

**LATVIAN LITHUANIAN
TECHNICAL ASSISTANCE
AND
SUPPORT TEAM**

STANDARD OPERATING PROCEDURES



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TECHNICAL ASSISTANCE SUPPORT TEAM**

State Fire and Rescue Service of Latvia
Fire and Rescue Department
under the Ministry of the Interior
of the Republic of Lithuania



Co-funded by the EU Civil Protection Mechanism
Version 1.0 2015

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ABBREVIATIONS

CECIS	Common Emergency Communication and Information System
DG ECHO	Directorate General for Humanitarian Aid & Civil Protection
DG ENV	Directorate General of Environment
ECHO	European Community Humanitarian Office
ICT	Information and Communication Technology
LL TAST	Latvian Lithuanian Technical Assistance and Support Team
LT	Lithuania
LV	Latvia
MEDEVAC	Medical Evacuation
MOSS	Minimum Operating Security Standards
OSOCC	On Site Operations Coordination Centre
RDC	Reception/Departure Centre
SFRS	State Fire and Rescue Service
SOP	Standard Operating Procedures
TACO	TAST Coordinator
TAST	Technical Assistance and Support Team
UNDAC	United Nations Disaster Assessment and Coordination
UXO	Unexploded Ordnance
ERCC	Emergency Response Coordination Centre

1. THE TASKS AND FUNCTIONS OF THE TAST

The primary task of the TAST is to accompany Union Mechanism assessment and coordination experts or teams and to ensure their ability to work by providing administrative, telecommunication and logistic support in order that the experts can concentrate on their mission. TAST does not perform any leadership or coordination functions, but only support tasks.

Additionally, TAST can support any team or organisation with the above-mentioned tasks.

TAST will provide or arrange the following support functions on site:

- office support (Administration support),
- telecommunication support,
- subsistence support,
- transport support on site,
- basic medical support,
- safety and security support.

1.1 ADMINISTRATION SUPPORT

The purpose of the **Administration Support** is to facilitate the work of the experts/team by assisting them in their administrative work in the field. The team members are trained as supporting experts in their staff work (maintaining lists and documents, mapping and communication, etc.). This component can provide a tented office, if needed, and the necessary equipment for setup of a functional unit in close cooperation with the subsistence and telecommunication support component.

1.1.1 TASK OF PERSONNEL

- establish and set-up an office/field headquarters/ OSOCC,
- support information gathering and analyses (also internet-based; knowledge of relevant sources of information),
- support the maintenance of various lists,
- support the preparation of situation reports,
- develop and maintain situation maps and situation summaries,
- support the maintenance of the mission logbook,
- support the establishment and operation of a RDC (if required),
- set-up and operate a reception desk in the OSOCC (if required),
- support the preparation and organisation of meetings,
- support assessments with technical equipment and know how,
- support mission-related planning (communications, plan of action),
- close cooperation and coordination with telecommunication support.

1.2 TELECOMMUNICATION SUPPORT

The purpose of the **Telecommunication Support** is to enable the experts/team to establish basic communications via phones, mobile phones, radios, satellite communication or Internet access and to operate simultaneously in different locations. The team also is capable to set up telecommunication systems for field

headquarters, a Reception/Departure Centre, or an OSOCC (high-speed internet access, wireless LAN, laser printer and up to 5 workstations).

1.2.1 TASKS OF PERSONNEL

- before deployment, checking the service ability of telecommunication equipment in the country of deployment,
- set-up, operation, use and maintenance of IT workstations, network set-up (wired, wireless), account management,
- set-up, operation, use and maintenance of telephone systems/fixed networks; satellite systems, mobile phones, internet telephone systems,
- set-up, operation, use and maintenance of radio equipment;
- set-up of networks, relays and radio relay links, ensuring HF capability, application of the international voice procedures,
- capability to operate simultaneously in different locations, especially for set-up of basic communication for an OSOCC, office or RDC,
- close cooperation and coordination with Administration support.

1.3 SUBSISTENCE SUPPORT

The purpose of the **Subsistence Support** is to supplement an OSOCC with tents, equipment and food for up to 5 experts, own TAST members and a reserve of 2 persons. With this component, basic accommodation and office facilities including equipment for sleeping –

camp beds (blankets, sleeping bags are not provided by TAST and are personnel equipment of the individual team member), preparing food and handling basic hygiene for a period of maximum 4 weeks is provided, but usually the average mission time for the individual member will be approx. 2 weeks, changeover possible.

1.3.1 TASKS OF PERSONNEL

- ensuring accommodation and catering for the experts team and support personnel,
- coordination and realization of the set-up, operation and dismantling of quarters, considering appropriate selection of space and site and necessary security measures,
- ensuring the functioning and operation of the required infrastructure:
 - set-up and ensuring of the electric power supply,
 - water,
 - wastewater,
 - camp security,
 - waste management.
- provision of food, if suitable, and of available additional fresh food from local market,
- support of the expert team in the field of logistics.

1.4 TRANSPORT SUPPORT

The purpose of the **Transport Support** is to organise the provision of vehicles with radio equipment and drivers and to provide logistical support to the experts on-site as well as a basic mechanical support.

1.4.1 TASKS OF PERSONNEL

- ensuring transport of the experts team and support personnel with on-site hired cars,
- recruiting, training, and coordinating local drivers,
- maintaining driver's logbooks,
- organisation (hire) and, if necessary, operation of the appropriate vehicles (cars, trucks) in case of emergency or evacuation, if necessary under difficult conditions (due to safety and security reasons, TAST personnel does not drive in foreign countries, except in the mentioned case of emergency),
- support in the coordination of vehicle operation,
- vehicle maintenance including minor repairs,
- set-up, programming and operation of VHF radio,
- support of the expert team in the field of logistics and transport planning.

1.5 BASIC MEDICAL SUPPORT

The purpose of the **Basic Medical Support** is providing advanced first aid and/or medication to TAST and the experts/assessment /coordination team. If necessary, assistance for Medical Evacuation can be given.

1.5.1 TASKS OF PERSONNEL

- to provide primary medical care/treatment for the TAST members and the supported experts,
- to provide authorized medication for the TAST members and the supported experts,
- to provide information about hospitals, medical services in the field,
- MedEvac.

1.6 SAFETY AND SECURITY SUPPORT

The purpose of the **Safety and Security Support** is to ensure personal safety and security for TAST, to support the assessment/coordination experts, and to facilitate security planning.

1.6.1 TASKS OF PERSONNEL

- to gather information about the security level in the country (UN security levels 1 – 6),
- to support safety and security planning,
- to develop a safety and security plan, including evacuation plan, for the TAST and brief the TAST members,
- if necessary, to organize the provision of safety equipment for the TAST members and the supported experts,
- if necessary, to organise the provision of security equipment (the necessary personal protection equipment especially flak jacket and the Kevlar helmet) for the TAST members and the supported experts (mainly in case of evacuating TAST and/or EU experts/teams from the site).

2. STRUCTURE OF THE TAST

2.1 TAST COMPOSITION

The following factors play a key role when the size and components of the individual TAST to be deployed on request are to be determined:

- size of the EU assessment/coordination team to be supported,

- degree of support by EU delegation, embassies, UN (UNDAC, UN OCHA, IHP support on-site),
- severity and scale of the incidence,
- degree of infrastructure destruction on-site,
- supply situation,
- duration of the mission,
- accessibility of transportation assets,
- security situation.

TAST Functions
TAST Coordinator (TACO)
Deputy TACO + Safety & Security Officer
Administration support
Telecommunication support
Subsistence support
Transport support
Basic medical support

2.2 GENERAL CRITERIA FOR THE TEAM MEMBERS

Each team member must fulfil the following general criteria. According to the special function, additional individual skills are required.

Qualification of each team member depends on his function (tasks). All the members of LL TAST have to pass both theoretical and practical training in order to ensure smooth team work. The team members must possess following qualities:

- professional and special skills,
- good physical and mental health,
- knowledge about cultural differences, ability to behave properly in different situations,

- knowledge of languages (English at EU level B2, Russian, other),
- driver's license B, C, CE,
- computer skills – MS Office.

2.3 SELECTION OF A TEAM, INFORMING TEAM MEMBERS

Each partner has its own procedures for selection of team and informing team members. The main principles of informing are:

- the whole reserve is informed by phone about the situation,
- feedback is expected as soon as possible, however some time for consideration must be left,
- when it is clear who is free and can attend, the completion of the team starts.

When the team is complete, information is transferred to other reserve members. To avoid unpleasant surprises, one replacement member has to be selected. Replacement member must be ready for the mission, i.e. he has to prepare equipment, documents, get vaccinations, inform family, etc.

If any of the team members doesn't pass the preliminary control (has problems with health or documents), the replacement member goes on the mission. Team members who are not selected for the mission are expected to assist packing and preparation works.

2.4 PERSONAL REQUIREMENTS

- good physical condition and health to be able to live in harsh conditions,

- appropriate vaccinations,
- occupational health screening,
- available within 12 hours after request for assistance by the affected country,
- ability to be deployed for a period of +/- 14 days not including travel days,
- speaking, reading, writing English competently (knowledge of additional language would be an asset),
- valid passport for the next 6 months.

2.5 KNOWLEDGE SKILLS AND PROFESSIONAL EXPERIENCE

- experience for at least 2 years in the field of technical support and/or civil protection,
- basic First Aid training,
- basic Safety and Security training,
- basic and advanced computer literacy,
- should have attended the specially developed TAST Training course,
- should have attended the TAST Field Exercise,
- minimum: International Driving license B (recommended),
- international voice procedures/radio skills according to UN standards,
- basic knowledge of International Humanitarian Aid,
- basics in media relations and coverage.

2.6 EU AND UN COURSES AND TRAININGS

- should have followed the Community Mechanism Induction course or an adequate training in the

- Community Mechanism (Technical Experts Course),
- basic Security Training program of UN (E-Learning),
- should have successfully completed the Advanced Safety and Security Training Program of UN (E-Learning),
- UN CMCoord (E-Learning) – optional,
- EU operational Management Course (OPM) – optional,
- UN Support Staff Training Course – optional,
- UN Support Staff Refresher Course – optional.

2.7 SOFT SKILLS

- willingness for continuous training,
- able to handle complicated situations,
- highly motivated and responsible,
- able to work in extreme conditions while maintaining harmonious relationships,
- understand the requirements to work in a multi-disciplinary multinational team,
- excellent team skills, sociability and integrity (social competence),
- able to think clearly and objectively,
- able to anticipate,
- able to improvise effectively under rapidly changing conditions with minimum guidance and support,
- be highly stress resistant,
- able to adapt according to the situation,
- intercultural understanding, cultural awareness and ability to work with cultural diversity.

2.8 ADDITIONAL INDIVIDUAL QUALIFICATIONS AND REQUIREMENTS FOR SPECIAL FUNCTIONS

2.8.1 TAST COORDINATOR AND DEPUTY TAST COORDINATOR

- leadership training,
- Module Basic Course of the EU (MBC),
- EU Staff Management course or equivalent,
- UN OSOCC course,
- UN CMCoord course (optional).

2.8.2 TELECOMMUNICATION SUPPORT

- minimum of 2 years professional experience in information and communication technology (ICT),
- state – of – the – art in ICT knowledge.
- UN OSOCC course (optional).

2.8.3 ADMINISTRATION SUPPORT

- working knowledge and experience of information and staff management,
- basics in logistics, accounting, mapping and negotiation,
- UN OSOCC course (optional).

2.8.4 SUBSISTENCE SUPPORT

- basic knowledge of preparing food,
- basic knowledge of water and sanitation,
- basic knowledge in sheltering, set-up of Base of Operations,
- basic knowledge in power supply management,
- technical skills,

- logistics training,
- UN camp management course (optional).

2.8.5 TRANSPORT SUPPORT

- car mechanical skills,
- technical skills,
- radio skills including programming,
- 4X4 wheel driving,
- international Driving license,
- logistics training.

2.8.6 MEDICAL SUPPORT

- special training as paramedic,
- special knowledge of specific climatic and health risks abroad,
- knowledge of handling medical evacuation.

2.8.7 SAFETY AND SECURITY SUPPORT

- specific trainings,
- EU Media and Security Strategy course,
- knowledge of Safety and Security planning.

3 SELF – SUFFICIENCY AND EQUIPMENT OF THE TAST

3.1 SELF – SUFFICIENCY

The TAST has to be self – sufficient for 96 hours, but LV and LT prepare the TAST for a maximum of at least 10 days self – sufficiency (expert team plus TAST members plus two extra).

Self – sufficient for approximately 10 days requires at least:

- appropriate shelter for the prevailing weather,
- power generator and lighting covering the consumption of the base of operation and of the equipment required to fulfil the mission,
- sanitation and hygiene facilities destined for the personnel of the team,
- availability of food and water for the personnel of the team,
- medical or paramedical staff, facilities and supplies for the personnel of the team,
- equipment storage and maintenance of the equipment of the team,
- equipment for the communication with the relevant partners,
- local transportation,
- logistics, equipment and staff enabling the set-up of a base of operations and the beginning of the mission without delay upon arrival on-site.

These requirements were met by the different tools and processes defined and purchased by LV and LT.

The equipment, including a pool of reserve equipment and spare parts, is stored at the premises of LV in Riga and LT in Vilnius.

A TAST logistics group, based in Riga and Vilnius, accounts for the maintenance of the equipment and the preparations for deployment.

4. MISSION PREPAREDNESS

4.1 LONG TERM

Each country is responsible for the readiness of its team members taking care of:

- necessary vaccinations,
- clothing,
- essential exercises and training,
- insurance.

Each TAST team member is responsible for:

- personal documents and copies of the documents,
- passport (has to be valid at least 6 month after the mission, has to have at least 2 empty pages for visas),
- passport photos (6 + digital copies),
- driver's license,
- international certificate of vaccination,
- UN Basic Security In The Field II (BSITFII) – team members and team management,
- UN Advanced Security in The Field (ASITF) – team management,
- personal equipment,
- personal commitment,
- good health condition,
- updated personal contacts,
- personal credit card (validity period, limits, day limits),
- other issues (who will cover your day-to-day obligations and activities while you are on a mission).

In addition to that, the members of a team management are responsible for:

- personal credit card (validity period, limits, day limits),
- personal debit card (validity period, limits, day limits),
- SIM card (limits).

4.1.1 PREPARATION OF EQUIPMENT

The TAST module equipment belongs to the party which has purchased it and can use it without need to ask permission. Each party takes care (ensures) that the equipment is packed, controlled, maintained and ready to use.

4.1.2 PREPARING VEHICLES

Each party has to take care of arranging vehicles for transportation of equipment. Each party has its specific preparation procedures to ensure the readiness of vehicles for long – haul trips. Vehicles have to comply with the standards of European Union including height and width. This applies also to containers. Compliance with the requirements secures safe and smooth border crossing. Vehicles must have a VALID technical inspection certificate and an international insurance certificate.

4.1.3 INFORMING THE OTHERS, MOBILIZATION

The party who gets the request for help informs immediately the other partner. The partners have to make a joint decision whether to go on a mission or not as soon as possible and inform about it the other parties. In case of two affirmative decisions preparations for a mission are started.

4.1.4 ROTATION OF THE TEAM LEADER'S

In order to better coordinate activities, the partners have agreed on following scheme of the team leader's rotation. Partners agree the division of the team leader positions during a period of decision making. Each

partner names the team leader, who is rotated during the next mission.

Principle of the team leader's rotation:

	Latvia	Lithuania
1 st and 2 nd mission		
3 rd and 4 th mission		

The same principle is used both during missions and trainings.

4.1.5 MANAGING AUTHORITY AND STATUS OF A HOME TEAM

The partner organization, whose member is a team leader, is automatically at the same time – a managing authority whose prime functions are:

- coordinated cooperation of home teams,
- coordinated launching of a module,
- securing working conditions,
- securing safe journey back home,
- home teams are formed in each partner's home country.

4.2 SHORT TERM

Each country has its own experience and rules for preparation:

- control of documentation,
- selection and preparation of vehicles,
- packing and control of equipment,
- selection and preparation of team members,
- other procedures (financial, press – related, insurance, etc.),

- arranging of a briefing.

Before going on a mission each member of the management has to be sure he can rely on:

- personal preparation,
- support of well prepared and acceptable team members,
- well packed equipment,
- well prepared vehicles,
- correct documentation,
- principles of calculation of the costs,
- support of the home team.

Before leaving for a mission all persons have to pass through quick control:

- documentation has to be ok and taken along,
- health has to be good and vaccinations done.

Each team member is responsible for:

- meeting all above listed requirements,
- informing the beloved ones,
- wearing TAST labelled clothing.

Each party is responsible for taking its team to assembly point as soon as possible.

5. DOCUMENTATION OF THE MISSION

It is very important to use the integrated documentation system to ensure quick reaction and success of the mission; especially in cases the joint team of several countries takes part in it. Therefore a documentation system has been prepared containing document standards and templates and principles that have to be followed by all parties.

4 groups of persons are responsible for the documents:

- home team of the leading country,

- home team of every county,
- management of the team,
- team members.

The partners agree how the mission documentation is shared and organized:

- jointly filled common forms,
- separately filled common forms,
- separately filled national forms.

5.1 JOINTLY FILLED COMMON FORMS

- LL TAST newsletter,
- an official request for the help of the country in need of assistance,
- dispatch of the leading office,
- confirmation of the mission,
- press kit of the mission,
- name list of the participants,
- list of cars,
- dangerous good declaration,
- the list of contacts,
- plan of the team,
- plan of action,
- safety and security plan,
- return plan,
- day-to-day SitRep of LL TAST,
- logbook,
- index of accidents,
- reports of traffic accidents,
- delivery acts,
- summary of the mission,
- report of the mission.

5.2 SEPARATELY FILLED COMMON FORMS

- list of equipment (NATO form),
- team member's contacts,
- personal checklist: equipment and documents,
- checklist: personal documents,
- checklist: personal health control,
- checklist: car documents,
- car trip logs.

5.3 SEPARATELY FILLED NATIONAL FORMS

- national contracts and assignments,
- contact data of close people,
- budget log,
- expenditure report (personal),
- report of national budget,
- national mission report.

All these forms can be found from the LL TAST official e-mail address: lltast.eu@gmail.com and filling them is compulsory for everyone.

6. TRANSPORTATION PHASE

Every team starts the journey to the site of emergency from an assembly point. Assembly point is located in the country closest to the site of an emergency (in case of TAST it is Marijampole, Lithuania or Riga, Latvia). All parties are obliged to ensure that their part of the team reaches the assembly point in the quickest possible way.

Passing long distances in a convoy has been always risky and needs to be previously coordinated both with the authorities of the country of destination and with the authorities of the countries, that are passed through.

If possible, the convoy should be escorted by police and furnished with flashing lights for better visibility.

Before hitting the road, the following issues should be taken into account:

- check, that documents are in order,
- check, that equipment is in order,
- don't forget to take along the "Statement on road accidents".

Make copies of all essential documents:

- passport,
- insurance + green card,
- visa,
- international certification of vaccination,
- driver's license,
- technical passport.

6.1 TIPS FOR A SAFE JOURNEY

- before starting the journey, have a good night sleep and eat well. Beverages with high caffeine content are not the best way to stay awake during driving. Although you may stay awake, in time their influence wears off and you may lose the focus,
- stop within every few hours, even if you don't feel sleepy. Have a bite, breathe fresh air and stretch your legs by walking around. If necessary, take a little nap,
- for safety reasons a stop has to be made after every 4 – 5 hours and drivers must be exchanged. The decision not to exchange the drivers and to make longer intervals between the stops can be made only by the team leader or in his absence by the deputy team leader,

- make stops off the road only. Don't stop by the roadside or in the deceleration lane except in case of an emergency,
- familiarize yourself with legislative acts that prohibit or allow use of mobile phones during driving. It is allowed in some countries and prohibited in the others. Ignorance is not an excuse in case of violation. If using mobiles is allowed, it is safer to use hands – free system,
- don't drink alcohol before driving. Even if one beer does not make you drunk, it will make you dizzy. We have zero tolerance alcohol policy for drivers,
- when planning the route of your journey follow the signs of nature and weather forecast. A small detour can sometimes save a lot of time,
- search the internet for traffic information and listen to the local radio for traffic warnings, especially in the vicinity of big cities. In addition you can get information from the AM news stations,
- GPS is not a 100% safe solution; take along a detailed atlas or road map. Smartphone map applications are also of great help,
- lock all valuables (presents) into the luggage compartment or glove compartment. Fit the luggage in the luggage compartment,
- get acquainted with the traffic code of each country you are going to pass through (you can find more information from http://ec.europa.eu/transport/road_safety/mobile/going_abroad/index_en.htm). The team management (who plans the transportation phase) prepares a summary of necessary information, which is compulsory for all the drivers to obtain,

- make yourself familiar with the local traffic act, which differs by countries. Is it allowed to turn right under red lights, etc.?
- before hitting the road for a long journey makes sure that the car is in excellent technical condition – filled tires, liquid gauges showing correct levels, tank filled with fuel,
- don't wait till the last minute, when you just have a drop of fuel in your tank. You never know how far the next gas station is. Start looking for a gas station when your tank is quarter – filled,
- before starting the trip fill your car fridge with healthy snacks such as fruits, vegetables and sandwiches and replenish your supplies during the journey. Don't forget bottled water!
- for very long drives stop at least once a day for gymnastic exercises,
- on long distances keep wipers (handkerchiefs), plastic dishes and a smaller fridge filled with food at hand. You should always have small change for motorway tolls and custom duties. First aid kit, torch, pillow and blanket are also essential. You should always have such supplies as battery cables, spare tire and some special purpose liquids (window washer for example) in your luggage compartment.

6.2 BORDER CROSSING

Mission to a country outside the EU means border crossing formalities, which may be pretty time consuming. This is mainly due to the fact that all countries are not able to handle documents quickly

enough in spite of the fact that they have been informed beforehand and all relevant documents have been presented.

6.3 THE BEST WAY TO CROSS A BORDER

- the most important thing is to keep necessary documents ready, to be patient, friendly and smiling at the same time not exaggerating with familiarity and friendliness,
- do not take pictures. Countries have very different attitudes towards taking photos on border inspection points. Ask the officer for a permit and take photos only after an explicit permission is given,
- don't give bribes; always ask for an official invoice,
- be patient and smile. Avoid bursts of anger and shouting – in many countries these are understood as a personal insult and may lead to your arrest. Getting angry is in any event the worst thing to do. If you stay calm and understanding, keeping at the same time things firmly under your control, you can be sure that the border crossing goes smoothly,
- be prepared. Documents have to be accurate, prepared and organized. Keep all necessary documents in one, preferably waterproof briefcase. Border officials are the last persons you want to piss off,
- always keep your entry visas ready. Don't assume that a visa can be issued at a border. When you enter country A with a visa hoping to get the visa for a next country on the border, you might end up in nowhere. Visa A has been spent, you can go

neither forwards or backwards. Be prepared and have your visas ready,

- be aware of working days and holidays. Make sure that the border crossing point will be open at the time of your arrival. Reserve enough time for both border crossings to avoid spending hours in no man's land between the borders. Some border inspection points are closed during state and national holidays. Make sure to avoid it,
- keep in mind that you are a guest. When you enter or leave a country, remember that you are a guest. Act respectfully – be polite and friendly. Don't comment on the work or the state of a border point, on the competence of border control, or on the country which you enter or leave. Avoid political and religious disputes, don't start these. Respect local cultural and religious customs and traditions. Respect local people, customs officers and military men.

7. MEETINGS

Right decisions are based on good information management. During the preparation phase and the mission there has always been a necessity to collect and analyse information and to share it with the right persons.

7.1 INFORMATION MANAGEMENT

Collecting and sharing information:

- be prepared (maps, other materials, presentations),
- keep track of the facts, take care that your

information is correct, and don't share assumptions,

- share as much information as possible – being informed keeps away stress and additional problems,
- daily briefings are mandatory, if necessary make additional briefings.

The trust in you is based on the quality of information you share.

7.2 BRIEFINGS BEFORE THE MISSION

A pre – mission meeting is arranged by a home team. The task of the home team is to collect all possible information about forthcoming mission and the country of destination (information about the country, climate, cultural and political features and peculiarities, etc.) The home team prepares for the team leader a small manual about the situation and the country which has asked for assistance. Team leader shares the whole information with the team.

7.2.1 1ST BRIEFING AT HOME – ARRANGED BY THE HOME TEAM

Goal:

- documentation (ID card, passport, list of equipment, visas), contract and insurance – check that everything is OK and that you have all the necessary documents,
- health – check that all vaccinations are valid and meet the minimum requirements,
- security – which countries are passed through, where can you stay overnight, how to secure

supplies and equipment during the trip, cultural specificities of the country of disaster, how to avoid conflicts, is an escort needed, are food and beverages ok, medical needs,

- objective of the mission – survey about the country of disaster (maps, climate, weather, culture, religion, etc.),
- communication rules – how to communicate with the home team, communication with press, communication with the authorities, locals and different organizations of the destination country.

It would be useful to give a survey of logistics, medical problems, maintenance of equipment, waste management, political specifications, press, financial problems, reports, persons involved, health care, security, tents, evacuation options, evaluation and actions following the completion of the mission.

7.3 BRIEFINGS DURING THE TRANSPORTATION PHASE

7.3.1 2ND BRIEFING IN AN ASSEMBLY POINT

Goal:

- introducing the team,
- roles in the team,
- transportation – team leader introduces the transport plan,
- responsibilities – responsibilities of the team, responsible persons,
- security rules,
- sharing with the teams of all three countries the information compiled by the home team,
- communication – rules of communication with

- the press, how to contact family and relatives, communication with the home team,
- code of Conduct.

7.4 BRIEFINGS IN THE BASE OF OPERATION (BOO)

- security and safety - rules of the operation camp, security, free time,
- schedule – roster, logistics, water and catering,
- updates of the changes in the situation.

7.5 4TH BRIEFING BEFORE RETURNING HOME

- primary summary of the mission,
- departure strategy – which route to use, maps, journey, places to stay overnight,
- before departure – find out how to thank – it is important to be polite,
- additional briefings when the situation changes during the transport phase, or during the pumping, or when a security risk occurs.

7.6 BRIEFING AT HOME AFTER THE MISSION

- summary of the mission, conclusions,
- stress management - psychological support has to be available for all the team members,
- meeting for discussing the mistakes – to be held separately for each of the three countries (if possible in addition a joint discussion is arranged).

8. MEDIA AND COMMUNICATION

According to the general policy of media communication of the LL TAST, information is delivered

to the press according to the rules of LEMA (body of the affected country responsible for eliminating the consequences of disasters) and has to be as accurate as possible.

8.1 READINESS

As general the spokesperson of the LL TAST is the team leader. In case the leader is busy or does not speak fluently the local language a decision is made about who will communicate with the press. Theoretically the team leader is trained to communicate with the press, but it doesn't hurt to refresh one's knowledge before the mission.

Before departure the team has to prepare a press kit containing information about the competence, tasks and the structure of the team. If necessary the kit should be delivered to representatives of LEMA and to the press on the spot. On spot LEMA should give to the press a thorough overview of the situation to avoid the spreading of false information. Prepare the database (table) of media contacts. This should contain the channel, name and surname of the reporter, his / her phone, e-mail address and remarks.

8.2 MOBILIZATION

When the mission is summoned a press release has to be prepared. In assembly point brief the team members about latest developments including information about the problems with press. Ideally, the spokesperson contacts LEMA and finds out the principles of communication with local press. Start to fill the table of press contacts.

8.3 DURING THE MISSION

The person responsible for press communication prepares a media plan containing: writing of press releases and articles, dealing with press representatives on site, participating in press conferences, coordinating information with LEMA and with the home team. Inform all the team members about the media plan and explain everybody their duties and responsibilities. Set up at the base camp a media board with up to date information. Don't forget to arrange press briefings to your team. Fill the table of media contacts.

8.4 DEMOBILIZATION

The person responsible for press communications cooperates with LEMA, prepares a press release, participates in press conferences and interviews. All provided information; documentation and problems should be discussed and coordinated with the home team. Finish the press contact table and use it in your final report.

8.5 OTHER SUGGESTIONS

Communication channels:

- press briefings,
- homepage,
- newsletters, brochures (press kit),
- press conferences,
- info by phone.

Possibilities of cooperation:

- local authorities,
- local media,
- national media,

- international media,
- private companies/organizations,
- private companies/persons.

8.6 RULES OF THE MEETINGS AND DISCUSSIONS

- national and international press – only coordinated and integrated information is shared,
- RDC – depends on the country and on the character of the primary contact,
- meeting with OSOCC/LEMA – what are the necessities and opportunities, tasks, MEDEVAC. Creating a good 24/7 contact is of utmost importance,
- meeting with other teams and modules – coordination,
- team meetings – tasks for the next shift, sharing information, problems, updates.

8.7 RULES OF THE MEETINGS 2

- be prepared – name lists, maps, opportunities, lists of needs and expectations, be aware of your partners,
- behave – be polite, make notes and photos, honour local authorities, be focused, don't forget your goals,
- voice recorder may be used only when this is in advance agreed with other members of the meeting.

8.8 RULES AND PARTNERS OF REPORTING

Partners:

- home team,
- OSOCC,

- LEMA,
- ERCC/EADRCC.
- the Embassy,
- other partners.

Sharing the information:

- virtual OSOCC,
- LL TAST homepage and intranet,
- LL TAST Facebook account,
- other virtual information channels as needed,
- press.

Before the mission a person responsible for the homepage, intranet and social media channels has to be agreed with the home team. During the transportation phase and the first days of the mission these are the responsibility of the home team. After establishing a good internet connection the team on mission will take over providing there is sufficient free time.

It is utmost important to be visible! Media is the best way for marketing LL TAST.

8.9 DAILY REPORTS

- daily reports should be sent every day at 4 PM CET unless otherwise agreed,
- first report has to be sent as soon as possible,
- use the template (standard) of the report,
- the report should include all points of the standard,
- send all information available,
- don't delay the information even if there seems to be not much of it,
- be precise,
- check the facts and numbers,
- don't repeat the information already sent.

8.10 FINAL REPORT

- final report should be sent in 30 days after the end of a mission.
- use the standard,
- the report should include all points of the standard,
- send all the available information,
- most important part of the report is your recommendations and analysis of what was learned,
- add the log of the mission,
- be precise,
- check the facts and numbers,
- don't repeat the information already sent.

9. SAFETY AND SECURITY

Each member of the team is responsible for the safety and security of the team regardless of his position in the team. The purpose is to avoid accidents and injuries and to secure the security and safety of the team both at work and during free time. If any member of the team gets sick, injured or is related to some kind of a security risk and needs therefore care, treatment or evacuation, the general capability of the team to provide help is affected.

Although the team leader is responsible for the safety of the team, it is of utmost importance that all team members contribute to team's safety and security. Ignoring safety and security regulations may endanger both the team and the whole mission; therefore everyone has to follow established safety instructions. The team leader has to know and understand what it takes to keep the team safe. At the end of the day the team leader is responsible for ensuring team's safety and security, for establishing

safety rules and implementing (executing) them.

The team leader is always responsible for the security and safety of the team!

9.1 DURING IN TRAFFIC

Traffic accidents are the main cause of injuries and death among the rescuers. Driving on unknown, and sometimes rough roads or in a country with different traffic rules, increases automatically the risk of an accident. If possible, all members of the team should take the courses of safe driving.

9.1.1 GENERAL RULES

- while driving all the team members have to use seat belts, both in front and back seats,
- follow road signs and regulations, don't ever exceed the speed,
- be especially attentive in villages and on side roads, where there may be pedestrians,
- avoid driving at night or alone,
- the tank should always be at least half full,
- keep a spare ignition key in the office. Keep car and home keys separately to avoid losing your home keys in case of car theft,
- don't ever voluntarily give a lift to unknown passengers, in particular to the soldiers.

9.1.2 PERSONAL SAFETY WHILE DRIVING

- keep the doors locked. Don't open the windows more than 5 cm and even that only in case the seat by the window is occupied,

- be aware of the location of the safety and communication means of the car and know how to use them. You should have primary skills to take care of the car (change tires, control and change liquids),
- outside populated areas or in the case of potential danger choose alternative roads. Avoid fixed traffic patterns,
- avoid areas of criminal activity or known to be dangerous. If possible avoid narrow and dead end streets,
- if possible consult with other authorities and organizations about the situation ahead and choose the best route for the journey based on the received information,
- when you approach a dubious place make a stop in safe distance and follow the traffic of the place. This measure is particularly recommended in case of unexpected road blocks or before passing through checkpoints,
- inform the home team about the schedule of your journey, the destination and possible measures in case of being late,
- the cars have to be well taken care of and checked on a daily basis. All safety problems have to be removed before hitting the road. Prepare a checklist of maintenance with maintenance times and keep a copy of it in each car,
- don't drive without necessary safety and communication means such as HF and VHF radios, first aid kit, maps, compass, etc.,
- travel documents, including the vehicle

registration certificate, technical inspection certificate, insurance, etc., have to be in order and valid. All drivers must have an international driver's license or a license valid in the respective country,

- avoid taking along (transporting) sensitive documents, especially in the locations renowned for thefts. Make sure that you have a proper permit to transport documents that might be of interest to terrorists or fighters,
- official vehicles should be respectively marked. In many cases it proves useful to use flags or posters (banners) on the cars,
- consider putting a sticker on the doors or windows warning that it is prohibited to enter the car with a weapon.

9.1.3 SAFETY OF THE CONVOY

It is often safer to travel in conflict and high risk areas with 2 or more vehicles together in a convoy. In a convoy mutual support and protection can be provided to each other in order to avoid conflicts or soothe them. You can join an arranged convoy or arrange one yourself together with other organizations rendering assistance. The need of a convoy has to be decided before the travel.

In addition to other regulations established for transportation, you have to consider the following when arranging a convoy:

- appoint a driver to each car in the convoy and a chief of the convoy who is responsible for the safety of the whole journey,
- prepare the preferred route and alternative

options. Check the local authorities whether the roads are passable. Secure the opportunity for staying overnight in case it is necessary for reasons beyond your control,

- the home team has to be aware of your planned route, alternative options and expected time of arrival,
- secure the communication between the cars, radio is best for the purpose. Communication between the first and the last car is especially essential. Agree on signs you can use in case the radio doesn't work,
- don't mention your location, destination or route during radio communication, use coded messages,
- keep the speed agreed earlier,
- inform in case of necessity local authorities about your travel to avoid suspicion,
- drive on the track of the car in front keeping constantly the distance of 2 – 3 car lengths. You must always see the car driving behind you,
- in case you need to turn around, start from the last car and make sure that all cars can make a safe turn.

9.1.4 PROCEDURES IN A CONVOY

These procedures must be followed by all team members when driving in convoys of three and more cars to ensure safety of the team and others in traffic:

- all vehicles in a convoy must have their lights on,
- all vehicles must have a blue flashing light; the drivers must have a yellow safety vest,
- on highways choose the speed of the slowest car or drive at permissible speed,

- keep the distance between the cars to allow quicker cars to pass one by one,
- in case of longer cars behind the convoy, keep a longer distance,
- when driving at night the last car in the convoy has to warn the others about vehicles aiming to pass by,
- keep in touch with the other cars by radio or phone. Keep a free radio frequency for communicating with the convoy,
- don't share sensitive information by radio,
- inform all the cars in the convoy about the danger (for example animals) on the road,
- when driving on a four-lane highway drive only in the right lane except when passing other vehicles. This applies when the speed limit is 90 km/h or more.

9.1.5 LANDSCAPE CONVOY

- when driving in a convoy on a landscape, make sure that the driver behind you sees you,
- when there is an obstacle, then the vehicles behind wait till vehicles in front have successfully passed it,
- you are responsible for the car behind you,
- at crossroads make sure, that the drivers behind you see where to turn,
- the last car is responsible for all possible gates,
- even if the others drive recklessly, be careful and keep your head clear,
- drive safely and follow common sense.

9.1.6 TRAFFIC ACCIDENTS

The probability of traffic accidents is smaller when you have experienced and trained drivers, but it is still impossible to avoid accidents altogether. If you don't know how to act in case of an accident, a seemingly simple failure (bad luck) may turn into a disaster and security risk. In extreme situations this may cause violence, threats and assaults.

In case of an accident you should act as follows:

- evaluate quickly the attitude of witnesses and the persons involved to ensure that it is safe for the team member to stay at the site of the accident,
- don't leave the accident site, except in case that staying is not safe for the team. In the latter case go to the nearest police station or a military base,
- be of help and cooperate. Contact the local authorities and inform them about what happened,
- contact the home team as soon as possible,
- if possible, take photos and gather the contact data and names of eyewitnesses, persons involved and responding authorities,
- when approaching an accident site observe safety rules in order not to get involved in the accident or cause a secondary accident.

9.1.7 SAFETY IN CHECKPOINTS

Checkpoints are manned by a staff, who as different experience, education and training. Beware of all checkpoints, especially in the evening. The team has to be trained for passing and identifying respective checkpoints of the area.

Avoid checkpoint whenever it is possible. When approaching checkpoints or danger zones, be always on the alert.

Consider leaving later to follow the exit routes of other teams and their experience.

- when approaching a checkpoint or a danger zone, try to let the other teams pass first and follow the procedures from a safe distance,
- approach slowly with slightly opened window,
- at night use passing lights (dipped beam), switch on internal lights,
- be ready to stop immediately but continue driving if a stop is not required,
- keep your hands visible, avoid abrupt movements,
- show your documents if asked, but don't volunteer,
- leave the car only if this is requested. When leaving the car turn off the ignition and take the keys with you. Stay as close to the car as possible,
- don't make sudden attempts to hide or move anything in a car,
- keep valuables that might attract thieves (such as radios, cameras, laptops) out of sight in special compartments,
- agree, if there is a demand, the search of the car. Follow the searcher to make sure nothing is stolen or planted,
- object only in case of utmost emergency even if something is taken from the car. If possible ask for documents,
- don't offer bribery or presents for a pass – through. This may cause additional difficulties for the teams behind you.

9.2 PERSONAL SAFETY AND SECURITY

Most of the above mentioned rules apply also to all team members individually. Below is the list of security and safety measures that come handy in different emergency situations.

- be aware of what is going on and act respectively before things get out of hand - learn good old street wisdom,
- observe the behaviour of the locals – this may indicate potential hazardous situations. It is essential to observe changes in the day-to-day conduct of the locals,
- don't take along large amounts of cash. Cash should be divided into smaller amounts and kept in different places (pockets). You should carry just enough cash to cover different services and taxes,
- don't live by a fixed routine, this makes it easy to target you,
- in a base camp, in a residential building or in a hotel check out where the emergency exits are, to be prepared in case there is a fire or the building is attacked. Check the location and number of windows; look for the best hiding places and exits. Be aware of the evacuation plan or make one yourself. Make it a habit,
- when leaving the operation camp register your leave. The team leader or a person appointed by him has to know where you go, why do you leave and when do you expect to return,
- if you have to walk or drive day to day the same way (for example between the operation base and

place of residence) then do it at different times and change the route,

- don't go outside the base alone, take somebody with you,
- when you go to the scene of accident, ask the safety and security situation from the persons who have already been there,
- use your helmet and safety vest if you have these – they might save your life,
- when you park a car, make sure that you are able to leave quickly (don't park against the wall or stay tucked between other cars),
- don't pick up lifters, you may never know, who they are or what their intentions are. This applies especially to military and police. They may be dangerous or somebody's target, which will endanger you too,
- if you are kidnapped then: stay calm; don't provoke, don't try to be a hero; be passive, talk only when you are spoken to; obey orders; cooperate; avoid eye contact. In most cases it helps to say that you are a citizen of the European Union. BUT: step forward only when this is necessary and appropriate,
- if you have a camera, watch where you use it. You can't take photos or shoot videos in military area, or of soldiers and army, or in checkpoints,
- for quick evacuation you should always have a ready packed bag with personal belongings, warm clothes, food and beverages, first aid kit, helmet and safety vest, if you have them,
- always carry your identity documents with you.

We recommend carrying a passport copy with your passport. If possible show the copy only,

- always have with you: passport, driver's license, cash, bank card, essential medications, drinking water, etc. These are the so called essential items for primary survival. Maximum weight 5 kg.

It is important to understand the cultural differences and rules of conduct of different countries. It is not recommended to have close contacts with locals when this might endanger the team. Intimate relationships in a foreign country may also be hazardous to your health.

9.3 SEXUAL HARASSMENT

Where ever you are, sexual harassment is not acceptable. Both men and women may be sexually harassed, although usually the victims are women. The team members have to be aware if any member of the team gets unhealthy attention or is harassed. The team members have also to restrain themselves and avoid situations where they may be accused of harassment.

- be careful when meeting other people. Meet in public places,
- be firm and concrete. Respect the other party and expect to be respected.

9.4 SAFETY OF THE BASE CAMP

- the operation base is built for logistic and administrative support.
- as a rule it is set up in a central strategic location in an hour's drive of all necessary sites,
- ideally it should be built further from big cities and

populated sites. If possible the camp should be at a water body (river, stream). Flooded areas should be avoided,

- the operations camp should be easily accessed from the main roads; this ensures access for heavy-duty trucks,
- in addition to direction and speed limit signs the entrance and exit signs of the operation camp are set up. Parking signs are set up in an agreed parking lot. Different entrances and exits have to be agreed in advance. Ideally, the camp should have just one controlled entrance and exit. The other exit should be used only in case of emergencies. In uninhabited and dangerous areas a 45 m safety zone has to be built for the cars,
- in territories with traffic, the free perimeter from buildings to security fence should be at least 45 meters, in territories without traffic – 15 meters. Residential and other important areas should not be close to public roads. Security measures should be reminded and discussed during each shift so that everybody is aware of their obligations,
- for safety reasons the fuel has to be kept away from the residential area and the cars. It is essential to follow the amount of fuel and to guard it, for the fuel may be of interest to the thieves. Keeping vast amounts of fuel is not advisable, but you should have enough for evacuation needs.

9.5 EVACUATION PLAN

In general the team leader is responsible for the evacuation. There may be different ways of evacuation:

- semi-evacuation – situation, when part of the team is leaving,
- full evacuation – situation, when there is enough time to evacuate the whole team and equipment according to the rules,
- emergency evacuation – when the team has time to take along essential equipment only,
- relocation (within the country) – necessity to relocate the team and equipment due to natural or other hazards.

Important to remember: always carry with you enough cash for evacuation; have spare fuel for the evacuation cars, mark the cars used for evacuation; decide on roads you plan to use; make prior agreements with local authorities, with border crossing points, with private organizations, etc.

10. CODE OF CONDUCT

10.1 GENERAL PRINCIPLES

The relations of the LL TAST members with the local population of a disaster country should be based on ethical considerations such as human rights, legal, moral and cultural issues. All the members of the LL TAST represent their team, their country and their society. Inappropriate behaviour and violating the etiquette of the country in need of help is truly unprofessional. Misbehaviour gives a bad picture of the teams work and activities in respective country, and also leaves a bad impression about the home team and the whole country. During the mission the LL TAST members are not allowed to use in their own interest any offer or opportunity.

Professional behaviour is an obligation of each team member during the whole mission.

10.2 PERSONAL RESPONSIBILITY

- the team member avoids situations that may cause biased (partial) and/or subjective actions,
- all official actions have to be open and public unless otherwise stated by the law,
- the team member honours and protects human dignity, human rights and freedom,
- the team member will make every effort to save lives and property in cases of accident, emergency or disaster,
- the team member does not accept unofficial payment for himself or the others,
- the team member does not abstain from work without reasonable excuse,
- the team member does not drink, use drugs or psychotropic substances during the mission.

10.3 DURING THE MISSION

- help and assistance has to be provided taking into consideration humanity and impartiality (neutrality),
- all official actions have to be open and public unless otherwise stated by the law,
- honour and protect human dignity, human rights and freedom,
- ensure the health protection of persons you are responsible for and guarantee immediate medical help if necessary,

- eliminate corruption,
- avoids situations, that may cause biased (partial) and / or subjective actions,
- give assistance regardless of race, religion or nationality. The priorities of assistance are based on needs only,
- honour local culture and traditions,
- the LL TAST members have to be a well – organized and highly trained group of experts whose task is to help the community in their area of expertise.

10.4 DAY TO DAY CODE OF CONDUCT

A team member on mission:

- dresses, thinks, talks and behaves as a caring, orderly, considerate and honoured expert maintaining neutrality and integrity,
- honours the laws, local culture, traditions and customs of the receiving country,
- shows respect, politeness and gratitude for the residents of the host country. You are a guest with the aim to assist; good actions are rewarded with gratitude,
- does not accept gratitude in the form of gifts or money,
- does not participate in any sexual, physical or psychical harassment or abuse, especially with regards to women and children,
- honours and observes the human rights. Help everyone who is distressed, weak and sick. Don't be arrogant and vindictive, especially towards persons you are supposed to take care of,
- takes care of the money, equipment and vehicles

- entrusted to him, does not exchange or sell them with the aim to make profit,
- respects the environment (flora and fauna) of the receiving country,
- handles confidential information discretely understanding that the distribution or misuse of it may danger human lives and harm the reputation of the LL TAST, home country or the organization,
- does not speak in the name of any concrete organization,
- does not state, that he represents the European Commission,
- does not speak in the name of the European Commission,
- does not state that he coordinates the aid from Europe,
- does not lie, speculate or express personal opinions,
- appreciates the cultural specificities of the respective country (race, religion, customs, etc.),
- does not wear sunglasses during conversations,
- takes into account that poor knowledge of the language may be a barrier during conversations,
- takes into account differences in work ethics and values,
- gives credit to local working clothing and equipment,
- respects local customs regarding diet and conduct,
- respects local legislation and specificities,
- takes into account the local Weapons Act,
- agrees to local living conditions,
- considers local traffic rules and habits,
- considers local laws about the use of medication,

- does not drink alcohol and use prohibited substances,
- respects local way and standards of clothing,
- respects gender restrictions,
- respects limitations on spending free time,
- takes into account local communication possibilities and prohibitions,
- acknowledges, who in the team is responsible for communication and does not give interviews on his own initiative,
- does not take or distribute photos of victims and strategic buildings,
- does not go to restricted areas (army, religious buildings, etc.),
- respects moral standards,
- respects political discrepancies,
- avoids visits and actions that can cause stress situations,
- smokes only in places designated for it.

11. TIME MANAGEMENT AND EXCHANGE OF SHIFTS

11.1 NECESSARY ACTIVITIES

The task of team leaders during a mission is to secure following activities:

- movement of the convoy if necessary,
- safety during stops,
- building a base of operation, arranging the work and assembly of the camp,
- safety of the operation camp,
- services (transport, fuel, catering).

11.2 RESOURCES AT HAND, TAKING CARE OF RESOURCES AND SUPPLIES

During the mission it is reasonable to divide tasks according to necessity and taking into consideration each team member's attainments (skills, efficiency).

It is very important to keep all team members busy and arrange relaxing activities for their free time to avoid

- boredom,
- resistance and non – subordination.

11.3 OPTIONS

When there is more work than man power, the team leaders have a possibility to use alternative solutions. Some examples:

- cooperation with other international teams, for example planning security, logistics, etc. at the same time,
- asking for local help to ensure logistics and security,
- if the situation is not sufficiently secure, the pumps should be kept in one location only.

12. MAIN PRINCIPLES OF MANAGING THE BUDGET

- the general expenses of the mission are covered by the country of the team leader; the personal expenses are covered by each country,
- if necessary the parties sign cost sharing contracts (catering, accommodation, fuel, etc.),
- these contracts have to be signed before the mission,
- the parties may agree on covering specific costs (for example one party takes care of accommodation, the other of catering and third of fuel),

- when cost – sharing documents are signed, the parties prepare a joint cost expenditure report. The financial obligations of each party are calculated,
- cost – sharing document precedes the SOP.

Accurate cost documents have to meet the following requirements:

- identifiability and controllability,
- be related and essential for the mission,
- have to be accurate and corresponding to the principles of accounting, especially regarding the relationship of cost and efficiency,
- purchases have to be made during the mission,
- purchases have to be identified on the account of the party or covered by checks,
- purchases and services have to be actually paid for,
- all necessary taxes have to be paid,
- meets (conforms) the requirements of a project's budget or the conditions of a compensation contract signed with the European Commission.

13. MAINTENANCE OF EQUIPMENT

LL TAST team members are the equipment maintenance core group and will be responsible for conducting meetings at a regular basis (every 6 – 8 weeks) to update and maintain the equipment. Maintenance includes monthly equipment checks, updates of computer software, refill consumables, charge accumulators, etc.

HEALTH CARE

BEFORE THE MISSION

Vaccination:

You should always have the following vaccinations:

- tetanus,
- hepatitis A and B,
- rabies,
- poliomyelitis,
- typhoid and yellow fever (recommended, not compulsory).
- vaccination depends on the starting point. It is essential to take enough time for vaccinations, so that the disease resistance has time to develop. Consulate and ask recommendations from an infectious disease specialist!,
- monitoring health condition before the mission. AS the team members are of different ages, constant self – monitoring is necessary. If you are over 40, it is recommended to visit your family doctor and / or occupational health doctor once a year,
- if before the mission you have suffered from an infectious disease (viral infection, etc.) – the medical examination before the mission is compulsory!,
- if just before the mission you have had any kind of surgical intervention – consult your doctor. If necessary refuse the mission!,
- in case of chronic diseases disease monitoring is required, if necessary consult a specialist!,
- in case of allergies constant monitoring is required,

- visit your dentist at least 1 – 2 times per year. Your teeth have to be in good condition before the mission,
- participants of the mission have to be in good health advisably at least a fortnight before the mission. A sick participant puts the whole team and mission in danger.

DURING THE MISSION

- there is a danger of exacerbation of chronic diseases! It may be caused by everyday stress (sleep time, rest time, food, etc.) and climatic changes. The medic of the team should have everyone's disease description and the treatment regimen. Treatment should continue as before,
- if you have an allergy, you should carry all necessary medications with you. It would help, if the medic of the team has a disease description and the treatment regimen,
- in case of any complaints ask help of the team's medical man. There is no point of playing a hero and suffering by yourself,
- during the mission your personal hygiene has to be on the highest possible level. Thrice wash rule – wash three times instead of one. Hygiene of feet and footwear,
- food hygiene. Maximum cleanliness of dishes,
- it is not recommended to eat local food (raw, dairy product, not self – made products),
- household hygiene has to be high. Tents, shelters and other areas must be clean and taken care of! Toilets and waste collection site have to be at a safe distance for living quarters and catering unit.

AFTER THE MISSION

- your life goes on as usual,
- you will take care of your health as usual,
- monitor your health in two to three weeks after the mission. Take into account the specificity of the mission area.

APPENDIX 2

ALWAYS AND NEVER

WHEN YOU ARE BEING INTERVIEWED, NEVER:

Speak in the name of a concrete organization, company or country. LL TAST is a joint module of two countries.

Don't lie, assume or speculate. Eventually the truth will come out. Negative media reflection is bad for work. Lying to the press is downright stupid.

Don't be defensive. Press and the readers recognize defensive attitudes and presume that you have something to hide.

Don't be afraid. Fear makes you weak and being frightened is what you don't want to look like.

Never say "off the record". All you say can and will be used against you.

Don't get mad at the reporter. Take your time for answers. Think before you say something, take care that your answer is accurate and within the limits of your competence.

Never use the expression "no comments".

Avoid personal evaluation. Stick to the facts.

Don't use professional jargon. Professional expressions and terms may not be understandable. Use always the full name Latvian Lithuanian Technical Assistance and Support team, because the abbreviation may be unknown and not clear.

Don't object or dispute. This is not a time or a place to express your attitude towards the press.

Don't wear sunglasses.

Don't smoke.

Don't promise results or speculate about them.

DURING THE INTERVIEW ALWAYS:

Be polite. Journalists will understand if you can't give them all information due to the fact, that you do not have it. They are waiting for the right direction.

Say, if you do not know the answer. Nobody knows everything.

Tell about your work. Describe how LL TAST works, what are the working principles, structure of teams.

Stick to facts and speak within the limits of your competence.

Choose for the interview the location that is convenient for you (if possible). Make sure that you feel comfortable, if possible choose as the background a location where the team's logo, flags, etc. can be seen.

Choose for the interview the time that is convenient for you (if possible). If you need some time for preparation or cannot answer at the moment, then agree a new appointment with the reporter.

Beware of the deadlines. Due to the deadlines the interview time may be brought forward (considering the news time).

Be calm.

Speak the truth.

Be cooperative. Each question will sometime have an answer. If you don't know it now, then find out and answer later.

Be professional. Your personal attitude towards a media channel or a reporter should not intervene with the communication.

Be patient. Be ready for unexpected questions. When the same question is repeated, give the same answer as before without losing your nerve.

Take your time. If you make a mistake during a taped interview, stop and suggest starting anew. In case of an interview that is aired live, just start anew.

RESOURCES:



STANDARD OPERATING PROCEDURES



STANDARD OPERATING PROCEDURES
RELEASE 3



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