



## **Tackling with personal and political crises**

# 1. Challenges



- **Increasing number of countries with a fragile political system and frequently recurring political crises leads to instability and a security hazard for AGEH development workers and their local partners.**
- **AGEH is not represented (e.g. with offices) in the countries where the development workers are working.**
- **The way a crisis will be developing is often not predictable.**

## 2. Strengths



- **AGEH has a well established system of handling health crises which includes:**
  - comprehensive insurance coverage (health etc.), which includes an emergency flight in case of a life threatening health crisis,
  - emergency phone which is staffed for 24 h.
  
- **Handling of and response to violence and harassment is a standard element of the training of future AGEH development workers.**
  
- **AGEH handout for development workers with details on the appropriate behaviour and response in cases of crises.**
  
- **AGEH can act independently from general guidelines and security advise of the Ministry of Foreign Affairs and the respective German Embassy.**
  
- **AGEH has established a working group on safety and security with the overall aim to protect development workers and travelling AGEH-staff members against security risks and to provide them with optimum support through AGEH in case of crisis.**

### 3. Lessons learnt from previous crises



- **Good networking during a developing crisis makes it possible to generate the necessary information and to harmonize them sufficiently for quick decisions.**
- **In case of a crisis development workers, local partner organisations and financing partners have to be contacted as soon as possible.**
- **Relevant data for fast communication (e-mail, mobile phone) has to be available and must be constantly updated. This applies to development workers (and their relatives), concerned AGEH staff members, German Embassy (and other official posts) and other relevant informants.**
- **Key persons in AGEH (regional desk officer, heads of departments, managing director) have to be approachable all the time during a crisis.**
- **Regular contact and update between the development workers, travelling staff members and the AGEH headquarters have to be maintained.**