

ROMANIA RED CROSS



Emergency Operations Centre

Case Study

Summary

National Society	<ul style="list-style-type: none">• Romanian Red Cross-National Society
EOC Level(s)	<ul style="list-style-type: none">• National Coordination and Communication Centre for Disaster Interventions (HQ, Bucharest)• National Coordination and Communication Centre for Disaster Interventions (HQ, Bucharest)• Operational coordination functions at county branch level (41 county branches + 6 Bucharest sector branches)
Year Established	<ul style="list-style-type: none">• 2024 – EOC inaugurated and operationalized (at HQ and KM13 – CTPark).• 2022–2025 – Progressive development of EOC related functions, ICS implementation, and digitalization.
Administrative Coverage	<ul style="list-style-type: none">• National coverage through 47 branches (41 counties + 6 sectors in Bucharest).• Supports volunteer teams and local structures across more than 1,000 communities.
EOC Type	<ul style="list-style-type: none">• Fixed EOC at National Headquarters (CNCC), with hybrid remote operation capacity.
EOC Modality	Hybrid: <ul style="list-style-type: none">• Standby mode for monitoring and preparedness.• Full activation during emergencies.• Partial activation for seasonal risks or major events.
Supporting NSs	<ul style="list-style-type: none">• Italian Red Cross (infrastructure, technical support)• IFRC (DREF, IM tools, surge support)

<p>EOC Specific Staff / Volunteers</p>	<ul style="list-style-type: none"> • Danish Red Cross (IM and EOC guideline support) • 1 EOC Coordinator • 2 EOC Operators • 2 internally trained volunteers for surge support • County branches maintain DM focal points and volunteer emergency teams • Staff enrolled in CVA, MHPSS, and volunteer management workshops.
<p>Governance Line</p>	<ul style="list-style-type: none"> • Reports to the Director of Disaster Management. • Strategic decisions endorsed by the National Crisis Coordination Group.
<p>Connection with Authorities</p>	<ul style="list-style-type: none"> • Integrated into national disaster management structures as auxiliary to public authorities. • Coordinates with DSU, IGSU, CNSU, CNCCI, Ministry of Health, and county emergency committees. • Provides daily/periodic operational reports and operational warnings to branches. • Participates in national and county level emergency meetings.

1. Context and Characteristics

The EOC was established in March 2024 as part of the Romanian Red Cross's Disaster Risk Management modernization, launching the EOC facility, Volunteer Training Centre (KM13 – CTPark), and implementing ICS procedures. By 2024–2025, the EOC became RoRC's central hub, coordinating emergencies, managing DREF operations, issuing daily reports, and supporting branches with logistics, information management, and preparedness for hazards such as floods, storms, heatwaves, drought, population movement, public health crises, technological incidents, and water supply issues.



Romanian Red Cross EOCs. © Romanian Red Cross, 2025

2. Core Functional Areas

a. Strategic

Strategic decisions are determined by the Secretary General and the National Crisis Coordination Group, with support from the Director of Disaster Management. The Emergency Operations Center (EOC) is responsible for providing situational analyses, conducting risk assessments, and offering recommendations regarding resource allocation.

2024-2025 Strategic Outputs:

- Production of daily CNCC reports and ongoing monitoring activities
- Issuance of over 180 operational warnings
- Coordination of DREF Galați initiatives (Ops Update 2 and final report)
- Representation at events including the Civil Protection Forum in Brussels, HIAC Bresso, and DSU/MAI training courses
- Engagement in national and international exercises such as SIMEX, SEISM/CONVEX 3 2025, and Post-Seism TTX

b. Operations

Operational coordination is led by the EOC Coordinator, ensuring that strategic analysis is efficiently translated into field operations.

The EOC follows a structured, pragmatic workflow to facilitate timely and effective response:

1. Monitoring and Early Analysis

The EOC continuously monitors alerts from sources such as DSU/IGSU, ANM, Hydrology, the Ministry of Health, and branch offices. When thresholds are exceeded, internal escalation procedures are triggered, and a preliminary situational analysis is prepared.

2. Activation of Protocols

Activation is based on predefined triggers, including weather events, health emergencies, population movements, or technological incidents. The EOC issues an official Activation Notice to branches and partners, opens an Incident Log, and implements Incident Command System (ICS) roles as appropriate.

3. Leadership and Decision Flow

The EOC Coordinator oversees operational coordination and conducts internal briefings. The Director of Disaster Management validates recommendations and allocates resources, while the National Crisis Coordination Group provides strategic guidance during complex emergencies.

4. Translation of Decisions into Field Action

Operational decisions are translated into tasking orders issued to branches. Logistics manages dispatches from national and regional stocks, while Information Management consolidates field data into situation reports and dashboards to inform ongoing operations.

5. Engagement with Branches and Field Teams

Communication is maintained through dedicated channels such as Teams, WhatsApp, and phone. Branches provide 5W updates every 2–4 hours during activation. Field teams submit photos, beneficiary lists, and distribution records, contributing to the Common Operational Report. The EOC provides continuous guidance and coordinates with local authorities to ensure unified action.

6. Feedback and Adaptation

Real-time field data informs adjustments to distribution plans, volunteer deployment, and logistics routes. Daily briefings promote coordination and alignment between headquarters and branch offices, enabling agile and responsive operations.

c. Information Management

The EOC utilizes a range of digital and communication tools, including Kobo Toolbox for field data collection, Excel and standardized templates for record-keeping, WhatsApp and Teams for rapid communication, and Power BI dashboards for real-time situational awareness.

Key deliverables include Situation Reports (SitReps), operational updates, leadership briefings, and dynamic dashboards that support timely, evidence-based decision-making.

3. Infrastructure and Equipment

- Dedicated operations room equipped with multi-screen displays
- High-speed internet access and secure communications
- Radio equipment (Motorola MTP3550; TETRA radios tested in 2025)
- Backup power sources (UPS and generator)
- Videoconferencing tools and platforms for digital collaboration
- Secure storage and cloud-based data backup
- Workstations available for both staff and surge volunteers
- Capability for remote operations
- Volunteer Training Center located at KM13 – CTPark
- Training kits prepared and distributed in 2025
- Launch of dedicated financial accounts in 2025

4. Integration with Government and Partners

The Romanian Red Cross (RRC) operates as an auxiliary to public authorities, and the EOC is designed to support and complement national disaster management systems without duplicating existing structures.

- Works with DSU, IGSU, CNSU, CNCCI, and county committees under legal and long-term agreements.
- Synchronizes operations with national authorities for consistency.

Integration into National Systems

- Takes part in coordination meetings at national and local levels, offering SitReps, assessments, and humanitarian options.
- EOC contributions inform national decisions; branch actions align with local priorities.

Adaptation to Emergency Contexts

- In rapid disasters aligns with DSU/IGSU cycles, mobilizes volunteers, distributes aid.
- For health emergencies: coordinates with health ministries, manages risk communication, provides auxiliary support.

- During population movements: partners with UN agencies, border and local authorities.
- For technical/water issues delivers logistics, WASH, and community support in line with relevant agencies.

5. Lessons Learned and Adaptation

Achievements

- Full operationalization of the EOC and Volunteer Training Centre.
- Coordinated responses to complex emergencies and DREF interventions.
- Upgraded Information Management systems and digital tools.
- Expanded training initiatives for volunteers and staff.
- Enhanced logistics, resource tracking, and transparency protocols.
- Increased visibility and representation at national and international levels.

Adaptations

The EOC's operations from 2024–2025 highlight the importance of adaptability, structured processes, and continuous learning in disaster response. Key lessons include the critical role of standardized reporting and transparency for evidence-based decision-making, the value of field-based exercises in validating ICS procedures and equipment functionality, and the benefits of early integration of Cash and Voucher Assistance (CVA) and Mental Health and Psychosocial Support (MHPSS) in planning and operations.

Ongoing challenges, such as digital interoperability and regional stockpile management, have been addressed through targeted improvements, while structured debriefings after operations have provided significant operational insights.

Looking forward, the EOC aims to further enhance adaptability and preparedness through:

- Standardized national reporting following DREF activations and field exercises.
- Regional simulation exercises for earthquakes, floods, and extreme weather events.
- Expanded WASH, MHPSS, and CVA-ready stockpiles for rapid deployment.
- Strengthened CVA/MHPSS capacities and piloting of digital transfer programs.
- A unified operational management platform to improve coordination.
- Increased institutional representation within national and European frameworks to influence policy and partnerships.