

Paper for Panel on Security

**Contingency Plan for Emergency
Response Operations outside Hong Kong**

PURPOSE

This paper informs Members of the Administration's current and proposed mechanisms and procedures for providing assistance to Hong Kong Residents (HKRs) in distress overseas or involved in major external disasters.

BACKGROUND

Current system

2. The Government has an established emergency response mechanism. At the most general level we have the document **Emergency Response System (ERS)**, which sets out the policy, principles and general operation of the system. A summary is at **Annex A**. Under this general framework we have established contingency plans for various specific emergency situations, e.g. Contingency Plan for Natural Disasters, Contingency Plan for Dealing with An Aircraft Crash in Hong Kong, the Daya Bay Contingency Plan. The ERS and the other contingency plans mentioned above are put on the Security Bureau (SB)'s website for general reference.

3. The above system and plans envisage emergencies occurring in Hong Kong, and do not cater specifically for external situations. For external situations, we have a mechanism fronted by the Immigration Department's Assistance to Hong Kong Residents Unit (**AHU**), with its hotline for receiving requests for assistance. Under this system assistance is provided as appropriate by the relevant Government Bureaux and Departments, and Chinese Diplomatic and Consular Missions (CDCMs) overseas. The Immigration Department (ImmD) has published two leaflets, "Guide to Assistance Services to Hong Kong Residents in the Mainland" and "Guide to Consular Protection and Services Outside Chinese Territory", to inform the public of the assistance available to them. The leaflets may be obtained from ImmD, Home Affairs Department (HAD) and the Office of the Government of the Hong Kong Special Administrative Region in Beijing. Such information is also available on ImmD's website. The website of the Office of the Commissioner of the Ministry of Foreign Affairs (OCMFA) gives

information on what services are available to Chinese nationals from CDCMs.

Review

4. Following the 2004 tsunami incident, we have reviewed our system for providing assistance to HKRs involved in major disasters outside Hong Kong. We concluded that separate from the current systems, we should draw on the current systems and the experience gained from the incident, and set up a new plan that we can activate in case of major external emergencies such as the 2004 tsunami.

THE NEW CONTINGENCY PLAN

5. In terms of documentation, the new plan – ‘Contingency Plan for Emergency Response Operations Outside Hong Kong’ (**EROOHK**) – will be a specific application of the ERS, similar to, e.g., the Contingency Plan for Natural Disasters. The plan will therefore be based on the established components of our ERS, such as the three-tier response, central command structure involving the Chief Executive’s Security Committee (CESC) and other committees, and the communication mechanism under the Emergency Monitoring and Support Centre (EMSC).

6. The plan will cater to various types of catastrophic events, which can be natural in origin (such as earthquakes, floods, tidal waves, storms, landslides or fires or disease related), or man-made accidents or incidents involving industry, aircraft, ships, trains, buses or buildings, etc.

7. The core elements of EROOHK are set out in **Annex B**. The following paragraphs highlight some of the key features of the plan.

Activation

8. There will be clear and effective Alerting, Notification and Activation Procedures to ensure that the relevant officials are informed promptly of any natural or man-made disaster that has happened anywhere in the world with the likelihood of HKRs being affected, or in which HKRs are reportedly killed or injured. The procedures will be built upon the current system of monitoring of worldwide news events on a 24-hour basis by the Information Services Department (ISD), and the AHU Hotline that similarly operates round the clock. Like our other contingency plans, there will be a mechanism to enable escalation to the political leadership for effective command and co-ordination of the multi-agency

response to major disasters, where necessary.

9. Where ISD and/or AHU have identified an incident, but its significance to or impact on HKR as judged by AHU is low, AHU will treat it as an EROOHK Tier One incident and will provide assistance to HKRs as part of the Immigration Department's normal response procedures.

10. Where the significance to or impact on HKRs is medium, AHU will recommend to SB that the incident be treated as EROOHK Tier Two, at which stage SB will begin to monitor the situation, while the Immigration Department continues to provide assistance to HKRs.

11. Where Tier Two has been activated and the situation has worsened, or the significance to or impact on HKRs is immediately seen to be high or extreme, EROOHK Tier Three will be activated.

12. Where it is considered that physical deployment of Government officials is warranted in any particular incident, we will in the first instance send an **initial evaluation team (IET)** to the scene of disaster to assess the overall situation, the immediate needs of HKRs in the area and the conditions at the scene to see if it is suitable to despatch a larger, **emergency response team (ERT)**. The IET will also provide a limited initial response capability.

Pre-designated roles and responsibilities

13. The plan will pre-designate relevant Bureaux and Departments for the provision of services in the required functional areas, e.g. search and rescue of victims and recovery of deceased victims, victim identification, casualty enquiry, medical assistance or support, immigration documentation, psychological support and care, logistic support and relief operations. The nominated departments will then each select and pre-prepare core volunteer teams in the relevant functional areas, so that elements from these resources can be selected to provide a focused and customised response capability for the particular emergency that has occurred, in the form of the IET or ERT. The plan will further pre-designate relevant Departments and other agencies involved in providing assistance from the home base (Hong Kong), e.g. HAD may set up reception desks at the airport or other points of entry where HKRs will be returning.

Dissemination of Public information

14. The plan will emphasise the need to provide information to the public

in a timely manner on incident developments, including in particular the situation concerning HKRs and any advice for them and their families, and on the work of the IET and ERT.

Implementation

15. The new contingency plan is currently being finalised. When ready, we will promulgate it as an internal Government action plan, and upload a copy onto the SB's website.

16. In parallel, Heads of Departments are preparing their own departmental plans, and will prepare and train teams of volunteers in the functional areas outlined in the plan. Where departmental teams require specialist equipment, the Departments concerned will ensure that their personnel are properly equipped.

OTHER ISSUES

External relations and liaison with OCMFA

17. As indicated above, the emergency response arrangements will incorporate the existing mechanism of the AHU, and make full use of its established channels for immediate liaison with the OCMFA with requests for assistance for HKRs by CDCMs. In addition we may need assistance in getting permission from the host jurisdictions for the IET or ERT to land and to operate. We have discussed these matters with the OCMFA and agreed with them arrangements for closer communication and co-operation between SB and OCMFA that will be required in response to major external emergencies. The objective is to render effective assistance to HKRs in distress in the shortest time possible.

AHU Hotline

18. Following the tsunami incident last year, there were calls from various quarters for us to change the AHU Hotline number to one that can be more easily remembered. In response to these requests, we will make suitable arrangements for changing the current 8-digit number (2829 3010) to a 4-digit one, which will remain a caller-pays service. We will arrange suitable publicity to make this change widely known to the public in due course.

What the public can do to help themselves

19. While the Government will try its best to provide appropriate assistance as necessary, members of the public are encouraged to take more precautionary measures when they travel outside Hong Kong. For example, they should leave their itinerary with someone in Hong Kong, and note down useful contacts including telephone number of the relevant CDCM, etc. These are covered in guides available on ImmD's website (see paragraph 3 above). Members of the public are also encouraged to take out travel insurance when they travel abroad, either for business or vacation purposes, and whether they are travelling on package tours or self-arranged trips. They are also reminded to check carefully the coverage of the insurance policy to ensure that it meets their own individual needs.

Security Bureau
28 May 2005

A Brief Outline of the Emergency Response System

Introduction

The Emergency Response System (ERS) is an overview of the Government's general emergency response system. It sets out the policy underpinning the Government's emergency response system; the structure and operation of the system; how the system is designed to handle the three main phases of any emergency response, i.e. rescue, recovery and restoration; and the principal roles and responsibilities of Government departments and other concerned agencies.

2. The ERS defines an emergency as any event, natural or man-made, that demands a rapid response in order to protect life, property and public security. An extreme emergency, or disaster, is defined as a serious disruption of life, probably arising with little or no warning, that causes or threatens death or injury on a scale exceeding the normal responses required of the public emergency services.

Policy on emergency response

3. The ERS summarises the policy in one simple mission statement – “The Government is committed to providing an effective and efficient response to all emergency situations which threaten life, property and public security.” Emphasis is placed not only on the need for the Government to have the capability to respond to large-scale emergencies, but also to have the skills to judge the most appropriate level of response to any emergency, no matter big or small. The aim is to keep the response as simple as possible.

Structure and operation of the ERS

4. The ERS is thus designed to work with the minimum number of layers of command and control, and to give the operational departments the authority necessary to respond to emergency situations within their

departmental capabilities. It also establishes the lead-department principle, and the three-tier response structure.

5. The three-tier response is to cater to a full range of emergency situations, ranging from minor ones to major incidents or disasters.

Tier One Response (Emergency services)

6. The Tier 1 Response involves the emergency services operating entirely under the direction, monitoring and support of their own commands.

Tier Two Response (SBDO and ESU)

7. There are standing instructions in the Police, Fire Services Department, Marine Department and Civil Aviation Department for alerting the Security Bureau Duty Officer (SBDO) about incidents which may need Government Secretariat attention. At this stage, the Tier 2 Response will be activated. At this level, the Government Secretariat will closely monitor the unfolding of incidents through the Emergency Support Unit (ESU).

Tier Three Response (EMSC)

8. In the event of a major incident involving widespread threats to life, property and security and where extensive Government emergency response operations are required, the Tier 3 Response will be activated. The Emergency Monitoring and Support Centre (EMSC) will be activated upon the direction of the Secretary for Security or a designated senior Security Bureau (SB) official. For extremely serious incidents, the Chief Executive (CE) will oversee the response operation and he is advised by the Chief Executive's Security Committee (CESC), which is in turn advised by various civil committees on different issues such as law and order, food and oil supplies etc.

The three phases of emergency response

9. The three phases are the rescue, recovery and restoration phases. The purpose of the rescue phase is the rescue of life and property, and the containment of the situation to prevent any further deterioration. The recovery phase is to return the community to a condition considered acceptable by the

community. Essentially, recovery management will concentrate on accommodation, food, clothing, and relief funds for the victims, which involves registration and information services for disaster victims, and enquiries from the public. The third phase is the restoration of a site after an emergency or disaster, and often begins while the rescue and recovery phases are ongoing. The ERS provides for the three-tier system to continue to operate, in one form or another, through the three principal phases of emergency response.

Information dissemination

10. The ERS stresses the importance of providing accurate and timely information to the public in emergency situations, and how this should be managed. The concept of the Combined Information Centre operated by the Information Services Department is introduced.

Roles and responsibilities of Government Departments and other agencies

11. A comprehensive description of the main tasks of Government departments that have prescribed roles during emergencies is given in the ERS. These tasks and responsibilities are assigned (or agreed on) according to the departments' basic roles and charters. The main Non-Governmental Organizations that may need to coordinate their emergency response efforts with the Government are also named for easy reference.

12. The ESU of SB carries out the monitoring role at Tier 2 of any response, and assists the operation of the EMSC when Tier 3 is activated.

Security Bureau
28 May 2005

Core Elements of the Contingency Plan for Emergency Response Operations outside the HKSAR

Introduction

This paper outlines the core elements for a contingency plan setting out the emergency response arrangements for Hong Kong residents (HKRs) and other victims of catastrophic events that occur outside the Hong Kong Special Administrative Region (HKSAR).

The need for a plan

2. Significant emergencies occurring elsewhere in the world can kill, injure or otherwise seriously affect our residents caught within their areas of influence. In order to offer effective help and support, we must be ready to deploy emergency assistance to the affected area. Such assistance may also need to go beyond the immediate needs of just HKRs. As a modern affluent society, we have a moral obligation to assist those less fortunate than ourselves or those who are in distress. In addition the need to provide assistance from the point of view of the wider interests of Hong Kong cannot be ignored.

3. These calamities can be natural in origin, such as earthquakes, floods, tidal waves, storms, landslides or fires. Or can be man-made, involving aircraft, ship, train, or bus accidents, collapsed buildings or industrial incidents. They may even involve infectious diseases, or criminal events such as terrorist bombings, aircraft hijacking or civil unrest .

Concept

4. Depending on the type and extent of the emergency and the particular circumstances of each case, the HKSARG's response may simply take the form of provision of a contribution to international aid, without the physical deployment of personnel.

5. Where a large number of HKRs are affected, the concept of the response is for the HKSARG to despatch a team of Government officials to the scene of incident in order to provide direct assistance. Likewise where few HKRs are involved the Government may still decide to deploy such a team in order to

offer humanitarian assistance.

6. In order to do this effectively, nominated departments will pre-select and prepare core volunteer teams in the following functional areas -

- a) Urban Search and Rescue¹ of trapped and/or injured victims;
- b) Urban Search and Recovery¹ of deceased victims;
- c) Disaster Victim Identification;
- d) Casualty Documentation and Enquiry;
- e) Medical Assistance or Support;
- f) Immigration Documentation Service;
- g) Psychological Support and Care;
- h) Logistical Support; and
- i) Management of Relief Operations.

7. Elements from these varied functional resources can then be brought together to provide a focused and customised response capability in order to effectively respond to the particular type of emergency/disaster that has occurred.

8. In disaster or emergency situations, it is vital that there is an accurate analysis and assessment of the on-site situation in order that an effective response can be determined. The dispatch of an **Initial Evaluation Team (IET)** will provide such information. The IET will be required to evaluate the prevailing situation, the immediate needs of HKRs in the area and the conditions at the scene, such as the availability of shelter, food, transport and communications. This evaluation of the needs of HKRs and of the infrastructure capability, will allow decisions to be made in HK regarding the need for and the sustainability of any larger deployment. Additionally, once on-site, the IET will provide a limited initial response capability.

9. Depending on the type and extent of the emergency that has occurred, upon the advice received from the Emergency Support Unit² (ESU) of the Security Bureau (SB), feedback received from the IET or upon information obtained from other sources, the Secretary for Security (SforS) will then call for the formation of

¹ 'Urban Search and Rescue' is used to differentiate between Mountain Search and Rescue and Aeronautical and Maritime Search and Rescue, requirements that are considered unlikely for an external deployment.

² The Security Bureau, Emergency Support Unit (ESU) was created in 1996 with responsibility for emergency and disaster preparedness, coordination and support.

a tailor made **Emergency Response Team (ERT)** with areas of expertise specifically selected from the functional areas shown above. Once formed, the ERT will be ready for deployment if authorized to do so by the Chief Executive (CE), or by another Principal Official authorized to do so on his behalf.

10. The Administration attaches great importance to communication with HKRs and their families who have been affected by the tragedy, with the public and the media.

Response Overview

11. As indicated above, the response required will vary depending on the type, extent and location of the emergency that has occurred. In the first instance, under the established Assistance to Hong Kong Residents Scheme, contact will be made with the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in HKSAR (OCMFA) in order to request the provision of assistance to HKRs by Chinese diplomatic representatives overseas. Similar contact with other relevant consulates general in HK regarding the situation of possible groups of HKRs holding travel documents other than HKSAR passports will also be considered. For events occurring on the Mainland, Macao SAR or Taiwan, similar contact will be made with the Mainland authorities, Macao SAR authorities and Taiwan organization in HK under established communication channels, as appropriate, through the Constitutional Affairs Bureau (CAB). The Office of the Government of the Hong Kong Special Administrative Region in Beijing (BJO) will also provide practical assistance to HKRs in the Mainland.

12. Assistance and support for HKRs or other victims **at the scene** of incident is likely to be required in some or all of the following areas: -

- a) **Evacuation**, large numbers of HKRs may be in the vicinity of the incident and may need to be evacuated if normal transport has been seriously affected or suspended. This may require their addition to any international evacuation being conducted, may need special evacuation using chartered aircraft or ships, or other assistance in accessing scheduled flights or other transport still operating. All will require the formation of help and support groups based at the airport(s), ports or other transportation hubs being used for the evacuation and any additional locations where the evacuees are deposited.

- b) **Urban Search and Rescue**, the affected area may require additional search and rescue assistance. Such assistance should only be deployed at the express request or permission of the host country. If deployed, this type of assistance is highly specialised, requires quantities of specialist equipment and will have to be integrated into any overall rescue effort or international response being coordinated by the host country.
- c) **Search and Recovery**, the affected area may require additional assistance in the search for and recovery of dead bodies. Such assistance should only be deployed at the express request of the host country. It is a highly specialised response requiring specialist equipment and must be integrated into the overall rescue operation.
- d) **Victim Identification**, the affected area may require additional assistance in the process of identification of victims, using visual identification at the scene by relatives or friends, photographic identification, fingerprint identification, forensic dental identification or DNA identification techniques. This process is difficult to conduct due to lack of jurisdiction or authority in a host country. However integration into an international response effort (such as that used in Phuket during the tsunami disaster in December 2004) is possible.
- e) **Casualty enquiry/Missing person enquiries**, conducting enquiries or assisting in the conduct of enquiries relating to missing persons and general identification. Again lack of authority and jurisdiction can hamper efforts in this area.
- f) **Assistance to relatives**, relatives of the dead, the injured and the missing are likely to be present on-site, others will arrive in order to search for and care for their loved ones. Support (including crisis intervention and emotional support) for and assistance to these people will be required.
- g) **Medical assistance**, the provision of medical assistance to the affected area may be required. Again this is likely to have to be incorporated in the overall rescue operation or international relief effort. In addition, the team should have its own medical support.
- h) **Immigration documentation/assistance**, numbers of residents are likely to have lost their documentation during the emergency and will

be unable to travel. The provision of replacement documentation lost during the incident is essential to their ability to get home. The use of Immigration Department (ImmD)'s records will assist in determining who may be in need of assistance.

- i) **Financial assistance**, residents who have lost all their possessions during the emergency may require temporary financial assistance. Holidaymakers with non-transferrable tickets may require Government's help in obtaining new tickets in order to leave the area. Relatives who are arriving to search for loved ones may likewise require financial help. Injured residents may require financial help with on-site hospital and medical fees.
- j) **Medical repatriation**, where there are injured residents, suitable arrangements may have to be made for their medical evacuation back to HK, and for their transportation from point of entry (usually the airport) to a suitable Hospital Authority (HA) facility.
- k) **Victim repatriation/disposal**, arrangements will have to be made for the repatriation to HK of the deceased and provision may have to be made for assistance in their proper disposal in HK. Where for health reasons interment or cremation occurs in the host country assistance will have to be provided for families present.
- l) **Security**, there may be circumstances where the provision of security advice at the scene of an evacuation operation or in general circumstances for the HK team may be necessary.
- m) **Logistics**, during an extreme event, any team deployed to a disaster area may have to be fully self sufficient in terms of shelter and accommodation, food, water supplies and communications. The plan will make provision for the possibility of operations having to take place in extreme situations.
- n) **Finances**, teams deployed should have sufficient financial support in order to properly fulfil their stated aims and objectives.

Alerting, Notification and Activation Procedures

13. There are three main organizations involved in the alerting and notification mechanism for the Contingency Plan for Emergency Response Operations outside

of Hong Kong (EROOHK). The Information Services Department (ISD) that is responsible for monitoring media reports on major incidents occurring around the world, ImmD's Assistance to Hong Kong Residents Unit (AHU) that is responsible for responding to calls made by HKRs abroad to the 24 hour ImmD hotline and SB (Division C and ESU).

14 When a worldwide event has occurred, ISD will, according to its own standard procedures, inform designated Principal and other officials in the first instance. Where the event is **likely to affect HKRs in its vicinity or which reportedly involves HKRs being killed or injured**, the ISD Duty Officer (ISD DO) will inform AHU. Likewise if the number of calls received by the ImmD hotline indicates that HKRs are affected or have suffered injury or death, AHU will inform ISD and Division C of SB.

15 Where ISD and/or AHU have identified an incident, but its significance to or impact on HKRs is **low**, the AHU will treat it as an **EROOHK Tier ONE** incident and will provide assistance to HKRs as part of the normal ImmD response procedures. Where the significance to or impact on HKRs is **medium**, AHU will recommend to Division C of SB that the incident be treated as **EROOHK Tier TWO**. Division C of SB will also inform ESU.

16 Where it is agreed that the incident be treated as **Tier TWO**, SB will begin to monitor the situation, while ImmD continues to provide assistance to HKRs in accordance with its normal response procedures. When advised by ImmD, ISD will inform designated key officials of the occurrence of the incident and the latest position regarding any involvement of, and assistance provided to, HKRs. ISD will continue to apprise the key officials of the situation as it develops.

17 Where tier two has been activated and the situation has worsened, or the significance to or impact to HKRs is immediately seen to be **high or extreme**, ESU and/or C Division of SB will recommend to SforS that the incident be treated as **EROOHK Tier THREE**. Where an incident has occurred which is classified as Tier Three, the Contingency Plan for Emergency Response Operations Outside of Hong Kong will be activated and ImmD and/or Division C will liaise with ESU in the first instance until the Emergency Monitoring and Support Centre (EMSC) has been opened.

18. Where an incident, which has the likelihood of little effect on HKRs has occurred in our vicinity, it may be considered for various reasons expedient for HK to respond in some way. In these circumstances, CE, or under his authorization, the

Chief Secretary for Administration or SforS may personally activate a Tier Three response.

Response Timeline

19. The expected response timeline for an external relief operation is:
- The event occurs.
 - Situation and aftermath is monitored by ESU and by ImmD's AHU.
 - Where appropriate, response plan triggered (*Tier Three*).
 - Information provided to the public in a timely manner, with clear indication of political leadership in directing the response.
 - IET formed and dispatched.
 - ERT formed.
 - ERT dispatched.
 - Response operations commence.
 - Response operations scale down and end.
 - ERT withdraws.

Team requirements

20. The team itself will have needs that must be satisfied before it can operate effectively to assist others. The areas for special attention that will be covered in the plan include: -

- a) **Initial Evaluation Team or IET**, a small team (ideally consisting of three or four officers) normally headed by an ESU officer, with other members selected from suitable departments, should be dispatched to the area as quickly as possible to evaluate the situation and the immediate needs of HKRs caught up in the event. The team will evaluate the ability of the remaining infrastructure to absorb a larger response. Safety and security, availability of shelter and accommodation, food and water supplies, transportation and communications will have to be considered before a larger response team can be deployed.

- b) **Aims of the deployment**, once a decision is made to deploy a larger Emergency Response Team or ERT, the team's *aims and objectives* must be clearly stated. The aims should be concise and straightforward and should be achievable with the personnel and equipment deployed.
- c) **Operational environment**, the ESU will advise the SforS of the appropriate components required to effectively deal with a particular emergency. Departmental personnel will then be selected to suit the functional response areas required in order to effectively deal with the particular event.
- d) **Equipment**, technical specialist teams selected for the response, will take all equipment necessary with them. The team as a whole should have the capability of being totally self-contained and self sufficient if the particular situation warrants this approach. In addition to the specialised technical equipment already mentioned, other supplies and equipment may need to include water, a means of water purification, food, shelter, telephones (mobile and satellite), localized radios, fax machines, computers, printers, medicines and protective clothing.
- e) **Health and safety**, arrangements will have to be made to ensure the health and safety of team members while operating in extreme environments. Accordingly, a small medical team may be included in the team composition to look after the team's medical needs.
- f) **Communications**, as mentioned above, circumstances at the scene may require the setting up of a complete communications suite. Inter-team communications are vital especially when teams are working independently in separate locations. Communications with HK must be certain in order to permit a free flow of information back to the Government command apparatus. The need for welfare contact between team members and their families must also be catered for.
- g) **Team management**, a team located far away from base support and operating in an extremely stressful and hostile environment needs to be effectively managed and supported. It is recommended that the multi-departmental team should normally be led by SB (either at Deputy Secretary(DS), Principal Assistant Secretary(PAS), or ESU level).

- h) **Tactical logistics**, logistics for a forward deployed team is vital for officers away from their home support base. Logistics will have to cover, pick up at the arrival location, accommodation, feeding, recreation, home contact, in-country transportation and repatriation. A similar setup to receive returning or rotating team members in HK will also be required.
- i) **Media support**, a media liaison officer should accompany the team. He/she will assist the team leader in media related duties by: assessing media reports for immediate response or clarification; liaising with reporters in the field and keeping them informed of the work of the ERT; organizing media briefings and interviews by the team leader; assuming the role of team spokesman where necessary and appropriate; and liaising with EMSC on the issue of press releases and responses to press enquiries.
- j) **Post deployment stress support (PDSS)**, team members may have been subjected to harrowing sights and experiences beyond their normal experience. PDSS should be mandatory in order to overcome any reluctance to seek assistance.

Departmental Involvement

21. To ensure maximum efficiency in team operations, the plan will designate roles and responsibilities among the participating departments in advance, although all team members in the field should be prepared to share each others' responsibilities under the direction of the team leader as circumstances require. As far as pre-designation of responsibilities is concerned, the organisation of departmental responsibilities under the existing plans and systems will be closely followed.

Bureaux' and Departments' involvement (with regard to the formation and operation of the ERT)

(For ease of reference and following the practice of existing contingency plans, Bureaux and Departments are listed hereunder in alphabetical order.)

Auxiliary Medical Service

- May be required to provide a medical team for inclusion into any overall rescue operation.

- May be required to provide a small medical team to cater to the needs of the HK ERT.
- May be required to provide a small medical team to assist with medical repatriation.
- May assist clinical psychologists deployed at the scene, or provide on-scene psychological services to HKRs in distress where no clinical psychology service is available.

Constitutional Affairs Bureau

- May be required to contact the Mainland authorities, Macao SAR authorities and Taiwan organization in HK, as appropriate, for deployment of an ERT to the Mainland, Macao SAR and Taiwan respectively.

Civil Aid Service

- May be required to provide an Urban Search and Recovery team for inclusion in any overall rescue response.
- Will be required to provide administrative support to the ERT team leader.
- Will be required to provide logistical support, which may include the provision of tents, water and food supplies and communication equipment.

Customs and Excise Department

- May be required to provide assistance in the clearance of team equipment taken overseas, and in liaison with their overseas counterparts in the host country for clearance of inbound team equipment (*where the overseas counterparts are World Customs Organization members or where HK's Customs and Excise Department has direct contact points in the host country*).

Fire Services Department

- May be required to provide an Urban Search and Rescue team for inclusion in any overall rescue response.

Government Flying Service

- May be required to provide fixed wing or helicopter support for search operations or victim transportation.

Health, Welfare and Food Bureau (HWFB)

- Where an external emergency is mainly communicable disease related in nature, HWFB will take over as lead Bureau for the response management efforts.
- Will be responsible for coordinating the response efforts required of the Social Welfare Department (SWD), Food and Environmental Hygiene Department (FEHD), Department of Health (DH) and HA, as necessary.

Hospital Authority

- May be required to participate in the overall response operation in such ways as directed/coordinated by HWFB.

Hong Kong Police Force

- May be required to provide victim identification or casualty/victim enquiry services.
- May be required to provide security advice for the response team.

Immigration Department

- Will be required to provide information from the Departments' records in order to help with resident and victim identification.
- Will be required to issue temporary immigration documentation to residents in distress.
- Will provide relief services in the field, with the assistance of other team members as necessary.

Office of the Government of the Hong Kong Special Administrative Region in Beijing

- Where appropriate, will liaise with the Hong Kong and Macau Affairs Office, Foreign Affairs Office of the respective city/province and relevant Mainland authorities in order to collect information relating to the catastrophic event (occurring on the Mainland) and the conditions of the victims involved.

- May be required to provide suitable officers to join any IET or ERT deployed on the Mainland.

Security Bureau

- Will be responsible for activating the response mechanism.
- Will liaise with OCMFA or CAB as appropriate for the deployment of IET/ERT to the affected area outside Hong Kong.
- Will provide a suitable ESU officer to lead the evaluation team.
- Depending on the size of the full team will provide an officer of DS or PAS rank, or a member of the ESU, to lead or join the team. Where an officer of DS or PAS rank is selected, a suitable ESU officer will be deployed as deputy team leader.

Social Welfare Department

- May provide clinical psychologists as part of the deployed external team, to provide consultation and critical incident stress management for the external team members.
- Will provide counselling services for HKRs and their families in distress.

Bureaux' and Departments' involvement (in HK): -

Administration Wing, Chief Secretary for Administration's Office

- Where the response involves HK contributing to or participating in a larger, international effort in providing emergency aid to the affected country or region using resources of the Disaster Relief Fund, the Director of Administration will be responsible for co-ordinating this effort in HK.

Airport Authority

- Will be required to render assistance in the facilitation of the arrival and departure of any IET or ERT.

Economic Development and Labour Bureau

- May have to assist in the provision of chartered aircraft to conduct any air evacuation.

- May have to negotiate with respective airlines in order to assist the IET/ERT to procure commercial air transport to the affected areas.
- May have to negotiate with respective airlines in order to permit residents with non-transferable return tickets to return early.

Food and Environmental Hygiene Department

- Will assist in the disposal of deceased victims upon arrival in HK, particularly cremation services.

Health, Welfare and Food Bureau

- Where an external emergency is mainly communicable disease related in nature, HWFB will take over as lead bureau for the response management efforts.
- Responsible for coordinating the response efforts required of SWD, FEHD, DH and HA, as necessary.

Health, Department of

- Will advise on public health measures which may need to be implemented, including quarantine and isolation arrangements for evacuees and returnees as appropriate.

Home Affairs Department

- Will act as the Relief Co-ordinator (Home), responsible for working out and co-ordinating the entire package of relief measures for implementation at the scene of disaster by members of the ERT.
- Where necessary, will advise the ERT on any relief measures which need to be implemented on site.
- Will set up a reception desk at the airport or other points of entry where HKRs will be returning.

Hong Kong Police Force

- Will activate their casualty/victim identification procedures in HK.

Hospital Authority

- Will provide treatment for injured residents being returned to HK.

Immigration Department

- Will scale up their AHU to provide a hotline contact for HKRs in distress.
- Will provide support services for HKRs issued with temporary travel documents overseas

Information Services Department

- In consultation with the Director of the Chief Executive's Office, will advise and coordinate the overall public relations strategy aimed at (i) re-assuring the public of effective political leadership in the response; and (ii) publicising any government initiatives or actions to assist HKRs in distress.
- Will liaise with concerned bureaux and departments in ensuring the issue of timely and accurate press releases on the external operation and related developments.

Security Bureau

- Will command the external operation.
- Will activate the EMSC whenever any external team is deployed.

Social Welfare Department

- Will provide counselling services for HKRs and their families in distress.
- Will provide critical incident stress debriefing services for all members of a deployed external team.
- Will provide emergency financial and other assistance to those in genuine need.

Other Matters

Preparation

22. Heads of departments will need to prepare and train teams of volunteers within the functional areas outlined in paragraph 6 for future selection to form an appropriate ERT. Where departmental teams require specialist

equipment (e.g. Urban Search and Recovery equipment) the departments concerned will ensure that their personnel are properly equipped.

Clearance/Assistance for external teams

23. The plan will incorporate agreed clearance procedures in order for the teams to deploy expeditiously and effectively. These procedures will cater for deployment on the Mainland, Macau SAR, Taiwan and other overseas locations.

24. For emergencies occurring outside the People's Republic of China, the procedures will cover:-

- Permission from the host country for the team to land and to operate.
- Liaison with the OCMFA for assistance to the team from Chinese Embassies and Consulates in the affected areas.
- Liaison with the host consulate in HK in order to expedite the arrival and operation of the team.

Control and Management

25. The Chief Executive's Security Committee (CESC), SforS or another Principal Official authorized by the CESC, will be responsible for the Control and Management of an ERT. This will be exercised on a day-to-day basis by the controller/EMSC. The EMSC will be activated throughout any period of external deployment. Logistical and human resource management issues for the team will be managed through the EMSC.

Help Desks

26. In order to assist HKRs in need, suitable help desks will be opened in the country or region affected, at any interim evacuation or transport point and at the Hong Kong International Airport. Information obtained at the various help desks will be passed to the police casualty enquiry system to ensure that all pertinent information is available to the casualty enquiry process.

Call centres

27. Departments with specific responsibilities for returning HKRs will set

up dedicated hotlines and telephone numbers to assist members of the public.

Private Sector Involvement

28. Consideration will be given to the inclusion of Non-Governmental Organizations and other private sector organizations in any overall response. In some instances it may be appropriate to outsource parts or even all of the Government's response to the private sector.

Security Bureau
28 May 2005