



# Copenhagenphotofestival.dk



# Danish design museum



# Canal trip



# Canal – or the five LAKES?



# Knowyourbro.dk



# Heavenly Mountain



# No snakes – except...



# Right of way, left of way....



# Oh, happy Danes...



# We love our jobs



# Our happy royals...



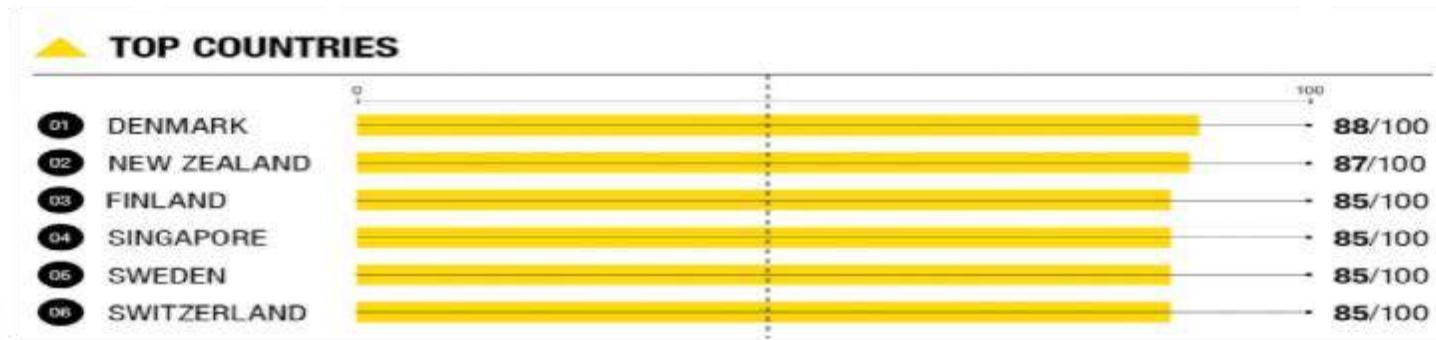
# Even the elderly are happy



# There is nothing like a Dane..



# Transparent and honest



# We might drop a few places...



6 + 10....



# Yummy Yummy



# Food and film







# Let us begin...



# The power of humanity

Crisis management and how we support our volunteers in the Red Cross

Psychological first aid as an important innovation in the work of the red Cross and emergency organisations

## The Red Cross Red Crescent Global Centre for Mental health and psychosocial wellbeing

A leading global knowledge centre in  
Copenhagen

Supporting the 191 National Societies globally  
Advise, train and capacity build, research,  
and advocate for support to the promotion of  
mental health and psychosocial support in  
emergencies

Special focus: Caring for the volunteers

# About the Red Cross Network

Biggest humanitarian organisation

14 million volunteers globally

191 countries at community level

Scaling up support to those in need, in crisis,  
disasters and conflicts, and health  
emergencies





## Duty of Care

Moral and legal obligations of employers to their volunteers and related family members in maintaining their well-being, security and safety when working.

# Psychosocial Centre

 International Federation  
of Red Cross and Red Crescent Societies





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of Red Cross and Red Crescent Societies



## Supporting our volunteers

proper recruitment and selection

Training, preparation and support

Match tasks with skills

Pay special attention to spontaneous  
volunteers

Set up proper support systems

# Spontaneous volunteers

- Many people feel a desire to assist in times of emergency
- They volunteer their time, skills, money and other resources
- Lack training, briefing, protection and supervision
- Could represent a risk to themselves or others
- Needs to be included in the organization and relevant measures should be observed

# Spontaneous volunteers not affiliated with an organisation

- Added value
- Scales up capacity and outreach
- Shows that people are willing to support
- Enthusiasm and activism
- At risk in terms of protection and, security and well-being
- Support may not be provided
- On their own after the emergency

# The importance of psychosocial support to volunteers

Some of the consequences of not paying attention to the psychosocial well-being of volunteers include:

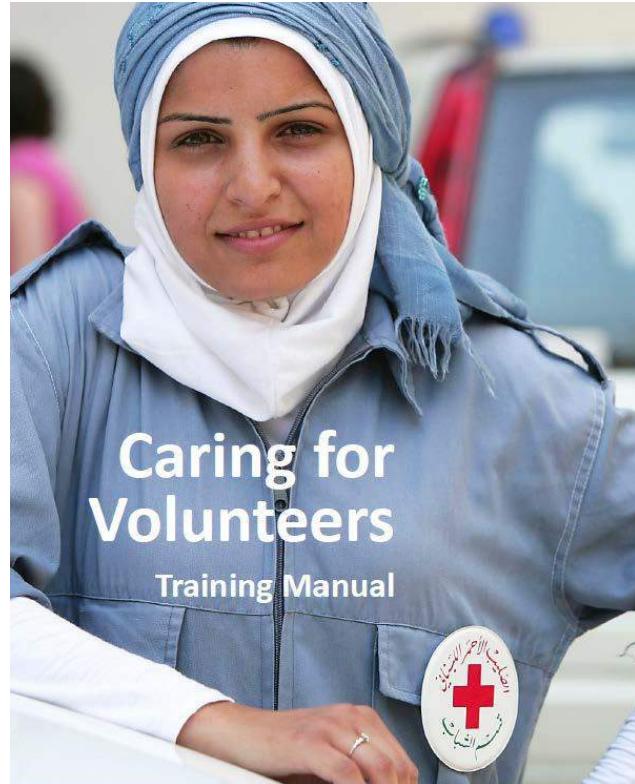
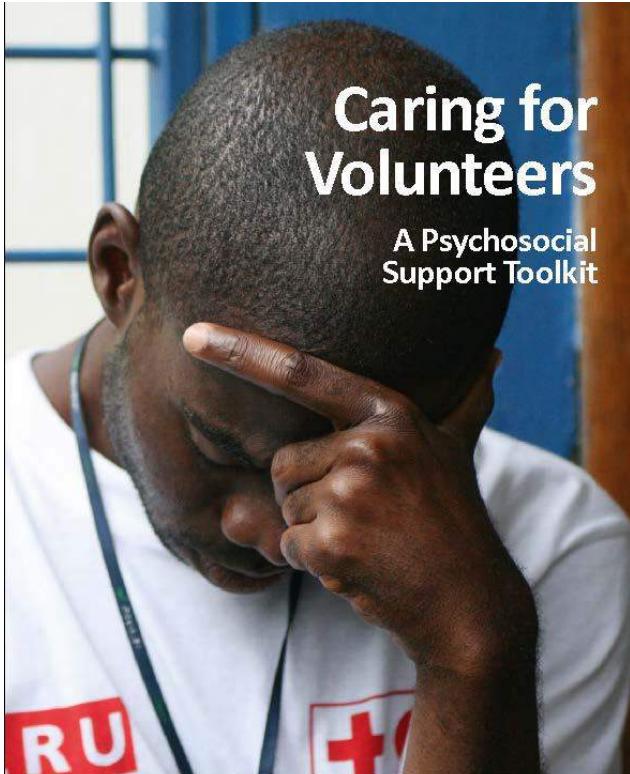
- high levels of absence and volunteer turnover
- lack of motivation and poor performance
- increased conflicts within the volunteer group
- increased accidents and incidents



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of Red Cross and Red Crescent Societies

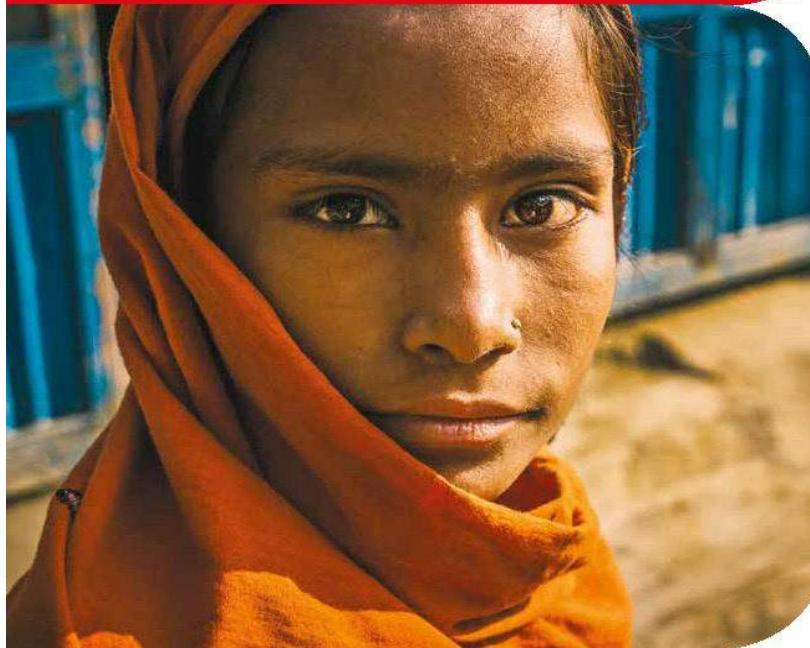
# Caring for Volunteers



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## A Guide to Psychological First Aid



For Red Cross and Red Crescent Societies

Psychosocial Centre

 International Federation  
of Red Cross and Red Crescent Societies

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:

## Psychological First Aid is

- helping to address immediate basic needs, such as food and water, a blanket or a temporary place to stay
- helping people access information, services and social supports.



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+

# Psychological First Aid is

- comforting someone in distress and helping them feel safe and calm
- assessing needs and concerns
- protecting people from further harm
- providing emotional support.



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of Red Cross and Red Crescent Societies

## Why?

- simple, yet powerful
- preventative
- can help with referral
- easily learned
- natural.



HECTOR EMANUEL/American Red Cross

:

# Psychological First Aid is not

- something only professionals do
- professional counselling or therapy
- encouraging a detailed discussion of the event that has caused the distress
- asking someone to analyze what has happened to them
- pressing someone for details on what happened
- pressuring people to share their feelings and reactions to an event.

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:

## Look for

- information on what has happened and is happening
- who needs helps
- safety and security risks
- physical injuries
- immediate basic and practical needs
- emotional reactions.



# LISTEN refers to how the helper

- approaches someone
- introduces oneself
- pays attention and listens actively
- accepts others' feelings
- calms the person in distress
- asks about needs and concerns
- helps the person(s) in distress find solutions to their immediate needs and problems.

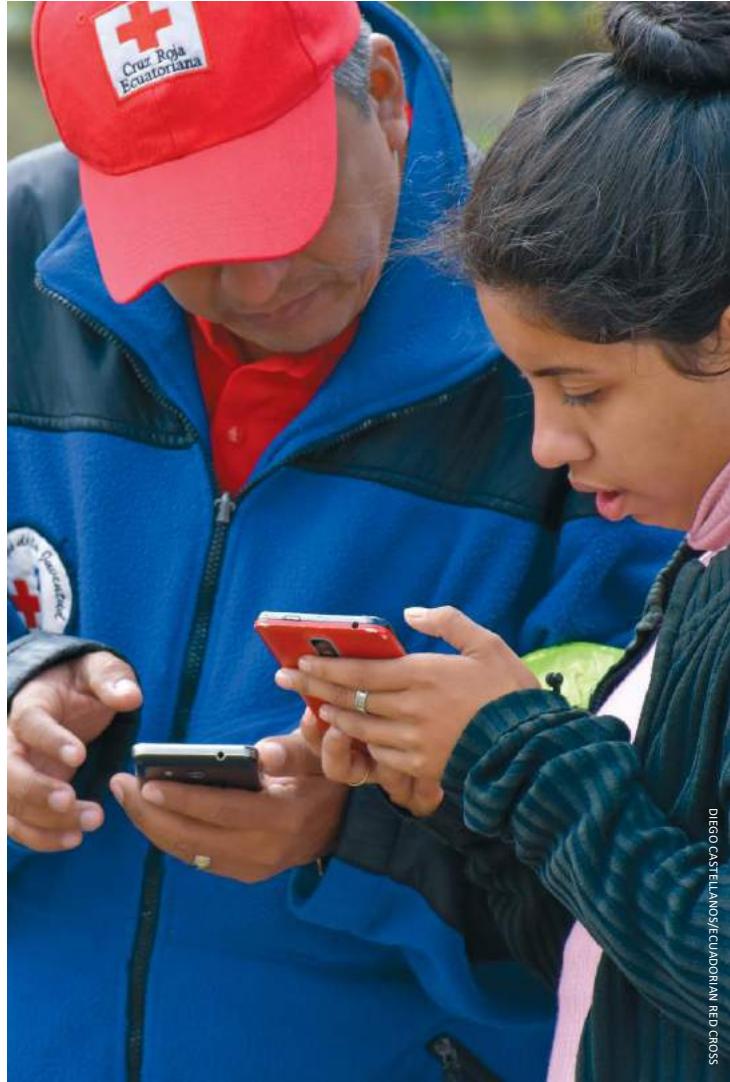


# Psychosocial Centre

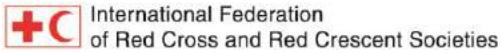
 International Federation  
of Red Cross and Red Crescent Societies

## Link

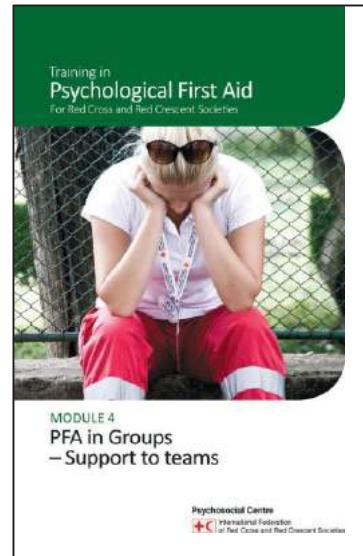
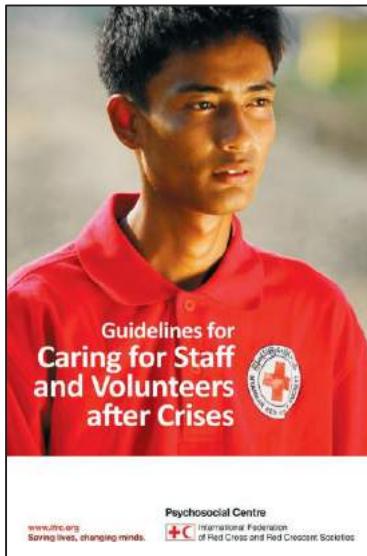
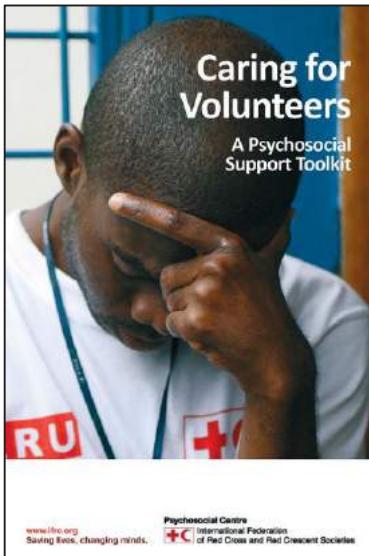
- access information
- connect with loved ones and social support
- tackle practical problems
- access services and other help.



# Psychosocial Centre



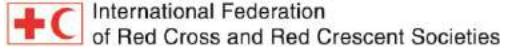
## PFA in Groups – Support to teams





BENJAMIN SUOMELA/ANN SHEDDOS

# Psychosocial Centre



International Federation  
of Red Cross and Red Crescent Societies

**Thank you!**



## DRI<sup>VER</sup>+ SUSTAINABILITY & CENTER OF EXPERTISE TOOLKIT

I4CM CONFERENCE - 12 JUNE 2019

Marcel van Berloo (TNO), Agnese Macaluso and Niels van Wanrooij (Ecorys)

# OUR SUSTAINABILITY OBJECTIVES

- Ensure that D+ outputs are easy to use, accessible and supported by guiding materials for organizations that are not familiar with the project
- Design a strategy and identify organisations that could adopt and manage the DRIVER+ outputs across Europe
- Make this strategy self-sustainable and provide tools to make sure all materials and tools are used and further developed and community of users continues to grow

# INTRODUCING THE CoE CONCEPT

- Centers of Expertise (CoEs) as adopters and service providers of DRIVER+ outputs
- CoEs can adopt the whole package or single outputs
- They can operate as a national or regional hub in a specific field of Crisis Management
- They are primarily practitioner organisations
- They operate in an ecosystem (networks & governance)



# WHY BECOME A COE?

- Have access to a large set of CM solutions and innovations and
- Be linked to a vast CM ecosystem
- Be profiled as a ‘broker’ for CM solutions (with a wide network)
- Acquire a European ‘quality label’

# ROADMAP FOR SUSTAINABILITY

**By the end of the project – February 2020:**

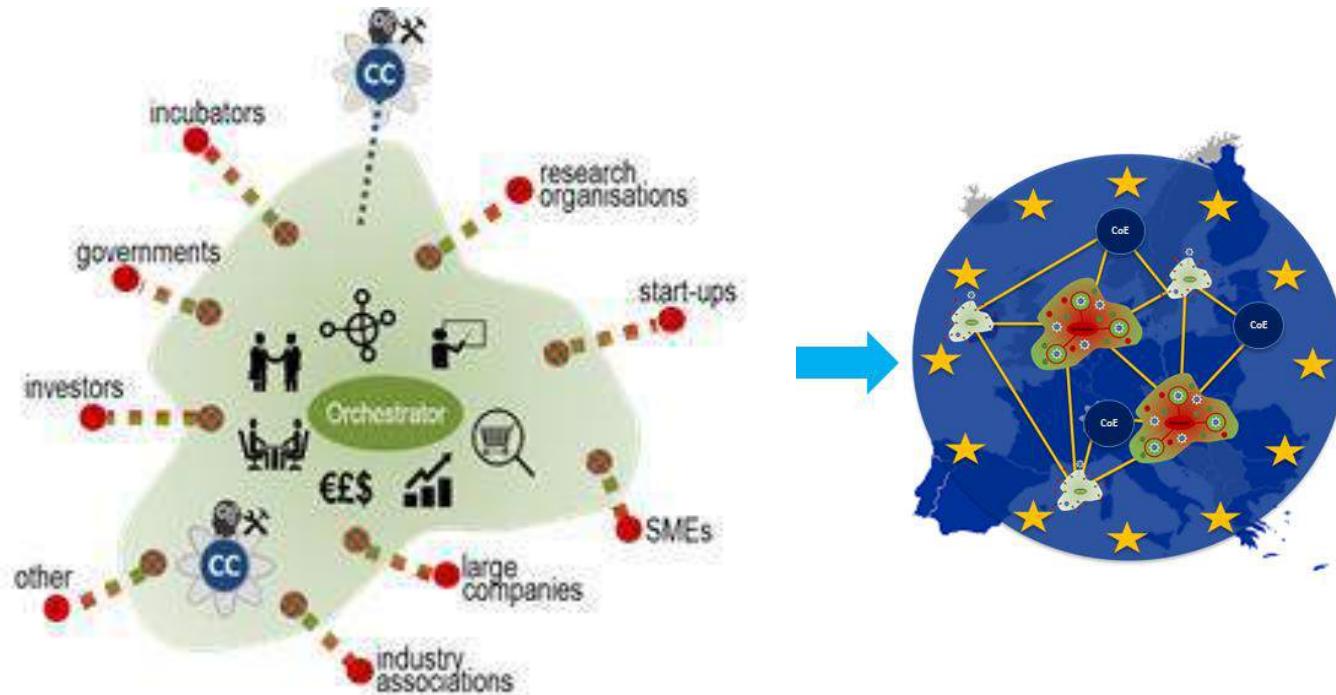
- Have a number of Centers of Expertise in place
- Put in place guidance for future potential CoEs to take up that role
- Design a framework for a CoE pan-European network

**In the long term:**

- Adoption and implementation of DRIVER+ outputs across Europe
- Establishment of a practitioner-centered user community, organized around network of Centers of Expertise
- Commitment at European and MS level to support the development of such a network

# THE PAN-EUROPEAN DIMENSION

## NEED FOR AN EUROPEAN MULTI-STAKEHOLDER NETWORK



# KEY PILLARS OF OUR STRATEGY

1. Setting up a number Centres of Expertise by providing guidance and tailored assistance
2. Performing a Market analysis
3. Developing a CoE Toolkit for future users

# 1. SETTING UP COEs

## A TAILORED APPROACH

- Identify 3-4 potential CoEs to support with a step-by step approach
- Carry out exploratory interviews
- Develop together a business model and where possible an operational plan



## 2. MARKET ANALYSIS

### PURPOSE

- Identify and segment the underlying market for DRIVER+ products
- Identify the USPs for DRIVER+ products + competitor analysis
- Identify potential business models for sustainability
  - Including costing for the infrastructure (physical, virtual, staff)
  - Including an analysis of public procurement processes

### 3. CoE TOOLKIT

#### GOAL

We are developing a toolkit to:

- Define more concretely activities, requirements, challenges CoEs might face
- Explain the implications of becoming a CoE
- Provide a set of options and guide potential adopters in exploring their role

# ZOOMING IN ON THE CoE TOOLKIT

## CONTENT

- CoE framework, local and pan-European elements
- Added value of being a CoE
- Possible CoE options
- Description of DRIVER+ outputs and requirements
- Roadmap to becoming a CoE (positioning, shaping, executing)

# TOOLKIT

## ROADMAP TO BECOMING A COE

**Positioning:** activities to be able to decide whether an organisation wants to take up DRIVER+ outputs

E.g.: Investigate different roles of CoE and what the added value can be, what personnel & technique is needed.

**Shaping:** steps to prepare for becoming a CoE, up to the point of formal establishment as a CoE.

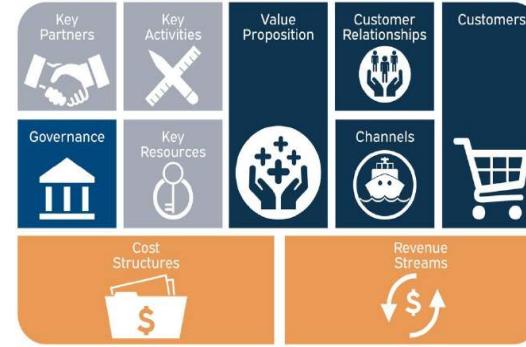
E.g.: Implement technology plan, hire new personnel

**Operating:** operate and evaluate CoE, adapt if necessary.:

E.g.: Evaluate expected added value of CoE, and whether enough personnel is in place, with the right competencies

# TOOLKIT

## EXAMPLES OF TOOLS



Examples of tools to support the activities of the roadmap:

Sustainability model canvas

SWOT analysis

Stakeholder analysis



ARE YOU INTERESTED?

CONTACT US!

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**THANK YOU.**  
ANY QUESTION?

# CONTACT

## REACH US



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Groups:  
Driver Project



Driver Project

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**Interested in collaborating with us?** - [cooperation@projectdriver.eu](mailto:cooperation@projectdriver.eu)

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This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement n° 607798. The information and views set out in this presentation are those of the author(s) and do not necessarily reflect the official opinion of the European Union





# DRIVER + SUSTAINABILITY

## CENTRE OF EXPERTISE IN POLAND

Anna Nalecz-Kobierzycka, Space Research Centre PAS

4th I4CM Event, 12-13 June 2019, Copenhagen

# CENTRE OF EXPERTISE IN POLAND

## POTENTIAL ACTIVITIES

- Testing, assessing and developing best practices of use of aerial drones for crisis management, rescue operations and public safety;
- Support for development, testing and assessing arrangements for air space (air traffic) management (ATM) enabling use of drones for crisis-related operations;
- Testing and assesing new technical and organisational solutions for rescue operations, civil protection and crisis management (SGSP-SRC cooperation).

To be used as a basis:

- TGM and related tools (as appropriate)
- organisation and procedures

To be used as support whenever possible:

- technical test-bed
- simulation environment
- portfolio of solutions

# CENTRE OF EXPERTISE IN POLAND

## POTENTIAL PARTNERS

- SGSP
- Central-European Drone Demonstrator (national establishment for demonstrating and testing of drone applications), includes both central and regional authorities
- State Fire Service competence centre for drones (they may act as independent actor in assessments, since they are a certified national laboratory)
- Ministry of Infrastructure and Ministry of Internal Affairs and Administration
- Police (different levels)
- Air traffic management authorities and related regulatory authorities
- Industry - National Chamber for Drones

# CENTRE OF EXPERTISE IN POLAND

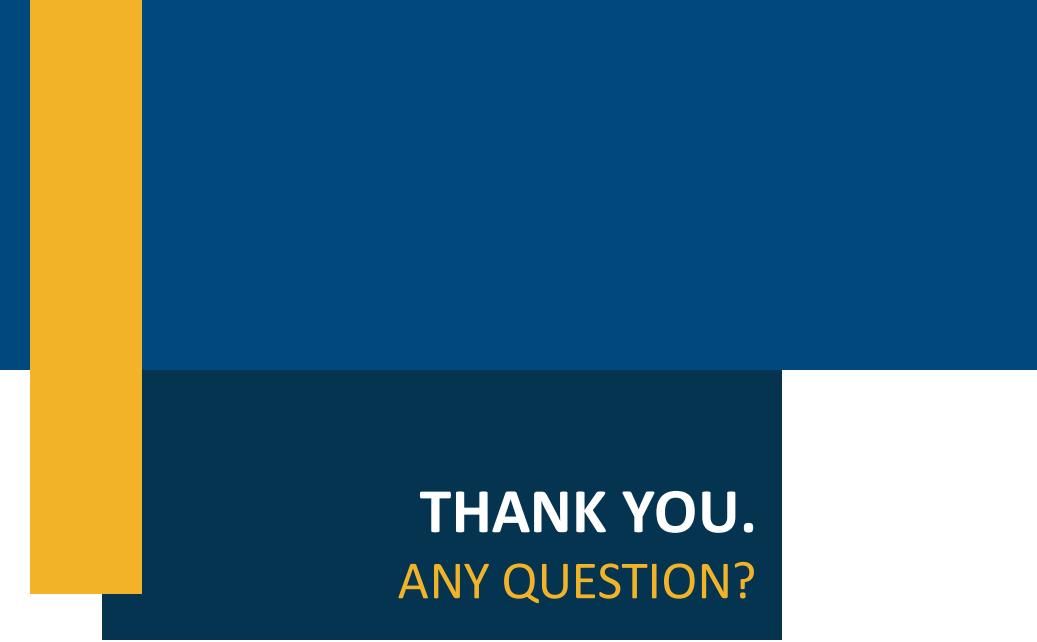
## INITIAL FOCUS: DRONES FOR PUBLIC SAFETY

- Any issue related to risk and crisis management
- All phases of CM: planning and risk assessment, monitoring, operational use, post-event documentation and analysis
- Possible way forward:
  - Elaboration of detailed roadmap (users' needs, available solutions, gaps and obstacles)
  - Pilot projects – practical assessments of use of drones in chosen priority thematic areas (in line with TGM)
  - Development of best practices and recommendations
  - Possible support for definition of requirements for public procurement process

# CENTRE OF EXPERTISE IN POLAND

## OPPORTUNITIES AND CHALLENGES

- Communication and outreach
  - On-going dialogue with potential partners and users – capitalizing on their initial interest
  - Information and promotion: PL VIP event during the Final Demo in November, GIS for Risk and Crisis Management - Users' Forum in spring 2020
- Coordination with other potential CoEs
- Ensuring appropriate funding (risk: parliamentary elections in autumn)
- User-led approach



**THANK YOU.**  
ANY QUESTION?

# CONTACT

## REACH US



@driver\_project



Groups:  
Driver Project



Driver Project

**More information about the project** - [coordination@projectdriver.eu](mailto:coordination@projectdriver.eu)  
**Interested in collaborating with us?** - [cooperation@projectdriver.eu](mailto:cooperation@projectdriver.eu)  
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Task Group Flood

Workshop I4CM  
Kopenhagen  
June 12 2019

# Workshop Floods

- Welcome and intro
- CMINE Floods: Task elaboration
- Working session on topics
- Discussion on way forward and upcoming challenges



# Presenters

## Hanneke Vreugdenhil

- Senior consultant Risk management floods at HKV Consultants (the Netherlands)
- Chair CMiNE ask Group Floods
- [vreugdenhil@hkv.nl](mailto:vreugdenhil@hkv.nl)



## Gyorgy Lesko

- PhD National University of Public Service (Hungary)
- Hungarian Civil Protection Associations
- [leskogyw58@gmail.com](mailto:leskogyw58@gmail.com)



# HKV, consultancy and research in water management and flood risk



- Independent consultancy firm, founded in 1995
- 70 employees
- Based in the Netherlands, offices in Delft and Lelystad
- Specialized in:
  - Risk and Disaster Management
  - Rivers, Coasts and Deltas
  - Water and Climate
  - Products and Services
- 10% of budget spent on research & development, PhD's, internships and graduation projects
- Clients: Governments, International Finance Institutions, European Commission, Private companies
- We support the 10 principles of the United Nations Global Compact



# CMiNE network

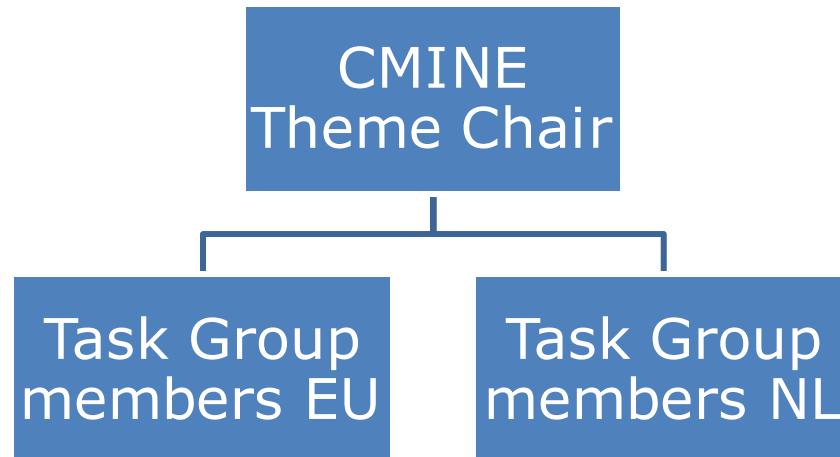
## HOW DOES IT WORK CONCRETELY?



# Participants and meetings

- Kick off: March 8<sup>th</sup>, Delft
- Task Group meeting: March 28<sup>th</sup>, Brussels
- Task Group NL-meeting: July 2<sup>nd</sup>, Amersfoort
- Task Group meeting: October, Budapest?
- Task Group meeting: December, Dresden?
- Presentation results: February 2020

(final DRIVER+ conference)



# Task Group Floods

Antoni Rifa Ros	Catalan Fire Service, Girona	Spain
Orlin Nikolov	Crisis Management and Disaster Response Centre of Excellence	Bulgaria
Carmen Castro	Valencia Local Police, emergency management	Spain
Leskó György	Doctoral School of Military Engineering	Hungary
Kim Lintrup	Fire and Rescue Service, Frederiksborg	Denmark
Ralf Hedel	Fraunhofer Institute	Germany
Evert Hazenoot	Waterboard Rivierenland	NL
Marcel van der Doef	Waterboard Brabantse Delta	NL
André de Rond	Safety Region Haaglanden	NL
Roelof Moll	TU Delft	NL
Ludolph Wentholt	STOWA	NL
Jaap van der Veen	Waterboard Zuiderzeeland	NL
Martin Nieuwenhuis	Waterboard Rijn and IJssel	NL
Jan van der Lingen	Waterboard Hollands Noorderkwartier	NL
Raymond de Landmeter	Waterboard Hollands Noorderkwartier	NL



Todor Tagarev	Head of Centre for Security and Defence Management – Head Chair CMINE	Bulgaria
Hanneke Vreugdenhil	HKV Consultants	NL
Bas Kolen	HKV Consultants	NL

# Road Map Task Group Floods

- Theme: the effectiveness of emergency measures related to flood risk management.
- Focus on flood probabilities AND flood preventative measures (to reduce probability) and flood risk (limited awareness).
- Add emergency measures and show effectiveness on a risk/flood map.
- Explain and visualise (calculated) flood risk to determine the effectiveness, advantages and accountability of centralised or regional investment on flood risk management measures.
- Challenge: to develop an international worldwide approach to measure the effectiveness of flood measures and an effective and efficient use of open data.



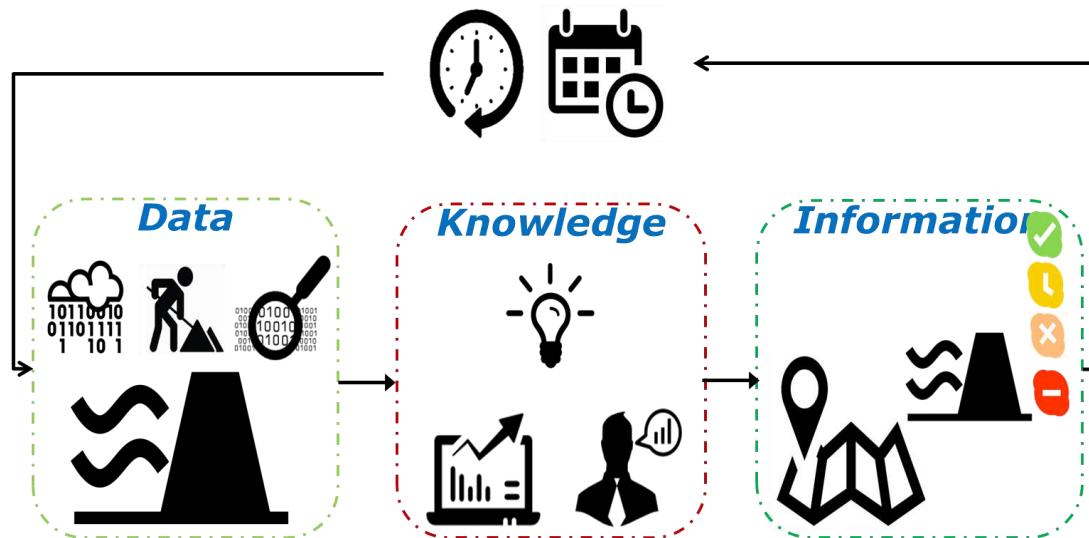
# Research question

**How to determine the reduction of flood risk (in terms of damage or loss of life) by emergency measures during an event?**

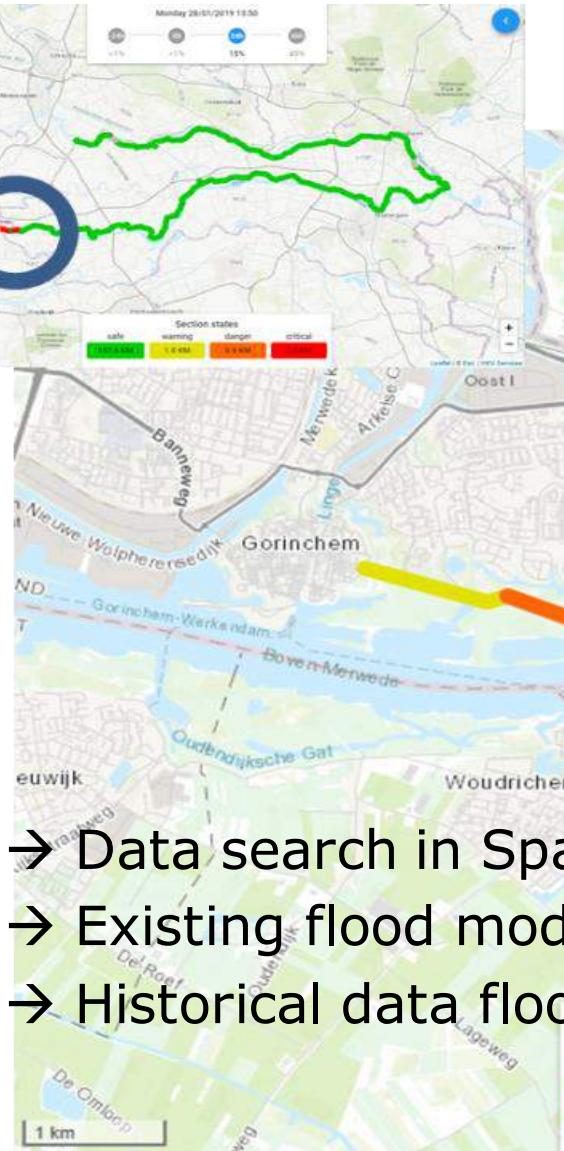
- We use methodology 'Continuous Insight' (developed in H2020 BRIGAID) to define the 'conditional flood risk'.
- A method will be developed to evaluate the conditional flood risk, and define effectiveness of measures (using field inspections, observations (as in exercises), expert judgement etc.)
- Other questions (research, practitioners) will be gathered and added to the CMINE system, to show the CMINE network sustainability

# Predicted results

- Outcome: different demos for different countries, based on EU Flood Directive open data and a list of (local) measures.
- Example: conditional probability of failure and conditional flood risk is presented on a map in which the alarm categories are presented for all levee sections.



# Best practices



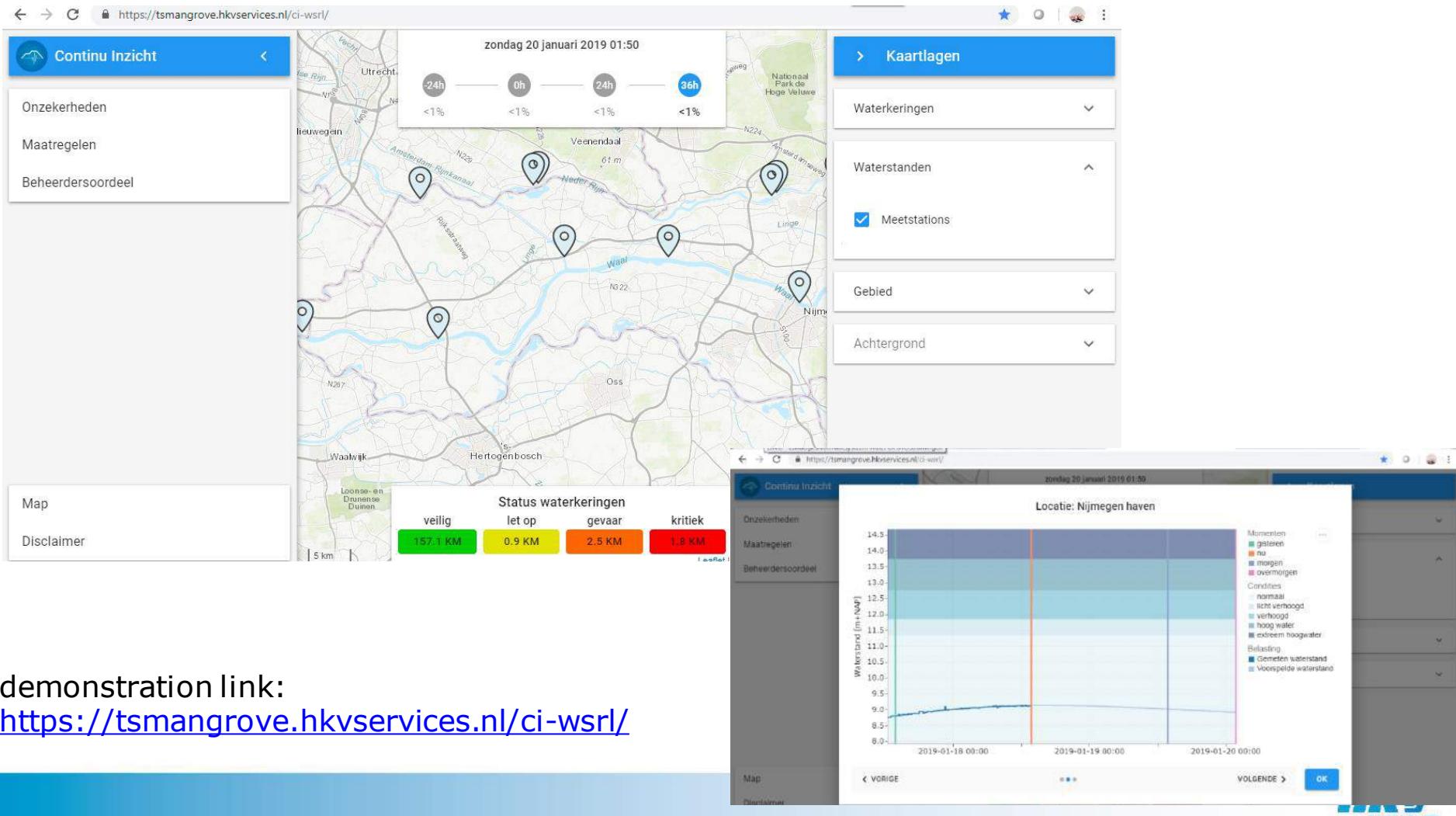
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- Data search in Spain and Hungary
- Existing flood modelling in Germany
- Historical data flood Elbe

# Real time insight: forecasts

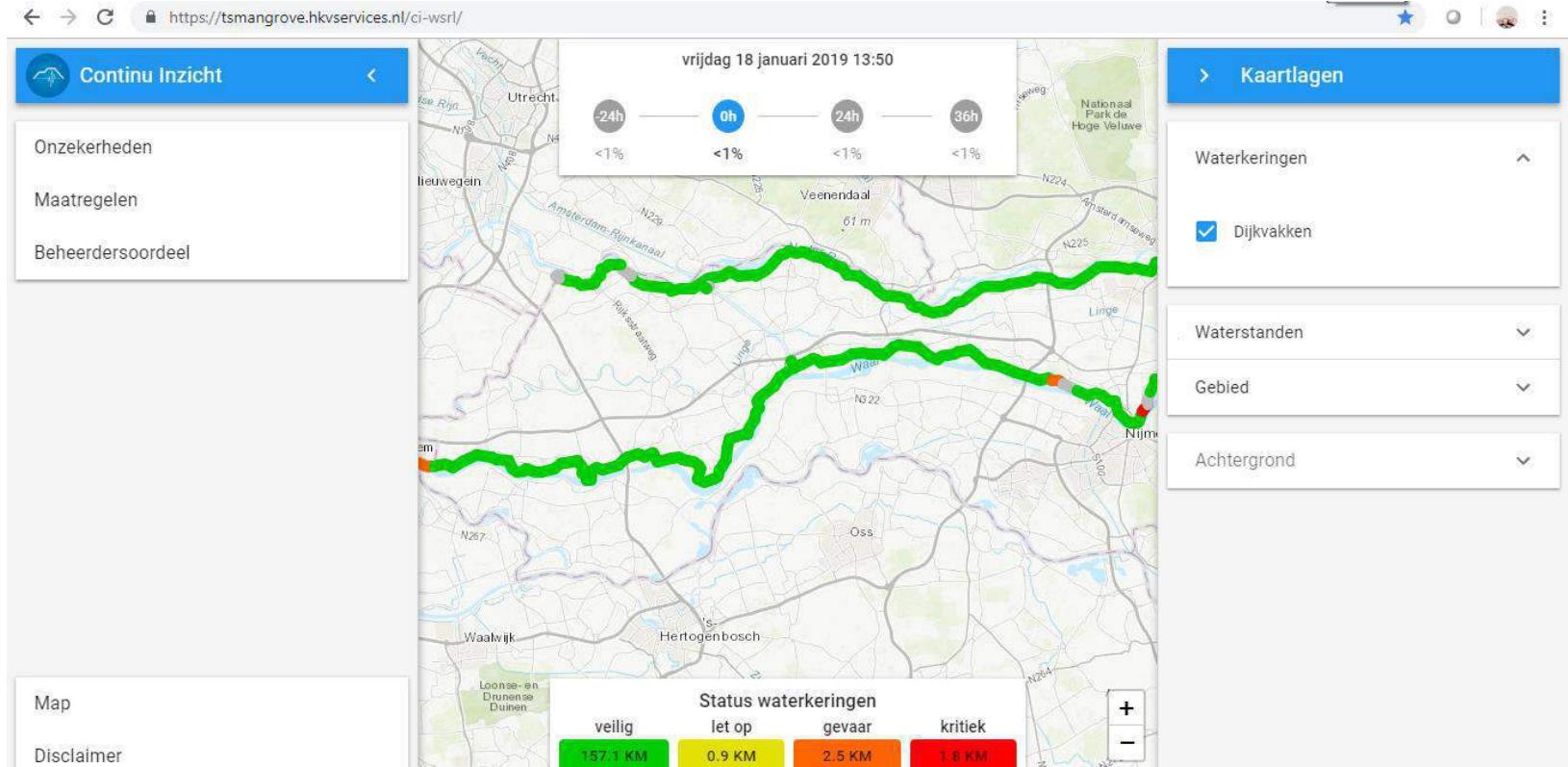
Step 1: Measured and forecasts of water levels (now, 24h, 48h etc)



# Real time insight: threat and probabilities

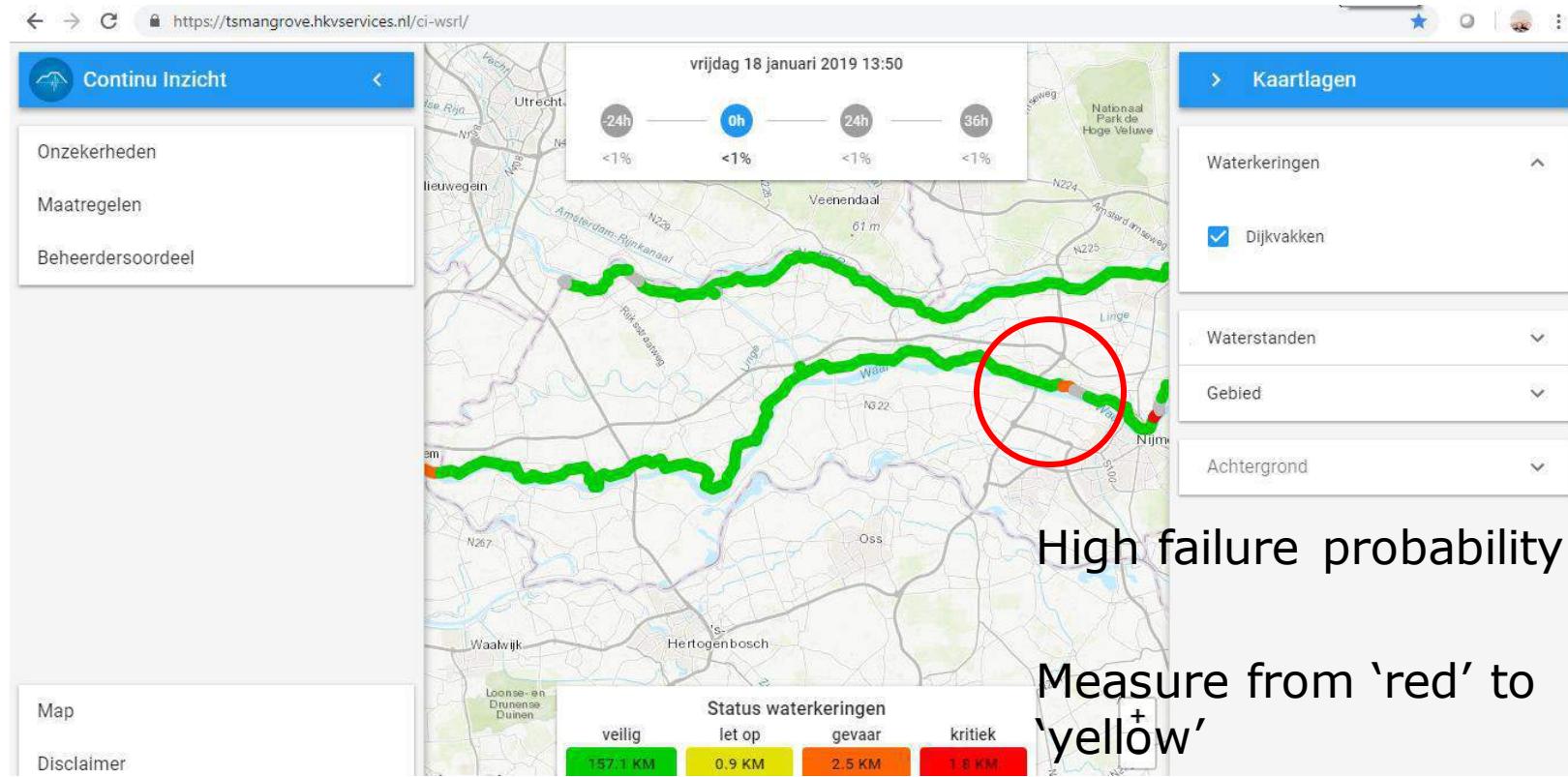
Step 1: Forecasts of water levels (now, 24h, 48h etc)

Step 2: Conditional probability of failure / flooding (map)



# Real time insight: threat and probabilities

1. Step 1: Forecasts of water levels (now, 24h, 48h etc)
2. Step 2: Conditional probability of failure / flooding (map) (using eg fragility curves)

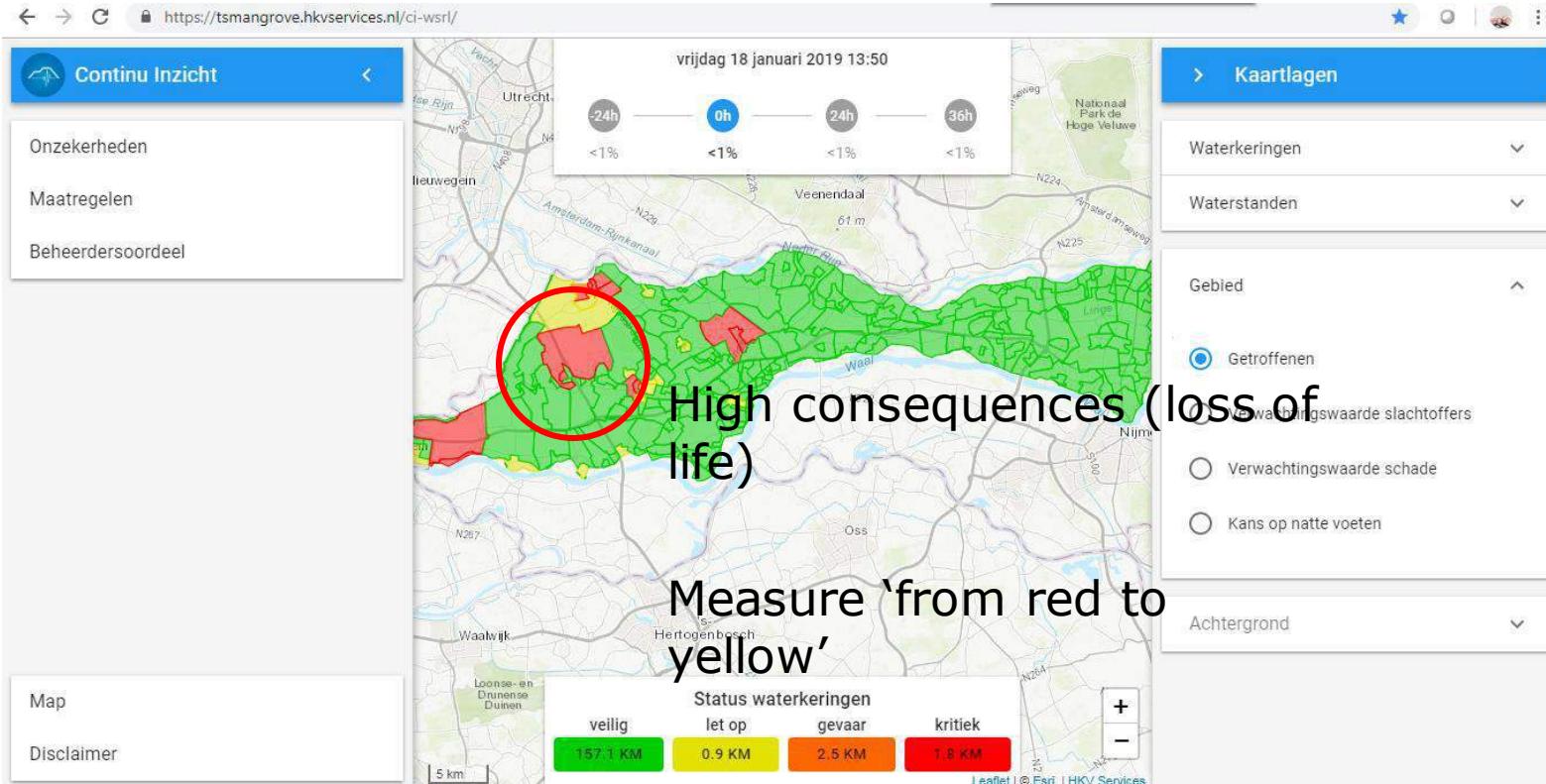


# Real time insight: risk

Step 1: Forecasts of water levels (now, 24h, 48h etc)

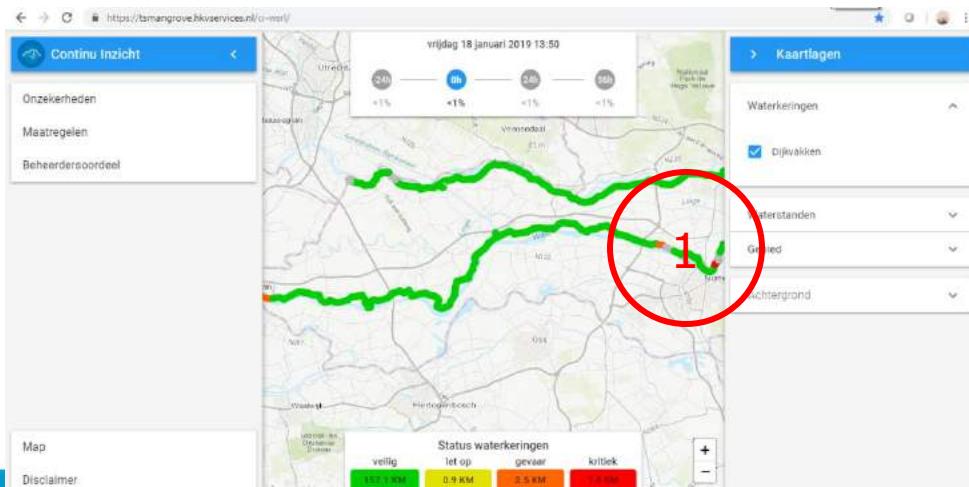
Step 2: Conditional probability of failure / flooding

Step 3: Conditional risk (map)



# Real time insight – measures

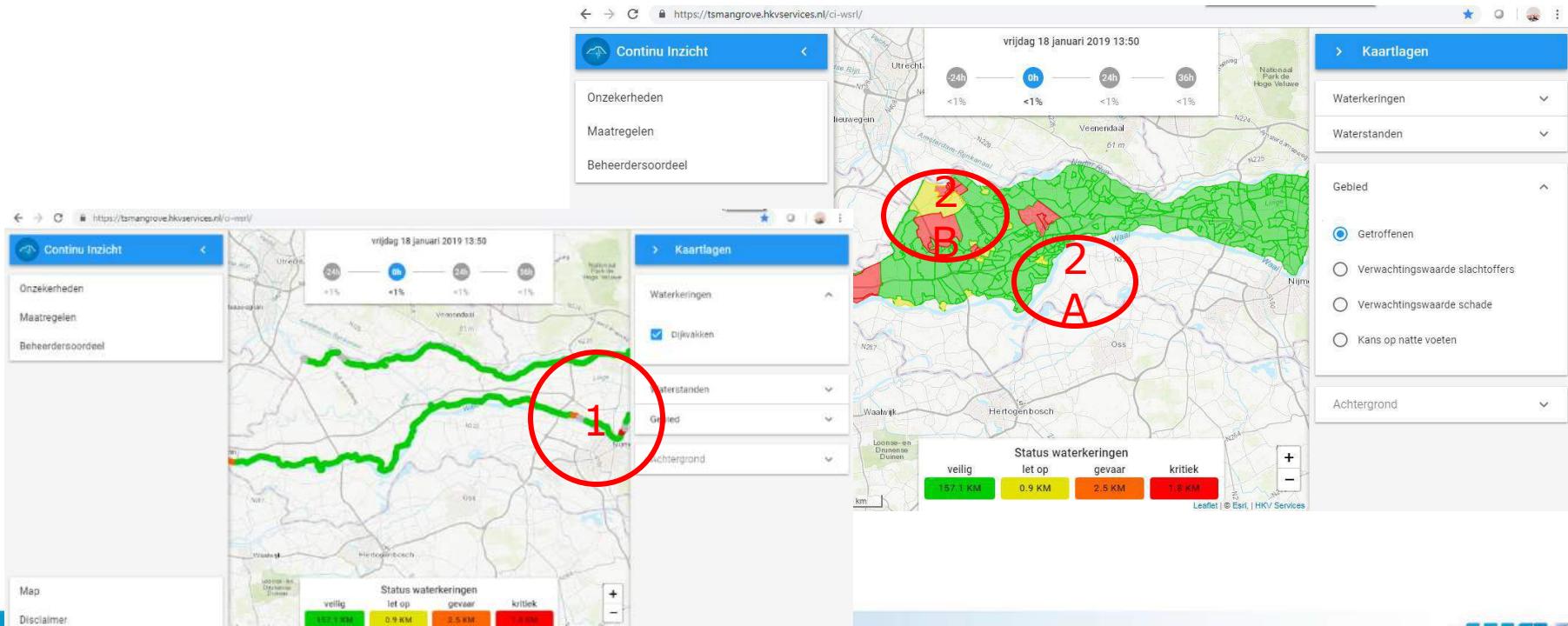
- Focus 1: To reduce probability of flooding: flood fighting sand bags



# Real time insight – measures

1. Focus 1: To reduce probability of flooding: flood fighting sand bags
2. Focus 2: To reduce risk: to avoid the highest consequences/impact
  - A. Reduce probability of flooding (on most important levee sections)
  - B. Evacuation (reduce consequences)

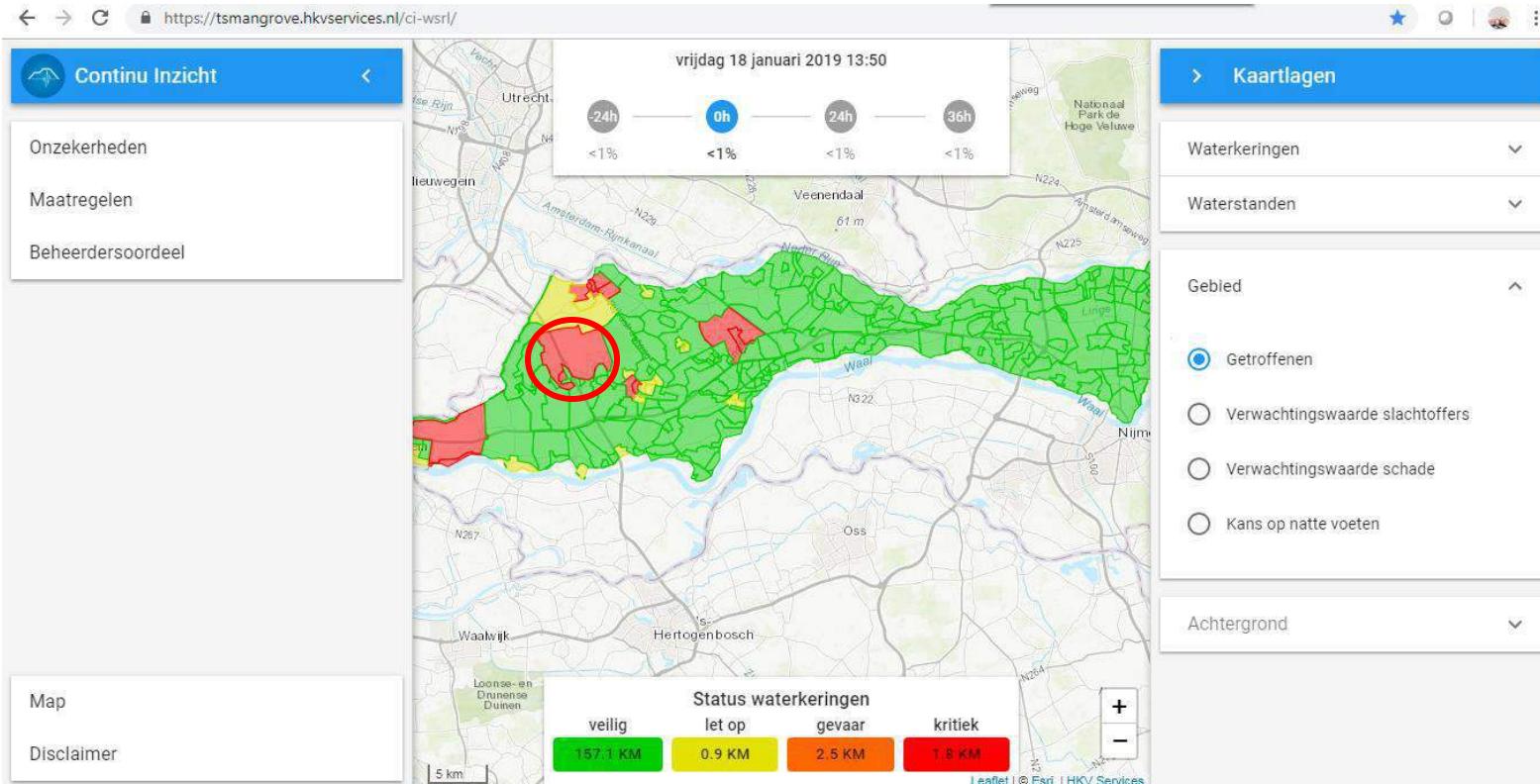
Both focusses can result in different measures!



# Real time insight – use of additional information (eg field inspection, observations)

Adjust outcome of assessment by 'flood risk expert, options:

- Adjust 'alarm color' (per zone, levee section, etc.): from red to ...
- Adjust numerical value



# Activities

## 1. 3 cases to conditional flood risk

- Netherlands (based on developed methodology with WSBD, HHNK, WSRL, RWS, STOWA, HKV, HHD, WRIJ)
- EU1
- EU2

## 2. In these cases a scenario will be simulated and some measures will be simulated

## 3. In the flooding working group the approach will be discussed, lessons learned will be defined.

# Challenges

- Access to data (formal EU Flood Directive geo-data) and authorised mandate to hand over the data – EU policy recommendations
- Connection with 'decision makers'
- Collection of other topics and how to work cross thematical



# Way forward and upcoming challenges

How to make sure that people do exactly their tasks, varying from high level decision makers to volunteers working locally in the field?

Flood events, how to cooperate? Resilience exchange network on flood warning, forecasting and emergency response.

Modelling issues: Reduce flood risks by compartmentalisation?

?



# Questions?





# TRIAL 3

## AUSTRIAN TRIAL – PROGRESS REPORT

Camilo Palacio – Austrian Red Cross  
Copenhagen, June 2019

# GENERAL INFORMATION AUSTRIAN-TRIAL

Location	AUSTRIA – Eisenerz, Styria
Date	09-11 Sept Preparations 12.-15.Sept. 2019 EUCP
Organizer	ARC + AIT
Trial type	Field Exercise







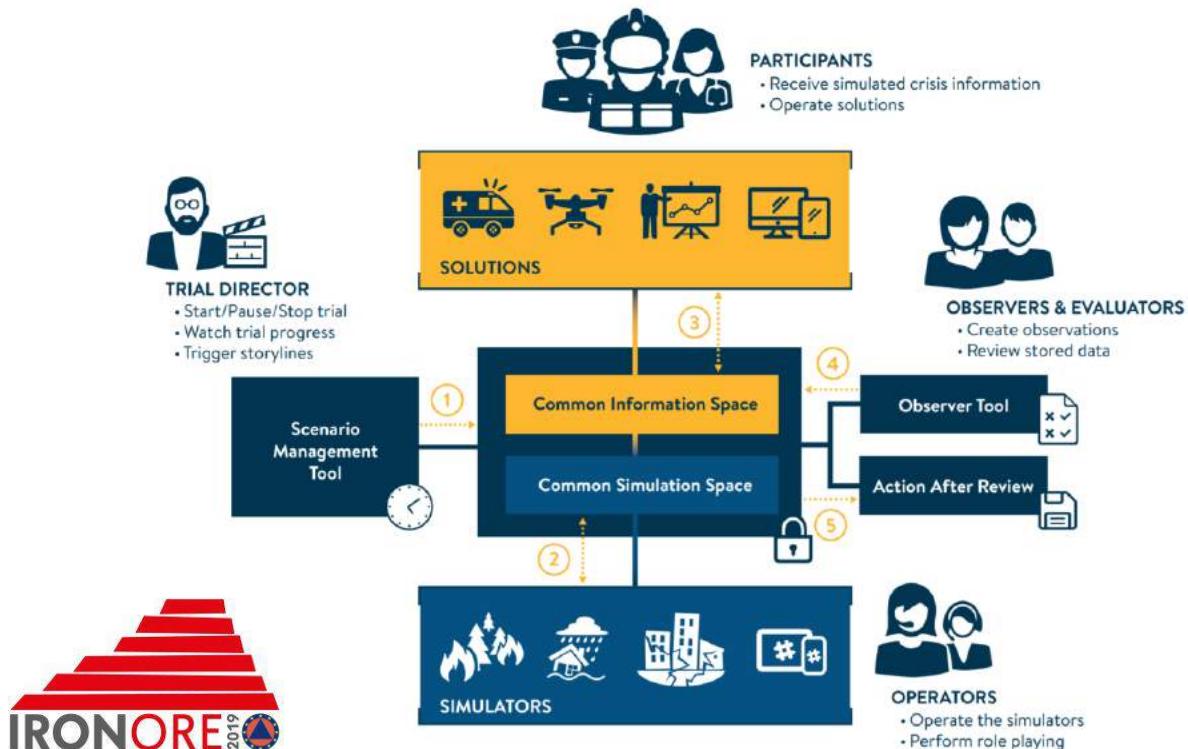
# GAPS ADDRESSED

## Capabilities needed

Solution to be tested are addressing one of the following capability gaps:

- **Volunteer management**
- **Psycho-social support**
- **Situation damage assessment and decision making**
- **Interaction with the population**
- **Evaluation**

# TRIAL SET-UP



# IRONORE2019

## HARD FACTS

The aim of the IRONORE2019 exercise is to strengthen the preparedness of response to an earthquake disaster within Austria in an alpine area, including training of interoperability of UCP capacities, the procedures to activate the UCP Mechanism, communication with Emergency Response Coordination Centre as well as to exercise the Austrian Host Nation Support



ÖSTERREICHISCHES  
ROTES KREUZ



ÖSTERREICHISCHES  
ROTES KREUZ  
STEIERMARK



MAGYAR VÖRÖSKERESZT  
HUNGARIAN RED CROSS



## EARTHQUAKE SCENARIO

1200 Participants

Participating countries



# JOINT ACTIVITIES

Ironore KoM

Driver+ Solution selection

TIM

DR1

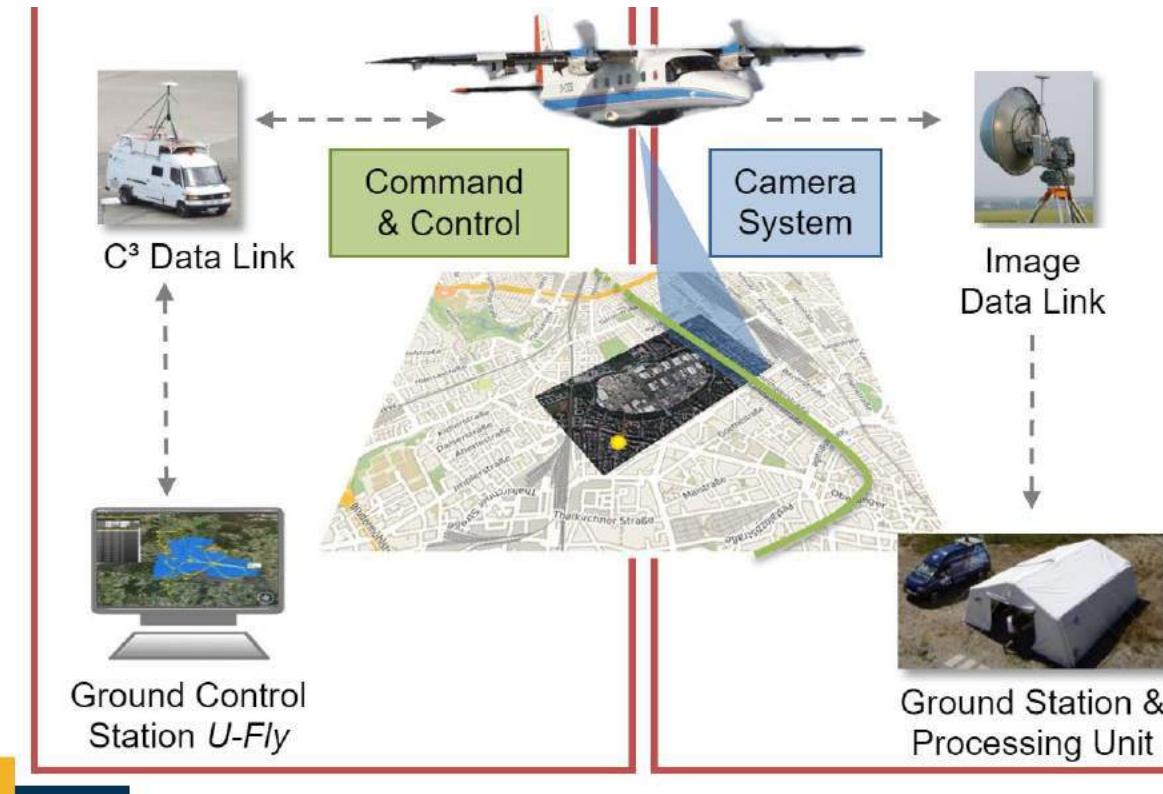
Parallel discussions





## DRIVER+ PARTICIPATING SOLUTIONS

# AIRBORNE & TERRESTRIAL SITUATIONAL AWARENESS



## Vehicles

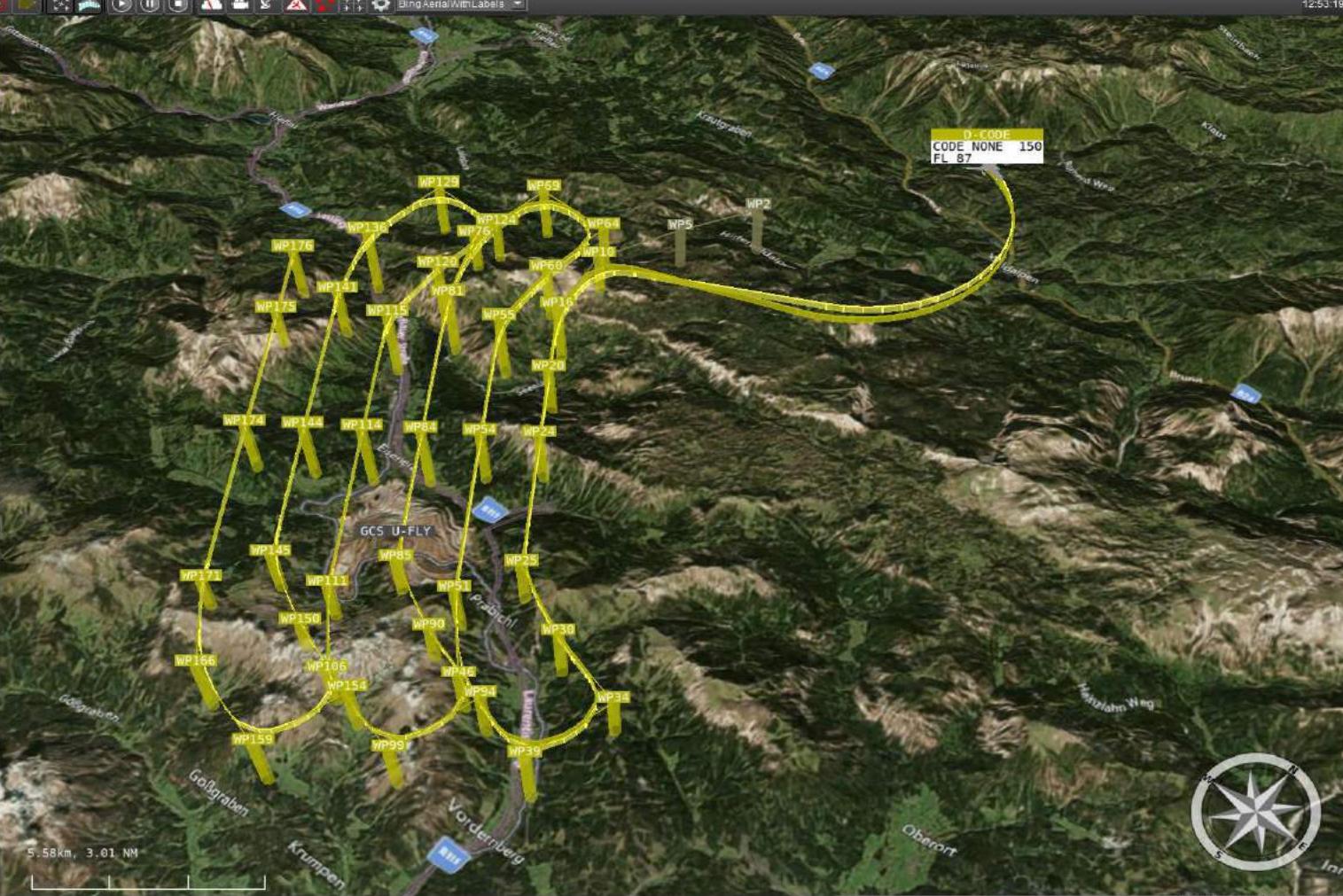
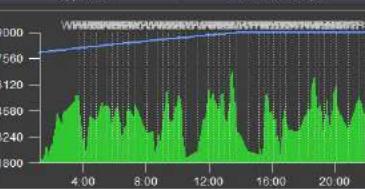
Callsign	Model	State
CODE	CODE	ACTIVE

Flightplan

Departure	Airport	Runway	SID	Time	00:00
Destination	Airport	Runway	STAR	APPROAC	
Cruise Alt	9000	Cruise Spd	0	CAS	

Name	Turn	All	Spd	Distance	Time
WP64	Mid		23.1	8.09	
WP69	Mid		23.9	8.27	
WP78	Mid		25.0	8.50	
WP81	Mid		26.1	9.14	
WP84	Mid		28.4	10.02	
WP85	Mid		30.3	10.42	
WP90	Mid		31.3	11.02	
WP94	Mid		32.2	11.22	
WP99	Mid		33.1	11.40	
WP106	Mid		34.2	12.03	
WP111	Mid		35.3	12.26	
WP114	Mid		37.5	13.14	
WP115	Mid		38.4	13.54	
WP120	Mid		40.4	14.15	
WP124	Mid		41.3	14.34	
WP129	Mid		42.2	14.52	
WP135	Mid		43.3	15.15	
WP141	Mid		44.4	15.38	
WP144	Mid		46.7	16.26	
WP145	Mid		48.6	17.06	
WP150	Mid		49.5	17.27	
WP154	Mid		50.5	17.46	
WP159	Mid		51.3	18.04	
WP165	Mid		52.4	18.27	
WP171	Mid		53.5	18.50	
WP174	Mid		56.8	19.38	
WP175	Mid		57.7	20.18	
WP176	Mid		58.8	20.41	

approach       Send To Cockpit



# CROWDTASKER

Sicher <https://crowdtasker.admin.ac.at/cta/#/events/edit/0659f2c0ca40>

## CrowdTasker Administrator

Events > Severe Storm in Berlin

Status Published Coordinator Admin (ingenous) Published 08.24.88 11:05 2018 Expires Event expires at

Name \* Severe Storm in Berlin

Description Berlin was hit by a severe storm accompanied by heavy rainfall which caused damage to public infrastructures.

Available event features

Crowd assessment  Crowd reporting  Crowd awareness

Crowd assessment  Crowd awareness

Geographic region Berlin, Germany



Address only verified volunteer profiles  
Address only volunteers within the geographic event region

Languages Bulgarian, Danish, German, English  
Medical education Doctor, paramedic, Emergency doctor

Select volunteers

Assigned Tasks

+ Add tasks

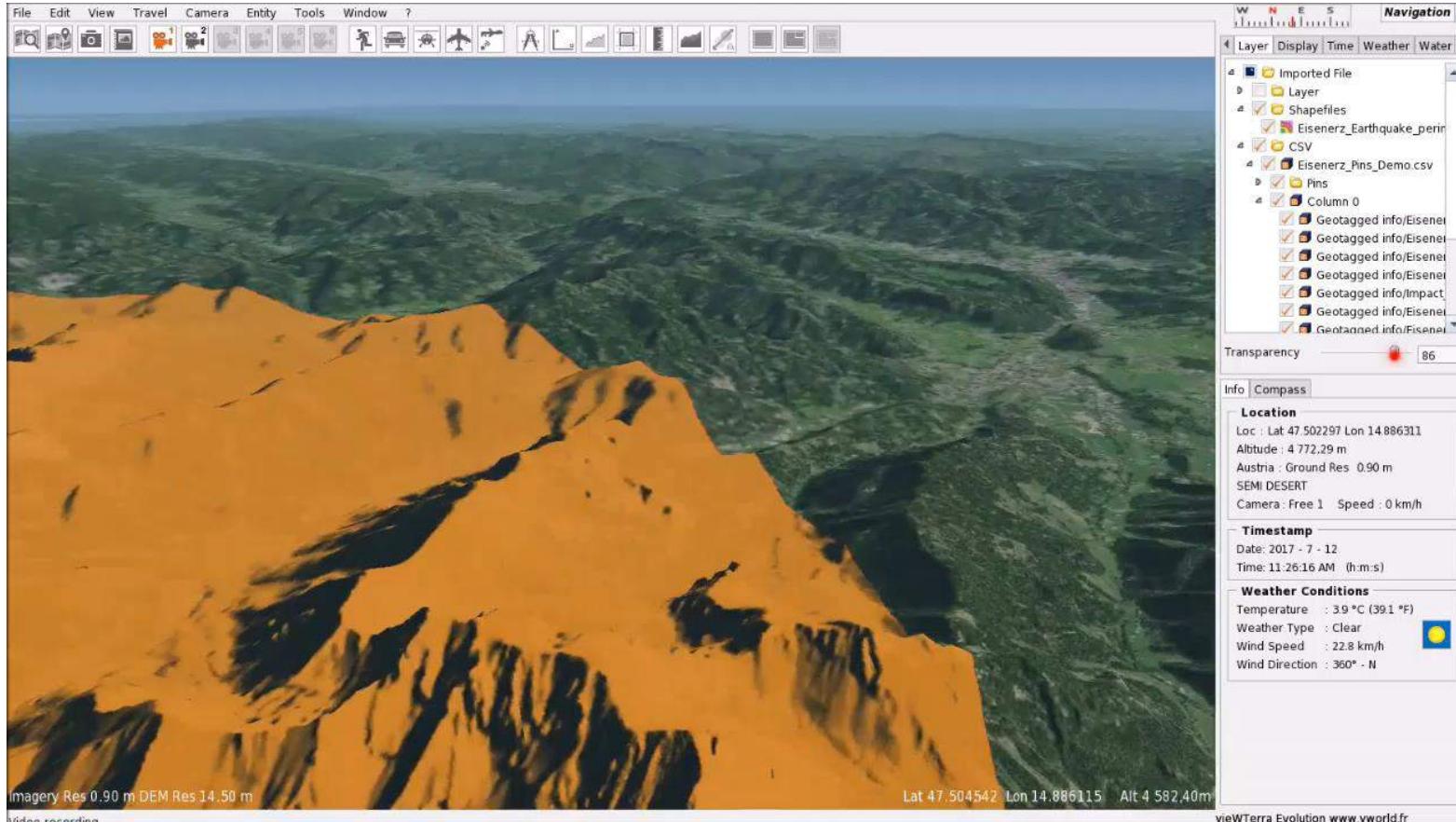
Name	Status	Deadline
Damaged Congress Center	Task being executed	 
Damaged Exhibition Hall	Task being executed	 

Back Save

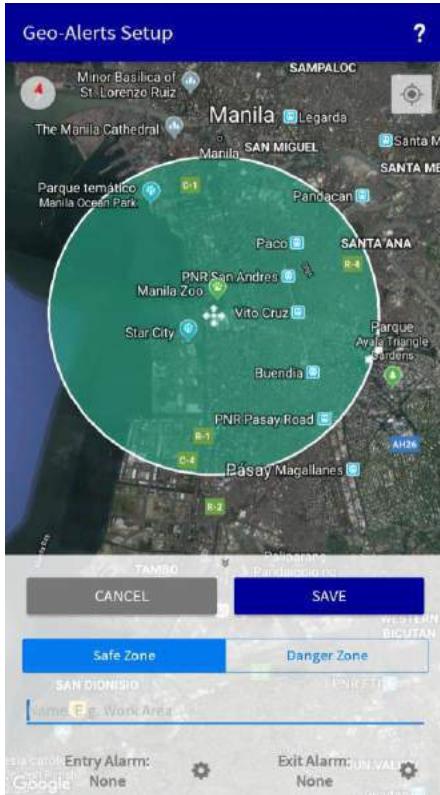
# CROWDTASKER - SOCIAL MEDIA COMPONENT



# VIEWTERRA



# ASIGN PRO



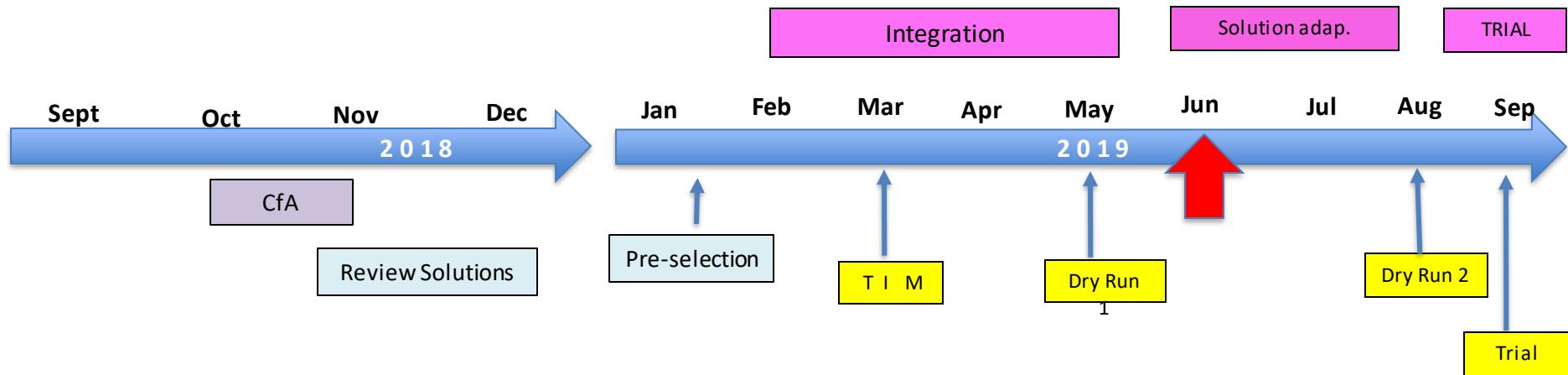
## COMMUNICATION AND EVALUATION



# PSYCHOLOGICAL FIRST AID (PFA)



# TIMING



# DRY RUN 1

13. – 17.05.2019 Eisenerz

Succesfull interaction among solutions

Use cases tested

Floor plan distribution

Identification of further needs

Presentation of IRONORE possible injects





**Trace**

```

Time: 14:13:56
assign_mission
Time: 14:14:30 (UPDATE)
incident_Report
CrowdTaskerProducer
Time: 14:15:37 (UPDATE)
assign_mission
Time: 14:15:16 (UPDATE)
assign_mission
Time: 14:18:00 (UPDATE)
$GNGPSDELE ME
assign_photo
Time: 14:18:10
#LOCnAutomatically geo-tagged imported p
assign_photo
Time: 14:19:00
{}
airborne
Time: 14:19:00 (Downloading...)
{}
airborne
Time: 14:19:03
#LOCnAutomatically geo-tagged imported p
#LOCnAutomatically geo-tagged imported p
assign_photo
Time: 14:20:05 (DOWNLOADED)
{}
airborne
assign_photo

```



Layer Display Time Weather Water

Imported File Layer

Transparency 100

**Info** **Compass**

**Location**  
Loc : Lat 47.519889 Lon 14.878262  
Altitude : 840.66 m  
Austria : Ground Res 0.90 m  
FIELD  
Camera : Free 1 Speed : 0 km/h

**Timestamp**  
Date: 2019 - 6 - 20  
Time: 11:59:56 AM (h:m:s)

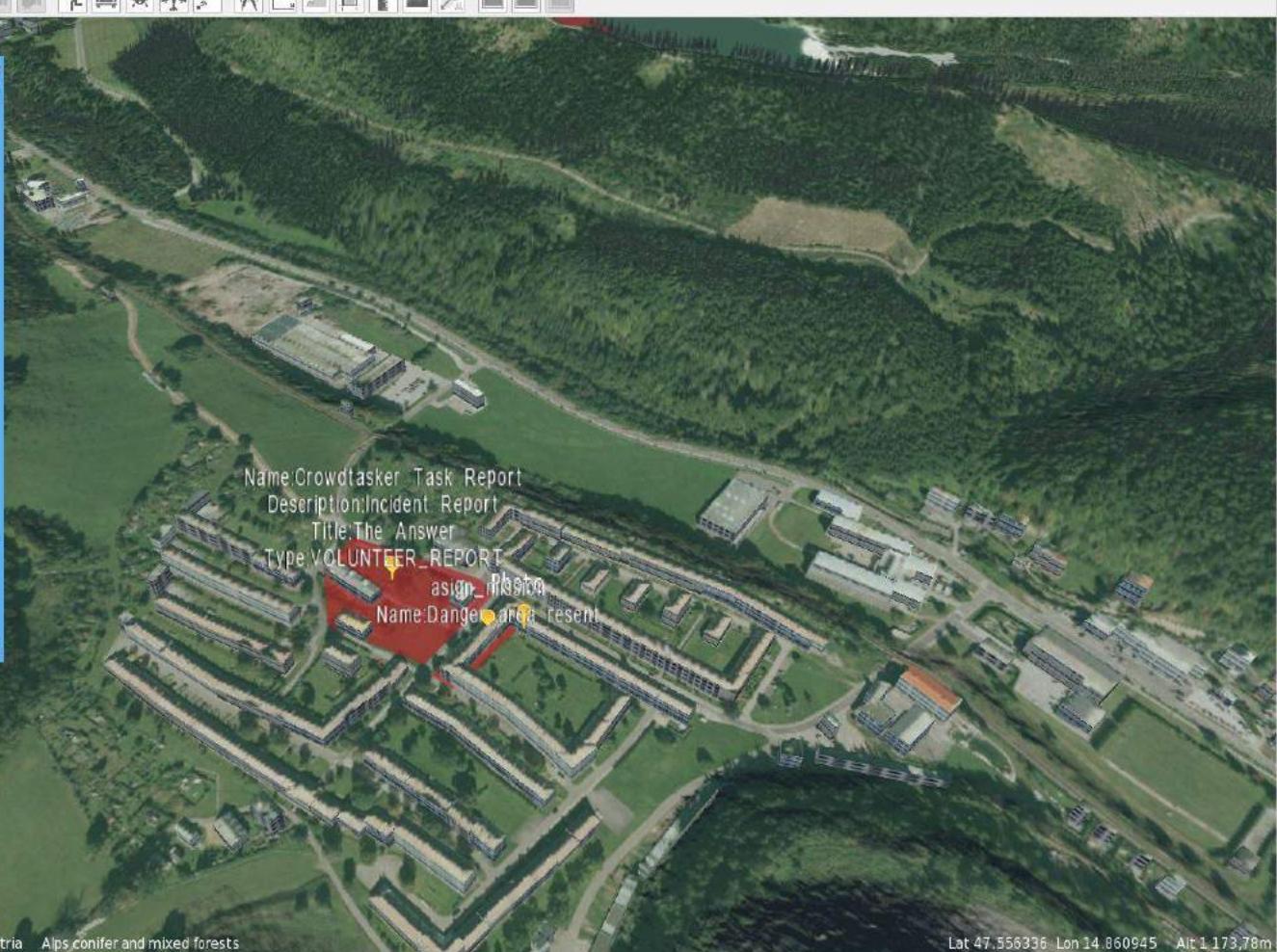
**Weather Conditions**  
Temperature : 9.1 °C (48.4 °F)  
Weather Type : Clear  
Wind Speed : 7.0 km/h  
Wind Direction : 360° - N

S W N E :  
Navigation

Layer Display Time Weather Water

Imported File

Layer

Transparency  100

Info Compass

**Location**

Loc : Lat 47.556336 Lon 14.860945  
Altitude : 1 173.78 m  
Austria : Ground Res. 0.90 m  
URBAN  
Camera : Free 1 Speed : 0 km/h

**Timestamp**

Date: 2019 - 6 - 20  
Time: 11:54:56 AM (h:m:s)

**Weather Conditions**

Temperature : 8.0 °C (46.4 °F)  
Weather Type : Clear  
Wind Speed : 12.0 km/h  
Wind Direction : 360° - N



# DRY RUN 2-TRIAL

## FUTURE CHALLENGES

Dry Run 19. – 23.08.2019 Summer Break

Participation of practitioners during DR2 and the Trial

Weather

Coordination with IRONORE

Participation of non-regular volunteers

Interaction among solutions





**THANK YOU.**  
ANY QUESTION?

# CONTACT

## REACH US



@driver\_project



Groups:  
Driver Project



Driver Project

**More information about the project** - [coordination@projectdriver.eu](mailto:coordination@projectdriver.eu)

**Interested in collaborating with us?** - [cooperation@projectdriver.eu](mailto:cooperation@projectdriver.eu)

**Communication and media contact** [communication@projectdriver.eu](mailto:communication@projectdriver.eu)



This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement n° 607798. The information and views set out in this presentation are those of the author(s) and do not necessarily reflect the official opinion of the European Union





**Uwe Kippnich,**  
Bavarian Red Cross

Management,  
Support and  
Care of Volunteers

## 4th Innovation for Crisis Management

12-13 June 2019, Copenhagen



# Refugee Camp Feldkirchen – Germany/Bavaria

- International Team
- Communication
- More than 1.000 refugees/day
- Camp → waiting area for one to up to three days





CHILD CARE

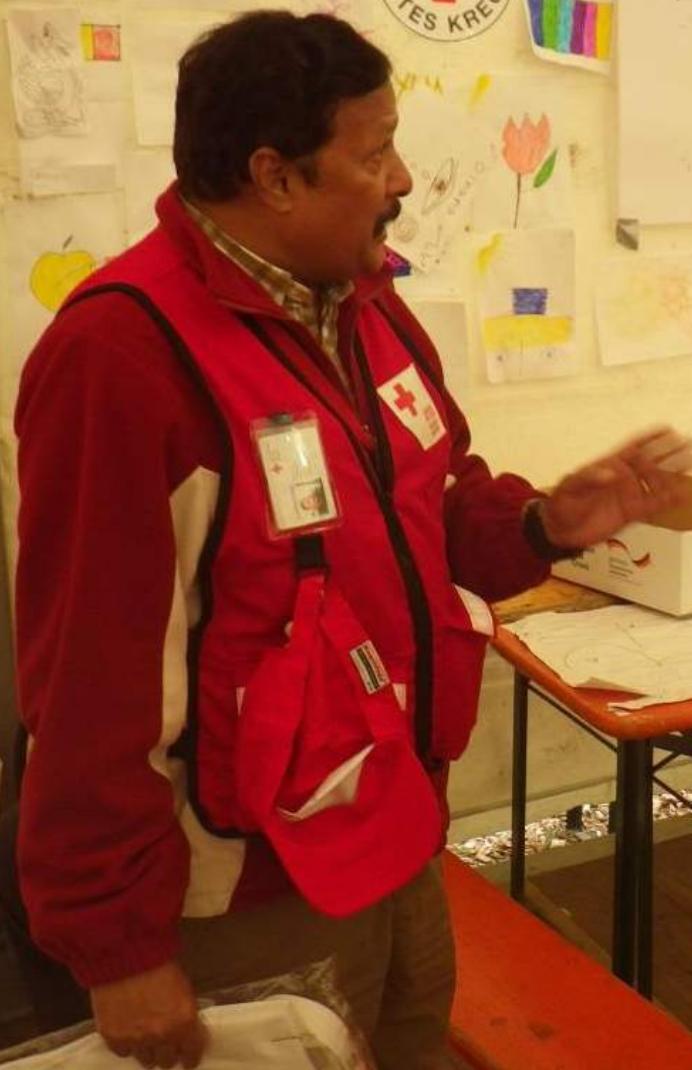
الأط فال رعاية



SIM cards  
Phone  
+ memory cards

cigarette  
Shop  
at eating hall

13-14



08/10/2015 14:27

## Situation

- Working at Camp 24/7h
- Working with the International Team (delegates)
- Coordination about the German Red Cross HQ in Berlin
- Strong shift system 12/12
- Personnel requirements problematically

Different arrival time from the refugees

Different numbers of refugees

Not able to schedule .....

- To be understaffed
- → **Solution: Involvement unbound volunteers**



# Involved unbound Volunteers

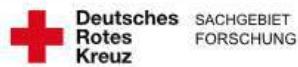
- To base a coordinator for the unbound volunteers on behalf of the German Red Cross HQ Berlin
- Integration the Security Research Civil Protection and Voluntary Services - Team 23, German Red Cross – Headquarters (Mr. Matthias Max)
- Press conference
- Promotional tour for the population
  - Press conference, TV, media, information events, social media, www





12/10/2015 13:31

<https://www.drk.de/forschung/schriftenreihe/schriften-der-forschung-band-i/>



JETZT SPE

Schriftenreihe / Schriften der Forschung - Band 1

## Die Rolle ungebundener HelferInnen im Katastrophenfall

Band 1 der Schriftenreihe Forschung dokumentiert die Ergebnisse einer wissenschaftlichen Untersuchung der ungebundenen HelferInnen während der Hochwasserkatastrophe 2013.

### Band I Teil 1

Die Perspektive der ungebundenen HelferInnen und Helfer

Weitere Schriftenreihen

Teil 1 der Schriftenreihe „Die Rolle von ungebundenen HelferInnen bei der Bewältigung von Schadensereignissen“



The German Red Cross is the first NGO in Germany who has research the unbound volunteers (Publication, COBACORE, real mission)

Bewohnersschutz

» Weiterlesen

Band 8: Die vulnerable Gruppe „Ältere und pflegebedürftige Menschen“ In Krisen, Großschadenslagen und Katastrophen

» Weiterlesen

### Band I Teil 2

Die Perspektive der DRK-Einsatz- und Führungskräfte

Teil 2 beleuchtet die Perspektive der DRK-Einsatzkräfte auf die Unterstützung durch ungebundene HelferInnen. Er folgt auf Teil 1, in dem das Phänomen „ungebundene/r Helferin“ aus der Sicht der Helfenden selbst untersucht wurde.



Zum Download

# Debriefing after the mission

Telefax: 0931/79611-14	Nachbesprechung eines TB-Einsatzes	
Mail: ez@teambayern.info	Ablauf und Checkliste	

Am Ende eines jeden Einsatzes findet eine Einsatznachbesprechung statt!

Ziel des Debriefings: Die TBM können sich aus dem Einsatz lösen und Abstand gewinnen. Sie erhalten Hinweise auf eine mögliche psychologische Nachsorge im Bedarfsfall. Zudem können sie sich zu Ablauf, Betreuung und weiteren Umständen des Einsatzes äußern.

Rahmen der Einsatznachbesprechung	Bemerkungen	Erl.
Terminierung und Festlegung der Räumlichkeiten zur Einsatznachbesprechung	Ruhige und einsatzferne Umgebung, möglichst in einem Raum, in dem alle TBM sitzen können. Stuhlkreis anstreben.	<input type="checkbox"/>
Möglichkeiten des Einsatzes der PSNV klären	Rechtzeitig an eine Gruppe wenden und für den Bedarfsfall Einsatz besprechen. Ggf. zur Nachbesprechung einladen, aber keine Problematisierung!	<input type="checkbox"/>
	- weitere Punkte	
<b>Feedback an die Helfer</b>	Ggf. auch in Einzelgesprächen, wenn es zu Problemen gekommen ist!	<input type="checkbox"/>
<b>Hinweis auf PSNV</b>	Nicht nur sofort, sondern auch noch nach der Rückkehr nach Hause	<input type="checkbox"/>
Feedback der TBM einholen	<ul style="list-style-type: none"> <li>- Verpflegung/Unterkunft/Ablauf</li> <li>- Organisation und Führung vor Ort</li> <li>- Pausenregelungen und Belastungen</li> <li>- Sicherheitsrückmeldung</li> <li>- war der Verantwortliche greifbar, konnte er Probleme klären?</li> <li>- weitere Punkte</li> </ul>	<input type="checkbox"/>
Feedback an die Helfer	Ggf. auch in Einzelgesprächen, wenn es zu Problemen gekommen ist!	<input type="checkbox"/>
Hinweis auf PSNV	Nicht nur sofort, sondern auch noch nach der Rückkehr nach Hause	<input type="checkbox"/>
Dank an die Helfer	Ggf. Urkunden oder andere Anerkennungen weitergeben.	<input type="checkbox"/>
Verabschiedung der Helfer und Entlassung aus dem Einsatz	Hinweis auf Ende der Mitgliedschaft im BRK Hinweis auf sicheres Nachhause kommen	<input type="checkbox"/>

## Information about care



Contact:

[kippnich@lgst.brk.de](mailto:kippnich@lgst.brk.de)

[@uwekippnich](https://twitter.com/uwekippnich)



# Bridging the knowledge gap between experts and non- experts

---

Gain insights and act adequate

## Global challenges... complexity increases

- Decreasing bio-diversity
  - Growing world population
  - **Urbanization** (littoral areas)
  - Exponential technologies
  - **Digitization** of infrastructures
  - Increasingly **interconnected** world
  - **Climate change**
  - Depletion of raw materials
- 



# Who are we?

---

→ **Joost van der Hammen (Nelen & Schuurmans)**

- Business Manager
- Flood Risk and Drought
- Business development



→ **Huib Schrijvers (SIM-CI)**

- Commercial Manager
- Business Development
- Responsible for customer (projects)



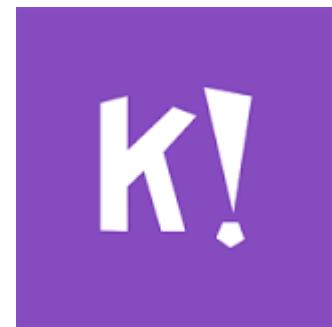
Who are you?

---

GO TO

➤ [Kahoot.it](https://kahoot.it)

➤ Enter Game Pin (see screen)

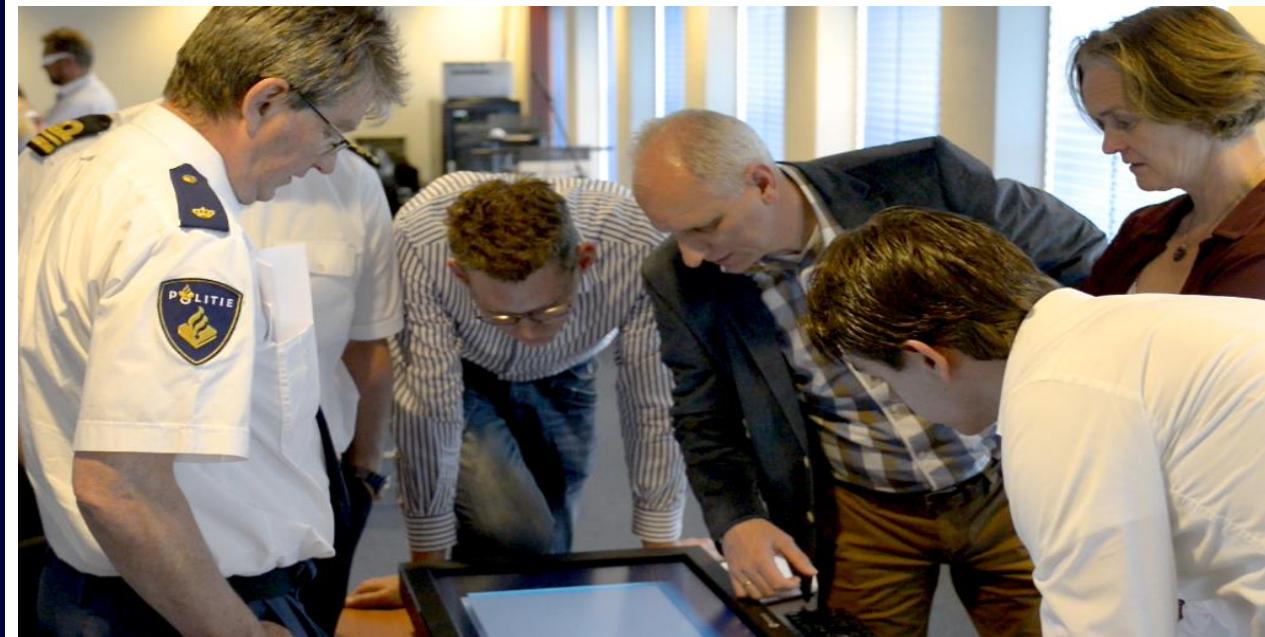
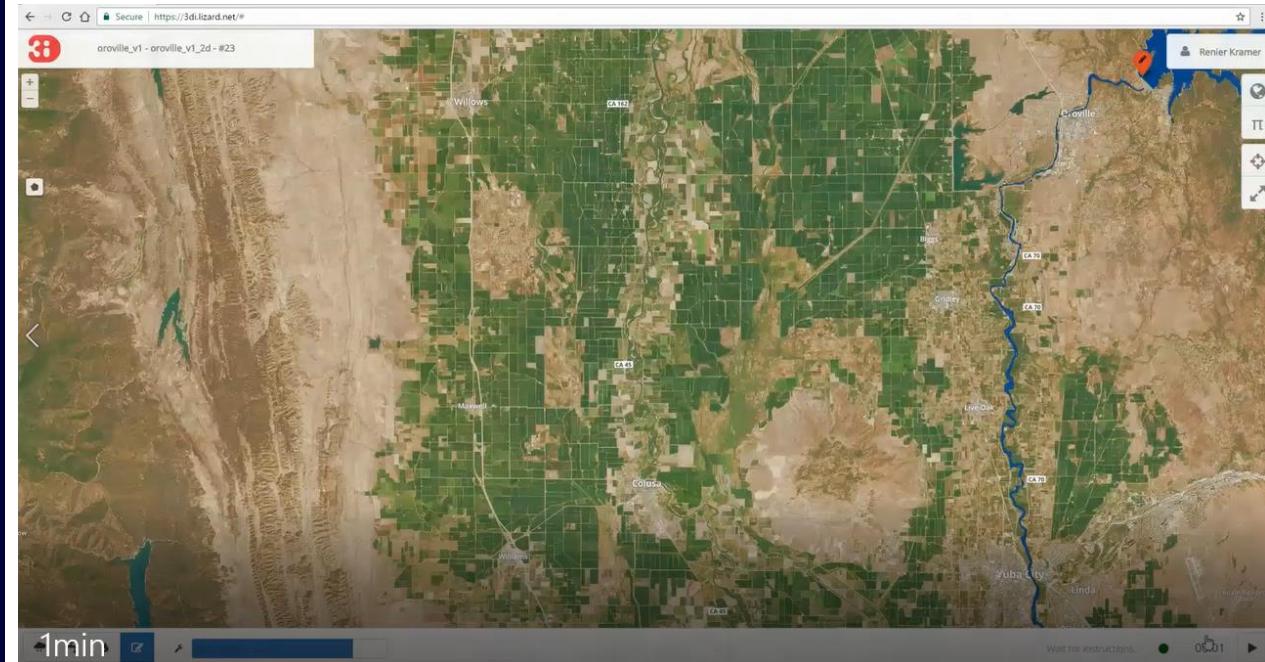




## Hydrodynamic Simulation Software

3Di is a visual, interactive and complete modelinstrument for water management.

*"Water Management is information management"*

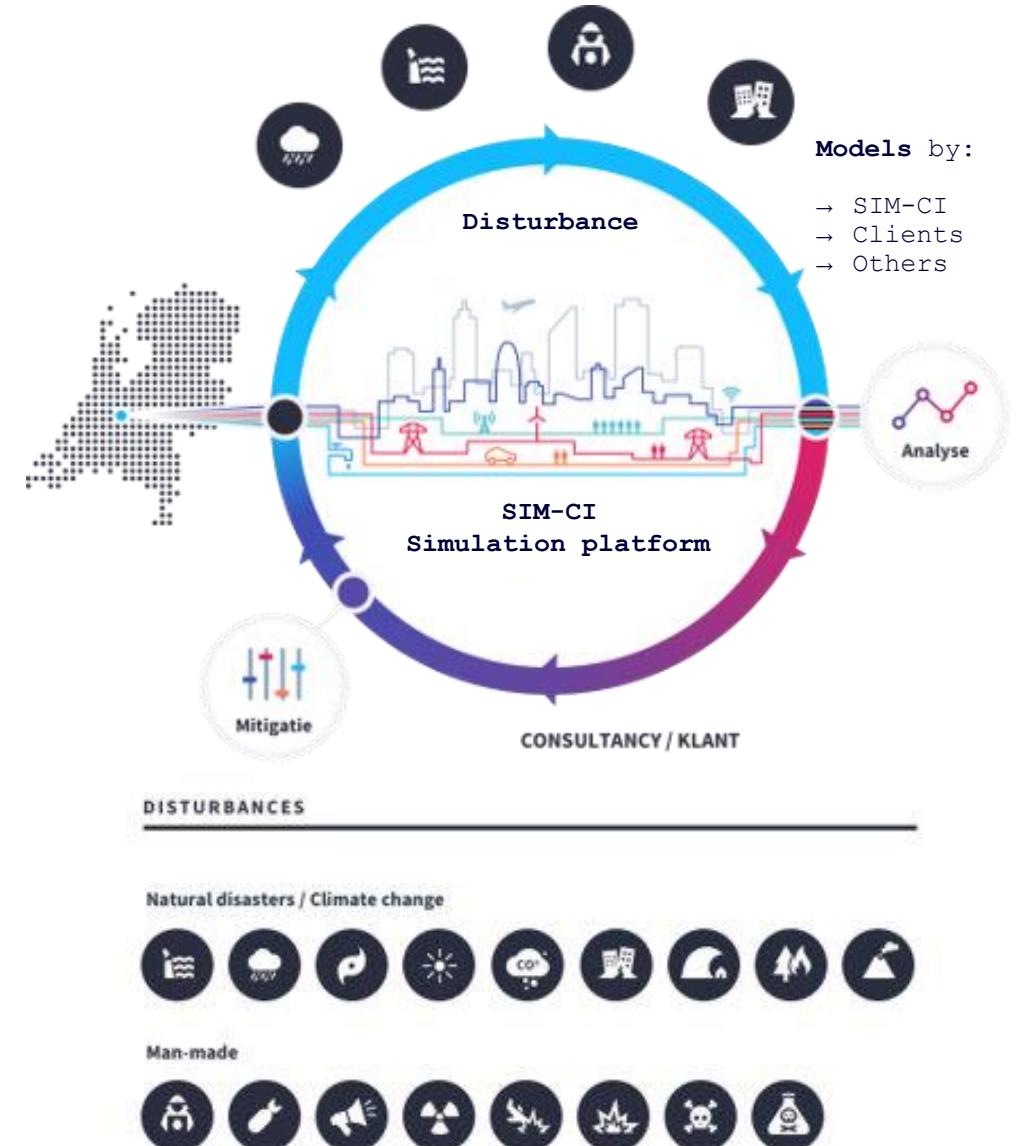




## SIM SAFE

We want to increase the safety and quality of life in (littoral, urban) societies.

SIM-CI develops real world **simulations** of (urban, littoral) areas containing **multiple critical infrastructures**.



3Di and SIM SAFE  
for the best  
*common* insight

---



Interactive Flood Simulation



Real World Consequences Simulation



*Common* Operational Picture



Bridging the knowledge  
gap between experts and  
non-experts

*using state-of-the-art IT*



**ENGAGE**



# Mini-Trial

---



## Driver+ The Hague

- Sluice breach causing flooding
  - Use existing and innovative tools to handle the crisis
  - Exercise with real people in a simulated situation
- 



## Two assignments

---

1. Determine the best evacuation strategy one day before the flood
2. Answer at least one of the questions on the next slide.

# 38

SIM·CI

→ Fire department: Can we still do our job and what firestation is the best basis?



→ Army: Which groups of people have to be evacuated immediately and how do we contact these people?



→ Which roads are available and can people still use public transport to evacuate?



## Flooding of the Hague



## The tools

---

- One general briefing
- One touch table with the flood simulation information
- Three laptops with SIM SAFE
- Maps and markers to draw

## Briefing: the flood

---



# Demonstration

---



38

SIM·CI

→ Fire department: Can we still do our job and what firestation is the best basis?



→ Army: Which groups of people have to be evacuated immediately and how do we contact these people?



→ Which roads are available and can people still use public transport to evacuate?



## Flooding of the Hague - Trial



Let's start a  
conversation!

---

GO TO

➤ [Kahoot.it](https://kahoot.it)

➤ Enter Game Pin (see screen)



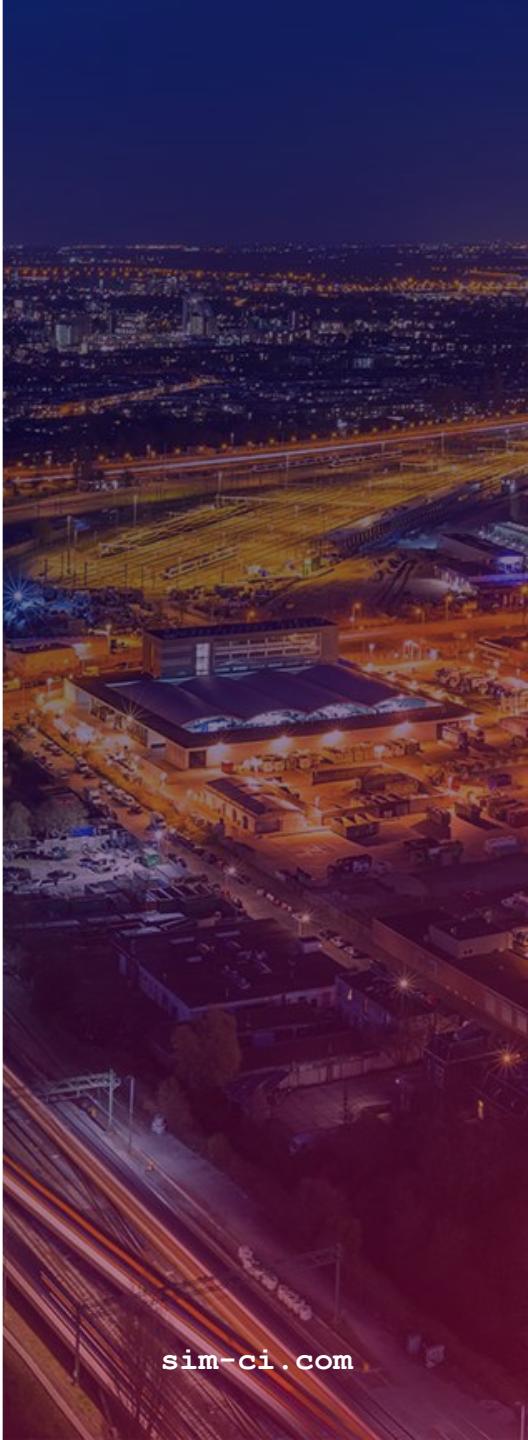
# Thank you!

---

ANY QUESTIONS?

Joost van der Hammen - joost.vanderhammen@nelen-schuurmans.nl

Huib Schrijvers - huib.schrijvers@sim-ci.com





# TRIAL ‘THE NETHERLANDS’

## 4<sup>TH</sup> I4CM

Erwin Rouwenhorst - THG | Elisa Schroeter – DLR | Carsten Dalaff - DLR

June 12, 2019 | Copenhagen

# TRIAL “THE NETHERLANDS”



Driving Innovation in Crisis Management  
for European Resilience

THE NETHERLANDS TRIAL  
21-23 MAY 2019



# TRIAL SET-UP

TWO DAYS – FOUR BLOCKS

Trial Day	Phase	Simulation time	Block	Objective of Block
1	1. Threat	- 48 h	1: Cascade effects	<ul style="list-style-type: none"><li>▪ Assessment of 3 areas (The Hague City Center, Wateringseveld &amp; Leidschenveen) and cascade effects</li></ul>
1		-24 h	2: Evacuation	<ul style="list-style-type: none"><li>▪ Assessment of evacuation strategy, actions / measures for one area expected to be flooded (The Hague City Center)</li></ul>
2	2. Impact	+24 h	3: Damage assessment	<ul style="list-style-type: none"><li>▪ Assessment of damage in the flooded area (The Hague City Center) and mitigation measures</li></ul>
2		+ 48 h	4: Damage control	<ul style="list-style-type: none"><li>▪ Answering questions of International Organizations, planning personnel police, mitigating measures</li></ul>

# SELECTED GAPS

## PRIORITIZED THROUGH PRACTITIONER WORKSHOPS

**Gap 1 - Objective:** Enhance capability to plan/coordinate resources for large-scale/long-term events

**Gap 2 - Objective:** Improve ability to exchange crisis-related information among agencies and organizations.

**Gap 3 - Objective:** Facilitate planning and management of large scale evacuation in urban areas.

# TRIALED SOLUTIONS

SELECTED THROUGH DOUBLE BLIND REVIEW & SOLUTION DEMONSTRATION

INNOVATIVE SOLUTIONS						
	3Di	ZKI	Keep Operational	CrisisSuite	HumLog	SIM-CI
GAP 1: Long-term planning of resources	X				X	X
GAP 2: Extending information exchange	X	X		X		X
GAP 3: Managing large-scale evacuation	X		X		X	X

# “3DI DEM-EDIT” – NELEN & SCHUURMANS

TRIALED SOLUTIONS



DEM- Edit

3Di  
A state-of-the-art hydrodynamic simulation software for pluvial, fluvial and coastal floods

DATA

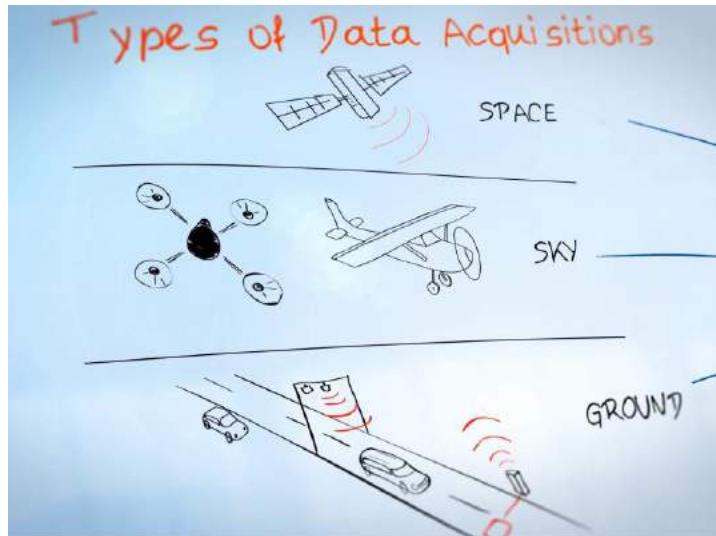


USE AND ANALYSIS

3Di  
MODE  
L

# “ZKI” & “KEEPOPERATIONAL” – DLR TRIALLED SOLUTIONS

**Keep Operational**  
Provides information about the current traffic situation and routes regarding the flood information



## ZKI

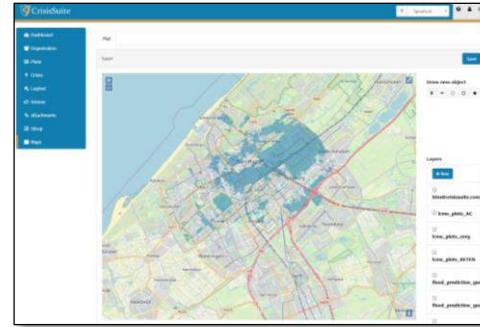
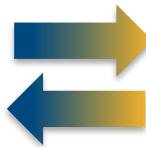
Up-to-date situational awareness information such as satellite or aerial imagery as well as geo data

# “CRISISSUITE” – MERLIN SOFTWARE BV

## TRIALED SOLUTIONS

Fire Brigade  
Military  
GHOR  
Waterboard  
Police  
Municipality

**LCMS**  
(Legacy System)



**Crisis Suite**

Eurojust  
Europol  
UN Peace Palace  
HTM  
Telecom  
Stedin  
[...]



**CrisisSuite**  
Provides a Common Operational Picture for those Crisis Teams not having direct access to LCMS

# “HUMLOG SIM” – UNIVERSITY OF MÜNSTER TRIALLED SOLUTIONS

HumLog  
An adaptable simulation environment for discrete event-based and agent-based simulations.



1 – Start, Stop, Change view | 2 – General overview | 3 – Map  
4 – Key values of an agent | 5 – Legend | 6 – Map options

# “SIM-CI” – SIM-CI HOLDING BV

## TRIALED SOLUTIONS

SIM-CI

Creates digital visualisation of the disaster, showing cascading effects on critical infrastructure and utility networks



# TRIAL IMPRESSIONS

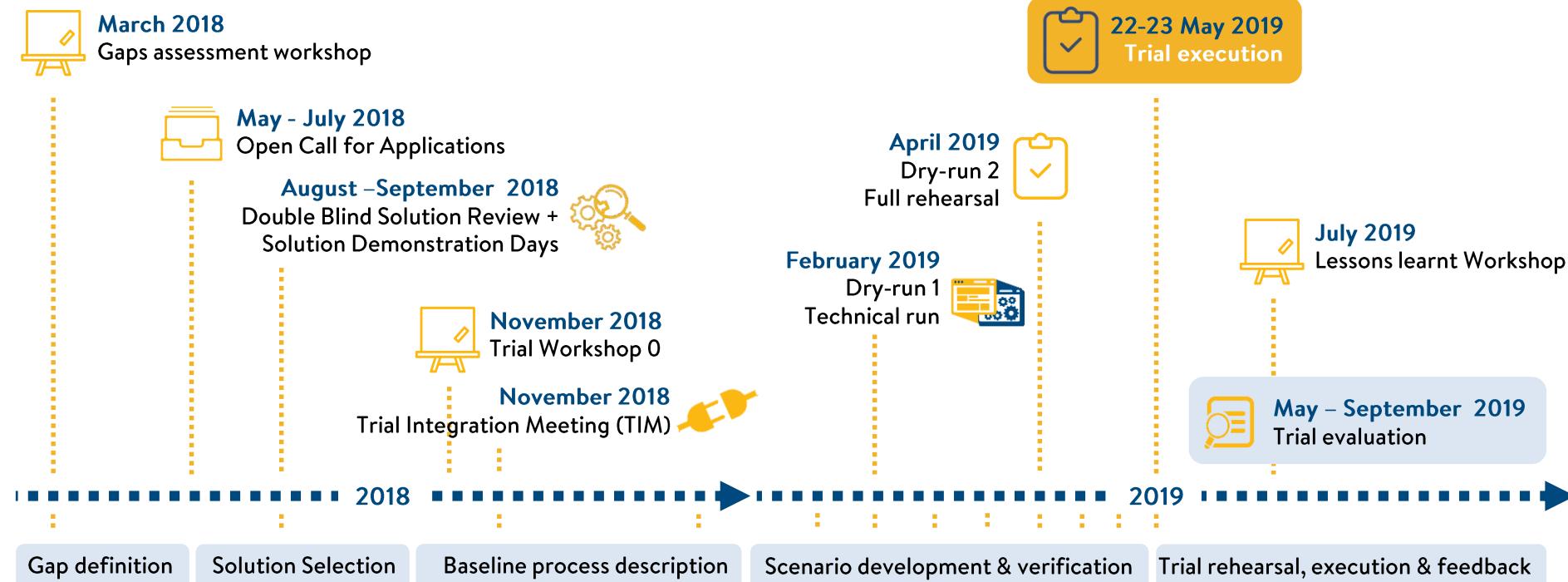
...IN 3 – 2 – 1 ... ENJOY!



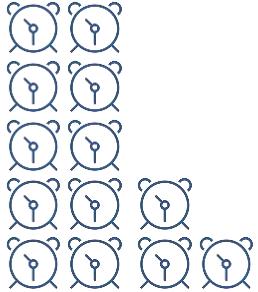
# TRIAL PARTICIPANTS



# TRIAL PROGRESS



# TRIAL STATISTICS - MEETINGS



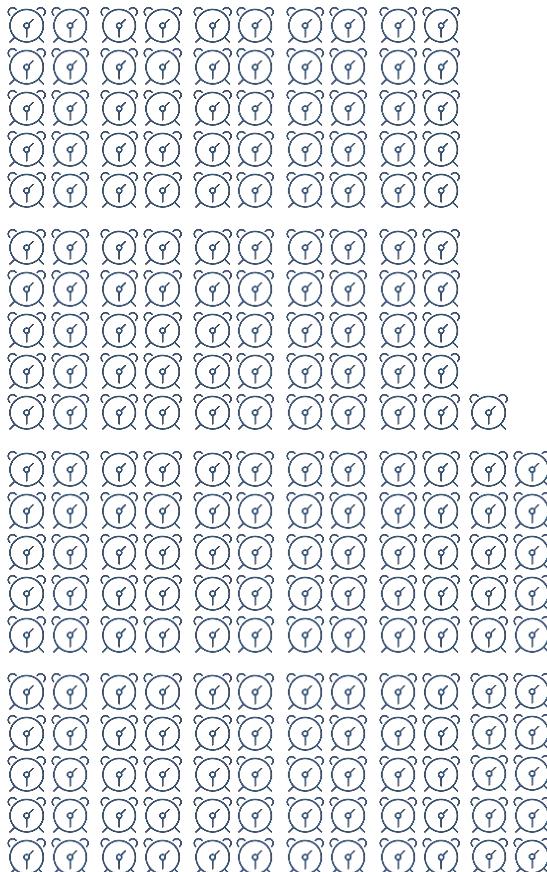
**13 Hrs.**

Solution provider telcos



**36 Hrs.**

Committee telcos



**221 Hrs.**

face2face meetings

# TRIAL STATISTICS - MANAGEMENT



**315 action items**

on Trial Action List

**Kind reminder: 10 still due!**



**1294 documents**

on DRIVER+  
sharepoint



**2514 e-mails**

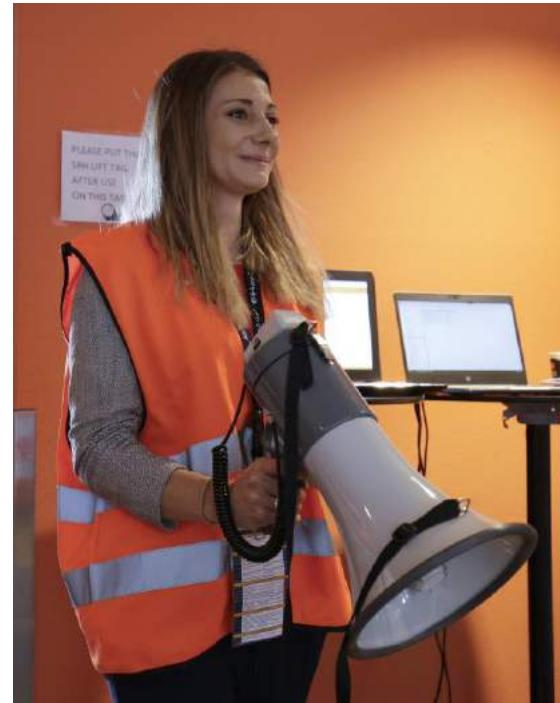
received (p.P.)  
topic „Trial NL“

# TRIAL STATISTICS - EXECUTION



**26x Megaphone used  
in Dry-run 2 and Trial**

(of which 25x by Trial director  
1x by Elisa)



# TRIAL STATISTICS - EVALUATION



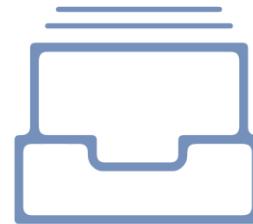
**43 checklists**

To monitor  
CM process



**14 questionnaires**

Providing feedback on  
Solution / Trial dimension



**290 back-up  
sheets printed**

287 copies still unused



**2 GB data  
(results)**

To be analysed for  
evaluation

# TRIAL STATISTICS – CULTURAL ASPECTS



**190 Broodje kroket**

**110 Appelflappen**

eaten to survive  
Preparation & Execution Phase

**75 Gevulde koeken**

Image Source: [https://nl.wikipedia.org/wiki/Kroket#/media/Bestand:Broodje\\_kroket.jpg](https://nl.wikipedia.org/wiki/Kroket#/media/Bestand:Broodje_kroket.jpg)  
<https://handmadehelen.nl/appelflappen/>  
<https://www.laurasbakery.nl/gevulde-koeken-2-0/>

# FEEDBACK FROM PARTICIPANTS



38



» It was good to be here; good to discussions with the solution providers. Some adjustments of the solutions are necessary, but then it could be really helpful. «



13



» We received very good feedback that can feed into further development. «



37



» We could implement the TGM immediately in my own project.«  
» The Test-bed and the TGM are very inspiring! «



16



Very engaged – valuable feedback on Trial set-up, assignment design, support tools.

# CONCLUSIONS

## TRIAL OWNER PERSPECTIVE

- Trial Interation Meeting / F2F meetings important to align all perspectives.
- Flexibility in Trial execution appreciated by participants and necessary
- Challenges & potential improvements
  - **Solution provider:** dynamically evolving storyline / assignments challenging
  - **Practitioner:** overwhelmed by questionnaires in time given
  - **Observer:** participants focused too much on the problem (assignments), rather than on assessing the solutions
- Selected solutions bring innovation not only on technical, but process level
  - prompted practitioner workgroup to ‘design’ the “evacuation table”: multidisciplinary team responsible to formulate / substantiate the evacuation strategy
  - Trial set-up stimulated to detail procedures for evacuation on a larger scale
- Planning & management time consuming, but all in all went as expected

***Overall: Successful Trial, pleased participants!***





THANK YOU.  
ANY QUESTION?



# CONTACT REACH US



@DRIVER\_project



Groups:  
DRIVER Project



DRIVER Project

More information about the project - [coordination@projectdriver.eu](mailto:coordination@projectdriver.eu)  
Interested in collaborating with us? - [cooperation@projectdriver.eu](mailto:cooperation@projectdriver.eu)  
Communication and media contact [communication@projectdriver.eu](mailto:communication@projectdriver.eu)



This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement n° 607798. The information and views set out in this presentation are those of the author(s) and do not necessarily reflect the official opinion of the European Union