

Standard Operating Procedures - rev. 1

July 2015

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## 1 FOREWARD

The identification of the operating phases, aimed at the deployment and use of TAST module has been set according to the following general stages:

- ACTIVATION
- MOBILIZATION
- ON SITE ORGANIZATION BASE OF OPERATIONS SETUP
- OPERATIONAL USE
- EXIT STRATEGY/END OF MISSION

Within the macrophases above indicated, single working steps have been identified.

## 2 LIST OF ABBREVIATIONS

BoO	Base of Operation
CECIS	Common Emergency Communication and Information System
ERCC	Emergency Response Coordination Centre
EUCPT	European Union Civil Protection Team
DPC	Dipartimento di Protezione Civile
DTL	Deputy Team Leader
HQ	Headquarters
IHP	International Humanitarian Partnership
ICT	Information and Communication Technology
MIC	Il Centro di Monitoraggio e Informazione
NCP	National Central Point
ONU	Organisation des Nations unies
OSOCC	On-Site Operations Coordination Centre
RDC	Reception/Departure Centre
RPCP	Regione Piemonte Civil Protection
SSP	Safety and Security Plan
TAST	Technical Assistance Support Team
TL	Team Leader
UNDAC TEAM	United Nations Disaster Assessment and Coordination Team

### 3 ACTIVATION AND PREPARATION FOR DEPARTURE

Generally, the activation of the TAST, in the framework of the Union Civil Protection Mechanism, starts upon request to Regione Piemonte from the DPC - International Relations Service working as Italian NCP.

The request of activation is received by the Regional Director decides about the mobilization of the TAST with the support of the Head of Unit of RCPC.

The RPCP, according with Table1 and Table2, outlines the TAST mission configuration as the services and facilities provided, the number of members, the transportation requirements, the mission duration; it is compliant with the general content of this document, mainly defined according to:

- the type of emergency and the expected scenario ;
- the objectives of the mission outlined by the ERCC;
- the number experts in the EUCPT
- the presence on site of other modules/TAST, IHP and other emergency management/humanitarian teams (with the aim of being compatible and interoperable with them all)
- severity and scale of the disaster and infrastructure destruction level;
- supply situation in the affected contry;
- safety and security level.

The TAST configuration is shared with the DPC - International Relations Service/Emergency Office, who communicates with ERCC. Once agreed the general Terms of Reference with ERCC, the Head of National Civil Protection Dept provides an urgent and contingible measure, with the following indications:

- covering of mission costs;
- award of benefits ex italian DPR 194/01 for volunteers;
- AOB.

The financial coverage of mission costs from National Civil Protection Dept and/or ERCC is a necessary condition for module activation. The activation phase starts with the adoption of a measure about mission authorization by the Italian Government and RCPC.

#### 3.1 Tast configurations

The TAST module is outlined in the following TAST functional units in order to cover different needs in missions

FUNCTIONAL UNITS	TAST PERSONES	EQUIPMENT DESCRIPTION	WEIGHT (KG)	PACK	DEPLOYMENT PATTERN
TYPE I - FIRST ICT/ADM DEPARTURE KIT	2 PERSON + TL	Office and ict supplies for small office (2 Laptops; Network cable, 1 Wireless router, A4 scanner/printer, satphone, internet connection; VHF radio connection facilities)	91	7	3

TYPE II - FULL ICT/ADM DEPARTURE KIT	6 PERSON + TL/DT	Office and ict supplies for RDC location (2 Laptops; Network cable, 1 Wireless router, A4 scanner/printer, satphone, sat internet connection; VHF radio connection facilities)	223	15	3
		Office and ict supplies for OSOCC/sub-OSOCC location (6 Laptops; Network cable, 1 Wireless router, A3/A4 color scanner/printer, satphones, sat internet connection; VHF radio connection facilities)			
TYPE III - ULTRA LIGHT LOG	2 PERSON	light osocc tent and facilities + light camp - accomodation capacity for 6 - 8 persons	591	25	1-2-3
TYPE IV - LIGHT LOG	3 PERSON	light osocc tent and facilities + camp - accommodation capacity for 15 persons	762	31	3
TYPE V - HEAVY LOG	3 PERSON	full osocc tent and facilities + rdc tent and small camp facilities + camp - accommodation capacity for 15 persons	1275	53	1-2

Table 1: TAST functional units

The composition of the overall TAST deployed (types with different functional units) has to be adapted for each deployment, depending on the situation on site and type of expert missions.

For example:

TAST CONF	SCENARIO		FUNCTIONAL UNITS ADM/ICT SUPPORT	FUNCTIONAL UNITS LOGISTI SUPPORT	DEPLOYMENT PATTERN
	EUCPT MISSION OUTLINE	INFRASTRUCTURE DESTROY LEVEL			
A	2 EUCPT preparedness mission	low - absent	TYPE I-FIRST ICT/ADM DEPARTURE KIT	-	3
B	2 EUCPT assessment mission after a large scale emergency	high	TYPE I-FIRST ICT/ADM DEPARTURE KIT	TYPE III - ULTRA LIGHT LOG	3
C	5 EUCPT coordination mission	low - absent	TYPE II -FULL ICT/ADM DEPARTURE KIT	-	3
D1	6-8 EUCPT coordination mission after a large scale emergency	high	TYPE II -FULL ICT/ADM DEPARTURE KIT	TYPE V -HEAVY LOG	1-2
D2	6-8 EUCPT coordination mission after a large scale emergency	high	TYPE II -FULL ICT/ADM DEPARTURE KIT	TYPE IV-LIGHT LOG	2-3

Table 2: Scenarios and reference TAST configurations

According to TAST configuration, the TAST has the consistence below specified.

TAST CONFIGURATION	COMPONENT			NOTE
	ICT	OFFICE	LOG	
A	1	1		FIRST ICT/ADM DEPARTURE KIT
B	1	1	2	FIRST ICT/ADM DEPARTURE KIT + ULTRA LIGHT LOG
C	2-3	3-4		FULL ICT/ADM DEPARTURE KIT
D1	2-3	3-4	3	FULL ICT/ADM DEPARTURE KIT + HEAVY LOG/LIGHT LOG
D2	2-3	3-4	3	FULL ICT/ADM DEPARTURE KIT + LIGHT LOG

Table 3: TAST configurations and consistences

The TAST deployment patterns depend on the travel/deployment solutions available at the time of activation

CASE	Deployment pattern	
1	Travel plan	2-stage deployment. An advanced team “1” enters the affected area as soon as possible to promptly support the EUCPT. The remaining members, team “2”, wait in an intermediate location (with at least partial availability of ordinary services) in order to pick up the equipment sent by cargo and to take care of local procurement.
	Equipment	ICT and “fast response kit” follow team “1” as their own baggage. The remaining equipment via cargo with a 36-hour estimated delay (in intermediate stopover).

2	Travel plan	2-stage deployment. The whole TAST enters the affected area following the EUCPT, with delayed arrival of part of the equipment.
	Equipment	ICT and “fast response kit” follow the TAST as their own baggage. The remaining equipment via cargo with a 36-hour estimated delay
3	Travel plan	Single step deployment directly into the affected area, without intermediate stops
	Equipment	All the equipment follows the TAST as their own baggage, generally with scheduled flights

Table 4: pattern deployment cases

The above mentioned deployment patterns are flexible and may be changed based on the current scenario, actual requirements, expected operating conditions (e.g. transport by land or by sea; partial deployment of the module with reduced logistics requirements, etc.).

In patterns “1” and “2”, the location where the equipment transported by cargo arrives, is defined in parallel with the travel plan agreed among the ERCC, the DPC and the RPCP. It is essentially an operating airport in the proximity of the affected area, possibly with the availability of services and materials: the connection point between scheduled and the airlift of humanitarian aids.

The TAST split into two teams can be strategic to ensure at the a fast response in terms of EUCPT support, and the subsequent consolidation of operational capabilities, thanks to local procurement of goods and services. The actual deployment pattern is subject to changes in number and composition of the team “1” and “2”, also according to the logistical implications related to the transport of the material.

## 4 MOBILIZATION

The operational phases below indicated are focused on module departure from regional sites, on travel procedures and module organization by the arrival to destination site.

### 4.1 Departure

The RPCP carries out the following preparation activities in part even before the formal activation, in order to ensure the effective availability of the TAST in the shortest possible time.



## RPCP HEAD

The RPCP Head, in agreement with the Regional Director:

- designates the mission TL and DTL among the RPCP staff
- designates the support staff carried out by the Regional Control Room in Turin headquarters (HQ), and plans eventual work shifts;
- contacts the TAST Executive Officer of the Regional Volunteers informing him about the activation of the required components (a written request follows). The Executive officer is responsible for acquiring the voluntaries operators availability
- formalizes to the DPC the configuration (in terms of services provided, human resources and equipment ) chosen on the basis of the needs as agreed with the ERCC
- identifies, on the basis of elapsed contacts, all the TAST members and proceeds with the administrative fulfillments necessary for their formal activation
- communicates the names of the activated members to the DPC, which forwards the information to the ERCC.

## DPC HQ

Meanwhile, the DPC HQ in Rome:

- gathers the main information on the affected Country, and any other news relevant for the mission, in cooperation with the ERCC and the Italian Ministry of Foreign Affairs
- informs the Italian Embassy in the affected country about the TAST departure, communicating the list of the Italian members, the operational area and the mission duration
- requests eventual visas and other authorizations
- organizes the air transportation for the TAST team and equipments.

RPCP HQ

The RPCP Head, by RPCP HQ; is responsible for the preparation and deployment of the equipment module. He:

- activates the officer and volunteers responsible of the ICT and “fast response kit” in order to prepare the stuff (pre -packed in Turin headquarters) for departure, loading it on light vehicles
- in the case of deployment of the LOG component, activates the officer and volunteers responsible of RPCP warehouse in order to promptly load the equipments, already packed on pallets and ready for departure, on (preferably) light vehicles
- - alerts the personnel necessary for the transportation of all the equipments and the team.

TAST trained operators who are not going to be engaged in the mission will be committed to directly support the preparation process and the departure (1 ICT support component, 1 office support component and 1 logistic support component). The HQ and its support TAST team shall also ensure:

- a thoughtful collection of the available information about the affected country and the disaster (contacts, maps and other relevant documents) through official channels and media (also information about use of ICT device: SAT phone, internet connection, main internet/phone companies and its land cover...)
- support the TL/DTL writing the first draft of Plan of Action (PoA), Safety & Security (SSP) and Travel plan;
- outline of the deployment pattern;
- support the TL/DTL filling and making a check of TAST departure documents;
- TAST members informations about special care to be taken into account during the preparation phase according to eventual specific issues;
- Support the TL/DTL verifying and updating the list of equipment outlined for the chosen TAST configuration
- Support the TL/DTL updating documents and tools in the electronic archives (storage units and Google drive);
- Support the TL/DTL testing all ICT equipment and its battery charges;
- Support the TL/DTL updating the Virtual-OSOCC website;
- Custom procedures with support of the Piedmont Custom Agency;
- according con DPC HQ, the air transportation for the TAST team and equipments
- Check and update whatup group.

TL/DTL	<p>TL and DTL ensure the fulfilment of the following tasks:</p> <ul style="list-style-type: none"> <li>- first draft of Plan of Action (PoA), Safety &amp; Security (SSP) and Travel plan</li> <li>- Prepare and check of TAST departure documents.</li> <li>- Check the list of equipment</li> <li>- Test all ICT materials and equipment;</li> <li>- Update the Virtual-OSOCC website;</li> <li>- Among the team, designate the ICT members responsible to check the ICT stuff; LOG members responsible in order to check and load the logistic stuff, LOG members responsible in order to BoO management,</li> <li>- Among the team, designate responsible of Safety and Security and responsible of mapping and collect contact and POI coordinates.</li> </ul>
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TAST DEPARTURE DOCUMENTS
<ul style="list-style-type: none"> <li>- list of team members</li> <li>- double copy of passports (at least 6 months validity) and of health certificates</li> <li>- list of Module vehicles, including ID, typology and license plate (travel by land)</li> <li>- copy of transport documents (DDT - Verbale consegna materiali/mezzi), filled in the departure site (S.Michele, Vercelli – IT)</li> <li>- mission module factsheet, connected to deployment configuration</li> <li>- first draft of Plan of Action (PoA), Safety &amp; Security (SSP) and Travel plan</li> <li>- copy of equipments' compliance declarations (if present)</li> <li>- custom document (e.g. T1, CARNIATA)</li> <li>- copy of the present SOPs;</li> <li>- copy of the Annexes useful during operational phase (see ANNEX 8 Assessment mission sheet, ANNEX 9 Templates/Utilities, ANNEX 10 Checklist logistical needs)</li> </ul>

Table 5: TAST departure documents

In the case of activation of the TAST members as technical experts, the ERCC shall deliver to each member the "agreement of service", which is signed and sent back. For RP employees it is countersigned by the RPCP Head.

All the preparatory tasks needed for a fast departure of the TAST must be finalized within 6 hours from formal activation.

Each TAST member prepares himself and his personal baggage.

#### 4.1.1 Identification of the deployed team members

For the definition of the team that will be deployed, the RPCP Head applies the following rules:

- the TL and DTL are chosen among RPCP civil officers trained for international and TAST missions;
- other members are appointed among the TAST trained operators according to the skills necessary to comply the ERCC requirements for the mission.

#### **4.1.2 Equipment set-up**

The specific needs of the mission are carefully analyzed by the RPCP in the preparation phase, according to the expected scenario and operating conditions, especially in terms of safety measures and operational capabilities required.

The choice of materials (especially for the logistics component) takes into account the climatic and environmental conditions.

The kind and amount of the transported materials (including water and food) are also checked in accordance with the strategy prefigured for local procurement.

Regarding the TLC systems, the suitable satellite systems are identified based on the following criteria:

- service availability in the affected area (through carrier map coverage)
- cost convenience (in decrescing order: Tooway, Thuraya and Inmarsat - Began for data connection; Globalstar, Thuraya and Iridium for voice services)
- need to ensure a backup service (at least two different carriers among those available for each service)
- expected situation, restrictions and specific objectives of the mission.

#### **4.1.3 Air transportation**

It is generally envisaged a deployment by air transportation.

The details and timings of transportation for the team members depend on the type of activation:

- in case of activation as EU technical experts the air transportation is organized directly by the ERCC, which shall provide to reservation and purchase of travel documents;
- in case of activation of the TAST as a “state member” resource, the transportation is organized by DPC, also according with the EU's decision 2007/606/EG Euratom. In case of need, the RPCP Head, after agreement with DPC, may provide that the activity is carried out directly by RP HQ.

The equipment is generally transported in the following way:

- ICT equipment and “fast response kit” are part of the team’s baggage;
- the remaining equipment is sent by cargo flights (through military and / or commercial companies), identified by the DPC , which informs the HQ about requirements, details and flight schedule.

If needed, according to the mission requirements, the TAST is compatible with a full deployment by passenger flights.

#### 4.1.4 Other means of transport

Depending on the destination and objectives of the mission, the travel plan can take into account a deployment by sea or by land.

In the latter case, the choice of vehicles will be based on the maximum lightness and reliability, while the number of operators may be revised. Since the deployment by land requires a careful route planning, the HQ has to be enhanced in this regard.

#### 4.2 Arrival on site

The arrival of the Module on site is facilitated by all the information gathered before departure or during travel. In particular, the TL/DTL keep in contact with the HQ or, if necessary, directly with the National Civil Protection Dept, in order to have updates about the evolution of the emergency in progress, and the practical information useful for a smooth arrival on-site. Some important information about the emergency, generally, are available on Virtual OSOCC (<http://vosocc.unocha.org/>).

The information exchange between the TAST and HQ and among the team members can be done whatsapp group (if the internet connection is available).

In case the two stages deployment (deployment pattern A and B), the composition of the team is generally the following:

TEAM 1: TL, 1 ICT expert, 1 LOG expert. The “fast response kit” equipment ensures only a basic standard of accommodation and meal for the team itself and the EUCPT, without sanitation facilities;

TEAM 2: DTL and the other TAST members. They wait, normally with hotel accommodation, for the arrival of the equipment transported by cargo at the selected stopover.

While waiting, team "2" shall

- procure all the lacking goods and supplies (SIMCARD: 5 internet data, 20 voice/data)
- investigate the possibility of further procurement and transportation
- provide all the necessary arrangements for further transfer of the equipment and the team itself into the target area
- keep in touch with team "1", providing the requested support
- collect all the any useful information and contact
- get maps (road maps especially) of the target area

After custom clearance, team “2” joins team "1" with the complete equipment.

Upon arrival at their respective locations, the team(s) shall carry out the following operations:

- immediate information of arrival at HQ, ERCC (resp. TL / DTL)
- SAT phones check, GPS fix (resp. ICT)
- operational contact with EUCPT (resp. TL)
- equipment check, and determination of the measures to be taken in case of loss or damage (resp. LOG / TL / DTL)

- identification of the transportation plan for the equipment carried by cargo (resp. DTL / LOG );
- procurement of local SIM and sufficient load (both voice and data). Preferably two different carriers be chosen for redundancy reasons (resp. TL / ICT);
- identification of the BoO location (resp. TL / LOG);
- identification of water (and other key resources) source (resp. TL / DTL / LOG);
- key contact and useful information collection (resp. OFF);

The OFF members support all the above mentioned tasks.

## **5 ON SITE ORGANIZATION BASE OF OPERATIONS SETUP**

The operational phases below indicated are focused on an efficient organization of operations on-site, in order to prioritize Module readiness and, at the same time, plan the right Module configuration on-site.

### **5.1 Operational assessment and Team organization**

The TL (or DTL) ASAP meets the EUCTP-TL sharing with him the TAST capabilities, skills and *modus operandi*. According with the EUCP-TL, the TL (or DTL) decides about the field organizations in order to office/logistic crew tasks and shifts.

The TL/DTL are the on-mission regional officers, and have general responsibility of TAST field organizations and the tasks given by EUCP. They, also, have to:

- report and update to HQ
- participation to OSOCC/LEMA meetings
- arrange and update of PoA
- arrange and update of SSP
- periodic team briefings, for sharing information about mission

### **5.2 BoO set up**

The BoO location choice takes into account:

- safety&security general features (fenced / to fenced area, external with respect to anthropic / natural hazards, distant from security-related target, easy evacuation)
- morphology: flat (preferably with a gradient of about 1%) and stable ground, protected from high winds, flooding and land slippage. It should be raised (at least 3 meters) from the water nearby, the maximum tide level should be considered as well
- lithology: clay-rich soils or rock should be avoided
- operating services (lighting , electricity, water supply, sanitation facilities, communication lines, etc) in the proximity
- TLC- related issues (satellite visibility towards S -SE, mobile phones or radio coverage, interference and/or magnetic fields, absence of natural/artificial barriers). Before the BoO set up a satellite phone check is mandatory.

In case the BoO is already been established (or its location determined) when the TAST reaches the assigned area, the same assessment must be carried out, in order to update the SSP and define all possible measures for risk-reduction.

Once the BoO position is defined, the available equipment is established with the following priority order:

- 1. team safety&security relevant elements,
- 2. TAST operational tasks (asap First working place with 1 laptop + internet connection)
- 3. TAST and EUCPT accommodation.

Before the tents are set up, the best layout is defined carefully choosing the location of each element and the area will cleaned according to the available means.

According to the chosen configuration and to the deployment stage, the BoO has the following outline:

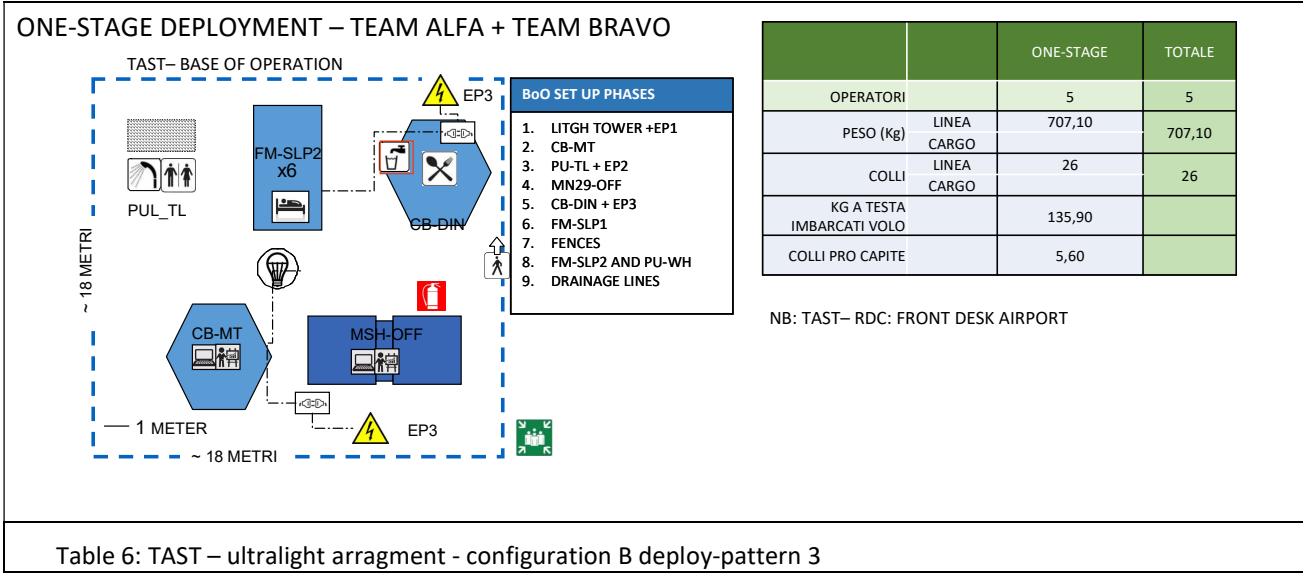
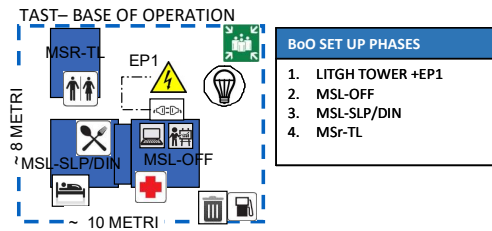


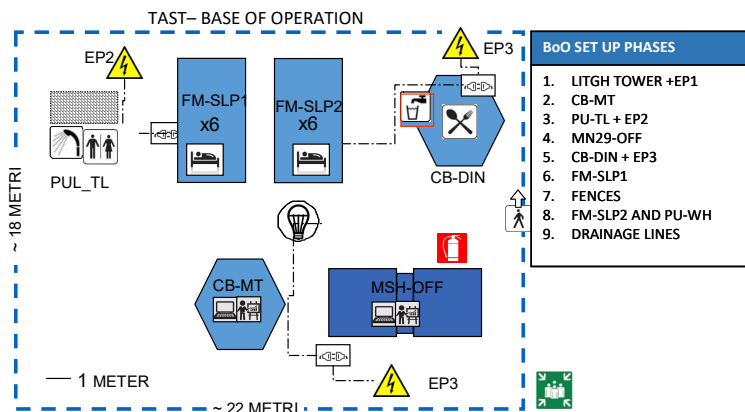
Table 6: TAST – ultralight arragment - configuration B deploy-pattern 3

## 1st-STAGE DEPLOYMENT – TEAM ALFA



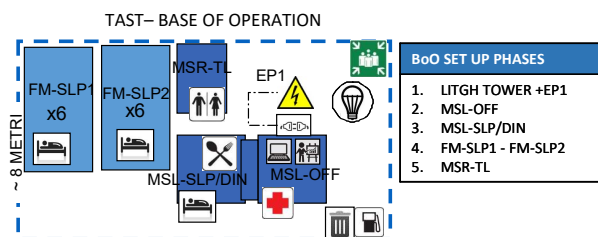
		FIRST STAGE	SECOND STAGE	TOTALE
OPERATORI		3	7	10
PESO (Kg)	LINEA CARGO	462,6	637,5	1100,1
	COLLI LINEA CARGO	17	23	40
	KG A TESTA IMBARCATI VOLO	148,5	13,71	54,16
	COLLI PRO CAPITE	6,33	1,28	

## 2nd-STAGE DEPLOYMENT – TEAM ALFA + TEAM BRAVO



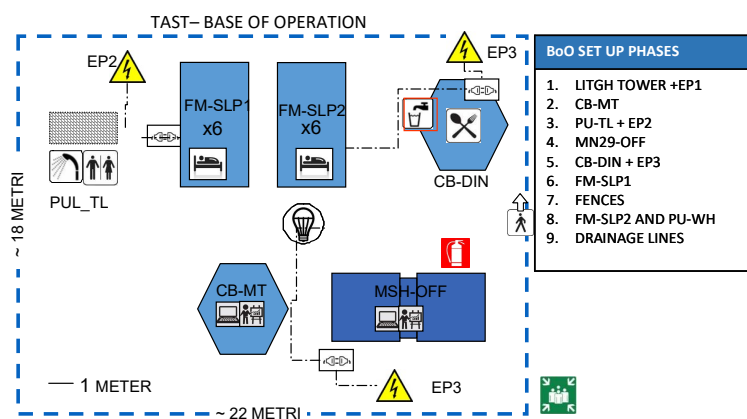
NB: TAST – RDC: FRONT DESK AIRPORT

Table 7: TAST – light arragment - configuration D-2 deploy-pattern 1



		FIRST STAGE	SECOND STAGE	TOTALE
OPERATORI		10	0	10
PESO (Kg)	LINEA CARGO	740,40	353,60	1094,00
	COLLI LINEA CARGO	31	16	61
	KG A TESTA IMBARCATI VOLO	78,70		54,22
	COLLI PRO CAPITE	3,40		

## 2nd-STAGE DEPLOYMENT – CARGO LOAD



NB: TAST – RDC: FRONT DESK AIRPORT

Table 6: TAST – light arragment - configuration D-2 deploy-pattern 2



ONE-STAGE DEPLOYMENT – TEAM ALFA + TEAM BRAVO

TAST– BASE OF OPERATION

EP2

PUL\_TL

FM-SLP1 x6

FM-SLP2 x6

CB-DIN

CB-MT

MSH-OFF

EP3

EP3

EP3

1 METER

~ 18 METRI

~ 22 METRI

BoO SET UP PHASES

1. LITGH TOWER +EP1

2. CB-MT

3. PU-TL + EP2

4. MN29-OFF

5. CB-DIN + EP3

6. FM-SLP1

7. FENCES

8. FM-SLP2 AND PU-WH

9. DRAINAGE LINES

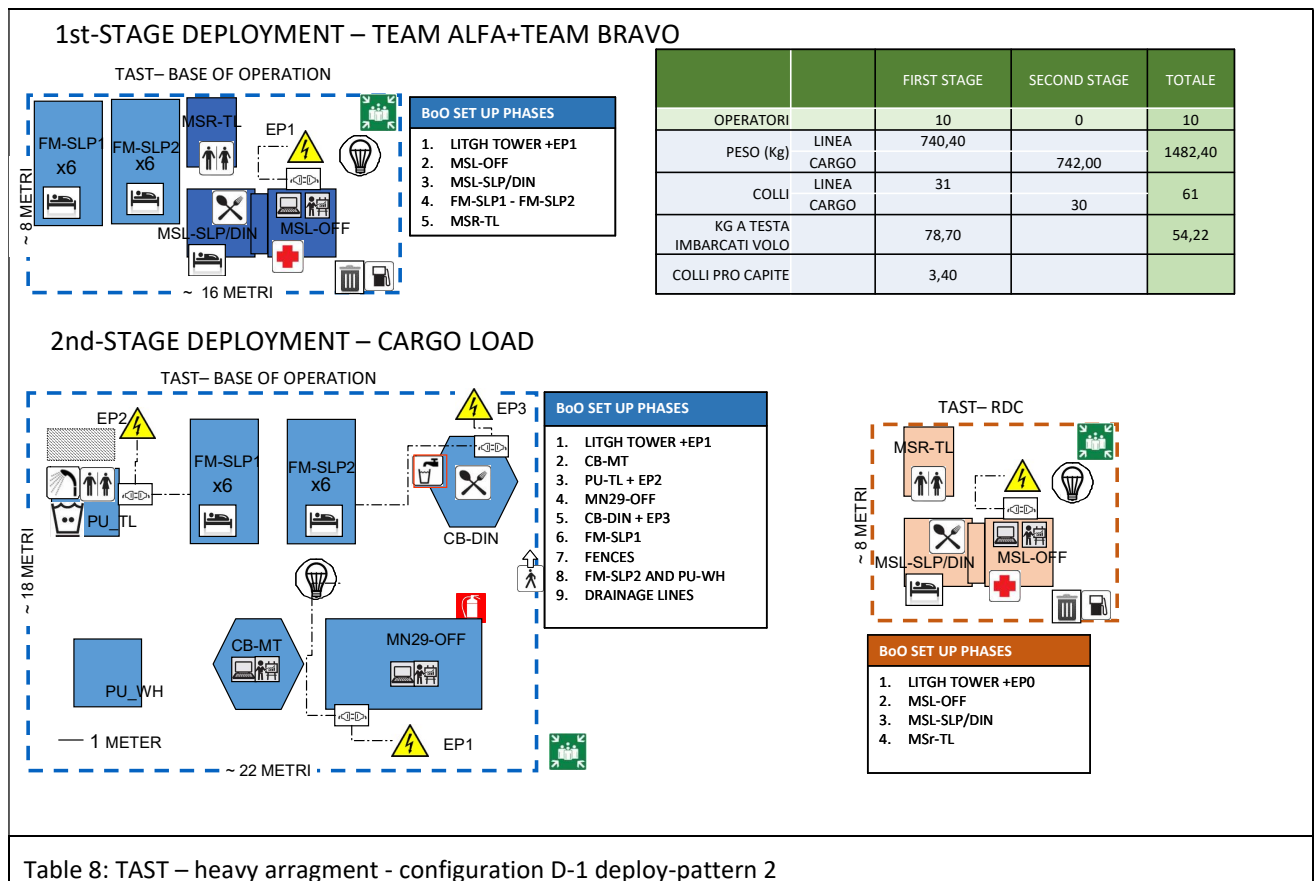
		ONE-STAGE	TOTALE
OPERATORI		10	10
PESO (Kg)	LINEA CARGO	1029,60	1029,60
COLLI	LINEA CARGO	48	48
KG A TESTA IMBARCATI VOLO		99,70	54,22
COLLI PRO CAPITE		5,10	

NB: TAST– RDC: FRONT DESK AIRPORT

Table 6: TAST – light arragment - configuration D-2 deploy-pattern 3

1st-STAGE DEPLOYMENT – TEAM ALFA																																			
<div><p>TAST– BASE OF OPERATION</p><p>8 METRI</p><p>~ 10 METRI</p></div>		<div><p>BoO SET UP PHASES</p><ol style="list-style-type: none"><li>1. LITGH TOWER +EP1</li><li>2. MSL-OFF</li><li>3. MSL-SLP/DIN</li><li>4. MSR-TL</li></ol></div>																																	
		<table><tr><th></th><th>FIRST STAGE</th><th>SECOND STAGE</th><th>TOTALE</th></tr><tr><td>OPERATORI</td><td>3</td><td>7</td><td>10</td></tr><tr><td>PESO (Kg)</td><td>LINEA</td><td>488,6</td><td>1426,10</td></tr><tr><td></td><td>CARGO</td><td>937,5</td><td></td></tr><tr><td>COLLI</td><td>LINEA</td><td>18</td><td>52</td></tr><tr><td></td><td>CARGO</td><td>34</td><td></td></tr><tr><td>KG A TESTA IMBARCATI VOLO</td><td>157,20</td><td>10,00</td><td>54,22</td></tr><tr><td>COLLI PRO CAPITE</td><td>6,67</td><td>1,14</td><td></td></tr></table>		FIRST STAGE	SECOND STAGE	TOTALE	OPERATORI	3	7	10	PESO (Kg)	LINEA	488,6	1426,10		CARGO	937,5		COLLI	LINEA	18	52		CARGO	34		KG A TESTA IMBARCATI VOLO	157,20	10,00	54,22	COLLI PRO CAPITE	6,67	1,14		
	FIRST STAGE	SECOND STAGE	TOTALE																																
OPERATORI	3	7	10																																
PESO (Kg)	LINEA	488,6	1426,10																																
	CARGO	937,5																																	
COLLI	LINEA	18	52																																
	CARGO	34																																	
KG A TESTA IMBARCATI VOLO	157,20	10,00	54,22																																
COLLI PRO CAPITE	6,67	1,14																																	
2nd-STAGE DEPLOYMENT – TEAM ALFA + TEAM BRAVO																																			
<div><p>TAST– BASE OF OPERATION</p><p>1 METER</p><p>~ 18 METRI</p><p>~ 22 METRI</p></div>		<div><p>BoO SET UP PHASES</p><ol style="list-style-type: none"><li>1. LITGH TOWER +EP1</li><li>2. CB-MT</li><li>3. PU-TL + EP2</li><li>4. MN29-OFF</li><li>5. CB-DIN + EP3</li><li>6. FM-SLP1</li><li>7. FENCES</li><li>8. FM-SLP2 AND PU-WH</li><li>9. DRAINAGE LINES</li></ol></div>																																	
		<div><p>TAST– RDC</p><p>8 METRI</p><p>~ 10 METRI</p></div> <div><p>BoO SET UP PHASES</p><ol style="list-style-type: none"><li>1. LITGH TOWER +EPO</li><li>2. MSL-OFF</li><li>3. MSL-SLP/DIN</li><li>4. MSR-TL</li></ol></div>																																	

Table 7: TAST – heavy arragment - configuration D-1 deploy-pattern 1



At the end of this phase, the BoO Rules are distributed EUCPT members and other guests.

### 5.3 Osocc-subOsocc set up

The Osocc location, as the BoO, takes into account:

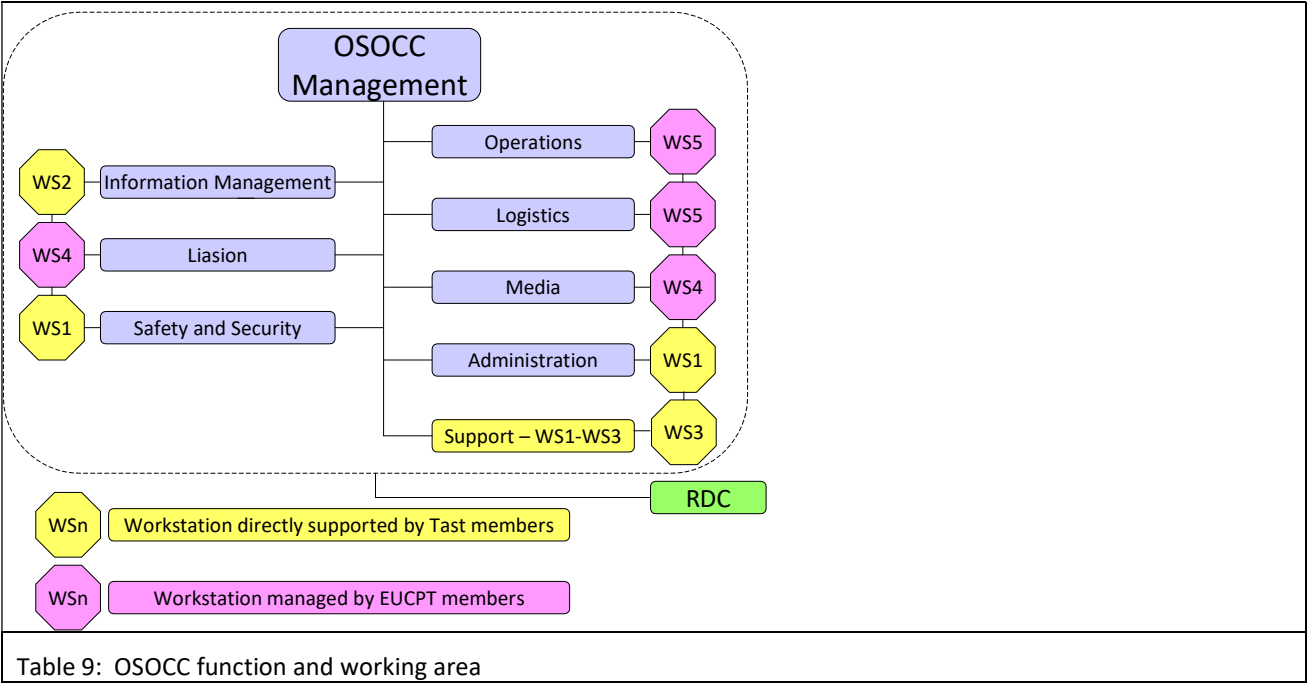
- safety&security general features (fenced / to fenced area, external with respect to anthropic / natural hazards, distant from security-related target, easy evacuation)
- operating services (lighting , electricity, water supply, sanitation facilities, communication lines, etc) in the proximity
- TLC- related issues (satellite visibility towards S -SE, mobile phones or radio coverge, interference and/or magnetic fields, absence of natural/artificial barriers). Before the BoO set up a satellite phone check is mandatory.

The set up process of the "ICT" and "OFFICE" available facilities is carried out according to the following priority, (unless otherwise determined by the TL according to on-site conditions):

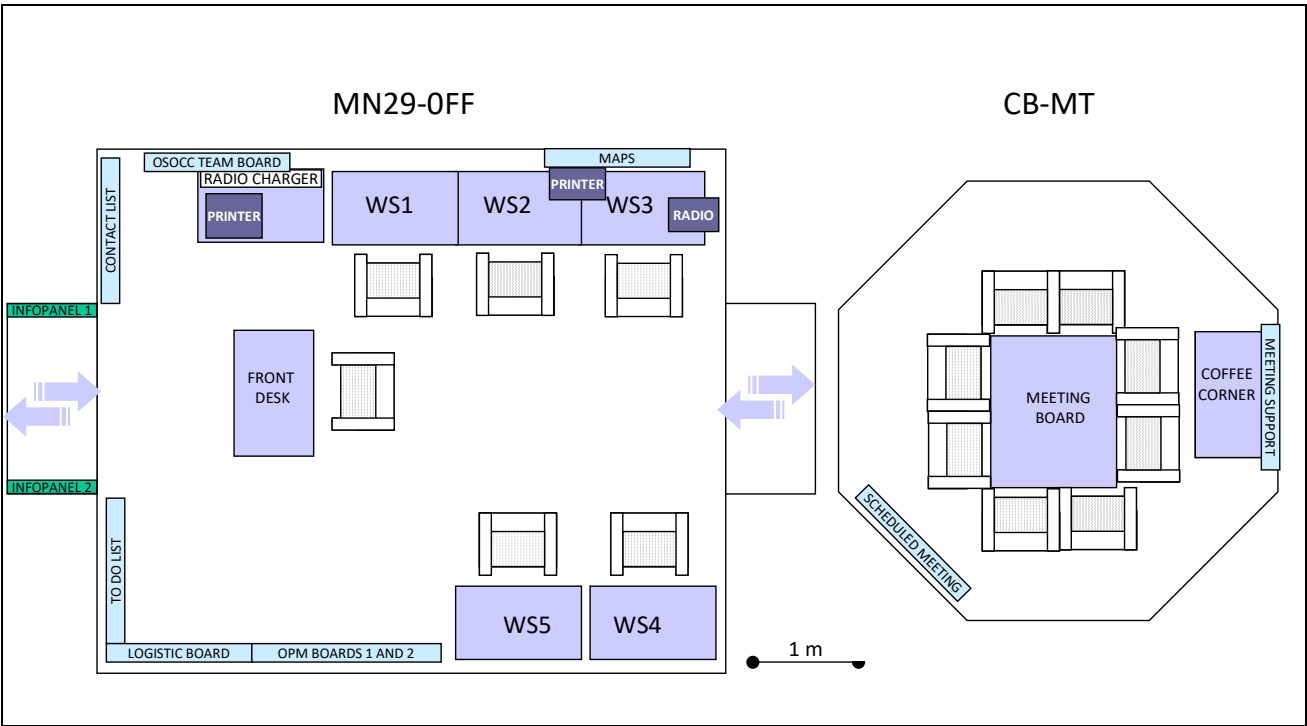
- First working place with 1 laptop + internet connection;
- outwardsing TLC (HQ and local command chain)
- on site/internal TLC
- on field mission contacts dissemination
- internet connectivity
- LAN network and workstations
- Board and panel set up

Radio equipment are programmed according to frequencies made available by the LEMA (or other authorized organizations) by use of programming APP\_3

In case of C-type and D-type deployment, the OSOCC function may be **split** according with the following sketch:



In B-type and D-type deployment, the Osocc/RDC office has the following outline:



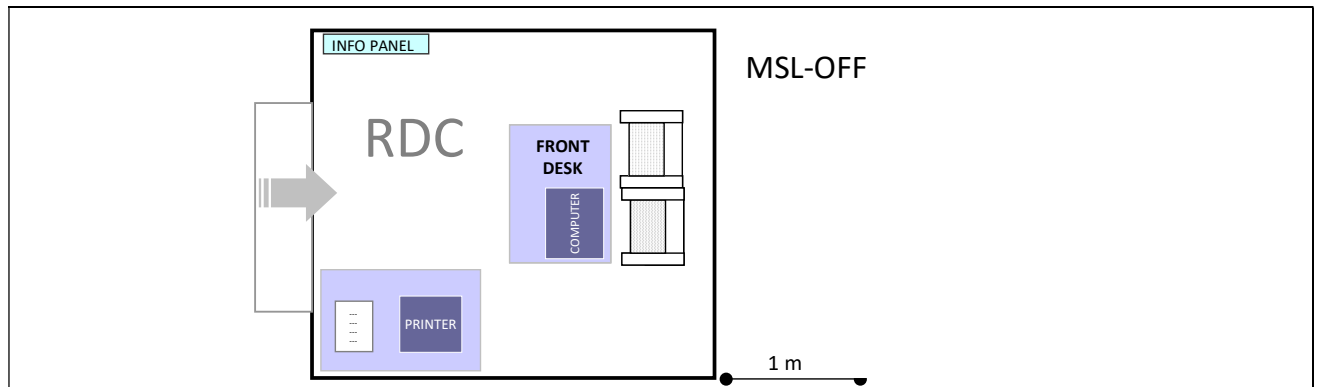


Table 10: TAST – heavy arrangement - configuration D-1

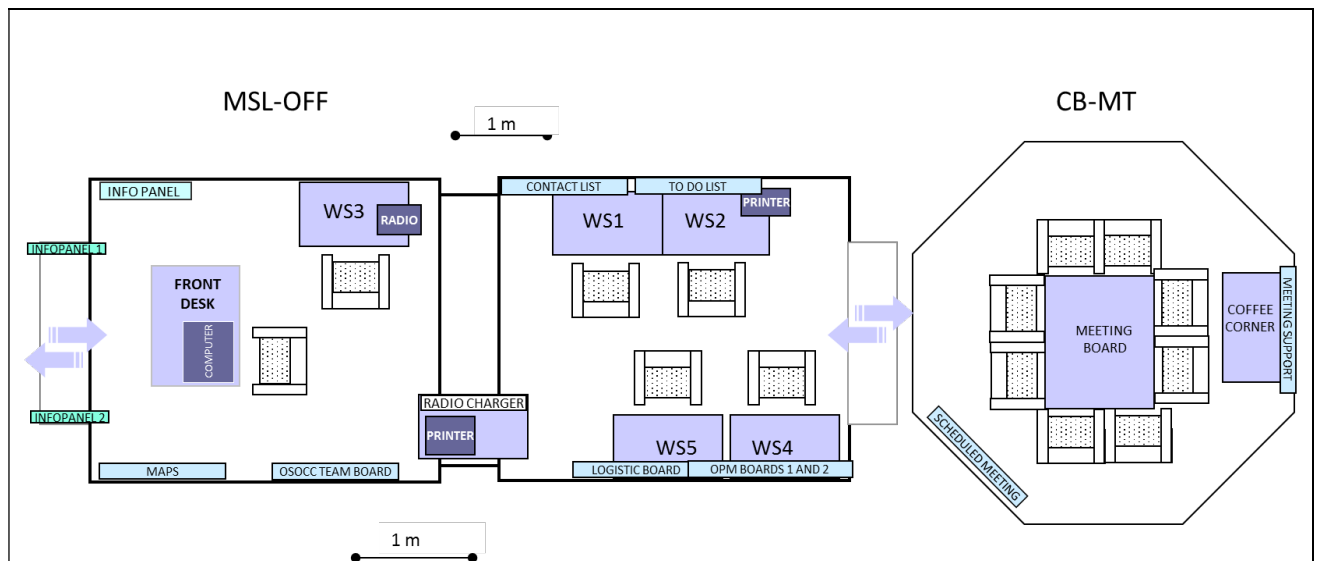


Table 10: TAST – light and ultralight arrangement - configuration D-2 and B

The TL proposes to the EUCPT a pre-defined board and panel set up (see the attachment n.x).

## 6 OPERATIONAL PHASE

The module activities (with particular reference to the office support component) are closely linked to the EUCPT's needs and defined during the mission.

The following notes describe the activities that will be carried out, regardless of the EUCPT's requests.

### 6.1 Coordination of the mission on site

#### 6.1.1 Activity Coordination

The activities on site are organized by TL and DTL that check all the needs of EUCP (e.g. the day/night-shifts of the operators in the working area, the change of working hours and operator shifts).

The day/night-shifts of ICT and OFFICE components, if there are not any special requirements agreed with the TL , are the same as the EUCPT; the LOG component schedules their shifts accordingly.

TL and DTL, who are integrated into the OFFICE component, also ensure the following actions:

- Supervision of all the activities of the module;
- Drafting and sending daily reports to HQ;
- Programming of operator shifts;
- Updating of the SSP.

### **6.1.2 Briefing**

The following briefings daily are held:

- Between the operators in the field
- Between TL / DTL and HQ
- Between TL / DTL and TL / DTL of EUCPT .

## **6.2 Activity of the ICT component**

### **6.2.1 Monitoring of the continuity of services**

Monitoring of service functionality is planned daily. The ICT operators provide the registration of any anomalies in the message list "*STR\_3 LOGBOOK.xls*", that is also used to manage the management of the anomalies.

### **6.2.2 Equipment List**

A list of equipment is prepared for the mission in the departure phase (*Str\_02 TAST\_EQUIPMENT.xls*). the list of equipment also functions as a packing list: ICT operators constantly update their own equipment.

### **6.2.3 The TLC systems Maintenance**

Telecommunication systems must be used only for purposes related to the mission and with rules described within the *STR\_01 PLAN OF ACTION.doc* . They are:

- mobile phones;
- satellite communication system;
- radio communication systems.

The TL provides the formal license and operational guidelines. The "Communication" section of PoA (*STR\_01 PLAN OF ACTION.doc*) is updated with this kind of data.

The telecommunication needs of the mission are analyzed before the departure; the telecommunication issues are updated according to the local needs and problems, which may be found in the affected country. The ICT operators support the analysis of the area , the available resources and the issues required in order to identify the optimal solution to ensure safety, effectiveness and efficiency of communication systems.

When the TLC devices are delivered, the ICT operators fill in the model *MOD\_71B DELIVERY OF ICT DEVICES.doc*. At the moment of device deliveries and/or return, the receivers sign for any device lent or given back.

In the morning, at the start of activities, the radio check is performed with all active terminals and the functionality test of the satellite devices is carried out.

The ICT operators always support all device users when:

- charging and changing devices battery,
- using the device;
- resolution of minor faults /minor maintenance.

The radio communication systems care includes checking and reporting the radio cover (if the radio network is available). The ICT operators support the TL when programming the radio device with available radio frequencies (the application *APP\_03-RADIO FREQUENCIES APP* is used) and checking the radio conversations, during the working hours.

#### **6.2.4 Use and maintenance of internet connection**

The internet connection is used to ensure only the data exchanges required by the mission.

The scenario with the terrestrial systems is not considered: the standard system for internet connection is the satellite one. Priority in the use the search is to check relevant information to the fulfillment of the mission and the management of the virtual fax and the e-mails with small attachments. If the ordinary service of 3G connection by local data SIM is activated, the satellite service is replaced with it.

The monitoring of all used devices is provided by the ICT component.

#### **6.2.5 The LAN Network**

The LAN is made with a client- server network using *STR\_NETWORK INFRASTRUCTURE.doc*. The ICT operators manage the LAN with administrative privileges. They must always ask the TL before making any configuration change.

In summary, the LAN network is made up of:

- up to 10 devices connected simultaneously
- a network printer
- a network storage.

WiFi network is also expected. The client cable and WiFi connections are provided by ICT.

Any update of the password is done in agreement with the TL.

#### **6.2.6 Managment of the mission email accounts.**

The TAST e-mail communication is provided by the following account:  
*tast.piemonte.mission@gmail.com*

This is likely to be supported by one or more accounts established according to the EUCPT's needs.

At the start of each mission and in case of handover, the password is changed by HQ..

### **6.2.7 Management of the workspaces, devices and other hardware.**

The manage of the devices owned by the Piedmont Region are held by the ICT operators with administrator privileges. Any machine configuration change or any application installation / uninstallation must be approved in advance by the TL / DTL . The disk image is made to recover the devices, if any problems occur.

A task of ICT operators is to manage devices, including the minor maintenance and management of expendables. The ICT operators must in general support all users with regard to:

- device use
- resolution of minor faults
- minor maintenance of device

### **6.2.8 Management tools for sharing files online .**

They are used only in the case of low cost internet access.

TAST use online GOOGLE DRIVE sharing account [tast.piemonte.mission@gmail.com](mailto:tast.piemonte.mission@gmail.com) for manage the mission file; the access parameters are made available by ICT operators. the ICT component provides the synchronization on a single computer to be used in case of offline connection. The document template and the copy of Tast member document are stored in FILE SHARING CSI provided directly by RP.

Similar requirements of EUCPT are managed with the support of ICT operators, creating other necessary google and dropbox accounts too.

### **6.2.9 Management of call-conference systems**

They are used only in the case of low cost internet access . The main task of the service is to provide a connection to HQ (usually daily on weekdays) and possibly with other command and control centers.

The TAST provides the use of the following services :

- TeamViewer Account "tast.piemonte@outlook.it"
- Account Skype "tast.piemonte@outlook.it"

The ICT operators provide the connection planned in advance and carry out a test session before the scheduled call conference .

### **6.2.10 ICT Security**

Daily archive backup of the network storage is scheduled on an external drive connected to the working device in use of ICT operators. The backup starts 60 minutes before the end of the daily shift (in the case of h24 work the backup procedure start at 23:00 ). It's made by *APP\_7 BACKUP UTILITY* .

The system password and account list is updated on password protected file *STR\_74 PASSWORD AND ACCOUNT LIST.xls*. At the moment of each update, the list is printed by ICT operators.

### 6.3 Activity of OFFICE component

#### 6.3.1 Routine activities

Besides all the support activities to EUCPT and other not preventable activities necessary for the fulfillment of the mission, OFFICE operators' daily tasks are :

- research the information to updates the scenario event
- check the security level and support the TL / DTL to update the SSP;
- support TL / DTL to make the daily reports;
- check and report the weather forecast and other weather conditions expected for the next 36 hours

#### 6.3.2 Information management

The TL share with EUCPT the pre-defined information management system for carrying and organizing the main information incoming in the OSOCC sub-OSOCC office (see ANNEX 12 – INFO MANAGMENT FLOW).

The managing of the incoming news provides the following steps:

- Registration (logbook and map)
- Sorting
- An hardcopy archiving;
- Hanging panel and boards (see standard panel in annex 7);
- Mapping.

All the information are recorded filling

##### 6.3.2.1 Contact management

OFFICE operators manage the address book and the contact details of the mission.

The contact list must always be updated daily, printed in the morning at the beginning of day shift and posted on the office notice board.

The tools to be used are:

"STR\_10 CONTACT LIST.xls " which includes the part of the " contacts mission" to be released externally;

"MOD\_17 MISSION CONTACT.doc"

##### 6.3.2.2 Document Archive

OFFICE operators take care of the storage of paper documents and mission files. The archive should be organized into folders specified according to the instructions provided by EUCPT (in the absence of specific guideline, TL / DTL will suggest the adoption of OSOCC support functions schema). The paper archive's layout must be the same as the network storage



### 6.3.2.3 Mapping

ICT or OFFICE operators shall pay attention to put all the gathered information in map.

They shall use the following tools:

- Qgis (preferred) – for standard project see annex 8;
- Google Engine maps - – for standard project see annex 9.

The map shall be shared in shp, kml format.

### **6.3.3 Management of the mission e-mail "tast.piemonte.mission@gmail.com "**

Periodically during the daytime, the OFFICE operators check the incoming email and inform TL and DTL.

Sending emails and correspondence outside must be always authorized by the TL / DTL .

Computer Tools to use: Gmail

## **1.1.1 Activities of the logistics component**

### **6.3.4 Management of the BoO**

The TL appoints the camp manager from among the LOG operators. To check the hygiene and safety condition, they daily fill in the STR\_75 CHECK-LIST CAMPMNG.doc and provide the appropriate solutions to improve the camp management in the best way possible.

The STR\_75 CHECK-LIST CAMPMNG.doc is printed and affixed in the note-board in the dining area.

### **6.4 Maintaining field hygiene and cleaning of common areas**

The cleaning of the common areas must be carried out at least once a day : another schedule is still to be considered in case of very dusty conditions.

For cleaning and waste collecting, the sanification standard procedures (see annex 10) must be followed.

Each TAST operator and EUCPT component must maintain order and cleanliness of their spaces , their objects and the space and things directly used, in accordance with the general guidelines contained in ' Annex - Rules of life in the field.

#### **6.4.1.1 Availability of laundry facilities**

Laundry facilities for washing clothes by the members of the module and of EUCPT are made available in the gazebo bath.

#### **6.4.1.2 Other sanitation aspects**

Facilities of hand washing are made available at the gazebo dining / meeting / social activity.

#### **6.4.2 Management of stock and supplies**

A facility for maintaining a small warehouse for the storage of following things is provided:

- Groceries
- Drinking water
- Water for personal hygiene
- Equipment of the module.

The TL identifies a warehouse manager from among the operators of the LOG component. They keep a complete list of stored materials and organize the necessary procurements for the BoO .

In view of the context, which may present supply difficulties at any time, the stocks of vital resources (above all, drinking water and fuel ) should be provided with an appropriate warehouse. it must be supplied in advance of needs .

#### **6.4.3 Maintenance of logistic equipment**

The LOG operators take off the maintenance of the logistics equipment with routine maintenance activities mainly directed at:

- Tents (repairing tears, stretching ropes and stakes, checking drains, surface inspection of planking level , ... )
- Power generators ( fuel filler, management of rotations , checking and changing the oil, if necessary. replacing the spark plugs ... )
- Lighting and electrical connections (check the integrity, overheating, cables' extension, safety steps ... )
- enclosure ( integrity verification ... )
- Efficiency and placement of the devices provided by the SSP ( fire extinguishers, fire alarm devices , ... )

#### **6.4.4 Fuel Management and refueling generators**

The LOG operators provide the supply of fuel and the refueling of generators used, performing continuous checks in relation to the fuel consumption of each generator . Before sleep, the generators are always checked and the fuels are topped up.

The fuels are dangerous : they must be handled carefully at every step (supply, transportation, storage, filling ) . The security conditions of the storage area must be checked several times a day .

At the same time the fuel level of the available vehicles must always checked: the fuel of the vehicles must be equal to or greater than 2/3 of the maximum capacity of each tank.

At the end of the day, the details of any supplies (and associated documentation ) and consumption must be reported by OFFICE operators in the records of "STR\_7 FUEL

MANAGEMENT.xls " for the purposes of the constant updating of fuel and gasoline procurements. Any purchase/transport documents must be kept .

## **7 Handover**

At the end of the turn of the mission, the takeover of the incoming team should be facilitated by :

- Stocking of material resources supplied on site (water and fuel)
- organizing memos with key information needed
- over viewing the document repository and organizing the copy of the electronic files

It will also be given by :

- delivering of the material with prepared document
- Informing the Italian authorities and the EU authorities on site
- Informing the LEMA and other organizations of the programmed shift by notification of any new contacts and thanks given for cooperation;
- checking of the personal documents and organizing the return journey for all operators
- checking of documents and travel arrangements for the return of equipment (especially if it was got through customs with no-ordinary procedures)

In end of the mission, the material is not intended to bring back will be defined with reasonable advance. It is necessary to provide :

- Checks on travel documents and customs clearance
- documents for disposing of the material out of order
- ( with support from HQ ) documents for donations to those previously identified on site.

## **8 After deployment**

At the end of the mission, during the return phase , TL / DTL will arrange for a short time to debrief with the whole team , in order to assess positive and negative elements of the experience , and possible improvements . This information will be organized into a brief document to be delivered to the Manager at the time of return to service . If possible, a similar activity will be organized with EUCPT .

HQ, prior to the return , will have organized the necessary logistical support ( transport personnel and equipment, restore the damaged/lost/left equipments materials)

The Manager , with the support of HQ, will also take care to organize, in accordance with the health control protocol adopted for the module, a check on the health of the operators.

Depending on the conditions of the mission , the Manager will also organize an activity of psychological support (individual or group) aimed at stress management and possible traumatic events that occurred during the mission.

## **9 ANNEX**

Annex 1 – TAST Equipment sheets

Annex 2– PoA

Annex 3 – Safety and Security plan

Annex 4 – BoO rules

Annex 5 – Templates and tools LIST

Annex 6 – Board and Panels

Annex 7 – Flow And Source ;

Annex 8 – Qgis missionmap projet ;

Annex 9 – Engine mission projet;

Annex 10 – Sanification standard procedures

Annex 11 – Configuration&pack.

Annex 12 – Info managment flow

Annex 13 - Application form for incoming news

Annex 14 - Before departure check

Annex 15 - Network infrastructure

Annex 16- Laptop of tast service&passwd

Annex 17 - Car load plan