

Summary of Conference

1. Conference Opening

- a. Welcoming Remarks by Commissioner, Singapore Civil Defence Force (Commissioner James Tan)
- b. Opening Address by Guest-of-Honour, Senior Minister of State for Law and Home Affairs (Associate Professor Ho Peng Kee)

2. “Crisis Management in the New Threat Environment” Seminar

4 Singaporean speakers presented on topics related to the management of crisis in today's operating environment highlighted by the heightened threat of terrorism.

- a. The Enduring Threat of Terrorism (Ustaz Mohamad bin Ali, Institute of Defence and Strategic Studies, Singapore)

The presentation covered an overview of the terrorism threat in the global arena, with emphasis on Southeast Asia and Singapore. It was noted that the approach to counterterrorism lies in both the operational and strategic aspects, where the key component was on ideological response. Future directions involving studies on psychology of terrorism, development of a robust response from Muslim elites to counter global jihad ideology and measuring the success of rehabilitation programmes were recommended in alignment with the core elements of the counterterrorism strategy. The ideology of counterterrorism should be shared with member cities. Cooperation on response to matters arising from counter-terrorism was welcomed, and more attention to be placed on the topic.

- b. Operation Civil Emergency and Exercise Northstar V (LTC Eric Yap, SCDF, Singapore)

In the presentation, the Operation Civil Emergency plan was described as the national contingency plan for civil emergencies, allowing an integrated multi-agency response to incident management. Key lessons from a large scale civil emergency exercise, Exercise Northstar V, were shared on the response capabilities of emergency service providers in the case of multiple incidents, as well as partnership with key stakeholders and volunteers' assistance. In this exercise involving real commuters largely unaware beforehand, the test on crisis information management reiterated the need for close co-operation with the media groups. This major exercise on civil emergency showed the impact on the total coordinated response by various governmental agencies involved. Member cities could learn from Singapore's experience and organize such exercises in their own environmental context.

- c. Emergency Communications: By People or Machine? For People or Machine? (AC Jackson Lim Jew Sai, SCDF, Singapore)

The presentation focused on the twin dimensions of emergency communications; the ability to communicate and the process of communicating. It emphasized on the need to provide up-to-date situation picture to crisis managers early, and the growing

demand for real-time video images from the disaster site. This would also impact on considerations such as infrastructural costs and the issue of interoperability between emergency responders and their counterparts in crisis management.

d. Hazmat Control in Singapore (MAJ Teong How Hwa, SCDF, Singapore)

The presentation shared Singapore's approach in the management of hazardous materials via 4 Cs (i.e. control, capability development, co-ordination and co-operation). Initiatives such as the Hazmat Transport Vehicle Tracking System provides an early warning system to track and monitor hazmat transportation coupled with enforcement actions. In addition to development of new and innovative capabilities, joint exercises are conducted by authorities with industry partners to strengthen co-operation and validate contingency plans.

3. Presentation by Member Cities

A total of 9 presentations were delivered by member cities on the topics of emergency crisis and disaster management.

a. Responding to the Avian Influenza Pandemic Threat in Hanoi, Vietnam (presentation by Hanoi)

The presentation provided an overview of the system for prevention and response to an epidemic in Hanoi. The emergency plan on avian influenza covered levels from the city to district to the commune and wards. Information on the epidemic supervision system and the treatment plan according to epidemic level in various scenarios were also presented.

b. Local Community Action in Disaster Reduction and Response (presentation by Jakarta)

It was presented that in Jakarta's Program for Crisis Management, the City Government had plans to upgrade its existing Crisis Center with the ongoing progress of a Call Centre to handle emergency situations. Public participation initiatives such as the CSR (Corporate Social Responsibility) Program and the Disaster Awareness Week serve to better prepare the community in terms of awareness and preparatory efforts should disaster strike.

c. Local Community Action in Disaster Reduction and Response (presentation by Kuala Lumpur)

It was presented that the buildup of local community capabilities stem from training the local volunteer corps, raising public awareness from public education campaigns and having civil defence programs for academia and students. Formation of CD Emergency Response Teams and conduct of 'One Day Course' for local community participants work towards the framework of the Community Capability Programme in building resilience across Malaysia.

d. U-Safety Call Service (presentation by Seoul)

The presentation described the background of the U-Safety Call Service in its objective to decrease death rate amongst target-prone groups through quick recognition of the patient's situation and dispatch system. Publicity campaigns were made in Sep 2006 in Seoul with the registration of 740 applicants. To date, 1528 calls out of 4002 calls received were responded. The target is set at Jan 2007 to start regular operation of the service, with plans for nationwide use.

e. Introduction of Taipei Volunteer Women Fire Prevention Team (presentation by Taipei)

In the presentation, it was shared the origins of the Taipei Volunteer Women Fire Prevention Team and its intent to conduct house interviews and promote fire education to residents. The use of 'Fire Prevention Feng Shui Master' as a creative questionnaire tool to perform consulting services to residents has enhanced information dissemination, in addition to other education activities on fire prevention.

f. Dealing with Terrorism in Tokyo Metropolitan Civil Protection Plan (presentation by Tokyo)

The presentation revealed that a critical feature of the Tokyo Civil Protection Plan is its focus on the measures against emergency situations (massive terrorist attacks), giving an explanation on daily efforts as well as operational response measures towards actual attacks. It was noted that the importance lies in the assurance of cooperation among related agencies at the disaster site such as police and fire departments, daily vigilance efforts in the collection of crisis information and enhancement of initial response measures. Tokyo suggested that member cities of ANMC21 participate in the comprehensive disaster management drill due in next September.

g. CBR Threat and Countermeasures (presentation by Tokyo)

The presentation highlighted the policy taken by the Tokyo NBC Terrorism Investigative Unit in response to CBR threats and incidents, as well as the basic response measures in the event of an incident. Co-operative efforts on research with related agencies and coordination with special units dovetailed with the plans in their policy response. This is supported by the training and education conducted with the police establishment.

h. NBC Disaster Countermeasures in Tokyo (presentation by Tokyo)

The presentation covered measures taken by Tokyo Fire Department in response against NBC disasters. It was noted that new task forces were established specifically to deal with NBC incidents, and efforts stepped up to enhance operational equipment readiness and disaster management education. Emergency drills were conducted together with medical institutions and related departments to foster closer working relationships.

- i. Local Community Action in Disaster Reduction and Response (presentation by Yangon)

The presentation reported the types of disasters experienced by Myanmar and the disaster coordination structure adopted to handle emergencies. It is reported that in the response to disaster risk reduction, other than government officials, there is strong representation from the local community in terms of voluntary firemen and civic organizations (e.g. Myanmar Red Cross Society, Myanmar Women's Affair Association etc).

- j. Discussion on Presentations led by Conference Chairman

A Singapore participant from the Joint Planning Staff raised the question of decontamination methodology with regard to concerns about the environment and the decontamination of the dead. In response, the Tokyo delegate replied that water was used to remove contaminants, and the run-off into the drainage was deemed non-hazardous. Reassurance to the public was required to ensure relative calm. For decontamination of the dead, the procedure was similar to that of live victims (i.e. removal of clothing, rinsing of water and conveyance to medical facility).

4. Discussions led by ANMC21 Secretariat

- a. Utilization of Emergency Hotline

The utilization of the emergency hotline was encouraged to facilitate information exchange beyond the typical use during times of disasters between member cities. The ANMC21 Secretariat proposed to expand the mailing list by adding participants from the Crisis Management Conference. Participants approved the proposal and the Kuala Lumpur delegate immediately expressed his intention to participate in the mailing list. It was also proposed that each city transmit information on its disaster drills or trainings through the emergency hot line. It was clarified that all contact persons on the emergency hotline can be reached through the mailing list, including new additions to the list.

It was also proposed to change the method of the Operation Test to an annual communication training amongst cities, simulating an emergency. This would be organized by the Secretariat. The Secretariat also encouraged member cities to visit the existing website and made recommendations to enhance it.

- b. Training and Joint Research in Connection with Urban Planning with Strong Resistance to Earthquakes

The ANMC21 Secretariat introduced the Training and Joint Research in connection with Urban Planning with Strong Resistance to Earthquakes, provided by the Tokyo Metropolitan Government.

Singapore also informed that SCDF would continue to offer the International Urban Search and Rescue Course conducted at its Civil Defence Academy to the member cities. The next course would be conducted in January 2007. The Conference Chairman suggested that other member cities may wish to consider offering training

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to the benefit of fellow cities in ANMC21, as well as consider the participation in the training.

c. Selection of Next Host City

It was determined that the 5th Asian Crisis Management Conference shall be held in Jakarta in October 2007.

5. Conference Closure

a. Closing Address by Conference Chairman