



# **DISASTER MANAGEMENT STRATEGIC PLAN FOR THE DISTRIBUTIVE TRADE**



# NATIONAL DISASTER MANAGEMENT STRATEGIC ACTION PLAN

## FOREWORD

In the aftermath of Hurricane Ivan in September 2004, the then Ministry of Commerce, Science and Technology (with Energy) in keeping with its responsibilities, became integrally involved in the national response to the disaster.

Arising from that experience, the Hon. Phillip Paulwell mandated that the Ministry and its agencies design and implement a disaster response strategy to minimize the potential dislocation brought on by natural disasters such as hurricanes, floods, and earthquakes.

The passage of Hurricane Ivan also crystallized the need for persons – businesses, consumers and agencies of the state to have access to readily available information to assist them in combating the effects of natural disasters. This document, therefore, outlines the planks of a disaster response strategy for the Distributive Trade, with its primary objectives being to complement the National Disaster Response Strategy, to act as a buffer to the Distributive Trade from protracted or preventable dislocations, and to provide a secure and stable market place for the Jamaican consumer during times of emergency.

This Plan is the result of a consultative process, anchored by the Consumer Affairs Commission (CAC) and involving the participation of various representatives from the Distributive Trade, Office of Disaster Preparedness and Emergency Management (ODPEM), Jamaica Customs, the Agriculture, Health and Security Sectors and a wide range of other governmental and non-government interests. We wish to acknowledge all those who have contributed to its development and implementation.

# TABLE OF CONTENTS

	Page
EXECUTIVE SUMMARY .....	3
MESSAGE FROM THE MINISTER .....	5
MESSAGE FROM THE PERMANENT SECRETARY .....	6
DIRECTION AND CONTROL .....	7
IDENTIFICATION OF CRITICAL ITEMS AND QUANTITIES BY MAJOR PRODUCER (S) OR DISTRIBUTOR (S) .....	8
IDENTIFICATION OF AUXILIARY/SUPPORT SECTORS OR COMPANIES AND PROPOSED ROLES .....	13
PROTOCOL FOR INVOLVEMENT OF AUXILIARY/SUPPORT SECTOR OR COMPANY .....	14
SANCTIONS AND PENALTIES .....	14
STEP-BY-STEP PLAN – ADMINISTRATION LOGISTICS .....	15
SUPPLIES FROM THE ENERGY SECTOR .....	18
COMMUNICATIONS .....	19
RECOVERY AND RESTORATION .....	20
GLOSSARY - TERMS AND CLASSIFICATION OF VARIOUS DISASTERS .....	21
<b>APPENDICES</b>	
I. Committee Member Contact .....	26
II. Press Release I .....	27
Press Release II .....	28
III. National Plan for Kerosene .....	30
IV. Tips on Preparing for a Hurricane .....	37

## **SECTION I**

### **EXECUTIVE SUMMARY**

The Ministry of Industry, Technology, Energy and Commerce (MITEC) together with its agencies and departments have responsibility for several important functions including manufacturing, distribution and energy. The smooth distribution of basic supplies becomes vital in case of disasters that impact the supplies and availability of goods and services. Energy is critical to the functioning of our economy, particularly petroleum based products including gasoline, diesel & kerosene.

This manual focuses on the three most likely disasters, namely hurricane, floods and earthquakes. It also provides a general guideline as to the appropriate response to other sources of dislocation in the economy such as external shocks derived in the source countries from which many of the listed commodities are obtained. All three disasters have the potential to dislocate the Distributive Trade either through reduction of supplies, spoilage of food supplies or the prevention of movement of goods through the channels to wholesalers and retailers and ultimately to the wider population

The purpose of this plan is to reduce the impact of these disruptive events by putting in place a disaster management strategy. Through this manual, mechanisms and responses will be implemented to bring back a state of normality as quickly as possible to the Distributive Trade and minimize the negative effects of such disruptive events on the Jamaican consumer.

Since food supply is vital to life, the Ministry seeks to play a consultative and coordinating role in disaster management and mitigation of the effects of a disaster. The Ministry's plan therefore establishes a link with the Ministry of Agriculture. The local Agricultural Sector has a critical part to play in food supply and it is therefore imperative that MITEC is aware of the extent of dislocation in this sector, which can only come through contact with the Ministry of Agriculture and the Jamaica Agricultural Society.

Of necessity, the plan deliberately focuses on basic commodities and the need to minimize disruption to the trade and ensure adequate supply of safe food and water to the wider public. The purpose of the plan is to quickly identify the areas of interruption of the supply of food and energy to the economy. Thus an overall assessment of the extent of dislocation is first made together with a breakout of regions which are adversely affected so that there can be an appropriate response.

The main objectives are:

- To monitor and ensure increases in the inventory levels of critical items before the onset of the hurricane season so that people have the opportunity to stock up on extra supplies for emergencies
- To have a buffer stock of one month's supply in place at strategic locations.
- To ensure that hospitals and places of safety have adequate stocks of food, and access to medical and hardware supplies. (Regional Health Authorities) Critical items to include dry ice to ensure safe storage of first response medication such as insulin etc. This will be facilitated through linkages with the Ministry of Health.
- To have an updated report (within 48 hours) before the hurricane on the availability of petrol & kerosene facilitated through linkages with Petcom and Petrojam
- To Activate the MITEC disaster plan<sup>1</sup> immediately through contact with members of the Ministry's Distributive Trade Disaster Committee.

#### **Authorities and responsibilities of key persons**

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<sup>1</sup> The ministry's manual also operates in the framework of the overall National Disaster Plan and therefore reports and implementation of response are guided by this plan

The Minister of Industry, Technology, Energy and Commerce has overall responsibility for reporting to the nation in the event of a disaster under this plan. He has the authority to summon the committee, seek clarification, direct on issues of national interest. The committee is responsible to keep the Minister up to date by providing State of Readiness report prior to the onset of the hurricane season, as well as report on the prices of basic goods.

The role of each committee member is outlined and covers the responsibility he/she has within the wider committee and response strategy. Each committee member is expected to provide a report on activities in preparation for potential disasters.

#### Types of Emergencies that could occur

The types of emergencies that are provided for are hurricanes, floods and earthquakes. A monitoring system is put on wider alert in the hurricane season, which falls between June and November each year. In cases of weather systems that bring floods, some alert is also raised and appropriate action implemented.

#### Where response operations will be managed

Response operations will be managed through a Disaster Committee with a specially formed sub-committee that will coordinate at the ground level. Each Sub-Committee will be managed by a Committee member who will provide reports to the wider Committee for onward transmission to the Minister. The Consumer Affairs Commission will coordinate the activity.

The Committee will monitor the following critical institutions:

##### **Direct**

- Ports/Customs or point of entry as a critical component
- Trucking/Haulage
- Distribution Association
- Retailers Associations

##### **Indirect**

- Airport Authority
- Ministry of Agriculture
- Ministry of Health
- Jamaica Defense Force Air Wing
- Department of Geology, UWI Mona

Prior to the hurricane season the Committee will obtain a report on:

- the state of readiness at the ports and at customs
- the responsible parties to include the contingency plans for their operation in case of disaster and or damage to its facilities.

Prior to the hurricane season the Airports Authority, JDF Air Wing and the Haulage Sector will be required to provide a report on their state of readiness and contingencies to include fuel and other supplies needs.

## **MESSAGE FROM THE MINISTER OF INDUSTRY, TECHNOLOGY, ENERGY AND COMMERCE**

**The Honourable Philip Paulwell**



In September 2004, many of our fellow citizens were severely affected by the arrival of Hurricane Ivan and the resultant instability and devastation that followed.

The Ministry, along with its agencies such as the Consumer Affairs Commission (CAC), and the Food Storage & Prevention of Infestation Division (FSPID), Petrojam, and the Bureau of Standards spearheaded efforts in providing up-to-date information to consumers regarding prices and in ensuring the safety and availability of food supplies. All of this formed the basis of an appropriate management response to adequately treat with the dislocations and the impact of the disaster not only on households, but also the Distributive Trade.

Out of that experience, I directed that the Ministry design and implement a formal disaster response strategy so that we would have a standard approach to dealing with the general dislocations that take place following a natural disaster, such as Hurricane Ivan.

This National Disaster Management Action Plan, therefore, provides guidelines to assist in minimizing the disruptive impact of disasters on the Distributive Trade, with particular focus on basic commodities and to ensure swift return to a state of normalcy.

We recognize that disaster planning does not guarantee absolute preparedness but instituting prior arrangements can help alleviate the plight of the consumers. We must ensure that all our agencies and departments are unified, responsive, and committed to disaster management and prevention, and we welcome the role this manual will play in that regard, whilst helping to secure and protect our food and energy supplies, protect consumers, preserve lives and protect property.

Phillip Paulwell

## MESSAGE FROM THE PERMANENT SECRETARY

Dr. Jean Dixon



With our country's susceptibility to natural disasters such as earthquakes and hurricanes, disaster preparedness and management must be a priority and concern for all Jamaicans.

Traditionally, there is heightened awareness and preparations during the hurricane season but the reality is that a disaster can strike at any time. We must always be prepared. The key to a successful recovery is planning ahead, whilst taking the necessary steps to prevent and minimize risk to life and property.

We want to avoid the uncertainties, panic and the diversity of messages and instructions that can come from an unplanned situation. This National Disaster Management Action Plan, therefore, outlines steps that the Ministry, its agencies and members of the distributive trade can take before, during and after disaster strikes, when the manner and speed in which we respond will be critical. By serving as a roadmap for rapid and effective response management and commitment, this plan will help to ensure the safety and security of our food and energy supply, continued operation of our distributive system, and the welfare of victims or potential victims in various parts of the island.

Ultimately, our goal is to achieve a "seamless" approach to the way we function in a disaster and this manual is a comprehensive tool to help us accomplish that mission.

Jean Dixon, PhD, MBA

## **SECTION II**

### **DIRECTION AND CONTROL**

This section will seek to outline the duties of individual Committee Members and the lines of Communication and Information Management within the sub-sectors represented on the Committee.

#### **Terms of Reference Of the Disaster Management Sub-Committee**

For several years the Hon. Minister Paulwell has held regular meetings (usually monthly) with producers, distributors and consumer interest groups to monitor the supply and prices of basic food supplies. The Consumer Affairs Commission (CAC) provides secretariat support to the Committee. This standing Committee provides the ideal platform for the coordination of the Distributive Trade in the event of a disaster and is a critical resource team in disaster management related activities.

Arising from the meeting of the Distributive Trades, held Friday 2005 January 7, the Honourable Phillip Paulwell, Minister of Industry, Technology, Energy and Commerce mandated the establishment of a Disaster Management Sub-Committee of the Distributive Trades Committee.

The purpose of the Committee includes the:

1. Development of appropriate response strategies to deal with interruptions and potential interruptions of the retail and trading activities within the Jamaican market place especially as it applies to basic consumer goods and services
2. Timely advise the Minister and the Ministry of any such interruptions and potential interruptions so that an appropriate response may be implemented and so mitigate against deleterious impact on the sector
3. Establishment and maintenance of a working database that would seek to track seasonal flux within the trade in response to fluctuations in supply and demand
4. Assistance in institutional understanding of the nuances of the retail and trading sector, specifically as it relates to externalities that will impact the supply of basic consumer goods and services and in so doing contribute to greater stakeholder understanding and consumer education
5. Assistance in institutional understanding of the net demand of the market for specific goods and services and in so doing contribute to greater stakeholder understanding and consumer education
6. Advising on the composition of the Disaster Management Sub-Committee, including the co-opting of other persons or expertise as the case may be
7. Establishment of a network of contact persons and stakeholders to become activated in the event of any interruption or likely interruption within the retail and trading sectors

**Composition of the Disaster Management Sub- Committee:**

The committee must include representatives of the major industries /stakeholders in the sector, thus the membership was appointed as follows:

**Table 1**

<b>INSTITUTION</b>	<b>ROLE</b>	<b>REPRESENTATIVE</b>
CAC	Overall Co-ordination and Public Education	Mrs. Dolsie Allen
Ministry of Industry, Technology, Energy and Commerce	Liaison within the Ministry	Mrs. Andrene Collings
Ministry of Agriculture	Assessment of damage to Agricultural Sector following disaster	Mr. Sandor Pike
Jamaica Flour Mills Ltd.	Major Importer/Producer – Movement of Goods	Mr. Derrick Nembhard
Grace Kennedy & Co. Ltd.	Major Distributor/Producer – Movement of Goods	Mr. Ryan Mack
Super Plus Food Stores	Retail Trade	Mr. Richard Chen
National Consumers League	Consumer Interest	Mrs. Joyce Campbell
Hardware Merchants Association	Hardware Sector	Mr. Michael Brooks

**Scope of the Sub-Committee:**

The Committee was formed after the passage of Hurricane Ivan, and initially sought to properly describe the impact of that Hurricane on the Distributive Trade, and the effectiveness of the various responses to the matters that arose from the passage of the Hurricane. It is however being proposed that the scope of work of the sub-committee be eventually expanded to include focus on externalities that from time to time have significant impact on the supply and price of basic consumer goods and services.

**Administrative Matters:**

1. Meetings are to be convened on a quarterly basis, however based on the exigencies of the circumstances more frequent meetings may be convened.
2. A quorum of three persons in addition to the Chair is required for each meeting.
3. In case of absence, another decision making representative should be nominated to attend.

**SECTION III****IDENTIFICATION OF CRITICAL ITEMS AND QUANTITIES BY MAJOR PRODUCER (S) OR DISTRIBUTOR (S)****Preamble**

The following tables are intended to provide a guide as to the critical items and their suppliers within the Distributive Trade. Based on the experience with Hurricane Ivan, the importation records with respect to the items included at Table 2 were requested from the Jamaica Customs Department. This information will be compared with the importation records for these items prior to Hurricane Ivan to obtain a best estimate of the additional demand brought on by the passage of the Hurricane. This will provide an estimate of the “Hurricane Buffer Stock” and will assist in programming appropriate policy decisions such as, tariff arrangements, duty waivers etc. to “shore up” the local supplies and encourage increases in importation before the onset of the hurricane season.

The CAC will monitor major distributors to ensure that they have a buffer stock of at least a month's supply of critical items of food, medication, building supplies and water – dependent on safe storage capacity. Some of the major cold storage facilities are: Kingston Wharves, the Kingston Ice Making Company Limited, Happy Ice, May Pen Ice, Trade Winds, Jamaica Broilers, IGL – Dry Ice, Matrix Ice

**Table 2**

## MEAN MONTHLY AVERAGE SUPPLIES OF CRITICAL BASIC ITEMS

*for the period May - October 2002-2004*

PRODUCT		QUANTITY (kg)	VALUE *
RICE	Imported	2,841,718.14	J\$78,492,583.24
	Local	3,300,000.00	n/a
FLOUR (Baking and Counter)	Imported	388,932.71	J\$9,789,041.38
	Local	10,000,000.00	n/a
CORNMEAL	Imported	210,130.02	J\$6,104,397.85
	Local	700,000.00	n/a
SUGAR		4,303,088.35	J\$99,577,425.42
CRACKERS, BREAD, OTHERS		125,807.74	J\$28,521,306.76
CANNED CORNED BEEF		366,379.96	J\$44,974,721.61
CURED MEAT		4,140.25	J\$748,206.55
CANNED MACKEREL		540,980.21	J\$44,044,039.92
TUNA		33,374.47	J\$3,849,929.20
CANNED SARDINES		186,694.03	J\$29,021,176.27
BEANS		60,573.98	J\$3,220,824.74
COOKING OIL		80,981.41	J\$11,452,353.56
BUTTER OR MARGARINE		171,920.95	J\$22,271,368.39
CANDLES		19,648.42	J\$4,084,044.69
MATCHES		14,379.46	J\$2,064,703.59
BATTERIES		31,393.82	J\$12,990,072.55
ROPE		141,713.54	J\$11,622,617.03
SOAP		177,657.33	J\$64,170,216.15
BLEACH		829,469.47	J\$9,071,418.54
DISINFECTANT		87,517.57	J\$11,832,636.12
TISSUE		516,721.50	J\$60,707,662.99
SANITARY NAPKIN		77,735.25	J\$20,232,654.14
WATER		200,598.37	J\$10,488,297.67
COAL			

Source: Jamaica Customs

\* This represents the CIF Value of imports as well as all applicable taxes such as Import Duty, GCT, SCF, CESS and CUF

**Table 3**

**CRITICAL BASIC ITEMS & MAJOR SUPPLIERS**

PRODUCTS	MAJOR SUPPLIERS
<b>FOOD &amp; BEVERAGE</b>	
<b>PROTEINS</b>	
Canned Corned Beef	1. Grace Food & Service Company 2. Lasco Distributors Ltd 3. Musson Jamaica Ltd.
Canned Mackerel	
Canned Sausage	
Cured Meats	
Cured Fish	
Beans	
Tuna	
Canned Vegetables	
Canned Sardine	Lascelles DeMercado & Company
<b>STAPLES</b>	
Flour	Jamaica Flour Mills
Rice	Jamaica Rice Milling Co. Ltd
Cornmeal	Seprod Ltd.
Sugar	Jamaica Cane Products Sales
Crackers	Jamaica Biscuit Company Ltd.
Bread	National Continental: Purity
Bun	National Continental: Purity
<b>OILS AND FATS</b>	
Cooking Oil	Grace Kennedy, Facey Commodity; Seprod Ltd.
Butter/Margarine	Grace Kennedy, Facey Commodity; Seprod Ltd.
	1. National Water Commission 2. Wisynco Group 3. Catherine's Peak (Peak Bottling Co. Ltd.) 4. Grace Kennedy Company Ltd.
<b>DRINKING WATER</b>	
<b>HOUSEHOLD</b>	
<b>TOILETRIES</b>	
Soap powder	Musson Jamaica Ltd.
Bleach	Supreme Chemicals; Lasco; Grace
Disinfectant	Supreme Chemicals
Tissue	Grace Kennedy Ltd; Amalgamated Distributors Ltd; H.D. Hopwood Ltd
Sanitary Napkin	
Water (General Use)	National Water Commission
<b>EMERGENCY LIGHTING/STORAGE PRODUCTS</b>	
Matches	Beal Industries Ltd
Batteries	Medi-Grace Ltd; Carimed Ltd
Kerosene	1. Petrojam 2. Jamaica Kerosene Retailers Assn.
Candles	Hi-Grade Candle Ltd; Spotlight Candle Co. Ltd; Candlelight Collections Ltd
Dry Ice	Industrial Gases Ltd.
Coal	

Table 3 (Cont'd)

### CRITICAL BASIC ITEMS & MAJOR SUPPLIERS

HOUSEHOLD CONT'D	
EMERGENCY LIGHTING/STORAGE PRODUCTS (CONT'D)	
Inverters	1. Malls of America 2. Price Smart
HARDWARE	
ZINC AND EASY CONSTRUCTION MATERIALS	
Lumber	1. Hardware and Lumber Ltd. 2. Mainland
Ply	
Tarpaulin	
Rope	
Nails	
Zinc	
PHARMACEUTICALS	
MEDICATION FOR:	
Hypertension/High Blood Pressure	1. H.D. Hopwood & Co. Ltd 2. Carimed 3. Qualcare Ltd. 4. Medimpex W.I. Ltd 5. Lasco - Pharmaceutical Division 6. Facey Commodity - Pharmaceutical Division
Cardiac or Heart Disease	
Asthma	
Epilepsy	
Psychotic Behaviour	
Diabetes	
GENERAL	
Anti-viral Medications	GlaxoSmithKline
Anti-bacterial Medications	1. GlaxoSmithKline Caribbean 2. H.D. Hopwood & Co. Ltd. 3. Carimed 4. Qualcare Ltd. 5. Medimpex W.I. Ltd. 6. Lasco - Pharmaceutical Division 7. Facey Commodity - Pharmaceutical Division
Rubbing Alcohol	
Bandages	

**Table 4**

**CRITICAL BASIC ITEMS MONTHLY NATIONAL CONSUMPTION**

ITEMS [NEEDED FOR ONE (1) MONTH]	QUANTITIES**
<b>FOOD &amp; BEVERAGE</b>	
<b>PROTEINS</b>	
Canned Corned Beef -	120,000 Cases (24x12oz.)
Canned Mackerel	100,000 Cases (100x5oz.)
Canned Sausage	60,000 (48x4oz.)
Cured Meats	
Cured Fish (Salt Fish)	100,000(40kg cases)
Beans	20,000 Cases (48x10oz.)
Tuna	15,000 Cases (48x70oz.)
Canned Vegetables	20,000 Cases (24x15oz.)
Canned Sardine	30,000 Cases (50x50oz.)
<b>STAPLES</b>	
Flour	235,000 x 45kg Bags
Rice	180,000 x 45kg Bags
Cornmeal	35,000 Bags (20Kg. Bag)
Sugar	4,500 tonnes
Biscuits	
Bread***	114,000 x 100lb
Bun	
<b>OILS AND FATS</b>	
Cooking Oil	142,000 Cases (12x1litre bottles)
Butter/Margarine	65,416 Pails; all sizes converted to 20 Kg.
Drinking Water	170,000 (12x1litre)
ITEMS [NEEDED FOR ONE (1) MONTH]	QUANTITIES
<b>HOUSEHOLD</b>	
<b>TOILETRIES</b>	
Soap powder	110,000tonnes (20x400grams)
Bleach	21,000 Cases (6x ½ gallon)
Disinfectant	10,000 Cases (12x1Litre)
Tissue	250,000 Cases (24 rolls)
Sanitary Napkin	20,000 Cases (18 packs of ten)
Water (General Use)	
<b>EMERGENCY LIGHTING/STORAGE PRODUCTS</b>	
Matches	5,000 Cases (500 packs)
Batteries	
Kerosene	
Candles	2,000 Cases (240 per case)
Dry Ice	

\*\*Source: Grace Kennedy and Company Ltd.

\*\*\*Source: Jamaica Rice Milling Co. Ltd.

## SECTION IV

### IDENTIFICATION OF AUXILIARY/SUPPORT SECTORS OR COMPANIES AND PROPOSED ROLES

Table 5

AUXILLIARY SUPPORT ORGANISATIONS TO MAJOR DISTRIBUTORS		
	ORGANISATION	ROLE
1	West Indies Alumina Company	Transportation/Distribution
2	Ministry of Transport and Works	Transportation/Restoration
3	National Works Agency	Transportation/Restoration
4	Jamaica Urban Transport Company Ltd.	Transportation
5	Bouygues Travaux Publics	Transportation
6	Office of Disaster Preparedness and Management	Distribution
7	Jamaica Council of Churches	Distribution
8	Kingston and St. Andrew Corporation	Distribution
9	Portmore Municipal Council	Distribution
10	Parish Councils	Distribution
11	Jamaica Defence Force	Transportation/Distribution/Restoration
12	Jamaica Constabulary Force	Distribution/Security
13	Food for the Poor	Distribution
14	Rural Agriculture Development Authority	Restoration - Agriculture
15	Jamaica Agricultural Society	Distribution/Restoration - Agriculture
16	Grace Kennedy & Co. (Shipping) Ltd.	Shipping
17	Port Authority of Jamaica	Distribution/Ports
18	Jamaica Customs	Distribution/Ports
19	Bureau of Standards	Ports
20	Importers and Distributors Association	Distribution
21	Jamaica Chamber of Commerce	Distribution
22	National Solid Waste Management Authority	Restoration
23	Ministry of Agriculture	Ports/Restoration
24	Ministry of Finance	Ports
25	Food Storage and Prevention of Infestation Division (MCST)	Ports/
26	Ministry of Health	Health Care
27	Hardware Merchant Association	Distribution
28	Bakers Association	Distribution
29	Jamaica Fire Brigade	Restoration
30	Kingston Wharves	Cold Storage
31	Media Association of Jamaica	Public Education
32	Jamaica Information Service	Public Education
33	Industrial Gases Ltd.	Cold Storage
34	Department of Geology, University of the West Indies	Public Education
35	Airport Authority	Transportation
36	Jamaica Kerosene Retailers Association	Storage and Retail

## **SECTION V**

### **PROTOCOL FOR INVOLVEMENT OF AUXILIARY/SUPPORT SECTOR OR COMPANY**

This manual is part of an overall disaster plan for the Ministry and the nation therefore it must operate in this framework. It operates in collaboration with the Office of Disaster Preparedness and Emergency Management (ODPEM).

It is autonomous in that it prepares for potential disasters by using a committee to manage certain precautions. In the event of disaster it is flexible based on the extent of a disaster and operates in the wider implementation of the ODPEM plan for recovery.

## **SECTION VI**

### **SANCTIONS AND PENALTIES**

#### Prevention of Anti -Competitive Behaviour

The experience gained from Hurricane Ivan has confirmed that there are three key elements that must form a part of the Ministry's approach to anti-competitive behaviour. These are in essence; product availability, information and regulation. Details on these follow:

- o There is little substitute for the actual availability of basic commodities in the event of a disaster. In this regard, the Ministry and its agencies must continue to play a critical role. For example, the rice industry was closely monitored during the months preceding Hurricane Ivan and approval was secured for the suspension of the tariff on imports of extra-regional rice. This rice was imported and off-loaded approximately one week before the Hurricane. The ready availability of rice, cornmeal and flour following the Hurricane was a major contributor in getting the distributive sector back on track fairly quickly.

The Hurricane also highlighted the need for individual preparedness during the Hurricane Season. The CAC will, therefore, support the efforts of ODPEM in reminding consumers of the importance of being prepared during the Hurricane Season.

- o Regular and accurate information to the public. A consumer empowered with information on the marketplace is a consumer that can defend his/her interests.

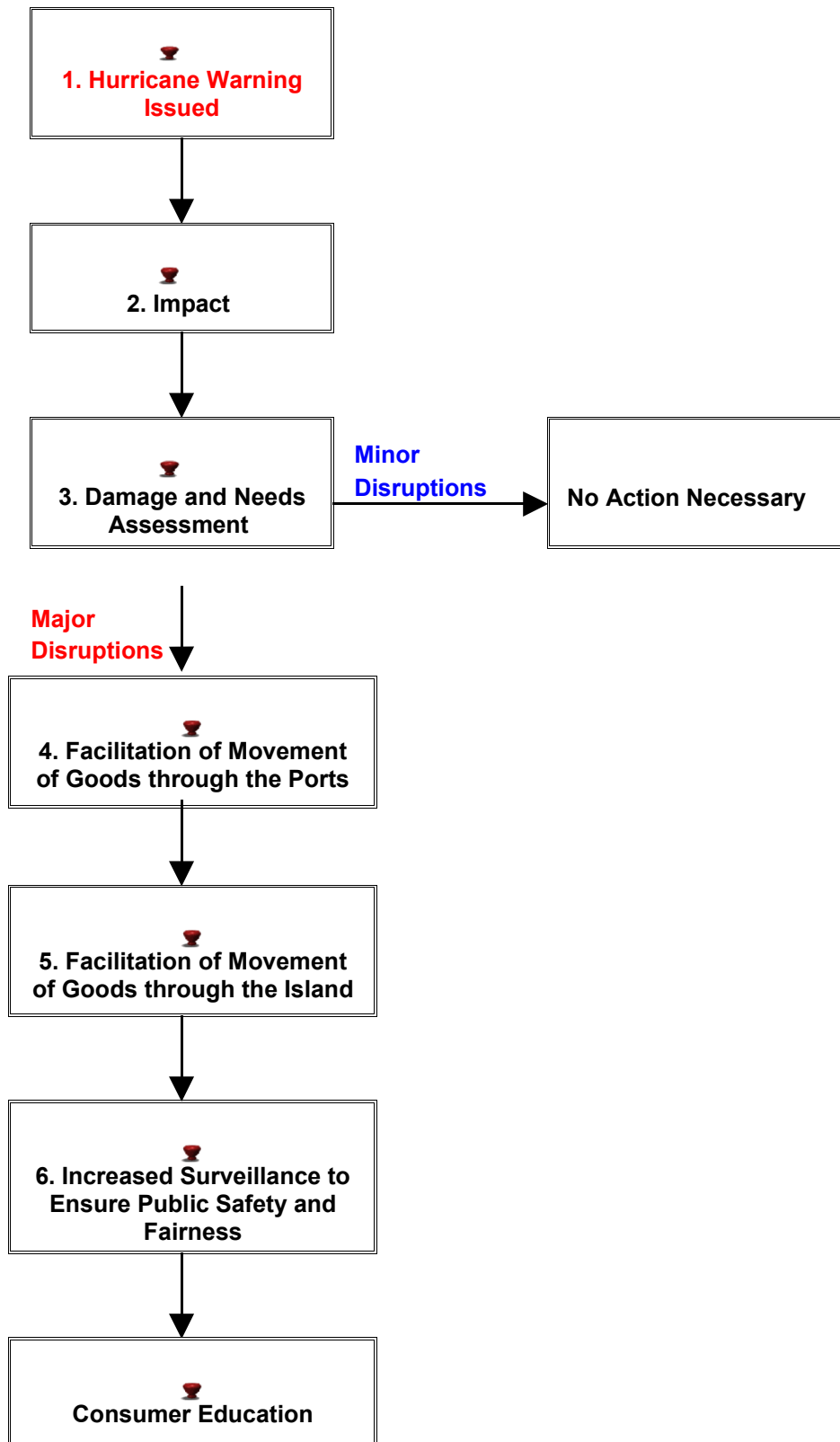
In addition to the above it is also important to prepare regulatory instruments that can be immediately activated in the event that market forces are unable to function effectively. Under Section 8 of the Trade Act, the Minister can introduce price controls. Following Hurricane Ivan, the Ministry now ensures that draft Price Control Orders are ready and available in the event that these are required in a disaster situation.

## SECTION VII

### STEP BY STEP PLAN – ADMINISTRATION LOGISTICS

#### THE RESPONSE SYSTEM

Figure 1



## **Phase 1 – Damage and Needs Assessment**

Major agencies and organizations have been identified to assist in the recovery programme in the event of a hurricane. It is however anticipated that the plan could be adjusted to deal with any anticipated disaster.

There will be the need to determine:

- Accessibility of the roadways
- Assess the readiness of the Auxiliary Support Organizations to respond to the crisis by
  - (i) ascertaining the level of damage suffered if any
  - (ii) time required for restoration
- The possibility of utilizing alternative means of transport by air or sea, if the roadways are blocked.

## **Phase 2 – Facilitation of Movement of Goods through the Ports**

The relevant agencies will be mobilized- the Port Authority, Ministry of Finance & Planning, Jamaica Customs, Food Storage and the Prevention of Infestation Division, Bureau of Standards, Ministry of Agriculture – to facilitate the speedy removal of goods already on the wharf, plus any other product that may need to be imported expeditiously.

## **Phase 3 – Facilitation of Movement of Goods in the Island**

The experience of Ivan highlighted the need for regular information to consumers following a disaster to provide timely information on product availability and to minimize consumer panic, which tends to create additional (and usually artificial) demand on the Distributive Trade.

In this regard, the “hotline” system along with regular press releases will remain as an important feature in the Ministry’s disaster response strategy. (The “hotline” allows two-way communications and assists the Ministry to identify those areas of greatest concern to consumers and develop specific interventions in these areas as necessary)

A formal price survey system by the CAC will begin June 1, each year specifically for the list of critical supplies to ensure that there are pre Hurricane reference prices for all basic commodities.

Optimal stock levels for critical supplies for at least a one-month period has been established and will be monitored on a regular basis.

Following a disaster, upon ascertaining the areas of need, the information will be shared with the main distributors. The dispatch of delivery vehicles to these areas will be arranged with the requisite security to ensure safe passage. For added security, it is recommended that trucks travel in convoy.

## **Phase 4 – Contingencies for Movement of Goods in the Island**

If roads are not open, then the options of air and sea (helicopters, barges and small aircrafts transportation will be explored, accordingly contacts would be made to the Port Authority, Customs, National Works Agency, Jamaica Public Service Company, Jamaica Defence Force, Office of Disaster Preparedness and Emergency Management.

## **Phase 5 – Increased Surveillance to Ensure Public Safety and Fairness**

### Assurance of Food Safety

Immediately following a disaster, three of the Ministry's agencies – the Consumer Affairs Commission, the Jamaica Bureau of Standards and the Food Storage and the Prevention of Infestation Department - are mandated to conduct field studies to ensure early detection, condemnation and disposal of spoilt goods. This coordinated effort should be strengthened at the earliest time possible with structured support from the National Solid Waste Management Authority (NSWMA) and the Jamaica Defense Force (JDF). Contact will also be made with the Ministry of Health to advise of the effort being undertaken by the agencies of MITEC and to enlist their support.

The following activities will be carried out leading up to and after the passage of a Hurricane:

- Checks will be made at supermarkets, restaurants, fast food outlets and other retail establishments to ensure that only wholesome products, such as meats and dairy products, are offered for sale.
- The surveillance will also deal with the issue of pricing, hoarding, marrying of goods and any other market abnormalities.
- Recommended retail prices of the basic items will be published based on surveys conducted by the CAC before the start of the hurricane season.
- Regular surveys of the critical basic items will be published as necessary and any irregularity reported to the portfolio Minister for action.
- Effort will be made to ascertain areas of urgent need with respect to food, lighting, and kerosene, especially in areas that are difficult to access.

## **Phase 6 -: Consumer Education**

The purpose of the consumer education aspect is to ensure the provision of regular and accurate information to the public. A consumer empowered with information on the marketplace is a consumer who can defend his or her interests. The information needed by consumers after a disaster includes:

- information on pre Hurricane prices,
- information on where basic commodities are available,
- reminders of the illegal nature of anti-competitive practices;
- a system of reporting breaches immediately
- the publication of prevailing prices to identify uncompetitive retailers.

To this end the CAC in conjunction with other agencies and the media will ensure that there is appropriate focus on the activities and processes linked to disaster preparedness and management specific to the supply and availability of basic goods and services as well as consumer safety. The CAC will publish:

- Hotline numbers and other forms of mechanisms for feedback and reporting concerns relating to availability of goods, unfair market practices or assistance for the safe removal and disposal of contaminated food items, example meats and dairy products
- The prices of key items at regular intervals prior to the approach of any hurricane
- Information pertaining to the purchase and safe storage of food as separate from panic buying prior to a hurricane
- Information pertaining to household safety including the safe storage of water, safe and proper procedures for the sterilization of water with household bleach for example

- Information and tips to consumers pertaining to their own behaviour and protection after the passage of a hurricane
- Tips and advice for stocking medication for chronic illnesses such as diabetes, hypertension, asthma and heart disease as well as the Household Emergency Medical Preparedness (HEMP) Kit
- Tips and advice pertaining to provision of primary response medical treatment for household and family members in the event of cuts, bruises and other minor injuries.

These communication products will be compiled with the assistance of other entities/organizations to ensure accuracy and standardisation of the information to be published.

## **SECTION VIII**

### **SUPPLIES FROM THE ENERGY SECTOR**

**Electricity:** Prior to the arrival of Hurricane Ivan, the JPSCo activated its energy operation centres across the island. In the event of a disaster these centers will be manned by technical staff responsible for responding to enquiries and accelerating restoration efforts. In anticipation of a disaster such as a hurricane, the JPSCo will shut down the electricity grid as a precaution to protect the system from damage and to prevent fire and electrocution.

The main priority of the JPSCo will be to ensure that the essential services are back in operation. These include National Water Commission (NWC) pumping stations, hospitals and schools.

**Kerosene:** The 'hotline' established by the Ministry during Hurricane Ivan revealed that ***kerosene oil, both pricing and availability, was the number one concern for consumers.*** This single commodity accounted for 26% of the 165 calls related to price increases received over the two-week period September 13-24, 2004. To address this concern, PETCOM ensured that supplies were amply supplied to the communities still without electricity and that the names of the distributors in these communities were advertised in the media. A recommended price band for kerosene oil was also included in the Ministry's media advertisement. A Draft Emergency Plan for Kerosene for the sale and distribution of kerosene during times of crisis is included in APPENDIX III. The Plan is now being finalised with key stakeholders.

**Petroleum:** Efforts will be made at the retail level, to ensure that prices are held at reasonable levels for the most part. However, in some instances, fuel prices might increase even when those from the refinery are not increased. It should be noted however, that some marketing companies' import directly and Petrojam has no control over their prices to retailers.

## **SECTION IX**

### **COMMUNICATION**

**In addition to the regular land lines and mobile telephone the following are recommended means of communication during and after a Disaster:**

#### *Amateur and Short-wave Radio*

This can be made available within hours of a disaster to create a network of radio base stations that can relay information among the different disaster sites. Radio traffic might however be heavy and full of noise. The second two-way radio system can be operated by the police, but is limited in its effectiveness to only the police organization. The third radio network is operated by the military. Again, it was accessible only to military units participating in response. Police and military units could however relay urgent messages for other organizations to other sites, through police or military units at that site and delivered in person to the intended recipient. Public radio provides information on the disaster for those with battery-operated or short wave sets.

#### *Satellite telephones*

Satellite phones send a signal to space where a satellite picks it up and with its vast distance from the earth can virtually send the signal anywhere on the earth. Satellite phones can be the only choice when you absolutely need a phone in remote places. Satellite phones can be expensive, though the cost is sometimes equalled or surpassed by international mobile roaming rates for some GSM carriers. They have recently however achieved acceptable speeds for data transmission.

Since there needs to be a clear line of sight between the antenna and satellite, performance can also be affected by poor weather and use is generally restricted to outdoors (though they will sometimes work through glass or canvas). This can also limit the ability to receive incoming calls, though for applications on boats and other places an external antenna can greatly enhance their use.

#### *National Emergency Information System Damage Estimation Model*

A damage estimation model should be developed for assessing seismic risk. However, data included in the model should be current and reflect the new construction and development within an area. This could be used reliably to guide disaster response operations.

#### *Aerial Reconnaissance*

An aerial reconnaissance will be necessary in order to assess damage. Aerial photographs taken during an overflight provide an accurate view of the damage and can be used to guide disaster operations especially for those communities that need assistance and also to locate possible sites for tent cities and debris disposal.

#### *Remote sensing/satellite imagery*

Remote sensing might be necessary following an earthquake in order to provide spatial images of the deformation created by an earthquake and damage. Delivery of data collected has to be timely as late delivery could mean that information needed for guide search-and-rescue operations could be stymied.

## **SECTION X**

### **RECOVERY AND RESTORATION**

*Procedures and plans for resuscitating damaged sectors in a timely manner, especially the Agricultural Sector*

While the Committee has no direct control over the recovery process, it will liaise with relevant agencies and Ministries with direct responsibility for the vital sectors and facilitate the speedy transmission of information to the appropriate bodies.

During this period special efforts will be made to monitor the distribution of goods so as to discourage trading in spoilt, contaminated or expired commodities. The “hotline” and press advisories were important tools in combating the threat of contaminated food entering the food supply chain.

## GLOSSARY - TERMS AND CLASSIFICATION OF VARIOUS DISASTERS<sup>2</sup>

### Natural disasters

Natural disasters arise without direct human involvement, but may become more severe because of human actions prior, during or after the disaster itself. A specific disaster may spawn different types of events and may reduce the survivability of the initial event. A classic example is an earthquake that collapses homes, trapping people and breaking gas mains that then ignite, and burn people alive while trapped under debris. Volcanoes are particularly prone to causing other events like fires, lava flow, mudflows, landslides, earthquakes, and tsunami.

### Drought

A drought is a long-lasting weather pattern consisting of dry conditions with very little or no precipitation. During this period, food and water supplies can run low, and other conditions, such as [famine](#), can result. Droughts can last for several years and are particularly damaging in areas in which the residents depend on [agriculture](#) for survival. The [Dust Bowl](#) is a famous example of a severe drought.

### Earthquake



An earthquake is a sudden shift or movement in the [tectonic plate](#) in the [Earth's](#) crust. On the surface, this is manifested by a moving and shaking of the ground, and can be massively damaging to poorly built structures. The most powerful earthquakes can destroy even the best built of structures. In addition, they can trigger secondary disasters, such as [tsunamis](#) and volcanic eruptions. Earthquakes occur along [fault line](#), and are unpredictable. They are capable of killing hundreds of thousands of people, such as in the [1976 Tangshan](#) and [2004 Indian Ocean](#) earthquakes.

### Fire



A fire is a natural disaster that may destroy ecosystems like grasslands, forests causing great loss of life, property, livestock and wildlife. Bush and forest fires are generally started by [lightning](#), but also by human negligence or [arson](#), and can burn thousands of square kilometers.

<sup>2</sup> Source: <http://www.answers.com/topic/disaster>

## Flood



A flood is a natural disaster caused by too much [rain](#) or [water](#) in a location, and could be caused by many different sets of conditions. Floods can be caused by prolonged rainfall from a [storm](#), including [thunderstorms](#), rapid melting of large amounts of [snow](#), or [rivers](#) which swell from excess [precipitation](#) upstream and cause widespread damage to areas downstream, or less frequently the bursting of man-made dams.

## Hail

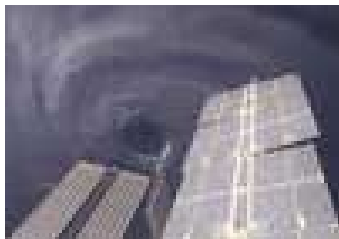


A hailstorm is a natural disaster where a thunderstorm produces a numerous amount of [hailstones](#), which damage the location in which they fall. Hailstorms can be especially devastating to [farm](#) fields, ruining crops and damaging equipment.

## Heat

A heat wave is a disaster characterized by [heat](#), which is considered extreme and unusual in the area in which it occurs. Heat waves are rare and require specific combinations of [weather](#) events to take place, and may include [temperature inversions](#), [katabatic winds](#), or other phenomena. The worst heat wave in recent history was the [European Heat Wave of 2003](#).

## Hurricane

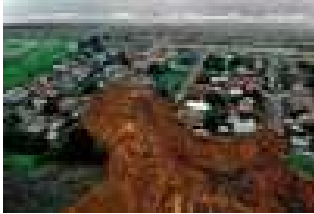


A hurricane is a low-pressure cyclonic [storm](#) system that forms over the oceans. It is caused by evaporated [water](#) which comes off of the [ocean](#) and becomes a [storm](#). The [Coriolis Effect](#) causes the storms to spin, and a hurricane is declared when this spinning mass of storms attains a wind speed greater than 74mph. In different parts of the world hurricanes are known as cyclones or typhoons. The former occur in the [Indian Ocean](#), while the latter occur in the Eastern [Pacific Ocean](#). The most damaging hurricane ever was [Hurricane Andrew](#), which hit southern [Florida](#) in [1992](#).

## Landslide

A landslide is a disaster closely related to an [avalanche](#), but instead of occurring with [snow](#), it occurs involving actual elements of the ground, including rocks, [trees](#), parts of houses, and anything else which may happen to be swept up. Landslides can be caused by [earthquakes](#), [volcanic eruptions](#), or general instability in the surrounding land. Mudslides, or mud flows, are a special case of landslides, in which heavy rainfall causes loose soil on steep terrain to collapse and slide downwards (see also [Lahar](#)); these occur with some regularity in parts of [California](#) after periods of heavy rain.

## Mudslide



A mudslide is a slippage of mud because of poor drainage of [rainfall](#) through soil. An underlying cause is often deforestation or lack of vegetation. Some mudslides are massive and can decimate large areas.

## Sink hole

A localized depression in the surface topography, usually caused by the collapse of a subterranean structure, such as a [cave](#). Although rare, large sinkholes that develop suddenly in populated areas can lead to the collapse of buildings and other structures.

## Storm surge

A storm surge is an onshore rush of water associated with a low-pressure weather system, typically a [tropical cyclone](#). Storm surge is caused primarily by high winds pushing on the ocean's surface. The wind causes the water to pile up higher than the ordinary sea level. Storm surges are particularly damaging when they occur at the time of a [high tide](#), combining the effects of the surge and the tide. The highest storm surge ever recorded was produced by the [1899 Bathurst Bay Hurricane](#), which caused a 13 m (43 feet) storm surge at Bathurst Bay, [Australia](#). In the US, the greatest recorded storm surge was generated by [Hurricane Camille](#), which produced a storm surge in excess of 25 feet (7.6 m).

## Thunderstorm



A thunderstorm is a form of [severe weather](#) characterized by the presence of [lightning](#) and its attendant [thunder](#), often accompanied by copious [rainfall](#), [hail](#) and on occasion [snowfall](#) and [tornadoes](#). Strongest ever recorded.

## Tsunami



A tsunami is a giant [wave](#) of [water](#) that rolls into the shore of an area with a height of over 15 m (50 ft). It comes from [Japanese](#) words meaning [harbor](#) and wave. Tsunami can be caused by undersea earthquakes as in the [2004 Indian Ocean Earthquake](#), or by landslides such as the one which occurred at [Lituya Bay, Alaska](#). The tsunami generated by the [2004 Indian Ocean Earthquake](#) currently ranks as the deadliest tsunami in recorded history.

## Man-made disasters

Disasters having an element of human [intent](#), [negligence](#), [error](#) or involve a failure of a system are called man-made disasters. Man-made disasters like power or telecommunication outages may be caused by thunderstorms, tornados or earthquakes and though the root cause is an act of God, they are considered a man-made disaster. The power grid and telecommunication infrastructure could be made more resilient against outages however, probably due to cost and feasibility constraints, the systems were intentionally left vulnerable to outage.

## Civil disorder

Civil disorder is a broad term that is typically used by law enforcement to describe one or more forms of disturbance. Examples of disastrous civil disorder include, but are not necessarily limited to: riots; sabotage; and other forms of crime. Although civil disorder does not necessarily escalate to a disaster in all cases the event may escalate into general chaos.

## HURRICANE CATEGORIES

1. Category 1 – Winds (74-95mph) 118.4-152km/h or storm surge (4-5 feet) 1.2-1.5 above normal.
2. Category 2 – Winds (96-110mph) 153.6-176km/h or storm surge (6-8 feet) 1.8-2.4m above normal.
3. Category 3 – Winds (111-130mph) 177.6-208km/h or storm surge (9-12 feet) 2.7-3.6m above normal.
4. Category 4 – Winds (131-155mph) 209.6-248km/h or storm surge (13-18feet) 3.9-5.4 above normal.
5. Category 5 – Winds greater than 155mph or storm surge greater than (18 feet) 5.4m above normal.

### Terms you should know

1. **Tropical Disturbance:** A moving area of thunderstorms of tropical origin that maintains its identity for 24 hours or more.
2. **Tropical Depression:** A storm in which the maximum sustained surface wind is (39mph) 62.4km/h
3. **Tropical Storm:** A storm in which the maximum sustained surface wind is (39-73mph) 62.4km/h-116.8km/h
4. **Small Crafts Warning:** When a hurricane, tropical storm or tropical depression threatens an area, small crafts are advised to remain in port or not to venture in open sea. Sometimes the hurricane may be a few hundred miles from the coast.
5. **Gale Warning:** A warning of sustained winds within the range of (39-54mph) 62.4-86.4km/h.
6. **Hurricane Season:** The portion of the year from June 1 to November 30, having high incidence of hurricanes
7. **Hurricane Advisory:** Messages issued by the Met office giving a description of the storm, its anticipated movement, its position and prospective threat.
8. **Hurricane Watch:** The first alert when a hurricane poses a possible but as yet uncertain threat to a coastal area. This Watch is issued within 36hrs of the possible threat.
9. **Hurricane Warning;** Notice that within 24 hours or less a specified coastal area may be subject to: a – sustained winds of (74mph) 118.4km/h or higher and/or: b – dangerously high waters.
10. **Hurricane:** A warm core tropical cyclone in which maximum sustained surface winds are (74mph) 118.4km/h
11. **Hurricane Eye:** The relatively calm area in the centre of a hurricane with light winds and clouds and warm temperatures. Maximum winds and torrential rains border the eye.
12. **Storm Surge:** A great dome of water often as much as 80km (50 miles) wide, that sweeps across the coastline near the sea. The surge is the most dangerous part of the hurricane. The surge is described as a rise of the water level as the storm approaches with heights between (10-30 feet) 3-9m. It is the greatest cause of death and destruction in the coastal areas.

## APPENDICES

### APPENDIX I - Committee Members contact information

ORGANISATION	REP (S)	TEL NO.	FAX NO.	E-MAIL
CAC	Mrs. Dolsie Allen	926-1650-2	968-8729	<a href="mailto:cacjam@infochan.com">cacjam@infochan.com</a>
Jamaica Flour Mills Ltd.	Mr. Derrick Nembhard	928-7221-5; 869-5645; 928 - 7443	928-7348	<a href="mailto:derricknembhard@admworld.com">derricknembhard@admworld.com</a>
MCST	Mrs. Andrene Collings	754-6359/5501- 4/929-8990-9	906-9906	<a href="mailto:acollings@mct.gov.jm">acollings@mct.gov.jm</a>
National Consumers League	Miss Joyce Campbell	927 - 4476; 382 - 9768	926-5545	<a href="mailto:natcomle@n5.com.jm">natcomle@n5.com.jm</a>
Super Plus Food Stores	Mr. Richard Chen	978 - 4665; 383 - 2436 (cell)		<a href="mailto:richard.chen@cwjamaica.com">richard.chen@cwjamaica.com</a>
Hardware Merchants Association	Mr. Michael Brooks /Ms. Jennifer Campbell	978 - 4065; 927 - 5225; 382 - 4017 (cell)	927 - 5225	<a href="mailto:hmajamaica@anbell.net">hmajamaica@anbell.net</a>
Ministry of Agriculture	Mr. Sandor Pike	927 - 1731-5	927 - 1792	<a href="mailto:marketing@moa.gov.jm">marketing@moa.gov.jm</a>
Grace Kennedy and Company Ltd	Mr. Ryan Mack	922-3540, 922- 0895(S.L.),	922-7567	<a href="mailto:ryan.mack@gkco.com">ryan.mack@gkco.com</a>

**FOR IMMEDIATE RELEASE**

**September 15, 2004**

**1. HOTLINES FOR EMERGENCY RESPONSE**

As we continue to respond to the needs of the Jamaican consumers in the wake of Hurricane Ivan, The Ministry of Industry, Technology, Energy and Commerce has implemented measures to ensure that there is a managed and coordinated response mechanism to facilitate the timely return to normality within the various sectors under its purview.

One such measure is the implementation of “Hotlines” that will facilitate ease of access for consumers, distributors, retailers and the public at large.

Members of the public are encouraged to remain vigilant and to utilize these numbers to report any market abnormalities such as:

1. Price “gouging”
2. Tied sales (marrying of goods)
3. The sale of spoilt or sub-standard items
4. Hoarding
5. Add-ons (Hurricane charge)
6. Any other related concerns

The numbers are: -

- 929-0033
- 929-0034
- 929-0035
- 929-0050
- 929-0051

These lines will be open between the hours of 8:30a.m - 4:30p.m Mondays to Friday, beginning tomorrow Thursday September 16, 2004.

The lines will be operational for as long as they are deemed to be necessary.

For further details please contact:  
Mr. Cecil McCain

Assistant to the Permanent Secretary, MITEC

**Ministry of Industry, Technology, Energy and Commerce (MITEC)**  
**June 2006**

**2. ZERO TOLERANCE FOR PRICE GOUGING**

The Minister of Industry, Technology, Energy and Commerce – MITEC, the Honourable Phillip Paulwell has instructed the Consumer Affairs Commission (CAC) to provide strictest surveillance within the market place and report to him any verified instances of price gouging.

On Monday September 15, Minister Paulwell had already indicated that the CAC along with the Bureau of Standards Jamaica would increase the level of surveillance and vigilance regarding the monitoring of prices of essential food items to ensure that there was no exploitation within the market place.

In addition to the food items, this second volley now includes the following items:

- 1) Kerosene Oil
- 2) Building Lumber
- 3) Lart
- 4) Tarpaulin
- 5) Zinc and other roofing material
- 6) Batteries
- 7) Flash Lights
- 8) Lanterns
- 9) Household Bleach
- 10) Bathing Soap
- 11) Exercise Books
- 12) Pens and Pencils

This has come in light of numerous reports from members of the public and some retailers of price gouging, tied sales (marrying of goods) and other exploitative and abnormal market activities.

Persons are being encouraged to make use of the newly created hotline facilities at the MITEC to report any concerns regarding these or other similar matters.

In addition to the usual numbers persons may reach our officers at: -

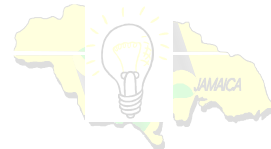
- 929-0033
- 929-0034
- 929-0035
- 929-0050
- 929-0051

Persons found to be guilty of these activities will be exposed and will face the **FULL EFFECTS** as prescribed under **ALL** relevant and applicable laws.

## APPENDIX III – NATIONAL PLAN FOR KEROSENE



### Ministry of Industry, Technology, Energy and Commerce - Energy Division



### Emergency Plan for the sale and distribution of kerosene during times of crisis

#### Definition of terms used in the plan

**Plan-** this refers to the Kerosene sale and distribution emergency plan;

**JKRA-** this refers to the Jamaica Kerosene Retailers Association;

**Times of Emergency-** this refers to any unexpected or sudden event that may cause the demand in kerosene to increase;

**Parish Coordinators-** this refers to the members of the JKRA appointed to be point persons in the various parishes. They coordinate kerosene sale and distribution activities and provide relevant information to disaster agencies;

**Point persons-** this refers to persons from various agencies appointed to assist in the implementation of the plan;

**The Ministry-** this refers to the Ministry of Industry, Technology, Energy and Commerce

#### Purpose

This paper sets out an integrated plan for the sale and distribution of kerosene during times of crisis. This paper is not meant to override or supersede contingency plans of the Office of Disaster Preparedness and Emergency Management. It is meant to compliment any such plans. As a result, the input of all relevant agencies will be needed for the implementation and maintenance of the plan. The objective of the plan is to ensure that consumers are able to access kerosene regardless of their geographical location. Once implemented, the plan will ensure that: -

- ❑ Kerosene is available to consumers equally across the island;
- ❑ Prices stay within the required band;
- ❑ Sale and distribution is conducted in an co-ordinated manner through designated parish sale coordinators;
- ❑ Kerosene is sold through approved dealers and retailers;

This plan has been developed to be integrated with the island's emergency planning for the sale and distribution of goods and services and will supersede previous industry arrangements for the sale and distribution of kerosene during this period.

## **Background**

In the past, the sale and distribution of kerosene has represented a major challenge for the government during times of crisis (hurricane Ivan). This meant that the consumers were not able to access adequate supplies of the fuel or were charged exorbitant prices for it. As a result, it became necessary to develop an emergency plan to ensure that this most necessary commodity was in adequate supply, effectively distributed and sold at reasonable prices to persons who needed it. This was especially important during times of emergencies.

## **GENERAL CONSIDERATIONS**

### **Emergency Plan Structure**

Once a period of crisis or emergency has been designated by the government of Jamaica, the plan must be implemented. For the plan to be implemented, the following must be in place:

1. Parish kerosene sale coordinators must be established;
2. Point persons from the following must be appointed:
  - Jamaica Kerosene Retailers Association;
  - Ministry of Commerce, Science & Technology (Energy Division);
  - Parish Councils;
  - ODPEM;
  - Parish Fire Departments;
  - Parish Police Stations;
  - JDF;
  - Petrojam;
  - Petcom;
  - Consumer affairs Commission
3. List of approved dealers and retailers for each parish must be distributed and the general public must be informed of same;
4. General Public and approved dealers and retailers must be informed of price band;
5. Parish and community Police Stations must be provided with list of approved dealers and retailers which must include name of parish sale coordinator;
6. Fire Department in each parish must be provided with list of approved dealers and retailers which must include name of parish sale coordinator;
7. Parish Council must be provided with list of approved dealers and retailers which must include name of parish sale coordinator;

8. Community Disaster coordinators must be provided with list of approved dealers and retailers which must include name of parish sale coordinator;
9. ODPEM must be provided with list of approved dealers and retailers which must include name of parish sale coordinator;

### **Line of Authority**

As it relates to the plan the line of authority is as follows:

1. Senior Director, Energy Division;
2. Appointed point person (s) from the Ministry;
3. Appointed point person from the JKRA;
4. Appointed Parish Coordinators.

### **Communication**

1. A Command Center will be set up in the Energy Division of the Ministry of Industry, Technology, Energy and Commerce to handle and coordinate all public queries;
2. The point person(s) from the Ministry will be responsible for co-ordinating all activities;
3. The point person(s) from the JKRA and the parish coordinators must be in constant contact with the Ministry to provide necessary updates;

### **Role of key entities**

#### *The Jamaica Kerosene Retailers Association*

The JKRA will be responsible for the following:

1. Providing the Ministry with a current list of dealers and retailers;
2. Appointing and providing the name of parish sale co-ordinators. Note: the parish co-ordinator must be from the JKRA membership;
3. Assisting the Ministry in ensuring that the premises of the parish sale co-ordinators are suitable for the purpose;
4. Assisting the Ministry in providing key groups such as the police, parish councils etc. with necessary information;

### *Role of the Kerosene Parish Co-ordinator*

1. Assist in the dissemination of dealer and retailer lists and other pertinent information;
2. Act as a point of contact for disaster personnel and the Ministry;
3. Must be able to provide information on kerosene needs and related problems in the particular parish;
4. Premises must be equipped to be used as kerosene distribution point if needed;

### *The Role of the Ministry of Industry, Technology, Energy and Commerce*

1. Ensure that the kerosene sale and distribution plan is made available to the necessary agencies such as ODPEM, NEPA, Jamaica Fire Brigade- Fire Prevention Division, the police etc.
2. Liaison with the relevant Agencies such as ODPEM, JFB, JDF and the Police to ensure that the kerosene sale and distribution plan does not conflict with the overall National Disaster Emergency Plan;
3. Hold at least two (2) consultation meeting with stakeholders at least one (1) prior to the start of the hurricane season. The purpose of these meetings is to coordinate activities that will ensure the smooth implementation of the plan. It is also meant to sensitize stakeholders and iron out problems;
4. Appoint a point person from the Ministry to deal with information gathering and dissemination as it relates to kerosene sale and distribution;
5. Ensure that the premises of the Parish Sale Coordinators are adequate and have the necessary safety equipment such as charged fire extinguishers;
6. Ensure that adequate distribution and transportation channels are available;
7. Establish price band for the sale of kerosene during times of crisis;
8. Sending out regular advisory to the public re: approved dealers and retailers as well as approved kerosene price band(s)

### **Plan Development and Maintenance**

1. This Disaster Plan was developed by the Energy Division of the Ministry of Industry, Technology, Energy and Commerce and with the cooperation of many related Agencies.
2. The Energy Division of the Ministry will be responsible for maintaining an up-to-date kerosene sale and distribution emergency plan and notifying the relevant agencies of any changes.
3. This plan will be updated annually or as changes in the environment occur.

## Kerosene Sale and Distribution Emergency Plan Contacts

NAME OF MINISTRY/AGENCY	NAME OF CONTACT PERSON	CONTACT NUMBER - WORK	CONTACT NUMBER - CELLULAR	EMAIL ADDRESS
Office of Disaster Preparedness & Emergency Management	Mr. Cecil Bailey	928-5111-4	330-8224	<a href="mailto:cbailey@odpem.org.jm">cbailey@odpem.org.jm</a>
Ministry of Industry, Technology, Energy and Commerce	Mrs. Andrene Collings	929-8990-9		<a href="mailto:acollings@mct.gov.jm">acollings@mct.gov.jm</a>
JKRA Association Representative	Mr. Henry Morant	986-6019-9	819-0509/861-0242	
<b>JAMAICA KEROSENE RETAILERS ASSOCIATION REPRESENTATIVES</b>				
Trelawny	No distributor Listed			
St. Catherine	Mr. Austin Singh			
St. Catherine	Mr. Roy Reid	749-0221		
St. Elizabeth	Mr. George Levene	965-2883		
Hanover	Mr. Lloyd Fraser	956-2907	818-2314	
Westmoreland	Mrs. Neize Smith	918-1645		
St. Mary	Mr. Bertram Daley No Contact information Given			
Kingston & St. Andrew	the fax listed no distributor in this parish			
Clarendon	Mr. Hibbert Simpson		990-6148	
Clarendon	Mr. Arthur Mills	986-3120	381-3293	
Clarendon	Mr. Henry Morant	986-6019	819-0509	
Manchester	Super Plus Foods		964-0111/877-6162	
Portland	Mr. Trevor Officer			
St. Ann	Mr. Vincent Clementon	975-2340		
St. Thomas	Hope & Co. (Succs) Ltd.	982-2228		
St. Mary	Mr. Bertram Daley			
St. James	Mr. Chung		979-8600/997-5556	<a href="mailto:bulkliquid@cwjamaica.com">bulkliquid@cwjamaica.com</a> / <a href="mailto:bulkliquid@anngel.com">bulkliquid@anngel.com</a>

## JAMAICA KEROSENE RETAILERS ASSOCIATION REPRESENTATIVES (CONT'D)

NAME OF MINISTRY/AGENCY	NAME OF CONTACT PERSON	CONTACT NUMBER - WORK	CONTACT NUMBER - CELLULAR	EMAIL ADDRESS
Petrojam	Mr. Winston Watson		923-8814-8/817-1036	<a href="mailto:www@petrojam.com">www@petrojam.com</a>
Petcom	Mr. Desmond Thomas		934-6682/817-2692	<a href="mailto:dthomas@petcom.com">dthomas@petcom.com</a>
Jamaica Fire Brigade- Fire Prevention Division	Ms. Laurie Williams		967-1268/382-8043	<a href="mailto:ladrianwilly@yahoo.com">ladrianwilly@yahoo.com</a>
Jamaica Defence Force	Major K.P. Johnson		960-8776	n/a
Consumer Affairs Commission	Mrs. Dolsie Allen		926-7164/999-6290	<a href="mailto:ceo@consumeraffairs.jamaica.gov.jm">ceo@consumeraffairs.jamaica.gov.jm</a>
<b>PARISH COUNCILS</b>				
Trelawny	Mr. Jonothan Bartley	954-3970	844-7791	n/a
St. Thomas	Ms. Millicent Blake	982-9449/982-2276	360-7330	n/a
St. Catherine		907-1190		
St. Elizabeth	Ms. Yvonne Morrison	965-2256	846-4959	n/a
Hanover	Mr. Desmond Dorman	956-2236	379-4328	<a href="mailto:hanoverp.c@mlygcd.gov.jm">hanoverp.c@mlygcd.gov.jm</a>
Westmoreland	Ms. Hilma Tate	918-1058	360-7686	<a href="mailto:westmorelanddisastercommittee@yahoo.com">westmorelanddisastercommittee@yahoo.com</a>
St. Mary	Ms. Dionne Grant	994-9410	372-7696	<a href="mailto:dionnegrant@yahoo.com">dionnegrant@yahoo.com</a>
Kingston & St. Andrew		922-2587		
Clarendon	Mr. Rohan Blake	9862234	872-0555	<a href="mailto:browhan@hotmail.com">browhan@hotmail.com</a>
Manchester		625-2358		
Portland	Fay Neufville/ Kimberly Bryan	715-5389	401-0388	<a href="mailto:kimberly_a_bryan@yahoo.com">kimberly_a_bryan@yahoo.com</a>
St. Ann	Mr. Alvin Clarke	972-1942	360-7460	<a href="mailto:discoalos@hotmail.com">discoalos@hotmail.com</a>
St. James	Mrs. Fay Headley	971-9066	369-8126	
<b>PARISH POLICE STATIONS</b>				
Trelawny	Constable Brown	954-4615	842-4531	n/a
St. Thomas	Supt. Michael James	982-2521	840-1507	n/a
St. Catherine	Supt. Wade	984-3164	817-0192	n/a
St. Elizabeth	Supt. Barrett	965-2263	-	n/a

**PARISH POLICE STATIONS (CONT'D)**

<b>NAME OF MINISTRY/AGENCY</b>	<b>NAME OF CONTACT PERSON</b>	<b>CONTACT NUMBER - WORK</b>	<b>CONTACT NUMBER - CELLULAR</b>	<b>EMAIL ADDRESS</b>
Hanover	Mr. Stanton	956-2263	314-1358	n/a
Westmoreland	Dept Supt.D. Lawrence	955-8210	829-9970	n/a
St. Mary	DSP. Watson	994-2396	354-5210	n/a
Kingston & St. Andrew	DSP. Deitrich	926-7281	370-8507	n/a
Clarendon	DSP.Lewis	902-1091	882-6950	n/a
Manchester	D.S.P. F Mitchell	961-1223	381-3427	n/a
Portland	D.S.P. Brown	993-3463	447-4747	n/a
St. Ann	Sup. Ray L. Palmer	972-2373	540-1749	<a href="mailto:ray_remlat@yahoo.com">ray_remlat@yahoo.com</a>
St. James	Ass. Commissioner K. Gardener	952-2839	322-3081(C&W) 885-1281 (Digicel)	<a href="mailto:trinitygardener_law@hotmail.com">trinitygardener_law@hotmail.com</a>

## **APPENDIX IV - TIPS ON PREPARING FOR A HURRICANE**

Jamaica's rainy season runs from approximately May-November every year. As consumers, we must make it our duty to be adequately prepared throughout this season. Unfortunately we are often faced with the problem of being unprepared when this season comes around and therefore thrown into panic when we are put on alert. The protection of homes and the stocking up of convenience foods are just a few issues in the preparation problems that consumers face. When simultaneously trying to do this, one must keep in mind that there could be shortages in the supply of electricity, water and food during this time. Thus, items being stocked upon should coincide with what is likely to be in shortage at this time of year. Therefore only buy what is necessary.

### **What Should We Buy?**

Food is essential at all times in our lives. The foods to be bought are convenience foods, i.e. Food that is easily prepared, such as tin foods and non-perishable items. Some of these foods are corned beef, tin mackerel, bread and sardines. When going to the supermarket during this time bear in mind that there might be a great number of people rushing to buy food items as well. Nevertheless, you should take time to check expiration dates in order to avoid picking up items that could spoil shortly after purchase.

The storage of water is also a very important aspect that should be taken into consideration. In assembling a Disaster Supplies Kit, one should have at least three gallons of water per person. Water being stored must be boiled and stored in clean, sterilized containers in a clean and safe place.

### **“First in First Out”**

When stocking food into your home, be sure to utilize the First in First out method. Which is simply placing the fresher things to the back of the cupboard and stocking previously bought items to the front. This saves food and prevents spoilage, as food that would be left to spoil would have been used up first. In times of crisis wasting food is not an option. Items should be bought to substitute for electricity such as kerosene oil, candles, matches and batteries. When storing petrol, the bottles should be properly labelled and stored in a safe place so as to avoid contact with small children. Batteries should be bought to put in radios, flashlights and other substitute electrical items needed for this period.

### **Protecting Our Homes**

Homes are the most important places that we need to put out much effort to protect. When a hurricane warning has been received, one should make use of the items already present in our homes that can be used protect against damage from wind and rain. These things include duct tape that is usually put on glass windows, plywood, nails and zinc (it is more cost effective to do your fortifications before the storm arrives). The most important thing to have is an emergency kit. Create and secure an emergency kit which should include a stock of canned or dried foods, drinking water, a can opener, cell phones, first aid supplies, a flash light, rope, life jacket, rubber boots and gloves, a battery – operated radio, extra batteries, sleeping supplies and clothing.

## **First Aid Medication and Health Concerns**

First aid supplies are important at this time, as convalescents are not as amble, as an able bodied person. Get an extra supply of medications, as pharmacies may not be opened at this time. Stock up on fever and cold medicines as it is likely that persons might succumb to illnesses. Families that have members who are diabetic or hypertensive should obtain a special prescription from their physician and have it filled so that there is a ready supply in case there are any dislocations. For insulin dependent persons, your kit should include needles and syringes. Clothing is also an important aspect. Wet clothes should be avoided especially on persons who have asthma, rheumatic fever and other such illnesses and for young children, babies and the elderly. During this period, public waste management services might not be available and so the purchasing of garbage bags is a must. These bags are also needed to store the garbage after the hurricane has passed.

**Staying safe and protecting yourself, your loved ones and personal property doesn't have to be hard!  
Use what you know, play it smart and stay dry!**