

# Integrating volunteer organisations into management of critical risks



OECD Public Governance Directorate,  
Infrastructure and Public Procurement Division  
High Level Risk Forum Secretariat

High Level Risk Forum, 2 February 2024

**John Barradell** OBE

Chair, NET

High Level Risk Forum February 2024



**Manchester Arena terror attack**



**Westminster Bridge terror attack**



**Hillsborough**



**London 7/7 bombings**



**Croydon riots**



**Grenfell Tower Fire**

**Cumbria floods**

**The first £1million  
reached communities  
across the UK three  
days after the first  
national lockdown**

**Coronavirus: UK deaths double in 24  
hours**

**UK food banks face record demand in  
coronavirus crisis**

**UK schools to be closed indefinitely and  
exams cancelled**

**Nurse in tears after being unable to buy food  
following her 48-hour shift due to  
coronavirus panic-buyers**

**Coronavirus: More than 9 million  
expected to be furloughed**

**By 30 April 2020, 3450 charities had received funding right across the UK**




# Coronavirus Appeal headline impact



**£100m  
Million  
pledged**



**£19.8  
Million**  
Distributed  
to National  
Partners



**13  
Million**  
People  
reached  
across the UK



**£76.5  
Million**  
distributed  
via UKCF



**14,500**  
projects  
Supported



**2.8%**  
overall  
Operating  
Costs

# Appeal Distribution Model

## Top Five Needs Supported



**Food & Essentials**



**Mental Health & Support Services**



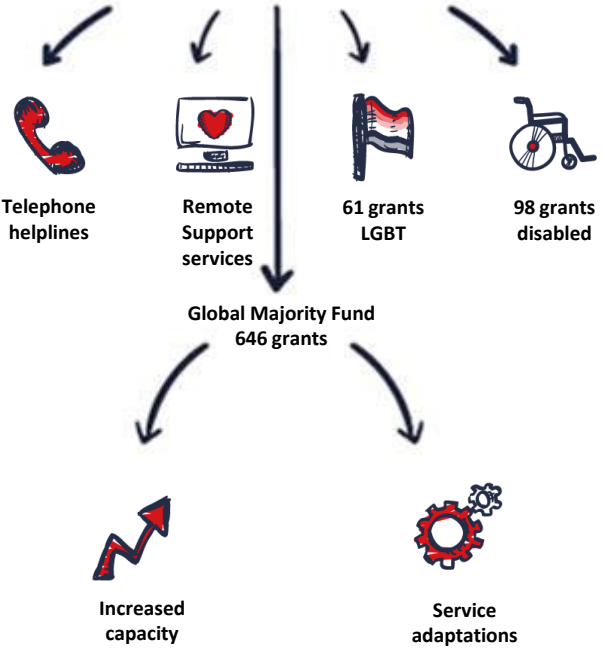
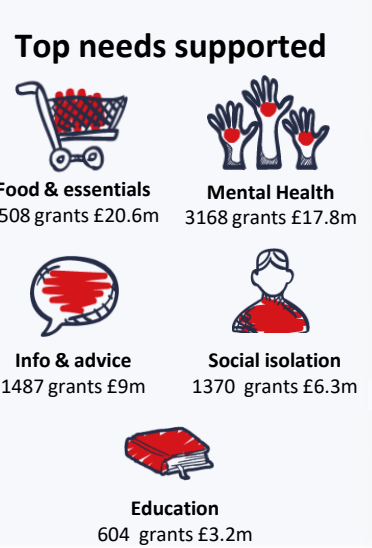
**Information & Advice**



**Social Isolation**



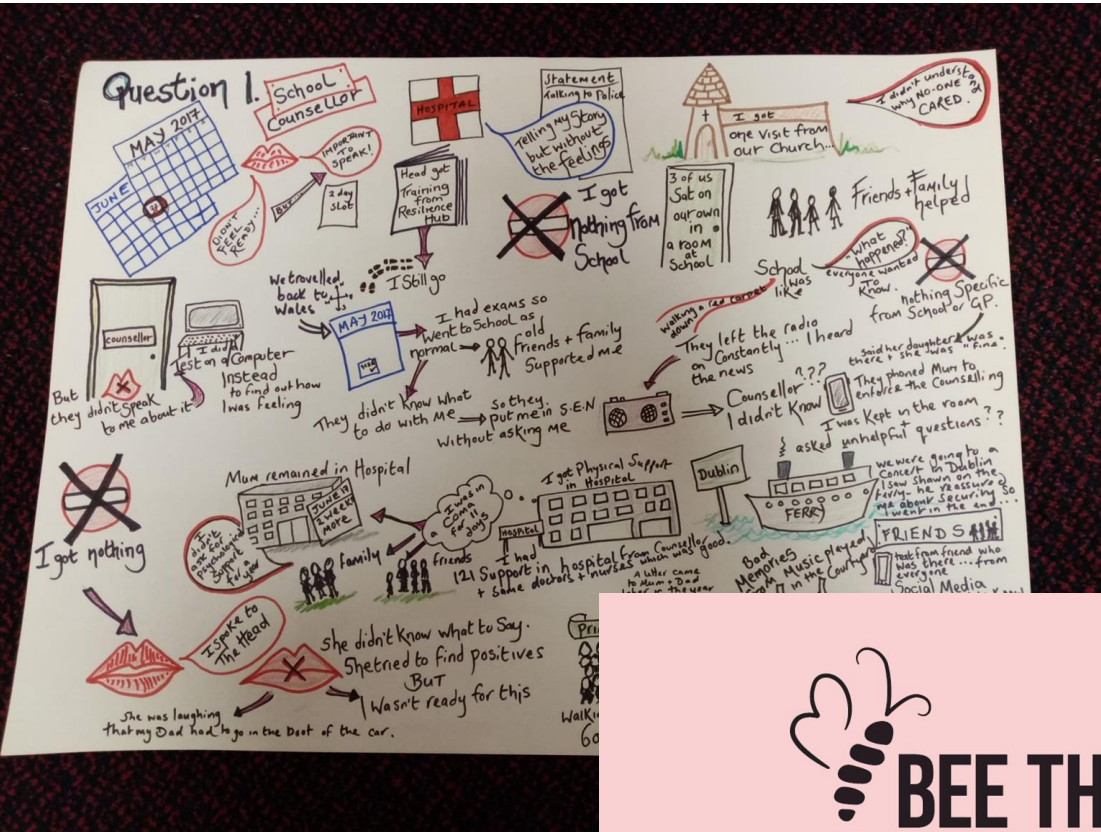
**Education**





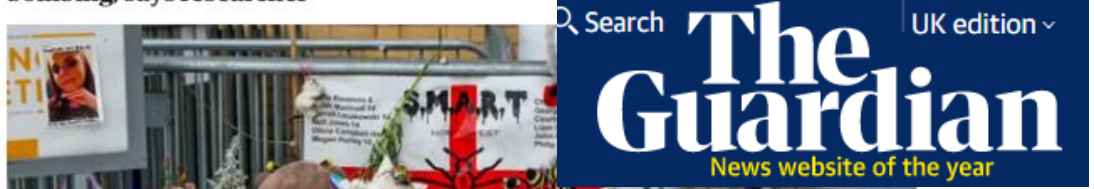


# Working with young Manchester Survivors to understand children & young people's needs



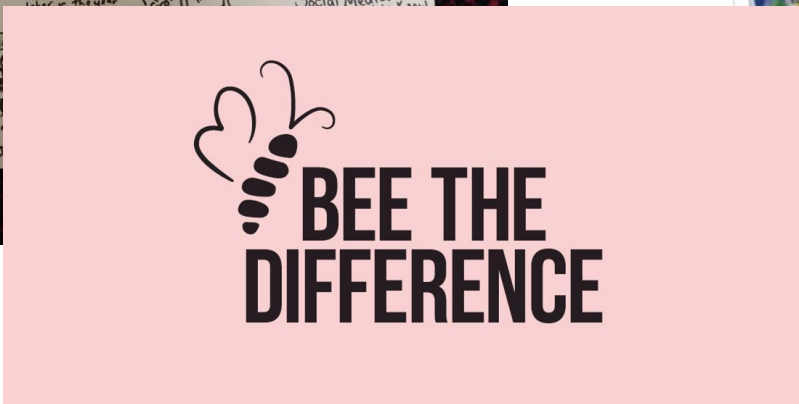
## Child survivors of Manchester Arena attack 're-traumatised by poor support'

Some had to take part without warning in school attack drills after bombing, says researcher



Memorial to the victims of the Manchester Arena bombing pictured in 2020. Sunday will mark five years since the attack. Photograph: Peter Byrne/PA

Child survivors of the Manchester Arena bomb are still suffering from the impact five years on, with some "re-traumatised" by "really shocking examples of poor support" provided by schools and GPs, a researcher has said.



# National Emergencies Trust

February 2024

# Preparing for when the worst happens again...



# *The role of volunteers in Italian Civil Protection*

**Giovanni De Siervo**

Italian Civil Protection Department

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**PROTEZIONE CIVILE**  
Presidenza del Consiglio dei Ministri  
Dipartimento della Protezione Civile

# THE HISTORY

## An answer to people's needs



**1244**  
**Antica Compagnia  
 della Misericordia**



**1860**  
**Società di mutuo soccorso  
 e pubblica assistenza**



**1864**  
**Comitato di Milano**

# EMERGENCIES: CRUCIAL MOMENTS

1966 – flood in Firenze



1976 – earthquake in Friuli



1980 – earthquake in Irpinia



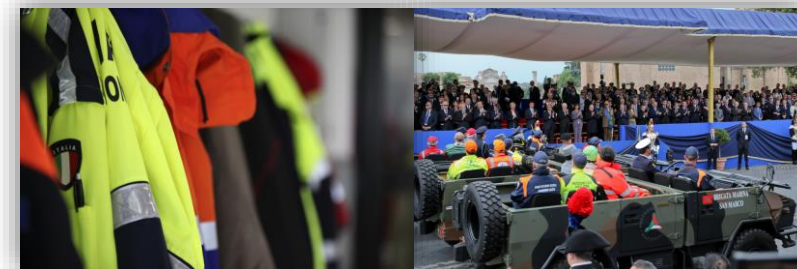
# 1992: THE CIVIL PROTECTION NATIONAL SYSTEM IS ESTABLISHED



Law n.225/1992 defines civil protection activities:

- **Forecasting**
- **Prevention**
- **Emergency management**
- **Recovery**

Volunteering is recognized as a **component and operational structure** of the National Civil Protection Service



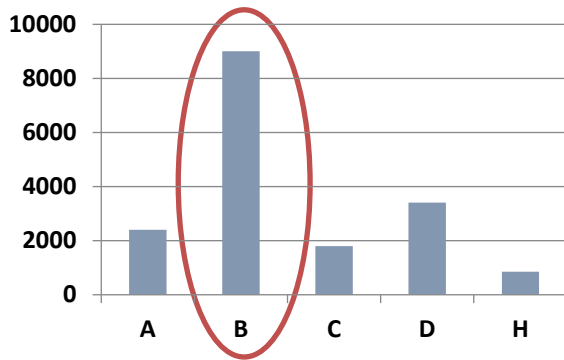
# THE IMPORTANCE OF VOLUNTEERISM IN ITALY





# A PRECIOUS FORCE ON THE FIELD

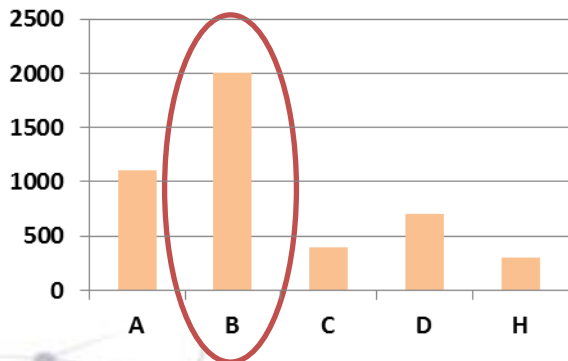
**Earthquake in Abruzzo, 2009**



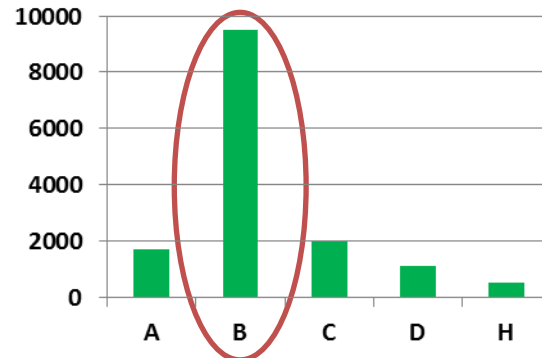
Three last big emergencies in Italy:

**50% of the forces** expressed by the National Civil Protection Service are **volunteers.**

**Earthquake in Northern Italy, 2012**



**Earthquake in Central Italy, 2016-18**



- A** Fire fighters
- B** **Volunteering**
- C** Armed Forces
- D** Police Forces
- H** Italian Red Cross

*Forces in field in the days of maximum use*

# VOLUNTEERISM IN EMERGENCY

NATIONAL AND REGIONAL MOBILE UNIT:

a complex of men, equipment and procedures and, in case of major interventions, composed of:

- rescuers task force ready to move within 6 hours
- assistance modules to the population
- meal production and distribution modules
- health module – Emergency Medical Teams
- emergency telecommunication modules
- secretary and command module
- logistic module for operators and rescue activities



# THE CIVIL PROTECTION CODE

## LAW N.1/2018, art. 39

To volunteers, involved in CP activities, are guaranteed:

- the **preservation** of their public or private **employment/job**
- the **preservation** of the financial **retribution/salary and pension**
- **insurance coverage**



# THE CIVIL PROTECTION CODE

## LAW N.1/2018, art. 40

### Refund of expenses:

- travel expenses (e.g. train tickets, fuel,...)
- replacement of damaged equipment
- other expenses sustained during CP activities and intervention



# THE CIVIL PROTECTION CODE LAW N.1/2018, art. 42

## NATIONAL COMMITTEE OF CP VOLUNTEERING

**consultation body** for the adoption of all acts concerning the volunteers:

Composed of:

- National Commission  
(1 for each member of the Central List)
- Territorial/Local Commission  
(1 for each Region, identified by regional procedures, on a democratic basis)



# HOW TO BECOME A CIVIL PROTECTION VOLUNTEER?

Membership in a voluntary association Vs. "last minute volunteer"

Obligation to be registered on the **national list** to participate in CP activities

National list consisting of the **Central list (DPC)** and territorial lists (**Regions**)

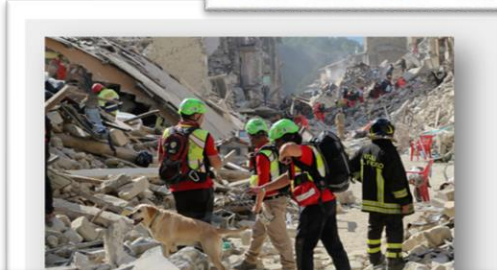
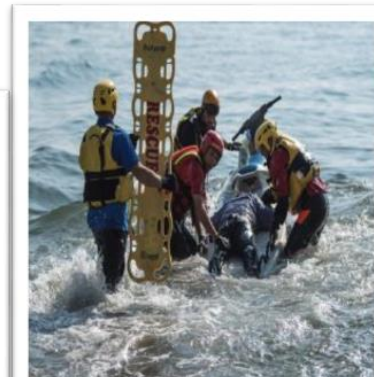


# A CHOIR OF VOICES



# SPECIALIZAZIONI

- Population rescue and assistance
- Management of camps and reception areas
- Socio-cultural animation
- First aid and patient transport
- Psychosocial assistance
- Safeguarding cultural heritage
- Forest fire fighting
- Veterinary assistance
- Logistic activity
- Emergency technical management
- Canine unit
- Speleo
- Divers
- Information to the population
- ....





# ACTIVITIES

## **Operational activities**

(in national and local emergencies)

## **Prevention/Preparedness activities:**

- Training
- Emergency planning
- Exercises
- Dissemination of civil protection knowledge  
(School camps, «lo non rischio» Campaign)



# TRAINING, EMERGENCY PLANNING, EXERCISES



Search and rescue activities

Cultural Heritage recovery and securing operations



Assistance to population



# DISSEMINATION OF CP KNOWLEDGE: SCHOOL CAMPS

anch'io sono la  
Protezione Civile

- The project was born in 2007 with the aim of increasing the promotion of civil protection culture
- **training / exercise activities aimed at school-age children (11-17 years)**
- The initiative records about **160 school camps a year**, organized by voluntary civil protection organizations.



# DISSEMINATION OF CP KNOWLEDGE: «IO NON RISCHIO» CAMPAIGN

*"I don't take risks", from 2011*

- a national Awareness campaign on best practices of civil protection
- tailored on many natural risks Italy is exposed to: Earthquake, tsunami and flood
- **Volunteers communicate with citizens in squares** on how to reduce the impact of an event on people and things.

Their tools? a **leaflet and a card**  
containing rules of behavior  
in case of risk.



## Partners:

# «IO NON RISCHIO» CAMPAIGN ABROAD

PRO NEWS Project, ALBANIA

(Tirana, Shkodra and Vlora) October 2018

NEIFLEX Project, MONTENEGRO

(Podgorica and Kotor) November 2018



IPCAM Project, TUNISIA

(Beja) June 2019



***THANKS FOR YOUR ATTENTION!***

**Giovanni De Siervo**

Italian Civil Protection Department

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**PROTEZIONE CIVILE**

Presidenza del Consiglio dei Ministri  
Dipartimento della Protezione Civile

# Integrating Volunteer Organisations into Management of Critical Risks

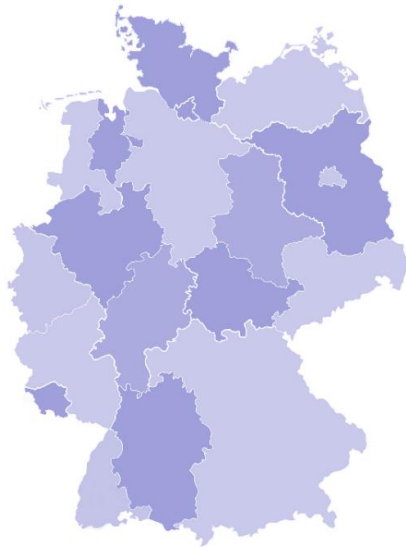
## Involving the whole-of-society in management of critical risks

13th OECD High Level Risk Forum

Paris – 02 February 2024



# German Red Cross



## **Disaster management** is the responsibility of states & municipalities





The operational basis is formed by municipalities, cities, districts and relief organizations with a total of 1.7 mio trained volunteers.

## **German Red Cross**

### **Structure**

19 regional branches, 460 district branches, 3983 local branches, >420.000 volunteers

### **Main fields of activity**

-  Emergency medical services and civil protection
-  Care for elderly
-  Care for children and youth
-  First Aid



# Management of Critical Risks – German Experience 2014 – 2024

- Ebola Response, 2014



- Refugee assistance (Syria), 2015-16



- Covid 19 response, 2020-2023



- Floodings, rivers Ahr and Erft, 2021



- Refugee assistance (Ukraine), 2022-2024



# Experiences - Flashlights

## ❖ Direct Effects of global phenomena in Germany



© Picture Alliance



© imago images

# Experiences - Flashlights

- ❖ Improvisation as integral component of German risk and disaster management



© GerRC



© GerRC

# Experiences - Flashlights

- ❖ Int'l humanitarian action ↔ Nat'l management of risks and disasters



© GerRC



© GerRC

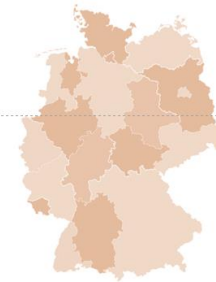
# Experiences - Flashlights

## ❖ “Black Swans” ↔ anticipatory action



© dpa / Thomas Frey

### Piloting anticipatory action in GRC branches



#### Pilot phase

2-3 pilots in GRC regional branches planned

#### Positives and challenges:

- + Forecast, warning and modelling capacity: hazard ≠ impact
- + Availability of hazard and risk data
- + Hazard statistics and warning levels → triggers
- + High number and diversity of volunteers
- ! Hazard control responsibility + federal structure
- ! DM largely focused on response
- ! Open: integration into existing financing mechanisms



© GerRC / Moritz Krüger

# Lessons Learnt and Conclusions

- ❖ Increased awareness – pertinence of resilience and sustainability
- ❖ Need for adaptation of structural settings
- ❖ Management of cross-border phenomena and effects
- ❖ Management of volunteers
- ❖ Interplay between public administration and individual initiative
- ❖ Consequences for financing
- ❖ “Care and Comfort” in Germany

# Care and Comfort – Mobile Module 5,000

**Mobile Module for 5,000 Persons (MBM 5.000)**



**5 Submodules**

Logistics | Management | Safety/Security| IT/Communication | Energy supply

**1 Mobile module may be supplemented by 4 villages**

Shelter | Comfort | Health / Care| WASH | Social Care

**Village**

5 Submodules  
1.250 Persons



**Village**

5 Submodules  
1.250 Persons



**Village**

5 Submodules  
1.250 Persons



**Village**

5 Submodules  
1.250 Persons



# Lessons Learnt and Conclusions

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- ❖ “Care and Comfort” in Germany
- ❖ Social and welfare work in risk management
- ❖ Anticipation



# Volunteerism – Room for Improvement

- Integration of volunteer-based structures in strategic governance
- Equal treatment of volunteers
- Standard Operating Procedures and mechanisms



# Volunteerism – Room for Improvement

- Inter-connectedness of risk / disaster management and social / welfare work



- Anticipatory approach

## Key components of Forecast-based Financing



## Early Action Protocol (EAP)

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Dr. Heike Spieker



**Thank you very much !**

# Integration of NGO's in Romanian National Management System for Emergency Situations



# Structure of the session

01

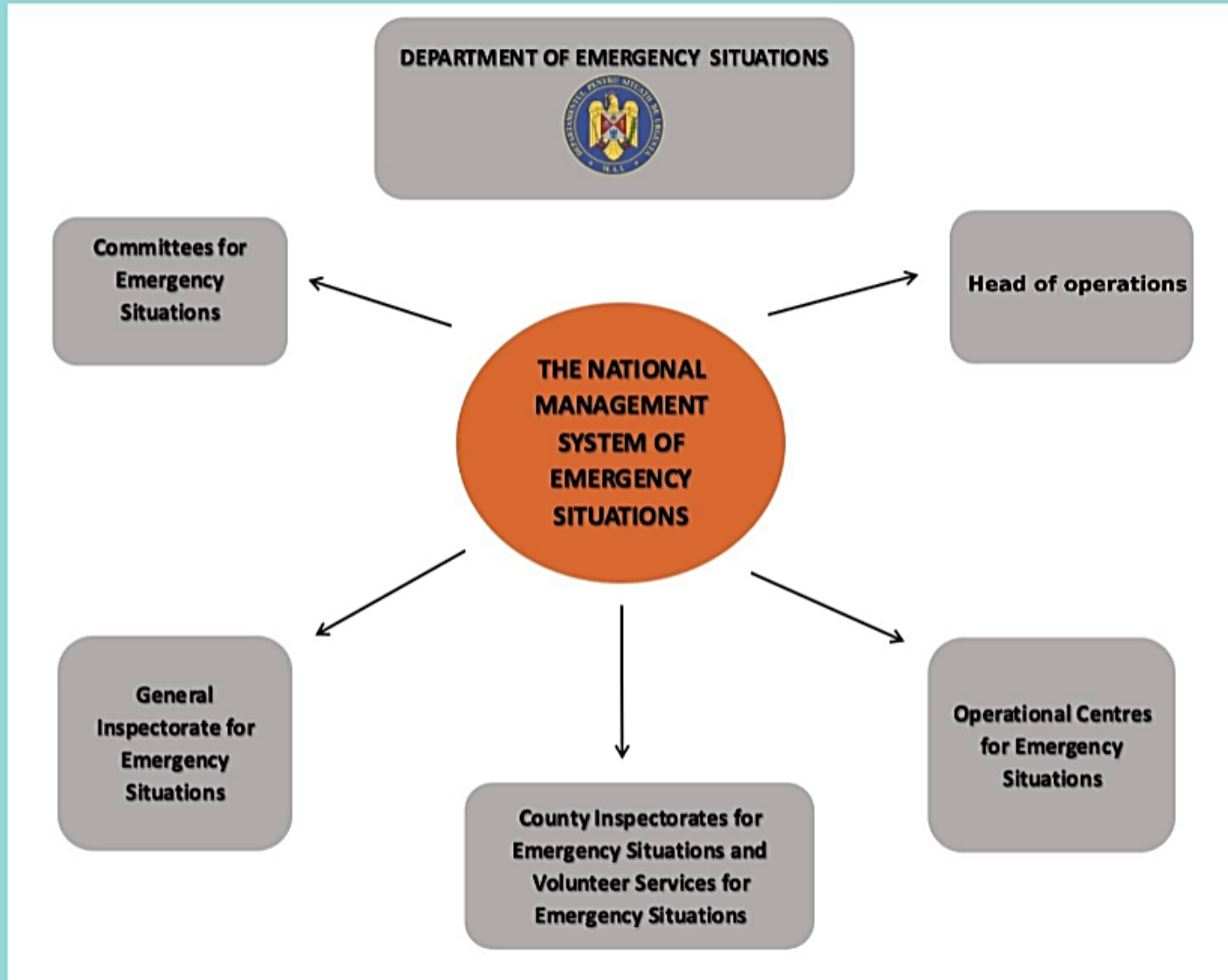
National System for Emergency Situations

02

Collaboration of the DSU with NGO's

03

Dealing with displaced people in the context of Russian aggression in Ukraine



# DSU – Civil Society Collaboration

- 41 collaboration protocols in force with NGOs (associations, foundations, or federations), academic institutions, public entities, or private entities on the following domains:
  - humanitarian aid
  - population preparedness
  - seismic risk
  - psychological support
  - advocacy for the rights of persons with disabilities
  - scientific research
  - IT and innovation
  - intervention in case of emergencies/disasters.



# DSU – Civil Society Collaboration

- Resource integration in the National Capability Register
- Annual meeting DSU – collaborators
- NGO's resource management app (Code4Ro, DSU)
- inventory human and material resources
- enabling the immediate mobilization of our partners' resources
- integrated, coordinated response
- training together (most recent – nuclear scenario US AID, DART, IOM, UNHCR, RED Cross)

Organizații / Listare

Adăugare Organizație

Exportă

Resetare filtre

| ID | Logo | Denumire organizație                                 | Tip organizație  | Status | Sediu     | Aria de activitate | Inregistrat la data de | Actualizat la data de |      |
|----|------|------------------------------------------------------|------------------|--------|-----------|--------------------|------------------------|-----------------------|------|
| 39 |      | Colegiul Psihologilor din România                    | Entitate privată | ✓      | București |                    | 2023-12-14 11:38:13    | 2023-12-14 11:39:02   | 👁️ V |
| 38 |      | Federația Națională a Ghizilor de Turism din România | ONG              | ✓      | București |                    | 2023-12-08 08:39:56    | 2023-12-08 08:40:10   | 👁️ V |
| 37 |      | Consiliul Național Român pentru Refugiați            | ONG              | ✓      | București |                    | 2023-11-28 09:31:19    | 2023-12-11 12:27:45   | 👁️ V |
| 36 |      | Asociația Rădăușul Civic                             | ONG              | ✓      | Suceava   | Regional Suceava   | 2023-11-17 12:14:03    | 2023-11-24 13:09:14   | 👁️ V |





# DSU – Civil Society Collaboration

- With the support of the Vodafone Romania Foundation and Kaufland, the acquisition of two mobile training units has better prepared 221,156 individuals for emergencies from 2016 to the present.



# DSU – Civil Society Collaboration

## “Be prepared” caravan



40 - person capacity  
First aid training  
Simulators  
Medical equipment



## Training center for population response to emergency situations

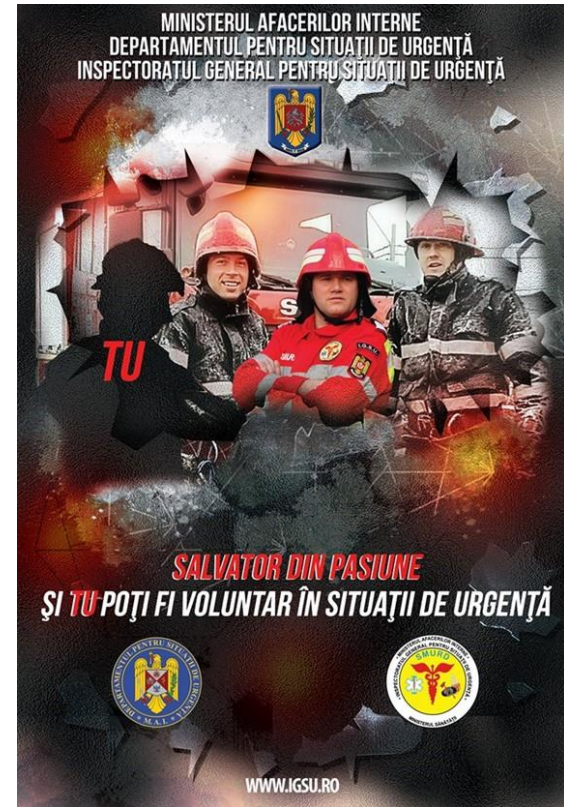


Simulates emergencies  
Earthquakes  
Meteorological events



# National Volunteer Programme

- Starting from the second half of 2016, the volunteer program, 'Salvator din Pasiune' is being carried out.
- Active participation in operational response actions:
  - emergency situations such as fires, floods, natural disasters, epidemics, etc.
  - mastering and implementing basic principles in providing qualified first aid
  - engaging in humanitarian aid actions, as well as promoting preventive measures among citizens.



# National Volunteer Programme

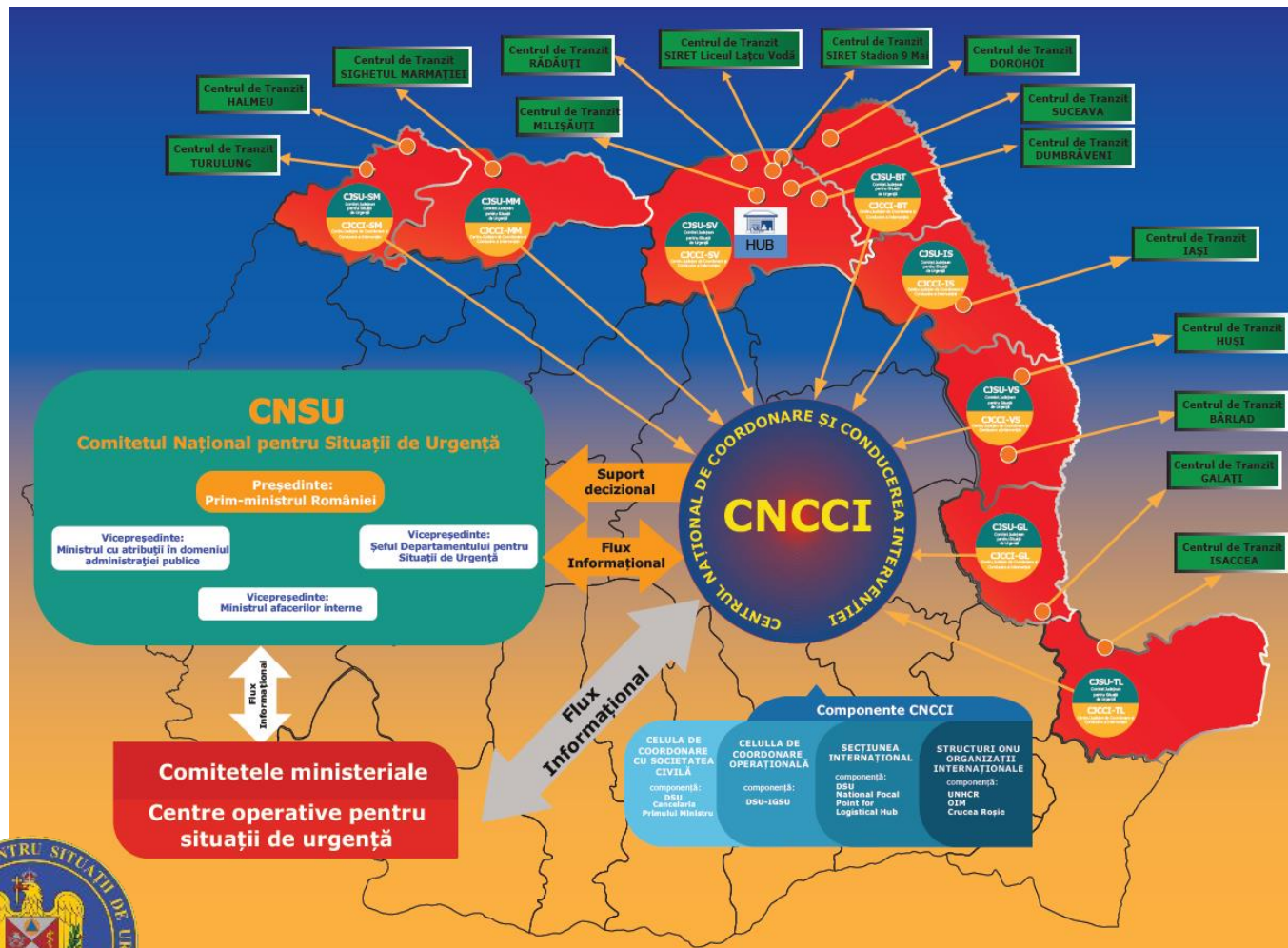
- Age between 16 and 65 years and medically fit

The courses that the volunteer can attend are as follows:

- Introductory course(mandatory);
- Basic first aid course(mandatory);
- Qualified first aid, extrication, and rescue operations course;
- Qualified first aid with extended competencies course;
- Training courses for emergency response - firefighting, search and rescue;



# Dealing with displaced people in the context of Russian aggression in Ukraine – Cooperation with NGO's



- 15 transit camps
- “Together we help more” – DSU involvement
- Great support from civil society



# CNCCI ORGANIZATION AND INFORMATIONAL FLOW REGARDING UKRAINE CRISIS

**CJCCI - 40**  
**CMBCCI\***

București- Ilfov  
021 207 5563  
0749 052 433

Botoșani  
0744 797 499

Galați  
0790 288 000  
023 646 0055

Iași  
0748 146 897

Maramureș  
0722 786 786

Satu Mare  
0758 836 017

Suceava  
0742 512 011  
0758 232 007

Tulcea  
0746 073 199

Vaslui  
0749 272 028

**Romanian Logistical  
HUB Suceava**

**Union Civil  
Protection Mechanism  
(UCPM)**

**POA\*\*  
Advanced  
Operating Point**

Botoșani

POA Stâncă Costești  
Stâncă Costești, DN 29E  
0754 888 021

POA Rădăuți Prut  
Rădăuți DN 29A  
0749 131 992

POA Dorohoi  
Dorohoi, Str 1 Decembrie  
0756 131 992

Maramureș

POA Sighet  
0262 348 329

Suceava

POA Siret  
Siret, DN2E  
0758 085 680  
0758 232 001

Tulcea

POA Isaccea  
PTF Tulcea, Port Isaccea  
0749 270 338

Vaslui

POA Vaslui  
Huș, DE585  
0753 118 915

**Department for Emergency Situations**



**CNCCI  
NATIONAL CENTER  
FOR COORDINATION  
AND COMAND  
OF THE INTERVENTION**

structures: **DSU**  
**IGSU**



refugiati.cncci@igsu.ro



021 369 8709

**GOVERNMENT  
OF ROMANIA  
CENTRAL AND  
LOCAL  
AUTHORITY**

**CIVIL  
SOCIETY**

**Support Structures**

**MAI**

Structures for Public  
Order

**MapN**

Ministry of National  
Defence

**ANRSPS**

National Agency for  
State Reserves  
and Special Problems

**MAE**

Ministry of Foreign  
Affairs

**MTI**

Ministry of Transport  
and Infrastructure

**Civil Society  
Coordination  
Cell**

Structures:  
Chancellery of  
the Prime Minister  
DSU

**Operational  
Coordination  
Cell**

Structures:  
DSU-IGSU

**International  
Coordination  
Cell**

Structures:  
DSU  
National Cell for  
The Logistical HUB

**UN Structures,  
International  
Organizations**

Structures:  
UNHCR  
IOM  
RED CROSS



# COORDINATION WITH CIVIL SOCIETY

The screenshot shows a Microsoft Teams interface. On the left, there's a sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The main area is a 'General' channel with a search bar and navigation tabs for Posts, Files, Contacte, and a dropdown menu. The channel content includes a list of topics under 'Integrare socială și comunitară', 'Servicii și echipamente medicale', 'Hrană, sanitație și igienă', and 'UAT / PTF'. The main content area features a map of Romania titled 'Border crossing points from Ukraine to Romania' by IOM Romania. The map is color-coded by territorial competence: Giurgiu (orange), Timișoara (yellow), Somoșuta Mare (pink), Rădăuți (green), Galați (blue), and Buzănești (red). A legend indicates that orange and blue pins represent 'BORDER CROSSING POINT' and blue location pins represent 'ASYLUM CENTRES'. Specific points marked include UA SOLOTVINO - RO SIGHETUL MARMATIEI, UA DIAKOVO - RO HALMEU, UA PORLUBNE - RO SIRET, UA PODVIRYKA - MD LIPCANI - RO RĂDAUȚI, MD COSTEȘTI - RO STÂNCĂ, MD LEUȘENI - RO ALBIȚA, MD OAHUL - RO OANCEA, MD GIURGULEȘTI - RO GALAȚI, IASACCEA, GALAȚI, IASACCEA, Tulcea, Braila, Vaslui, Bacau, Vrancea, Covasna, Buzănești, Buzănești, Iași, Mureș, Harghita, Cluj, Bistrița-Năsăud, Satu Mare, Maramureș, Sălaj, Alba, Sibiu, Hunedoara, Timiș, Arad, Bihor, Caras-Severin, Mehedinti, Dolj, Olt, Teleorman, Giurgiu, Calarasi, Ialomita, Constanta, and Timișoara.



# COORDINATION WITH CIVIL SOCIETY

Support provided:

- Shelter
- Food
- Transport services
- Translators
- Medical care
- Psychological support
- ICT





# COORDINATION WITH CIVIL SOCIETY



The operationalization of the ***www.dopomoha.ro*** platform, made by Code for Romania, with the support of DSU, which provides information about the conditions for entering Romania and certain vital services;



The platforms ***www.sprijindeurgentă.ro*** and ***www.unacoperis.ro*** were launched, which replaces the initial platform in which the civil society could offer help, bringing at the same time new functionalities for the management of the offered aids.





# LOGISTICAL HUB ROMANIA



Purpose: To cover the need for temporary storage of humanitarian aid until it is taken over by the authorities of the neighbouring country



# Thank you for your attention!



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