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12TH ASIAN CRISIS MANAGEMENT CONFERENCE, KUALA LUMPUR 2014

1ST – 2ND OCTOBER 2014

POST CONFERENCE REPORT

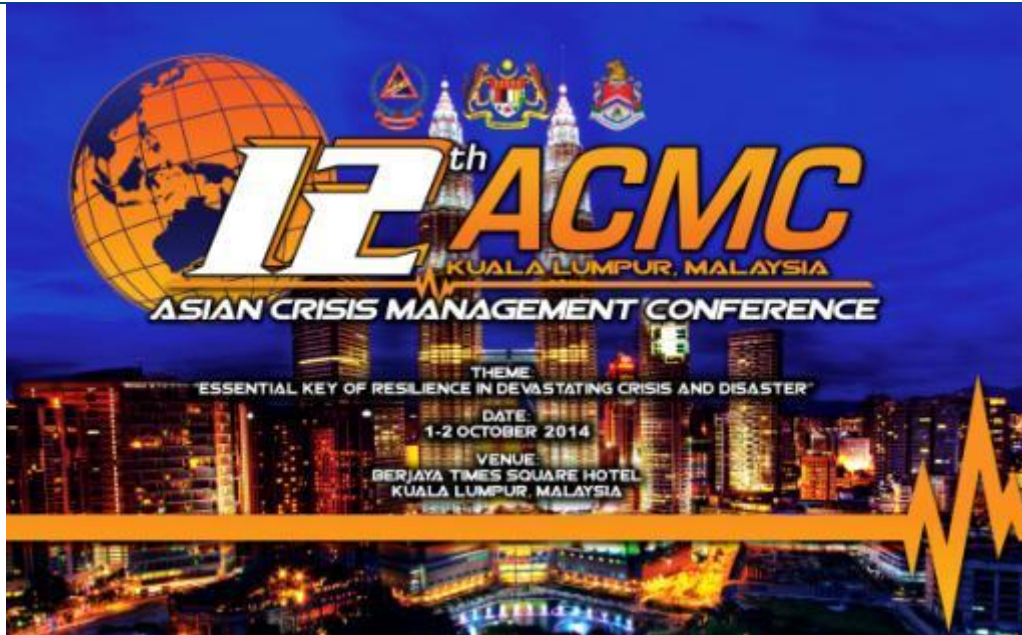
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12TH ASIAN CRISIS MANAGEMENT CONFERENCE

KUALA LUMPUR 2014
1ST & 2ND OCTOBER 2014
BERJAYA TIMES SQUARE HOTEL, KUALA LUMPUR, MALAYSIA



The ANMC21 (Asian Network of Major Cities 21) is an inter-city network aiming to enhance the international profile of Asia by strengthening bonds and cooperation among major Asian cities and to conduct joint projects addressing common challenges such as crisis management, environmental management and industrial development, and apply the accomplishments of such efforts to the prosperity and development of the Asian region..

The “Network for Crisis Management” is a joint project of the Asian Network of Major Cities 21 (ANMC21), and the annual Asian Crisis Management Conference brings together people responsible for crisis management. This event is hosted on a rotational basis by member cities of the project.

This year’s 12th Asian Crisis Management Conference was successfully held over a two-day period in Kuala Lumpur on October 1st and 2nd. On this occasion, we would like to report the outline of the conference.

Approximately 150 crisis management personnel from Bangkok, Metro Manila, Seoul, Singapore, Taipei, Tokyo and the host city of Kuala Lumpur participated in this year’s event.

ORGANIZERS

MAIN ORGANIZER



MALAYSIA CIVIL DEFENCE DEPARTMENT

CO-ORGANIZER



CITY HALL OF KUALA LUMPUR

WITH COLLABORATION



***MINISTRY OF HOME AFFAIRS,
MALAYSIA***



***CEREMONIAL AND
INTERNATIONAL CONFERENCE
SECRETARIAT DIVISION, PRIME
MINISTER'S DEPARTMENT***

CONFERENCE THEME

MAIN THEME

“ESSENTIAL KEY OF RESILIENCE IN
DEVASTATING CRISIS AND DISASTER”

SUB-THEMES

COMMUNICATION AND COORDINATION IN EMERGENCY
/ DISASTER TOWARDS AN EFFECTIVE RESPONSE

IMPLEMENTING COMMUNITY BASED AND AWARENESS
PROGRAMMES ON DISASTER RISK REDUCTION

INTEGRATIVE RISK AND DISASTER MANAGEMENT:
NEW APPROACH ON DISASTER RISK REDUCTION



DIRECTOR GENERAL OF MALAYSIA CIVIL DEFENCE DEPARTMENT WELCOMING SPEECH

**COMMISSIONER (CD) DATO'
ZAITUN AB SAMAD**

Distinguished guests, speakers, delegates, ladies and gentlemen.

Assalamualaikum warahmatullahi wabarakatuh and a very good morning.

It is my great pleasure to be here this morning for the 12th Asian Crisis Management Conference, Kuala Lumpur 2014. We are indeed fortunate to have with us today, YB Dato' Sri Dr Haji Wan Junaidi Tuanku Jaafar, Deputy Minister of Ministry of Home Affairs to initiate the conference which co-organized by the Malaysia Civil Defence Department and City Hall of Kuala Lumpur.

It is a great honour and pleasure to be with fellow members of the Asian Network of Major Cities 21 (ANMC21). I wish you a very warm welcome to Malaysia and would like to thank for accepting our invitation to be here with us today. I hope you will have a pleasant and unforgettable moment here.

YB Dato' Sri, distinguished guests, ladies and gentlemen,

The Asian Network of Major Cities 21 (ANMC21) is an international network of Asian capital and major cities, undertaking joint projects on agreed themes such as crisis management, environmental countermeasures and industrial development. It applies this partnership to contribute towards the prosperity and development of the Asian region. It comes to my knowledge that each member city is represented either by the local chief executive or disaster and crisis relevant agencies, solely hope for a fruitful share of knowledge.

The Asian Crisis Management Conference is a part of ANMC21 commitment to share experiences on crisis and disaster management. In this year's Conference, over 100 representatives from the member cities such as Bangkok, Kuala Lumpur, Manila, Seoul, Singapore, Taipei and Tokyo participated. Apart from the members, I am also pleased to announce that we have representatives from several other relevant ministries and agencies who have expertise in crisis and disaster management are

also participating in this conference. With the diverse range of participants, I hope extensive views and thoughts can be obtained in order for Malaysia to move forward in the implementation of crisis and disaster management.

YB Dato' Sri, honourable foreign delegates, ladies and gentlemen,

The conference will be held for two days. On the first day, the members will be assembled for a collective discussion on the essential key to build resilience communities in facing the impact of disaster and crisis. With highest gratitude, I would like to thank the City Hall of Kuala Lumpur, Sapura Secured Technologies and Telekom Malaysia Berhad for giving us the opportunity to bring the participants to visit the Integrated Traffic Information System (ITIS), the Network Operation Center and the Kuala Lumpur Tower.

Distinguished guests, ladies and gentlemen,

I presume the two-day 12th Asian Crisis Management Conference, Kuala Lumpur 2014 will encompass a wide area of coverage on critical issues and developments that would significantly change the landscape of the Malaysian crisis management, in tandem with its theme, "Essential Key of Resilience in Devastating Crisis and Disaster".

Finally, I would like to thank the co-organiser City Hall of Kuala Lumpur and the organisers which led by Deputy Commissioner (CD) Haji Selamat bin Haji Dahalan who has put their full efforts to visualize this event and making sure it fulfil the objectives. With these few remarks, I wish you all a successful commemoration.

Thank you.



DEPUTY MINISTER OF HOME AFFAIRS, MALAYSIA OPENING ADDRESS

YB DATUK DR HAJI WAN
JUNAIDI TUANKU JAAFAR

First and foremost, I would like to express my heartfelt thanks to the organiser for inviting me to deliver an opening address and officiate the opening of the 12th Asian Crisis Management Conference, Kuala Lumpur 2014.

I would like to welcome all delegates, participants, paper presenters, moderators and officers representing various agencies to this conference. To our international delegates, I bid you “*selamat datang*” to the conference and to the city of Kuala Lumpur. Your presence and attendance shows that this conference is held in high esteem and its benefits, highly recognised.

Malaysia takes great pride and welcomes this opportunity to host this 12th Conference, following the successful 11th ACMC which was held in Manila, Philippines in July 2013. This year we are delighted to have delegates from six major cities, namely, Bangkok, Manila, Seoul, Singapore, Taipei and Tokyo.

I understand that this conference is especially designed as a platform for member cities to get together and share knowledge, experiences and best practices appertaining to crisis management. This annual gathering enables Asian Network for Major Cities (ANMC21) and its member cities to build a productive dialogue.

Distinguished guests, ladies and gentlemen,

Over the years we have witnessed that the number of reported disaster and crisis incidents has increased tremendously. In addition to incidents which are considered ‘normal’ or regular occurrences, there are also new incidences which may be considered bizarre like flash floods in areas which were never flood prone areas before or a tremor or earthquake in areas never experiencing earthquakes before. There are also effects of global warming. These brought loss of lives, property, employment and damage to the physical infrastructure and the environment.

The efficient, effective and prompt management of disasters and crisis aims to reduce or prevent the potential loss of lives, resources and property. Fast and proactive actions can control and prevent the disaster from escalating and becoming

a menacing crisis while immediate and appropriate assistance can save or reduce the number of and the damaging effects on victims. Identifying and sharing key success factors is essential for the successful management of disasters and crisis. And realising that, this conference aims to identify key success factors for managing disasters and crisis through the sharing of best practices and lessons learned.

Ladies and gentlemen,

Billions of people in more than 100 countries are periodically exposed to at least one natural disaster. No one country or major city can claim to be safe from disasters. An incident that occurs in one place can have a spill over effect on another or others. One very good example of this is the massive earthquake of magnitude 9.0 which struck the coastal area of northern Sumatra in Indonesia in December 2004. This earthquake triggered a devastating tsunami which affected Bangladesh, India, Indonesia, Malaysia, Maldives, Myanmar, Somalia, Sri Lanka and Thailand. This catastrophic calamity was the most destructive in history causing an estimated US\$ 9.9 billion worth of damages.

More recently, tragedy strike twice in the Philippines. Thousands of Filipinos fled their homes in the northern island of Luzon after the Mount Mayon volcano erupted on September 16, 2013. Just a day before, on 15 September, the Typhoon Kalmaegi hit the Philippines causing deep floods in some rural areas. About 7,800 people took shelter from the typhoon in public evacuation centres.

With the increasing number of disaster occurrences and devastation of their effects, there is an urgent need to develop a resilient community which is capable of coping and dealing with and managing the impacts of disasters.

The theme of this year's conference "Essential Key of Resilience in Devastating Crisis and Disaster" is certainly appropriate. It is a way forward, a positive and definite step towards achieving a prepared, equipped and resilient community.

Resilience is defined as the capacity of a system, community or society potentially exposed to hazards to adapt, by changing or resisting in order to accomplish acceptable levels of function and structure. Resilience is also the capability of a community to grow through disasters. It is determined partly by the degree in which the social system is capable of recovering and rebuilding from past disasters for better future protection and improving risk reduction measures.

I wish we can accurately identify and determine the key factors that are essential for a successful management of disasters and crisis. Through the discourse and discussion in this two day conference I am confident that this matter will be aptly deliberated upon. I sincerely wish that every participant will find this conference beneficial and enlightening. 2014 is Visit Malaysia Year, so I hope you will find some time to explore our beautiful country and enjoy the sights and flavours of Malaysia.

Distinguished guests, ladies and gentlemen,

I hereby announce the official commencement of the 12th Asian Crisis Management Conference (ACMC), Kuala Lumpur 2014. Thank you.

1ST SESSION PRESENTATION

MODERATOR

COL (CD) MOHD NOOR HASSAN ASHARI BIN HJ SULAIMAN,
DIRECTOR OF STATE OF PERAK, MALAYSIA CIVIL DEFENCE
DEPARTMENT

PRESENTATION 1 (KUALA LUMPUR)

DR SHAHRUL NIZAM BIN AHMAD ZAMZALI, MEDICAL
LECTURER, ISLAMIC SCIENCE UNIVERSITY OF MALAYSIA –
INCREASING PUBLIC FIRST AID DELIVERY BY UTILIZING
HIGHWAY OPERATOR'S TRAINING PROGRAMME IN
MALAYSIA – A PILOT PROJECT

PRESENTATION 2 (KUALA LUMPUR)

IR TAN KENG CHOK, DIRECTOR OF CIVIL ENGINEERING AND
DRAINAGE DEPARTMENT, CITY HALL OF KUALA LUMPUR–
KUALA LUMPUR SLOPE MANAGEMENT

PRESENTATION 3 (KUALA LUMPUR)

IR ROZINAH BINTI ANAS, PROJECT DIRECTOR MERS 999,
TELEKOM MALAYSIA – VALUE ADD SERVICE TO EMERGENCY
RESPONSE IN MANAGING CRISIS

**PAPER I: INCREASING PUBLIC FIRST AID DELIVERY BY UTILIZING
HIGHWAY OPERATORS' TRAINING PROGRAMME IN MALAYSIA – A PILOT
PROJECT**

PRESENTER: DR. SHAHRUL NIZAM BIN AHMAD ZAMZALI

**JOB TITLE : MEDICAL LECTURER, ISLAMIC SCIENCE UNIVERSITY OF
MALAYSIA**

RAPPORTEURS:

Mr. Mohd Fazli Sardi
Mr. Mohd Zubir Juzad
Ms. Natasha Badaruddin
Ms. Nurul Hidayah Zulkifli

Objectives of the presentations:

- How to increase public first aid delivery and how to give more help?
- In 2012, 6917 death from 24,439 casualties (average 18 deaths per day).

Motor vehicle accidents (MVA) pose high risk of mortality and morbidity to Malaysians. Injuries due to MVA are increasing in frequency and severity due to rapid progress of urbanization. Early first aid delivery helps to reduce complications. Hence, there is a need for faster first aid delivery to the injured road users. A pilot project has been initiated to provide training of first aid to highway patrolmen, who work 24 hours daily in shifts. The project consisted of basic first aid training over two days, after which they underwent assessments and test. Upon completion of training, they were equipped with a basic first aid kit. Medico-legally, their only responsibility is to give first aid response to injured citizens without any duty to treat. Upon random review, it was seen that the training increased their confidence level in administering first aid. It is hoped that this method of corporate social responsibility program can be an avenue to increase first aid delivery to public, thus benefitting all.

Four main components in managing the accidents are early access, early CPR, early defibrillation and early advanced care.

The main idea for the pilot project are:

- i. To provide the operators with basic first aid knowledge and training
- ii. Operators can deliver basic first aid at roadside
- iii. Increasing delivery of citizens first aid

- iv. Utilizing highway roadside patrol service
- v. Training people to early response to the emergency
- vi. Hands on training (first aid- skills station/ directed practice)
- vii. Exam
- viii. Simulation
- ix. Joint projects with the highway managing company for example PLUS to do the CSR project
- x. Improves arrival time
- xi. Giving psycho social support – reduces anxiety
- xii. Bridge between victims and professional responder

Summary:-

- i. Road traffic accidents pose real risk
- ii. Delivery of first aid care should be a citizen's response
- iii. Utilization of non-traditional personnel can increase delivery of first aid
- iv. Corporate sector can have a role in increasing first aid delivery to public

Questions from the floor:-

1. Mr. Syed from Ministry of Home Affairs Malaysia questioned what commendable effort for the first aid trainers for the operators. It is not enough for the victims, because Malaysia has highest number of road accidents?

Answer: The aim is better to educate more people about first aid. There is no limit number of participants. The more the better.

2. Most of the accidents occurred in federal or states roads. Do you propose training to the police?

Answer: Yes. We will propose the training to the police because earlier prevention can reduce immortality. Besides that, we are now we are moving away from traditional practice without waiting for the ambulance.

3. Mr. Roman Santiago from Manila asked is there any legal obligations for locals attend the training because some religious laws may not touch other genders?

Answer: (iii) Operators is none traditional first responders. The approach is by training the local people so they can help victims as citizen response. They are not binding by any laws.

PAPER II : SLOPE MANAGEMMENT IN KUALA LUMPUR

PRESENTER: IR. TAN KENG CHOK

**JOB TITLE : DIRECTOR OF CIVIL ENGINEERING AND DRAINAGE
DEPARTMENT, CITY HALL OF KUALA LUMPUR**

RAPPORTEURS:

Mr. Mohamad Fazli Sardi
Mr. Mohd Zubir Mohd Juzad
Ms. Natasha Badaruddin
Ms. Nurul Hidayah Zulkifli

Outline of presentation:-

- a. Introduction
- b. Slope remedial and strengthening work carried out by DBKL
- c. DBKL budget allocation for slope maintenance works (2008-2014)
- d. Hazard and risk map of Kuala Lumpur

The triggering main factors for slope failure in Klang Valley are climate change and massive construction at hills area. The Bukit Antarabangsa incident on 2008 has caused 4 death, 19 injuries and more than 3000 evacuated. The slope failure cases increasing by years due to climate change (rainfall intensity: KL- 2500 mm/year; Sabah/ Sarawak: 3000 mm/year: compared to Peru- 10 to 20 mm/year, Ghanzou China- 10 mm/year)

Most of slope failure cases at Klang Valley were causes by improper drainage maintenance, lack of slope development procedure and heavy rain (underwater ground movement).

Actions that have being taken by the City Hall of Kuala Lumpur were soil nailing, grunting, crib wall, cascading drain, bream drain, rock fencing, sheet pile and retaining wall.

City Hall of Kuala Lumpur is using the Hazard Identification, Risk Assessment and Risk Control (HIRARC) as a preventive action for slope management at Klang Valley. They are total of 3,299 slopes and more than 1,700 slopes identified as a high risk.

City Hall of Kuala Lumpur also formed a rescue squad comprise of 44 officers and trained personnel as a first responder in managing crisis.

**PAPER III: VALUE ADD SERVICE TO EMERGENCY RESPONSE IN MANAGING
CRISIS KUALA LUMPUR PROJECT****PRESENTER: IR ROZINAH BINTI ANAS****JOB TITLE : PROJECT DIRECTOR MERS 999, TELEKOM MALAYSIA****RAPPORTEURS:**

Mr. Mohd Fazli Sardi

Mr. Mohd Zubir Juzad

Ms. Natasha Badaruddin

Ms. Nurul Hidayah Zulkifli

The background of Telekom Malaysia.

- Group workforce exceeding 27,000 employees;
- Has been operating Emergency Call Centre for > 30 years;
- Have won many awards;
- Group Revenue grew 6.4% to RM10.63 billion.

The Malaysia Emergency Response Services (MERS) 999 support National Agenda as to:-

- Principles of 1Malaysia, People First, Performance Now.
- Improvement in Government's delivery of Public Services including Emergency Services
- Reduce crime & Improvement of Public Services Delivery

Strategic Objectives of MERS 999:

- MERS 999 consolidated services from five of Malaysia's core
- Public Safety and Emergency Agencies in one platform (*Police, Fire and Rescue, Hospitals, Civil Defence & Malaysia Maritime Enforcement Agency*)
- To protect and safe of human life
- To improve the quality in life and social conditions for the public
- To preserve and protect the property and environment

The Value Add Services in Managing Crisis done by Telekom are:

- Save Me 999 – designed for Malaysians with speech-impaired, hearing-impaired or both to send for help. Launched on September 2013. The application is used for Malaysians to send emergency request for cases specifically related to Royal Malaysia Police (RMP).
- Save Me 999 (3rd phase) –designed for Malaysians who are visually-impaired or blind ONLY. This application is designed to serve three types of blindness which are total blindness, partial blindness and low vision. Will be launched on 16 October 2014.
- All of the applications are being offered nationwide and free.

TM is willing to share experience and assist Asian countries in order to ensure the region safety.

2ND SESSION PRESENTATION

MODERATOR

DR SHAHRUL NIZAM BIN AHMAD ZAMZALI, MEDICAL
LECTURER, ISLAMIC SCIENCE UNIVERSITY OF MALAYSIA

PRESENTATION 4 (TOKYO)

MR NAGAOKA MAKOTO, DIRECTOR FOR DISASTER AND
EMERGENCY INFORMATION, DISASTER PREVENTION
DIVISION, BUREAU OF GENERAL AFFAIRS, TOKYO
METROPOLITAN GOVERNMENT - PEACETIME EFFORTS TO
FACILITATE SELF-HELP AND MUTUAL ASSISTANCE

PRESENTATION 5 (TAIPEI)

MR CHIU KUANG-TING, SUB-DIVISION CHIEF, INFORMATION
OPERATIONS DIVISION OF FIRE DEPARTMENT -
IMPLEMENTING COMMUNITY-BASED DISASTER
PREVENTION PROGRAMS OF TAIPEI CITY

PRESENTATION 6 (SEOUL)

MR LEE SEONG MUK, CHIEF OF FIRE ADMINISTRATION
DIVISION, SEOUL METROPOLITAN FIRE & DISASTER
HEADQUARTERS - FOR EFFECTIVE EMERGENCY RESPONSE:
DEVELOPMENT OF FSM [FIRE SAFETY MAP]

PAPER IV: PEACE EFFORTS TO FACILITATE SELF-HELP AND MUTUAL ASSISTANCE

PRESENTER: MR NAGAOKA MAKOTO

**JOB TITLE: DIRECTOR FOR DISASTER AND EMERGENCY INFORMATION,
DISASTER PREVENTION DIVISION, BUREAU OF GENERAL AFFAIRS, TOKYO
METROPOLITAN GOVERNMENT**

RAPPORTEURS:

Mr. Mohamad Fazli Sardi
Mr. Mohd Zubir Mohd Juzad
Ms. Natasha Badaruddin
Ms. Nurul Hidayah Zulkifli

Outlining and objectives presentation:-

- a. Importance of self-help and mutual assistance in times of disaster
- b. Drills conducted by the Tokyo Metropolitan Government
- c. Tokyo disaster preparedness neighbourhood association

For every crisis, the Tokyo Metropolitan Government develops contingency plans on an ongoing basis as well as makes efforts to ensure cooperation with relevant countries and government agencies and public institutions to make these plans effective. The self-help consists of local residences; whereas public assistance including public safety authority such as Police, Civil Defence, Tokyo Fire Rescue Department and Coast Guard; and Mutual assistance formed by community organisation.

Three keywords had been described as activities done by Japan in facing disaster that are “self-help” and “mutual assistance” which are provided by local residents themselves, are considered to be extremely important and “Public Assistance” where the one that involves public safety authorities such as the police, fire department, self-defence forces (military forces) and Japan Coast Guard, and their capacity is, of course, extremely limited.

Tokyo Metropolitan Government (TMG) has introduced Bunkyo Ward and Machida City as neighbourhood association. Neighbourhood Association implements the “visualization” of disaster preventing tools etc. by spreading at once on an elementary school ground the most appropriate stockpiles and supplies for a stockpile warehouse of evacuation centre, a disaster prevention warehouse of town assembly and a house of 2 persons and can holds “consultation meetings on everything about disaster prevention” based on the results of disaster prevention questionnaire directed at 1,200 households, to improve the level of disaster prevention in the region.

TMG also promoting awareness programs throughout walk-in activity such as seminars, motivating program and preparedness activities.

PAPER V: IMPLEMENTING COMMUNITY – BASED DISASTER PREVENTION PROGRAMS OF TAIPEI CITY

PRESENTER: MR. CHIU KUANG – TING

JOB TITLE: SUB-DIVISION CHIEF, INFORMATION OPERATIONS DIVISION OF FIRE DEPARTMENT

RAPPORTEURS:

Mr. Mohd Fazli Sardi
Mr. Mohd Zubir Juzad
Ms. Natasha Badaruddin
Ms. Nurul Hidayah Zulkifli

Taipei City is located at a basin surrounded on 3 sides by mountains and crossed by rivers. Taiwan is an earthquake prone country. Hence, there is this shadow that cast on every citizen of Taipei

Recently, extreme weather has alternately hit the earth things like greenhouse effect, global warming, El Nino and La Nina phenomenon happened. This has caused the natural disaster such as typhoon, earthquake and landslide.

Community Disaster Prevention Programs (CDPP) was designed to gather communities to assist upon disaster attack in Taipei.

Adequate awareness programs in CDPP programs consist of:

- i. Seminar and explorations
- ii. CDDP data base establishment
- iii. Evacuation guides
- iv. Refine CDPP volition
- v. Children and parents education
- vi. Observation tour at fire safety museum
- vii. War game by 3D-model
- viii. Rehearsal meetings
- ix. Built up building response system
- x. rehearsal training
- xi. situational exercise

- xii. prospect program
- xiii. disaster prevention mobile APP
- xiv. design for map & safe card
- xv. Designing the evacuation signal boards.

Taipei is currently promoting the CDPP in society. This programs will involves children in school as to increase the confident and awareness among them in early stage. Thus, CDPP will implement the disaster prevention concepts for everyone.

Questions from the floor:-

1. Dr. Shahrul Nizam from Islamic Science University of Malaysia asked how Taipei gets funding to buy the equipments for Community Disaster Prevention Programs.

Answer: Taipei Government allocates budget for the equipments.

PAPER VI: FOR EFFECTIVE EMERGENCY RESPONSE. DEVELOPMENT OF FIRE SAFETY MAP (FSM)

PRESENTER: MR LEE SEONG MUK

JOB TITLE: CHIEF OF FIRE ADMINISTRATION DIVISION, SEOUL METROPOLITAN FIRE & DISASTER HEADQUARTERS

RAPPORTEURS:

Mr. Mohamad Fazli Sardi
Mr. Mohd Zubir Mohd Juzad
Ms. Natasha Badaruddin
Ms. Nurul Hidayah Zulkifli

Outlining of presentation

- a. What is the FSM
- b. Background of development of FSM
- c. Construction process of FSM
- d. Realization map of FSM
- e. Main function of FSM
- f. Main expected effect of FSM
- g. Future plan of FSM

The FSM is a digital system that can make fire suppression operation more effective by providing all necessary information in real time base on Long Term Evaluation (LTE) Network.

The FSM is a mapping a lot of use full information , such as the width off road, movement of fire vehicles, building information, hazards identification and others.

The system consist information before dispatching vehicles, on the way to the scene, arrival/response and detail information at the scene.

The advantages of FSM:-

- a) Secure the shortest distance course, reduction of arrival time on the scene
- b) Application of road traffic information, alley, barriers, satellite image map
- c) Possibility of rapid and effective parking utilizing the fire vehicles movement information
- d) Minimization of life and property damage thanks to optimised fire suppression operation
- e) Prevention of damage spread by checking vulnerable factors (the disabled, etc.)

3RD SESSION PRESENTATION

MODERATOR

PROF DATO' DR SAHARUDDIN BIN DATO' ABDUL HAMID,
CHAIRMAN OF THE MASTER OF MANAGEMENT (ICZM)
PROGRAMME, UNIVERSITY OF MALAYSIA, TERENGGANU

PRESENTATION 7 (TOKYO)

MR NAKAZAWA KAZUHIKO, FIRST ASSISTANT CHIEF,
DIRECTOR, FIRE TECHNOLOGY AND SAFETY LABORATORY,
TOKYO FIRE DEPARTMENT - PROMOTION OF THE
"COMPREHENSIVE DISASTER EDUCATION" BY THE TOKYO
FIRE DEPARTMENT: CASE STUDY ON THE BOYS AND GIRLS
FIRE CLUB (BFC)

PRESENTATION 8 (BANGKOK)

COLONEL TEVANUWAT ANIRUTH-DEVA, DEPUTY DIRECTOR-
GENERAL OF BANGKOK FIRE AND RESCUE DEPARTMENT -
TRAINING OF HIGH - RISE FIREFIGHTER STRATEGY AND
TACTICS FOR BANGKOK COMMUNITY - BASED

PAPER VII: PROMOTION OF THE “COMPREHENSIVE DISASTER EDUCATION” BY THE TOKYO FIRE DEPARTMENT – CASE STUDY ON THE BOYS AND GIRLS FIRE CLUB (BFC)

PRESENTER: MR NAKAZAWA KAZUHIKO

JOB TITLE: FIRST ASSISTANT CHIEF, DIRECTOR, FIRE TECHNOLOGY AND SAFETY LABORATORY, TOKYO FIRE DEPARTMENT

RAPPORTEURS:

Mr. Rohaizat Hadli
Ms. Vivian Anak Mathew
Mr. Ryan Solacito

3 keynote points :

- Children
- Disaster Education
- Local community

The “Comprehensive Disaster Education” setting goal by ages comprising:

- a) Setting and promoting goals for each age group: infants (up to 5 years old), young elementary students (6-9), senior elementary students (10-12), junior high school students (13-15), high school students (16-18) and university students (19 or more).
- b) Expecting that the disaster response abilities of individuals will be enhanced and children will grow up into life safety leaders for households and local communities through the continuous fire/disaster education from childhood.

The 2nd program introduced by Fire Tokyo Dept. in April 1976 named “Boys and Girls Fire Club” (BFC) which purposed to:

- knowledge and skills on fire and disaster preparedness
- kind and responsible adults who follow the basic rules of society.

The Clubs’ activities are mainly on Saturday and Sunday. Their activities include: firefighting training using fire extinguishers, emergency relief activities for giving first aid to the injured, public relations activities for fire and earthquake disaster preparedness, visits to elderly facilities, and so on.

Also, they hold events such as summer camps during the holidays and rice-cake pounding in the end of the year.

Activities and programs done for BFC:

- Drill fire extinguishers
- First Aid practice
- Fire prevention PR
- Local visit

As a conclusion the important challenge for the entire society to encourage the participation from a wide range of ages and secure new leaders for local fire prevention in the current situation where participating residents in the local fire prevention activities are aging and where participants are likely to be limited to old faces. That is why Tokyo Fire Department is expecting that local students will be the future leaders for local fire prevention through BFC activities

Questions from the floor:-

1. Asst. Commr. (CD) Hj Norhafifi from Malaysia Civil Defence Department asked:-
 - i. What level instructor been selected?
 - ii. How do you manage to sustain this program?
 - iii. What is the impact of the effectiveness of the program?

Answer:

- i. Basically there is two level of instructor which are:
 Firstly, from Tokyo Fire Department with have well verse experience in this field.
 Secondly from Local volunteer or guidance that selected based on the commitment to participate in BFC activities a year.
- ii. The funding is basically received by Tokyo Fire Dept. in Tokyo prefecture and in different prefecture each local government will play their part as well. The budget allocated from "Compressive Disaster Education" program in each prefecture.
- iii. In basic there is no survey or study been conduct to undertake the effectiveness of the BFC but as seen that more of the BFC members had been joining Fire Fighter and more and more of the voluntary member joining BFC.

2. Dr. Azrul from Ministry of Home Affairs, Malaysia asked does this program been cooperated in the education system?

Answer: Basically BFC has been introduced by Tokyo Fire Department.

3. Prof. Dr. Dato Shaharudin from University Malaysia of Terengganu asked does this program been cooperated in the education system?

Answer: BFC is in principal introduced to educate junior high school and elementary school. In basic higher institution had their special education program as regard to Disaster Prevention Education which is separate from BFC.

PAPER VIII: TRAINING OF HIGH-RISE FIREFIGHTER STRATEGY AND TACTICS FOR BANGKOK COMMUNITY - BASED

PRESENTER: COLONEL TEVANUWAT ANIRUTH-DEVA

JOB TITLE: DEPUTY DIRECTOR-GENERAL OF BANGKOK FIRE AND RESCUE DEPARTMENT

RAPPORTEURS:

Mr. Rohaizat Hadli

Ms. Vivian Anak Mathew

Mr. Ryan Solacito

The training for high-rise fire-fighters is focusing or exposing on two (2) main points :

- The essential key of resilience in devastating crisis and disaster ; and
- Implementing community based and awareness programmes on disaster risk reduction.

The course aimed to scale up the knowledge and skills of civilian who are working in high – rise building, tower block, Fire safety officers on Disaster Prevention and Mitigation, as the first responder building fire.

The session were organized into 3 primary components (1) Lectures and discussions (2) Operational strategies and tactics to high – rise building fire at risk reduction. (3) Fire evacuation drill.

The course took 4 days training. At least 130 persons a course. There were 15 courses conducted in urban workshop and exercise in Cha-am, Phetchaburi Province from 3 July – 4 September 2014. Approximately more than 2,000 participants were attended the course. Basically, the training was introduced as political campaign on safety in Bangkok Megacity and also as a master plan of Bangkok Development Climate Change (2013 – 2023).

Based on statistics from 2012 – 2014 (1st 7 months), the disaster occurrences in Bangkok were increasing especially in building areas, vehicles, short-circuit and fire bush.

As a summary, the training of High-Rise Fire-fighter Strategy and Tactics For Bangkok Community-Based which conducted by Bangkok Fire & Rescue Department (BFRD) was developed to practically educates civilians the vital skills on disaster reduction for the well safety of the communities in Bangkok.

Questions from the floor:-

1. Prof. Dato' Dr. Saharuddin bin Dato' Abdul Hamid (Moderator) asked:-
 - i. How do you define resilient cities?
 - ii. Statistic showed high number of fire-bush, how Bangkok overcomes the situation?

Answer:

- i. Bangkok City has develops a programme with certain criteria of resilient city and assessed by Rockefeller Foundation of USA..
- ii. The Governor of Bangkok showed a high concerns on the fire-bush matter. Hence, the Governor always engaged with all head of district in Bangkok to tackles the problems. Mostly the fire –bush were caused by cultivation, garbage burning and land owner mentality to cause open fire-bush.

4TH SESSION PRESENTATION

MODERATOR

PROF DATO' DR IR OTHMAN BIN A. KARIM, DIRECTOR OF
CENTER FOR INFORMATION TECHNOLOGY, NATIONAL
UNIVERSITY OF MALAYSIA

PRESENTATION 9 (TOKYO)

MR HONDA HIDEAKI, SUPERINTENDENT, ADMINISTRATOR,
OFFICE OF CRISIS MANAGEMENT, SECURITY BUREAU, TOKYO
METROPOLITAN POLICE DEPARTMENT - PUBLIC-PRIVATE
JOINT EFFORTS TOUGHENED AGAINST TERRORISM -
EFFECTIVE USE OF THE PARTNERSHIP-

PRESENTATION 10 (SINGAPORE)

COLONEL YOUNG ERN LING, COMMANDER, HQ 4TH
SINGAPORE CIVIL DEFENCE FORCE DIVISION -
IMPLEMENTING COMMUNITY BASED AND AWARENESS
PROGRAMMES FOR EMERGENCY PREPAREDNESS

PRESENTATION 11 (MANILA)

MR RAMON SANTIAGO, HEAD OF FLOOD CONTROL
INFORMATION CENTER - THE WRATH OF HAIYAN

**PAPER IX: PUBLIC-PRIVATE JOINT EFFORTS TOUGHENED AGAINST
TERRORISM – “EFFECTIVE USE OF THE PARTNERSHIP”****PRESENTER : MR. HONDA HIDEAKI****JOB TITLE: SUPERINTENDENT, ADMINISTRATOR, OFFICE OF CRISIS
MANAGEMENT, SECURITY BUREAU, TOKYO METROPOLITAN POLICE
DEPARTMENT****RAPPORTEURS:**

Mr. Rohaizat Hadli
Mr. Ryan Solacito
Ms. Vivian Mathew.

The key of the presentation is to explain how the terrorism has led to the birth of the public-private joint efforts that form a partnership. The initial and expanded model that has been designed in order to carry out the purposes of partnership with was explained in depth. The outline contents of his presentation such as below was explained clearly :

- a) Concept of the partnership
- b) 3 features of the partnership
- c) Effectiveness of the partnership
- d) Events and activities related to the partnership that has been carried out in 2014
- e) Strategies of the partnership that has been developed at Tokyo International Airport
- f) Strategies that has been implemented in order to create a Disaster Resilient Community
- g) Upcoming international event happening in Tokyo that might risk Tokyo to terrorism activities

Ahead, there are two major events scheduled to be held in Japan:-

- G8 (summit) in 2016, though no specific city has not been selected for this international conference.
- Tokyo 2020 Olympics and Paralympics in Tokyo.

There is no telling what will happen in the future. For this reason, the TMPD has assumed the responsibility of many security tasks and accomplished their operations. Making better use of the lessons that has been learned and promoting the public-private combined efforts against terrorism may help in preventing any illegal activities from happening.

Questions from the floor:-

1. What is the reaction given by the communities towards the awareness programme conducted by the government of Japan?

Answer: Mr Honda Hideaki responded that the communities benefit the awareness programme and understand their roles.

PAPER X: IMPLEMENTING COMMUNITY BASED & AWARENESS PROGRAMMES FOR EMERGENCY PREPAREDNESS

PRESENTER: COL YOUNG ERN LING

JOB TITLE: COMMANDER, HQ 4TH SINGAPORE CIVIL DEFENCE FORCE DIVISION

RAPPORTEURS:

Mr. Rohaizat Hadli
Ms. Vivian Anak Mathew
Mr. Ryan Solacito

The Singapore Civil Defence Force functions:

- Fire, Rescue & Emergency Ambulance Services
- Deliver public education & emergency preparedness programmes
- Perform regulatory functions in fire safety; and
- Enforcements of our fire safety laws

The need of involvement of community which comprising :

- Industrial & Commercial Companies
- Residential
- Foreign Workers
- Institutions

Public education strategy need to be done continuously to:

- Promote and sustain awareness, & participation from community in emergency preparedness programs
- Promote Emergency Preparedness as a way of life in Singapore

SCDF has develop Emergency Preparedness Program such as :

- SCDF Emergency Handbook
- Emergency Preparedness Day
- Community Emergency Preparedness Program (CEPP)
- Community Safety and Security Program
- MySCDF Smartphone APP
- national Civil Defence Cadet Corps (NCDCC)
- CD Lionhearts Club

As conclusion a community that is prepared is a nation well-prepared. It is only when individuals are equipped with life-saving skills that they will develop greater coping mechanisms and mental resilience to weather emergencies.

PAPER XI: THE WRATH OF “HAIYAN”**PRESENTER : MR. RAMON SANTIAGO****JOB TITLE: HEAD OF FLOOD CONTROL INFORMATION CENTER****RAPPORTEURS:**

Mr. Rohaizat Hadli
Mr. Ryan Solacito
Ms. Vivian Mathew

The presentation started by thanking all the countries that have rendered their help during the Haiyan strike in Philipines on 8 November 2013. The outlines of the presentation as below :

- a) What is Haiyan
- b) Effects from strong force of wind and waves caused by Haiyan to the city in Philipines such as the damage to houses, massive destroy of an important infrastructures and vital facilities especially electrical supply as well as supply for clean water
- c) The after post-Haiyan scenario in dealing with the destruction and debris, security and order of the people as well as the logistic managements.
- d) Challenges faced by the authority in order to redevelop the city.
- e) Strategies in handling such disaster that are:-
 - I. immediate action & rapid deployment,
 - II. Skills, organization, and tools
 - III. Knowledge, experience, and leadership

These are the leadership guide that had been presented:-

- Know your TASK
- Know your SELF
- Know your RESOURCES
- Make COORDINATION a part of the Task
- Employ your men according to their CAPABILITIES
- Keep everyone WELL-INFORMED
- Develop a sense of RESPONSIBILITY among subordinates
- Train your men to work as a TEAM
- Set an EXAMPLE
- Instil DISCIPLINE

The key elements of Disaster Management are:-

- KNOWLEDGE
 - Basic Principles and Concepts
 - Tools
 - Strategies
- EXPERIENCE
 - Lessons from the past – what works and which do not
- HEART
 - Compassion

As a summary, each country needs to have a comprehensive crisis disaster management plan so that the awareness can be instilled in the communities in order to make sure that they can act as a first responder to the disaster.



SECRETARIAT REPORT

MS. TOMINAGA REIKO

DIRECTOR FOR
INTERNATIONAL JOINT
PROJECT (ANMC21)
INTERNATIONAL AFFAIRS
DIVISION, OFFICE OF THE
GOVERNOR FOR POLICY
PLANNING, TOKYO
METROPOLITAN GOVERNMENT

As you know, this conference is a part of a joint project named “the Network for Crisis Management”. I am delivering the overall summary of the activities in which our network has been engaged in the past one year.

The “Network for Crisis Management” aims to make member cities more resilient through capacity building and human networking among member cities. For that purpose, the Network is currently involved in three types of activities, namely:-

- a) Knowledge sharing by holding the Asian Crisis Management Conference, which we are attending today;
- b) Human resource development; and
- c) Information exchange mainly through a mailing list named “Emergency Hotline”.

I will talk about the details of each program.

The first program is the Asian Crisis Management Conference. The Conference is held annually in one of the member cities as a focal point of the Network for Crisis Management.

As you already knew after today’s very inspiring sessions, this conference has been an indispensable opportunity for member cities to share our knowledge and lessons learned from large disasters and crisis.

The second group of activities is “Human Resource Development.”, which currently includes three courses provided by Singapore and Tokyo, respectively.

The International Urban Search and Rescue Course is offered by the Singapore Civil Defense Academy. This course has provided a practical training to rescue workers from all over the world including the ANMC21 member cities, and has successfully built a network among them. Singapore has kindly offered 10 seats for ANMC21 member cities at special discounted rate since 2004. Last year, for the first time Delhi Fire Department joined the course, sending eight officials.

This year, the course has already conducted in April, having three from Taipei and three from Delhi. Many ANMC21 participants highly evaluated this program; for example, one from Delhi said the program was fully packed with no time to relax, but beneficial. He also said “the contents were not only balanced but also ensured that adequate knowledge is gained on scenarios likely to be faced during emergency.”

Well, we actually have Singapore members here. Do you have any comments for publicity regarding this program?

The schedule in 2015 will be announced by Singapore probably in February or in March next year. If your city is interested in the program, please do not miss the announcement!

Next, the Rescue Techniques Course is provided by the Tokyo Fire Department. This training course consists of two stages: leadership training in Tokyo, and follow-up training in the participant city.

In 2013, the Hanoi Fire department joined this course for the first time. Six rescue workers from Hanoi received leadership training, and later they instructed 48 highly-motivated Hanoi fire-fighters in collaboration with three instructors dispatched from Tokyo Fire Department. Satisfied with the last year's achievement, Hanoi is taking part of the course again this year. Started in 2008, this course have been had Bangkok, Hanoi, Kuala Lumpur, and Jakarta members. The advantage of this program is that the contents can be tailored based on participants' request and actual situation. If you are considering of improving the entire level of your city's rescue teams, the course will be a great help. Please feel free to ask Tokyo Fire Department people the detailed information.

The third one is the joint trainings in the Tokyo comprehensive disaster management drill. Since 2006, 118 (one hundred and eighteen) rescue workers of 22 teams in total have done the joint trainings with Tokyo Fire Department Fire Rescue Task Forces. Last year, rescue teams from Seoul, Taipei, and as an observer, New Taipei came to Tokyo. This year, Tokyo carried out the drill on August 30. Seoul, Taipei, and as an observer New Taipei and Red Cross Society of Taiwan, joined the drill. If there are any other cities interested in joining the training, please let us know.

As you can see, these human resource development programs have significantly contributed not only to the improvement of member city's rescue techniques, but also to the development of collaborative relationship between participants.

The last program of the crisis management network is the “Emergency Hotline,” that is a mailing-list for crisis management staff members of every member city.

It is used to send out information on disasters and their prevention, both regularly and in case of emergency.

Last year and early this year, the hotline has sent out relevant information 34 times in total. Major topics on large disasters include flood, haze, and typhoons. We also use the hotline to distribute the information of Network activities, such as the outline of the Crisis Management Conference and application of HR programs.

The Emergency Hotline works well when the right persons of every member cities are actively participating in. Therefore, please be sure to let us know when contact persons are changed in your city.

Before wrapping up my presentation, I should tell you an important point concerning the future of the “Asian Network for Major Cities 21”.

As you know, the “Network for Crisis Management” is a part of inter-city activities named “Asian Network for Major Cities 21”, which hereafter I say as ANMC21.

On September 6th, the 13th Plenary Meeting of ANMC21 was held at Tomsk in Russia, and there participants agreed on the needs of conducting a thorough review of ANMC21. The reason why participants acknowledged the needs of review is that there has been little commitment by member cities to the Plenary, for example very few Governors and Mayors have actually attended the Plenary in recent years. Participants also agreed that Tokyo, as the Secretariat of ANMC21, should seek views from every member city.

Tokyo has already disseminated the results of the Tomsk Plenary to all member cities. I suppose some of you may have already heard this from your city's international affairs division. Based on the agreement at Tomsk Plenary, Tokyo will gather member city's opinions on how ANMC21 should be by the end of this October.

Since the “Network for Crisis Management” is run within a framework of ANMC21, the “review” I mentioned includes a review of our project. Therefore, Tokyo will let all member cities know how we deal with our project after the review is conducted.

Here I would like to propose what we do while reviewing ANMC21 and our project:

Firstly, until the end of FY2014, all programs will be conducted as initially planned. It includes the training program held by Tokyo Fire Department, and using the Emergency Hotline.

Next, about the Asian Crisis Management Conference in 2015, we usually decide the next host city of the conference at this conference. However, this year, so far, no member city has expressed its will to host the ACMC in 2015. In addition, as I said, we are supposed to review how the “Network for Crisis Management” should be. Because of these two reasons, I propose that we do not decide the next host city for now.

If the review concludes that it is appropriate to keep the “Network for Crisis Management” activate, and then Tokyo will seek candidate cities for hosting next ACMC.

Last of all, I would like to tell you that Tokyo acknowledges the significant achievement that “Network for Crisis Management” has constituted. Although it is true that the framework of ANMC21 is facing some challenges, Tokyo has not changed its belief that practical cooperation in Asian region in crisis and disaster management areas is indispensable.

For reviewing our project, any opinions from member cities, whether it is positive or negative, are very welcomed. Tokyo will gather member city’s opinions through each city’ international affairs division later, but here we have representatives from as many as seven member cities involved in our project. I would surely be happy to hear your opinion or question.

If nobody has opinion any more, I think I can finish here. Thank you very much. I greatly appreciate all of your valuable feedback. I am sure to note every feedback I got today when Tokyo reviews our project. In case you have any additional opinions or questions, please do not hesitate to contact us.

Thank you.

RESPONSE FROM THE FLOOR:-

1. Mr. Ramon Santiago from Manila thinks that the Crisis Management Network should be continued. Although Manila will be asked more commitment to the Network, they would like to commit more proactively.
2. Assistant Commissioner (CD) Haji Norhafifi from Malaysia Civil Defence Department proposed that the Crisis Management Network should be continued. Member cities should have frequent dialogues for the better solution and it is an opportunity for members to share experience and expertise through this platform.



CHAIRPERSON SUMMARY

DEPUTY COMMISSIONER (CD)
HAJI SELAMAT BIN HAJI
DAHALAN

DEPUTY DIRECTOR GENERAL
(OPERATION) OF MALAYSIA
CIVIL DEFENCE DEPARTMENT

It is indeed a pleasure for Kuala Lumpur to successfully host this 12th Asian Crisis Management Conference, Kuala Lumpur 2014 today co-organized by the Malaysia Civil Defence Department and City Hall of Kuala Lumpur.

I wish to thank the fellow delegates from the member cities Bangkok, Kuala Lumpur, Manila, Seoul, Singapore, Taipei and Tokyo. It is actually a good session through this conference where we are able share experience and knowledge concerning crisis management which accumulated among participating cities. This annual occasion enable the building of a proactive solution between the Network for Crisis Management and its member cities, which is run within a framework of Asian Network for Major Cities 21 (ANMC21).

Honourable foreign delegates, ladies and gentlemen,

Formally, resilience is the capability of a system to maintain its function and structure in the face of internal and external changes and to degrade gracefully when it must. Resilience occurs when the system continues to operate despite failures in some of its parts. A significant part of modern crisis and disaster management research is based on a normative research tradition aiming at anticipating future crisis and developing crisis management plans that fit the scenarios. In recognition of the limitations of this approach and the organizations' inability to foresee all potential crises in a world of constant change, the concept of resilience has gained considerable ground in crisis studies. Nevertheless, resilience is often taken for granted as a distinct characteristic of the organizational system which can be activated and used whenever necessary, with little reflection on how it got there in the first place.

Therefore the theme “Essential Key of Resilience in Devastating Crisis and Disaster” has been chosen for this year’s conference which efforts should be made in order to ensure that the cities are capable of handling in such devastating incidents.

Distinguished guests, ladies and gentlemen,

The overall outcome of the conference this year may identify and determine the key factors that are essential for managing disasters and crisis successfully and map them against the disaster management cycle. Every member city has shown their full commitment to participate and contribute their knowledge and experience in disasters attack such as flood, and typhoon that caused by the climate change, human-made disaster such as terrorist attack and other crisis such as nuclear explosion, chemical leakage and infectious diseases. The main idea is that the current plan and strategies need to be enhanced in order to develop a resilience nation for the future. As a conclusion, the participating cities had brought the concept of community-based program to reduce the impact of disaster and crisis into the papers. The need to build a response system integrating front-end responders at community level is very essential especially when the professional responders may take a certain amount of time to arrive at incident sites. Comprehensive drills and public training, safety maps and evacuation plans, response strategies and continuous support from various agencies and organization being raised as the key factor to ensure a city can endure any impact of disaster and crisis.

The products of this network are offered as a strong point for dialogue and active consideration throughout the crisis management community. The thoughts and ideas presented in this conference do not encompass all of the nuances and situations we will meet in the future. Rather, they offer a foundation for developing a shared understanding of potential future challenges and how, working together, we may address these challenges. Hence, the cooperation between member cities is vital, and we clearly acknowledge that we should further promote our regional cooperation on crisis and disaster management. With that, I thank you

DAY 2 - VISIT SUMMARY

INTEGRATED TRAFFIC INFORMATION SYSTEM (ITIS)

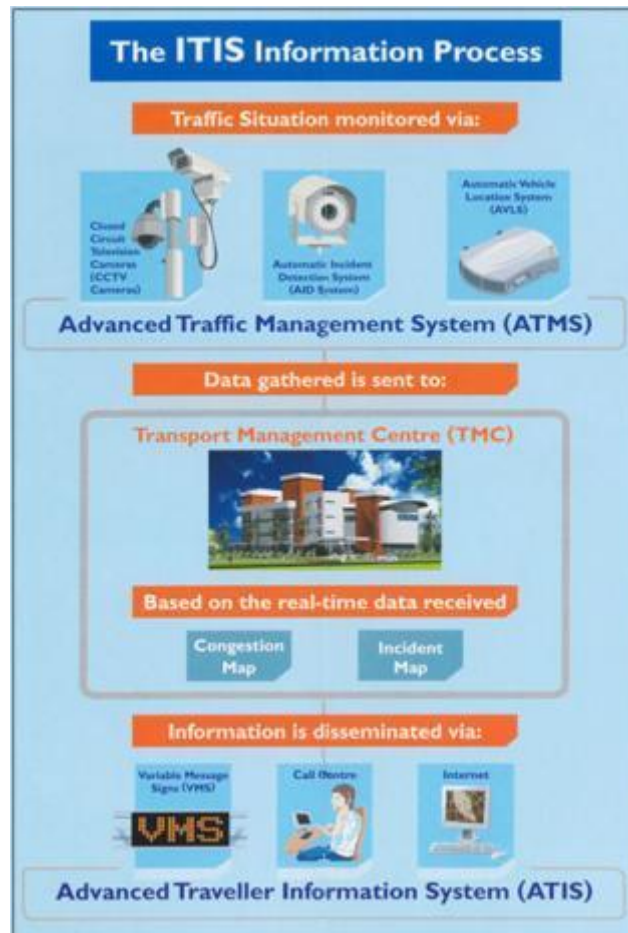


In line with one of the objectives of the Structural Plan Kuala Lumpur 2020 to improve the management of the Klang Valley's transport infrastructure system, City Hall of Kuala Lumpur has selected Integrated Transport Information System (ITIS) to improve the planning and traffic flow in the city.

City Hall of Kuala Lumpur also expects ITIS to fulfil the need to gather, share and make available accurate and up-to-date traffic information to road users to help them ease their traffic woes in the Klang Valley.

Brief traffic information of what to expect along the way, such as road congestion, will offer both motorists and commuters some peace of mind as they can decide which road to take or to avoid and the best time to travel to get to their destinations easier, faster and safer.

A comprehensive traffic management system, ITIS will integrate the present road transport network as well as provide a communications interface for sprawling road systems in the Klang Valley and Multimedia Super Corridor (MSC) area.



At the heart of ITIS is the Transport Management Centre (TMC), which serves as the hub or nerve centre of the entire ITIS system as it receives processes and disseminates traffic information around the clock. System operators will then use this information to monitor the transportation system operations and formulate strategies to enhance transport management.

TMC houses two core support systems of ITIS, namely the Advanced Traffic Management System (ATMS) and the Advanced Traveller Information System (ATIS). A fully automated system, ATMS binds primary traffic data collected from Automatic Incident Detection (AID) system and Automatic Vehicle Location System (AVLS). The AID system detects traffic congestion on the roads while the AVLS provides real time travel database.

The system also manages the Closed Circuit Television (CCTV) surveillance cameras to monitor traffic situation and congestions. In addition, ATMS updates real-time road condition messages on Variable Message Signs (VMS) boards along major roads.

Information gathered on traffic situations and congestion will be sent to TMC for analysis and evaluation before being transformed into useful traffic information. TMC operators will use this information to formulate traffic management strategies such as maximising roadway capacity usage, reducing travel times and improving traffic safety.

At the same time, ATIS will deliver this real-time traffic information to road users and commuters in the form of a congestion map, travel speed map and incident map via the Internet (with support for wireless services) and Call Centre.

Road users will get updated information on road conditions and congestion via Variable Message Signs (VMS) units located strategically along major roads.

Some of the benefits of ITIS:

- Allows informed decisions to be made on travel (i.e. choice of routes, modes and schedules)
- Enables real-time capture of traffic information for incident management and long-term transport planning
- Alleviates traffic congestion and delays during rush hour periods and emergency situations
- Reduces accidents, their severity and impact on the highway
- Improves emergency assistance for motorists and commuters
- Reduces travel times and promotes more uniform traffic flow
- Reduces pollution as a result of less time idling in traffic
- Provides comfort, safety and security in highway travel particularly around construction zones
- Improves utilisation of available road capacity
- Improves quality of life in the Klang Valley

NETWORK MONITORING CENTRE- SAPURA SECURED TECHNOLOGIES



Sapura Secured Technologies unwavering commitment to R&D, innovation and capability building has enabled them to be globally competitive in the provisioning of secured communications solutions for the security enforcement and defence industry.

Sapura is passionate about playing a critical role in helping our Nation realise its vision of self-reliance in secured communications. The competitive indigenous solutions are the result of long term investment in capability-building and human capital developments efforts.

To ensure customers derive the most value from their investments, Sapura has developed a suite of integration solutions that can link assets and networks operating on different technical platforms. These integration solutions coupled with extensive experience in network integration and expertise in system design and architecture make Sapura one of few companies around the region that can pull together

seamless command and control capabilities over multiple communications platforms, varied hardware and in diverse geographical conditions.

Sapura also take much pride in its ability to offer total security solutions encompassing encryption, people, physical, cyber, network information and database security. Their solutions allow customers to gain greater flexibility, control and security of on-going field operations with an enhanced ability to communicate (and to undertake simulation training) in dynamic operating environments.

Sapura functions:

- a) Acquire, develop and apply strategic technology in security, radio and systems.
- b) Manage and implement large scale communications and IT projects.
- c) Employ enabling technology to design specific interfaces for seamless integration between different systems.
- d) Design, develop, produce and enhance radio products for military and security operations.
- e) Provide total security solution including encryption.
- f) Design, develop, integrate, upgrade, (operate and maintain) and supply complex (training) and simulation systems.
- g) Provide “in-country support” for all systems supplied to customers.

KUALA LUMPUR TOWER



The Kuala Lumpur Tower is a tall tower located in Kuala Lumpur, Malaysia. Its construction was completed on 1 March 1995. It is used for communication purposes and features an antenna that reaches 421 metres (1,381 feet). Kuala Lumpur Tower, a member of the World Federation of Great Towers, is utilised by several organisations for various broadcasting purposes. Originally intended only for television broadcasting, radio antennas were included during the construction.

The KL Tower is the seventh tallest telecommunication tower in the world (after Tokyo Sky Tree in Japan, the Guangzhou TV & Sightseeing Tower in China, CN Tower in Canada, the Ostankino Tower in Russia, the Oriental Pearl Tower in China, and the Borj-e Milad in Iran). Built to enhance the quality of telecommunication services and the clarity of broadcasting, KL Tower is a symbol of Kuala Lumpur.

The structure is divided into five basic sections:

- a) The foundation base houses three basement floors for safety purposes, storage and maintenance work.
- b) The touristic building bears the administration office, souvenir shops and the 146 meters long pedestrian mall with cascading pools.
- c) The tower shaft comprises 22 levels with four elevators and flights of stairs with a total of 2,058 steps.
- d) The tower head holds the public observation platform (276 m) and revolving restaurant, as well as the telecommunication and broadcasting stations.
- e) The antenna mast crowns the tower and is utilised for telecommunication and broadcasting transmissions.

SCHEDULE

DATE	TIME	AGENDA	VENUE & DRESS CODE
30 Sept 2014 (Tuesday)		Participants Arrival in Kuala Lumpur Hotel Check-in	KLIA Dress : Free & Easy

DATE	TIME	AGENDA	VENUE & DRESS CODE
01 Oct 2014 (Wednesday)	08.15	Conference Registration	Manhattan Room III
	09.15	Arrival of the Guest of Honour Deputy Minister of Home Affairs, Malaysia	Berjaya Times Square Hotel
	09.20	Doa recitation Opening Address by Director General of Malaysia Civil Defence Department	Dress : Business Attire / Official Uniform
	09.30	Keynote Address by Deputy Minister of Home Affairs, Malaysia	
	09.50	Photo Session	
	10.00	Coffee Break & Press Conference	

DATE	TIME	AGENDA	VENUE & DRESS CODE
	10.15	<u>1st Session Presentation</u> Moderator : Col. (CD) Mohd Noor Hassan Ashari bin Hj Sulaiman	
	10.20	Presentation 1 (Kuala Lumpur) Dr Shahrul Nizam bin Ahmad Zamzali – Increasing Public First Aid Delivery by Utilizing Highway Operator's Training Programme in Malaysia – A Pilot Project	
	10.35	Presentation 2 (Kuala Lumpur) Ir Tan Keng Chok – Kuala Lumpur Slope Management	
	10.50	Presentation 3 (Kuala Lumpur) Ir Rozinah binti Anas – Value Add Service to Emergency Response in Managing Crisis	
	11.05	Q & A for Session 1	
01 Oct 2014 (Wednesday)	11.20	<u>2nd Session Presentation</u> Moderator : Dr Shahrul Nizam bin Ahmad Zamzali	Manhattan Room III Berjaya Times Square Hotel Dress : Business Attire / Official Uniform
	11.25	Presentation 1 (TOKYO) Mr Nagaoka Makoto - Peacetime Efforts to Facilitate Self-help and Mutual Assistance	
	11.40	Presentation 2 (TAIPEI) Mr Chiu Kuang-Ting - Implementing community-based disaster prevention programs of Taipei City	

DATE	TIME	AGENDA	VENUE & DRESS CODE
	11.55	Presentation 3 (SEOUL) Mr Lee Seong Muk - For Effective Emergency Response : Development of FSM [Fire Safety Map]	
	12.10	Q & A for Session 2	
	12.25	Luncheon at Hotel	
	14.00	<u>3rd Session Presentation</u> Moderator : Prof Dato' Dr Saharuddin bin Dato' Abdul Hamid	
	14.05	Presentation 1 (TOKYO) Mr Nakazawa Kazuhiko - Promotion of the "Comprehensive Disaster Education" by the Tokyo Fire Department : Case study on the Boys and Girls Fire Club (BFC)	
	14.20	Presentation 2 (BANGKOK) Col.onel Tevanuwat Aniruth-deva - Training of High - rise Firefighter Strategy and Tactics for Bangkok Community - based.	
01 Oct 2014 (Wednesday)	14.50	Q & A for Session 3	Manhattan Room III Berjaya Times Square Hotel Dress : Business Attire / Official Uniform
	15.05	<u>4th Session Presentation</u> Moderator : Prof Dato' Dr Ir Othman bin A. Karim	
	15.10	Presentation 1(TOKYO) Mr Honda Hideaki - Public-Private Joint Efforts Toughened Against Terrorism - Effective Use Of The Partnership-	

DATE	TIME	AGENDA	VENUE & DRESS CODE
	15.25	Presentation 2 (SINGAPORE) Col.onel Young Ern Ling - Implementing Community Based and Awareness Programmes for Emergency Preparedness	
	15.40	Presentation 3 (MANILA) Mr Ramon Santiago - The Wrath of Haiyan	
	15.55	Q & A for Session 4	
	16.10	Coffee Break	
	16.30	Annual Report of Secretariat	
	17.00	Closing & Chairperson's Summary Exchange of Souveniours	
	20.00	Mayor's Dinner by City Hall of Kuala Lumpur (DBKL) Welcoming Dinner	Manhattan Room II Berjaya Times Square Hotel Dress : Smart Casual / Batik

DATE	TIME	AGENDA	VENUE & DRESS CODE
02 Oct 2014 (Thursday)	09.00	Depart from Berjaya Times Square Hotel	ITIS Bukit Jalil, Sapura Secured Technologies Wangsa Maju and KL Tower Dress : Smart Casual / Corporate T-Shirt
	09.20	Visiting Integrated Traffic Information System (ITIS)	
	10.30	Tea Break	
	11.00	Depart to Network Monitoring Center (Sapura)	
	12.00	Briefing on Network Monitoring Center (Sapura)	
	13.00	<i>(Luncheon)</i>	
	14.00	Depart to KL Tower	
	15.00	Briefing and Tour at KL Tower	
	16.30	High Tea	
	17.30	Return to Berjaya Times Square Hotel	
	20.30	Dinner by Malaysian Civil Defence Department (MCDD) – Farewell Dinner	Tupai-Tupai Restaurant, Jalan Istana Dress : Smart Casual / Batik

DATE	TIME	AGENDA	VENUE & DRESS CODE
03 Oct 2014 (Friday)		Participants Departure to Home City	KLIA Dress : Free & Easy

WORKING COMMITTEE

CONDESCENDENT	YB Dato' Seri Dr. Ahmad Zahid bin Hamidi Minister of Home Affairs, Malaysia
ADVISOR	YAS Commissioner (CD) Dato' Zaitun Ab Samad Director General, Malaysia Civil Defence Department
	YBhg Datuk Seri Haji Ahmad Phesal bin Haji Talib Mayor of Kuala Lumpur
CHAIRPERSON	Dep. Commr. (CD) Haji Selamat bin Haji Dahalan Deputy Director General (Operation) MCDD
	YBhg Datuk Normah binti Malik Deputy Director General (Management) KL City Hall
DEPUTY CHAIRPERSON	Asst. Commr. (CD) Haji Norhafifi bin Haji Ismail Director of Policy Planning & Coordination, MCDD
	Dr. Ismail Stapa Director of Corporate Planning, KL City Hall

MAIN SECRETARIAT	Lt. Col. (CD) Mohd Syukri bin Madnor Lt. Col. (CD) Sharudin bin Md Zain Lt. (CD) Mohd Fikri bin Faudzi
PREPARATION AND ACCOMMODATION	Col. (CD) Khor Swee Lim Ms Baizura binti Bakar
FINANCE	Mr. Othman bin Hamzah Ms. Nik Dzulzana binti Md Salleh
LOGISTIC AND TRANSPORTATION	Mr Abdul Karim bin Abu Mr Piyapong A/L Soom Poon

LIAISON OFFICER	Capt. (CD) Kamal bin Jakarinah Capt. (CD) Mohd Nizam bin Yahid
PROTOCOL AND USHERERS	Ms. Zarina binti Mohd Ansor
CONFERENCE TECHNICAL	Col. (CD) Ghazali bin Abd Rahman Lt. Col. (CD) Lokman Hakim bin Abdul Rahman
VISITS AND EXHIBITION	Col. (CD) Mohd Yusoff bin Samad Lt. Col. (CD) Mohd Adzhar bin Mujaib
PROMOTION, PUBLICATION & IT	Mr Muhamad Zainul bin Mohamed Lt. (CD) Hamka bin Jamali
MEDIC, SAFETY & SECURITY	Lt. Col. (CD) Mohd Zubir bin Juzad Lt. (CD) Ruslan bin Lok
DINNER PREPARATION	Asst. Commr. (CD) Roslan bin Wahab Lt. Col. (PA) Mohd Zahri bin Abd Aziz
OPENING AND CLOSING CEREMONY	Mr. Azmal Azri bin Abdul Aziz

PARTICIPATION

PARTICIPATIONS	NUMBERS
Delegates of ANMC21	18
Interpreters	3
Kuala Lumpur (Internal Agencies)	64
Malaysia Civil Defence Officers	26
KL Moderators / Speakers / Rapporteurs	15
Secretariats	30
Liaison Officers	10
TOTAL	166

LIST OF MAIN PARTICIPANTS

No	City	Title	Name of Participant	Position	Department
1.	BANGKOK	Police Colonel	Tevanuwat Aniruthdeva	Deputy Director-General Of Bangkok Fire And Rescue Department	Bangkok Fire And Rescue Department
2.	KUALA LUMPUR	Commissioner	Dato' Zaitun Ab Samad	Director General	Malaysia Civil Defence Department
3.	KUALA LUMPUR	Deputy Commissioner	Haji Selamat bin Haji Dahalan	Deputy Director General (Operation)	Malaysia Civil Defence Department
4.	KUALA LUMPUR	Dr.	Shahrul Nizam bin Ahmad Zamzali	Medical Lecturer	Islamic Science University of Malaysia
5.	KUALA LUMPUR	Ir.	Tan Keng Chok	Director of Civil Engineering And Drainage Department	City Hall of Kuala Lumpur
6.	KUALA LUMPUR	Ir.	Rozinah binti Anas	Project Director MERS 999	Telekom Malaysia
7.	MANILA	Mr.	Ramon Santiago	Head	Flood Control Information Center
8.	SEOUL	Mr.	Lee Seong Muk	Chief of Fire Administration Division	Seoul Metropolitan Fire & Disaster Headquarters
9.	SEOUL	Mr.	Lee Jin Hee	Deputy Commander of Blue House Fire Brigade	Seoul Metropolitan Fire & Disaster Headquarters
10.	SINGAPORE	Colonel	Young Ern Ling	Commander	HQ 4th SCDF Division
11.	SINGAPORE	Captain	Syed Alhadi bin Syed Ali	Senior Staff Officer	SCDF Strategic Planning Department
12.	TAIPEI	Mr.	Chiu Kuang-Ting	Sub-Division Chief	Information Operations Division of Fire Department

No	City	Title	Name of Participant	Position	Department
13.	TAIPEI	Mr.	Chen Tao-Ping	Disvion Chief	Disaster Reduction and Planning Division of Fire Department
14.	TOKYO	Mr.	Nagaoka Makoto	Director for Disaster and Emergency Information	Disaster Prevention Division, Bureau of General Affairs, Tokyo Metropolitan Government
15.	TOKYO	Mr.	Nakazawa Kazuhiko	First Assistant Chief, Director	Fire Technology and Safety Laboratory, Tokyo Fire Department
16.	TOKYO	Mr.	Umeki Toshihide	Assistant Fire Sergeant, International Affairs, Administration Section	Tokyo Fire Department
17.	TOKYO	Mr.	Honda Hideaki	Superintendent, Administrator	Office of Crisis Management, Security Bureau, Tokyo Metropolitan Police Department
18.	TOKYO	Mr.	Eguchi Daisuke	Inspector	Office of Crisis Management, Security Bureau, Tokyo Metropolitan Police Department

No	City	Title	Name of Participant	Position	Department
19.	TOKYO	Ms.	Tominaga Reiko	Director for International Joint Project(ANMC21)	International Affairs Division, Office of the Governor for Policy Planning, Tokyo Metropolitan Government
20.	TOKYO	Mr.	Suzuki Tomoya	Deputy Director	International Joint Projects Section (ANMC21), International Affairs Division, Office of the Governor for Policy Planning, Tokyo Metropolitan Government
21.	TOKYO	Ms.	Sugita Kaori	Staff Member	International Joint Projects Section (ANMC21), International Affairs Division, Office of the Governor for Policy Planning, Tokyo Metropolitan Government

MEMORY WALL

OFFICIATING THE 12TH ACMC KUALA LUMPUR 2014



PAPERS PRESENTATION



SECRETARIAT REPORT, CLOSING & CHAIR PERSON'S SUMMARY



DINNER HOSTED BY THE MAYOR OF KUALA LUMPUR



**TOUR DAY
IT IS DBKL
SAPURA SECURED TECHNOLOGY
KL TOWER**



DINNER HOSTED BY DIRECTOR GENERAL : TUPAI-TUPAI RESTAURANT



LOCAL NEWS COVERAGE

HARIAN METRO 2ND OCTOBER 2014 - PG 37BERITA HARIAN 2ND OCTOBER 2014 - PG 4

KUALA LUMPUR - Ministry of Home Affairs (MOHA) hopes that Standard Operating Procedures (SOP) involving disaster rescue included as one of the agenda of the Asean Summit next year.

Deputy Minister Datuk Dr Wan Junaidi Tuanku Jaafar said there were some problems often occur when there are countries that want to extend assistance to other countries in the event of a disaster in the country.

"I'm pretty sure after this, one of the agenda of the Asean Summit in 2015; this is one of them (that) help coordinate structure cross-border. We hope the same thing, too. Since 2005 this SOP should already have," he told reporters after opening the Asian Crisis Management Conference 12th (ACMC) Kuala Lumpur 2014, here, today.

Also present were the Secretary General of the Ministry of Home Affairs, Datuk Seri Mohamad Khalid Shariff and the Director General of Civil Defence Department (CDD) Datuk Zaitun Ab Samad.

A total of 11 papers presented at crisis management involve a two-day conference which was attended by over 100 participants from seven countries. Wan Junaidi said, every country should have their own SOP, in addition to specific SOP if there are other countries that offer assistance and expertise in any of aid.

"If there are people to help, we have to adjust our help and simplify procedures for people coming to help, as long as we have our own SOP and SOP for people coming to help. Malaysia will be the Chairman of Asean in 2015 and the country will also organize Asean Summit 2015.

In the meantime, Wan Junaidi said the use of the technology used by the CDD should be upgraded to be in line with current developments, and thus can facilitate rescue operations conducted by the agency.

"We need to upgrade the capacity and capability of the CDD from all angles not only for training but also need to be supported by technology and gadgets. We are dealing with a country that cannot be predicted weather. In such circumstances, disasters can occur in anywhere. So in that case we have to be ready," he said

USEFUL LINKS

PRESENTATION MATERIALS

<https://drive.google.com/folderview?id=0BzfRG5XYteM-NjVyVVFTQlhFdms&usp=sharing>

CONFERENCE PHOTOS

<https://drive.google.com/folderview?id=0BzfRG5XYteM-SUkyeHJPLUpXU2s&usp=sharing>

Prepared by:

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Assistant Director

International Affairs Unit

Policy Planning and Coordination Division

Malaysia Civil Defence Department

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