, protection of assets and public health or reducing or avoiding risk of catastrophy in any part of Republic of Kosovo.

Incident Management Team (IMT) Incident commander and appropriate personnel of Command Staff and General Staff assigned for one incident.

National Response Team (NRT). NRT composed from central institutions with main environmental responsibility and of public health is a primary tool for coordination of activities of central agencies according to NCP. NRT take care for coordination of planning and central response and is head of expanded network of reaction to oil leaking and hazardous substances. MSPE serves as Head of NRT whereas EMA serves as Deputy Head of NRT.

Regional Response Teams (RRT). Counterparting teams of NRT composed of regional representatives of central agencies of NRT and representatives of every municipality within the region. RRT serve as planning and preparedness bodies before the response and provide coordination and guidance for CAS of central level during reaction operations.

Evacuation. Removal or relocation organized in phases, of civilians from areas with potential risk or dangerousness and their admission and care in the safe areas.

Emergency Support Function (ESF). Grouping of governmental capacities and certain private sector capacities into one unique organisational structure to provide support, resources, programme implementation and services that are likely to be most needed for saving life, protection of assets and environment, restauration of essential services and critical infrastructure and to help victims and communities to return to normality (when possible). ESF serves as primary mechanism of operational level to provide assistance for local governance or ministries and agencies of central level that implements mission of primary central responsibility.

Readiness/Preparedness. Effective activities of emergency management and response to incident, which starts with a number of preperatory activities performed in sequence too early before a potential incident. Preparedness involves an integrated combination of evaluation, planning, procedures and protocols, training and exercise, qualification, licensing and personnel certification, as well as certification, assessment and inspection of equipments.

Public Emergency Information. Information that is dessiminated primarily in anticipation of emergency or during it. In addition, to provide information regarding the situation, systematically, provides also guidance for actions that need to be taken from general public in case of emergeny.

Disastrous Incident. Every natural incident or caused by human factor (including terrorism), which results in extraordinary levels of mass injuries, damages or major disorders of population, infrastructure, environment, economy, national morale or governmental functions. Disastrous incident can result in long national effect for a prolonged period of time, and almost immediately exeeds resources of authorities of regional and local and those of private sector of the affected area, as well as significantly hinders governmental operations and emergency services to that extenct that could endanger the national security. All the Hasardous Incients are of National Carachter.

Critical Infrastructure. Systems and assets (physical or virtual) so vital to Republic of Kosovo so that having them not functioning or having them destructed would have the effect of weakness in the national security, economic security, public health or safety or combination of each one of them.

Incident. One occurrence or and natural event caused by human factor which requires an emergency response for life or asset protection. The incident could include major disasters, emergencies, terrorist attacks, urban and mountain fires, floods, leaks of hazardous materials, nuclear accidents, air accidents(plane crashes) earthquakes, storms, war-related disasters, public health emergencies, and other occurrence that require emergency response.

Incidents of National Character. An Actual event or potential of high striking effect which requires coordinated and effective reaction of entities of central level, regional, local, non-govermental, and of private sector in order to save lives and reduction of demages and in order to provide basis for long-term recovery activities of the community.

Infrastructure. Systems, assets, projects, and structures created by human, in private or public ownership, thare are used by public or provide services for the public. Examples of infrastructure include buildings, bridges, drinking water system, electricity systems, critical systems, communication systems, sewage systems, and roads.

Many Jurisdictional Incident. An Incident that requires response of many agencies from which each of them has jurisdiction for management of certain aspects of an incident according to ICS these incidents are managed according to Joint Command.

Minister's Envoy. Government official assigned by the Minister of Internal Affairs to act as his/her representative at the local level to oversee, coordinate and implement responsibilities of the Minister in incident management, for incidents of National Character.

Jurisdiction. Degree or sphere of authority. Public agencies have jurisdiction on an incident related to responsibility and their legal authority. Jurisdictional authority of an incident may be political or geographical (such as: town, municipality, region or state borders) or functional (such as: law enforcement, public health).

Regional Command (Joint Regional Command). A structure set up to: (1) To oversee the management of multiple incidents (2) to oversee the management of major and

multiple incidents for which some of the Incident Management Teams have been assigned. Regional Command has responsibility to set general priorities and strategies, to ensure that incidents are managed appropriately and to ensure that ovjectives and strategies are achieved. Regional Command becomes Joint Regional Command when incidents are multi-jurisdictional. Regional Command may be placed at the EOC facilities or in other similar facilities of IPC.

Civil Transportation Capacity. The set of general services, equipment, facilities and systems in private ownership.

Reliable Threat. Potential terrorist threat that based on risk assessment is reliable and is likely to include WMD.

Cybernetics. Connections with computers and their supporting systems such as: 'servers', 'routers' and 'switches' that support critical infrastructure.

Central Scene Coordinator (CSC or SC). Central official represented by MESP for coordination of responses as per NCP, or governmental official appointed for coordination and guiding actions for relocation of oils and hazardous substances according to NCP.

Central Resources Coordinator (CRC). Government coordinator appointed for management of central resource support activities. CRC is responsible for coordination of the assistance provided by the ministries and other agencies through inter-institutional agreements and agreements of understanding.

Incident Commander (IC). Responsible persons for all activities related to incident, including development of strategies and tactics as well as ordering and delivery of resources. IC has responsibility and full authority in developing operations in the incident and is responsible for managing all operations at the site scene.

Threat. An indication of violence, damage or riks.

Joint Command. A form of ICS used in cases where there are more than one agency with jurisdiction in the incident or when incidents cross political jurisdictions.

Urban Search and Rescue. Operational activities which include discovery, extraction and treatment at the scene of victims trapped in collapsed structures.

Support of Security Force for Civil Authoritites (SSFCA). Refers to MKSF's support, security forces, MKSF contracted personnel, MKSF structures and components for domestic emergencies and other law enforcement activities.

Hazardous Substances. Any substance in solid, gaseous or liquid, which with the uncontrolled flow into the environment presents imminent danger to life or health of humans and animals or cause disorder or damage to goods and adversely affect the environment. In hazardous substances are included: poisons, carcinogenic, caustic, oxides

and inflames, radioactives, infectors, flamable substances or substances that cause inflammation in contact with other substances.

Mobilization. The process and procedures used by all structures (central, regional and local) for activization, collecting and transporting all resources that are required to react to an incident or to support it.

Infrastructure Liaison. Infrastructure Liasison (appointed by MIA), serves as a principle adviser for JFC Coordination Group for all matters related to infrastructure and national critical resources of central and regional level.

Agency Representative. Appointed persons by government agency of local, regional or central level or private entity that decision taking authority has been delegated to him/her (following necessary consultations with the leadership), in the name of the participating agency in the incident management.

Joint Operation Review (JOR). Broad view of the situation which is reflected by situation reports, aerial photographs or other sources of information.

Emergency Operations Plan (EOP). A Plan "of high readiness" maintained by various jurisdictional levels for management of different potential risks.

Incident Action Plan. A written or discussed plan composed of general objectives that reflect general strategy for incident management. May include definition of tasks and operational resources. It can also include annexes that offer guidance and important information for incident management during one or more operational periods.

Incident Post-Command (IPC). Field location what basic functions of tactical command level are conducted at the scene. IPC can be placed jointly with incident base or other incident facilities and can normally be identified through visible symbols.

Prevention. Actions undertaken to avoid an incident or intervention to prevent its occurrence. Prevention included actions undertaken for protection of life and goods. Includes applying ordinary and intelligence information in extension to activities that can include countermeasures as: the content operations, increased inspections, security operations and improved oversight, investigations to determine the nature and source of threat;supervision of public and agricultural health and testing processes, immunizations, isolations or quarantines, and where appropriate, special law enforcement operations intended to prevent, capture, detention, or distortion of illegal activities and possible seizure of criminal offenders and proceeding them to justice institutions.

Public Affairs. Affairs, physical objects and services offered by governments, for public benefit and use by the same.

Strategic Plan. A plan that addresses long-term issues as effects of weather forecasts, time limited resources requests and problems as: temporary sheltering of displaced victims as a consequence of the disaster, environmental pollution and restoration of infrastructure

Disaster Recovery Centre (DRC). Space located in a centralised site, within or near the disaster area, where disaster victims (individuals, households or businesses) can apply for assistance.

Emergency Operation Centre (EOC). Physical site for coordination of information and resources in support to activities related to emergency management. EOC may be a temporary site or may be situated in a central permanent site, usually at the highest organisational level based on jurisdiction. EOC shall be organised based on main operational sectors (e.g. fire fighting, law enforcement and medical services), according to the jurisdiction (e.g. central, regional, local) or combination of above mentioned forms.

Central - Authority of Central Government of the Republic of Kosovo.

Joint Field Centre (JFC). Temporary central location situated at local situated at local level to ensure a central point for central, regional and local authorities with supervision, direction and/or supporting responsibilities for efficient coordination of protection, prevention, preparedness, response and recovery activities.

Joint Information Center (JIC). Site established for coordination of all activities related to public information. It should function as main focal point for the entire media at the incident site. Public information officials of all participating agencies should be situated at JIC.

Unified Operation Center (UOC) - Functioning as central point for the entire central investigating operation of law enforcement during the actual incident or potential terrorist cases or in case of any other criminal incident and should be managed by law enforcement CSO. UOC becomes responsible of JFC in case of activating NRP.

Local Centre – is based on the principles of good governance, transparency, efficiency and effective in provision of public services, paying attention to all citizens living in the territory of municipality. Local Governance in the Republic of Kosovo functions in one level system, where Municipality is defined as basic unit of local self-government, composed of a community of citizens in a certain territory; define by law, exercising the entire power which is deliberately not reserved for central institutions.

Mobilization Centre - Temporary site in which the incident response personnel and equipments are received and pre-positioned for deployment in a logistical base of a incident, in a gathering point or directly at the incident scene, as necessary. The mobilisation center should also provide temporary services such as: food and shelter for the response personnel awaiting for allocation of tasks, release or reallocation of tasks, and should serve as a site for carrying the mobilisation process.

National Response Centre – National Communication center for activities related to operations against oils and hazardous substances. Situated at the headquarters of MESP, receives and sends notice to the leakage of oil and hazardous substances to the relevant central Scene Coordinator.

Available resources - Specific resources for an incident, checked at the entrance, ready to be used mainly located at the gathering point.

Response – Activities which address short-term direct effects of an incident. Response includes immediate actions to save lives, protect the goods and to meet basic human needs. Response also includes implementation of emergency operational plans and mitigation activities outside the incident, intended to limit the losses of lives, personal injury, damage to goods and other adverse consequences. As dictated by the situation, response activities shall include: application of intelligence and other information to reduce the effects or consequences of an incidents; increased security operations; continuing investigation of the nature and source of threat; consecutive supervision of public health and agriculture, as well as testing processes; immunisation, isolation or quarantine; and special law enforcement operations intended for prevention, detention or disruption of illegal activities and prosecution of crime perpetrators as well as bringing them to the justice bodies.

Community Recovery - Process of assessing the effects of an incident of national character (in the context of the NRP), which provides resources, sets out and implements the course of action for restoring and revitalizing the socio-economic and physical structure of the community.

First Response - Local government and nongovernmental police, fire-fighting and emergency staff, who in the early stages of an incident are responsible for the protection and preservation of life, goods, evidences and environment, including emergency management personnel, public health, hospital care, public affairs and other personnel with experience, who provide immediate support services during the operations of prevention, response and recovery. Among the first responses may be included also the personnel of central, regional, local and nongovernmental structures.

Initial Response – Initial resources committed for an incident.

Recovery – Compilation, coordination and implementation of plans for restoration of the site and services to affected communities and restoration of government operations and services through individual assistance programs, private sector, nongovernmental and public sectors, which: identify needs and define resources; provide shelter and support the restoration, address long-term care and treatment of the affected people; implement additional measures for the recovery of communities; incorporate mitigation measures and techniques, evaluate incidents to identify lessons learned, and develop initiatives to mitigate the effects of future incidents.

Resources - The staff and the main aspects of equipment, supplies and services available or standby options to take tasks in incident operations and for which it is monitored the readiness situation. Resources are determined according to the type and may be used in operational support or surveillance capacities in an incident or in an EOC.

Hazard – Something that has the potential danger or damage, in most cases the cause of undesirable consequences.

Strategic - Strategic elements of incident management are define from the continuous, long-term and high level planning of the institutions managed by appointed officials or other senior officials. These elements include compliance of long-term aims and objectives, setting priorities, policy planning and application of performance or efficiency measures.

Command staff - In an incident management structure, command staff consists of the incident commander and special staff positions of Public Information Officer, Safety Officer, Liaison Officer and other positions as required, who report directly to the Incident Commander.

Incident Command System (ICS) - Widely used management system, designed to enable effective and efficient management of the incident by integrating a combination of services, equipment, personnel, procedures and communications operating within a common organizational structure. ICS is a basic form of management created in the standard model, with the aim of helping the managers of the incident, to identify key issues related to the incident (in most cases under emergency circumstances), without sacrificing attention any of component of the command system. ICS is used to organize the operations at the scene for the broad spectrum of emergencies from small to complexes incidents, natural and caused by human factor.

Integrated Emergency Management System (MY) - System that provides systematic, pro-active for guidance of the ministries and agencies at all levels of government, NGOs and private sector to work together and with attention focused on the prevention, protection, response, recovery and mitigation of the effects of incidents, regardless of their cause, size, location or complexity, in order to reduce the losses in lives and material goods, as well as harmful effects on the environment.

Joint Information System (SIP) – Integrating incident information and public relations into a unified structure that is intended to provide timely, consistent and coordinated information during crisis or incident operations. JIS's mission is to provide structure and system for compilation and dissemination of coordinated inter-institutional messages; development, coordination and implementation of public information plans and strategies on behalf of Incident Commander (IC); counsel IC on matters related to public relations which could have effect on response efforts, and controlling rumours and inaccurate information which would affect public confidence in emergency response efforts.

Private Sector - Organizations and entities that are not part of any governmental structure. Include profit and non profit organizations, formal and informal structures,

commerce and industry, private emergency response organizations and private voluntary organizations.

Public health - Protection, security, improvement and linkage of health and prevention of diseases among human beings, domestic and wild animals.

Cultural Heritage - Buildings and parts of buildings, annexes, parcels of land, settlements, vegetation and other natural forms created by man, cultural and historical sites (sites of immovable cultural heritage), moving sites and collections of items of cultural value to the state (movable objects of cultural heritage).

Terrorism - Any activity that: (1) includes an act that: (a) is dangerous to human life or has the potential of destruction of critical infrastructure or key resources, and (b) is a violation of the laws of the Republic of Kosovo, and (2) comes out on purpose (a) intimidating the civilian population, (b) in influencing state policies through intimidation or (c) in terms affecting the way of running the government through disorientation, killings or mass kidnappings.

Victim - Any person who is declared dead or missing, ill or injured.

Volunteer - Any person eligible to perform services by an agency which has authority to accept volunteer services, where certain volunteer performs services without promise, expectation or receipt of compensation for services rendered.

Chain of Command - The series of positions of command, control, executive or management, according to hierarchy of authority.

Initial Actions – Action undertaken from those who manage the first at the incident site.

Situation Analysis - Evaluation and interpretation of information gathered from various sources (including weather information and forecasts, computer models, the GIS data, etc...), which when communicated to emergency managers and decision makers, can ensure the basis for decision by the incident management.

Central Coordination Officer (CCO). Government official appointed to manage supporting activities of central resource CCO is responsible for coordinating the coherent distribution of resources and central assistance programs, for the affected local authorities, individual victims and private sector.

Central Senior Officer (CSO) - Person representing the central ministry or agency with primary legal responsibility of incident management. CSOs use authorizations, existing experience and capacity to help manage the incident by working in coordination with other members of the Coordination Group of JFC.

Risk Reduction - Any measure of reasonable cost that would reduce the damage to the site from an unfortunate event.

Taming of the incident - Actions taken during an incident, intended to reduce the effects or damages to the contents of the goods or the environment.

Liaison Officer - Command staff member to coordinate with representatives of cooperating agencies and sponsors.

Public Information Officer (PIO) - Command Staff member responsible for interaction with the public and media or other agencies with requests for information related to the incident.

Mitigation - Activities intended to reduce, eliminate risks to persons or goods or the effects, actual or potential consequences of an incident. Mitigation measures can be implemented in the beginning, during and after an incident. In most cases developed in relation to lessons learned from past incidents. In these measures may be included zoning and building norms. Mitigation can include efforts to educate governments, businesses and the public on measures they can take to reduce potential losses and injuries.

7.2 Annex II

List of abbreviations

EMA	Emergency Management Agency
AIPI	Analysis of Information and Protection of Infrastructure
MDW	Mass Destruction Weapons
DIA	Directorate for Intelligence and Analysis
ICB	Inter-Institutional Coordination Body
EST	Emergency Support Team
IMT	Incident Management Team
NRT	National Response Team
ERT-A	Emergency Response Team – Advanced
ERT-C	Emergency Response Team – Central
CERT	Community Emergency Response Team
RRT	Regional Response Team
ESF	Emergency Supporting Function
NDOD	Natural Disasters and Other Disasters
IGIM	Inter-Institutional Group for Incident Management
ME	Minister's Envoy
CI/KR	Critical Infrastructure/Key Resources
RISC	Regional Inter-Institutional Steering Committee
IC	Incident Commander
HMIK	Hydrometeorology Institute of Kosovo
PCC	Policy Coordination Committee
CRC	Central Resources Coordinator
KSC	Kosovo Security Council
SC	Scene Coordinator
USR	Urban Search and Rescue
SR	Search and Rescue
KRC	Kosovo Red Cross
MIA	Ministry of Internal Affairs
MEF	Ministry of Economy and Finances
MSFK	Ministry of Security Force of Kosovo
MEM	Ministry e Energy and Mining
MoJ	Ministry of Justice

MLSW	Ministry of Labour and Social Welfare
MFA	Ministry of Foreign Affairs
MTC	Ministry of Transport and Communication
MESP	Ministry of Environment and Spatial Planning
MPA	Ministry of Public Administration
MoH	Ministry of Health
MAFRD	Ministry of Agriculture and Rural Development
SFSCA	Security Force Support for Civil Authorities
POS	Permanent Operation Site
MoU	Memorandum of Understanding
SVNS	Special Event of National Security
EUKSF	Engineer Unit of the Kosovo Security Force
NGO	Nongovernmental Organisation

AVOD	Active Voluntary Organisation in Disasters
KP	Kosovo Police
SOP	Standard Operation Procedures
CRP	Contingent Regional Plan
FP	Focal Point
NRP	National Response Plan
NCP	National Contingency Plan
ARMM	Authorised Representative of the Mayor of Municipality
ENP	Exercise National Programme
ICP	Incident Command Post
DRC	Disaster Recovery Center
MC	Mobilisation Center
JFC	Joint Field Center
JIC	Joint Information Center
UOC	United Operation Center
MSFK-SITCEN	Situation Center of the Ministry of Security Force of Kosovo
KSC-SITCEN	Situation Center of the Kosovo Security Council
OCEMA	Operation Center of the Emergency Management Agency
OCMIA	Operation Center of the Ministry of Internal Affairs
OCKP	Operation Center of Kosovo Police
OCKSF	Operation Center of Kosovo Security Force
EOC	Emergency Operation Center
REOC	Regional Emergency Operation Center
EAS	Emergency Alarming System
GIS	Geographic Information System
ICS	Incident Command System
JIS	Joint Information System
NCS	National Communication System
EMIS	Emergency Management Integrated System
AI	Administrative Instruction
PDA	Preliminary Damage Assessment
COKSF	Coordination Officer of the Kosovo Security Force
CCO	Central Coordination Officer

CO	Central Office
FO	Field Officer
MCO	Municipal Coordination Officer
CLESO	Central Law Enforcement Senior Officer
CSO	Central Senior Officer
OIER	Officer for Incident External Relations

7.3 Annex III

7.3.1 Authorities and references

Leading authority governing the structuring, development and implementation of NRP is the decision of the Prime Minister of Kosovo Nr. 685/10 on the establishment of the System of Integrated Emergency Management in Kosovo and the drafting of the National Response Plan. Moreover, most of the laws, relevant orders and instructions to NRP are summarized below.

LEGAL FRAMEWORK AND INTERNATIONAL INSTRUMENTS

1. Constitution of the Republic of Kosovo
2. Law on Natural Disasters and Other Disasters No. 2006/02/L-68;
3. Law on establishment of the Kosovo Security Council No. 2008/03-L050;
4. Law on protection from fire No. 2006/02-L41;
5. Draft Law on Fire fighting and Rescue
6. Law on Public Financial Management and Accountability No. 2008/03-L048;
7. Law on State Commodity reserves;
8. Law on Ministry of Security force of Kosovo No. 2008/03-L045;
9. Law on Kosovo Police No. 03/L-035;
10. Law on Telecommunication No. 2002/7;
11. Law on Road Transport No. 2004/1;
12. Law on Public Health No. 02/L-78;
13. Law on emergency health care No. 2006/02-L50;
14. Law on environment protection;
15. Law on Kosovo Red Cross No. 03/L-179
16. Law on Amendment and Fulfilment of Kosovo Criminal Code No. 2008/03-L-002;
17. Law on Amendment and Fulfilment of Kosovo Criminal Procedure Code No. 2008/03-L-002;
18. Law on disputable procedure No. 03/L-006;
19. Law on non disputable procedure Nr.03/L-007;
20. Law on public enterprises No. 2008/03-L087;
21. Law on local self-government No. 2008/03-L040;
22. Law on local government finances;
23. Law on municipal administrative borders;
24. Administrative Instruction on the criteria for establishment and organisation of the fire fighting and rescue service in Kosovo No. 05/2007;
25. Administrative Instruction on the methodology of drafting hazard assessment and plans for protection and rescue No. 19.2008
26. Administrative Instruction on establishment of Council on Road Safety No. 18.2008
27. Decision on establishment of the Emergency Management Integrated System

7.4 Annex IV

OVERVIEW OF INITIAL CENTRAL INVOLVEMENT

This overview reflects on the action that are likely to be taken by central institutions to support regions and local government that are burden with a disaster or huge emergency. Among the main operational elements that could be activated are the Intern-Institutional Group for Incident Management (IGIM), Operational Centre of the Emergency Management Agency (OCEMA), Emergency Response Team – Advanced (ERT-A), Central Emergency Response Team (ERT-C), Joint Field Centre (JFC), and Disaster Recovery Centre (DRC).

1. Operational Centre of the Ministry of Internal Affairs (OC-MIA) monitors constantly potential disasters and serious emergencies. In case when early warning is possible, MIA may dislocate and request from other central agencies to dislocate liaison officers and other personnel at the Local or Regional Emergency Operational Centre to evaluate the emergency situation. A REOC may be activated partially or fully. Additional elements such as mobilisation centres may be established for accommodating the personnel, equipments and supply.

2. Local authorities following the incident shall act through the use of available resources and notify regional response elements. The present and evaluate the situation and need for central assistance. The region shall review the situation, mobilises regional resources and notifies the Central Office of MIA/EMA regarding the action plan. The Mayor of Municipality municipal plans of emergency operations, declares or announces the state of emergency and requests a joint assessment (Municipality/MIA) on the initial damages in order to define the level of emergency. Based on the results of this assessment the Mayor of Municipality may request or determine the type of needed central support.

3. Following the determination of the level of incident, REOC supplemented with regional personnel coordinates initial regional and field activities, such as dislocation of a ERT-A. The role of ERT-A is to assess the effects of incident, to evaluate immediate needs of the municipality and to carry out preliminary arrangements for placing field operations. (In case when regional resources are overburdened or if the incident has significant potential consequences MIA can deploy an ERT-C).

4. Depending on the extent and the effect of event OCEMA consisted of representatives of Emergency Supporting Functions (ESF) and supporting personnel of EMA/MIA ensures for initial activation and operations of responsible missions and supports the OCEMA.

5. Central Coordination Officer (CCO), appointed by the Minister of Internal Affairs on behalf of the Prime Minister shall coordinate central supporting activities. CCO shall work with the Municipal Coordination Officer (MCO) to determine the needs. A Central Authorised Office (ME) can be also appointed as representative of the Minister of Internal Affairs to coordinate overall central efforts of incident management.

6. ERT shall work with the affected municipality and shall develop field operation by JFC. Primary agencies of ESF shall evaluate the situation and determine the need and support the municipality to act efficiently. Central agencies shall provide resources according to specific missions by MIA/EMA or other relevant authority.

7. Inter-Ministerial Group for Incident Management (IMGIM) shall meet when needed to ensure coordination of strategic level of the course of actions related to different operational issues and lines of actions. OCMIA shall support the IMGIM and shall coordinate the JFC.

8. Telephony operators shall activate a call free number when individual can apply for support. This line shall be established to respond to common questions related to assistance, guidance and advices on assistance. Individual applications shall be processed by Central Offices of MIA. Inspectors shall verify the losses and ensure the documentations to be used for determination of the type of assistance which should be ensure for individuals and families.

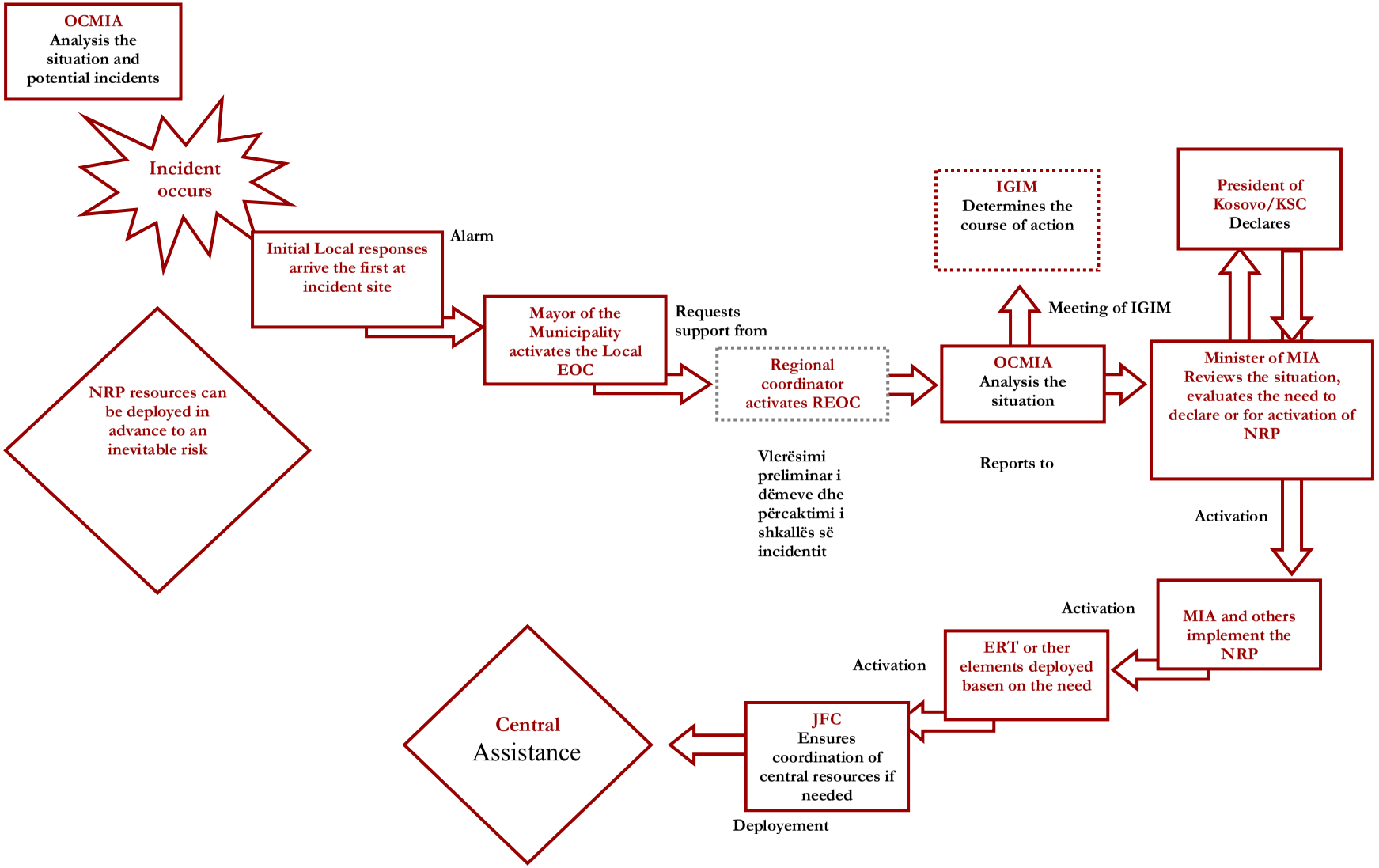
9. When response priorities are met, recovery activities can be initiated immediately. Central and municipal agencies that support recovery and mitigation activities of the consequences shall meet to discuss the needs of municipalities.

10. Briefings for the applicant of public assistance shall be carried out for the officials of local government and specific private non-profitable organisations to inform them regarding the support available and the how should apply for it.

11. During the response and recovery, the prevention personnel of JFC analysis possibilities for maximal increase of the measure for reduction of risks, always in line with existing municipal plans.

12. As the need for inter-institutional coordination in JFC is terminated also RET shall plan for discharge, demobilisation and selective release of central resources. Then central agencies act through their grant directly from the regional or central offices for administration and supervision of individual recovery, support and technical services related programs.

Fig. 6. Overview of the Initial Central Involvement



7.5 Annex 5

OVERVIEW OF INTERNAL-GOVERNMENTAL SUPPORT

This overview illustrates actions that are likely to be taken by MIA and central agencies to support the ministry or central agency (which has requested assistance of MIA) to deal properly with an incident under its jurisdiction. Among the main operational elements which may be included are the following: the Inter-Institutional Group for Incident Management (IGIM), the Operational Center of the Emergency Management Agency (OCEMA), Regional Emergency Operations Centers (REOC) of EMA and Joint Field Center (JFC).

1. Ministries and central agencies regularly manage the response to incidents which are not raised at the level of an incident of national character. When the central entity with primary responsibility and legal authority to confront an incident requires assistance beyond its ordinary operations (for an incident that is not designated as incident of National Character), that agency can request assistance from MIA to coordinate central assistance to support incident management efforts. MIA coordinates assistance using many institutional coordination structures in the National Response Plan (NRP).

2. In order to initiate support within the government, requests for assistance shall be submitted to the General Secretary of Ministry of Internal Affairs (through the Operations Center of the Ministry of Internal Affairs (OCMIA)) for review and approval. Requests should include a summary of the situation, the type and amount of assistance needed, functional information and any other necessary information.

3. Upon approval of the request, the Minister of Internal Affairs issues an operational order for OCMIA. MIA Operations Center, through OCEMA coordinates the activation of relevant Emergency Support Function (ESF). Moreover, the Minister of Internal Affairs appoints the Central Resource Coordinator (CRC) to serve as representative of the Minister on the ground. Central Authorized Officer (ME) may also be designated as the representative of the Minister for coordinating the overall efforts of the central inter-institutional incident management.

4. Central requesting agency appoints a Central Senior Officer (CSO) to work in coordination with CRC for determination of the need for support.

5. The requesting agency also provides finance officer for OCEMA, EROC and JFC, based on the need, to monitor activities of financial management.

6. Emergency Regional Operations Center (EROC) can be activated completely or partially to support the deployment of resources until the establishment JFC. Sites as the mobilisation center can be raised for accommodation of personnel, equipment and supply.

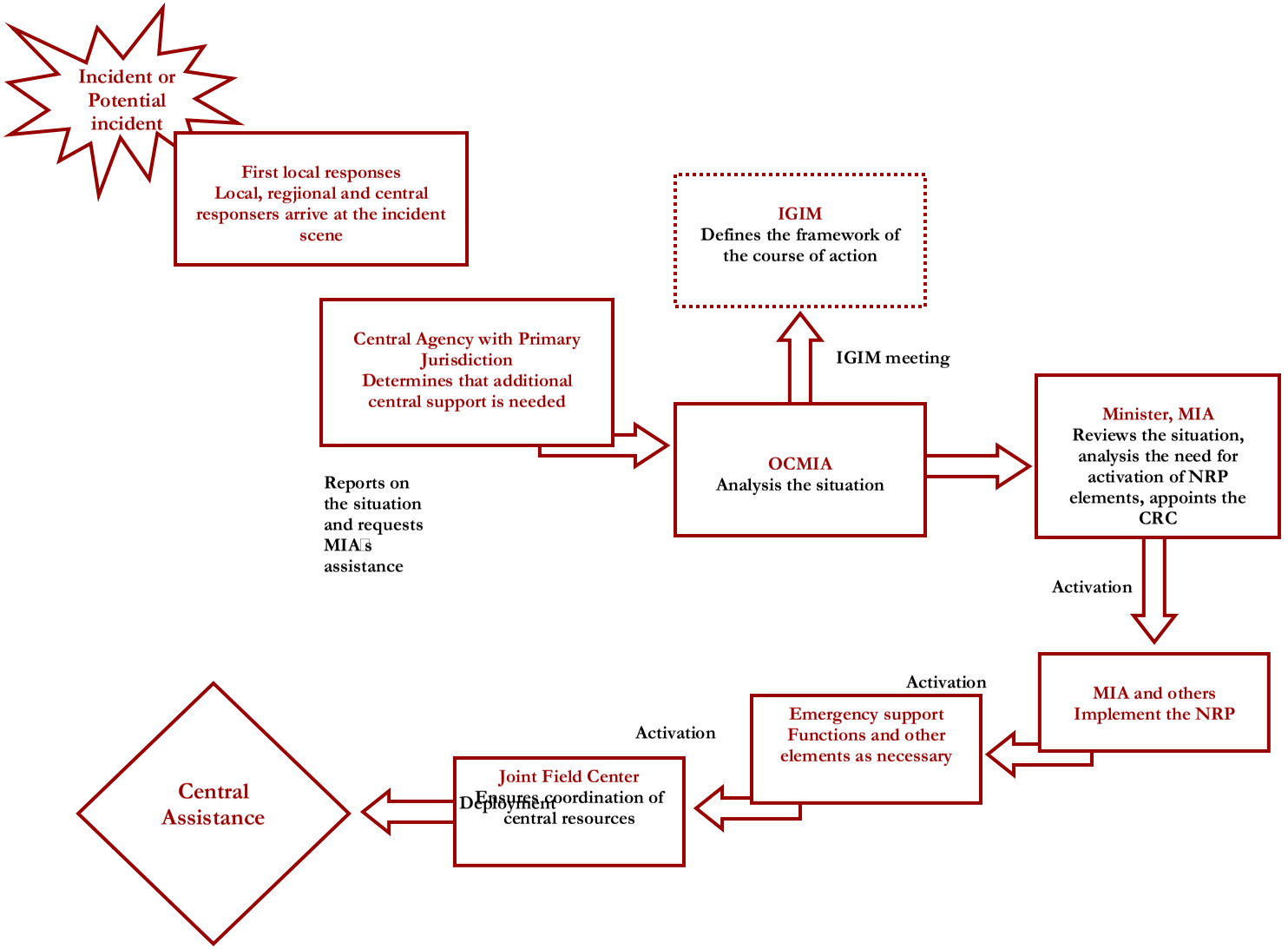
7. Central agencies provide resources under agreements reached between the authorities of their own.

8. When JFC is established, it serves as the focal point for coordinating the central aid agency, rescue agency and incident command structures in the scene.

9. Where appropriate, IGIM meets to provide strategic level coordination and framework of the course of action on various issues of operations and policy action.

10. As it ends the need for inter-institutional coordination with full-time in JFC, the coordination group of JFC plans for selective discharge of central resources and demobilization and release.

Fig.7. Overview of Internal-Governmental Support



7.6 Annexes of Emergency Support Functions (ESF)

PREFACE

ESF 1 - Transport
ESF 2 - Communication
ESF 3 - Public Affairs and Engineering
ESF 4 - Fire fighting
ESF 5 - Emergency Management
ESF 6 - Massive care, shelter and human services
ESF 7 - Resources support
ESF 8 - Public Health and Medical Services
ESF 9 - Urban search and rescue
ESF 10 - Response against oils and hazardous substances
ESF 11 - Natural and agricultural resources
ESF 12 - Energy
ESF 13 - Public Safety
ESF 14 - Community long-term recovery
ESF 15 - External relations

7.6.1 Introduction

PURPOSE
The overview of the structure of the Emergency Support Function (ESF), common elements of each function and fundamental components involved in each of them.

BACKGROUND
ESF provides structure for central inter-institutional coordination to national character incidents. ESF structure includes mechanisms that are used to provide central support to municipalities and support within government for natural disasters, other emergencies and incidents caused by human factor. The following section includes a series of annexes that describe the roles and responsibilities of ministries / central agencies and the Red Cross of Kosovo as the coordinator of the function, as primary agency or sponsor agencies.

ESF structure provides mechanisms for interagency coordination during all phases of incident management. Some of the ministries and agencies provide resources for response, support and implement the programs during the early phase of an event, while others are more prominent in the recovery phase.

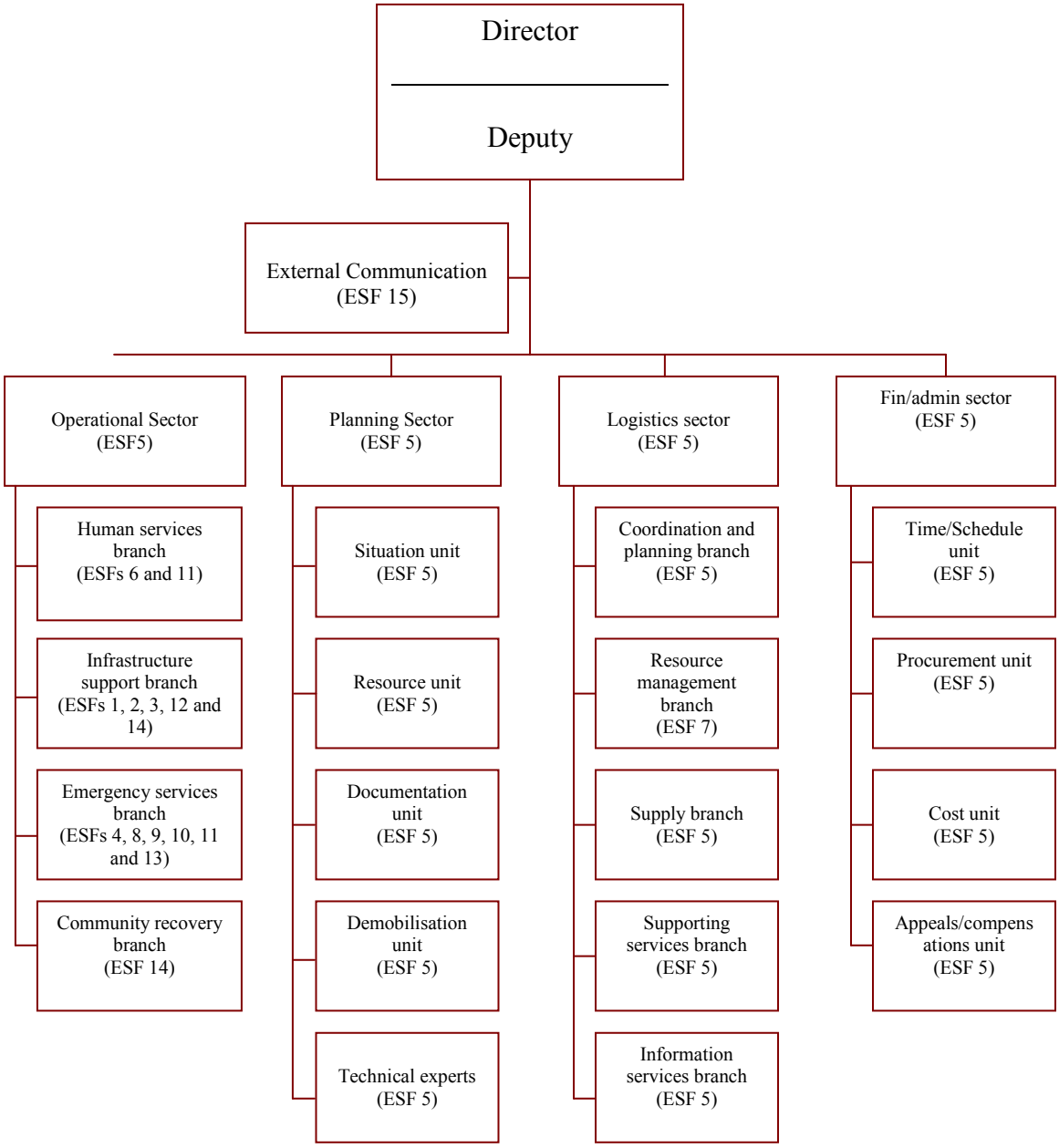
NOTIFICATION AND ACTIVATION ESFS
Operations Center Emergency Management Agency (OCEMA) is component of Operation Center of the Ministry of Internal Affairs (OCMIA), compiles and releases the operating orders for the activation of individual ESFs based on the width and size of the threat or incident provided.

ESFs' primary agencies shall be notified for operating orders and the time to report to the OCEMA from the Operation Center of the Emergency Management Agency of the Ministry of Internal Affairs (OCEMA). At the regional level, ESFs are notified by the Emergency Regional Operations Center of EMA (EROC) according to certain protocols. Figure 1, in the following page shows the structure of OCEMA and EROC and their relation to ESFs.

ESFs primary agencies notify and activate appropriate supporting agencies of the threat or actual incident, including support to specialized teams. Each ESF is required to develop standard operating procedures (SOPs) and protocols for notification and to keep records and contact lists.

ROLES AND RESPONSIBILITIES OF ESF'S
Each annex of ESF sets the coordinator, the primary agencies and supporting agencies for the respective function. Some ESF incorporate multiple components with primary agencies designated for each component to ensure easy integration in the activities of preparedness, prevention, response and mitigation. Many ESFs primary agencies designate a coordinator to ESFs for planning and coordinating pre-incidents.

Fig. 1. Example on organisation of OCEMA and EROC



ESF COORDINATOR

ESF coordinator has continuous responsibilities during the phase of prevention, preparedness, response, recovery and facilitating incident management. ESF's coordinator role shall be carried through the concept "united command", according to the joint agreement of primary agencies accordingly. ESF's coordinator responsibilities involve:

- Pre-incident coordination and planning;
- Keeping continuous contacts with relevant primary and supporting agencies of ESF;
- Undertaking periodical meetings and conferences with relevant ESFs;
- Coordination of efforts with relevant organisations of private sector and
- Coordination of activities related to planning for disasters and preparation of critical infrastructure as necessary.

PRIMARY AGENCIES

Agency designated as the primary agency of the relevant ESFs serves as a central body under the Central Coordination Officer (or Central Resource Coordinator) to fulfil the mission of the respective ESF. When ESF is activated in response to an incident of national character, the primary agency is responsible for:

- Organisation of central support within the functional field for the affected municipality
- Provision of personnel for operational functions at static or field sites;
- Notification and request of assistance from supporting agencies;
- Management of mission tasks and coordination with supporting agencies and municipal structures as necessary;
- Working with relevant organisation of private sector for the maximal use of all resources available;
- Supporting and keeping ESFs and other organisational elements informed on activities and operational priorities of ESFs;
- Implementation of contracts and procurement of goods and services as necessary;
- Ensuring accountability for the activities of ESF in financial and property sphere;
- Planning of short and long term support of the incident management and recovery operations and

- Retaining trained staff for implementation of their respective supporting responsibilities.

SUPPORTING AGENCIES

In case when EFS is activated in response to an incident of national character, supporting agencies are responsible for:

- Development of operations (when required by the MIA or primary agency) using authority, experts of certain fields, the capacity or resources of their own;

- Participating in planning for short and long term management of the incident and recovery operations, and development of supporting operational plans, SOPs, checklists or other tools to facilitate work in harmony with existing standards of initial responses;

- Assisting in the development of assessments of the situation;

- Supplying personnel, equipment or other resources available as required by the MIA or primary agency;

- Commitment to periodic readiness assessments;

- Participation in training and exercises meant for continuous improvement of capacity of prevention, response and recovery;

- Identification of capacity or new equipment necessary for preventing or responding to new threats or risks, or those increasing or improving skills to address existing threats;

- Proposal of new technologies that are likely to improve performance within or across functional area to the MIA for review and evaluation, as well as

- Providing common information and intelligence on the field of special knowledge of their agency.

When required and with the approval of the Minister Security Force, The Minister of KSF provides support for civil authorities during domestic incidents. Accordingly MSFK is considered supporting agency for all ESFs.

Annex: Emergency Support Function 3 – Public Works Engineering

Coordinator of ESF:	**Supporting Agencies:**
Ministry of KSF	Ministry of Trade and Industry Ministry of KSF Ministry of Energy and Mining Ministry of Health Ministry of Internal Affairs Ministry of Labour and Social Welfare Ministry of Transport Ministry of Public Administration Ministry of Environment and Spatial Planning Kosovo Red Cross
Primary Agency:	
Ministry of KSF Emergency Management Agency of the Ministry of Internal Affairs	

PREFACE

PURPOSE

Emergency Support Function 3 – Public Works and Engineering assists the Ministry of Internal Affairs (MIA) by coordinating and organizing capabilities and resources of government to facilitate service delivery, technical assistance, engineering expertise, construction management and other support for prevention, preparation, response and recovery by an incident of national character.

SCOPE

ESF 3 is created to provide support on public works and engineering for the different needs of management of incidents, including acts of preparedness, prevention, response, recovery and facilitation. Activities within this function include the implementation of pre and post incident assessments of public works and infrastructure, implementation contracted emergency support for the services of life rescue and survival, providing technical assistance including engineering expertise, construction management and contracting of consistent services, providing emergency refurbishment of damaged infrastructure and critical facilities and the implementation and management of recovery programs.

POLICIES

REGIONAL AND LOCAL

- Local governments and regional branches of central government are responsible for their affairs and public infrastructure and have primary responsibility for prevention, preparedness, response and recovery from the incident.

- Local governments and regional branches of central government are fully integrated and compatible in ESF 3.

- When activated to respond to an incident, ESF 3 primary agencies develop work priorities in cooperation with local and regional branches of central government and in coordination with the Central Coordinating Officer or the Central Resource Coordinator.

- Local government is responsible for providing necessary support to ESF 3 associated with the clearance space.

PRIVATE SECTOR

- The private sector is responsible for preparing the general country's infrastructure and participates in the planning of ESF 3 actions in the incident and other planning activities as needed.

- The private sector is a partner and leads to rapid restoration of services associated with infrastructure.

- Relevant private sector entities are integrated into planning and decision-making process as needed.

GOVERNMENT

- ESF 3 provides central support of public works and engineering when an incident or potential incident overloads regional and local capacities, or government ministries and central agencies seeking assistance.

- ESF 3 assists and coordinates support from central ministries and agencies that provide public works and assistance in support of infrastructure under their own authority.

- The central institutions are responsible for the harmonization of their actions with the laws governing environmental conservation issues and those of culture and history.

ACTION CONCEPT

GENERAL

- Engineering Unit of the Kosovo Security Force is the primary agency for providing technical assistance, engineering and construction management resources and support during response activities.

- EMA is the primary agency for providing the recovery resources of ESF 3, including public assistance program.

- In order to determine the possible need for support and to monitor the status of response and recovery activities close coordination with regional and local officials should be maintained.

- Priorities are determined jointly between central regional and local level officials. ESF 3 Central Support is integrated into the overall central, regional, local, NGO and private sector efforts.

- Representatives of supporting agencies should be situated together the field personnel of ESF 3 to coordinate the support of their agencies as needed.

ORGANISATION

SUPPORT OF ESF 3 OF THE LEVEL OF CENTRAL OFFICES

- **Inter-Institutional Group for Incident Management (IGIM):** ESF 3 for all phases of emergency management can provide "on call experts" to support the activities of IGIM. For an incident in which ESF 3 is responsible for directing or managing key aspects of the response, the primary agency of ESF 3 can be part of the core group of IGIM.

- **Operations Center of the Ministry of Internal Affairs (OCMIA):** ESF 3 designates representatives which can be deployed at the OCMIA, if required.

- **Operation Center of the Emergency Management Agency (OCEMA):** ESF 3 designates representatives which can be deployed at the ECEMA if required. Following the declaration of the state of emergency, EMA may deploy personnel of Public Support for initiation of activities in support to recovery operations.

- **Operations Center of KSF (OCKSF):** OCKSF coordinates the activation and deployment of Kosovo Security Force Engineer Unit teams and resources.

ESF 3 SUPPORT AT REGIONAL LEVEL

- **Emergency Regional Operations Center (EROC)**: when activated by EMA, representatives of ESF 3 should be deployed under EROC. The team leader of ESF 3 under EROC coordinates tasks, actions, and other support until raising the Joint Field Center and the responsibilities for implementation of the mission are transferred to the ESF 3 Team Leader in JFC. ESF 3 provides reports and information related to the incident for ESF 5 – Emergency Management. When activated by EMA, representatives of ESF 3 are deployed also as members of Advanced Emergency Response Team or as Central Emergency Response Team. When activated, the Public Assistance staffs of EMA are deployed to initiate regional support.

ESF 3 SUPPORT AT FIELD LEVEL

- **Joint Field Center (JFC):** When activated by EMA, ESF 3 personnel are deployed in JFC. ESF 3 is responsible for preparing statements of work, providing accounts of costs and terms of fulfilling certain missions, monitor the implementation of missions, determining the needs for resources, setting priorities, disseminating information and providing public information and communication with the external support (in coordination with ESF 15 – External Relations). When activated the Public Assistance staffs of EMA are deployed to initiate regional support.
- **JFC Coordination Group:** In cases of floods or other incidents where Engineering Unit (EU) has the authority and / or responsibility and jurisdiction of running or managing key aspects of the response, the EU may be required to send the Central Senior Officer to participate in the Coordination Group of JFC.

- **Incident Command Post (ICP):** If requested by the United Command and the situation, ESF 3 provides personnel for coordination and integration of public works and engineering support to ICP.

Actions

Central offices: With activation of ESF 3:

- OCKSF:
  - Notifies the Minister and the Situations Center of the MKSF (MSFK-SITCEN) for activation and
  - Provides reports on the situation to MSFK-SITCEN and respective commands of KSF

- Designated personnel of MKSF shall coordinate with the Minister of KSF and MIA to ensure adequate presentation at IGIM and OCMIA. OCKSF can be expanded or tightened as needed for meeting the needs of the incident. Team Leader of ESF 3, of the KSFEU is designated and transferred to ECEMA.

- OCKSF coordinates activation of team and resources of KSFEU as required.

- The Team Leader of KSFEU ESF 3 is designated and deployed to ECEMA.

- OCKSF coordinates the activation and deployment of central teams and resources of KSFEU as required.

Regional and field level

- Upon activation of ESF 3, OCKSF notified the Unit Commander. The Unit commander coordinates with the KSFEU Headquarter for the respective supporting personnel of ESF 3.

- OCKSF designates and deploys a team leader at OCEMA and/or JFC (as needed) for coordination of implementation of ESF 3.

ESF 3 action at the incident

Activities within the function of ESF 3 consist of the following:

- Coordination and support risk assessment and infrastructure weaknesses.

- Participation in pre-incident activities such as pre-positioning assessment teams and contractors and supporting the deployment of the vanguard elements.

- Participation in post-incident assessments of public works and infrastructure to help determine critical needs and potential in workloads.

- Implementation of structural and non-structural measures and, including the establishment of safeguards to reduce the effects of different or the full protection of resources previous to an incident.

- Implementation of emergency contracting support for custodial services and life rescue, including providing water, emergency power and other emergency commodities and services.

- Provide support in monitoring and stabilization of damaged structures and demolition of structures designated as imminent danger to public health and safety. Also, provision of special expertise to support inspection of mass care facilities and urban search and rescue operations.

- Providing emergency refurbishment of critical infrastructure and public facilities damaged (temporary power, water, sanitary systems, etc.). When necessary, restoration of infrastructure activities (such as debris removal, temporary housing, etc.) Coordinate closely with ESF 11-Agriculture and Natural Resources. If necessary, ESF 3 requests ESF 11 to provide technical support to assist in efforts to obtain ESF 3 authorizations required (cultural and environmental) for the restoration of infrastructure activities.

- Management, monitoring and provision of technical advice on cleaning and removal contaminated and non-contaminated rubble from the public properties and the opening and reopening of roads in the affected areas.

- Implementation and management of emergency recovery programs by EMA/MIA and between central and regional officials, including efforts to repair, replacement or restoration of permanent infrastructure and public facilities damaged or destroyed. Recovery activities are coordinated with ESF14 - Long Term Community Recovery.

RESPONSIBILITIES

- **ESF Coordinator:** KSFEU is designated as the coordinator of ESF 3. In the capacity of coordinator, coordinates meetings, plans, exercises, training and other activities with EMA, private sector and support agencies of ESF 3.

- **Primary Agency for Response: KSFEU** as primary agency for response provides direction and coordination of activities and resources of ESF 3 related to the response.

- **Primary Agency for Recovery:** EMA as primary agency for recovery designates an officer for public assistance of ESF 3 for coordination and management of intern institutional emergency recovery programs.

Supporting Agencies

Agency	Function
Ministry of Trade and Industry	Provides direct technical support and advice in the procurement of external consultancy services to assess the structural and fire safety of buildings and life (public services). Institute of Metrology is the point of contact.
Ministry of Energy and Mining	▪ Collects, evaluates and shares information about the energy system damage and estimations on the effect of energy system outages within affected area. ▪ Provides information about power restoration process as planned repairs and other information of this nature. ▪ The Kosovo seismic Institute is additional point of contact.
Ministry of Health	▪ National Health Institute (HII) provides engineering and environmental health personnel to assist in assessing the state of sewage water and their processing facilities. ▪ Provides advice on health problems associated with hazardous substances. ▪ Assist in determining the suitability of drinking water from the sources. ▪ Enables management activities contaminated debris by coordinating and/or providing resources, assessments, information, technical assistance, monitoring and other support needed.
Ministry of Internal Affairs	**Sector of Analysis of Information and Protection of Infrastructure of OCMIA** ▪ Supports missions ESF 3 for protection of infrastructure and providing estimates of risk and vulnerability of infrastructure in response to reliable intelligence information. ▪ Works with Infrastructure Liaison Officer on issues related to recovery and restoration of critical supporting infrastructure sector, supported by the ESF, including allocation and prioritization of resources. .
Ministry of Labour and Social Welfare	▪ Provides advices, security, social assistance and policy support for the removal of debris, demolition of buildings and other activities of ESF 3. .
Agency	**Function**
Ministry of Transport	▪ Provides technical expertise and assistance for the reparation

and Telecommunication	and restoration of transportation infrastructure (such as highways, bridges, tunnels, transit systems and railways) and provides advice and assistance in the transport of contaminated substances. ▪ Provides staff and technical assistance to assist in damage assessment, inspection of structures, clearing rubble and restoring the country's transport infrastructure. ▪ Administers special funds that can be used to repair or rebuild highway services and grant programs for transit and rail systems that can be used for reparation or rehabilitation of damaged infrastructure.
Ministry of Environment and Spatial Planning	▪ Develops environmental protection activities for surface waters and groundwater's. ▪ In concert with MoH helps in determining the suitability of drinking water from local sources and the identification of hazardous substances that have potential impact on water resources. Assist in determining the needs for water and wastewater treatment. Technical support in the evaluation of sanitary sewage and their processing facilities. ▪ Assist in the establishment of locations for waste for rubble clearing activities. ▪ Specifies locations and provides safety guidelines for the areas affected by hazardous substances. Provides protection and cleaning of these areas. ▪ Assist in investigations and intelligence analysis for hazardous substances incidents involving the contamination of drinking water systems and sewage. ▪ Enables management activities of wrecks contaminated by radiations by coordinating and/or providing resources, assessments, information, expertise, technical assistance, monitoring and other support needed. (Past to ... MESP)
Agency	**Function**
Ministry of Public Administration	▪ Provides personnel and contractors to assist in damage assessment, inspection of facilities, monitoring of cleaning rubble and restoration of services in general. ▪ Provides technical assistance in managing contracts, procurement, construction and inspection of environmental and archaeological assessments.
Kosovo Red Cross	Works with the KSFEU/MKSF; EMA/MIA; Other entities of the central, regional, and local level and other NGOs to ensure integration of the needs for water and distribution processes in mass care operations.

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Emergency Support Function 5 – Annex on Emergency Response

ESF Coordinator:	**Supporting Agencies:**
Ministry of Internal Affairs/Emergency Management Agency **Primary Agency:** Ministry of Internal Affairs/Emergency Management Agency	Ministry of Agriculture, Forestry and Rural Development Ministry of Trade and Industry Ministry of KSF Ministry of Education, Science and Technology Ministry of Energy and Mines Ministry of Health Ministry of Internal Affairs Ministry of Environment and Spatial Planning Ministry of Justice Ministry of Labour and Social Welfare Ministry of Foreign Affairs Ministry of Transport and Communications Ministry of Public Administration Ministry of Economy and Finance Kosovo Postal Service Food and Veterinary Agency Kosovo Red Cross

PREFACE

PURPOSE

Support Function 5 – Emergency Management is responsible for supporting overall activities of the Government for management of domestic incidents. ESF 5 ensures the basis of management administrative functions of the operations of Emergency Management Agency Operations Center (OCEMA), Emergency Regional Operations Center (EROC) and Joint Field Center (JFC).

SCOPE

ESF 5 serves as a support function for all central ministries and agencies across the entire spectrum of incident management from prevention to response and recovery. In the prevention phase of pre-incident ESF 5 helps the flow of information in order to establish assets on alert or intentionally preliminary positioning response assets quickly. During the post-incident response, ESF 5 should be transferred and becomes responsible for support functions and planning. ESF 5 activities include those functions that are critical to facilitate the planning and multi-institutional coordination for operations involving potential and actual Incidents of National Character. This includes warning and alarming, deployment and completion of emergency response teams, the incident action plan, coordination of operations, logistics, management and control, management information, processing requests for central assistance, acquisition and management of resources (including allocation and monitoring), safety and health of workers, management services, financial management and other support as needed from the Ministry of Internal Affairs.

POLICIES

- ESF 5 is responsible for establishing the supporting infrastructure in the central region or affected municipality, in forecasting demands for central assistance of prevention, response and recovery.

- Requirements of the Mayor for central assistance to the Prime Minister coordinated through the Emergency Management Agency\MIA.

- Allocation of resources and designations of assignments coordinated through ESF 5 using EMA's process of assigning missions and other procedures outlined in the Annex on Financial Management Support to the National Response Plan (NRP).

- ESF 5 staff identifies and solves issues of allocation of resources determines in JFC, EROC, and OCEMA. Those issues that cannot be solved at the level of OCEMA should be referred to the Inter-Institutional Group for Incident Management (IGIM).

- ESF 5 ensures information connection between OCEMA and Operations Center of the Ministry of Internal Affairs (OCMIA). ESF 5 serves as a centralised channel for central reports of the situation for OCMIA and other ESFs.

- Coordinated by the ESF 5, Ministries and agencies participate on the planning process of action for the incident.

- ESF 5 provides representatives to fill key positions in Emergency Response Teams (Advanced and central) in support to the Coordination Group of JFC.

- The staff of ESF 5 shall define the sites, tools and equipment needed to support field activities related to central management of the national character incident. These sites include, but are not limited to JFC, United Information Center (UIC), mobilization centers, collection points and the Disaster Recovery Centers.

- ESF 5 staff supports the implementation of mutual aid agreements to provide easy response and resources in areas affected jurisdictions.

- ESF 5 keeps on call a trained and skilled workforce to provide backup emergency/complementary capacity to perform the essential functions of emergency management with short notice and for different duration.

- OCEMA is responsible for notifying ministries and central agencies as well as regional organizations and local emergency management, to potential threats, to enable the establishment of operational response state or for pre-positioning of assets.

ACTION CONCEPT

GENERAL

- ESF 5 provides trained and experienced staff to fill management positions in the sectors of Command, Operations, Planning, Logistics, Finance/Administration of ECEMA, EROC, and JFC if activated or raised.

- ECEMA staffed by ESF 5 and other ESFs when activated, monitors potential incidents and develops and supports the efforts of regional and field operations.

- ESF 5 supports the activation and deployment of the MIA team to support the central response to incidents.

- EROC staffed by ESF 5 and other ESFs as necessary, coordinates operations and reports on situations to ECEMA until JFC becomes operational.

- ESF 5 operations should be transferred from EROC to JFC, when the JFC is raised. When the JFC starts lowering operations, ESF 5operations should be transferred back to the EROC.

Organisational Structure: ESF 5 is organised in line with the Integrated System of Emergency Management (ISEM). The structure of ESF 5 supports the functions of overall staff as described in ISEM within each inter-institutional coordination center (such as: OCEMA, EROC, JFC). These functions involve the following:

- **Command Support:** ESF 5 supports the command function by providing senior staff, capacity planning actions for the incident, information support functions, administration, logistics and finance.

- **Operations:** EMA provides staff for the positions of Chief of Operations Division and Director of Branch Operations to coordinate branches of Human Resources, Infrastructure Support, Emergency Services Facilities and Community Recovery (also other ESFs shall provide staff to these areas) processes requests for assistance and initiates and manages the assignment of missions and/or agreements with payment.

- **Planning:** ESF 5 provides the positions of Head of Planning Division and Planning Division Director. ESF 5 takes care of the collection, evaluation, dissemination and use of information regarding the actions for preventing and responding to the incident and situation of resources. Planning Division is responsible for operations planning process for central incidents. These include preparation and documentation of incident priorities; setting operational period and dynamics; and develop long term contingent plans of demobilization and other plans (as required) related to the incident concerned. Planning Section also coordinates with the Sector of Science and Technology and agencies with special technical capabilities to request support for geospatial intelligence, for modelling and prediction.

- **Logistics**: ESF 5 provides staff to the Logistics Section Chief to manage the control and accountability for the central reserves and equipment, ordering of resources, distribution of equipment, supplies and services, tracking of resources, coordination of transport services and information technology systems and other administrative services. Logistics Section coordinates closely with the ESF 7 - Resource Support. Logistics Section Chief also coordinates with the Office of Asset Management of MIA (if required) to identify and deploy the assets of the MIA.

- **Finance / Administration:** ESF 5 provides staff to the Chief of the Division of Finance/Administration for monitoring the financial requirements and costs of the incident. Sector of Finance/Administration is responsible for the services of workers, including security personnel, space and assets. Sector of Finance/Administration implements the Financial Management Annex.

ACTIONS

CENTRAL OFFICES OF MIA

- When there is credible threat, MIA can take several actions, including activation IGIM, the deployment of Government Authorized Officer (ME) and support staff in the area of threatened and pre-positioning of strategic assets. OCMIA monitors the situation and notifies OCEMA and other components of operational centers of MIA as needed.

- Minister's Envoy (ME), when deployed before incident reports to OCMIA and IGIM. These situations reports from ME should be proceeded from OCMIA to the OCEMA for information on the situation and to determine the need for activation of ESF 5 and other ESFs.

CENTRAL OFFICE OF EMA

- When an incident occurs or is likely to happen, EMA activates ESF 5, adding the number of staff and the dynamics of operations at OCEMA and EROC as required. Actions include, alarming, notification and reporting on the situation in coordination with elements of OCMIA. When ESF 5 is enabled in OCEMA, it is operational 24 hours a days.

- ESF 5 maintains constant communication with emergency operating center of affected location and occasionally organizes video conference with all parties necessary to coordinate joint operations of local, regional and central level.

- ESF 5 provides situation reports and other information as required in OCEMA (OCMIA-functional component) in accordance with standard operating procedures protocols of OCMIA.

- EMA activates necessary ESFs to tackle with the threat or given incident, designates tasks for activation of initial missions and sets out reporting and communication protocols with activated agencies and Government Coordination Officer.

- EMA designates and deploys special teams under the operational control of central offices.

- ESF 5 develops/compiles the initial Action Plan in Incident by setting out central operational priorities and coordinates with other ESFs its implementation.

- ESF 5 compiles the staffing and operation timetable of ECEMA starting from activation to the closure.

REGIONAL FIELD LEVEL

- When an incident occurs or is likely to happen, respective regions of EMA are activated by increasing the operational dynamics of ESF 5. These actions include, alarming, notification and reporting on the situation to the regional and field components. This also includes staffing and operation of EROC on 24 hours basis.

- ESF 5 makes initial contact with the affected municipality and reviews capacities and gaps as a manner for determination of initial needs for central support.

- ESF 5 compiles and distributes respective operational order to other ESFs, distributes initial activation of specified missions or agreements with payment and defines reporting and communication protocols with activated agencies.

- EMA's regions shall activate and deploy the Emergency Response Team – Advanced and the Immediate Needs Assessment Team including representatives of ESFs as required.

- ESF 5 compiles the initial Action Plan in the Incident and coordinates with other ESFs its implementation.

- EMA fulfils with personnel and operates with EROX in concert with representatives of other ESFs.

- ESF 5 initiates actions for identification, staffing and operation of JFC.

- EMA's regions shall establish communication with affected municipalities in order to coordinate initial requests for central assistance, including coordination of resources of initial response.

ACTIVITIES OF PLANNING AND INCIDENT MANAGEMENT

- ESF 5 helps to maintain state of play of the threat or incident in coordination with OCMIA from the first central engagement to the closure. It coordinates and represents central interests in the operating partnership government-municipality and ensures that regional, local and individual applications receive the assistance timely, fairly and inclusively.

- With the progress of operations from pre-incident phase through response to recovery ESF 5 continues to provide functions short and long term planning in coordination with other ESFs engaged in the operation and those operating under statutory authority of the

agency. As municipalities take more responsibility for recovery operations, it coordinates the closing ESF 5 central assistance of responsibility and other closure activities. Each section of the Emergency Response Team (ERT) in JFC continues to implement the responsibilities and operation suspended until the central presence is no longer necessary.

RESPONSIBILITIES

Primary Agency: EMA as primary agency:

- Enables central emergency assets and capabilities for prevention and response to incidents of national character, and coordinates with executive agencies and regional organizations and local emergency management.

- Coordinates central planning activities, including immediate short and long term planning. The priorities of the implementation of planning and operations of the Government response should be developed, monitored and implemented by ESF 5.

- Coordinates the general meeting with staff of the central activities of emergency management at the levels of OCEMA, EROC, and JFC.

Supporting agencies

- Responsibilities and capabilities supporting agencies are outlined in the Basic Plan and annexes ESFs of NRP.

- Supporting agencies provide personnel for ERT/JFC, OCEMA, and EROC or, where appropriate, to assist ESF operations and to provide reports to ESF 5. All agencies determine appropriate liaison officers or focal points to provide technical and professional expertise, information, advice and support to operations located within the domain of each agency. Other organizations supporting capacity can be used as needed and readiness.

- All components / MIA departments should provide support as needed.

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Supporting Function 6 – Annex on Mass Care, Housing and Human Services

ESF Coordinator :	**Supporting Agency:**
Ministry of Internal Affairs/Emergency Management Agency	Ministry of Agriculture, Forestry and Rural Development Ministry of KSF Ministry of Health Ministry of Internal Affairs Ministry of Environment and Spatial Planning Ministry of Justice Ministry of Labour and Social Welfare Ministry of Transport and Communications Ministry of Public Administration Food and Veterinary Agency Kosovo Postal Service Voluntary Organisations
Primary Agencies:	
Ministry of Internal Affairs/Emergency Management Agency Kosovo Red Cross	

PREFACE

PURPOSE

Emergency Support Function 6 – Mass Care, Housing and Human Services supports the efforts of governmental and nongovernmental organizations, regional and local services addressing the needs of non-medical mass care, sheltering and human services to individuals and/or families affected by incidents of national character.

Scope

- ESF 6 support service delivery and implementation of programs to help individuals, property owners and their families affected by potential or actual incidents of national character. This includes economic assistance and other services to individuals affected by the incident.

- ESF 6 includes three primary functions: Mass Care, Housing and Human Services.

- Mass Care includes sheltering, organizing feeding operations, providing emergency first aid, collecting and providing information about the victims' family members.

- Sheltering includes aid supply for short and long term needs of victims.

- Human Services include providing victims' recovery efforts, such as consultation, determination of support for people with special needs, accelerating processes of new claims for central benefits, assistance to compensation of crime victims for terrorism and accelerating the postal service in the affected areas.

POLICIES

Policies and the concept of action/operation of ESF 6 are addressed to the central ministries and agencies and the Kosovo Red Cross for activities related to potential incidents or actual incidents of national character. Fundamental principles include the following:

- Support of ESF 6 may change depending on the assessment of the effects of incident, size and type of incident and the period of efforts for response and recovery.
- Support of activities of mass care and provision of services regardless of economic situation or race, religion, political affiliation, ethnical or other affiliation.
- Support of activities of ESF 6 and provision of services in line with existing legislation, norms and regulations.
- Appointment of personnel to support functions of ESF 6 in line with the norms and regulations of their respective origin agencies.
- As required coordination with ESF 1, 3, 5 and 14 of the recovery and facilitation assistance.
- Reduction of duplication of efforts and benefits to the extent possible. This means the direction of assistance based on the needs and determining the recovery and facilitation measures to support regional and local planning efforts.

ACTION CONCEPT

GENERAL

- Initial response activities should focus on meeting the urgent needs of victims for mass care.
- Recovery efforts are initiated in parallel with response activities.
- ESF 6 functions are divided into three main areas. Principal activities for each function are described in the following sections

MASS CARE

The function of mass care of ESF 6 involves general activities of coordination, sheltering, feeding and other activities in supporting emergency needs of victims as underlined below:

- **Coordination:** Involves coordination of central assistance in support to service of non-medical mass care and collection of information regarding housing and feeding operations in the affected areas.

- **Sheltering:** Emergency shelter involves the use of predefined sites for shelter in the existing structures, creation of temporary sites or building of temporary shelters and in case evacuation is necessary using similar facilities outside the area of incident.

- **Food**: Food for victims is provided through a combination of fixed facilities, mobile units for food and food distribution points. Feeding operations are based on solid nutritional standards, including meeting the needs of victims with special daily needs to the extent possible.

- **First emergency aid:** First emergency aid consists of basic first aid and appropriate medical services and personnel, and is provided in the mass care facilities and other specific sites.

- **Information:** Information consists of the provision of information relating to persons remaining within the affected area for family members outside the affected area. It also helps in the reunification of family members within the affected area.

HOUSING

Housing function of ESF 6 addresses needs of victims in the affected area and should be fulfilled through implementation of programs and predefined services for:

- Provision of assistance for short and long term sheltering of needs of victims.

- Identification of various factors which could affect in the housing need related with the incident and support in drafting the action plan for provision of housing assistance more effectively, efficiently and quickly possible at given time.

- Identification of short-term and long-term housing solutions for victims, as needed. Shelter assistance provided to victims may include rental assistance, temporary housing, loans for reparation and/or replacement of dwellings, etc.

HUMAN SERVICES

The component of human services of ESF 6 implements programs and provides services to support victims. It involves the following:

- Coordination and situation analysis and implementation of specific plan based on available resources to assist all victims.

- Support of various services affecting to individuals and owners of houses, including a coordinated system for addressing victims' recovery related efforts from the incidents through consultation services and other supporting services.

- Coordination and identification of people with special needs within the affected area, including elderly, people with disabilities and people that communicates in other languages apart from Albanian (including the language of signs).

- Providing immediate short term assistance for individuals, owners of properties and groups to deal with worries, stress and trauma associated with disasters, acts of terrorism and /or incidents of mass criminal violence.

- Support to central, regional and local efforts for provision of assistance and compensation of victims of crime in the incidents resulting from terrorism or other mass crime violence, as required.

- Ensuring that the needs for water services and other emergency commodities are distributed to appropriate entities.

- Provision of support for acceleration of postal distribution in the affected areas.

ORGANISATION

Response structure at Central Level Office

- Following the activation of ESF 6, primary agencies should be gathered for situation analysis and response at the same time.

- Primary and supporting agencies are available on the basis "if needed" for the duration of emergency response.

- ESF 6 may provide representatives for OCEMA or IGIM, as required.

Response structure at Regional level

- Regional response involves provision of representatives of Advances element of Emergency Response Teams, section of ESF 6 in EROC, JFC, and Disaster Recovery Centers (DRC).

- Region's activities normally should commence with the activation of Regional Coordinator of EMA. With the development of the situation and determining the required central assistance, should begin the deployment at response sites.

- Interaction with other ESF and/or related functions should be determined and deployed from their respective agencies or ministries, as required.

- The liaison officers with supporting central agencies assist sector of ESF 6 in EROC and JFC as required.

ACTIONS: INITIAL

Central Office level

- Analysis the situation and verifies requests for recourses and anticipates response needs.

- Ensures technical assistance for ESF 6 at regional level and OCEMA.

- Coordinates requests of ESF 6 for resources with central ministries and agencies and OCEMA.

- Verifies requests from ESF 6 at regional level.

Regional Level

- Ensures technical assistance for supporting incident priorities.

- Establishes communication with the response structure of ESF 6.

- Analysis situation and determines compatibility of response and recovery activities.

- Ensures technical assistance for municipal structures designated for mass care.

- Manages the process of requests for central assistance

- Provides reports for the national response structure of ESF 6 and JFC.

- Anticipates future requests.

Actions: Developing

- Ensures instructions for identification of potential housing resources.

- Works with central, regional and local authorities in drafting the recovery plan, as required.

- Provides supports for crisis advisers, assistance to those not-engaged in disaster and legal services of disaster.

- Assists in coordination and implementation of assistance programs in disaster, as required.

RESPONSIBILITIES

ESF coordinator: EMA

- Activates necessary supporting agencies.

- Coordinates logistics and fiscal activities, with special coordination responsibilities of ESFs in order to ensure information and coordination support for primary and supporting agencies, as required.

- Conveys and supports regular meetings with the primary and supporting agencies related to prevention, preparedness, and response and recovery activities.

- Ensures that primary and supporting agencies are well informed and involved in all meetings related to ESF 6.

Primary agencies: EMA and Kosovo Red Cross

- Provides leadership in coordinating and integrating efforts of the entire central related to mass care, housing and human services.

- For the purposes of the National Response Plan, the Kosovo Red Cross functions as the primary organization of ESF 6 in coordinating the use of central resources of mass care in the context of Incidents of National Character. For the purposes of ESF 6, any reference in the ministries and central agencies with respect to responsibilities and activities of the response to an incident of National Character involves the Red Cross of Kosovo.

EMA: As primary agency for recovery activities after the disaster or emergency, the Division for Coordination of Recovery Operations of EMA provides staff of ESF 6 in specified sites, as required.

- Supports and coordinates dissemination of information for notifying relatives of affected families.

- Assists in setting out priorities and coordination of mass care operations through recovery activities based on incident information and availability of resources to be engaged as required.

- Provides resources such as: beds, blankets, ready meals, other initial response resources and logistical support including communications, as needed.

- Assists in supplying items and medical services.

Kosovo Red Cross: KRC as the primary agency for mass care under ESF 6 coordinates central assistance of mass care efforts in support of regional and local mass care.

Transition: With the completion of the primary activities of response, incident management priorities should be transferred to recovery. ESF 6 provides procedures to ensure that:

- The transition is determined reciprocally by primary agencies.

- The staff of KRC should remain active during the initial stage of recovery activities in order to ensure that all aspects of emergency response are addressed and to support the transition of issues and related responsibilities.
- As far as the mass care element of ESF 6 is under demobilisation, EMA continuous to coordinate housing and human services components.

SUPPORTING AGENCIES

All supporting agencies of ESF 6 should ensure that primary agencies are well informed of the functions and activities of all participatory entities.

Agency	Function
Ministry of Trade and Industry	▪ Provides reserves of food items, including reserves of food items under central ownership in order to meet needs in the incident area. ▪ Provides statistics regarding the amount and location of food. ▪ Provides other assistances of food items in line with ESF 11 – Agriculture and Natural Resources.
Ministry of Kosovo Security Force **Engineer Unit of the Kosovo Security Force**	▪ Meeting the mass care needs for water in coordination with ESF 6elements of mass care. ▪ Provides assistance by inspecting areas of mass care shelters to ensure compliance services for safe housing for victims. ▪ Provides assistance in constructing temporary shelter facilities in the affected areas as needed. ▪ Provides temporary housing support, such as temporary structures and accelerate repair of damaged houses, as needed.
Ministry of Health	▪ Provides MoH workers for fulfilling the designated personnel for shelters ▪ Provides health care and mental care services for the affected population within or outside shelters. ▪ Provides data on injured people. ▪ Provides technical assistance for housing operations related to food, direction, water supply and waste removal. ▪ Assists in supply and medical services.
Ministry of Environment and Spatial Planning	▪ Provides information on available housing units, owned or used by the MESP, within or near the incident area for use as temporary shelters and temporary housing. ▪ Provides MESP staff available to assist when needed mass care operations and housing.

Agency	Function
Ministry of Labour and Social Welfare	Provides technical assistance and care for the welfare and workers related safety.

Ministry of Transport and Communication	Ensures coordination of transport resources, information on highways and other resources related to supporting transport activities.
Ministry of Public Administration	Provides technical administrative support for the needs of mass care as needed.
Food and Veterinary Agency	Provides control of food quality.
Kosovo Postal Service	▪ Provides victims with forms for changing addresses for notification of postal service delivery for the new addresses and assists in distributing, collecting and sending those forms. ▪ Provides electronic file of information submitted by victims to changing of addresses .
Voluntary Organisations	▪ Assist and encourage cooperation, communication and coordination and build relationships among group members while planning and preparing for emergencies and unfortunate incidents. ▪ Assist the exchange of information during and after the incident. ▪ Provide information relevant to the severity of the disaster, defined needs and actions of 'helpers' throughout the process of response and recovery assistance. ▪ Provide guidance on sharing information about clients, managing the spiritual and emotional care of volunteers and donated goods as needed. .

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Annexes on Incidents

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7.10 Annexes on Incidents

1. Introduction
2. Disastrous Incidents
3. Incidents of oils and hazardous substances
4. Biological incidents
5. Cyber incident
6. Agricultural Incidents
7. Nuclear/radioactivity incidents
8. Terrorist incidents

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7.10.1 Introduction

7.10.2 PURPOSE
This section provides an overview of applicable annexes for situations which require special and specialised implementation of the National Response Plan (NRP) for specific incidents.

7.10.3 BACKGROUND
Annexes on incident address situations of accidental or dangerous incidents that require specialized application of NRP. The following annexes of the sections address these situations:

- Disaster incidents
- Incidents of hazardous oils and substances

Annexes on incidents are organised according to alphabetical order. Policies and procedures in the annex for disaster incidents are comprehensive and applicable for all risks. Furthermore, mechanisms under the annex for terrorist incidents are applied in case when terrorism follows any other incident.

CONTENT OF ANNEXES ON INCIDENTS
Annexes describe policies, situations, concept of actions and respective responsibilities for the type of incident in question.

Policies: each annex describes relevant unique authorisations for the incident, special actions or statements that may result and each policy that may be applied.

Situations: Each annex describes the incident situation and the planning assumptions and outlines the approach which will be used if key assumptions do not stand (for example, how will authorities operate in case they lose communication with the stakeholders i.e. the supervisors).

Concept of actions: Each annex describes the concept of appropriate actions for the incident, integration of operations with elements of NRP, separate aspects of organizational access, notification and activation processes and specialized actions related to the incident.

Also, each annex details the coordination structures and positions of authorities that are unique to the type of incident, specialized response teams or unique resources needed and other special/specific considerations.

Responsibilities: Each annex sets coordinating and cooperating agencies involved in a particular reaction in the incident, in some cases these responsibilities are met by two or more institutions jointly.

Comprehensive natures of the functions described in these annexes include either the support or cooperation of all institutions involved in incident management efforts. In some cases, the actions detailed in the annex include various components of the Ministry of Internal Affairs (MIA) and other ministries and agencies to ensure easy integration of the transition between the activities of preparedness, prevention, response, recovery and mitigation risks.

Responsibilities of coordination agency and cooperation agencies are defined in the following section.

Coordination Agency
Coordinating agencies described in the annexes to NRP support MIA's mission in the management of incidents by providing leadership, expertise and authorities to implement critical and specific aspects of the response. Central agencies designated as coordinating agencies are responsible (in close cooperation with the Ministry of Internal Affairs) to implement the processes outlined in the following annexes. In some of the annexes on incidents such as that cyber, nuclear/radiological and oils and hazardous substances, order multiple agency coordination. In the following annexes, coordinating agency responsibilities can be shared or delegated based on the nature or location of the incident.

Coordinating Agency is responsible for:

- Organization of coordinated delegation of functions and procedures set forth in the Annex;
- Providing staff for operational functions at fixed and field facilities;
- Notification and allocation of tasks to collaborative agencies;
- Management of tasks with collaborative agencies;
- Working with relevant private sector organizations for maximum utilization of available resources;
- Support and information of ESF elements and other organizational elements associated with the activities of the Annex
- Planning for short and long term support operations and incident management and recovery operations
- Retaining of trained personnel to provide appropriate support.

Cooperative agencies
Coordinating agency shall notify cooperative agencies when their assistance is needed. Cooperative agencies are responsible for:

- Development of operations, when required by the MIA or coordinating agency, with the use of authority, experts, capacity and resources of their own;

- Participating in planning for incident management and operations of recovery and development of supporting operational plans, standard operating procedures, checklists etc..;

- Supply with personnel, equipment and other support available resources, upon request of the Ministry of Internal Affairs or the Coordinator Incident Annex;

- Participate in training and exercises intended to continuous improvement of the capacities of prevention, response and recovery,

- Proposition of new technologies and procedures to improve performance.

- When required and approved by the Minister of the Kosovo Security Force (MKSF), MKSF provides support of KSF to civil authorities during domestic incidents. Accordingly, MKSF is considered cooperative agency for most of the Annexes on incidents.

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7.11 Annex on Disastrous Incidents

Coordinating Agency: Ministry of Internal Affairs	**Cooperative Agencies :** All ministries and central agencies (and other organisations) having primary or supporting responsibility of Emergency Support Function (ESF)

INTRODUCTION

PURPOSE

- NRP annex on disastrous incidents sets out the context and overall strategy for implementation and coordination of a rapid and proactive national response to a disastrous incident.

- A complementary detailed annex (CDA) and more specific in regards to operational aspect which destined "Only for Official Use' will be approved and published independently of Basic Plan and Annexes of NRP.

SCOPE

- Pursuant to NRP disastrous incident, is a natural incident or caused by human factor (including terrorism), which results in extraordinary mass injuries, major damage or disorders of the population, infrastructure, environment, economy, national morale or government functions. Disastrous incident could result long national consequences for a long period of time, almost immediately exceeds resources available of the regional and local levels and the private sector of affected area and significantly impedes governmental operations and emergency services to the extent that may jeopardize the national security. All catastrophic incidents are of national character. These factors dictate the urgency for coordinated national planning to ensure the rapid central assistance.

- Having in mind that central/national resources are fundamental to complement regional and local response efforts, the annex on disastrous incident sets out protocols on pre-location and rapid deployment of essential resources (such as: medical teams, urban search and rescue units, mobile shelters, medical equipments, etc.) that are foreseen to be necessary and urgent to save the lives and restriction of incidents.

- Accordingly, following determination of the incident as catastrophic by the Minister of Internal Affairs, the central resources organized into specific 'packages' for incidents should be deployed in accordance with the annex on disastrous incident of NRP in coordination with the affected area and command structure in the incident.

POLICIES

- The strategy of annex on disastrous incidents is in line with NRP protocols and Integrated Emergency Management System (IEMS)

- Only the Minister of MIA or his authorised representative may initiate implementation of the annex.

- During the mobilisation and deployment all central deployed resources, remain under the control of respective ministry or agency.

  Central resources that manage to arrive at the mobilisation center or collection area shall stay there until they are required by the incident command authorities to integrate in the incident response efforts.

- Occurrence or threat of multiple disastrous incidents can significantly reduce the size, speed and intensity of central reactions. If deemed necessary and prudent central government may reduce the presence and allocation of resources when many events competing for the same resources, or may keep some resources in reserve for additional incidents.

SITUATION

Incident circumstances: To address the range of urgent needs of the incident usual procedures of specific ESFs can be expanded or enhanced. All ESFs have to explore economies to maximize the use and effectiveness of scarce resources. In the case of disastrous incident, it is foreseen that the central government or other national entities provide assistance to accelerate in one or more of the following areas:

- **Mass care, housing and human services (ESF 6):** The ability to provide temporary shelter, food, emergency first aid, clothing and other essential living aid for people can be complicated by contaminated sources of objects.

- **Urban search and rescue (ESF 9):** Resources and the personnel for implementation of operational activities (such as: finding, extracting and providing medical assistance to victims of isolated locations in the destroyed sites) are limited.

- **Decontamination (ESFs 8 and 10):** Incidents involving weapons of mass destruction (WMD) may require decontamination of the wounded, evacuated, livestock, equipment, buildings, critical infrastructure and other facilities. Taking into account the possibility of large numbers of wounded and evacuated people, subsequent decontamination needs could soon overcome regional and local capacities.

- **Public Health and medical aid (ESF 8):** There is a significant need for public health and medical care, including mental health services. Medical help is needed not only in medical facilities, but at points of evacuation of the wounded persons, in points and shelters of evacuated people and refugees and other locations to support field operations. Furthermore, any contamination need increases the need for technical assistance.

- **Medical equipments and supply (ESF 8):** there is a need for sufficient quantities of pharmaceutical preparations for preventive and therapeutic purposes, as well as qualified medical personnel. Provision of vaccines to prevent certain infectious diseases that may occur during disasters.

- **Management and transportation of wounded and dead (ESF 8):** Central may be required for the implementation of transportation management and care ill victims, injured or exposed, if their number is extremely large. Moreover, the infinite number of casualties is likely to overload the available capacity of regional and local medical services.

- **Public Information (ESF 15):** When regional and local channels of public communication are overloaded during a catastrophic incident, the central government should immediately provide resources to assist in the dissemination of information, guidance and reliable, accurate and coherent messaging in the affected areas.

PLANNED FORECASTS

- Disastrous incidents result in large number (probably thousands) of injured and a large number of displaced persons.

- Minister of MIA defines the occurrence as incident of national character and orders the implementation of the annex on disastrous incident of NRP.

- Disastrous incident with injured/evacuated to some extent immediately dictates the declaration of state of emergency, immediately or otherwise.

- The nature and extent of disastrous incident may include chemical attacks, biological, radiological, nuclear or explosive attacks with sophisticated tools, epidemic diseases and natural disasters and caused by human factor.

- At the same time or one after another many or multiple incidents can occur. Some incidents like those of biological weapons of mass destruction could be spread to large geographic areas of the country and hampering the determination of the incident site.

- Disastrous incident may occur with our without warning. Some incidents like the rapid outbreak of diseases may spread pretty well prior to being discovered.

- The incident may cause significant disturbances to critical infrastructure in the area, such as energy, transport, telecommunications and public health.

- The capacity and responsive resources of the local jurisdiction (including mutual aid of neighbouring local and regional jurisdictions) may be inadequate and overloaded very quickly. Local emergency personnel who normally respond to incidents may be among the affected and necessarily incapable of tasks.

- Joint detailed and reliable operational overview may not be possible for 24 to 28 hours (or more) after the incident. Consequently, response activities must begin in the absence of detailed data for the full situation and the lack of assessment of critical needs.

- Central assistance should be provided in time to save life of rescued people, prevent human suffering and reduce severe damages. This may require mobilisation and deployment of assets prior to requesting through common protocols of NRP.

- Large scale evacuations may occur, organised or not organised. Initially, people are more inclined to seek sheltering from attacks involving chemical, biological, radiological or nuclear elements rather than for natural events. Implications of the incident related to health aggravate attempts for implementation of coordinated strategy for managed evacuation.

- Large number of people may remain temporary or forever without housing and may request temporary shelter for a long period of time.

- Disastrous incident may cause environment effects (such as permanent chemical, biological or radiological contamination) which severely challenges the possibility and capacities of governments and communities to recover in time.

- Disastrous incidents have unique dimensions and characteristics, which recommend that responsive plans and strategies should be more flexible for addressing the needs and increasing requirements in full capacities.

- Disastrous incidents may have significant international dimension. This involves potential effects to the health and welfare of the population of bordering community, cross border trade, movement, coordination of law enforcement and other areas.

- If the incident is result of terrorism, most likely alert level will rise at the regional level and national level. Raising the level of alarm bears increased security measures which may affect the availability of certain response resources.

ACTION CONCEPT

Local and regional response: Operations and responsibilities of local and regional level are cover in NRP and CDA. This annex addresses proactive central response to be undertaken in anticipation of a catastrophic incident or after it, in order to ensure prompt critical resources to assist and supplement the response efforts of local and regional level.

Central Response

- Pursuant to the provisions of NRP for proactive central response to disastrous incidents, the annex on disastrous incidents of NRP applies an accelerated approach to acquiring central resources for saving the lives of people and preventing the incident.

- Guiding principles for central proactive response to disastrous incidents include the following:

- The primary mission is life rescue, protection of material goods and critical infrastructure, reduction of the occurrence and defence of national security;

- Standard procedures outlined in the NRP regarding the requests for assistance may be accelerated or in extraordinary circumstances suspended temporary at the verge of a incident of disastrous extent, always according to existing legislation;

- Central responsive resources foreseen for mobilisation and deployment and if necessary, shall commence emergency operations for initiation of activities of life rescue and

- Notification and full coordination with regions, however the coordination process should not delay or interfere rapid mobilisation and deployment of critical central resources.

Following the acknowledgment of existing conditions of disastrous incident (such as inclusion of injured and evacuated people), Minister of MIA immediately determines the occurrence as Incident of National Character and commences (before declaration of the state of emergence) implementation of NRP annex on disastrous incidents. Upon notification by the Operations Center of the Ministry of Internal Affairs (OCMIA) that the NRP annex on disastrous incidents is implemented, ministries and central agencies:

- Undertake immediate actions for activation, mobilisation and deployment specific resources for the incident in line with CDA-NRP;

- Undertake immediate actions for protection life, material goods and critical infrastructure under their jurisdiction as well as provide assistance in the affected area;

- Immediately commence specific activities for the danger defined under respective annexes for incidents, including the Annex on disastrous incidents and

- Immediately commence functional activities and certain responsibilities in the annexes of ESFs of NRP.

Actions of the annex on disastrous incidents which are undertaken by the central government in response to a disastrous incident involve:

- All ministries, central agencies and the Red Cross of Kosovo commence actions to mobilize and deploy resources according to plan in Annex the annex of detailed plan-NRP;

- All ministries, agencies and organizations (like the Red Cross of Kosovo) charged with primary responsibility or support of ESFs immediately begin implementing these responsibilities, as needed or when ordered;

- Specific resources and capabilities for the incident (such as medical teams, search and rescue teams, equipment, mobile shelters, preventive and therapeutic drugs, etc..) should be activated and ready for deployment at the mobilization center or collection point near the incident;

- Central facilities at regional level (such as hospitals) are activated and prepared to accept and treat injured people from the area of the incident. Regional central facilities instructed to reorganize the priorities of service (in some cases to reduce or suspend certain regular services) activities carried out until the rescue of lives;

- Activation of additional agreements with private sector support;

- Given the high demand for central support as well as possible implications of the national security of disastrous incidents, ministries and central agencies may be required to re-direct their daily efforts to support response efforts.

RESPONSIBILITIES

This paragraph summarises responsibilities of ministries and central agencies according the NRP annex on disastrous incidents. For the entire list of ministries and central agencies according to the annex on disastrous incidents (ADI) of NRP, please refer to detailed complementary annexes (CDA) of NRP which is defined ONLY FOR OFFICIAL USE and is kept as a specific document. For additional responsibilities of ministries and central agencies please refer to respective annexes of ESFs and specific annexes for risks under NRP.

Coordination Agency: Ministry of Internal Affairs (MIA)

- Decides that disastrous incident occurred and implements NRP-ADI.

- Notifies ministries and central agencies for implementation of NRP-ADI and NRP-CDA.

- Implementation of NRP-ADI:

- Activates and deploys (or prepares for deployment) teams managed by MIA, equipments and other resources in line with NRP-CDA

- Determines, prepares and makes operational critical services/facilities to support movement and receipt of deployed central resources. Activates services/facilities and capacities of national level in line with NRP-CDA and standard protocols of NRP;

- Decides and retains communication with

- Sets and maintains communications with incident command authorities to ensure accurate and common operational picture, regarding requirements for critical resource. As deciding on specific requirements of resources, advises the Ministry of Transport and Communications to re-organize and adjust priorities in relation to the level of the flow of resources in the NRP-CDA.

- Makes any attempt to establish contacts with the affected area (s) to coordinate the engagement of central resources in support of the concerned area.

Cooperative Agencies

- When notified by the OCMIA, that Minister of MIA has implemented NRP-ADI ministries and central agencies (including Kosovo Red Cross) shall:

- Activate and deploy (or prepare to deploy) teams, equipment and other resources in accordance with the NRP-CDA;

- Commence implementation of ESFs' responsibilities as needed;

- Commence assessing the potential consequences of the incident and the needs and resources provided

- Begin development of short and long term strategies of response and recovery.

    - NRP-DCA provides the list of specific actions which are initiated with the activation of NRP-ADI. Specific responsibilities are assigned to the following ministries, central agencies and other organisations as cooperative agencies:
    - Ministry of Agriculture
    - Ministry of KSF
    - Ministry of Energy
    - Ministry of Health
    - Ministry of Internal Affairs
    - Ministry of Transport
    - Ministry of Environment and Spatial Planning
    - Kosovo Red Cross

- Ministries and agencies with primary responsibilities for one or more functional areas according to annexes of NRP-CDA are defined as follows:

- **Mass Care:** Kosovo Red Cross

- **Search and Rescue**: The Ministry of Security Force (and MIA)

- **Decontamination:** Ministry of Internal Affairs, Ministry of Environment and Spatial Planning, Ministry of Health, Ministry of Security Force

- **Public health and medical assistance:** Ministry of Health

- **Medical supplies and equipment:** Ministry of Health

- **The movement of patients:** Ministry of Health and Ministry of KSF

- **Mass deaths:** Ministry of Health, Ministry of Internal Affairs and Ministry of Security Force.
- **Housing:** Ministry of Labour and Social Welfare, Ministry of Internal Affairs, Ministry of Environment and Spatial Planning
- **Incident and public communication:** Ministry of Internal Affairs
- **Transport:** Ministry of Transport
- **Supporting the private sector:** the Ministry of Internal Affairs
- **Logistics:** Ministry of Internal Affairs

7.12 Annex on Incidents with Oils and Hazardous Substances

Coordination Agencies :	**Cooperation Agencies**
Ministry of Environment and Spatial Planning Ministry of Internal Affairs	Ministry of Agriculture Ministry of Economy Ministry of KSF Ministry of Energy Ministry of Health Ministry of Internal Affairs Ministry of Justice Ministry of Labour and Social Welfare Ministry of Foreign Affairs Ministry of Transport Ministry of Trade and Industry Ministry of Public Administration Nuclear Regulatory Commission

INTRODUCTION

PURPOSE

This annex describes the roles, responsibilities and coordination mechanisms for the management of pollution incidents with certain oils and hazardous substances which are defined as incidents of national character. This annex addresses those incidents of oil and hazardous substances of the national character which is managed by implementing competitive National Response Plan and National Contingency Plan but does not imply activation of ESF 10 - Response to incidents of oil and hazardous substances. Procedures for incidents with oils and hazardous substances for national character for which is activated ESF 10 are addressed in the annex of ESF 10.

SCOPE

- National Contingency Plan (NCP) provides the organizational structure and procedures for the central response to leaks of oil and hazardous substances in Kosovo accidentally or intentionally. NCP addresses prevention, planning, response and recovery from the incident.

  Hazardous substances addressed by the NCP include certain substances considered weapons of mass destruction (as chemicals, biological and radiological/nuclear substances).

- NCP outlines structures at central, regional and local strategies used to respond to thousands of incidents a year who fail to rise to the level of an incident of national character. When an incident of national character occurs, these structures of NCP remain in force to provide specific expertise, risks and support. This annex describes how the structures NCP work with the coordination structure of National Response Plan (NRP)

POLICIES

- It is expected that most of the national character of incidents involving oil and hazardous substances are managed through activation of ESF 10, but it is possible that the national character incidents involving oil and hazardous substances can occur and for which ESF 10 is not activated.

- Some responses to oil and hazardous substances can be initiated only by the NCP or under this Annex as an incident of national character, then management is transferred to FME 10 following the declaration of according to the law (or / after ESF 10 is activated through the mechanism intra government support of NRP). Central Scene Coordinators (CSC) have independent authority under the NCP to respond to incidents involving oil and hazardous substances and can activate the initial response activities before the Ministry of Internal Affairs (MIA) decides whether the incident is of national character before declaring the state of emergency.

- NCP structures and reactive mechanisms remain in force during incidents of national character that involve a current or potential leakage of oils and hazardous substances s and coordinate with the NRP mechanisms as described in this Annex.

- According to the NCP, Scene coordinator develops response from the activities of the Incident Command Post (ICP). If necessary a Unified Command can be raised with the participation of central, regional and local authorities. Regional and local authorities are primarily original responses to an incident with oils and hazardous substances.

- NCP provides the fact that the Ministry of Environment and Spatial Planning (MESP) can classify an oil discharge as Leakage of National Character (LNC). In case of LNC, MESP may appoint a "senior official of the Ministry" which helps Scene Coordinator, (or take over some functions of Scene Coordinator) respectively (communication with affected parties and the public, coordination of resources at the national level). MESP holds the authority to classify as LNC discharge. MIA holds the authority to classify an

incident as the incident a national character. LNC can be classified or not as an Incident of National Character, depending on the definition of the MIA.

- Provisions of the NCP are summarized in this annex for purposes of clarity. References in this annex on provisions of the NCP do not aim at changing the requirements or interpretations in the NCP.

- Nothing in NRP does not alter or prevent opportunities and certain authorities of central officials to perform their duties according to the NCP or to coordinate directly with their agency in implementing these tasks.

- A National Character incident involving oil or hazardous substances and which is the result of criminal act or result in the criminal act but that is not terrorist act, should be investigated by the Environmental Protection inspectors of MESP in coordination with Scene Coordinator and Central Authorized Officer (ME). In this case, the Special Officer of MESP serves as chief central officer of law enforcement in Coordination Group of Joint Field Center (JFC).

CONCEPT OF ACTION

NCP's Central Response Team (CRT): According to the NCP, CRT coordinates the program preparedness, planning and response to incidents involving oil and hazardous materials at local, regional and central levels and provides research to improve response activities and assistance for responses to specific incidents as necessary. CRT is comprised of all central agencies with responsibilities and capabilities in readiness, planning and response to incidents involving oil and hazardous materials. MESP manages with CRT on daily basis and the representative of EMA serves as deputy.

During an incident, direction of CRT should be transferred to the agency that ensures Scene Coordinator in order to:

- Monitor and assess reports from Scene Coordinator and to recommend necessary actions, through Regional Response Team, to address the leakage;

- Request from the central, regional and local level or private sector to provide resources and

- Coordinator supply with equipment, personnel and technical advises for the affected jurisdiction.

NCP Regional Response Teams: NCP also establishes 5 RRT to coordinate preparedness, planning and response at regional and requires regional committees composed of responses of local, regional, central level and private sector to coordinate preparedness and planning at the local level.

On daily basis Regional Response Teams are co-chaired by MESP and MIA. When activated in supporting an incident direction of RRT is transferred to the agency which provides Scene

Coordinator for that incident. During the incident RRTs coordinate with CRT and provide support for Scene Coordinator. RRTs shall:

- Monitor and assess reports from Scene Coordinator and to recommend for addressing the leakage;
- Request from the central, regional and local level or private sector to provide resources;
- Support in preparing of information for the public and for communication with CRT and
- Recommend (if necessary) to the head of agency that provides the Scene Coordinator to assign different Scene Coordinator of central level.

Coordinators of the NCP in the scene: NCP outlines the responsibilities Central Scene Coordinators (CSC) assigned to determines the need for central response, to direct response efforts and to coordinate all other efforts at the scene of the discharge or leakage in accordance with the existing delegation of authority. CSC performs their duties by the IPC. For leakages of oil (depending on location) agency that provides CSC is either MESP or MIA. For hazardous substances emergencies agency that provides CSC can be MESP, MIA, Ministry of Energy or the Ministry of KSF, depending on the source and location of leakage. Other central agencies support CSC for the action of removal of hazardous substances that are not emergencies.

RESPONSE ACTIONS

Notification and Assessment: According to the PNCP, Environment Department receives reports of leakage of oil and hazardous substances. Department of the Environment immediately transmits the report to the relevant central reassigned central Scene Coordinator, the respective region and relevant central entities. Central Scene Coordinator, analysis the incident to determine the need for central response. Department of the Environment also provides incident reports to the Operational Centre of the Ministry of Internal Affairs (OCMIA) and MIA analysis the incident to determine if it is national character incident. If Scene Coordinator provides that an incident is of large or complex or involves national interests that may require its declaration as incident of national character, Scene Coordinator reports the situation and recommendations through its regional management to the manager of emergency response programme at central level, which notifies the OCMIA and provides recommendations for MIA (This notice does not preclude the response of Scene Coordinator to the scene).

Coordination of response: Upon declaration of an incident that involves oils and hazardous substances as Incident of National Character (for which ESF 10 is not activated) by MIA, structures of NCP shall coordinate with the components of NRP as follows:

Coordination of Central Offices Level – Inter-Institutional Group for Incident Management: CRT continues to function according to NCP, but coordinates its activities with IGIM when activated by MIA. Chairman of the CRT works with MIA during the incident to establish the necessary mechanisms for coordination of IGIM-CRT.CRT can also send liaison officer in IGIM to support the IGIM-CRT interaction, to synchronize efforts and to avoid duplicate or conflicting activities. In this case, the liaison officer of CRT and Head of the CRT shall work together to coordinate IGIM-CRT interaction. For incident involving oil or hazardous

substances CRT key agencies involved in the incident also are likely to have representatives of agency at IGIM.

According to the NCP, inter-institutional issues that cannot be solved by the Scene Coordinator at the level of IPC mostly are submitted for resolution with representatives of relevant agencies in the RRT. If not resolved at the regional level they stand at the CRT. Where appropriate, representatives of the CRT can raise issues for resolution with the highest level of representatives of agencies. NCP incidents for which MIA activates IGIM, Head of the CRT and/or liaison officer CRT makes arrangements for coordination of issues of central office level with IGIM. CRT may be invited to provide specific expertise in the field of responding to oil and hazardous substances for IGIM.

Operational Centre of the Ministry of Internal Affairs: MESP or MIA depending on which agency is responsible for the incident, use the emergency operating center (EOC) central office for coordination and management of central support. CRT also uses primary EOC of the primary agency to coordinate its activities. While reports of incidents mainly derive from JFC (when established) to OCMIA, the MESP EOC also holds the OCMIA informed about the incident management efforts. MESP, MIA and other agencies of RRT provide representatives to OCMIA in order to support the coordination of information regarding the activities of the NCP.

Operations Center of Emergency Management Agency (OCEMA): As this annex addresses incidents from oils and hazardous substances of the national character that does not require ESF support structure, it is unlikely that the MIA will use OCEMA for such incidents. Under this Annex, the central resources are expected to be activated mainly through mechanisms of NCP such CRT and RRT. .

As stated earlier, according to this annex it is possible that MESP may require additional central assistance from MIA through NRP mechanisms of intra government support. In these cases, (if support by other agencies is significant) MIA can use OCEMA. Subsequently, when appropriate, MESP and other agencies activated through mechanisms of intra-government support provide representative for OCEMA to offer information and to coordinate activities at the central level.

Hydrometeorology Institute (hydro): Hydro is the institute responsible for the provision, coordination and dissemination of information about the consequences for leaks of hazardous substances in air, water and soil.

REGIONAL LEVEL COORDINATION

Regional Emergency Operations Center (EROC): If MIA activates EROC, MESP and other agencies as required provide representatives to assist in supporting regional coordination efforts. JFC (when established) is the focal point for many institutional coordinators and EROC plays a supportive role.

FIELD LEVEL COORDINATION

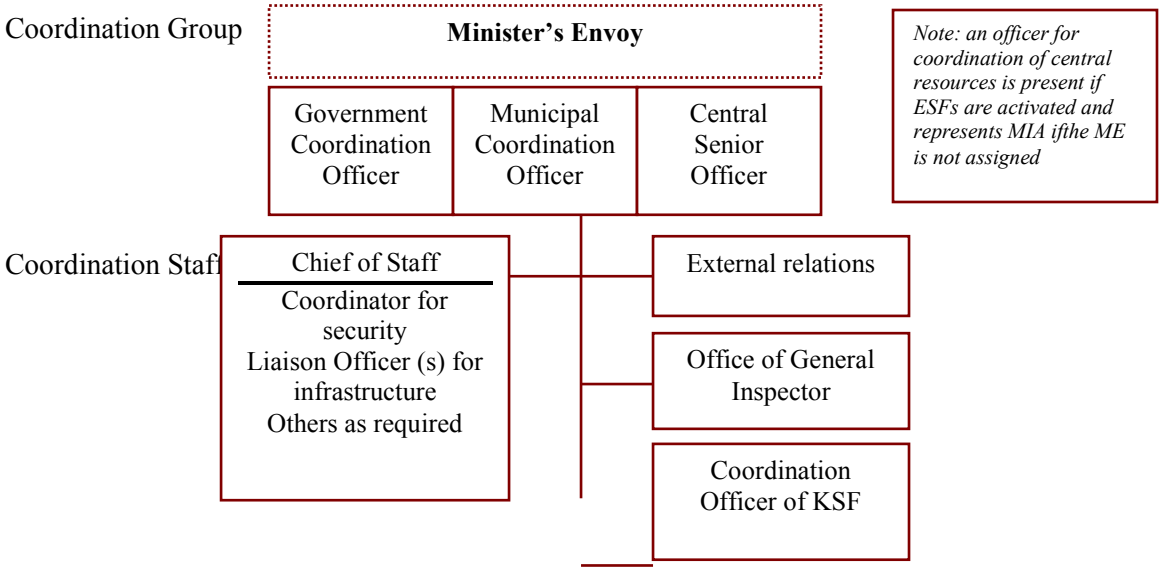
Minister's envoy (ME): When ME is assigned to an incident of oils and hazardous substances, the agency which provides central Scene Coordinator assigns a Central Senior Officer (CSO) to work in coordination with the ME in JFC (or alternate location if JFC is not established). Scene

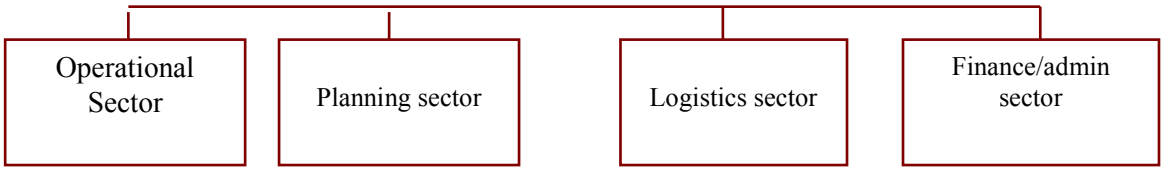
coordinator's activities continue to develop his or her IPC. Scene Coordinator, CSO and representatives of responsive agencies offer their cooperation, resources and support needed and complete as necessary and in accordance with authorizations in effect. CSO coordinates with ME in activities as the provision of incident information for ME as needed, coordinating a public information strategy with the ME Public Relations of MIA and editing of information to the public through the ME. In some cases it may be necessary to Scene Coordinator to communicate with the media / public on tactical operations and matters affecting public health and safety, especially during the early phase of emergency response. Joint Information Center (when it is raised) coordinates communication between agencies and between IPC and JFC.

Joint Field Center: Joint field centers can be raised during the incidents of the national character as a center for inter-institutional coordination to provide support for IPC to the scene. For incidents with oils and hazardous substances of the national character that does not include the declaration of state of emergency or declaration of terrorist incident, JFC is not necessary to be established. The decision to raise the JFC is taken by the Ministry of Internal Affairs on the basis of the occasion and cause. If it is set up a regional command, JFC can be situated at the same site. If it is not necessary to raise none of them, ME, and his/her staff may be situated with the IPC.

When JFC is raised, the Coordination Group of JFC includes the ME; CSO of agency which provides central Scene Coordinator; regional and local officials and (when necessary) the owner's representative responsible operator for leaking. If ESFs are activated to provide intra government support, the Central Resource Coordinator (CRC) will also be part of the Coordination Group of JFC. When required the establishment of the full JFC for an incident under this Annex, Figure X illustrates the organizational chart of JFC. During an incident of national character ERR-ERQ-ordinate with and provide support for the KVN-in. ZLQ coordinates the activities of ERR-s with QBF as needed to support the ERR-QBF-in request.

FIGURE X. Organization of JFC for incidents with oils and hazardous substances of the national character





(Branches and units are raised as needed)

COORDINATION AT THE INCIDENT SCENE

According to NCP, central Scene Coordinator determines the response need and has the authority of direction and coordination of response efforts in accordance with the existing delegation of authority. Scene Coordinator generally joins an IPC set up by local authorities or sets an IPC in the vicinity, in accordance with the local authorities and develops IPC activities according to Unified Command concept. Scene Coordinator commitments are coordinated with other central, regional, local and private sector response mechanisms through the mechanisms of the Incident Command System. Scene Coordinator fulfils his / her responsibilities outlined in the NCP and coordinates the activities of the Coordination Group of JFC. Basically, Scene Coordinator communicates with the CSO at JFC and coordinates with ME and CSO/CRC. Unified Command in ICP communicates with the Coordination Group of JFC. Existing CRT with the decision-making and delegated contractual authority remain in force and Scene Coordinator and representatives of the NCP agencies continue to report through the chain of command established by their respective agencies. For incidents that occur in many countries Regional Commands may be raised, which would be the Regional Unified Command for multi-jurisdictional response. If raised, the central agencies in Regional Command coordinate their activities with the Coordination Group of JFC. Basically, the central staffs of Regional Command communicate with CSO assigned in JFC and CSO coordinates with ME and CSO/CRC.

Actions in sequence: In addition to the initial response actions to detecting, alerting and preliminary assessment, the following response actions include: isolation, decontamination, cleaning, dismissal, documentation and support expenditure.

RESPONSIBILITIES

Ministry of Environment and Spatial Planning, Ministry of Internal Affairs / EMA and the Ministry of Transport and Communications

Responsibilities under NCP include:

- Each agency provides a chairman for CRT for the activation of CRT f for incidents within its jurisdiction. MESP offers a chairman for CRT and deputy of EMA on daily basis.

- Each agency provides a chairman for RRT for the activation of CRT for incidents within its jurisdiction. Each agency provides deputy chairmen for RRT on a daily basis.

- Each agency provides Scene Coordinators direction of response efforts and coordinating all other efforts at the scene of the discharge or leakage to incidents within their jurisdiction.

Cooperative Agencies: Central Agencies will make available such services / facilities and resources which may be useful in situations of response, in accordance with agency authorities

and capabilities. When planning for standby or during a current response may be called various agencies to provide assistance in their respective fields.

Central Authorised Officer: Agency that offers central Scene Coordinator also provides CSO to coordinate with ME and to participate in the Coordination Group of JFC.