Requesting emergency deployments from UNHCR internal deployment mechanism

20 October 2023

Key points

- Country operations under emergency declaration (L1, L2, L3) can request additional staff from UNHCR internal emergency deployment mechanisms. The roster members are trained and on call to be deployed to emergency operations at short notice

- First responder mechanisms of the Regional Bureaux and corporate missions from HQ divisions and other operations complement the global emergency deployment mechanisms

- Emergency deployment requests from the internal deployment mechanisms need to include TORs and to be endorsed by the Representative and the Regional Bureau

- To request an emergency deployment, contact the Emergency Preparedness, Deployments and Partnerships Section (EPDPS) in the Division of Emergency, Security and Supply (DESS)

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1. Overview

UNHCR is committed to deploying the right people to the right place, at the right time, to effectively respond to emergencies. In line with [UNHCR's Policy on Emergency Preparedness and Response](#), at any point during an emergency declaration (L1, L2 or L3), country operation(s) may request deployments from internal and/or external (standby partners) deployment mechanisms to address increased or new humanitarian needs. This entry provides information on internal deployment mechanisms. For detailed information on external deployment [Requesting deployments from emergency standby partners](#).

If you are a UNHCR staff interested in applying for internal emergency deployment schemes, more information can be found in the [Frequently Asked Questions on Emergency roster membership and deployment](#).

2. Relevance for emergency operations

UNHCR maintains internal emergency deployment capacity through the following deployment schemes:

- DESS Emergency Surge Team;
- Emergency Response Team (ERT);
- Senior Corporate Emergency Roster (SCER);
- Emergency Functional Rosters.

UNHCR's internal emergency deployment mechanisms enable the organization to maintain 100-150 active roster members at any given time for eventual emergency deployments. First responder mechanisms of the Regional Bureaux and corporate missions from HQ divisions and other operations complement these global emergency deployment schemes.

DESS is responsible for managing UNHCR's internal emergency deployment schemes (DESS Emergency Surge Team, ERT and SCER), and jointly manages Emergency Functional Rosters with relevant HQ divisions.

3. Main guidance

This section first provides information on the types of UNHCR's internal emergency deployment mechanisms, followed by advice to the operations on how to request such emergency deployments.

1. Emergency Surge Team of the Division of Emergency, Security and Supply (DESS)

The DESS Emergency Surge Team is a multi-functional team of emergency professionals who can be deployed at short notice as a team or individually to provide emergency response coordination as well as specific technical support in declared emergencies. Deployments can also be sought exceptionally in other situations that are being considered for an emergency declaration or based on corporate priorities, as decided by the DESS Director.

2. Emergency Rosters (managed by DESS)

Roster	Details	Deployment within (hours)	Roster commitment period (months)	Deployment duration (months)

		Deployed within (hours)	Commitment period (months)	Deployment duration (months)
Emergency Response Team (ERT)	Contains all profiles	72	9	3
	Roster members participate in the Workshop on Emergency Management (WEM)			
Senior Corporate Emergency Roster (SCER)	Profiles include emergency coordination, managerial functions	72	9	2 with possibility to extend
	Participation in the Senior Emergency Leadership Programme (SELP)			

3. Emergency Functional Rosters (managed jointly by DESS & the Divisions)

Emergency Functional Roster	Jointly managed by	Related profiles and trainings	Deployed within (hours)	Commitment period (months)	Deployment duration (months)
Information Management	DESS and Global Data Service (GDS)	Information Management Training of Information Management in Emergencies (TIME)	72	12	3

Interagency Coordination	DESS and Partnership and Coordination Service (PCS) and clusters	Protection, CCCM, and Shelter Coordination	72	12	3
		Interagency Coordination Course (IACC)			
Registration	DESS and GDS	Registration, Operational Data Management (ODM) Emergency Registration Learning Programme (ERLP)	72	9	3

Advice to request an emergency deployment from UNHCR internal emergency deployment mechanisms listed above

- **Contact EPDPS/DESS**. The request must be endorsed by the Representative and the Regional Bureau, and accompanied by the following:
- **An official request** by email, containing the following information:
    - Mission location
    - Deployment duration
    - Language requirements
    - The budget code for travel and DSA: UNHCR internal Staff (ABOD), or International United Nations Volunteer (OPS)
    - Visa requirements
- **Terms of Reference (TORs)**:
- UNHCR colleagues can find the TORs template on the [Emergency Response and Preparedness Portal](#) (accessible to UNHCR staff only).
- The TORs should include clear reporting lines (name of supervisor) and concrete deliverables.
- On request, DESS can provide generic or specific TORs for certain functions to be adapted for the operational context.
- **An existing welcome package** for new staff or a one pager on useful information on the following:
    - Security level/situation
    - Description of working conditions (availability of laptops and communication

equipment, vehicles, internet access, etc.)
- Description of living conditions (accommodation, electricity, food, water, etc.)
- **The DSA and travel costs of UNHCR internal emergency roster members are covered by the requesting operation.**
- Staff on the ERT, Emergency Functional Rosters or SCER rosters, as well as DESS Surge Team members are **mobilized within 72 hours** after receiving the official travel instructions from DESS, if visa is not required.
- When contemplating to request emergency deployees, ensure to provide required administrative support, such as office space, equipment, and accommodation, etc.
- **Plan from the onset** for mid/longer term staffing needs.

Post emergency phase

While operations may request deployments from internal or external deployment schemes at any time during which they are covered by an emergency declaration (L1, L2 or L3), emergency operations are required to look at sustainable staffing options from the start, and to think about the medium- and longer-term staffing plans.

4. Links

[Emergency Preparedness and Response Portal – Emergency Deployment & Service Pac...](#)

5. Main contacts

CONTACT UNHCR Emergency Service (ES) / Emergency Preparedness, Deployments and Partnership Section / EPDPS at: HQDEPLOY@unhcr.org