

# Typhoon disaster response

**APPU Executive Council**  
**26 June 2018, Da Nang**

# The Great East Japan Earthquake



津波のあと、砂を被ってしまった配達バイク。(岩手県山田町)



4月8日時点の仙台市若林区の様子。



津波で横転してしまった配達車。(岩手県大槌町)



瓦礫のなか配達をしている日本郵便社員。(宮城県名取市)



被害を受けたエリアには、まだ水が引いていない場所も多い。(宮城県名取市)

# Contents

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- Typhoon Etau (No. 18) and damage
- Impact on post offices and postal network
- Actions taken by Japan Post
- Natural disaster response manual
- Lessons learned and future measures

# Typhoon Etau (No. 18) and damage

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- The lowest pressure was 985 hectopascals.
- The maximum wind speed was 25 m/s.
- Caused record-breaking rainfall in the Kanto and Tohoku regions of Japan on September 9-10, 2015. (More rainfall than what occurs once every 100 years as estimated by the Ministry of Land, Infrastructure and Transport.)
- Banks of 19 rivers gave way due to the heavy rain.
- Evacuation orders were issued in towns downstream due to flooding and bursting of the embankment especially of the Kinu River.



# Typhoon Etau (No. 18) and damage



Ibaraki Prefecture

Kinu River



(50 km from Tokyo)



# Damage situation

➤ Casualties	
Loss of life	14
Injured	80
➤ Housing damage	
Total collapse	81
Partial destruction	384
Inundation	15,654

Fortunately, damage was minimized by advance preparations and prompt response by Japan Post.



# Impact on post offices and postal network

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- No postal employee casualties.
- 33 post offices in the affected area were closed temporarily on September 10 due to evacuation orders, inundation of buildings, power failures and road closures.
- Eight post offices were closed temporarily in the morning of September 11.
- Operational network was also disrupted, delaying the delivery of letter-post items and postal parcels.
- All affected post offices had resumed counter services by the morning of October 5.



# Impact on post offices and postal network





# Actions taken by Japan Post (1)

## 1. Establishment of disaster response headquarters

- A disaster response headquarters was established at the Branch Office responsible for the affected area on September 10.
  - To confirm employee safety and damage to post offices, etc.
  - To repair damaged facilities and restore normal postal service.
- A local response headquarters was established at a local post office near the affected area on September 14.
  - ➡ Service was restored by preparing a restoration roadmap and identifying/implementing restorative measures.

# Actions taken by Japan Post (2)

## 2. Service restoration activities

- Support to post offices (from September 14)
  - Dispatching postal staff to the affected area (a total of 165 persons from other post offices and a total of 551 persons from the Branch Office).
  - Helping with delivery, preparations for mail delivery, cleaning up, straightening up, and counter service
- Procuring equipment, office furniture and fixtures required to resume postal services.
- Installation of portable toilets at two affected post offices (Mitsukaido and Misaka) five days after the typhoon.
  - ➡ These toilets were also used by local residents and volunteers.

# Actions taken by Japan Post (3 and 4)

## 3. Providing information on post offices in the affected area

- Announcing information on the status of post office counter services and mail delivery in the affected area on Japan Post's website.

## 4. Thorough circulation of and familiarity with the natural disaster response manual and preparation of an emergency contact list

- The manual was circulated among all post offices in the Kanto Branch Office area and made familiar to the employees as much as possible.

# Actions taken by Japan Post (advance preparations)

Natural disaster response manual (14 pages) was distributed to all employees and made familiar to them.

## ➤ Contents

- Objectives
- What to do before a disaster (preparedness)
- What to do in an evacuation (earthquake)
- What to do if there is time before evacuating (torrential rainfall)
- What to do if a disaster strikes while outside the post office
- What to do after an evacuation

## ➤ Three principles of initial response

- To put the highest priority on human life.
- To follow evacuation orders by the local government, police and fire depts.
- To evacuate immediately upon the postmaster's decision.



# Lessons learned and future measures

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## 1. Initial response

- Initial response (emergency contact, emergency removal and storage of cash, postage stamps and mail) was not executed properly at some post offices.

Natural disaster drills will be conducted regularly (twice per year) based on specific assumptions about earthquakes or floods.

## 2. Confirmation of employee safety

- The safety of an employee staying in a post office for a few nights could not be confirmed.

A safety confirmation system for all employees was launched in March 2016 so that employee safety can be confirmed uniformly.

# Lessons learned and future measures

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## 3. Other action

- Under consideration is a possible scheme for deploying mobile post offices earlier after a disaster because of the time needed to secure power supplies and communication lines.

Thank you !