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**GENERAL NOTICES • ALGEMENE KENNISGEWINGS**

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**DEPARTMENT OF CO-OPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS****NOTICE 415 OF 2017****DISASTER MANAGEMENT ACT, 2002 (ACT NO. 57 OF 2002)****GUIDELINE ON THE DEVELOPMENT AND STRUCTURE OF A DISASTER  
MANAGEMENT PLAN**

I, Mmaphaka Tau, in my capacity as the Head of the National Disaster Management Centre hereby, in terms of section 12(1)(a) read with section 22(a) of the Disaster Management Act, 2002 (Act No. 57 of 2002), to the extent mentioned in the schedule hereto, give guidance in terms of the development and structure of a disaster management plan.

**DR M TAU****DEPUTY DIRECTOR-GENERAL (HEAD): NATIONAL DISASTER MANAGEMENT  
CENTRE****DATE: 10.04.2017**

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# GUIDELINE

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## DEVELOPMENT AND STRUCTURE OF A DISASTER MANAGEMENT PLAN



Prepared by:

Directorate: Policy Development and Regulatory  
Frameworks

1 April 2017

Version 1.1



## Guideline

### Development and Structure of a Disaster Management Plan



#### Version Control

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**Acronyms**

DMA	Disaster Management Act, 2002 (Act No. 57 of 2002)
DMHS	South African Disaster Risk Management Handbook Series
DMP	Disaster Management Plan
NDMC	National Disaster Management Centre
NDMF	National Disaster Management Framework, 2005



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## Definitions

The following words and expressions will, unless the context otherwise requires or the Disaster Management Act, 2002 (Act No. 57 of 2002) or National Disaster Management Framework, 2005 otherwise provides, have the meanings thereby assigned to them namely—

**‘Assimilate’**, means to take in, absorb and integrate information to fully understand the context of concepts (Kavanagh, 2002: 65);

**‘Disaster Management Plan’** means a plan developed by an organ of state in terms of section 25, 38, 39, 52 or 53 of the Disaster Management Act, 2002 (Act No. 57 of 2002);

**‘Integrated development plan’** means a plan envisaged in Section 25 of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000);

**‘Internalise’** means to make disaster management part of an organs of state’s operations through learning, practicing and assimilation (adapted from Kavanagh, 2002: 602);

**‘Interrogate’**, means to ask questions of someone or something closely, or formally, or to obtain data from a computer file, database, storage device, or terminal (adapted from Kavanagh, 2002: 603).



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## Interrelation / compatibility with other guidelines

During 2008 the National Disaster Management Centre (NDMC) issued the South African Disaster Risk Management Handbook Series<sup>1</sup> (DMHS) to assist the provincial and municipal spheres of government with the development of a level 1, level 2 and level 3 disaster management plan. The DMHS is a package of handbooks and supporting materials in the form of guidelines, templates, statutes and other documents for the implementation of disaster management in municipalities and provinces in South Africa. Drawing from this guidance, this guideline interrelates with the concepts articulated by the critical outcomes and the related action steps set out in Handbook 1 of the respective DMHS<sup>2</sup>.

This guideline also interrelates with the Guideline for Conducting Comprehensive Disaster Risk Assessments, Part 1: Hazard Identification, Analysis and Prioritisation issued<sup>3</sup> by the NDMC on 25 October 2016.

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<sup>1</sup> The DMHS can be downloaded from [www.ndmc.gov.za](http://www.ndmc.gov.za)

<sup>2</sup> See section 5 for more details.

<sup>3</sup> Government Gazette No. 40393 GN 1363 on 2 November 2016

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## 1. Introduction

The Disaster Management Act, 2002 (Act No. 57 of 2002) (DMA) places a legal obligation<sup>4</sup> on all organs of state and other institutional role-players involved in disaster management to develop, regularly review, update, coordinate, share and implement disaster management plans (DMP).

The DMA, in Section 15, assigns various powers and duties to the National Disaster Management Centre (NDMC) which, amongst others, includes not only advisory and consultative functions, but also, in Section 22, the power to give guidance and advice to stakeholders with regards to disaster management.

## 2. Purpose of this guideline

This guideline, developed in terms of Section 19(a) of the DMA and section 3.6 of the National Disaster Management Framework, 2005 (NDMF) provides a uniform structure<sup>5</sup> and checklist to organs of state to prepare a DMP.

## 3. Scope

The NDMF states that,

*“... there is considerable unevenness in disaster risk management planning capacity and experience, especially across newly established district municipalities, and national and provincial organs of state engaging seriously with disaster risk*

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<sup>4</sup> See sections 25, 38,39, 52 and 53

<sup>5</sup> includes preparation, review and updating



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*management for the first time will need to undertake careful consultation before developing a comprehensive disaster risk management plan.*

*To address this wide range of disaster risk management planning capabilities, the national disaster management framework provides for a phased approach to disaster risk management planning and implementation. It comprises three progressive steps from a Level 1 Disaster Risk Management Plan to a Level 3 Disaster Risk Management Plan. The completion of each level of disaster risk management plan will yield indicative information about common vulnerabilities in communities, local areas or provinces. This information should be incorporated into IDP planning processes and projects.*

*The requirements for each level of disaster risk management plan and the steps to be taken in developing the different levels are detailed in priority guidelines distributed by the NDMC to all stakeholders. The implementation of these plans will form an integral part of the implementation strategy of the Act.” (SA, 2005: 41).*

Given these requirements, this guideline provides concept guidance to organs of state to progressively develop a compliant DMP in line with the phased approach put forward by the NDMF. The guideline extracts those key aspects of the four Key Performance Indicators (KPA) and three Enablers specified by the NDMF related to DMP's and arrange<sup>6</sup> them into specific chapters, which in turn is linked to the 'Critical Outcomes' and 'Action Steps' put forward by the DMHS.

It is important to note that the guideline is not intended to be a 'paint by number' solution nor is it a 'one size fits all' approach. Organs of state must therefore interrogate, assimilate and internalize the concepts put forward by this guideline, the NDMF and the DMHS to enable them to successfully develop a DMP for their specific functional environment.

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<sup>6</sup> See figures 1 - 4



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#### 4. How to use this guideline

The development of a DMP is not a linear process and requires ongoing commitment and reflection from an organ of state over a period of time regarding the implementation of the principles of disaster management in its organisation, to give account of what has already been accomplished in terms of progress made, and reflect on its plan to further the implementation of disaster management in its functional area.

Handbook 1<sup>7</sup> of the DMHS introduces 'Critical Outcomes' and 'Action Steps' an organ of state should consider pursuing to develop a level 1, 2 and 3 DMP. During this process, organs of state must constantly seek to understand and explain:

- 'What' has been accomplished thus far;
- 'WHAT' must be done by the organ of state;
- 'WHY' must it be done by the organ of state;
- 'WHO' from the organ of state must do it;
- 'HOW' must it be done;
- 'WHERE' must it be done;
- 'WHEN' must it be done; and
- with 'WHAT' must it be done.

Once these details are known, the organ of state should systematically organise this information and reflect it in its DMP in line with the structure and checklist provided by this guideline. Given this, the guideline is used in conjunction with Handbook 1 of the DMHS and involves three steps.

Step 1: Download the DMHS, DMA and NDMF from the NDMC website.

Step 2: Interrogate, assimilate and internalize the concepts.

Step 3: Draft the DMP document.

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<sup>7</sup> See Handbook 1 for provinces, metropolitan municipalities or district municipalities



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## 5. Structure of the disaster management plan

A DMP must be structured on the one hand to show alignment with the concepts articulated by the NDMF whilst on the other hand guarantee legislative compliance with Sections 25, 38, 39, 52 and 53 of the DMA. Given this, the structure of a DMP must at least have the following components.

- a) **A preface** to provide the preliminary information of the plan.
- b) **Chapter 1: Introduction and background** to provide a detailed description of the organ of state in relation to disaster management.
- c) **Chapter 2: Constitutional, legislative and policy mandates** to provide particulars of the policy and legal obligation(s) applicable in terms of the DMA, the respective organ of states' legal mandate and an examination of which risks could be adequately dealt with within that legislation.
- d) **Chapter 3: Integrated institutional capacity** to provide particulars of the capacity established within the organ of state to enable the effective development and implementation of disaster management policy and legislation.
- e) **Chapter 4: Risk assessment** to provide a uniform approach to assessing and monitoring disaster risks that will inform disaster risk management planning and disaster risk reduction undertaken the organ of state.
- f) **Chapter 5: Disaster risk reduction** to ensure that the organ of state develop and implement integrated disaster risk management plans and risk reduction programmes in accordance with approved frameworks.
- g) **Chapter 6: Preparedness planning** to ensure effective and appropriate preparedness planning by implementing a uniform approach to the dissemination of early warnings and averting or reducing the potential impact in respect of personal injury, health, loss of life, property, infrastructure, environments and government services through appropriate contingency plans.





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- h) **Chapter 7: Response** to ensure effective and appropriate disaster response by implementing immediate integrated and appropriate response measures when significant events or disasters occur or are threatening to occur.
- i) **Chapter 8: Recovery** to ensure effective and appropriate disaster recovery by implementing all rehabilitation and reconstruction strategies following a disaster in an integrated and developmental manner.
- a) **Chapter 9: Testing and review of the plan** to set out the testing and review schedule of the plan.
- b) **Chapter 10: Contact details & Reference documents** to provide contact details and information on the reference material relevant to the plan.

**Figure 1** shows how the three Enablers and the four KPA's of the NDMF is linked to the structure (respective chapters) of a DMP. It also shows how the respective chapters are linked to promote legislative compliance with Sections 25, 38, 39, 52 and 53 of the DMA, as the case may be.

**Figure 2**, shows how the respective chapters of a DMP is linked to the three 'Critical Outcomes' and the respective 'Action Steps' listed by the DMHS. By following the 'Action Steps' the organ of state is guided to progressively develop a level 1 DMP.

**Figure 3**, shows how the respective chapters of a DMP is linked to the four 'Critical Outcomes' and the respective 'Action Steps' listed by the DMHS. By following the 'Action Steps' the organ of state is guided to progressively develop a level 2 DMP.

**Figure 4**, shows how the respective chapters of a DMP is linked to the three 'Critical Outcomes' and the respective 'Action Steps' listed by the DMHS. By following the 'Action Steps' the organ of state is guided to progressively develop a level 3 DMP.



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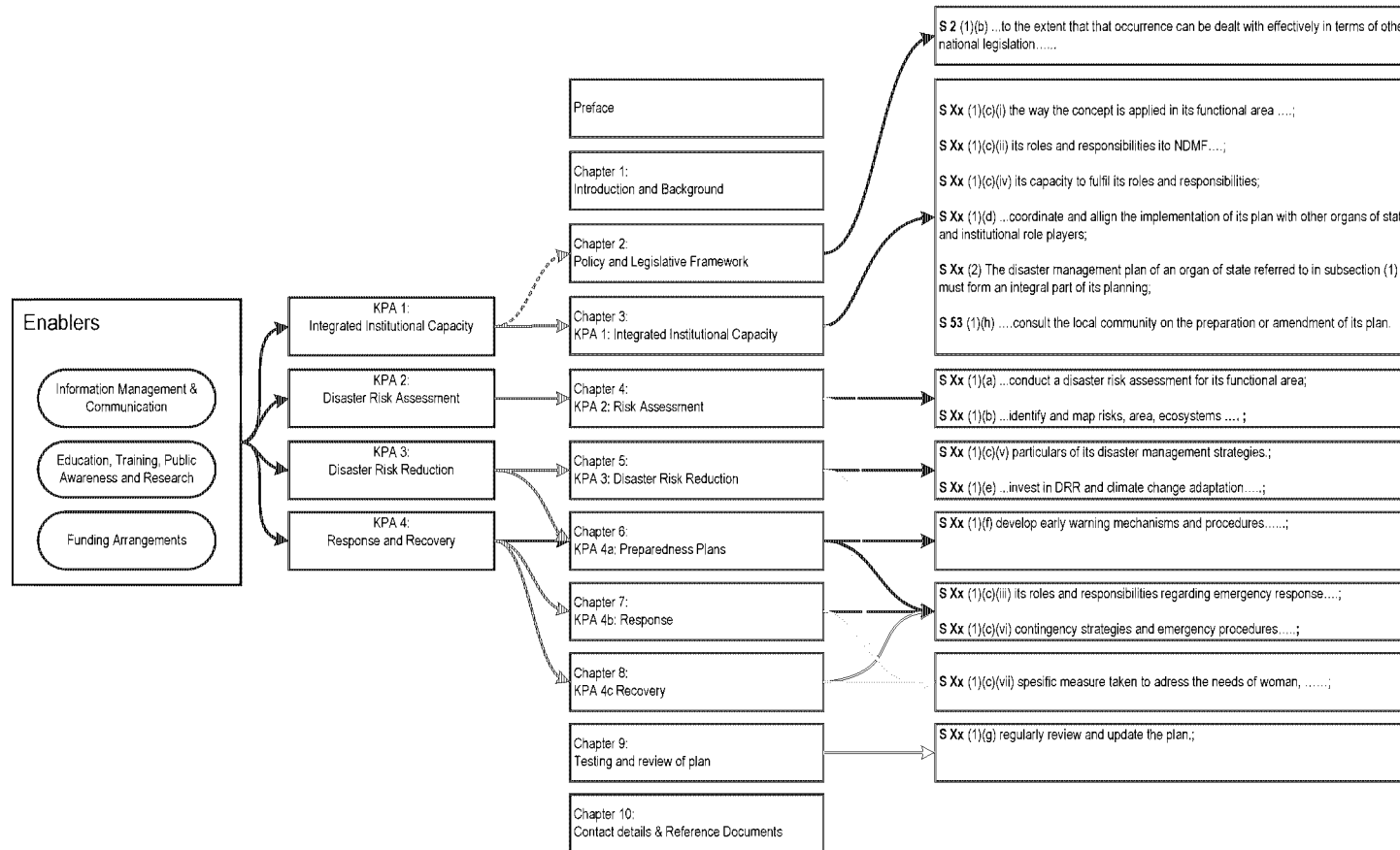


Figure 1: Chapter layout of a disaster management plan linked to the NDMF and the attainment of legislative compliance



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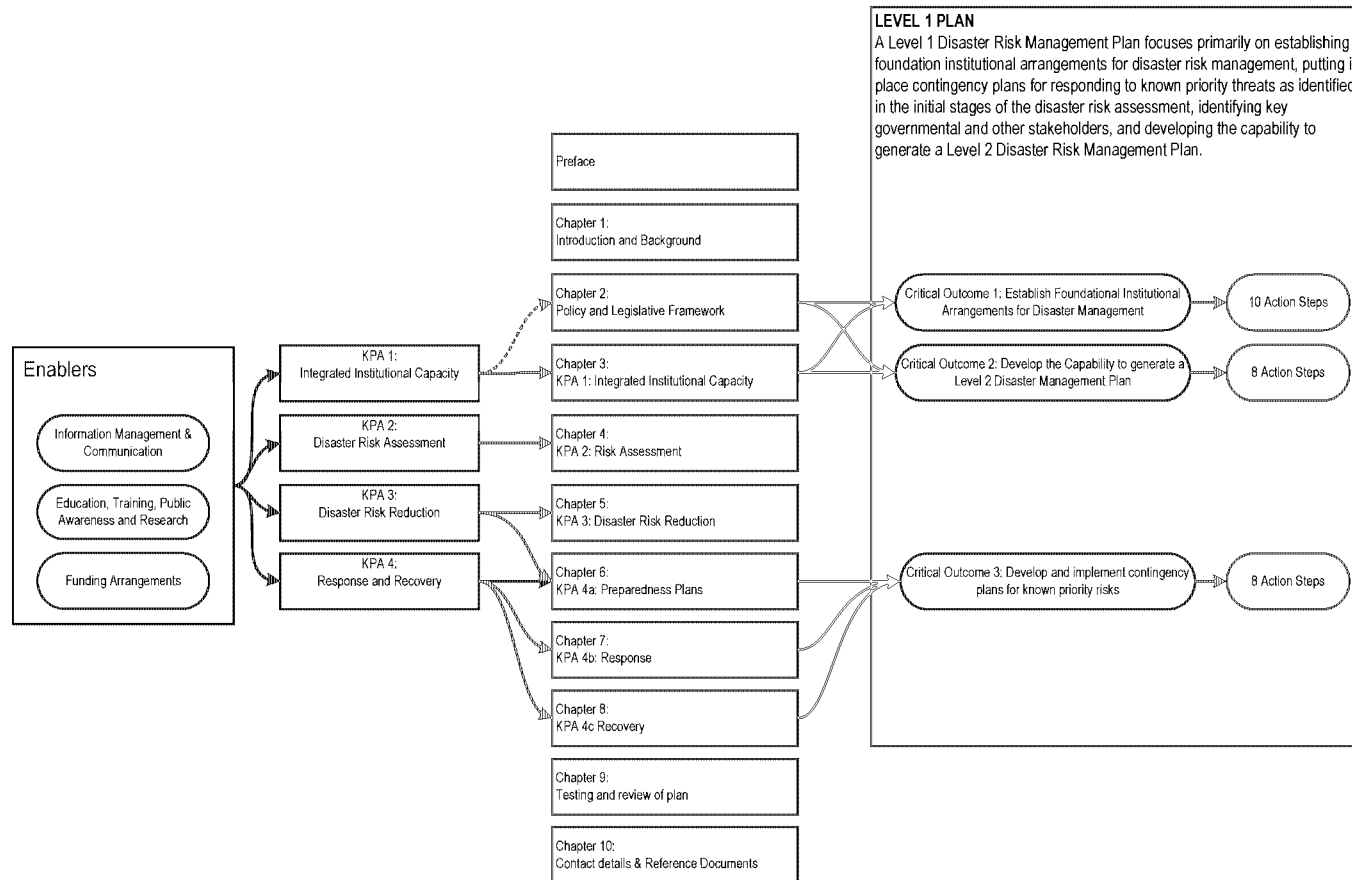
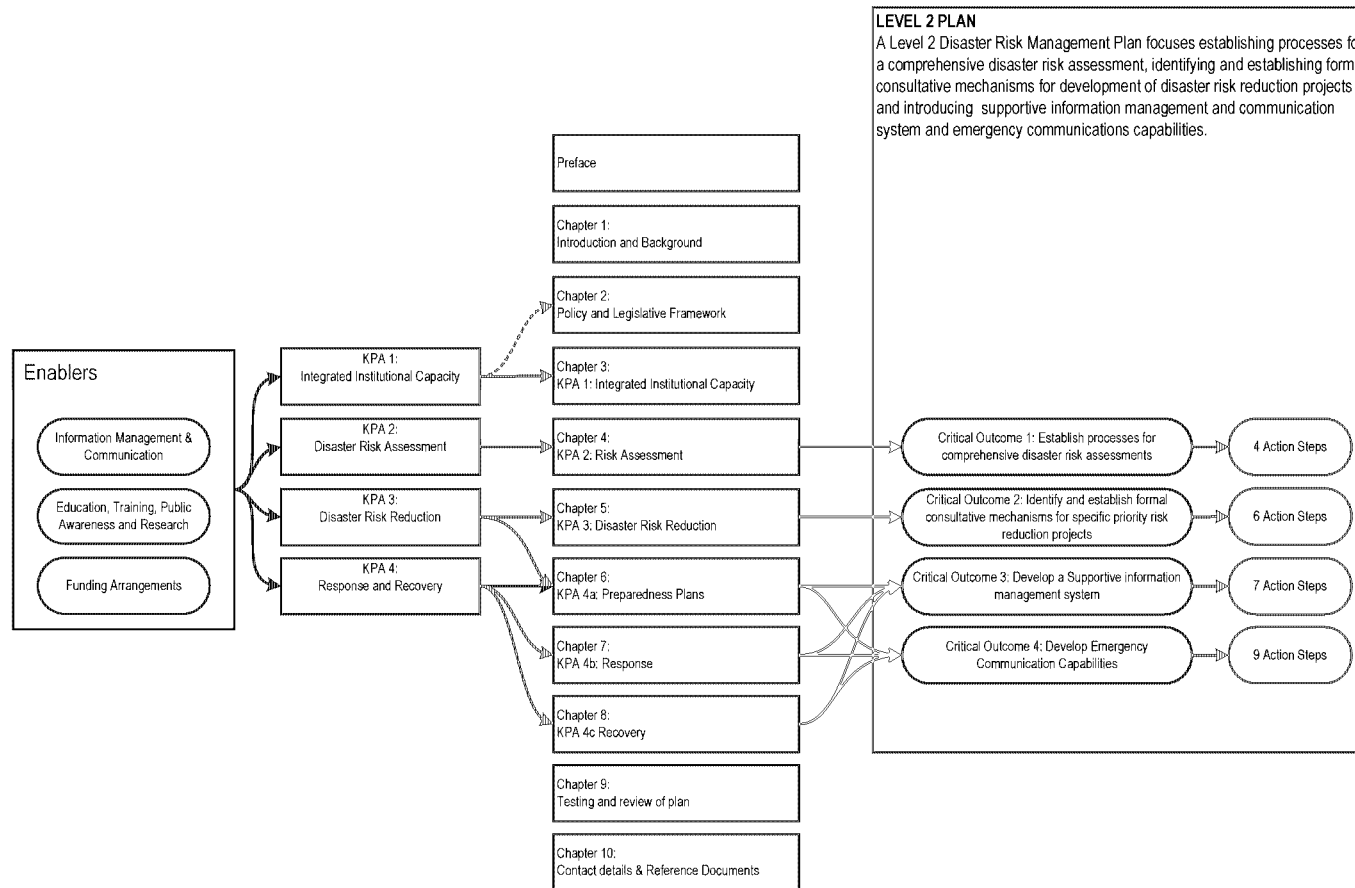


Figure 2: Scope of a level 1 disaster management plan



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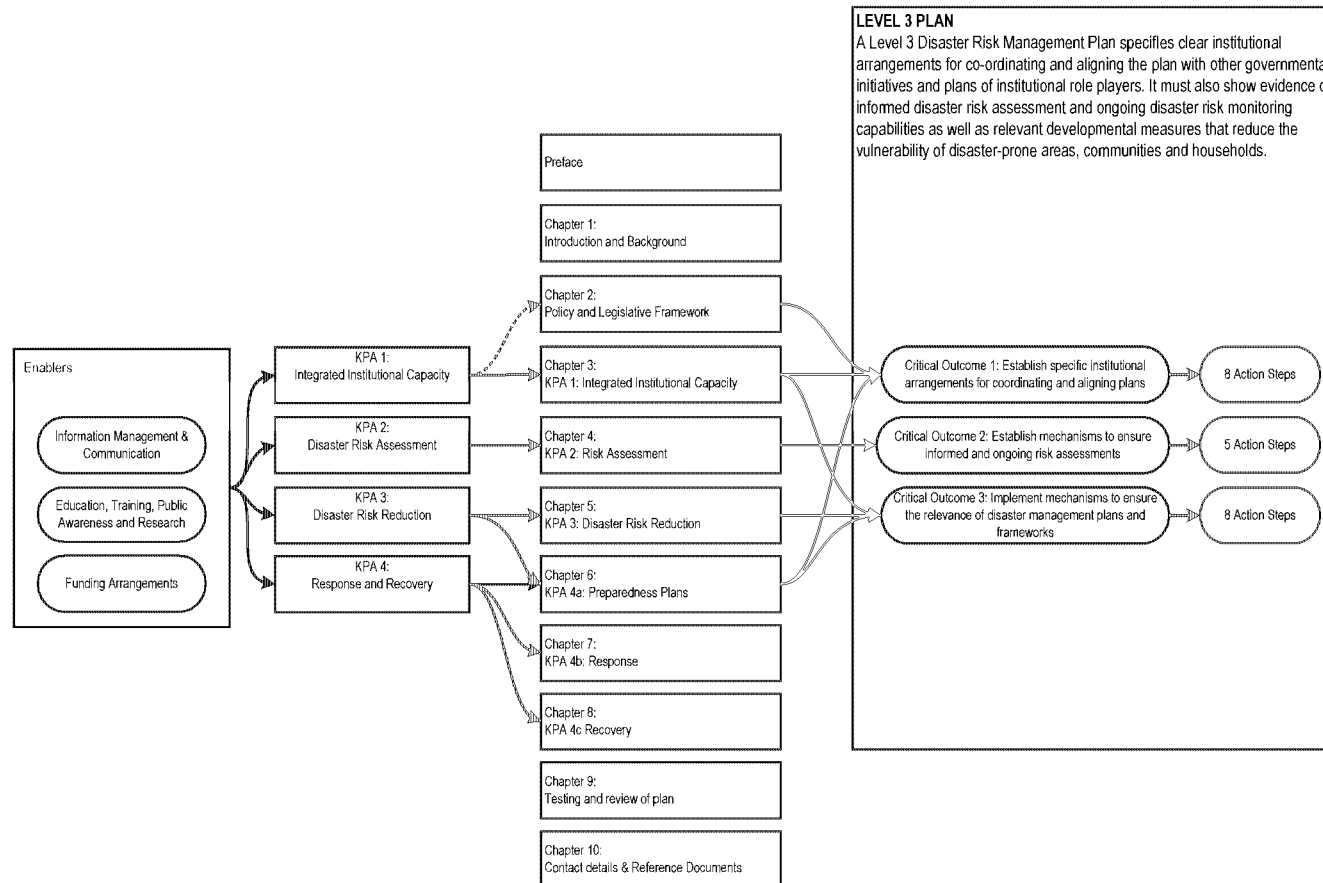


**Figure 3:** Scope of a level 2 disaster management plan



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**Figure 4: Scope of a level 3 disaster management plan**



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## 6. Disaster Management Plan Checklist

The checklist content provided below is drawn, where applicable, from the principles set out in the NDMF.

### 6.1 Preface

This chapter of the DMP provides the preliminary information of the plan and should address at least the following items.

- a) The front page listing the,
  - i. name of the organ of state.
  - ii. logo of the organ of state.
  - iii. name of the plan.
  - iv. version of the plan.
  - v. date the plan was approved by the executive authority<sup>8</sup>.
  - vi. the document classification grading<sup>9</sup> assigned to the plan by the accountable officer.
- b) The 'in page(s)' listing the,
  - i. developer's name(s).
  - ii. acknowledgements.
  - iii. approval of the plan.
- c) The foreword page(s) listing,
  - i. why the plan is developed.
  - ii. the purpose of the plan.

<sup>8</sup> The Minister, MEC or Council as the case may be.

<sup>9</sup> In terms of the Minimum Information Security Standards (MISS) adopted by Cabinet, the assignment of a classification grade rests with the institution where the document(s) have their origin. Whilst DMP's should not be assigned a classification grade, in cases where such a classification is made, such classification must be indicated in the header of each page of the DMP.

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- iii. a statement of commitment by the Head of Department or Chief Executive Officer as the case may be.
- d) The executive summary page(s).
- e) The contents page(s).
- f) A list of figures (and or tables) page(s).
- g) An acronyms page(s).
- h) The definitions page(s).
- i) The distribution page listing the organisations and date(s) to which the plan was distributed.

**6.2 Chapter 1 – Introduction and background**

This chapter of the DMP should provide a detailed description of the organ of state in relation to disaster management and must address at least the following items.

- a) Describe the organ of state including but not limited to the,
  - i. Geographical profile including a map of the area.
  - ii. Demographic profile.
  - iii. Environmental profile.
  - iv. Socio/economic profile.
- b) Describe the disaster incident history, its impact and geographical location(s).
- c) Describe the infrastructure / critical facilities within the area of the organ of state or owned by the organ of state providing or supporting (basic) services.
- d) Briefly explain the methodology used to develop the plan including how data was collected, which literature sources were used etc.
- e) Describe which stakeholders were consulted.

**Guideline****Development and Structure of a Disaster Management Plan****6.3 Chapter 2 – Constitutional, legislative and policy mandates**

This chapter should provide particulars of the policy and legal obligation(s) applicable in terms the respective organ of states' legal mandate and an examination of which disasters could be adequately dealt with, within that legislative mandate before the application<sup>10</sup> of the DMA becomes relevant. The Chapter must address at least the following concepts.

- a) Constitutional
  - i. State and explain the applicable constitutional authority to perform duties.
- b) Legislative
  - i. State the assigned legislative source of authority to perform duties.
  - i. List and summarise the legislation applicable to the particular organ of state.
  - ii. Provide a list of Acts which effectively can deal with disasters effectively outside of the DMA.
  - iii. Explain the organ of states' legislative framework and funding arrangements to deal with disasters.
- c) Policy
  - i. List and summarise the applicable policy<sup>11</sup> for the particular organ of state.

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<sup>10</sup> See Section 2 (Application of the Act) of the DMA

<sup>11</sup> National, provincial and local policy as well as internal policy of the organ of state as it relates to disasters





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## 6.4 Chapter 3 – Integrated Institutional Capacity

This chapter should provide particulars of the capacity established within the organ of state to enable the effective development and implementation of disaster management policy and legislation and must address at least the following items (SA, 2005: 4).

- a) Organ of state organisation.
  - i. Provide the organisational hierarchy and explain the roles and responsibilities of the relevant functional units to disaster management.
  - ii. Discuss and explain the functioning and participation in intra- and inter departmental committees.
  - iii. Explain linkages and coordination with other stakeholders.
  - iv. Discuss joint decision making as it relates to disaster management, identify the gate keepers of key information, resources etc.
- b) Arrangements for the development and adoption of integrated disaster risk management policy.
  - i. Explain the relationship of the organ of state to the executive authority<sup>12</sup> as it relates to disaster management.
- c) Arrangements for integrated direction and implementation of disaster risk management policy.
  - i. List the key responsibilities of the organ of state in terms of its applicable legislation, the DMA and the NDMF.
  - ii. Discuss the institutional capacity of the organ of state to fulfil its roles and responsibilities in terms of its applicable legislation, the DMA and the NDMF.
  - iii. Discuss the disaster management focal point and its assigned responsibilities.

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<sup>12</sup> The ICDM, Legislature or Council as the case may be



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- iv. Explain the rationale for the location of disaster management function<sup>13</sup> in the organisational structure.
- d) Arrangement for stakeholder participation and the engagement of technical advice in disaster risk management planning and operations.
- i. Discuss the establishment, functioning and or participation in the disaster management advisory forum(s).
  - ii. Discuss the mechanism to ensure integrated and coordinated disaster management planning.
  - iii. Discuss the institutional arrangements to ensure the participation of volunteers (where applicable).
  - iv. Discuss the institutional arrangements to consult communities and stakeholders.
- e) Arrangement for national, regional and international co-operation for disaster risk management.
- i. Discuss how cooperative governance is promoted through the ICDM, advisory forums, etc.
  - ii. Discuss the mechanism and agreements to share expertise and resources.
  - iii. List mutual assistance agreements arrangements applicable to the organ of state.
  - iv. Discuss regional and international cooperation arrangements applicable to the organ of state.
- f) Explain how information management and communication systems are established in line with section 5.4.1 of the NDMF and is used by the organ of state to support integrated institutional capacity.
- g) Explain how education, training public awareness and research are used by the organ of state to support integrated institutional capacity.

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<sup>13</sup> Refers to the focal point / centre / program etc



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- h) Explain how the funding arrangements of the organ of state is used to support integrated institutional capacity.

#### 6.5 Chapter 4 – Risk Assessment

This chapter should provide a uniform approach to assessing and monitoring disaster risks that will inform disaster risk management planning and disaster risk reduction undertaken by organs of state and other role players and must address at least the following items (SA, 2005: 25).

- a) Discuss the indicative risk profile.
  - i. Discuss the Hazard Identification, Analysis and Prioritisation of Hazards<sup>14</sup>.
  - ii. Discuss the outcome of the disaster risk assessment.
  - iii. Explain which areas are exposed to risk and why they are vulnerable.
  - iv. Provide basic maps the of risks.
- b) Set out the disaster risk assessment plan and review cycle.
- c) Explain how disaster risks are monitored, how it is updated, how event tracking is done and how risk assessments are updated.
- d) Explain how the organ of state conducts quality control relating to disaster risk assessments using technical advisory committees and external validation.
- e) Explain how information management and communication systems are established in line with section 5.4.2 of the NDMF and is used by the organ of state to support disaster risk assessment.
- f) Explain how education, training public awareness and research are used by the organ of state to support disaster risk assessment.

<sup>14</sup> See Guideline for Conducting Comprehensive Disaster Risk Assessments, Part 1: Hazard Identification, Analysis and Prioritisation issued by the NDMC on 25 October 2016 in Government Gazette No. 40393 GN 1363 on 2 November 2016



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- g) Explain how the funding arrangements of the organ of state to support disaster risk assessment.

#### 6.6 Chapter 5 – Disaster Risk Reduction

This chapter should ensure that the organ of state develop and implement integrated disaster risk management plans and risk reduction programmes in accordance with approved frameworks and must address at least the following items (SA, 2005: 39).

- a) Explain the disaster risk management planning of the organ of state.
- i. Discuss the development of and/or alignment to the respective disaster management frameworks<sup>15</sup>.
  - ii. Discuss the level of the DMP.
  - iii. Explain the integration with of the plan by the organ of state with the respective disaster management centre(s) established within that sphere of government.
- b) Explain the setting of priorities for disaster management planning.
- i. Discuss the identification and links to national disaster risks.
  - ii. Discuss the identification and links to provincial disaster risks.
  - iii. Discuss the identification and links to local disaster risks.
  - iv. Discuss the priorities for disaster risk protection in line with 3.2.4 of the NDMF.
  - v. Discuss the strategic planning process to establish the prevention and mitigation principles adopted.
  - vi. Discuss the link to the operational planning of the organ of state.
- c) Explain the scoping and development of disaster risk reduction plans, projects and programmes.

<sup>15</sup> Issued by the respective sphere of government to Section 6, 28 and 42 of the DMA

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- i. Discuss how the eight planning points for disaster risk reduction projects and programmes, set out in 3.3.1 of the NDMF, are to be applied in the organs of state.
  - ii. Discuss research conducted and monitoring efforts undertaken by the organ of state to assess the effectiveness of the disaster management initiatives.
- d) Explain the inclusion of disaster risk reduction efforts in other structures and processes.
- i. Discuss the integration of disaster risk reduction with spatial development planning.
  - ii. Discuss the incorporation of disaster risk reduction planning into integrated development planning.
  - iii. Discuss risk avoidance enforcement mechanisms employed (if any).
- e) Explain the implementation and monitoring of disaster risk reduction programmes and initiatives.
- i. Discuss the monitoring processes undertaken to measure the effectiveness of disaster risk reduction programmes employed by the organ of state.
  - ii. Discuss the measures employed to report on the losses incurred by the organ of state through disasters.
- f) Explain how information management and communication systems are established in line with section 5.4.3 of the NDMF and is used by the organ of state to support disaster risk reduction.
- g) Explain how education, training public awareness and research are used by the organ of state to support disaster risk reduction.
- h) Explain how the funding arrangements of the organ of state to support disaster risk reduction.



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**6.7 Chapter 6 – Preparedness planning**

This chapter should ensure that an organ of state performs effective and appropriate preparedness planning by implementing a uniform approach to the dissemination of early warnings and averting or reducing the potential impact in respect of personal injury, health, loss of life, property, infrastructure, environments and government services through appropriate contingency plans and must address at least the following items (SA, 2005: 54).

- a) Discuss the response mechanism(s) and strategy(ies) to be employed by the organ of state.
- b) Discuss preparedness planning for the organ of state.
  - i. Explain the disaster scenarios for seasonal threats, such as heavy rainfall, flooding, strong winds, veld or informal settlement fires, and communicable disease outbreaks and anticipating and planning for the potential dangers associated with large concentrations of people at sporting, entertainment or other events.
  - ii. Explain the assignment of roles and responsibilities.
  - iii. Explain the formation of clusters.
  - iv. Explain the organisational management and the coordination system.
  - v. Explain the selection of risk specific response priorities.
  - vi. Explain risk specific objectives and tasks.
- c) Discuss the development and dissemination of early warnings by the organ of state.
  - i. Explain the identification and monitoring of hazards to develop early warning systems.
  - ii. Explain the dissemination of early warnings including institutional reaction and reporting systems to alert at-risk communities of an impending seasonal threat.
  - iii. Explain the establishment of clear information dissemination processes.



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- iv. Specify evacuation procedures, routes and sites in advance of expected emergencies, including the evacuation of schools, hospitals, prisons etc.
  - v. Define clear communication processes and protocols for different emergency situations, including the dissemination of an early warning for an impending extreme weather threat to isolated or remote communities.
- d) Discuss the recourse mobilisation and preparedness of the organ of state.
- i. Specify the resources required and available for the risk identified.
  - ii. Explain the protocol to mobilise resources.
  - iii. Define the activation, operation and or participation in a 24-hour emergency communication centre for purposes of early warning dissemination and other related matters.
  - iv. Define the protocol, agreements etc. in place and the procedure to activate surge capacity from other responding sectors.
  - v. Explain the status of staging sites and location of stockpiles.
- e) Discuss rehearsals, training and public education performed by the organ of state.
- i. Explain the frequency of rehearsals.
  - ii. Explain the training of officials, volunteers and the community.
  - iii. List the public education programmes taking place.
- f) Discuss the development of contingency plans for priority risks identified.
- g) Explain how information management and communication systems are established in line with section 5.4.4 of the NDMF and is used by the organ of state to support preparedness planning.
- h) Explain how education, training public awareness and research are used by the organ of state to support preparedness planning.
- i) Explain how the funding arrangements of the organ of state to support preparedness planning.



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## 6.8 Chapter 7 – Response

This chapter should ensure effective and appropriate disaster response by implementing immediate integrated and appropriate response measures when significant events or disasters occur or are threatening to occur and must address at least the following items (SA, 2005: 54).

- a) Discuss the assessment and review of a disaster by the organ of state.
  - i. Explain the assessment procedure of a disaster.
  - ii. Explain the role of the organ of state in supporting the NDMC to classify a disaster.
  - iii. Explain the role of the organ of state (where applicable) in the declaration of a state of disaster.
  - iv. Specify how the review of disasters influence DMP's.
- b) Discuss the role of the organ of state in integrated response.
  - i. Explain the mechanism for the activation of resources and volunteers.
  - ii. Explain the coordination of the response efforts to resources and volunteers with the contingency plans developed.
  - iii. Specify the role of the organ of state in the response management system.
  - iv. Discuss media relations applicable to the organ of state.
  - v. Discuss the operation and or participation in a 24-hour emergency communication centre.
- c) Explain how the organ of state will support the regulation of relief efforts using regulations, directives and SOP's.
- d) Explain how information management and communication systems are used by the organ of state to support response (See 5.4.4).
- e) Explain how education, training public awareness and research are used by the organ of state to support response.
- f) Explain how the funding arrangements of the organ of state to support response.



**Guideline****Development and Structure of a Disaster Management Plan****6.9 Chapter 8 – Recovery**

This chapter should ensure effective and appropriate disaster recovery by implementing all rehabilitation and reconstruction strategies following a disaster in an integrated and developmental manner and must address at least the following items (SA, 2005: 54).

- a) Discuss how decisions on disaster recovery (including rehabilitation and reconstruction), will be taken and coordinated after a disaster, to restore lives and livelihoods, services, infrastructure and the natural environment.
- b) Discuss the process to develop and apply specific disaster risk reduction measures (e.g. build-back-better, relocation etc.) designed to reduce the likelihood of a repeated disaster event.
- c) Explain how information management and communication systems are established in line with section 5.4.4 of the NDMF and is used by the organ of state to support recovery.
- d) Explain how education, training public awareness and research are used by the organ of state to support recovery.
- e) Explain the funding arrangements of the organ of state to support recovery.

**6.10 Chapter 9 – Testing and review of the plan**

This chapter sets out the testing and review schedule of the plan and must address at least the following items.

- a) Discuss the simulation and modelling of the disaster management function in the organ of state.

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- b) Discuss monitoring and evaluation of the disaster management in the organ of state.
- c) Discuss the review and update schedule<sup>16</sup> of the DMP.

**6.11 Chapter 10 – Contact details and reference documents**

This chapter provides contact details and information on the reference material relevant to the plan and must address at least the following items.

- a) Provide a list of key contacts to enable other organs of state to liaise with the organ of state to DMP alignment.
- b) List Mutual Aid Agreements / Memoranda of Understanding in existence with regards to disaster management.
- c) List the contingency plans and SOP's developed per identified hazards/ risk.
- d) List the annexures referred to in the DMP.
- e) List the reference documents referred to in the DMP.

**7. Recommendations**

It is recommended that all organs of state across the spheres of government, enjoined by the Disaster Management Act, 2002 (Act 57 of 2002) and the National Disaster Management Framework, 2005 to develop a disaster management plan, have regard and consider this guideline.

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<sup>16</sup> For example, minor reviews may be done annually with major reviews to be done bi-annually



## Guideline

## Development and Structure of a Disaster Management Plan



## 8. Approval

**Mr Jurgens Dyssel**

Director: Policy Development and Regulatory Frameworks

Date: 28/03/2017

**Ms Ane Bruwer**

Chief Director: Policy and Legislation Management

Date: 28/3/2017

Guideline approved/.....

**Dr Mmaphaka Tau**

Deputy Director-General (Head): National Disaster Management Centre

Date: 10/04/2017



## Guideline

### Development and Structure of a Disaster Management Plan



## 9. List of References

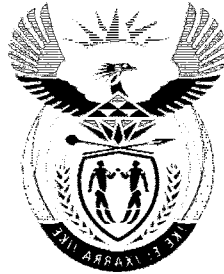
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**DEPARTMENT OF CO-OPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS  
NOTICE 416 OF 2017**

**DISASTER MANAGEMENT ACT, 2002 (ACT NO. 57 OF 2002)**

**GUIDELINE ON THE MINIMUM INFRASTRUCTURE REQUIREMENTS FOR  
DISASTER MANAGEMENT CENTRES**

I, Mmaphaka Tau, in my capacity as the Head of the National Disaster Management Centre hereby, in terms of section 12(1)(a) read with section 22(a) of the Disaster Management Act, 2002 (Act No. 57 of 2002), to the extent mentioned in the schedule hereto, give guidance in terms of the minimum infrastructure requirements of disaster management centres



**Dr M TAU**

**DEPUTY DIRECTOR-GENERAL (HEAD): NATIONAL DISASTER MANAGEMENT  
CENTRE**

**DATE: 10.04.2017**

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# GUIDELINE

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## MINIMUM INFRASTRUCTURAL REQUIREMENTS FOR DISASTER MANAGEMENT CENTRES



Prepared by:

Directorate: Policy Development and Regulatory  
Frameworks

1 April 2017

Version 1.1



## Guideline

## Minimum Infrastructural Requirements for Disaster Management Centres



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<b>File number</b>	21/1/1 (Guidelines)
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<b>Relevant to</b>	Disaster management officials in the three spheres of government
<b>Authority</b>	This procedure has been approved by the Head: National Disaster Management Centre in terms of Section 12 of the Disaster Management Act, 2002 read with Sections 15(d) and 22(a).
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<b>Responsible Chief Directorate</b>	Policy and Legislative Management
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## Acronyms

COC	Central Communication Centre
CCTV	Closed Circuit Television
DMA	Disaster Management Act, 2002 (Act No. 57 of 2002)
DMC	Disaster Management Centre
DMC's	Disaster Management Centres
DMP	Disaster Management Plan
DOC	Disaster Operations Centre
GIS	Geographic Information System
NDMC	National Disaster Management Centre
NDMF	National Disaster Management Framework, 2005
MMS	Multimedia Messaging Service
SANS	South African National Standards
SMS	Short Messaging Service
T.V's	Televisions
USB/2	Universal Service Bus 2
UPS	Uninterruptable Power Supply



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## Definitions

The following words and expressions will, unless the context otherwise requires, or the Disaster Management Act, 2002 (Act No. 57 of 2002), or National Disaster Management Framework, 2005 otherwise provides, have the meanings thereby assigned to them namely—

**'Assimilate'**, means to take in, absorb and integrate information to fully understand the context of concepts (Kavanagh, 2002: 65);

**'Disaster Management Centre'** means a Centre established in terms of Part 1 of Chapter 3, Part 2 of Chapter 4 or Part 2 of Chapter 5 of the Disaster Management Act, 2002 (Act No. 57 of 2002);

**'Internalise'** means to make disaster management part of an organs of state's operations through learning, practicing and assimilation (adapted from Kavanagh, 2002: 602);

**'Interrogate'**, means to ask questions of someone or something closely, or formally, or to obtain data from a computer file, database, storage device, or terminal (adapted from Kavanagh, 2002: 603);

**'Physical infrastructure'** means physical structures and facilities needed for the operation of a disaster management Centre;

**'Well Maintained'** means the maintenance of the building namely regular painting, repair work etc. as well as the maintenance of all equipment to ensure information technology and communication systems operate optimally.

**Guideline****Minimum Infrastructural Requirements for Disaster Management Centres****Interrelation / compatibility with other guidelines**

This guideline should be read in conjunction with the Disaster Management Act, 2002 (Act No. 57 of 2002), the National Disaster Management Framework, 2005, the applicable South African National Standards, other relevant legislation and the South African Disaster Risk Management Handbook Series<sup>1</sup>.

Furthermore, it should also be read in conjunction with the organisational business continuity plan(s) and applicable policies of the respective organ of state. Existing memoranda of understanding between provincial, metropolitan, district and local municipalities with regard to the disaster management centres should also be considered.

This guideline also interrelates with the Guideline for Conducting Comprehensive Disaster Risk Assessments, Part 1: Hazard Identification, Analysis and Prioritisation issued<sup>2</sup> by the National Disaster Management Centre on 25 October 2016.

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<sup>1</sup> The DMHS can be downloaded from [www.ndmc.gov.za](http://www.ndmc.gov.za)

<sup>2</sup> Government Gazette No. 40393 GN 1363 on 2 November 2016



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## 1. Introduction

The Disaster Management Act, 2002 (Act No. 57 of 2002) (DMA) places a legal obligation<sup>3</sup> on national, provincial and local<sup>4</sup> government to establish Disaster Management Centres (DMC's), each with similar powers and duties<sup>5</sup>, to integrate and coordinate a system of disaster management within and across the spheres of government.

The DMA, in Section 15, assigns various powers and duties to the National Disaster Management Centre (NDMC) which, amongst others, includes not only advisory and consultative functions, but also, in Section 22, the power to give guidance and advice to stakeholders with regards to disaster management.

## 2. Purpose of this guideline

This guideline, developed in terms of paragraph 1.5 of the National Disaster Management Framework, 2005 (NDMF) read with paragraph 1.2.2.2, sets out the minimum physical infrastructure requirements of a DMC, a satellite DMC and disaster related support Centre's.

## 3. Scope

This guideline provides guidance on the minimum physical infrastructure requirements for a DMC to effectively implement its legislated mandate.

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<sup>3</sup> See sections 8, 29, and 43

<sup>4</sup> Metropolitan and District Municipalities

<sup>5</sup> See sections 15, 30 and 44



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In this regard, this guideline provides information for the minimum infrastructure characteristics of a DMC; the physical location of the DMC; the minimum physical facilities of a DMC; the supporting facilities to be available to a DMC; and the design standards and considerations.

It is important to note that this guideline is not intended to be a 'paint by number' solution nor is it to be construed as a 'one size fits all' approach. Organs of state enjoined to establish a DMC must therefore interrogate, assimilate and internalize the concepts put forward by this guideline and the NDMF to enable them to identify the minimum infrastructure requirements applicable to their specific functional environment.

#### 4. How to use this guideline

This guideline recognises that the respective DMC's established across the spheres of government is in different stages of development and functional maturity. As such this guideline may be used in two ways. Firstly, as an audit tool to assess the existing facilities at the disposal of a DMC to determine its baseline infrastructure and improve that where needed, and secondly as an instrument to assist with the redesign of an existing DMC should the need therefore be identified.

#### 5. Minimum Infrastructure Requirements

##### 5.1 Physical infrastructure characteristics

DMCs are essential for the effective execution of the disaster management mandate. An assessment of a DMC shall consider the following characteristics in determining the needs and functionality.



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- a) **Flexibility** – in that operations must be scalable and the operational space adaptable to the disastrous event e.g., have sufficient space, equipment, furniture<sup>6</sup>, administrative supplies, telecommunications, computer support, etc., available to implement the applicable disaster management contingency plan(s) in a coordinated way amongst the stakeholders.
- b) **Sustainability** – to support operations for an extended duration; e.g., be able to sustain operations for five consecutive 24-hours days during all emergency situations without interruption, including generators, UPS solutions for uninterrupted power supply, water supply etc.
- c) **Security** – to guard against potential risks and protect operations from the unauthorized access or disclosure of sensitive information e.g., have sufficient security and structural integrity to protect the facility, its occupants, and communications equipment and systems from relevant threats and hazards.
- d) **Survivability** – to withstand the effects of a realized risk so as to continue with operations from the DMC, or from a fully-capable alternate location, e.g., have an alternate DMC that can be activated and used if the primary facility is destroyed, damaged, or not accessible.
- e) **Interoperability** – to share common principles of operations, exchange routine and time-sensitive information with other DMCs, e.g., be able to communicate with Satellite DMCs where established, disaster related support centres, emergency response teams at or near an incident site, etc.

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<sup>6</sup> Ergonomics should be taken into consideration when procuring furniture. Furniture must be designed to ensure that officials can work comfortably for long periods of time.





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## 5.2 Physical location

A DMC must be located in an area that will minimise its exposure to any known risks. The following factors should be taken into consideration when selecting a site for a DMC.

- a) **Natural environment risk exposure** - The DMC should for instance not be located within the 100-year flood line; or where landslip/landslides or subsidence may occur. The guideline for Conducting Comprehensive Disaster Risk Assessments, Part 1: Hazard Identification, Analysis and Prioritisation issued<sup>7</sup> by the NDMC on 25 October 2016 should be used to assess the current or potential DMC site.
- b) **Proximity to high risk sites** - The DMC should not be located within close proximity to,
  - (i) polluting sites;
  - (ii) bulk hazardous materials storage sites;
  - (iii) bulk fuel re-filling or storage stations;
  - (iv) bulk chemical manufacturing facilities;
  - (v) power stations, high voltage distribution lines or electricity distribution facilities;
  - (vi) refineries etc.
- c) **Past, present and future land use** - The DMC should not be located on sites where past shallow underground mining occurred; or where old landfill sites were located; or within densely populated areas; or close to heavy industrial zones; or where new land use plans includes zoning for high risk sites etc.

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<sup>7</sup> Government Gazette No. 40393 GN 1363 on 2 November 2016



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- d) **Distances to DMCs** - The DMC should not be located in proximity to other DMC's in the functional area so as to avoid concurrent loss or disruption by the same disastrous occurrence.
- e) **Travel duration** - The DMC should be located within a reasonable travelling duration of other entities and residential areas to enable stakeholders and staff to travel to the facility using various modes of transport (public and private).
- f) **Availability of communication networks** - The DMC should be located in an area where the current terrestrial network(s) installed, enables the information and communications services. The ability (or impediments) to transmit two-way radio signals to and from the site must also be considered.
- g) **Access roads to the DMC** - The DMC should be located so that disastrous occurrences that may occur, do not block access to the site. Paved roads are preferable to unpaved roads.
- h) **Disruptions to utility services** - The DMC should be located on a site where present and future power, water and sanitation interruptions is unlikely to occur. Sanitation disruption(s) analysis should include backflow in the sewer system due to flooding that occurs elsewhere.
- i) **Local crime rates** - The DMC should be located in a low crime area. Unsafe areas may lead to security breaches or operational disruptions.
- j) **Existing neighbouring tenants** - The DMC should be located away from neighbouring tenants that may pose as sources of disruption. These tenants may be targets for radicals, demonstrators or protestors which may disrupt the DMC operations.
- k) **Co-tenancy or sharing a premises** - The DMC should as far as possible not be a co-tenant of a building or share a premises unless the facility provides central security services to all tenants equally. The security arrangements must be under the control of the DMC.



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- I) **Site longevity** - The DMC should, especially if the site is government-owned, be located on a site that has longer term viability at its core as the investment in the physical infrastructure requires significant fiscal resources.

### 5.3 Minimum DMC facilities

A DMC must at least have the following well maintained facilities to operate effectively.

- 5.3.1 Disaster Operations Centre (DOC).
- 5.3.2 Central Communications Centre (COC).
- 5.3.3 Training, Media and Public Information Centre.
- 5.3.4 Administrative offices.
- 5.3.5 Information Technology and Communication System.
- 5.3.6 Security and parking.
- 5.3.7 Open area.

#### 5.3.1 Disaster Operations Centre

- (a) The DOC is a dedicated facility located within the DMC and must be capable of accommodating any combination of emergency and essential services' representatives, including all relevant role players and stakeholders identified in response and recovery plans for the purpose of multidisciplinary strategic management of response and recovery operations, when a local, provincial or national disaster occurs or is threatening to occur. All disaster management response and relief activities are supported, coordinated and executed from the DOC.
- (b) The DOC has the following minimum requirements.
  - (i) **Functionality** - The DOC must have strategic and tactical rooms which are preferably separated from each other. The strategic room or boardroom may have dual functionality in terms of providing a venue for other disaster management meetings with stakeholders, strategic



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planning, and other related multi-party disaster management activities<sup>8</sup>. The tactical section is a dedicated facility equipped to facilitate the operational activities by the respective stakeholders during response operations.

- (ii) **Size** – The size and facilities of the DOC should be appropriate to comfortably accommodate the multidisciplinary strategic management and tactical coordination of response and recovery operations when disasters occur or are threatening to occur, or when a neighbouring event poses a threat to the jurisdictional area. There should be sufficient private caucus rooms to facilitate bilateral discussions between the parties deployed in the DOC.
- (iii) **Equipment** - The DOC must be equipped with the sufficient furniture, technology and audio-visual equipment e.g. smart televisions (T.V's), voice recording facilities<sup>9</sup>, telephones, computers, fax machines, photo copiers, printers, document scanners, shredders, wall charts, white boards, public address systems etc. to facilitate intergovernmental coordination. The facility must be air-conditioned.
- (iv) **Power and amenities** - The DOC must have an uninterruptible power supply (UPS) and adequate and compatible computer hardware, software and ancillary equipment to enable ready and easy access to information, including geographic information system (GIS) data and resource data. It must also provide ready access to the Internet and e-mail, Short Messaging Service (SMS) and Multimedia Messaging Service (MMS) facilities etc. There should be adequate power outlets located strategically around the DOC for easy connectivity for laptops including Universal Service Bus 2 (USB/2) prong plugs outlets for charging of cell phones and other devices.

<sup>8</sup> These activities may include meetings of the disaster management advisory forum, technical task teams established by the DMC, intergovernmental relations forums etc.

<sup>9</sup> Must be able to record all incoming and outgoing telephonic and radio communications



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### 5.3.2 Central Communications Centre

- (i) The COC is a dedicated facility located within the DMC and must be capable of accommodating any combination of early warning specialists<sup>10</sup> to develop, identify, monitor, react to, report, communicate and disseminate early warnings.
- (ii) The COC is also responsible for establishing, developing, and maintaining a 24-hour effective communications system and operational call centre for reporting purposes as well as co-ordinating the activation of stakeholders to respond to significant events and disasters.
- (c) The COC has the following minimum requirements.
  - (i) **Functionality** - The COC must develop, identify, monitor, react to, report, communicate and disseminate early warnings. The COC must also serve as the central reporting and call-taking point where stakeholders may report a significant event and or disastrous occurrence. The COC must further provide communities with mechanisms for obtaining access to assistance in the event of an emergency. The COC must also be able to provide the public with basic disaster management information.
  - (i) **Size** – The size and facilities of the COC should be appropriate to comfortably accommodate the officials staffing the COC. There should be private caucus rooms to facilitate bilateral discussions between parties deployed in the COC.
  - (ii) **Equipment** - The COC must be equipped with the sufficient furniture, technology and audio-visual equipment e.g. smart T.V's, voice recording facilities<sup>11</sup>, telephones, computers, fax machines, photo copiers, printers<sup>12</sup>, document scanners, shredders, wall charts, white boards etc. to facilitate the functional responsibilities. The facility must be air-conditioned and may house the data centre (server room).

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<sup>10</sup> May include officials of other organs of state seconded to the DMC

<sup>11</sup> Must be able to record all incoming and outgoing telephonic and radio communications

<sup>12</sup> Large scale printers up to A0 size



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- (iii) **Power and amenities** - The COC must have an UPS and adequate compatible computer hardware, software and ancillary equipment to enable ready and easy access to information, including GIS data, resource data and a spatial software suite to aid cartographic operations. It must also provide ready access to the Internet and e-mail, SMS and MMS facilities etc. There should be adequate power outlets located strategically around the COC for easy connectivity for laptops including USB/2 prong plugs outlets for charging of cell phones and other devices.

### 5.3.3 Administrative offices

- (a) The administrative offices are a dedicated facility located within the DMC. The offices should have adequate furnishings, equipment and the necessary administrative technology applications<sup>13</sup> to enable the Head of the Centre and all DMC staff to execute their duties.
- (b) The administrative offices have the following minimum requirements.
- (i) **Functionality** – The administrative offices functions as the core component from which the implementation of the disaster management programme is managed<sup>14</sup>.
- (ii) **Size** – The size and facilities of the administrative offices should be appropriate to comfortably accommodate the Head of the Centre and the staff of the DMC. There must be a reception or receiving area, appropriately equipped to receive visitors. There should also be a stationary store room as well as a document archive. There should be sufficient private caucus rooms, of various sizes, to facilitate meetings.

<sup>13</sup> Program(s) designed to perform a specific function directly for the user or, in most cases, for another application program. Examples of applications include word processors, database programs, Web browsers, development tools, drawing, paint, image editing programs, and communication programs etc.

<sup>14</sup> Planning, Organising, Staffing, Directing, and Controlling.



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- (iii) **Equipment** - The administrative offices must be equipped with the relevant technology as well as audio-visual equipment, adequate telephones, printers, computers, fax machines, photo copiers, document scanners, shredders, wall charts, white boards etc. to facilitate the functional responsibilities of the DMC.
- (iv) **Power and amenities** - The administrative offices must have an UPS and adequate and compatible computer hardware, software and ancillary equipment to enable ready and easy access to information, including GIS data and resource data. It must also provide ready access to the Internet and e-mail etc. There should be adequate power outlets located strategically around the offices for easy connectivity for laptops including USB/2 prong plugs outlets for charging of cell phones and other devices.

#### 5.3.4 Training, Media and Public Information Centre

- (a) The Training, Media and Public Information Centre is a dedicated facility which may be located within the DMC. The offices should have adequate furnishings, equipment and the necessary administrative technology applications<sup>15</sup> to enable the staff to execute their duties.
- (b) The Training, Media and Public Information Centre have the following minimum requirements.
  - (i) **Functionality** – The Training, Media and Public Information Centre is responsible for promoting the recruitment, training and capacity building of volunteers and other role players across the sphere of government, the private sector and civil society. It is also responsible for establishing and

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<sup>15</sup> Program(s) designed to perform a specific function directly for the user or, in most cases, for another application program. Examples of applications include word processors, database programs, Web browsers, development tools, drawing, paint, image editing programs, and communication programs etc.



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maintaining capacity and capabilities for knowledge management for the purpose of disaster management. This includes the development and implementation of an integrated public awareness strategy for the organ of state. The Training, Media and Public Information Centre also provides an environment or mechanism to conduct effective media relations and communications in order to provide the public with information.

- (ii) **Size** – The size and facilities of the Training, Media and Public Information Centre should be scalable and may be interchangeable. It should be located in the same facility to conduct training sessions, media briefings or public information sessions. There must be a reception or receiving area, appropriately equipped to receive visitors. Attached to the Centre, or in close proximity thereof, must be an appropriately resourced room to serve as a library and research centre.
- (iii) **Equipment** - The Training, Media and Public Information Centre must be equipped with the relevant technology, audio-visual equipment, a public address system, voice recording facilities, audio-visual aids etc. to facilitate the functional responsibilities of the Training, Media and Public Information Centre.
- (iv) **Power and amenities** - The Training, Media and Public Information Centre must have adequate and compatible computer hardware, software and ancillary equipment to enable ready and easy access to information. There should be adequate power outlets located strategically around the offices for easy connectivity for laptops including USB/2 prong plugs outlets for charging of cell phones and other devices.

#### 5.3.5 Information Technology and Communication system

- (a) The information technology and communication system of the DMC should be housed onsite in a dedicated server room<sup>16</sup>.

<sup>16</sup> The server room must be designed and built according to the applicable SANS standards.





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- (b) The components of the information technology and communication system must be able to fulfil the requirements of Sections 16 and 17 of the DMA, and Enabler 1 of the NDMF. It has the following minimum requirements.
- (i) **Hardware** – This category refers to all the hardware needed by the DMC to perform its functions. This includes smart T.V's, voice recorders, telephones, computers, fax machines, photo copiers, printers, document scanners, shredders, public address systems, servers, network cables, routers, cabling, trunking, etc.
  - (ii) **Software** – This category refers to all the software programs needed by the DMC to perform its functions. This includes applications such as word processors, spreadsheets, database programs, e-mail programs, Web browsers, development tools, drawing tools, paint tools, image editing programs, GIS, communication programs, etc.
  - (iii) **Data or databases**- This category refers to all the raw qualitative and quantitative information obtained by or provided to the DMC for storage, processing and analysis to produce useful disaster management information.
  - (iv) **Networks** - This category refers to all the computer networks<sup>17</sup> and data links needed to allow computer nodes to share resources or to communicate. Access to reliable high speed internet using more than one connection type<sup>18</sup> is a key component.
  - (v) **Policies and Procedures** - This category refers to the rules governing the information technology and communication system within the DMC. It relates to the policies and procedures needed for,

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<sup>17</sup> Local Area Network, Wide Area Network, Internet etc.

<sup>18</sup> Wireless; Mobile; Digital Subscriber Line; Cable TV lines; fibre optic Integrated Services Digital Network; Satellite etc.



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#### Minimum Infrastructural Requirements for Disaster Management Centres

- a. purchasing hardware policy which includes procedures for server systems, desktops, portable computer systems, computer peripherals, mobile telephones, etc.
- b. purchasing software policy which includes procedures for requesting software, purchase software, obtaining open source or freeware software, etc.
- c. using software policy which includes procedures for software licencing, software installation, usage, etc.
- d. using personal devices policy which includes procedures for registration of personal devices for business use, keeping personal devices secure, caching information on personal devices, etc.
- e. a security policy which includes procedures for physical security of servers and devices, information security, antivirus systems, the need for passwords and unique technology access codes, etc.
- f. an administration policy which includes procedures for listing administration rights, etc.
- g. the Website policy which includes procedures for maintaining the Website register, website content, etc.
- h. the electronic transactions policy which includes procedures for facilitating electronic fund transfers, electronic purchasing, electronic signatures and approvals, etc.
- i. an information technology service agreements policy which includes procedures for service agreements that may be entered into, etc.
- j. an emergency management of information policy which includes procedures for data backup and recovery, hardware failure, service interruptions, virus or security breaches, Website disruptions, etc.



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- (vi) **People** - This category refers to the information technology and communication specialists and technicians needed to establish, maintain and operate the information technology and communication system.

### 5.3.6 Security and Parking facilities

- (a) For the DMC to operate effectively, it must have adequate facilities to ensure that security is maintained and adequate parking is provided for staff, visitors and deployed stakeholders.
- (b) The security facilities have the following minimum requirements.
- (i) Good perimeter security should be maintained around the entire perimeter of the DMC by means of a boundary wall, palisade, welded mesh or vertical bar fence which is at least 6-foot high.
  - (ii) Access control to the premises must be maintained and should not be universal in nature. Only authorised persons, with separate authorisation, should have access to sensitive areas such as the server room, utility entry points, plant rooms, the DOC, the COC, the administrative offices etc.
  - (iii) Lighting on the boundary perimeter and the grounds should be considered.
  - (iv) Additional security features should be considered for the peripheral physical infrastructure (e.g. the generator, fuel tanks, UPS, fire suppressant cylinders, utility entry points, chillers, air intakes etc.).
  - (v) Security around delivery areas, windows that can be opened and the fire escape routes should receive special attention.
  - (vi) Consideration should be given to installing monitored closed circuit television (CCTV) to external areas and within the server room. Motion-

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activated CCTV can be particularly helpful in ensuring the CCTV operators' attention.

- (c) The parking facilities have the following minimum requirements.
- (i) Adequate parking away from the building must be provided for visitors and deployed stakeholders.
  - (ii) Staff parking should be separated from the visitors' parking.
  - (iii) Visitors and staff should not be allowed to park in the basement of the building unless the basement is fire sprinkler protected.
  - (iv) Lock-up garages should be the preferred option to park official disaster management vehicles.

**5.3.7 Open area**

The DMC must be located on a site with a large open area. This area should have a hard level surface and be away from any obstacles. It can be used, as the need arise, as a spill-over parking, a site to locate temporary rehabilitation quarters for staff during ongoing operations of the DOC, as a helicopter landing pad etc.

**5.4 Supporting facilities**

Provision must be made within the DMC for the following support facilities.

- a) Ablution facilities, including showers.
- b) A fully equipped kitchen that can be used to cater for operations during ongoing operations of the DOC.
- c) A recreational area.
- d) Sufficient space to store relief material and other goods.



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## 6. Design standards and considerations

- a) **Building standards** - The facility must be designed and built to comply with the national building legislation, issued in terms of the National Building Regulations and Building Standards Act, 1977 (Act No. 103 of 1977).
- b) **Design considerations** – The following factors should be taken into consideration when (re)designing a facility.
  - (i) If not already in place, the facility must support the addition of high voltage power supplies, transformers, switchgear and an UPS.
  - (ii) An emergency electrical power generator must be provided which is large enough to power the DMC and all its installed facilities (heating ventilation air-conditioning system, telephones, electronic office equipment, essential lights, radios, elevator, computer systems, etc.) unassisted for at least 12 hours without refuelling being required. It must be permanently wired to the DMC with an automatic start and transfer system. It should be located on the premises but placed in such a position that the noise or fumes generated for its operation do not interfere with the operational functioning of the DMC.
  - (iii) Wherever possible, all necessary water-bearing pipe-work should be located outside of the computer equipment rooms.
  - (iv) Doors and access routes within the building must be of sufficient size and capacity to support the installation and maintenance of equipment.
  - (v) Lightning and surge protection should be provided.
  - (vi) Tack mats must be provided at entry points.
  - (vii) Easy-clean and low maintenance materials must be used for the interior and exterior finishing.

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- (c) The DOC; COC; Training, Media and Public Information Centre; and the open plan offices shall be treated acoustically.
- (d) The position of sleeping accommodation (where needed) should be considered in relation to the noisy operational areas of the DMC.
- (e) Ablutions shall be provided in accordance with South African National Standard (SANS) 10400, Part P.
- (f) The DOC must be accessible to disabled persons in accordance with SANS 10400, Part S.
- (g) Sustainability principles such as water storage and solar power should be considered.
- (h) The design must take ergonomics principles into account to provide for a work space that is less stressful even during longer working hours.

## 7. Recommendations

It is recommended that all organs of state across the spheres of government, enjoined by the Disaster Management Act, 2002 (Act 57 of 2002) and the National Disaster Management Framework, 2005 to establish a Disaster Management Centre, have regard and consider this guideline.



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## 8. Approval

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Director: Policy Development and Regulatory Frameworks

Date: 28/03/2017

**Ms Ane Bruwer**

Chief Director: Policy and Legislation Management

Date: 28/3/2017

Guideline approved/.....

**Dr Mmaphaka Tau**

Deputy Director-General (Head): National Disaster Management Centre

Date: 10/04/2017



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