

# PHILIPPINE RED CROSS



## Emergency Operations Centre

### Case Study

### Summary

<b>National Society</b>	<ul style="list-style-type: none"><li>• Philippine Red Cross</li></ul>
<b>EOC Level(s)</b>	<ul style="list-style-type: none"><li>• Emergency Operations Center in the National Headquarters in Mandaluyong Philippines</li></ul>
<b>Year Established</b>	<ul style="list-style-type: none"><li>• Established - 2008</li><li>• Operations Center Upgrade - 2015 Installation of Dispatch System - 2018</li></ul>
<b>Administrative Coverage</b>	<ul style="list-style-type: none"><li>• 101 chapters with 47 branches</li></ul>
<b>EOC Type</b>	<ul style="list-style-type: none"><li>• In a building</li></ul>
<b>EOC Modality</b>	<ul style="list-style-type: none"><li>• Permanently active everyday</li></ul>
<b>Supporting NSs</b>	<ul style="list-style-type: none"><li>• EOC was supported by the following</li><li>• IFRC, ICRC, American Red Cross, Magen David Adom</li></ul>
<b>EOC Specific Staff / Volunteers</b>	<ul style="list-style-type: none"><li>• Operations Center Manager</li><li>• Unit Heads (Operations Unit; Dispatch Unit; Tech Unit)</li><li>• Technical Staff (Operations - 4; Tech - 1)</li><li>• Dispatch Officers</li><li>• OpCen Assistants (Ops-3; Dispatch-1) 2 Radio Operators</li><li>• 7 volunteers/staff from different services for daily monitoring</li></ul>
<b>Governance Line</b>	<ul style="list-style-type: none"><li>• Reports directly to the Chairman and the Secretary General.</li></ul>

## Connection with Authorities

- Coordinates with the National Disaster Risk Reduction and Management Council chaired by Office of the Civil Defense and other Government Agencies including HydroMet and Geological Agencies of the Philippines.

## 1. Context and Characteristics

The Emergency Operations Center (EOC), located at the National Headquarters in Mandaluyong, Philippines, was established in 2008 and has since been strengthened through key upgrades, including an operations center enhancement in 2015 and the installation of a dispatch system in 2018. Operating as a permanently active, building-based facility, the EOC provides continuous monitoring and coordination in support of 101 chapters and 47 branches nationwide. It is staffed by a dedicated team comprising an Operations Center Manager, unit heads across operations, dispatch, and technical areas, technical staff, dispatch officers, assistants, radio operators, and additional personnel supporting daily monitoring. The EOC reports directly to the Chairman and Secretary General, ensuring strong governance and strategic alignment. Its development has been supported by key partners, including the IFRC, ICRC, American Red Cross, and Magen David Adom, and it maintains close coordination with national authorities, particularly the National Disaster Risk Reduction and Management Council and relevant hydro-meteorological and geological agencies.



Current EOC at the National Headquarters.

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## 2. Core Functional Areas

### a. Strategic

Strategic decisions are made by the PRC leadership, which includes both the Chairman and the Secretary General. The Operations Center provides regular situation reports to leadership and management to support informed decision-making processes. In partnership with technical managers and personnel, designated response actions are reviewed and implemented.

During significant disaster events, extended duty hours are adopted and additional staff from multiple departments and services are mobilised and incorporated into the Operations Center, ensuring a coordinated and collaborative response effort.

During emergencies, the Task Force meets more frequently, especially early on, shifting to fewer ad hoc sessions as situations improve.

## **b. Operations**

The Operation Center at the National Headquarters serves as the Philippine Red Cross's principal hub for communication and information management, continuously monitoring and disseminating critical information during emergencies and disasters. Its central role ensures that timely and accurate data reaches all relevant stakeholders, supporting effective response and coordination throughout the organisation.

### **Roles and Responsibilities**

- Acts as the Emergency Operations Center during major disaster situations, as directed by the Disaster Management Services and sanctioned by Management.
- Determines the appropriate Philippine Red Cross Response Alert Level, ensuring that all National Headquarters services, offices, and local chapters are promptly notified.
- Collects, verifies, and compiles information from Chapter services, offices, and additional relevant sources to maintain a comprehensive situational overview.
- Plans and organises disaster response activities, aligning resources and actions to meet the needs of affected communities.
- Coordinates with other offices to foster a unified and collaborative response across departments and services.
- Maintains consistent communication channels between the National Headquarters and Chapters, facilitating the exchange of information and instructions.
- Oversees the mobilisation and dispatch of PRC emergency teams and vehicles—including ambulances, fire trucks, and rescue trucks—during emergency situations to deliver timely assistance.

### 3. Infrastructure and Equipment

List available physical or digital infrastructure (e.g., office space, screens, radios, power backup, internet, data servers). Include also if the EOC has a backup site or can operate remotely.

<p>Physical infrastructure</p>	<ul style="list-style-type: none"> <li>• Computers</li> <li>• TV Panels</li> <li>• Televisions</li> <li>• Power Supply</li> <li>• Radios</li> <li>• Starlink</li> <li>• Laptop</li> <li>• Office Space</li> <li>• Meeting Room</li> <li>• Telephone and Cellphone</li> <li>• Servers</li> </ul>
<p>Digital infrastructure</p>	<ul style="list-style-type: none"> <li>• Google Products</li> <li>• Executive Dashboard</li> <li>• Facebook Messenger, Viber</li> <li>• Gmal</li> <li>• ArcGIS</li> <li>• Powerbi</li> </ul>

### 4. Integration with Government and Partners

Republic Act No. 10121 designates the Philippine Red Cross (PRC) as the government's permanent humanitarian partner in Disaster Risk Reduction and Management Councils (DRRMCs). PRC representatives coordinate disaster management through these councils and work directly with the National Disaster Risk Reduction and Management Council (NDRRMC). The PRC also partners with the International Federation of Red Cross and Red Crescent Societies (IFRC), United Nations agencies, and other organizations to enhance humanitarian standards, coordinating response efforts with IFRC, ICRC, and national Red Cross and Red Crescent Societies at its Operations Centre.

## 5. Lessons Learned and Adaptation

### Achievements

- The PRC Operation Centre was established in 2008, serving as a central hub for emergency monitoring, coordination, and response, initially overseen by the Office of the Chairman and Secretary General.
- Transitioned from a semi-functional centre (2009–2013) to a fully operational 24/7 facility in 2014, following Typhoon Haiyan, with support from IFRC, ICRC, and the Finnish Red Cross.
- Relocated to PRC Tower in Mandaluyong City in 2015, resulting in enhanced facilities, increased staffing, and the implementation of improved database systems, including volunteer dashboards, asset tracking, and interactive mapping.
- Installed a formal dispatch system in 2018 with assistance from the American Red Cross and Magen David Adom, significantly improving coordination and resource mobilisation.

### Adaptation

- The experience during Typhoon Haiyan in 2014 highlighted the necessity for a fully operational, round-the-clock centre, prompting significant improvements in staffing, procedures, and technology.
- Ongoing collaboration with international partners (e.g., IFRC, ICRC, American Red Cross, Finnish Red Cross, Magen David Adom) has enabled the PRC Operation Centre to continually enhance its capabilities and adopt best practices.
- The centre remains committed to ongoing adaptation, with further upgrades to systems and technology planned by 2025 to address emerging challenges in disaster risk management and humanitarian response.