

- DED Definition for a Crisis
- Information flow Country Office/Central Office
- Crisis Plans in the Country Offices
- Communication in Crisis Situations

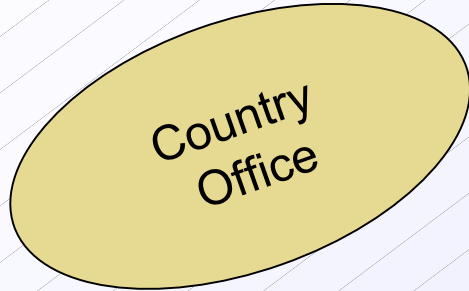
DED Definition for a Crisis Situation

A Crisis Situation exists in cases where DED-Personnel and/or their pertaining family members overseas

- **are subject to severe Accidents, severe Sickness or Death**
- **are subject to or are endangered to become subject to Natural Desasters, War or other armed Confrontation, political Unrest, or criminal Acts**

Crisis Management within DED

Information Flow between Country Offices and Central Office



Prepared Information

Crisis Sheet
Quarterly List
Crisis Plan

Actual Information

Fact Reports
Permanent Reports/weekly/daily/hourly



Regional Group
Division Leader/Crisis Manager
Crisis Situation Meeting

Coordination Country/Central Office BMZ and FO

Prepared Information

Central Documents are

- **the Crisis Sheet with all relevant contacts in relation to the Country Office**
- **the Quarterly List with Data about all Personnel including local Staff and all Family Members**

Crisis Management within DED

Documents at disposal in the Central Office

Homepage - Krisen-Management - Microsoft Internet Explorer bereitgestellt von DED-Informatik

Adresse <http://teams.ded.de:90/sites/krisen/default.aspx>

Homepage Dokumente und Listen Erstellen Websiteeinstellungen Hilfe Nach oben zu Teamsites

Krisen-Management

Informationen für ein reaktionsschnelles Krisenmanagement

Dieser Website

Dokumente

- Krisenordner
- Organisationsanweisungen
- Krisendateien

Listen

- Krisen-Kontaktliste
- Hyperlinks hinzufügen

Upload:

Sandra Hoffmann, AssGF

Webdesign:

Bernhard Willig, P-DV

Krisenhandy: +49 (163)-2434-002

Organisationsanweisungen

Typ	Name	Geändert von
	Teil 7 - Rückführungen und Medien	Hoffmann, Sandra
	Teil 4 - Krisenstab	Hoffmann, Sandra
	Teil 5 - Krisenkontaktliste Stand September 06	Hoffmann, Sandra
	Sicherheitsstufen	Hoffmann, Sandra
	Teil 8 - Telefonliste Ärztlicher Dienst	Hoffmann, Sandra
	Teil 1 - Organisationsanweisung für den Krisenfall	Hoffmann, Sandra
	Teil 3 - Krisenrahmen	Hoffmann, Sandra
	Teil 2 - Die Krise und ihre Bewältigung in der Zentrale	Hoffmann, Sandra
	Teil 6 - Bereitschaftsdienste	Hoffmann, Sandra
	Teil 9 - Adressen Rettungsflugorganisationen	Hoffmann, Sandra
	BMZ-Schreiben und Hausverf. zu Krise	Hoffmann, Sandra
	Bedienungsanleitung	Willig, Bernhard P-DV

Neues Dokument hinzufügen

Krisenordner

Neues Dokument | Dokumentupload | Neuer Ordner | Filter

Typ	Name	Region	Land	Dokumententyp
	AFG KK	Afghanistan, Zentral-Asien und Naher Osten	AFG	Kontakte EH
	AFG KB	Afghanistan, Zentral-Asien und Naher Osten	AFG	Krisenblatt
	AFG QL 06	Afghanistan, Zentral-Asien und Naher Osten	AFG	Quartalsliste
	KAZ KK	Afghanistan, Zentral-Asien und Naher Osten	KAZ	Kontakte EH
	KAZ-TJK QL 07 05	Afghanistan, Zentral-Asien und Naher Osten	KAZ	Quartalsliste
	PSE KK	Afghanistan, Zentral-Asien und Naher Osten	PSE	Kontakte EH
	PSE KB	Afghanistan, Zentral-Asien und Naher Osten	PSE	Krisenblatt

Links mit Kriseninfos

- [AA Sicherheitshinweise](#)
- [U.S. Department of State - Travel Warnings](#)
- [UK Foreign Service Travel Advice](#)
- [CDC Health Advisory](#)
- [BBC](#)
- [CNN](#)
- [Reuters](#)
- [Homepage der Notfallseelsorge](#)

Lokales Intranet

Prepared Information Crisis Data Sheet Personnel

The Crisis Data Sheet Personnel contains

- relevant Data of all Personnel and their Family

Members

- a scetch of the working place location
- a scetch of the home location
- contact adresses in Germany

Prepared Information: The Crisis Plan

- with a unique structure for all country offices
- is enhanced by country specific and situative Information
- gives behavioral advice and orders

Content of Crisis Plan:

1. Overview of Crisis Plan
2. DED-Definition for a crisis
3. Areas of Responsibilities
4. Preparatory Measures
 - 4.1 Organisational Measures
 - 4.2 Communication
 - 4.3 General Behavior (Preparation for
 - 4.4 Behavior in case of Crisis
 - 4.5 Adresses and Telephone Numbers
5. Country specific Amendments
6. Actual Information

Crisis)

Actual Information

**Country Director collects Information
(who, when, where, what, why ?)**

**Verification with German Embassy and other
Implementing Agencies**

own Estimation and Valuation !!

**Planned next Steps
and
Expected Action from Central Office**

Crisis Communication

Contact of Country Office with Central Office

- during Office Hours (Mo-Fr 09:00 bis 15:30 MEZ) via Crisis Manager or Regional Group Leader
- after Office Hours via Crisis Mobile Phone or private Phone of Crisis Manager : Message via Phone and/or SMS
- contact disability: Deputy Mobile Phone or private Phone

In General, the Crisis Manager is the Contact Person in all cases

- delegation to Regional Group
- Medical Services
- high level crisis situation meeting