UNDAC OPERATIONAL PARTNERS
ABOUT OCHA

The United Nations Office for the Coordination of Humanitarian Affairs (OCHA) mobilizes and coordinates humanitarian action for people in need, in partnership with national and international actors. OCHA ensures that each actor can contribute to the overall response effort. OCHA delivers its mandate by coordinating emergency relief, and by organizing and monitoring humanitarian funding, policy development, information management and advocacy.

Cover photo: DEMA/Jan Kildelund
This page: IRIN/Jacob Zocherman
UNDAc operational partners

BACKGROUND

For over 25 years, the United Nations Disaster Assessment and Coordination mechanism, managed by the Office for the Coordination of Humanitarian Affairs (OCHA) has been providing support to disaster affected Governments and the humanitarian community reinforcing OCHA’s mandate to ensure a coherent and principled response to emergencies.

Coordination is central to the work of the UNDAC teams and, over the years, the UNDAC disaster preparedness and response methodology as evolved, continuously adapting to the new realities. In an complex working environment and with an ever increasing number of actors providing support to crisis affected communities, effective coordination has now become essential to successful and inclusive disaster response. Today, the UNDAC teams – coming from a roster of over 200 trained emergency specialists – are strengthened by a number of partner organisations providing specialised support to the work of OCHA in sudden onset disasters settings.

This brochure presents the organisations enabling the UNDAC teams to hit the ground running and provide swift situation analysis and coordination services to all.
ACAPS is a non-profit initiative of a consortium of three NGOs (Action Contre la Faim, Norwegian Refugee Council and Save the Children International) with the aim of supporting the humanitarian community with all aspects of humanitarian needs assessments and analysis.

ACAPS aims to mobilise effective humanitarian action through better understanding of crises and its vision: “See the crisis, change the outcome.” By gaining a deeper understanding of crisis, humanitarian agencies are able to work more effectively to resolve it. To achieve this, ACAPS publishes a range of global and country-specific analytical products on humanitarian needs in sudden and slow onset disasters; provides assessment and analysis methodological tools; supports capacities of humanitarian actors through training; and deploys experts to support needs assessments and analysis.

When responding to emergencies, ACAPS carries two types of deployments:

Short-term deployment of experts: ACAPS regularly deploys assessment and analysis experts to support a range of humanitarian stakeholders with coordinated needs assessments and analysis processes. In 2016, ACAPS deployed 32 of its experts to 9 countries. This included a deployment to Haiti in October 2016, when ACAPS has deployed 3 Assessment and Analysis experts to support UNDAC and the Haitian Department of Civil Protection following Hurricane Matthew. The team regularly produced reports providing evidence base for response decision-making.

Longer deployments to ACAPS field projects: In protracted and regional crises where coordination and information flow is a major challenge, ACAPS implements longer Needs Analysis Projects to address specific information gaps, by bringing together available information on humanitarian needs and gaps, and producing detailed reports and scenarios. Examples of longer ACAPS projects include Syria Needs Analysis Project (SNAP)\(^1\), Ebola Needs Analysis Project (ENAP)\(^2\), and analysis of the humanitarian situation on refugees and migrants in Greece and the Balkans\(^3\).

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2. [https://www.acaps.org/themes/ebola](https://www.acaps.org/themes/ebola)
3. [https://www.acaps.org/themes/refugeemigrant-crisis](https://www.acaps.org/themes/refugeemigrant-crisis)
Formed in the early 2000s, the Americas Support Team (AST) was created using the International Humanitarian Partnership model, with modification to support the characteristics of the Americas Region; it can be deployed to sudden onset and/or complex emergencies, and is also used in the region to support UNDAC and INSARAG training programs and exercises. It is staffed and maintained by members of the Fairfax County Fire and Rescue Department, USA 1. It is rostered with 12 specially trained personnel, who have expertise in ICT, logistics, field assessments, and information management.

The AST is primarily deployed to provide support to a United Nations Disaster Assessment Coordination Team (UNDAC), as well as to establish a Reception/Departure Centre and On-Site Operations Coordination Centre (OSOCC). Its focus is to assist in the coordination efforts between the Local Emergency Management Agency (LEMA), NGO’s, and the United Nations. The AST is sponsored by the United States Agency for International Development/Office of U.S. Foreign Disaster Assistance during international missions.

Main Services:

- Logistics
- Telecommunications

More information:

vatf1.org
UNDAC mission to Dominica — Hurricane Maria.
Credit: OCHA/J.M. Garcia
ATLAS LOGISTIQUE

Atlas Logistique is a brand of Humanity & Inclusion (the new name of Handicap International) that specializes in local supply chain management, including logistics platforms. Its goal is to close the gaps in humanitarian aid delivery chains so resources reach beneficiaries safely and efficiently.

Since its founding in 1991, Atlas Logistique has been implementing humanitarian logistics solutions in acute and chronic crises. It merged with HI in 2006, combining its logistics platform expertise with HI’s institutional standing and presence in around 60 countries.

Activities include:

- Identifying the logistics needs and constraints humanitarian actors may face when responding to major crises
- Identifying local logistics resources available
- Implementing common logistics solutions – including shared transportation, cross-docking, storage management, logistic hub management, mechanics and engineering – to respond to the identified needs
- Reopening communication channels (roads, bridges and airport runways) to ensure resources reach affected area quickly and safely
- Developing emergency preparedness approaches by anticipating potential access constraints; identifying local resources available; linking response actors; and building capacity of local logistics actors.

In crises, Atlas Logistique services are free for response actors.

ATLAS LOGISTIQUE AND UNDAC

Atlas Logistique manages logistics support within UNDAC to ensure appropriate and secure working and living conditions for the UNDAC team, and thus strengthen the effectiveness and coordination of international search and rescue assistance. Atlas Logistique also contributes its humanitarian logistics expertise, assisting with logistics analyses, mapping and management of assets, donations and logistics service offers; logistics information management; and logistics capacity assessment, including market assessments and identification of supply chain gaps.
CASCOS BLANCOS

White Helmets is the body of the Ministry of Foreign Affairs and Worship of the Argentine Republic in charge of designing and implementing international humanitarian assistance. It carries out its activities by means of a volunteer corps, through a working strategy based on cooperation, solidarity and community participation. Under the principles of humanity, impartiality, neutrality and independence, White Helmets acts at the request of the affected State or within the framework of a call for international humanitarian assistance.

White Helmets has a network of bilateral and multilateral cooperation links through which it coordinates immediate response to socio-natural disasters; it works on rehabilitation, reconstruction and development tasks; and it promotes risk prevention and management, in Argentina and abroad. Ever since its creation in 1994, it has participated in a number of international humanitarian assistance missions, with a strong regional approach, as well as in domestic campaigns together with other federal, provincial and municipal agencies. With its 20 years of experience and its respect for international law and human rights, it has become a State policy and a fundamental tool of Argentine foreign policy.

Main Services:

- Telecommunications

More information:

cascosblancos.gob.ar
DEUTSCHE POST DHL GROUP

The growing number of natural disasters poses an enormous challenge and governments, disaster relief organizations and businesses alike are called upon to provide quick and efficient help for disaster victims.

Taking on this responsibility, Deutsche Post DHL Group has entered into a strategic partnership in the area of disaster management with the United Nations since 2005. By becoming an integrated part of this internationally established humanitarian relief system, DP-DHL is able to make an effective contribution to helping disaster victims as part of the GoHelp program provides the United Nations with access to core competence in logistics, DHL Global network and the know-how of our employees, free of charge.

DISASTER RESPONSE

When natural disasters strike, DP-DHL provides on-site logistics support at airports to ensure the successful processing and dispatch of relief supplies. When called upon by UNOCHA, Disaster Response Teams (DRT) – consisting of 400 trained DHL volunteers – can be on the ground and operational anywhere in the world within 72 hours.

DISASTER PREPAREDNESS

The goal of the “Get Airports Ready for Disaster” (GARD) training program, launched in 2009 together with the United Nations Development Programme (UNDP), is to prevent bottlenecks at airports after natural disasters. DHL aviation experts prepare airport personnel and disaster management agencies for the logistics challenges associated with disaster relief efforts.

Main Services:

Airport cargo handling

More information:

dpdhl.com
Fuel Relief Fund (FRF), an international non-profit, non-governmental organisation (NGO) based in the United States and the Netherlands, is the only NGO in the world dedicated to solving fuel needs in global humanitarian response. While water, medicine, shelter, and food are critical immediately after an earthquake, tsunami or other rapid-onset disaster, fuel is crucial for survival of affected populations, as well as for search and rescue and ongoing relief and recovery efforts. Emergency water cannot be pumped or sanitized, doctors cannot treat patients, and people cannot obtain food, shelter, light or medicine without fuel for power and transport. FRF sends teams of highly trained, specialised volunteers into the scene of a major disaster, partnering with local communities, fuel and energy corporations and local, national and regional government administration to execute a coordinated disaster response. Serving as an operational support partner of UNOCHA and INSARAG classified Urban Search and Rescue teams, FRF identifies fuel needs, what types of fuel are needed, how to source fuel locally, and then transports it to meet the need.

The model is simple, yet effective. In 2016, after Hurricane Matthew in Haiti, FRF provided direct support to tens of thousands of individuals, delivering fuel to enable transport of food and water to people in remote areas, and powering entire hospitals and water sanitation facilities. After superstorm Sandy in the United States, FRF distributed fuel to stranded residents, waiting in lines 300 people deep, to heat their homes, power generators, and fuel their automobiles; and to emergency responders that couldn’t fuel their vehicles to help those in greatest need.

FRF was born in 2005 when its founder, a fuel executive and entrepreneur, saw a gap in fuel availability in the aftermath of Hurricane Katrina and acted to fill it as quickly as possible. Driving a tanker from their California base, volunteers distributed thousands of gallons of free fuel to agencies and more importantly, to people who were affected by the disaster. FRF’s Board and Regional Disaster Response teams in Asia, Latin America and the Caribbean and North America represent combined hundreds of years of experience in energy, security, logistics and emergency management; and together stand ready to solve today’s increasingly complex fuel scenarios of disasters and crises across the globe.
Propane distribution Ecuador earthquake April 2016.
Credit: Jana Asenbrennerova
The International Humanitarian Partnership (IHP) is a voluntary multinational cooperation between governmental emergency management agencies, active in the field of humanitarian assistance. The agencies are part of, funded by, and supported by their respective governments.

IHP is a partnership, based on a network structure, with no binding agreements and is a platform for international cooperation and sharing of resources. Complementing each-others’ individual operational capacities allows stronger and more professional solutions to be offered. IHP provides operational, technical and financial support to multilateral organisations engaged in humanitarian work, primarily the United Nations, but also the European Union and other relief organisations. The collaboration is managed by a chairmanship system with a dedicated chair-person assigned among the members. The IHP Secretariat is provided by UNOCHA, Geneva.

The overall aim of IHP is to enhance the emergency response efforts through supporting operational actors in the field of humanitarian assistance and coordination in order to save lives and reduce the impact of conflicts and natural disasters.

The objectives of IHP are to:

- Enhance operational capacity in emergencies through deployment of specialized surge capacity (experts and equipment) to multilateral organisations.
- Improve operational effectiveness and efficiency in emergencies.
- Strengthen coordination of humanitarian assistance and facilitate information sharing, as well as encourage cooperation between various actors in emergencies.
- Provide a practical demonstration of donor cooperation and coordination through the concept of good humanitarian donor-ship.
- Enhance emergency preparedness and capacity building through provision of trainings and exercises.
IHP - CONTACTS

Belgium
Belgium First Aid and Support Team (B-FAST)
b-fast.be

Denmark
Danish Emergency Management Agency (DEMA)
brs.dk

Estonia
Estonian Rescue Board (ERB)
rescue.ee

Finland
Pelastusopisto (PeO)
pelastusopisto.fi

Germany
Federal Agency for Technical Relief (THW)
thw.de

Luxembourg
Corps Grand-Ducal Incendie & Secours (CGDIS)
cgdis.lu

Norway
Norwegian Directorate for Civil Protection and Emergency Planning (DSB)
dsb.no

Sweden
Swedish Civil Contingencies Agency (MSB)
msb.se

United Kingdom
UK Department for International Development (DFID)
dfid.gov.uk
The first hours after a disaster are often chaos. Lives and livelihoods are at risk, the first requirement becomes information. Who needs what, where are they, and what is the best way to deliver this?

MapAction delivers this vital information in mapped form, from data gathered on the ground. MapAction is ready to respond 365 days a year with a volunteer group of geographical information systems (GIS) professionals especially trained in humanitarian response.

Our response is well practised and rapid:

- Mobilisation. A field team ready to move within hours, supported by remote teams working on base mapping.
- Field base. A team is deployed to the affected country, often as part of a United Nations Assessment and Coordination (UNDAC) mission working alongside government authorities. Our Field base forms a crucial information sharing hub in the affected country, supporting agencies with situational analysis, helping organisations understand national strategies, international response and where the gaps may be in the response.
- Situation data gathering. Reports are received from many sources, collated, analysed and mapped, to answer the most crucial operational questions: such as “where are displaced people moving to?”, or “what logistics capacity is needed to reach them?”
- Map distribution. Situation maps, updated daily, are issued in print version to aid agencies in the field and distributed electronically, for upload to websites and as data feeds for other GIS users.
- Mission handover. After the crucial two to four weeks, maps and data are then handed over to national or UN organisations often following GIS training to support the continuation of an emergency mapping service. After very large disasters MapAction personnel sometimes remain in country for weeks or months to assist.
UNDAC planning MIRA.
Credit: MapAction
REACH is a joint initiative of IMPACT, its sister-organisation ACTED, and the United Nations Operational Satellite Applications Programme (UNOSAT). REACH was created in 2010 to facilitate the development of information tools and products that enhance the humanitarian community’s decision-making and planning capacity. REACH combines modern information technology with tailored assessment methodologies, tools and processes, which are adapted to each emergency context and to the requirements of aid actors and coordination mechanisms.

REACH was created in response to two critical gaps in the humanitarian system:

1. Gaps between the supply and the demand of humanitarian information in emergencies and

2. Limited understanding of crisis-affected communities and their settlements.

The REACH global team is based in Geneva, Switzerland, and includes specialists in data collection, data management and analysis. The REACH global team also provides backstopping and guidance to the REACH field teams at country level. REACH maintains a continuous presence of assessment and information management specialists in more than 20 protracted emergencies. Upon request from global partners, REACH teams are also deployed to other emergencies to conduct rapid field support missions.

REACH promotes a collaborative approach among aid actors and supports established inter-agency coordination mechanisms at the global and country levels. REACH is an active member of the global humanitarian system, notably through its participation in several bodies of the Inter-Agency Standing Committee, as well as through its active engagement in global clusters. All REACH activities are conducted in support of and within the framework of interagency coordination mechanisms.

REACH provides technical support to UNDAC assessment and analysis cell through the deployment of assessment coordinators and/or specialists as well as Data and GIS analysts. In addition to analysis and information management support, REACH provides a dedicated field data collection capacity to operationalize, when relevant, rapid multi-sector needs assessments. All assessment activities are conducted under UNDAC coordination architecture and in liaison with the main aid stakeholders at global and country level.
TELECOMS SANS FRONTIERES

Founded in 1998, Télécoms Sans Frontières (TSF) is the leading humanitarian NGO specialised in emergency telecommunications and new technologies for humanitarian response. From the onset of a humanitarian crisis or emergency, TSF deploys telecom specialists from its headquarters or from one of its regional bases in less than 24 hours. TSF’s mandate focuses on providing access to information for those affected by humanitarian crises such as refugees and victims of natural disasters as well as reconnecting families through the provision of priority voice or internet connectivity.

At the heart of the crisis, TSF teams also install emergency communication centres for aid agencies that strengthen aid coordination by providing relief organisations, UN agencies and local authorities with laptops connected to the Internet phone lines and technical assistance. Télécoms Sans Frontières is part of the United Nations Emergency Telecommunications Cluster (ETC) and a partner of the United Nations Office for the Coordination of Humanitarian Affairs (OCHA), within the framework of which our experts intervene directly alongside UN Disaster Assessment and Coordination (UNDAC) teams in the direct aftermath of a disaster.

Beyond emergency response, TSF also leads development projects using ICT solutions for long-term issues. In all of its projects, TSF makes the most of its ICT knowledge and tools, be it for collecting (via SMS or adaptable input forms), analysing or broadcasting data amongst local populations. Moreover, TSF uses its knowledge and experience to provide assistance in longer-term emergency situations such as providing internet connections in refugee camps and mobile learning centres for affected populations across the globe.

Mobile technology is an ideal tool for processing and diffusing various data in order to detect and monitor threats which could lead to a potentially serious humanitarian disaster. TSF is acting to maximise the potential of mobile technologies to reduce the human impact of global crises.

Main Services:

- Telecommunications

More information:

tsfi.org
UNOSAT

UNOSAT is UNITAR’s Operational Satellite Applications Programme which goal is to make satellite solutions and geographic information easily accessible to the UN family and experts worldwide working at reducing the impact of crises and disasters and helping nations plan for sustainable development.

UNOSAT mission is to deliver integrated satellite-based solutions for human security, peace and socio-economic development, in keeping with the mandate given to UNITAR by the UN General Assembly since 1963.

Through the use of Geographic Information Systems (GIS) and satellite imagery, UNOSAT providestimely and high-quality geo-spatial information to UN decision makers, Member States, international organizations and non-governmental organizations. UNOSAT developssolutions on integrating field collected data with remote sensing imagery and GIS data through web-mapping and information sharing mechanisms, including remote monitoring of development projects and sharing of geographic data using webservices.

Main Services:

Satellite imagery

More information:

unitar.org/unosat
Analysis with KOMPSAT Data Acquired on 14 October 2012 & AVNIR-2 Data Acquired on 24 January 2010

This map illustrates satellite-detected standing flood waters over affected districts in Chad. Extensive flooding has been observed in Central Chad by floods caused by heavy rains. It is likely that flood waters have been systematically underestimated along major river banks, and within built-up urban areas because of the special characteristics of the satellites data used. This analysis has lead to a more realistic understanding of flood extent and magnitude due to improved ground feedback in UNITAR/UNOSAT.

Analysis conducted with ArcGIS v10 & v10.1
Production: UNITAR / UNOSAT
Road Data : Google Map Maker / OSM / ESRI
Source: KARI
Copyright: KARI
Resolution: 4m
Satellite Data (1): AVNIR-2
Source: JAXA
Copyright: JAXA
Resolution: 10m
Imagery Date: 24/01/2010
Satellite Data (2): KOMPSAT
Source: KARI
Copyright: KARI
Resolution: 4m
Imagery Date: 14/10/2012
Flood-risk area
Probable standing flood water
Wet agricultural land/soil moisture
Pre-crisis water extent
Map Scale for A3: 1:1,099,981
Map frame rotated 348 degrees from North
Map Extent
"CHAD"
"CAMEROON"
"EXTREME-NORD"
"NORD"
"N'DJAMENA"
"Extreme-Nord Border"
"Main Airport"
"International Border"
"Road"
"Health facility"
"Floodplain"
"Logone"
"FLOOD WATER EXTENT ANALYSIS"
The UNDAC system is managed by the Response Partnerships Section in the Emergency Response Services Branch of the Coordination Division, UNOCHA.

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8-14 Avenue de la Paix,  
1211, Geneva, Switzerland

For more information about UNDAC, visit:

unocha.org/undac  
readytogo.undac.org

Join the UNDAC Facebook group by searching #UNDAC.