



The Crisis and Support Centre

Emergency diplomacy



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The Crisis and Support Centre

The Crisis and Support Centre is responsible for monitoring, anticipating, warning about, and managing crises that occur abroad and require either a response to an event that threatens the security of French nationals abroad or emergency humanitarian action. It is also responsible for supporting post-crisis stabilization.

Its roles

In a world made more unstable by increasing numbers of crises and where more and more French nationals live and travel abroad, the capacity of the government to respond to crisis situations is a key component of French external policy.

Since 2008, the Ministry of Foreign Affairs and International Development (MAEDI) has established a crisis management tool allowing it to monitor the

development of risks and threats and, in some cases, launch emergency operations. The Crisis and Support Centre (CDSC) is placed directly under the authority of the Minister of Foreign Affairs and International Development and is competent to handle crises which threaten the safety of French nationals abroad and for humanitarian crises. It is also responsible for supporting post-crisis stabilization.

In this respect it has six major roles:

- 24-hour global monitoring;
- anticipation of crises;
- analysis and monitoring of emergency situations;
- preparation of the French authorities' response plans;
- conducting operations on the ground during crises;
- post-crisis stabilization.

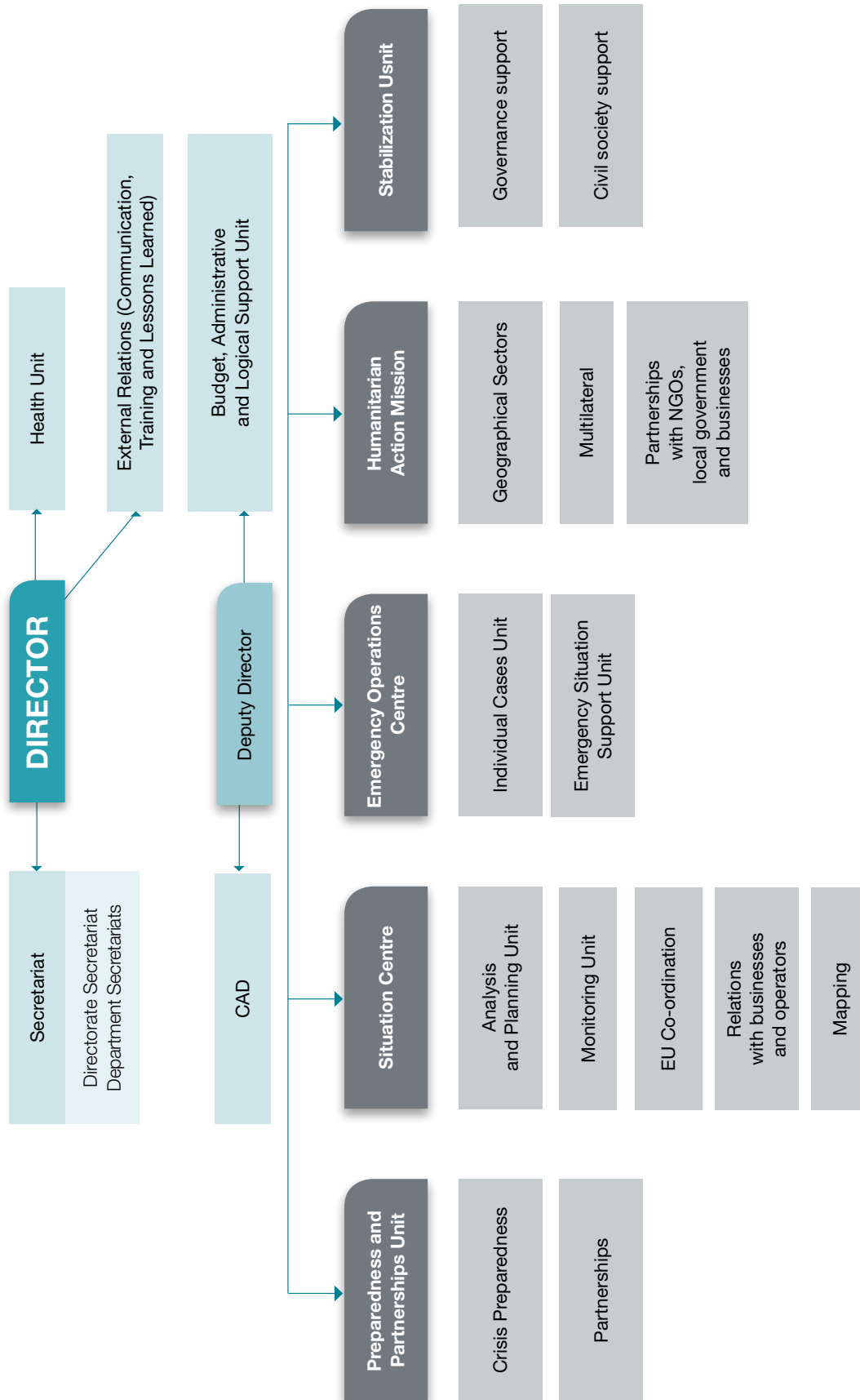
A network of interministerial and international partners

The CDSC mobilizes and coordinates all the resources of the MAEDI and other government departments in the event of a crisis abroad. It works in close liaison with a network of ministerial partners: the General Secretariat for Defence and National Security (SGDSN), the Ministry of Defence's Operations Planning and Conduct Centre (CPCO), the Ministry of the Interior's Operational Centre for Interministerial Monitoring of Crises (COGIC), and the Ministry of Health's Public Establishment for Health Emergency Preparation and Response (EPRUS).

The Crisis Centre is also an extremely active partnership cluster for all those who handle crisis situations outside France in one way or another, including NGOs, businesses and local government, as well as French nationals who live or travel abroad, their elected representatives, UN and European organizations, and foreign crisis centres.



Structure of the Crisis and Support Centre



The Crisis and Support Centre in figures

72 specialists in crisis management (diplomats, analysts, operational experts, humanitarian experts, logistics experts, doctor, psychologist).

268 crisis situations since 2008*

38 in 2008

50 in 2009

61 in 2010

46 in 2011

25 in 2012

25 in 2013

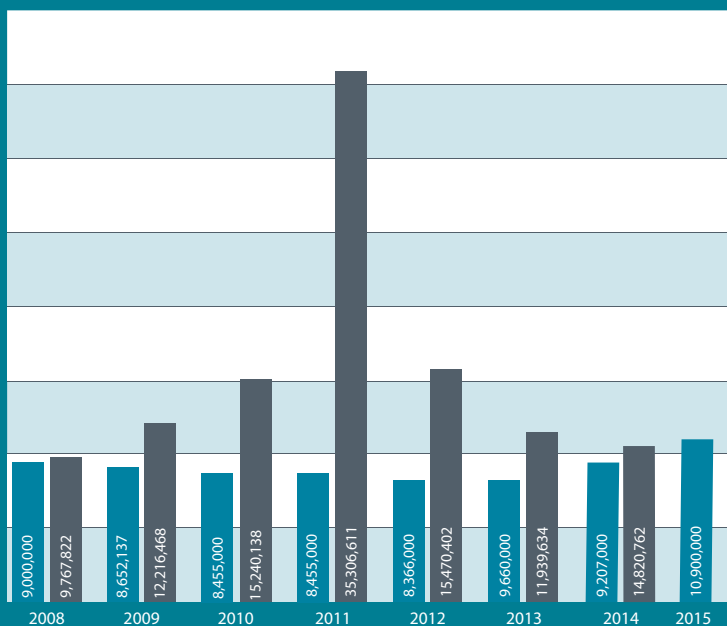
23 in 2014

* Corresponding to the official opening of a crisis unit.

Operational **24/7**

Over **8 million** visits per year to the « **Conseils aux voyageurs** » pages

An annual operational budget of **€2,6 million**, more than half of which is made available to French embassies and consulates.



An Emergency Humanitarian Fund of about

€100 million since 2008

Amount spent (euros)
Initial budget (euros)

Administration and logistics

A unit dedicated to crisis logistics

The Budget, Administrative and Logistical Support Unit manages an operational budget which is adapted to crisis situations based on the needs and emergencies encountered by French embassies and consulates.

These budgetary resources can ensure the payment of stocks of staples, medicines (first aid kits, vaccines, etc.), communications equipment, various equipment and items needed in case of crisis (to equip rally points, for CBRN protection, specific medicines such as iodine tablets).

This unit is also responsible for organizing chartering of ships and aircraft for humanitarian transports and evacuations, as well as delivering humanitarian freight to affected areas.





Preparedness and Partnerships Unit

The Preparedness and Partnerships Unit has two main areas of action: preparing for eventual crises, particularly in countries with French interests, and support for the positioning of expertise and French businesses in post-crisis stabilization theatres. This unit therefore supports the Ministry of Foreign Affairs and International Development's economic diplomacy policy.

Crisis preparedness

The Crisis and Support Centre works ahead to prepare for eventual crises, particularly in countries home to French interests.

For this purpose, the Preparedness and Partnerships Unit, which is an interministerial coordinating structure, is responsible for work to prepare for eventual crises, assessing destabilization risks in the 163 countries where France has diplomatic representation. In particular, it has developed an early

warning system, SYAL, designed to prepare for eventual crises by implementing a comprehensive approach. Experience from recent crises shows that risk factors do not come only in the form of political and security issues: risk analysis and crisis response based on a comprehensive approach thus need to take into account factors of differing nature, such as economic, social, religious and environmental factors. Understanding crises therefore requires the ability to link up the

analysis of structural causes of destabilization, the study of their recurrence, and factors that spark crises.

Better predicting crises helps better prepare the response to make to them. The aim is also to support political reflection and decision-making, in order to best utilize the cooperation resources implemented in the countries where France decides to work.



Partnerships and support for French businesses in crisis theatres

The Preparedness and Partnerships Unit puts economic stakes in crisis theatres at the forefront of its action, in cooperation with the operators concerned.

Drawing on its knowledge of crisis theatres and local players, the Preparedness and Partnerships Unit coor-

dinates and mobilizes all soft power instruments to help promote French economic interests.

By strengthening its expertise in UN and EU contracts in particular, it aims to provide businesses with its support in order to ensure a French response to calls for tenders on crisis and post-crisis theatres.



The Situation Centre

The Situation Centre carries out permanent monitoring of events abroad, analysing risks and threats and planning for crisis responses.

Monitoring and analysis

The Monitoring Unit provides a 24-hour watch and alert.

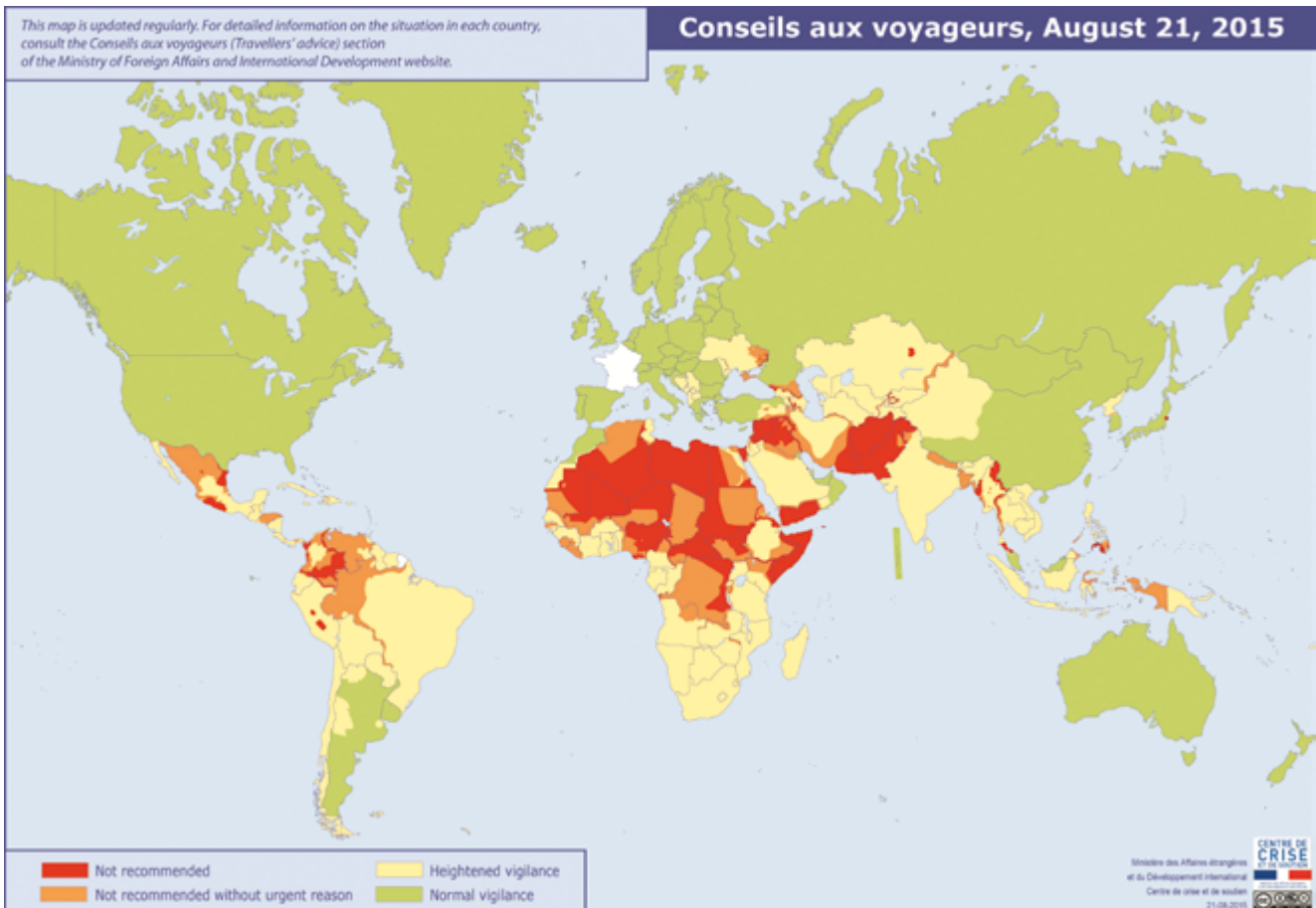
The day staff draws up and circulates a daily summary of crises and emergency situations based on all their public (close to 600 selected websites, blogs, forums, think tanks and television news outlets) and confidential sources. Early in the morning, the night staff distributes internally an early summary of global events based on these sources.

At night and on weekends, the Monitoring Unit is the Ministry of Foreign Affairs and International Development's duty department, ensuring the continuity of services. It:

- responds to emergencies concerning French nationals in difficulty;
- puts out real-time alert and advice messages for French nationals abroad;
- carries out humanitarian, political

and security monitoring;

- responds to protocol and consular emergencies (overflight requests, etc.);
- disseminates Ministry communiqués;
- disseminates alerts concerning major events;
- if necessary, it amends Conseils aux voyageurs (travellers' advice) pages (at night and during weekends).





Analysing risks and planning France's response

The Situation Centre, tasked with the role of analysing all types of threats and risks (political, criminal, terrorist, health, seismic, meteorological, industrial, environmental, etc.), provides a summary of the available information, based on a set of sources, one of the most important of which is the network of French embassies and consulates abroad.

The mapping team is responsible for parsing all the Crisis and Support Centre's geographical information and drawing up maps.

Two types of map are produced:

- **presentation maps**, which may be used in the framework of high-level meetings. They are used to enrich documents or illustrate the situation in interministerial meetings, or be made available to the public, such as the maps provided on the *Conseils aux voyageurs* (Travellers' advice) section of the Ministry's France Diplomatic website;

- **detailed maps**, used by the Crisis and Support Centre's operational teams, which are used notably to identify critical sites at the time of the implementation of security plans.

The analysis based on this information fuels the reflection of the State authorities, including when formulating their humanitarian or security policy abroad.

This information also helps ensure enhanced monitoring of a certain number of countries where security risks are particularly high, and to ensure the level of response preparedness that developments in the country could require. The Situation Centre is also tasked with providing *Conseils aux voyageurs* (Travellers' advice), which has a very wide audience. The procedure to produce this advice is ISO 9001 certified.

The Situation Centre is also responsible for planning crisis responses. As such, its roles include supervising the

220 security plans of France's embassies and consulates abroad. These plans are, for certain countries, established in close coordination with the Ministry of Defence, which carries out its own crisis planning.

Within the framework of these two major roles, the Situation Centre lastly convenes, coordinates and follows up interministerial crisis meetings organized at the Ministry of Foreign Affairs and International Development, representing the Ministry in the appropriate forums in its areas of competence.



Supporting French businesses abroad

As a regular contact for businesses working internationally, the CDCS, through its businesses unit, maintains constant dialogue with companies and organizations such as CINDEK (Centre inter-entreprises de l'expatriation, intercompany expatriation centre), the CDSE (Club des directeurs de sécurité des entreprises, company security directors' club), the Cercle Magellan, the AFTM (French Travel Managers' association) and the Agora des directeurs de sécurité (security directors forum), to help them better take into account the safety of their expatriate employees and their families. In particular, it responds to their questions on the situation regarding known risks and threats in a given country or region, allowing them to take the most appropriate steps to address them. The Crisis and Support Centre thus contributes to the "economic diplomacy" that Minister Laurent Fabius has made a priority.

The CDCS thus organizes a regular meeting on the security of French businesses abroad, covering the issues of employee safety and expatriation and bringing together close to 400 high-level private sector, civil society and government managers.

This cooperation is governed by agreements signed, for example, with the CINDEK/CDSE and the Cercle Magellan, specifying cooperation in crisis prevention and management concerning French employees abroad. The aim of this public-private cooperation is to best respond to questions on the situation and evolution of risks so that businesses, which are responsible for their employees, can do everything they can to combat them.

The Crisis and Support Centre also organizes regular meetings and participates in conference calls on the political and security situation in geo-

graphical areas that are of particular interest to businesses. Lastly, it participates in external forums such as chambers of commerce and trade shows focusing on exportation and expatriation in order to inform businesses regarding its action and to raise their awareness of crisis culture.

Developing French expertise abroad

The international cooperation operators and international relations operators of France's ministries send experts abroad, in a context of increasing exposure to risks and threats of all kinds. Their missions vary between information, training, development, teaching and health care.

Since 2014, the Ministry of Foreign Affairs and International Development has been initiating a partnership with these structures, organized around several pillars:

- **personalized information and advice:** information on the security situation of countries where their

cooperation projects are planned to be implemented; thematic and geographical information meetings; ad hoc meetings at the request of operators;

- **a real-time warning system:** alerting of all operators in the event of a security situation worsening; information exchange between operators and the CDCS in the event of crisis;
- **risk management training:** offered to the personnel and experts of public operators or those under contract with the government, who are sent out into the field. This training is certified as "advanced dangerous environments security

training" by the European Union;

- **a shared forum for reflection:** organization since 2014 of an annual seminar on security issues for experts and personnel sent abroad, as well as on supporting the positioning of operators at every stage of a crisis;
- **expertise for calls for tender:** support for operators in responding to the calls for tenders of international donors for humanitarian actions or stabilization work in post-crisis countries.



Services for users

Two dedicated services have been developed to protect travellers.

Conseils aux voyageurs (Travellers' advice)

The Conseils aux voyageurs section of the France Diplomatie website is the primary information and prevention tool for the safety of French nationals abroad. It has 211 pages, including 191 geographical pages and 20 thematic ones. The number of visits to Conseils aux voyageurs increases regularly. In 2014, it received an average 600,000 visits per month, adding up to close to 8 million visitors over the course of a full year.

Since July 2011, the procedure to update Conseils aux voyageurs pages has been ISO 9001 certified – an international quality standard. Conseils aux voyageurs are updated more than 1,300 times per year, with some countries being updated several dozen times in a single year. They are available in a range of formats, on smartphones, tablets and on Twitter.



THE BRAZIL FOOTBALL WORLD CUP: SPECIAL ARRANGEMENTS

France supports its nationals during major events held abroad. More than 20,000 French nationals were expected in Brazil for the World Cup, and the Ministry of Foreign Affairs and International Development (MAEDI) put in place specific arrangements, involving consular support in cities without a consulate and where matches with the French team were held.

A supporter's guide, providing practical advice and security warnings, was made available on the websites of the French Football Federation, FIFA, MAEDI and the *L'Équipe* newspaper. Moreover, a partnership was forged with the NGO ECPAT (End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes) in order to support the fight against paedophilia.



Ariane

Since late 2010, travellers can register their trips abroad on Ariane. They then receive emails and are accounted for during emergency operations organized by France abroad.

Registration with the Ariane service, which was designed in liaison with the French data protection authority (CNIL), comes with all personal data security and confidentiality guarantees. It does not replace registration on the register of French nationals living abroad where the duration of stay exceeds six months.

Once traveller data have been entered into Ariane:

- travellers receive safety advice by text message or email if required by the situation in the country;
- travellers are contacted in the event of a crisis in their destination countries;
- the contact person designated by the traveller may also be contacted if necessary.

More than 250,000 French nationals registered in 2015. More than 450 security messages were sent worldwide in 2014.





Emergency operations

Emergency operations mobilize professional teams responsible for implementing and controlling crisis response instruments in France and abroad.

Managing consular crises

When an event abroad threatens the safety of French nationals, the Crisis and Support Unit takes action

to come to their aid: a crisis unit and a telephone hotline are opened, and missions are deployed in the field..

Opening of a crisis unit

Equipped with modern communications and management technology (encrypted communication systems, videoconferencing, video walls, etc.) this structure can be activated very quickly. It makes it possible to assemble all the parties concerned in one place, thus ensuring optimal coordination and internal communication. It is responsible for strategic coordination during the crisis and the organization of emergency operations, under the

supervision of the local ambassador. The crisis unit can be reinforced as necessary by liaison officers from other administrations, the private sector or civil society.

While the CDCS is a permanent structure, crisis units are temporary as they are opened and closed with the unfolding of major crises.



A hotline to inform the public

The hotline can handle up to 4,000 calls per 24 hours. Special hotline numbers are made known via the media.



The CDCS can also redirect to its own call numbers the communications addressed to French embassies and consulates which, in the context of a crisis, are no longer capable of answering the telephone.

The hotline fulfils an information mission, responding to questions like “what is the current situation?” or “how should we behave?” It also helps take into account individual problems such as persons in difficulty and missing persons. A telephone line

is systematically opened in the event of mass accidents abroad that could involve French nationals.

Telephones are answered in case of crisis by personnel from the Ministry of Foreign Affairs and International Development on a voluntary basis, with potential reinforcements from Red Cross personnel. All have received prior training.

SOME FIGURES

- **Bombay bombings (2008) : 6,500 calls**
- **H1N1 flu pandemic (2009) : 13,000 calls**
- **Haiti earthquake (2010) : 18,500 calls**
- **Triple disaster in Japan (2011) : 9,500 calls**
- **Côte d’Ivoire situation (2011) : 6,000 calls**
- **Crash of flight AH5017 (2014) : 5,790 calls**
- **Earthquake in Nepal (2015) : 18,500 calls**

Deployment of field missions in crisis situations

The CDCS often has to deploy missions under the authority of ambassadors, in order to support embassies and consulates in managing consular crises during major events. Staff specialized in managing emergency situations are prepared to be deployed on the ground at any time. They have the right equipment (satellite communications, radios, logistical equipment) to respond to any situation.

In the humanitarian field, this may involve aid transport missions (shelters, medicines, food, etc.) or facilitating and coordinating the work of teams specialized in civil security or health, intervening in crisis theatres. The CDCS has a permanent humanitarian stock of sufficient size to cope with the needs of 10,000 people. These operations may be accompanied by the deployment of logistical assets, such as field hospitals or drinking water production units.

Given how dangerous some of these situations are, the personnel are covered by an insurance policy identical to that of operational military personnel.



EVACUATION OF FRENCH AND BRITISH NATIONALS FROM LIBYA



On 27 July 2014, the French government decided to evacuate French nationals in Libya by sea. The *Montcalm* and *Courbet* frigates arrived off the coast of Tripoli on Wednesday, 30 July 2014 at 02:57. A team from the CDCS was aboard the *Montcalm*. Zodiac inflatables landed at 04:10 in

the Port of Tripoli, which had been secured in advance by the French armed forces.

Departure formalities with the local authorities for the 47 evacuees, including 7 British nationals, were facilitated by the CDCS to enable their repatriation to Toulon. The Ministry of Foreign Affairs and International Development's crisis unit provided a constant liaison with the French embassy in Tripoli, the Operational Planning and Conduct Centre (CPCO), the frigates, all its European partners, and the French repatriates' mutual support committee (CEFR).



Prospects of more, increasingly diverse crises

2008

When conflict broke out in **Georgia** in 2008, France was one of the first countries to get involved. The CDCS dispatched more than 100 tonnes of humanitarian aid and proceeded with the repatriation of French nationals, European citizens and nationals of other countries. That same year, a state of emergency was declared in **Bangkok**, and the CDCS took charge of the return of French nationals stuck there.

2009

The CDCS was mobilized for weeks to monitor the **H1N1 flu pandemic**. It organized the vaccination of French nationals abroad against the disease. The year was also marked by **major air disasters**, including the crash of flight AF 447 in the Atlantic (216 passengers and 12 crew), followed by that of a Yemenia aircraft, off Comoros (147 passengers and 11 crew).

2010

This year saw the earthquake in **Haiti**. France was the first country to the scene of the earthquake the next day, deploying more than 1,000 staff, in addition to ships, aircraft, field hospitals and other resources. The CDCS also evacuated hundreds of Haitian children in the process of being adopted by French families and provided Haiti with assistance to cope with a cholera epidemic.



2011

The year was marked by the series of the **Arab Springs**, the **Japanese triple disaster**, the **Côte d'Ivoire crisis**, the **terrorist attack in Marrakesh**, and the **humanitarian crisis in the Horn of Africa**, requiring major action from France, particularly from a financial perspective. That year, the CDCS evacuated several thousand French nationals from Libya, Japan and Côte d'Ivoire, amongst others, and repatriated 2500 Egyptians blocked at the border between Tunisia and Libya to Cairo.

2012-2013

Growing insecurity in the **Central African Republic (CAR)** in late 2012 worsened in 2013, leading to a coup d'État in March, during which the town of Bangui was the site of violence and looting. Two Crisis Centre missions worked with the Embassy in order to support French nationals in the country. The same year, numerous missions were sent to most of the **Sahel** countries and the **Middle East/North Africa** region to build the crisis management capacities of the French embassies following the French intervention in Mali in January 2013.

2013 was also marked by the handling of the mass hostage-taking of **In Amenas**, Algeria (contact with families, liaison with the Embassy, crisis communication) and the bombing of the French Embassy in **Libya** on 23 April. Late 2013 saw the **Typhoon Haiyan** disaster in the Philippines (8 November 2013).

2014

2014 was marked in the health field by France's support for the fight against **Ebola Virus Disease**, including in **Guinea**, where three treatment centres and two training centres were built to support local capacity-building. In the consular field, the CDCS had to manage security crises (**evacuation of French nationals from Libya**) and a **series of air disasters** involving French nationals (including the disappearance of the Malaysia Airlines flight, crashes in Ukraine, Taiwan and Mali, and the disappearance of the Air Asia flight in Indonesia). The CDCS was active in responding to the rise of Daesh in **Iraq**, coordinating the dispatch of humanitarian cargo and receiving Iraqi refugees in France.



2015

Since the start of 2015, the CDCS has been highly mobilized by a series of tragic events. There has been **terrorism** (attacks on *Charlie Hebdo* and the Hyper Cacher supermarket, where the Centre ran an interministerial victim support unit, and that on the Bardo museum in Tunis), **mass accidents** (helicopter crash during shooting of the television show *Dropped* in Argentina, GermanWings crash), **natural disasters** (cyclone in Vanuatu, earthquake in Nepal), and **upheaval of political and security situations** (support for the departure of French nationals in Yemen).

Handling deaths and disappearances abroad

On average, 800 deaths of French nationals abroad are reported to the CDCS by the diplomatic and consular network for legal, family, health, practical and other reasons. These cases, which are far from representing all deaths of French nationals abroad (almost 7,000), require a response from the CDCS. They can involve both individual cases and mass accidents such as natural disasters, bus accidents and air crashes.

Each year, 200 concerning disappearances are recorded. While many cases are luckily wrapped up quickly, about 50 cases, generally resulting in the opening of court proceedings, become long term matters or end tragically with the discovery of a body. Lastly, following up the families of the victims of terrorism and hostage-taking is a major component of the CDCS's activity.

In 2014, two French nationals died from injuries during a terrorist attack abroad: Jean-Yves Socard in Yemen, and Dominique Sabrier at the Jewish Museum in Brussels. Hervé Gourdel was abducted by a terrorist organization and murdered by his kidnappers while being held prisoner.

Five French hostages were freed (4 journalists in Syria, Didier François, Édouard Elias, Nicolas Henin and Pierre Torres, held since 2013; and Serge Lazarevic, who had been held in North Mali since 2011).

Most of these cases are very emotional and often receive considerable media coverage. In all these cases, the CDCS is responsible for informing the families, guiding them and assisting them in carrying out the necessary formalities. It also helps the families receive what they are due from the dedicated bodies, such as the National Institute for Victims' Aid and Mediation (INAVEM) and the Compensation Fund for Victims of Acts of Terrorism and Other Offenses (FGTI).

In all these cases, the CDCS works in partnership both with the relevant ministries (Justice, Interior, Defence) and with their competent departments (National Unit for Countering Violence against the Person (OCRVP), National Gendarmerie Forensics Institute (IRCGN), National Gendarmerie Intervention Group (GIGN), services specialized in counter-terrorism, etc.).

MASS ACCIDENTS

Coach accident in Cuba

On 2 December 2014, there was a coach accident in the province of Cienfuegos. The bus was carrying 41 French nationals. From Paris, the CDCS provided support and information to their families, in liaison with the Prefecture of the Calvados Department, their region of origin. At the same time, the CDCS contacted the tour operator and the assistance company in order to ensure that procedures to repatriate the 41 French nationals were carried out as soon as possible and under the best conditions.

Crash of flight AH 5017

On 24 July 2014, Air Algérie flight AH 5017, flying between Ouagadougou and Algiers, crashed in Mali, with 54 French nationals aboard. A crisis unit was opened and a hotline was set up. In Mali, the Serval force was deployed immediately to secure the crash site. A CDCS mission was sent out to carry out coordination between experts from the National Gendarmerie Forensics Institute (IRCGN), the French embassy in Bamako, the Ministry of Foreign Affairs and International Development, and local French forces. In late April 2015, the CDCS, supported by the French armed forces, organized a crash site visit for the victims' families.

Medical expertise



The CDCS also has a medical component, whose main roles are:

- international health monitoring, in liaison with international organizations and the French or foreign ministries concerned;

- informing travellers through the Conseils aux voyageurs pages, in liaison with the Ministry of Health (evidence-based health alerts are included where required by the local situation) ;

- the establishment of targeted health actions, suited to the needs of the poorest populations, in cooperation with international agencies, non-governmental organizations and French specialized intervention units (Civil Security, EPRUS, Armed Forces Health Service);
- conducting medical and psychological support missions for French and foreign nationals (medical evacuations, medical assistance with French diplomatic facilities, hostage situations, evacuation or safeguarding of French nationals).

Faced with a major health crisis, the Crisis Centre may mobilize and coordinate the action of civil and can be mobilized immediately and are calibrated specifically to address the main medical and surgical emergencies.

FOCUS ON EBOLA

The Crisis and Support Centre acts as a coordinator for France's efforts to combat the Ebola virus. A special task force was set up, operating out of the Centre. It is responsible

in particular for the creation of three treatment centres and two training centres, in addition to local capacity-building in Guinea.





The Humanitarian Action Mission

The Humanitarian Action Mission coordinates the French government's emergency humanitarian response and relations with the different partners.

France's emergency humanitarian response

The CDCS is also competent for the management of humanitarian crises. With a staff of seven, the Humanitarian Action Mission coordinates the government's emergency humanitarian response in liaison with the Ministry's central administration (the Directorate-General of Global Affairs, Development and Partnerships (DGM), and the United Nations, International Organizations, Human Rights and Francophonie Directorate (NUOI), embassies and permanent representations to international organizations. It also coordinates relations with the various partners, such as NGOs, donors, European Commission (ECHO), UN agencies, and the International Red Cross and Red Crescent Movement.

In event of a humanitarian emergency, and generally at the request of the affected country, the Centre provides financial support to civilian operators, experienced in emergency situations, or deploys human and material resources directly in the crisis theatre. Apart from humanitarian emergency situations ("hot crises"), it also intervenes occasionally in countries where humanitarian crises are almost permanent.

In accordance with France's commitments, recalled in the French Republic's Humanitarian Strategy, which was adopted on 6 July 2012, the CDCS deploys its emergency humanitarian assistance in strict compliance with international humanitarian law (IHL) and international human rights law. Its efforts are also based on the European Consensus on Humanitarian Aid, adopted by the European Council, Commission and Parliament in December 2007, which reaffirms the commitment of the EU and its Member States to defending

and promoting the fundamental principles of humanitarian action: "neutrality, impartiality, humanity and independence". The Centre's Humanitarian Action Mission also ensures compliance with the Principles and Good Practice of Humanitarian Donorship, adopted in Stockholm on 17 June 2003, as well as following the Good Humanitarian Donorship initiative and the Oslo Guidelines on the Use of Foreign Military and Civil Defence Assets in Disaster Relief.



Fostering humanitarian diplomacy

The CDCS participates actively in the formulation of France's humanitarian policy and in the major debates in UN bodies on the financing of international humanitarian action and the reform of humanitarian action.

Within these forums, it promotes respect for humanitarian principles and the goal of access to humanitarian assistance for the most vulnerable people. It supports the coordination mission entrusted to the Office for the Coordination of Humanitarian Affairs (OCHA) of the United Nations.



Partnerships supporting France's humanitarian action

With the United Nations

France instigated the 2005 reform that entrusted the implementation of sectoral coordination, the improvement of crisis funding via the Central Emergency Response Fund (CERF), and the creation of a network of humanitarian action coordinates to the Office for the Coordination of Humanitarian Affairs (OCHA), which was

initially created in 1998. Moreover, a considerable portion of the Emergency Humanitarian Fund (EHF) is allotted to UN humanitarian agencies in the framework of specific actions.

With the Ministry's UN and international organizations directorate (NUOI), the CDCS participates in the various

international and bilateral meetings structuring political dialogue with multilateral humanitarian institutions (HCR, OCHA, ICRC). The agreement signed with the WFP allows it to make use of the Programme's humanitarian depots, so as to deliver donations of humanitarian goods and equipment rapidly anywhere in the world.

With the European Union

The Humanitarian Action Mission, in liaison with the other relevant departments, participates in keeping track of humanitarian issues at European level, including within the European Council Working Party on Humanitarian Aid and Food Aid (COHAFA). In this forum, the Member States debate draft European humanitarian assistance texts and programmes and coordinate action around the required responses to the various humanitarian crises.

The Crisis and Support Centre promotes France's priorities in the humanitarian field at EU level, as well as France's skills and partners in European forums and programmes. It ensures the budgetary priorities of the Commission in the area of humanitarian assistance are defended. The Centre also sits on the Humanitarian Aid Committee (HAC), at which the European Commission's aid projects are examined. Lastly, the Centre also works in close cooperation with the

European Community Humanitarian Office (ECHO) of the European Commission, which has, as part of the EU Civil Protection Mechanism, an Emergency Response Coordination Centre (ERCC) that is operational 24/7, responsible for joint European planning in the event of a disaster. In 2013, France used this mechanism to provide humanitarian assistance to the Philippines at the country's request, following Typhoon *Haiyan*.

With NGOs

The CDCS maintains in-depth dialogue with French NGOs on thematic and geographical issues. In accordance with the French Republic's Humanitarian Strategy, a cooperation group

on humanitarian issues was set up in 1012 in order to strengthen NGO partnerships. It meets at least three times a year and can draw on the work of *ad hoc* thematic committees.

It includes representatives from the various ministerial departments involved in humanitarian work.

NATIONAL HUMANITARIAN CONFERENCE

The second National Humanitarian Conference was held on 31 March 2014, involving all French humanitarian stakeholders (public administrations, NGOs, international organizations, national and regional elected officials, corporate foundations, media outlets, researchers and students). In the presence of Laurent Fabius, Minister of Foreign Affairs and International Development, Baroness Valerie Amos, UN Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordination,

and Kristalina Georgieva, then European Commissioner for International Cooperation, Humanitarian Aid and Crisis Response, the Conference acted as a forum for more than 400 representative of humanitarian stakeholders to meet and discuss issues.

The humanitarian community's main subjects of concern were discussed at four round tables: new methods for responding to complex emergency situations and fragility; aid coordination

in a context of diversified players; the challenges and trends of linking emergency response, rehabilitation and development; and prospects for developments in the French humanitarian landscape.



With businesses



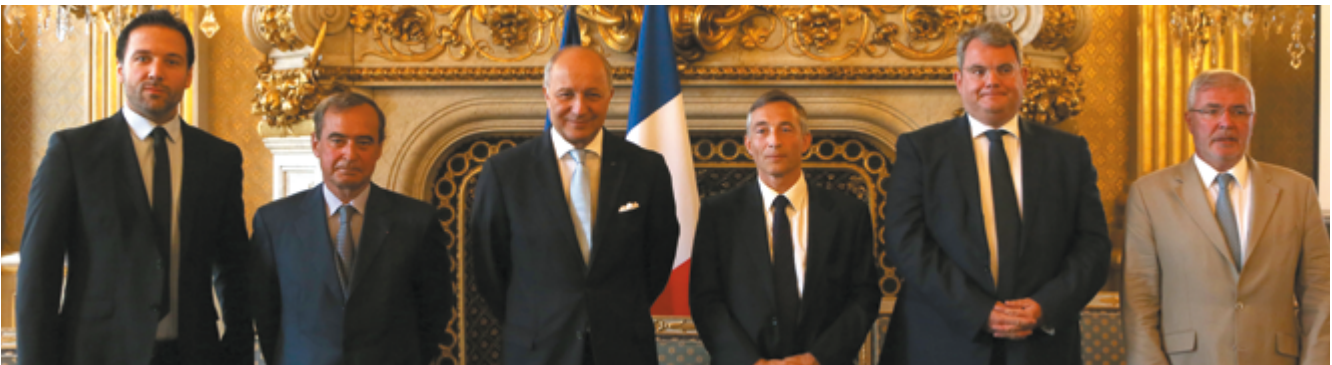
Corporate foundations and businesses themselves are increasingly involving themselves in humanitarian action. Their means of action include financial sponsorship, sponsorship in kind, and the provision of experts prepared to share their technical skills.

The CDCS seeks to foster this widening of the palette of humanitarian action tools by strengthening public-private partnerships. Cooperation with the Airbus and Airbus Helicopters foundations following the disaster caused by Typhoon Haiyan in the Philippines was a first success (dispatch of freight and personnel on the ground,

reconnaissance missions to assess damage and adapt France's response). The partnership was formalized through the signing of a convention between the Ministry and the Airbus Helicopters Foundation in January 2014. The convention provides for the provision free of charge of flying hours for humanitarian operations coordinated by the Crisis and Support Centre.

Businesses can also contribute to the cost-sharing fund attached to the Emergency Humanitarian Fund, or donate humanitarian equipment and services to the Centre in various fields (medical equipment, medicines, transport, etc.).

Other partnerships were established in 2014 with several major French companies and foundations: Veolia, Nutriset, Lafarge, EDF and Bouygues Construction.



FRANCE'S COMMITMENT TO DISPLACED PERSONS IN IRAQ – FIGHT AGAINST DAESH

Since summer 2014, the CDCS has been working to put in place an air bridge between France and Iraqi Kurdistan at the Minister's request, in order to help people displaced by the advance of Daesh. Six flights have been organized to transport more than 100 metric tonnes of humanitarian equipment and goods for Iraqi and French associations supporting displaced populations.

Many French businesses and corporate foundations have been involved, as they were in the Philippines: drinking water purification systems donated by the Veolia Foundation; gift of several tonnes of nutritional supplements from NUTRISET; delivery of 7 tonnes of hygiene products by the Système U group and 3 tonnes of blankets financed by the Ouest France Solidarité association. Local governments were not left out: the Region of Provence-Alpes-Côte d'Azur also contributed to the delivery of hygiene products.

At interministerial level

Ministry of the Interior

The CDCS and the Ministry of the Interior's General Directorate for Civil Protection and Crisis Management (DGSCGC) – particularly the Operational Centre for Interministerial Monitoring of Crises (COGIC) – cooperate regularly in their alert and monitoring activities and the management of crises abroad that require the use

of civil security assets. On 17 June 2013, the two institutions signed a protocol on the terms of cooperation in the area of managing crises abroad, which included the conduct of field operations. The protocol was activated for the first time in November 2013, during the crisis in the Philippines.

Moreover, the CDCS also supports the efforts of French civil security teams alongside the International Search and Rescue Advisory Group (INSARAG), ensuring they have UN-certified operational units. The Humanitarian Action Mission represents France within INSARAG and United Nations Disaster Assessment and Coordination (UNDAC).

Ministry of Health and Social Affairs

The Ministry of Health and Social Affairs is another key partner of the CDCS. The Public Establishment for Health Emergency Preparation and Response (EPRUS) can thus mobilize members of the public health reserve, as they did during the crisis that arose

in Guinea in the fight against the Ebola virus (dispatch of public health experts to advise the Directorate-General of Health in the organization of the action plan, as well as providing material and financial assistance to the French and Guinean Red Cross

associations). Stocks of medicines and medical equipment are also prepositioned in the Paris region to cover the main health risks and chemical, biological, radiological or nuclear risks.

Ministry of Defence

The CDCS cooperates with the Joint Operations Planning and Command & Control Centre (GPCO) for the transport of humanitarian equipment (provision of vehicles and aircraft). For example, the GPCO contributed in Haiti after the 2010 earthquake.

Collaboration with the armed forces also includes humanitarian actions: in the Zaatari refugee camp in Jordan, the CDCS provided funding for the association Gynécologie sans frontières (Gynaecologists Without Borders) to support the work of the army's medi-

cal units. Wherever the French armed forces are deployed, the CDCS's teams liaise with embassies to ensure good coordination of humanitarian stakeholders with the armed forces, as part of civilian-military crisis management.



With local government bodies

Over the years, French local government bodies have developed external actions on a large scale. These actions take many forms and range from school exchanges to decentralized cooperation actions, from twinning to economic partnership agreements.

The Crisis and Support Centre provides local government with its expertise through constantly updated information and advice, utilizing its network of embassies and the humanitarian

correspondents in each of them. It facilitates coordination of the various players by bringing together NGOs, UN agencies, foundations and local government bodies. It helps pool human and material resources (e.g. organization of shared transportation to the Philippines in November 2013, when it covered the chartering of a cargo aircraft).

The CDCS also supports local government bodies in the implemen-

tation of the Oudin-Santini Act, which has allowed them since 25 January 2007 to carry out – or fund, if justified by the urgency of the situation – humanitarian actions, particularly through the FACECO, a cost-sharing fund for contributions to larger-scale humanitarian projects.

TYPHOON HAIYAN (PHILIPPINES)



On 8 November 2013, an extremely powerful typhoon hit the Visayan archipelago, among the poorest regions of the Philippines. This natural disaster caused more than 6,000 deaths, and more than 1,000 people are still missing today. Seeking to provide assistance to the people of the Philippines, more than 20 French regions, departments and cities pooled their contributions within FACECO in order to fund two major reconstruction projects.

The first project, implemented by the NGO Handicap International, provided a transport service for emergency organizations and municipalities, aimed at

dispatching aid to isolated areas and removing urban debris. Some of the poorest families received pay for their work loading and unloading trucks, which helped restore their financial autonomy. The NGO also handled the securing of damaged public buildings and carried out work needed to restore them, at the request of local councils. That work helped pay workers whose families had been badly affected, with particular attention being paid to employment of disabled persons.

The second project, coordinated by the NGO Triangle Génération Humanitaire, helped the fishing community in the municipality of Sulangan to resume its activities, through the construction of new fishing boats by a network of local carpenters. The project also took into account the situation of the community's women, purchasing pigs and hens in order to restore domestic livestock.

Financial instruments

Emergency Humanitarian Fund (FUH)

In order to accomplish these different actions, the Humanitarian Action Mission has credits on the interministerial “official development assistance” mission budget. These credits are grouped under the Emergency Humanitarian Fund (FUH), which finances different types of operation:

- direct actions (provision of any type of equipment);
- operations conducted by diplomatic and consular posts using credit delegations;

- subsidies to NGOs;
- exceptional payments to international or assimilated bodies such as UNICEF, HCR, WFP, WHO, and the ICRC.

The FUH includes an annual endowment of approximately €10 million, which may be increased in case of major crisis with a special allocation. These resources may also be topped up with donations from individuals, companies and local government into the two dedicated aid funds presented below.

The FACECO

This aid fund, which is managed by the CDCS, is dedicated to local government bodies which wish to contribute emergency assistance to the victims of humanitarian crises abroad, with the aim of:

- enabling an effective and relevant emergency response;
- coordinating efforts and resources when a crisis occurs;
- ensuring the traceability of contributed funds.

HOW TO CONTRIBUTE TO FACECO

The local government body chooses the country or crisis to which it wants to contribute. Following deliberation, the competent Departmental Treasury makes a bank transfer to the *Trésorerie générale pour l'étranger* (TGE):

Trésorerie générale pour l'étranger
Banque de France (BDF),
Nantes (44) Branch

Bank code: 30001
Branch code: 00589
Account number: 0000M055150
Control key: 21
International Bank Account Number (IBAN): FR06 3000 1005 8900 00 M0 5515 021
SWIFT (BIC) code of the Banque de France: BDFEFRPPCCT

Mention the number and the name of the recipient aid fund during the transfer:

1-2-00263 « Contributions des collectivités territoriales au profit de l'aide d'urgence aux victimes de crises humanitaires à l'étranger »

[Contributions of local government to emergency assistance to the victims of humanitarian crises abroad), mentioning the target country or crisis.

HOW TO CONTRIBUTE TO THE FDC

Individuals and businesses may make their donations by:

- **Cheque** made out to the Trésor Public, sent to the Ministry of Foreign Affairs and International Development, Crisis and Support Centre, 37, quai d'Orsay, Paris VII^e
- **Transfer to** « FDC MAE n°12008 » Banque de France, Nantes (44) Branch

Bank code: 30001

Branch code: 00589

Account number: 0000M055150

Control key: 13

IBAN: FR06 3000 1005 8900 00M0 5515 021

SWIFT (BIC): BDFERPPCCT

Donors are invited to announce their donation in a letter sent to the CDCS, specifying the country or action they wish to support.

The aid Fund FDC (Fonds de concours)

Individuals and companies wishing to show solidarity with populations affected by crises abroad can make a financial contribution to the aid fund attached to the Emergency Humanitarian Fund. This fund aims to finance emergency assistance actions for victims and equipment repair and reconstruction actions implemented by NGOs. There are two advantages to using this aid fund:

- it ensures optimal use of the contributed fund. Either combining them helps finance large-scale operations that a single donation could not cover, or they add up to contribute to the accomplishment of existing projects;
- it ensures good allocation of the contributed funds and good use abroad, supervised by the French



Stabilization Unit

The Stabilization Unit carries out actions to restore the rule of law and support civil society.

Stabilization Unit

Since late 2014, the Crisis Centre has also been responsible for supporting stabilization (hence its new name: “Crisis and Support Centre”), in order to undertake reconstruction work in crisis and post-crisis countries.

The Crisis and Support Centre’s Stabilization Unit works as a priority in countries where crises affect the functioning of the government, democratic values and respect for human rights. In these countries, the Unit provides support right through to the holding

of free and transparent elections that produce a legitimate government, supported by a redeployment of services important to the rule of law across the national territory.

The new Stabilization Unit is made up of nine members of staff, who coordinate actions supporting democratic governance and civil society in liaison with French embassies, international technical experts, international organizations and banks, NGOs, operators and foundations, etc.

THE TWO MAIN AREAS OF STABILIZATION

1.

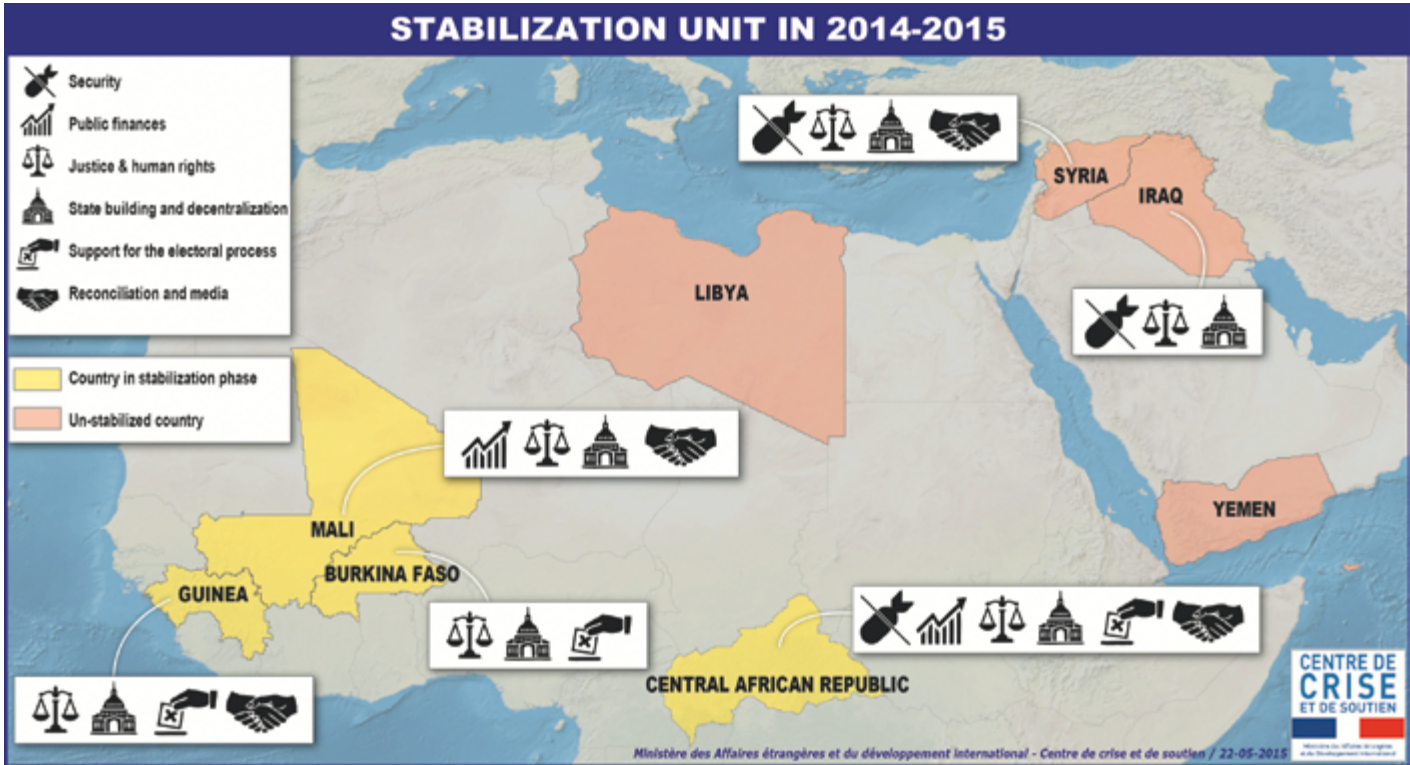
Governance support

- Help restore public finances and ensure payment of salaries
- Restore impartial, independent justice
- Recreate the conditions to restore the rule of law and redeploy public services
- Contribute to the restoration of security by reinforcing internal security forces and support the DDR process (disarmament, demobilization and reintegration)
- Support electoral processes and local government bodies

2.

Civil society support

- Support national reconciliation and restore social cohesion
- Support human rights and combat impunity
- Promote the role of the media through capacity-building



**CENTRE DE
CRISE
ET DE SOUTIEN**

24-hour emergency hotline: +33 (0)1 53 59 11 00
E-mail: alertes.cdc@diplomatie.gouv.fr



The Crisis and Support Centre
Emergency diplomacy



The Crisis and Support Centre
37, quai d'Orsay
75 351 Paris
France
www.diplomatie.gouv.fr