

MYANMAR RED CROSS



Emergency Operations Centre

Case Study

Summary

National Society	<ul style="list-style-type: none">• Myanmar Red Cross Society
EOC Level(s)	<ul style="list-style-type: none">• 2014 – National EOC• Expanded to State/ Region Branches EOCs in 2022.
Year Established	<ul style="list-style-type: none">• 2014 – National EOC established.• Upgraded digitally during 2020–2021.• Expanded to State/ Region Branches EOCs in 2022.
Administrative Coverage	<ul style="list-style-type: none">• 17 States and Regions.• 69 Districts.• 330 Townships.• 135 School/University Branches.
EOC Type	<ul style="list-style-type: none">• The MRCS EOC, under the secretariate of the Disaster Management Department accountable by Secretary General Unit (SGU) (MRCS Law Article No. 53 (k)), is strategically located in the second floor of the MRCS building in Yangon with a back-up in the main building of the MRCS Head Quarter in Naypyitaw and also, all of the state/ region/ districts red cross branches building.
EOC Modality	<ul style="list-style-type: none">• During the regular phase, the coordination role focuses on maintaining strong links with key external stakeholders such as DMH, MIMU, NEOC, FSSD, and UNOCHA to develop disaster profiles, collect risk analysis data, and obtain regular forecast updates. Internally, it involves close coordination with the DM Department, other MRCS departments, and State/Region branches to support preparedness activities, including testing EOC SOPs, reviewing contingency plans, and strengthening response readiness. Routine technical support is also provided to regional EOCs to ensure their systems and

	<p>procedures remain functional, while logistics coordination ensures timely updates on stock positions and replenishment needs.</p> <ul style="list-style-type: none"> • In the alert and activated phase, coordination intensifies to ensure timely and effective disaster response. Engagement with MRCS departments, State/Region Red Cross branches, and external actors such as IFRC, ICRC, UNOCHA, and PH-EOC becomes critical for rapid information exchange, early warning dissemination, volunteer mobilization, and conducting DANA assessments. The role also includes coordinating requests for resources, facilitating logistics such as transport and warehouse updates, and maintaining information flow with humanitarian partners. Additionally, close collaboration with the HV&COM Department ensures verified information is available for leadership to issue accurate and timely public communication on MRCS response efforts.
<p>Supporting NSs</p>	<ul style="list-style-type: none"> • Funded and technical Partners • American Red Cross • Canadian Red Cross • IFRC, ICRC, DRC, GRC
<p>EOC Specific Staff / Volunteers</p>	<p>The MRCS EOC is supervised by the DM Director during regular periods, while the relevant focal department leads emergency operations under the overall guidance of the SGU. The EOC is staffed by a permanent full-time team led by an EOC Manager and operates during office hours in regular phases, expanding to 24/7 once activated. Additional staff, including DM response team members and trained RCVs, may be assigned depending on the EOC phase. Branch-level EOCs also function with trained Red Cross Volunteers, typically 15–20 RCVs per branch depending on geographic needs, to support EOC operations at the local level.</p> <p>EOC Specific Staff / Volunteers:</p> <ul style="list-style-type: none"> • 1 EOC Manager • 2 EOC Officers (IM & Admin). • 2 Assistant EOC Officers • DM Coordinator & DM Officer. • Trained RCVs/Interns at Branches' EOCs.
<p>Governance Line</p>	<ul style="list-style-type: none"> • The EOC follows a structured reporting channel across its four operational phases—Regular, Monitoring, Alert, and Activation. In the Regular Phase, the EOC Manager oversees routine operations and reports updates to the Deputy Director and Director of the relevant department. When a

	<p>potential abnormal or extreme event is detected, the Manager reports immediately to the respective Deputy Director and Director, who then elevate the information to the Secretariat/SG Unit as the situation progresses into the Monitoring or Alert Phase. If the event poses a high risk to Myanmar, the EOC Manager and departmental focal report jointly to MRCS Leadership for discussion with government partners. Activation occurs only after the Emergency Task Force (ETF), led by the President, makes a formal decision based on analysis provided through this reporting chain. During activation, the EOC Manager reports to the appointed Operations Manager (OM), who coordinates with the ORT on response planning and decision-making. For deactivation, the EOC Manager reports the updated situation to the ORT, which then advises MRCS Leadership and confirms when the EOC can return to normal operational hours. This reporting channel ensures timely information flow, accountability, and clear decision-making authority throughout all phases.</p>
Connection with Authorities	<ul style="list-style-type: none">• The MRCS EOC coordinates closely with government authorities by maintaining continuous communication with key national information systems, including the Department of Meteorology and Hydrology (DMH), the National Emergency Operations Center (NEOC) under the Ministry of Social Welfare, Relief and Resettlement for disaster-related hazards, and the Ministry of Health for pandemic-related alerts. Through these channels, the EOC receives timely early warning information and hazard updates, which are then used to issue Early Action advisories and disseminate warnings to branches and response teams. During preparedness activities—such as updating Disaster Response Plans, SOPs, and Contingency Plans—the EOC collaborates with MRCS Response Teams and relevant government counterparts to ensure harmonized planning and alignment with national systems.

1. Context and Characteristics

The MRCS Emergency Operations Centre (EOC) was established to strengthen disaster preparedness and response at both national and branch levels, ensuring emergencies are managed in a timely, coordinated, and effective manner. Operating under the Disaster Management Department, the EOC is a central component of MRCS's broader efforts to enhance operational efficiency, accountability, and information management during emergencies.

The EOC is designed to respond to a wide range of hazards, including floods, cyclones, conflict, epidemics, and pandemics, and can scale its level of activation according to the severity and complexity of an event. Based in Yangon, with a backup facility in Naypyitaw, the EOC brings together dedicated staff, trained Red Cross Volunteers (RCVs), and disaster management teams to maintain round-the-clock readiness and support effective response operations



On August 2025, the Myanmar Red Cross, ICRC, and IFRC visited earthquake-affected communities in Sagaing. © IFRC

2. Core Functional Areas

a. Strategic

Strategic decisions during major emergencies are taken by MRCS Leadership, the Director of Disaster Management, and the Emergency Task Force (ETF). Routine decisions are guided through weekly and monthly review meetings, while emergency meetings are convened during periods of heightened alerts or full EOC activation. The Emergency Operations Centre (EOC) supports these processes by providing timely analysis, risk assessments, and early-warning information to inform decision-making and operational planning.

b. Operations

The EOC Manager, in coordination with departmental focal points and Disaster Management Coordinators, oversees overall operational coordination. The EOC operates across four phases—Regular, Monitoring, Alert, and Activation—and is activated by the Emergency Task Force (ETF) as required. During activation, the EOC functions on a 24/7 basis, working closely with branches, field teams, and Operations Managers to mobilize and deploy volunteers and resources. The EOC is deactivated once response operations transition to recovery and handover to the relevant recovery teams.

c. Information Management

The EOC collects, analyses, and disseminates information using a range of tools, including Kobo for field data collection, Excel for record-keeping, dashboards for real-time situational awareness, and WhatsApp for rapid communication. This information supports the production of Situation Reports (SitReps), early-warning alerts, operational updates, and dashboards used by MRCS leadership and partners, enabling timely, evidence-based decision-making.

3. Integration with Government and Partners

The EOC works closely with national authorities, including the Department of Meteorology and Hydrology (DMH), the National Emergency Operations Centre (NEOC), and the Ministry of Health, as well as humanitarian organizations such as IFRC, ICRC, OCHA, and partner National Societies. Formal coordination is achieved through established communication channels, joint planning meetings, and information-sharing protocols. At the local level, MRCS also aligns with authorities and civil protection groups to ensure a coordinated disaster response.

4. Lessons Learned and Adaptation

EOC operations have resulted in faster response times, stronger volunteer engagement, and more informed decision-making. Notable successes include regular SOP drills, timely dissemination of warnings, and robust collaboration with regional branches. Challenges such as staff shortages, sustainability, and interdepartmental coordination have been addressed through RCV training, expansion of operational teams, and refinement of internal SOP.

The EOC's operations have contributed to faster response times, improved volunteer engagement, and stronger data-driven decision-making. Key good practices include regular SOP drills, rapid dissemination of early warnings, and close collaboration with regional branches. Challenges such as limited staffing, sustainability concerns, and interdepartmental coordination have been addressed through targeted RCV training, expansion of operational teams, and refinement of internal SOPs. These ongoing adaptations continue to strengthen MRCS's capacity to manage both small- and large-scale emergencies effectively.