



# THE INTERNATIONAL EMERGENCY MANAGEMENT SOCIETY

## Newsletter - ISSUE 19 - November 2013

ISSN 2033-1614



From the signing ceremony in Shenyang, China  
Where TIEMS signed a MOU with Liaoning Longyuan Group CO., Ltd  
for the establishment of Shenyang International Center for Emergency  
Education and Training, on 19<sup>th</sup> Nov. 2013. More below in this newsletter

### The International Emergency Management Society

*TIEMS continues its international development, and is spreading out its activity more and more worldwide, with members and chapters. New members and chapters add valuable expertise and cultural diversity to the TIEMS international network, which comprises of users, planners, researchers, industry, managers, response personnel, practitioners, social scientists, and other interested parties within emergency and disaster management. This network constitutes a large international multidisciplinary group of experts, with different educational backgrounds and various experiences. Read more about this network and its activities in this newsletter.*

**Alex Fullick**  
**TIEMS Newsletter Editor**

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- ✓ *TIEMS Iraq Chapter: Second International Conference on Emergency Medicine*
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## Message from TIEMS President



Photo: Erik de Castro

We are rapidly approaching the end of 2013, with a new year, 2014, around the corner full of new opportunities and promises for the future. However before we could close 2013 we were shocked by the devastating consequences of the typhoon Haiyan that struck the Philippines on the 10<sup>th</sup> of November. The terrible death toll increases each day and more than  $\frac{1}{2}$  million people are displaced and in desperate need of help and support. The media channels bring us shocking pictures every day so the tragedy is exposed in all its cruelty in our homes.

Again the international community is ready to help and support the victims of the catastrophe, and most of us living in peaceful environments far away from the tragedy in the Philippines, are queuing up offer to support. This is good and shows that we react and help

when our "brothers and sisters" in this world are in desperate need of help.

But, what about helping the Philippines to improve their resilience through preparedness programs before the disasters strike?



Oslo 14<sup>th</sup> November 2013  
*K. Harald Drager*  
*TIEMS President*

Typhoons come every year, maybe not as powerful as Haiyan, but the need of shelters and early warning must have been evident to all for a long time. If we also add earthquakes and

landslides and other disasters hitting the Philippines from time to time, the question is: Why have the Philippines not been on the international priority list for help and assistance to build improved preparedness earlier?

I am sure this will change now for the Philippines, and that is good, but I hope we can learn from this recent tragedy to invest more help and assistance to those we know will be hit, before the disasters strikes, in preparedness and early warning to avoid such tragedies.

The educational material, early warning systems and shelters and other means of preparedness equipment systems are available and it is only a matter of building capacity in the places we know needs it most!

This is my sincere hope for 2014 and the future!



## Editor's Message

Hello good readers!

Welcome to the latest edition of the TIEMS Newsletter. You may have noticed the new look, which is intended to provide a better structure and feel to the overall newsletter. We hope you enjoy it!

TIEMS is truly an organization with a global reach, with members from Canada to China and from Norway to South Africa. That representation is reflected within the pages of this newsletter. In many cases, English is not the primary language of the article authors and we at the newsletter try to ensure this is reflected in what you read because we want that international feel to come through onto the page. We assist with minor grammar and punctuation fixes but ultimately, we strive to keep the submissions as close to the original submission as possible so we capture that international voice.

In saying that, we are always looking for interesting articles to provide our readers. If you have an article you'd like to contribute on topics related to Emergency and Disaster Management, Business Continuity or Crisis Communications - or anything else you feel would suit the newsletter - feel free to send them to my attention at the email below.

In the meantime, we hope you like the latest edition of the newsletter and our new look.



Sincerely,

**A. Alex Fullick**, *MBCI, CBCP, CBRA, v3ITIL*

Editor

Email: [alex@stone-road.com](mailto:alex@stone-road.com)

# Second International Conference on Emergency Medicine in TIEMS Iraq Chapter

22 - 23 May 2013

Basrah, Iraq

## Recommendations

### 1. *Supporting emergency services through:*

- a) Establishment of a new training center for the medical doctors (Board of Internal Medicine & Emergency Medicine) in Basrah;
- b) Establishment of a new training center for the paramedical staff working in Emergency units;
- c) Providing new ambulance vehicles with modern first aid and lifesaving equipment;
- d) Increase the human resources working in the emergency services (medical & paramedical staff);
- e) Ensure stability of the staff working in the emergency units with an advantage of their experience and training they already had previously;
- f) Further training, especially on life saving and first aid;
- g) Increase financial support for emergency services; and
- h) Coordination and management controls (Regulation) of the work in the Governmental and private hospitals.

### 2. *Attention to the developments of special needs services:*

- a) The emergency Neuro/spine surgeries;
- b) Emergencies related to rheumatology. In addition to providing/ supporting the advanced emergency services (such as a polarized microscopy);
- c) Using advanced "pain stopped" medications;
- d) To improve the skills of medical and paramedical staff dealing with the integrated emergency medical services, including the use of sophisticated equipment;
- e) To ensure safety during artificial insemination to prevent complications could be avoided through improving knowledge, skills of the staff before, during and after work;
- f) Ensuring that "rapid diagnosis and correct transportation" are included as part of the training of medical personnel in primary health care centers and hospitals (emergency units);
- g) Development of gynecological laparoscopic surgery as an option for treatment of duodenal ulcer

and other similar emergencies;

- h) Ensuring that all emergency units provide pediatric emergency services;
- i) Activate legal legislations against violence and training of the staff on communication skills with patients and relatives; and
- j) Motivating the professional authorities to increase awareness on road traffic laws and safety requirements.

### 3. *Specific recommendations from the Supervisory Committee of the workshop:*

- a) Provide the necessary requirements/supplies in all emergency units of hospitals especially for emergency units in pediatric hospitals;
- b) Training of the medical staff in addition of the paramedical staff as a supportive party;
- c) Health education in the various media channels on the importance of such life-saving ways as part of our routine daily emergencies; and
- d) Provide the necessary requirements/supplies such as electrical shock device in addition to training of the staff on how to use them.

*The International Emergency Management Society*

*Rue Des Deux Eglises 39, B - 1000 Brussels, Belgium, Tel: +32 2 286 80 38, Fax: +32 2 286 80 39*

*E-mail: [r.miskuf@squaris.com](mailto:r.miskuf@squaris.com), [www.tiems.org](http://www.tiems.org)*

**Concerning recommendations (1-2):**

- a) Training courses for the medical and non-medical personnel on BLS primary life support;
- b) Advanced courses of rescue and life support PALS, ACLS, ATLS;
- c) Health Education materials and newsletters about ways to rescuing; and
- d) Strengthening and establishing training centers

for doctors and paramedical staff to be the nucleus of society to spread this culture.

**5. Miscellaneous Recommendations:**

- a) We suggest that all doctors (HOs, SHOs, specialists), whom are, basically from Basrah, to be kept in Basrah and those from Baghdad to be distributed to other governorates instead of distributing those from Basrah to other governorates and distribute those from Baghdad to Basrah;

- b) We need new 100 fully equipped ambulances as what we have now are old (belongs to 2006) and not equipped;

- c) The contracts of single Blood Bags must be received before the quantity finished in the stores of KEMADIA; and

- d) We need delegations to DGs of DoH's to buy emergency equipments, drugs and machines with no limited prices.

**Basrah 23rd May 2013**



Dr. Mohammed Shuaib opens the conference



Dr. Riyadh Alhilfi



Food is necessary for keeping focus



Dr. Hans Husum and Dr Mohammed Shuaib

# 20th Annual Conference of TIEMS on Robotics and other Themes in Emergency and Crisis Management

Velaux, France 1-4 October 2013

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## *Declaration*

### **On Protecting Lives and Property from Disasters**

#### ***Recognizing***

That the Conference on "Robotics in Emergency and Crisis Management" held in Velaux, France from 1-4 October 2013 was attended by disaster management professionals and practitioners from 20 countries and was successful in providing opportunities to discuss a wide range of vital topics including:

- Crisis management and cybernetics
- R&D ongoing projects
- Users' requirements and expectations
- Lessons learned
- Real trials and tests at the fire academy facility
- Preparedness and ICT in Crisis Management
- Operational Data Sharing
- Security and Safety Technologies.

#### ***Appreciating***

The efforts being made by the respective countries and partners all over the world to keep human life and property safe from emergencies and disasters by developing and implementing new technologies such as robots aimed at protecting and increasing coping capacity against natural and technological disasters.

#### ***The TIEMS conference participants recommend***

- That TIEMS members and attending delegates address the issues of DRR through resource management, networking and sharing experiences through the conferences and workshops.
- That the focus on public-private partnerships for DRR and community-based DRR activities be emphasized in order to build a disaster resilient society.
- That development of DRR strategies, such as early warning and response mechanisms, through regional and international collaboration be fostered.
- That the use of robots for DRR in relation to saving human life and property be widely discussed and considered.
- That the global benchmarks, standards and indicators for emergency preparedness and response to build and modify health facilities to withstand events from

various hazards and disasters be used.

- That the capacity of emergency management sector professionals and practitioners in the science and practice of preparedness and risk reduction be further developed.
- That public awareness of the need to make physical infrastructures safe and functional in emergencies be enhanced.
- That a distributed data base on past strong earthquake consequences be developed in order to increase the reliability of loss estimations in emergency mode by calibrating existing worldwide systems.
- That the TIEMS members' efforts to facilitate and support partnerships between governments, the United Nations and relevant agencies, academia, professional bodies, NGOs, the media and civil society, to jointly advocate and effectively minimize the potential



impacts of disasters be continued.

### ***Acknowledging***

The hard work and warm welcome of the Local Organizing Committee (LOC) in arranging the TIEMS conference, pre-conference seminars and tours, as well as the exhibition of robot

techniques, and noting the fruitful outcomes of many sessions, demonstrations and training.

### ***Thank you***

To the LOC headed by J.P. Monet, the Fire department of Bouches du Rhone County, for all their efforts and expertise in

organizing such a successful and memorable occasion in all respects.

**Adopted on October 4, 2013  
by the Conference  
participants at the Fire  
department of Bouches du  
Rhône County, Velaux,  
France.**



**SDIS 13 Fire School**



**Demonstration at Irobot booth**



**Velaux Conference Opening**



# CTS 2013 Conference in San Diego, USA

TIEMS supported "*The 2013 International Conference on Collaboration Technologies and Systems*"

TIEMS Regional Director for North America ran a workshop during this conference titled:

*Collaboration in Emergency Response and*

*Disaster Management*

*Preliminary Final Program*

*San Diego Workshop Report*

For interest, contact *Jim Hagen* at

*[jhphd50@aol.com](mailto:jhphd50@aol.com)*



## San Diego Workshop Report

The International Conference on Collaboration Technologies and Systems was held May 20-May 24 in San Diego, California, United States. The conference brings together experts from academia, industry, and government as well as contributed paper presentations describing original work on the current state of research in collaboration technologies, collaboration systems, the Internet of things, people social networks, virtual worlds, services computing, and related issues. Attendees see and interact with a broad spectrum of methodologies and technologies that relate to cooperation, coordination, communication,

and collaboration at both the client and backend (cloud) levels. Over 35 countries were represented, as well as all continents. Topic area included:

- Collaboration Infrastructure, Tools and Technologies
- Human Systems and Collaboration
- Collaboration Work and Processes
- Collaboration Applications, Domains, and Emerging Trends and Technologies

This year a new workshop was added in **Emergency Response and Disaster Management**. The session was initiated by Dr. Connie White:

[\(https://sites.google.com/site/conniemwhite/\)](https://sites.google.com/site/conniemwhite/)

TIEMS was a co-sponsor of this event, and it was co-organized by Dr. James Hagen, Regional Director for North America of TIEMS. Workshop information can be found at:

<http://cts2013.cisedu.info/2-conference/workshops/workshop-08-erdm>

This workshop on Collaborations in Emergency Response and Disaster Management focused on collaborative systems and technologies that support effective team work in crisis and

emergency management. Emergency response and disaster management typically require collective intelligence from multiple, distributed agencies, task groups, and individuals, and involve making collaborative decisions and taking coordinated actions. However, current information systems are rarely designed to support group work in emergency response situations. There is a need for establishing a long-term, interdisciplinary research agenda that aims to improve information technology support to collaborations in disaster management and emergency response. The objective of this workshop was to highlight key design challenges and major advances in the design, implementation, and assessment of collaborative technologies for crisis management.

We received a wonderful list of international submissions, resulting in the following accepted papers:

1. *"Promoting Cooperation and Coordination in International Disaster Management"* - James C. Hagen, Meen B. PoudyalChhetri, Nicolae Steiner (Saint Xavier University, Illinois, USA; Nepal Centre for Disaster Management (NCDM) and Disaster Preparedness Network (DPNet), Katmandu, Nepal; TituMaiorescu University, Bucharest, Romania)

2. *"The DNA of Preparedness: Developing an Integrated Framework of Emergency Response and Disaster Management"* - W. Fritz Krauss, Seth Rubenstein, John Crocker (Krauss & Associates, California, USA)

3. *"IT-based Development of the National Disaster Management System in Korea"* - Eugene Na, Youngtae Huh, HyeogIn Kwon, HiYeobJoo, HyeYeon Won (Winitech Co., Ltd., Daegu, South Korea; Chung-Ang University, Seoul, South Korea)

4. *"Emergency Decision Model for Supply Chain Distribution in Emergency Response"* - Xiang-yang Li, Yan Zheng, Yan-xin Wang (Harbin Institute of Technology, Harbin, China; Beijing Union University, Beijing, China)

5. *"Gamification – A Real World Example: The Power of Intermittent Reinforcement in Event Driven Surveillance"* - Joel Aud (Lean Tail Labs, Texas, USA)

6. *"Xlet-based Applications for Seismic Early Warning and Emergency Services in the IDTV Environment"* - Mustafa AsimKazancigil (Università degli Studi di Milano, Milan, Italy)

7. *"Discovery Method on Failure Factors of Collaborative*

*Allocation under Power Grid Emergency"* - Feng Yu, Xiang-yang Li, Ying-xiong Li (Harbin Institute of Technology, Nan Gang District, Harbin, China)

8. *"Experience Feedback Guides for Crisis Management using GIS"* - Mohamed Sediri, Nada Matta, Jason Dai, Sophie Lorientte, Alain Hugerot (ICD/Tech-CICO, Université de Technologie de Troyes, Troyes, France; Aube Emergency Department, Troyes, France)

Dr. Hagen opened the workshop with a welcome from TIEMS and TIEMS President, Mr. K. Harald Drager. He and colleagues Dr. MeenChhetri, Chairman of the TIEMS Paper Review Committee from Kathmandu, Nepal and Dr. Nicolae Steiner, TIEMS International Teacher responsible for preparing TIEMS Romania Course in Dambovită, Romania prepared and presented paper on International Cooperation and Coordination.

The workshop was truly an international offering in the area of Disaster Response and Management and is representative of TIEMS work internationally. Based on the response, a special issue publication of the **Information Systems for Crisis Response and Management (ISCRAM)** journal is being contemplated.

# TERRORISM: The Ultimate "Black Swan" or a Delusional Distraction?

By: Geary W. Sikich

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## Introduction

Is terrorism the ultimate "Black Swan" or just a delusional distraction? To understand terrorism, one has to recognize a valid definition of what constitutes terrorism. The Federal Bureau of Investigation (FBI) offers the following definition of terrorism:

*"Terrorism is the unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof in furtherance of political or social objectives".*

The critical components of the above definition, or any other definition of terrorism one might articulate, then one can argue are:

- Violence
- Audience
- Mood of Fear
- Victims (innocent)
- Political/Social Motives/Goals

Using the above criteria, a broader definition might read:

*"Terrorism is a synthesis of war and theater, a dramatization of the most proscribed kind of violence - that which is perpetrated on innocent victims - played before an audience in the hope of creating a mood of fear, for political or social purposes".*

Regardless of the definition one uses to describe Terrorism, it must be acknowledged that during the last three decades, terrorism has developed into a powerful weapon for political radicals and a readily acceptable tool, albeit in some cases clandestine, of national policy for certain nation states.

Now let us turn our attention to the definition of a "Black Swan." According to Nassim Taleb, the author of the book "The Black Swan: The Impact of the Highly Improbable"; a "Black Swan" is:

*"A black swan is a highly improbable event with three principal characteristics: it is unpredictable; it carries a massive impact; and, after the fact, we concoct an explanation that makes it appear less random, and more predictable, than it was."*

A delusion is defined as:

*"An idiosyncratic belief or impression that is firmly maintained despite being contradicted by what is generally accepted as reality."*

A distraction is defined as:

*"A thing that prevents someone from giving full attention to something else."*

So a delusional distraction would consist of a combination of the above definitions; perhaps thus:



*"An idiosyncratic belief or impression that is firmly maintained despite being contradicted; thereby preventing someone from giving full attention to something else."*

### **Delusional Distraction?**

The main effect of terrorism is psychological. It takes only a few terrorist acts to make a population apprehensive, and to stimulate massive and expensive countermeasures. A few instances of contaminated products cause the recall of entire inventories, directly and indirectly resulting in large losses to all affected businesses. But this begets the question: "Is the effect of a terrorist act truly long-lived?" and "To what degree does an act of terrorism fit the definition of a "Black Swan"?"

An act of terrorism may be a "highly improbable event" thereby meeting one of the criteria of being a "Black Swan". Acts of terrorism appear to be, on the surface, unpredictable; however one could argue that events such as those that occurred on September 11<sup>th</sup>, the embassy bombings in Africa, the recent Boston Marathon bombing, etc. are, in fact, not so unpredictable. Many telltale signs and information leading up to a terrorist act are available to those who look for them. In fact, the FBI and Homeland Security in the U.S. are happy to let us know when an act of terrorism has been thwarted due to their pre-emption actions. What about the second criteria; that an act of terrorism carries a massive impact? We need to ask and analyze "massive impact for whom and for how long?" Most acts of terrorism are short-lived and have an impact that is not far reaching in its effects. Life goes on and those not directly affected by the act tend to view it as something that happens to others. This would include those who experienced the events of September 11<sup>th</sup> in the U.S. Shocking, yes, but we continued on with our day-to-day activities, albeit abridged somewhat for a very short time. Hence, one can argue that terrorist acts do not meet the second criteria of the "Black Swan" per se. What about the third criteria? Do we, after the fact, concoct explanations that make it appear less random, and more predictable, than it was?" If one bases their evidence solely on media hype the answer would probably be "no". The media popularizes the idea of randomness and unpredictability; fear and uncertainty. Experts, on the other hand, would, quite possibly have a ready explanation that would make the act appear less random and more predictable. Perhaps to keep them from having to admit that they were caught off guard?

Traditional analysis such as that performed by intelligence analysts is recognized as necessary to develop a baseline of information. However, it should also be recognized as having certain limitations:

- *Pre-Event - Best guess as to what could occur*
- *Static - Best guess based on available facts and models*

Traditional analysis creates indecision due to the inability to predict all behavior in a dynamic environment. Therefore one should adopt an *Active Analysis* methodology, such as that developed by Logical Management Systems, Corp. (LMS). LMS' methodology is based on the U.S. Military's "Joint Special Operations Targeting and Mission Planning Procedures" (JP 3-05.5 10 august 1993). It is detailed herein.

The advantages that can be realized by adopting this methodology and maintaining an active analysis process are:

- *Uses Static Analysis as a basis*
- *Touchpoint complexity factors*
- *Dynamic - based on creating a mosaic*
- *Time Factors (Time Critical, Time Sensitive and Time Dependent) act as drivers*

Termed "*Futureproofing*" by LMS the active analysis process is designed to create a mosaic that enhances decision making by identifying behavior patterns in a dynamic environment.

So is terrorism a delusional distraction? If we look at the definition posited herein, we may come to the conclusion that acts of terrorism are carried out by persons with an idiosyncratic belief that is firmly maintained despite being contradicted; (i.e., that they can actually change things to reflect something that they have yet to define themselves). The lack of a firm mission statement, objectives, goals, timeframe, etc. render the terrorist act as a validation of the second part of the definition: "thereby preventing someone from giving full attention to something else." By distracting the disillusioned and disenfranchised with vague concepts of reward for their willingness to sacrifice, the terrorist leader is able to maintain the illusion of their idiosyncratic beliefs; while the fringe elements that fall prey to their messages will never realize how misguided their actions are.

### Nine Myths?

In his piece entitled, "Black Swans and Burstiness: Countering Myths about Terrorism," Gary La Free - Director, START Consortium, University of Maryland (Source: 2012 Global Terrorism Index Institute for Economics & Peace) presents nine myths about terrorism:

- **Myth # 1:** 9/11 had an immediate and dramatic impact on levels of public concern about terrorism in the U.S. and well beyond.

*According to our data, terrorist attacks reached their twentieth century zenith not in 2001, but in 1992—just after the collapse of the Soviet Union. Total attacks the year before 9/11 were at about the same level as they had been at in the mid-1970s.*

- **Myth # 2:** The ubiquity of modern communications systems means that individuals are now continuously bombarded by images of terrorist attacks from around the globe.

*But in fact, our analysis of the GTD indicates that terrorist attacks are highly concentrated in a relatively few places. For example, the top ten countries in terms of terrorist attacks account for nearly half of all terrorist activities in the world since 1970. Ten percent of the world's countries account for 75% of the world's terrorist attacks.*

- **Myth # 3:** The devastating impact of 9/11 led many observers, both in the U.S. and elsewhere to assume that the U.S. is the target of an inordinate number of terrorist attacks.

*The US ranks about 14th in the world in terms of total attacks and about 16th in terms of total fatalities. And while the US ranks 16th in terms of total fatalities, 90 percent of total US terrorism fatalities since 1970 are accounted for by the four coordinated attacks of 9/11. If these attacks are removed from the estimates, US fatalities from terrorism are similar to fatalities for Canada or Greece.*

- **Myth # 4:** Tremendous impact of 9/11 encourages us to think about terrorism as being mostly about dissatisfied individuals from one country attacking innocent civilians of another.

*More than 90 percent of the 17,000 attacks carried out by these groups were actually domestic attacks. This means that groups located in, for example, Pakistan, were far more likely to use terrorist violence against non US targets in Pakistan than they were to attack US targets in Pakistan or to attack the US homeland.*

- **Myth # 5:** Because of the seeming irrationality of the al Qa'ida attack of 9/11, it is easy to lose sight of the fact that a large number of terrorist attacks involve fairly rational political disputes over territory.

*Although there are major differences in terms of their specific orientation, this explains in large part all of the top ten most active terrorist groups of the modern era, including Shining Path, ETA, the FMLN, the IRA, FARC, Hamas, and the LTTE.*

- **Myth # 6:** Because of the devastating attack of 9/11 it is easy to suppose that most terrorist attacks are incredibly lethal.

*We find that more than half of all terrorist attacks since 1970 involved no fatalities. Many incidents are directed at property—bridges, electric plants, factories. Others attacks are aimed at civilians, but they fail. And in many other cases terrorist groups provide a warning to civilians before striking. This has been a common practice for ETA and the IRA and used to be a common practice for the Weather Underground.*

- **Myth # 7:** Coordinated attacks of 9/11 involved long term planning, split second timing and innovative use of existing resources.

*80 percent of all attacks rely on explosives and firearms. And for the most part, the explosives used are relatively common, especially dynamite and grenades. Similarly, the most common firearms are also widely available, including especially shot guns and pistols. Fortunately, sophisticated weapons, including chemical, biological, radiological and nuclear weapons, are the rare exception.*

- **Myth # 8:** Given the persistence of high profile, long lasting groups (al Qa'ida, Tamil Tigers, IRA) there is a common perception that most terrorist organizations have long life spans.

*Nearly 75 percent of the terrorist organizations identified in the GTD last for less than a year. Most terrorist groups are like most business start ups—very likely to disappear during their first year of operation.*

- **Myth # 9:** The advance planning, originality and destructiveness of 9/11 contributed to the notion that terrorist groups are infallible.

*We could call this, the myth of the super terrorist. My colleagues and I at the START Center have been involved in several research projects using GTD data which suggests otherwise. For example, in a recent study we used the GTD to examine the targeting strategies of the Armenian Secret Army for the Liberation of Armenia (ASALA)—a very active group based in Turkey. We were especially interested in ASALA because after mounting a long series of deadly terrorist attacks throughout the 1970s and early 1980s, its attacks abruptly declined. After modeling many possible explanations for this sudden desistance, our conclusion was that the most convincing explanation was a strategic shift by ASALA in its targeting strategy. Before the early 1980s, ASALA was careful to target Turks and avoided non-Turkish and especially Armenian, casualties. But starting in the early 1980s, they became far less discriminate in their targeting methods. The pivotal historical event in our analysis was an especially brutal attack on Paris's Orly Airport in 1983 that killed eight people and wounding over fifty more. The increasing reliance on random, brutal violence such as the attack on Orly created a polarized and hostile climate among the supporters of ASALA and seriously undermined its legitimacy. In short, ASALA badly miscalculated the impact of its changing strategy on its followers.*



## Conclusion: Seize the Initiative - It Makes Sense

A Chinese proverb states that "*Opportunity is always present in the midst of crisis.*" Every crisis carries two elements, danger and opportunity. No matter the difficulty of the circumstances, no matter how dangerous the situation... at the heart of each crisis lays a tremendous opportunity. Great blessings lie ahead for the one who knows the secret of finding the opportunity within each crisis.

In his article, Gary La Free concludes:

*So, contrary to our stereotypes based on 9/11 and a few other extraordinary events, most terrorist attacks for the past four decades have relied on readily available, unsophisticated weaponry, and frequently involve few or no fatalities. The typical terrorist group disappears in less than a year and there is ample evidence that terrorists frequently make strategic errors. Attacks were declining just before 9/11 and very few attacks involve disgruntled groups from one country attacking civilians in another country. If 9/11 is a black swan event, why not simply ignore it and go back to business as usual?*

*A major reason why ignoring terrorism is a risky idea is directly related to its burstiness: when it starts to happen it happens a lot and rapidly.*

*Terrorism has a bursty quality. When it is effective in a particular time and place, we get a lot of it rapidly. This last point suggests that it would be foolhardy to ignore the threats posed. And this is the challenge for contemporary societies raised by terrorism: there are dangers in over reacting but there are also dangers in not reacting.*

The ability to effectively respond to and manage the consequences of a terrorist act in a timely manner is essential. With the emergence of new threats, such as cyber-terrorism and bio-terrorism; and the increasing exposure of companies to traditional threats such as, fraud, systems failure, fire, explosions, spills, natural disasters, etc. an "*integrated*" approach to planning is essential. An "*integrated*" approach is based on the concept of graceful degradation and agile restoration. "*Graceful degradation*" refers to the ability of an organization to identify the event, classify it into a level of severity, determine its consequences, establish minimal stable functionality, devolve to the most robust less functional configuration available and to begin to direct initial efforts for rapid restoration of services in a timely fashion. "*Agile Restoration*" refers to the ability of the organization to move from minimal functional stability to full functionality without creating disruption in the process.

Today leaders have the responsibility to protect their organizations by facilitating preparedness efforts. Using their status as "leaders," senior management and board members can and must deliver the message that survivability depends on being able to find the opportunity within the crisis.

Many people feel that the world has changed as a result of the events that took place on September 11, 2001; that we need to rethink our concepts of continuity and crisis management. Today we cannot merely think about the plannable or plan for the unthinkable, but we must learn to think about the unplannable.

## About the Author

**Geary W. Sikich** is the author of over 250 published articles and four books. His first book "*It Can't Happen Here: All Hazards Crisis Management Planning*" (Tulsa, Oklahoma: PennWell Books, 1993) is widely acclaimed. His second book, "*Emergency Management Planning*

*Handbook*" (New York: McGraw-Hill, 1995) is available in English and Spanish-language versions. His third book, "*Integrated Business Continuity: Maintaining Resilience in Uncertain Times*," (PennWell 2003) is available on [www.Amazon.com](http://www.Amazon.com). His latest book, "Protecting



You Business in a Pandemic," (Greenwood Publishing) is available on [www.Amazon.com](http://www.Amazon.com). All his books have been used as text for university courses. Mr. Sikich is the founder and a principal with Logical Management Systems, Corp. ([www.logicalmanagement.com](http://www.logicalmanagement.com)), based near Chicago, IL. He has extensive experience in management consulting in a variety of fields. Mr. Sikich consults on a regular basis with companies worldwide on risk, business continuity and crisis management issues. He has a Bachelor of Science degree in criminology from Indiana State University and Master of Education in counseling and guidance from the University of Texas, El Paso.

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# TIEMS Finland Chapter Workshop

*"Smart Environments and ICT System Living Lab for Societal Security"*

September 26- 27, 2013, at Laurea University in Espoo, Finland.

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## Workshop Summary:

1. There were very many interesting and high quality expert level presentations. More people could be present in the auditorium.
2. The topic is interesting and requires further discussions.
3. The discussions should continue within groups such as Living Labs, Security, System Research, Environment, Health, and ICT with horizontal actions between the groups.
4. The setting up of a Forum with different discussion group will be relevant.
5. It is necessary to have a framework that will allow different organizations to contribute/share their resources.
6. The next meeting could be a Nordic Seminar linked with NordForsk proposal consortium meeting with the participation of Norwegian, Swedish and Danish interested organizations.
7. More organizational efforts are necessary for the TIEMS FI.
8. A multidisciplinary approach is necessary.
9. Privacy, legal and policy issues are to be included.
10. International and educational aspects to be added.

*More information can be found at:*

[www.laurea.fi/en/leppavaara/tiems/Pages/default.aspx](http://www.laurea.fi/en/leppavaara/tiems/Pages/default.aspx)



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## The Role of Robots in "DR"

The TIEMS annual conference shed much light on the possible ways robots can assist emergency managers and responders in dealing with disasters. In many rapidly growing cities, urban and industrial development grow side-by-side increasing the risks of population exposure to technology hazards. Robots have a role to play in

assisting to reduce the impact of these technology hazards by being an ability to venture into areas affected by chemical, biological, radiological, nuclear and explosive (CBRNE) threats; allowing human responders to stay at a safe distance.

The key advantage torobot use is that they are expendable, a force multiplier and physically autonomous from an operator. They are also cost-appropriate. There is a wide range of functions that robots can provide in disaster situation, from transport supplies, collecting and processing data, moving debris, to performing rescue or surgery.

However the conference also highlighted the challenges faced with using robots in the field. Presently there are limitations on distance of communications, speed, adaptability, regulation and a lack of intuition for field of use. As robotic assistance in emergency management

is still in an early stage of development, with no large-scale deployments other than in military mine clearance, it risks drawing resources from situation in the need for energy provision and multiple human operators/handlers. Robots also drive the need for better data management and processing in the field, which many first responder units might not be ready to handle.

All of these issues stress the need to identify clear protocols for fitting robot's into the social context of Resilience, Response and Recovery in order for humans on the front line to receive the full benefit of robotic assistance.



By Samantha Ridler

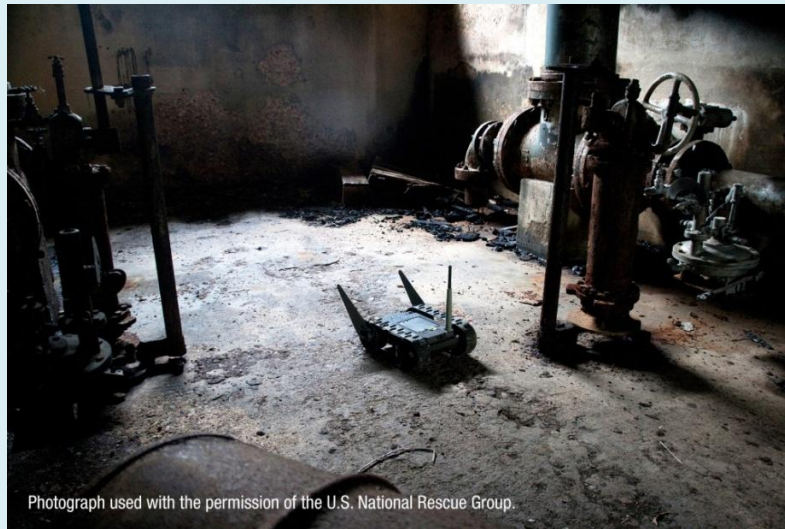


## **iRobot Corporation, Defense & Security**

More than 20,000 unmanned ground robots have been successfully fielded worldwide over the past 10 years, tackling dangerous missions and responding to emergency response needs from performing inspections at Ground Zero to taking measurements inside of the Fukushima Daiichi Facility. Ground robots have been credited with saving countless lives in the performance of their duties.

As the world changes, so have the robots. Incorporating advanced concepts in navigation, mapping, mobility, communication, manipulation and artificial intelligence, robots perform critical and dangerous tasks maximizing the operator's safety and efficiency.

Robots - teamed with their human operators, successfully performed dangerous tasks including: negotiating IEDs, searching buildings, vehicles, bunkers, caves and tunnels; conducting hazardous material inspections and supporting physical security at key installations.



Photograph used with the permission of the U.S. National Rescue Group.

Robots continue to become smarter, easier and more intuitive to operate and with increased interoperability between multiple systems, autonomous functionality (way-point navigation, obstacle detection and avoidance) and with enhanced integration of sensors, their intrinsic value has transcended from a discrete operational tool to be an adaptable "team partner", increasing the return on investment (ROI) and enabling a greater set of tasks they can complete.

Unmanned ground robots come in a variety of sizes, with assorted and expandable capability sets, numerous communication solutions and with the pedigree of a decade of battle-proven reliability. With more than 20 years of leadership in the robot industry, iRobot remains committed to building robots that improve the quality of life and safety standards worldwide.



Putting a safe distance between people and danger, and saving lives as a result, is our ultimate goal. Battle-tested worldwide by military personnel for hazard identification, interrogation and disposal, our robots' capabilities address the specific needs of the user. iRobot robots aide in keeping workers safe



and secure by monitoring the environment and ensuring that hazards are properly managed; along with the management of critical functions for a variety of emergency situations

Using robots for standard, special or emergency functions provides eyes-on efficiency and safety in remote locations and challenging physical security environments.

**iRobot 110 FirstLook- Compact, Rugged & Throwable, Expandable**

**(2.4 kg, 5.5 km/h; 6 hr run-time; 3.4 kg lift with arm, 4 Near IR cameras )**

The iRobot 110 FirstLook provides multi-mission flexibility on a compact, rugged, and battle-proven chassis. FirstLook supports numerous third-party sensors for HazMat, CBRN missions and supports thermal imagers for invaluable real-time information in darkness, fog, smoke and other visually challenging environments. FirstLook can be equipped with a Small Lightweight Manipulator, providing hands and eyes-on control in all situations.

**iRobot Small Unmanned Ground Vehicle (SUGV) - Man-Portable, Dexterous, Mobile**

**(13.2 kg, 10 km/h; 6.8 kg lift with arm; multiple color cameras, IR illumination, and zoom cameras)**

The iRobot SUGV offers a man-portable solution with a dexterous manipulator in a 13.2 kg package. SUGV builds upon the success of its slightly larger cousin, the iRobot 510 PackBot, and is able to enter areas that are inaccessible or too dangerous for people. SUGV performs surveillance, reconnaissance, and IED Defeat missions.

**iRobot 510 PackBot**

**(10.9 to 29 kg, configuration dependent; 4.5 kg lift at full extension; multiple cameras, IR illumination)**

The iRobot 510 PackBot is one of the world's most successful and battle-tested robots in the world. With more than 4,000 systems delivered worldwide, PackBot provides a mobile and truly modular robot solution able to integrate a wide variety of sensors and the greatest breadth of robot operation.

**iRobot 710**

**(165.6 kg w/o arm; 226.8 kg with arm; Up to 136.1 kg lift capacity; 192.2 cm reach; up to 12.9 km/h)**

Powerful and rugged, the iRobot 710 is a multi-mission robot that carries heavy payloads, travels over rough terrain and climbs stairs. Highly configurable, the iRobot 710 can complete numerous dangerous applications and tasks including EOD, remote detection, heavy-lift, and industrial and nuclear applications.

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**iRobot Corporation, Defense & Security**

Putting a safe distance between people and danger, and saving lives as a result, is our ultimate goal. Battle-tested worldwide by military personnel for hazard identification, interrogation and disposal, our robots' capabilities address the specific needs of the user. iRobot robots aide in keeping workers safe and secure by monitoring the environment and ensuring that hazards are properly managed; critical functions for a variety of industries. Integrating unmanned systems into daily operations increases worker safety and productivity, while reducing operational expenses. Using robots for standard, special or emergency functions provides eyes-on efficiency and safety in remote locations and challenging physical security environments.

With more than 20 years of leadership in the robot industry and with more than 5,000 iRobot systems delivered worldwide, iRobot remains committed to building robots that improve the quality of life and safety standards worldwide.

iRobot Corporation  
Defense & Security  
8 Crosby Drive  
Bedford, MA 01730 USA  
[www.irobot.com](http://www.irobot.com)  
Sales Contact  
888.776.2687 (Toll Free in USA)  
+(1) 781.430.3090  
(International Customers)



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## TIEMS Education Programs

The motivations behind TIEMS education programs are:

- Put international focus on the profession of emergency and disaster management
- Contribute to an international standard in education, training and certification in emergency and disaster management, taking cultural differences into account in the curriculum
- Contribute to the education in Emergency and Disaster Management by promoting the state of the art in technology, systems and methods available
- Contribute to education at all levels, from policy documents to courses in primary school education
- Establish a TIEMS certification of qualifications in international emergency and disaster management
- Contribute to capacity building in countries where little or no education and training in this field is available
- Recruit international instructors to TIEMS pool of international instructors

TIEMS has recognized an increasing worldwide need for qualified international instructors with up-to-date courses on various subjects in emergency and disaster management. TIEMS has accordingly built up a pool of international instructors, which today counts 20 international well qualified and updated

experts, with various courses addressing key issues in emergency and disaster management, with different cultural focus.

In order to develop TIEMS education programs, reflecting the local needs and adding the different risk culture aspects, TIEMS has initiated training workshops, arranged by TIEMS chapters locally, engaging TIEMS international instructors together with local instructors. Training workshops have been arranged by:

- TIEMS China Chapter in Shanghai in 2011
- TIEMS Romania Chapter in Dambovită in 2012
- TIEMS China Chapter in Guangzhou in 2012
- TIEMS Iraq Chapter in Erbil in 2012
- TIEMS China Chapter in Xian in 2013

The TIEMS initiative of an international certification is called TIEMS QIEM. This is a certification of **Qualifications in International Emergency and Disaster Management**

The concept requirements are:

- Candidates need to have sufficient background education and practise in emergency and disaster management
- The QIEM curriculum is to comprise both theoretical and practical courses and hands on training
- Courses to be offered by TIEMS in cooperation with universities and training institutions worldwide
- The certification exam/test to be passed
- The certification to be given in cooperation with national and international certification authorities
- TIEMS Chapters will be responsible for adding local/national/cultural competences

When surveying available courses and certification in emergency and disaster management worldwide, TIEMS has come across many different approaches, and TIEMS likes to cooperate with existing schemes, and invites to a joint effort to establish an international standard.

TIEMS therefore invites universities and training institutions worldwide, with available courses and training, meeting TIEMS QIEM curriculum requirements, to cooperate in establishing a worldwide available curriculum in emergency and disaster management, and to join TIEMS in exporting these courses for capacity building in countries in need of such education material and courses.

## **TIEMS has signed an MOU for establishing an International Center for Emergency Education and Training in Shenyang, China**

TIEMS signed a MOU with Liaoning Longyuan Group CO., Ltd for the establishment of Shenyang International Center for Emergency Education and Training, on 19, Nov. 2013. TIEMS president K. Harald Dragger, Vice president QU Gushing, Secretary Stela Peterscuc and regional director of North American James Hagen, Secretary General Yang Weanling of Emergency Industry Innovation Strategy Alliance, and President of LN Longyuan Group CO., Ltd, Xiaojun Zhao participated in the signing ceremony.



The MOU Signing Ceremony



Handshake for the Cooperation





The Shenyang International Center for Emergency Education and Training will be built to integrate and cover all types of emergency issues, by using defined international standards. The Center will be performing research and development, executing well-designed training and drills, and providing exhibitions, popularization of the emergency knowledge, experience, etc. It will also develop emergency training business to international scales as well as to provide certification for completion of qualified and established training programs.

With the collaboration of the other parties, TIEMS will contribute to the following key functions of the International Center for Emergency Education and Training:

1. Build experience and practice areas of disaster response for the general public, especially earthquakes, landslide, debris flow, heavy snowfall, flood, tsunami, typhoon, fire, gas, explosion, on-site medical and public health, social security, disaster early warning, simulation and multi-dimensional dynamic experience, animation and simulations of disaster prevention and mitigation, etc.

2. Facilitate disaster response simulation, decision-making and command and control center
3. Provide professional training, drill venues and related facilities
4. Create professional training classrooms and a modern conference center
5. Provide appropriate accommodations for those in training
6. Place emergency rescue equipment on display, and provide large exercise and drill facilities

The Shenyang International Center for Emergency Education and Training (SIC-EET) will be a center for education and training of professionals in emergency and disaster management and response as well as a demonstration and learning center for the public, comprising the state of the art technology in simulation, training and education tools, techniques, methods and systems, giving the trainees and visitors a realistic feeling of how to be in a disaster and how to prepare for survival and helping those in distress and need of help. The center is expected to be opening in 2016.



The Presidents show their enthusiasm for the agreed collaboration

## TIEMS Research Initiatives

TIEMS research and technology development (RTD) projects and member service, is an initiative to stimulate advancement in technology, methods, operations, systems and organizational aspects of the emergency and disaster management discipline for a safer world, and taking cultural differences into account.

TIEMS members constitute a large international multidisciplinary group of experts, with different educational background coming from different cultures and various experiences in the field of emergency and disaster management. They represent a unique source of expertise and ideas, with different cultural background, which are important assets for research and development activities. TIEMS has therefore launched this initiative with the following goals:

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*The International Emergency Management Society*  
*Rue Des Deux Eglises 39, B - 1000 Brussels, Belgium, Tel: +32 2 286 80 38, Fax: +32 2 286 80 39*  
*E-mail: [r.miskuf@squaris.com](mailto:r.miskuf@squaris.com), [www.tiems.org](http://www.tiems.org)*

- Based on TIEMS member's needs and ideas, develop a RTD plan and be responsible for the execution of the plan
- Involve TIEMS members worldwide in RTD programs and projects
- Initiate RTD consortiums where TIEMS members can participate in RTD proposals
- Inform members of established RTD consortiums and RTD activity where TIEMS members can participate
- Develop and maintain a TIEMS RTD cooperation strategy for TIEMS members
- Maintain and update the web-site information on RTD opportunities
- Stimulate and encourage TIEMS chapters to take RTD initiatives and establish RTD activity in TIEMS chapters, focusing on their cultural good practices

RTD projects is an excellent way to establish cooperation between TIEMS members and chapters and beyond and thus strengthen and extend TIEMS network and recruit new members and establish new TIEMS chapters

There exist many financial sources and schemes worldwide for supporting RTD activities in emergency and disaster management, amongst others the European Commission. TIEMS encourage its members and chapters to explore and document and exploit these opportunity financing sources and schemes for establishing RTD projects worldwide with TIEMS member involvement to the benefit of a safer world. It should be possible by this initiative to fund good project ideas, anchored in the different cultures, which have a hard time reaching funding today. This way research projects anchored in different cultures can be exploited and explored.

Contact TIEMS President at: [khdrager@online.no](mailto:khdrager@online.no)

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## Upcoming TIEMS Events in 2014

TIEMS arranges conferences and workshops worldwide each year, in order to provide a platform for all stakeholders within the global emergency and disaster management community to meet, network and learn about new technical and operational methodologies, but also to exchange experience and expertise and learn from each other. TIEMS goal is through these events to influence policy makers worldwide to improve global cooperation and to establish global standards within emergency and disaster management, taking cultural differences into account. We are proud to say that a multitude of different nationalities participate in all TIEMS

events. This gives a unique opportunity to exchange expertise and experience between different risk cultures in emergency and disaster management.

The main event each year is TIEMS annual conference, where also TIEMS Annual General Meeting takes place with reports on the last year's activities and putting forward plans for the next as well as election of directors and appointment of officers to TIEMS Board, which today comprise members from 14 different countries.

In 2013 the annual conference took place in Velaux, France at the French Fire Service new training center, and the focus where robotics for increased safety of the first responders. Six leading international robotic companies demonstrated their robots and the potential of these devices, and gave the audience ideas of how to improve and extend the operational ability for those in the field fighting disasters and for search and rescue squads.

In 2014 the annual conference will take place in Niigata in Japan.

In addition to TIEMS annual conference, TIEMS Chapters arrange their local conferences and workshops in their country with focus on local emergency and disaster challenges in respect to their culture. TIEMS also cooperate with other partners in making workshops with focus on special topics of interest.

### It is already planned 13 TIEMS 2014 Events

1. **Workshop in Kyoto, Japan 25 January, *Command and Control***
2. **Conference in Babylon, Iraq 21 - 24 March, *Emergency Medicine in Iraq***
3. **Workshop on Education and Training Base Planning in Shenyang, China, March-April**
4. **Emergency High-technology Exhibition in Chengdu, China, 16-18, April**
5. **Finland in June - July, *Living Lab for Societal Security***
6. **University of Southern Mississippi, USA 21 - 23 July, *Global Response for Capacity Building of Disaster Preparedness***
7. **Emergency High-technology Exhibition in Beijing, China, early of September**
8. **Annual Conference of TIEMS China Chapter in Chengdu, China, end of September**
9. **Emergency High-technology Exhibition in Shanghai, China, 12-14, October**
10. **TIEMS Annual Conference 2014 in Niigata, Japan 21 - 23 October**
11. **Workshop on Emergency Industry Park in Beijing, China, TBD**
12. **Workshop on Early Warning and Public Release in Beijing, China, TBD**
13. **Workshop on application of Information in Emergency Management in Beijing, China, TBD**

Detailed announcement will be posted on TIEMS web-site : [www.tiems.org](http://www.tiems.org)

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## Conference Announcement: "Resilience Now 2014"

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TIEMS has endorsed Resilience Now 2014 a two-day conference February 11<sup>th</sup> to 12<sup>th</sup> in Birmingham, UK, focused on major emergencies, multiple crisis and humanitarian response. The conference has seven themes for a total of 42 sessions.

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Rue Des Deux Eglises 39, B - 1000 Brussels, Belgium, Tel: +32 2 286 80 38, Fax: +32 2 286 80 39  
E-mail: [r.miskuf@squaris.com](mailto:r.miskuf@squaris.com), [www.tiems.org](http://www.tiems.org)



1. Cyber threats and eCrime
2. Counter-terrorism
3. Environmental hazards and Challenges
4. Industrial Accidents and disruptions
5. Public health
6. Humanitarian response to Major emergencies
7. Academic research in practice

TIEMS will have its own EXPO booth, virtual hub and reserved table for events for use by attending TIEMS members.

See <http://www.resiliencenow2014.com> and book soon for the early bird discount rate!

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## TIEMS Social Media Policy

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In recent years TIEMS has expanded its social media usage and presence and has now published a social media policy to govern its usage, both at conferences and on an ongoing basis.

If you'd like to read the full policy, you can find it on the TIEMS website.

[www.tiems.org](http://www.tiems.org)

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## TIEMS Board Member Profile: Mr. Neil Dufty

The TIEMS Board of Directors recently welcomed it's newest member; Mr. Neil Dufty who will be the new Regional Director for Australia, New Zealand and Oceania. Neil was elected at the recent TIEMS Annual General Conference in Valaux, France. We thought this would be a great time to get to know our newest member and welcome him to the TIEMS world. We posed a

few questions and he graciously took time out of his busy schedule to answer.

**1) What made you become interested in the Emergency Management / Disaster Management field?**

I have had an interest in natural hazards since completing a degree in Earth

Sciences close to forty years ago. This interest was heightened when in 1990 my house and business on the outskirts of Sydney were flooded and I had to put emergency plans into action. During the past ten years I have been employed at Molino Stewart Pty Ltd, a natural hazards and environment consultancy located in Western Sydney, where I have greatly increased my interest and understanding of Emergency Management / Disaster Management through a range of projects in Australia and elsewhere in the world.

**2) *How did you become involved with The International Emergency Managers Society (TIEMS)?***

I learnt about TIEMS through Twitter. I had used Twitter to research and network in the Emergency Management / Disaster Management field for some two years and came across tweets from TIEMS. I then followed TIEMS on Twitter after reviewing its profile as an education and training NGO for those involved in the Emergency Management field. I attended my first TIEMS event at the recent Annual Conference in Velaux, France where I was honoured to be elected as Regional Director for Australia, New Zealand and Oceania.

**3) *Can you tell us something about "Learning for Disaster Resilience?"***

A main research interest of mine is disaster education, communications and engagement (ECE) which leads to learning. After conducting numerous evaluations of disaster ECE programs implemented by emergency services organisations across the world, I became concerned that many of these programs were not as effective in mitigation, preparedness, response and recovery as they could be. Furthermore, governments around the world have

been asking for an approach to disaster ECE that is not only geared to public safety and protection of property but also building resilience involving a speedy and effective recovery to normal functioning (for individuals, organisations and communities). In response, during the past few years I have developed a Learning for Disaster Resilience approach which hopefully improves on current disaster ECE programs, can be tailored to any community, and has academic robustness gleaned from the fields of emergency management, education, psychology and sociology.

**4) *What advice do you have for people, organizations, communities and governments regarding the benefits of Emergency Management / Disaster Management planning and response?***

My main advice is that an emergency/disaster can happen at any time and that emergency agencies may not be able to warn and provide help quickly. It is therefore critical that all people, organisations, communities and governments have emergency plans in place and rehearse and review them regularly.

**5) *What accomplishment are you most proud of?***

Some of the reports I have written on emergency management and particularly warning systems have changed practices in Australia.

**6) *Tell us something personal about you. What do you like to do in your spare time?***

I enjoy running and reading and writing fiction

Thanks, Neill!

## Disaster Resilience Internet Links



My name is **Neil Dufty** from Australia and I have recently been elected as TIEMS Regional Director for Australia, New Zealand and Oceania. I email each week a free list of disaster resilience internet links to relevant information around the world. I am happy to extend this service to interested TIEMS members and beyond. I encourage all to send me any links so we can build this learning network. As an example, **[these links](#)** were sent out on 1 November.

Contact me on: [ndufty@molinostewart.com.au](mailto:ndufty@molinostewart.com.au)

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## TIEMS-IRAQ Chapter

A Brief Update on TIEMS-IRAQ Chapter Activities:

1. Dr.Mohammed Shuaib, as his position ,the DG of Public health directorate in Ministry of Health emphasizing in make the appropriate procedures and arrangements to improving the preparedness phase in Iraq against crisis. Disaster and emergency situations through necessary steps to upgrade the level of awareness and preparedness of communities to work as a team.We are facing many challenges that necessitate the importance of preparedness, awareness, capacity building and active response.Some of the most relevant challenges are mass gatherings - especially those focusing on religion - and the displacement of Syrians escaping the violence in their home country.



2. Planning is currently underway in organizing the TIEMS-IRAQ chapter conference and workshop, to be held in Babylon, the ancient city 80km south to Baghdad. Babylon contains one of the seven ancient wonders - the "Hanging Gardens" - and is the city where the first humanitarian legislation was written. The conference and preconference workshops will take

place 21-24 March 2014. The event is organized by the TIEMS-IRAQ chapter in collaboration with The Health Directorate of Babylon and The Medical College of Babylon.



3. Currently, we are implementing a comprehensive national-level project that focuses the establishment of existing primary healthcare centers to upgrade their level of preparedness and be able to better cope with unexpected hazards due to a variety of disasters and emergency situations - particularly weapons of mass destruction. The project will focus on improving the human resources, infrastructure and readiness preparedness levels during the response to a disaster situation. The project includes training courses in resuscitation, emergency management and risk reduction & mitigation.

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## International Conference on Humanitarian Logistics 2013

December 2-3, 2013

IIM Raipur, India

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The International Conference on Humanitarian Logistics (ICHL 2013) is scheduled for Dec. 2-3, 2013, IIM Raipur, India. Humanitarian logistics play a key role in focusing on rapidly delivering the correct amount of goods, people, and monetary resources to the needed locations. The conference will provide the opportunity for the sharing and exchange of ideas and thoughts by eminent dignitaries from research colloquia around the world. The conference proposes to fulfill the following objectives: to provide with an overview of key humanitarian logistics issues, including delivering the appropriate supplies, in good condition, in the quantities required, and at the places and time they are needed; to make business managers more sensitized towards the humanitarian supply chain management processes, due to the increasing complexity and magnitude of global emergency relief operations for their business; and to understand the responsibilities of the academia, international relief agencies, NGOs, and government organizations and their role to equip business leaders with the skills and knowledge to manage unpredictable environments.

Details are available at <http://www.iimraipur.ac.in/ichl2013/>



# Unified Messaging Services

Interview with  
Vice President Morten Gustavsen



## 1. What Services does Unified Messaging Systems (UMS) offer?

Unified Messaging Systems AS (UMS) has used advances in technology and developed new ideas to create a proprietary EWS that disseminates relevant information to a higher percentage of the population in an affected area through the use of multiple channels.

- Multiple Sources of critical information
  - Large scale capabilities
  - Prioritization over saturated network
  - Geo-referenced notifications
  - Multi-Media message dissemination
  - Real time message dissemination and monitoring
- What are Early Warning Systems (EWS) in this context?
  - Early Warning Systems are solutions that allow the simultaneous prioritization and communication of geo-referenced notifications to an affected population in a timely, reliable and effective manner.

## 2. Can you give us an overview of what Unified Messaging Services (UMS) is all about?

- UMS was founded in 1997 and is a pioneer and leader in the development of advanced critical messaging systems.
- UMS is currently working hand in hand with UNISDR, several governments and first responders groups.
- UMS has several patents applications, which makes it unique in the industry for its technological and life saving capabilities.
- UMS has offices in Norway, Sweden, Denmark, and India. It also has operations in other countries in Europe, Asia and Latin America.
- UMS has more real life implementations than any other entity Worldwide

## 3. How did UMS come to be?

- UMS was, in the early days, focused on communication solutions for business purposes. After a major incident in the Norwegian city Lillestrøm in the year 2000 where evacuation was needed and it took 24 hours to empty the city the authorities reached out to UMS asking if it would be possible to have a Population Alert System helping them in such incidents.

- UMS developed the first system based on the requirements of the authorities and this was released in 2002. Since then UMS has developed and delivered systems for calling in of personnel and alert to and communication with citizens.

**4. Can you tell us a success story where UMS helped a client/customer?**

- Norwegian Red Cross - The customer started using our system for efficient and reliable calling in of their volunteers in 2004. After only using the system for a few months they came back to us telling us that the increased speed of the solution (compared to their old system of manual calling all volunteers) had already saved a life of an elderly person being rescued from freezing to death. If they had only been minutes later at finding this person it would have ended tragically.

**5. What are some of the challenges organizations face that don't utilize any type of messaging service?**

- The typical thing that happens if you don't use such system is that people with a very high skill level for handling a crisis spends their time trying to get hold of help (calling in personnel) and not on actually pursuing the tasks necessary for efficient and professional crisis management.
- The same thing goes for alert of citizens. Giving citizens the necessary information/warning will enable them to take action themselves to take cover or leave an area - freeing up the first responders time to manage more critical tasks. If first responders are used to knock on doors to get people to evacuate it puts a huge load of work on them that instead should have been used at for instance evacuating disabled or elderly people actually in a real need for help.
- In both instances time is of the essence. Freeing up time for first responders and timely warning/information to citizens are critical features such systems facilitates.

**6. What types of organizations are best suited to the services of UMS?**

- UMS have a wide specter of customer categories including Police, Fire Fighter, PSAP (Public Safety Answering Point), Hospitals, NGO (Non-Government Organizations - like Red Cross etc.), local/regional/national authorities, ministries, industrial plants, water supply companies, electrical supply companies, army/navy, schools, dam owners, water and drainage companies, waste management organizations and any kind of emergency management organization.

**7. Where are you located and do you have a global presence?**

- UMS is headquartered in Oslo (Norway) and has subsidiaries in Sweden, Denmark and India. UMS has a global presence through our partner network for the Americas, Caribbean, Europe, Africa, Middle East and Asia Pacific.

**8. Is there anything additional you'd like to provide our readers?**

- There are several ways of enhancing the crisis management through the use of public warning systems. They are now based on proven technology and works in a sustainable way. There is no reason for being reluctant to such technology - only make sure to evaluate your actual needs before choosing the according technology.
- UMS conducted a report on the status of 60 countries with regards to public warning. The report covers what is in use today and what those countries are looking for in the future. The report can be downloaded from our webpage.

**9. If our readers would like more information, how can they contact you or UMS?**

- UMS can be contacted through our website [www.ums.no](http://www.ums.no) or feel free to contact me (Morten Gustavsen, Vice President) at [mgu@ums.no](mailto:mgu@ums.no) or +47 93466060.



UMS annual Kick-off meeting June 2013

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## **MVF-5 Multifunctional Remote Controlled Robotic System for Crisis Mitigation**



Modern age, rapid industrial development, natural and anthropogenic threats were never more potentially dangerous for the human life and property like today. We all witnessed natural disaster like the one in Fukushima, or technological disasters caused by modern warfare, terrorism, technical breakdowns or simply by human error. Just in the last three years there have been thousands of death, injuries, more than 500.000 people evacuated from their homes, more than 100 billion dollars of material damage. Increasing number of catastrophes over the last decades is lying in the fact of rapid industrial expansion.

In hand with industrial growth there is a number of asymmetric and unconventional terroristic attacks, aiming at critical infrastructure as a method and means of modern warfare.

From the above arguments it is self-explanatory that the industry and the government are trying to find new technologies and methods that are able to protect, secure and neutralize the threats that could trigger potential technological hazards.

By integrating its own innovations and new technologies, DOK-ING develops and manufactures special purpose systems to protect human lives in most dangerous environments, primarily in demining, mining and crisis mitigation, but also in protection from the non-conventional and CBRNe threats.

#### MVF-5 Multifunctional Remote Controlled Robotic System for crisis mitigation:

As a response to military and/or terroristic threats, natural and anthropogenic hazards where the extreme conditions could be anticipated like hostile environments, fires, explosions, CBR contamination sites, high temperatures, etc.

DOK-ING's MVF-5 system has been developed to assist first responders to get faster and safer access to operational areas. Mission of the multifunctional robotic system for crisis mitigation is protection of human life and property in the most dangerous environments known to rapid responders.

DOK-ING's Multifunctional Remote Controlled System comes with highly sophisticated surveillance and multi-purpose tools that includes: functional sensors, (heat, explosive gases and oxygen) CBR detectors, several functional cameras for survey and reconnaissance tasks; tools for hazard removal and resource hauling tasks, firefighting and decontamination and self-decontamination tool kit.



#### Key capabilities:

- Survey and reconnaissance
- Identification task (video, audio)
- Scene observation / Object tracking task
- Medical initial assessment
- Firefighting
- Decontamination and self-decontamination
- Hazard disposal task
  - to remove hazards
  - different manipulators
  - image transfer
  - location information
  - Different sensors depending on type of hazard (sound, temperature, heat based picture etc...)



- Resource hauling task

Following the company's motto „Don't send a man to do a machine's job“ DOK-ING has developed a multi-functional remote controlled robotic system that exceeds human limitations, providing “ears, eyes and muscles” as a crisis mitigation tool in following areas:

- Flammable materials storages
- Military depots / storages
- Anti-riot and counter terrorist applications
- CBRN, C-IED, EOD tasks and missions
- Oil refineries & terminals
- Petro chemical plants
- Chemical plants and storages
- Power plants

For more information or if you have questions, contact **Gordan Pešić**, Program Director.

**DOK-ING Ltd.** | Kanalski put 1|HR-10000 Zagreb |Croatia  
 mob.: +385 91 4824 146 | tel.: +385 1 2481 383| fax.: +385 1 2481 303  
 e-mail: [gordan.pesic@dok-ing.hr](mailto:gordan.pesic@dok-ing.hr)|web: [www.dok-ing.hr](http://www.dok-ing.hr)



## The Eurostars Project A-Sight

**Interested TETRA Network End Users are wanted to A-SIGHT Project**

TETRA networks are used worldwide for mission-critical communications, but limited radio network capacity is a challenge for photo and video communications. An enhanced data capability called TEDS, offering GPRS-like rates, is being deployed slowly, and can provide support for modest video quality in some cases.

The Eurostars project A-SIGHT is established to provide TETRA-networks with software for an interactive visual communications scheme that substantially increases the capacity for communications of visual information by also allowing priority of relevant content for impact and effect of operations. The software will also provide secure and seamless integration of other networks, such as 3G and Satcom, when users find themselves outside of coverage for sufficient TETRA data capacity.

The project partners are Ansur (Norway), T-Soft (Czech Republic) and QUASAR (Norway). The project period is 30 months and the project will end in April 2016.

*For interest, please, contact Harald Skinnemoen at: [harald@ansur.no](mailto:harald@ansur.no)*

# TIEMS Berlin Conference on Public Alerting and Social Media during Crisis and Disasters

Fraunhofer FOKUS, Berlin,  
30<sup>th</sup> Oct to 1<sup>st</sup> November 2013

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## Declaration

### *For crisis communication in 21<sup>st</sup> century*

#### Recognizing:

That the conference on “Public alerting and social media during crises and Disasters’ held in Fraunhofer FOKUS, Berlin, Germany from 30<sup>th</sup> October until 1<sup>st</sup> November was attended by Emergency Management professional and practitioners from 20 countries and was successful in providing opportunities to discuss important topics such as:

- Use of public sirens warning systems
- Modeling of public dissemination of alerts
- Lessons learned
- Monitoring and analyzing social media channels
- Social media as a sensor
- App’s for disaster

#### Appreciating:

Digital access is not equal around the world. There is a technology divide between the developed and developing world in terms of availability ‘smart’ phones and Information Technology (IT). Further more different generations have different sensitivities to ‘new’ and ‘old’ media channels.

#### Also appreciating:

Social media has a role to play in Emergency Management, so it is essential Emergency Managers and Crisis Communication Managers establish a protocol for utilizing the medium.

#### The TIEMS conference participants recommend:

- Social media should be used as part of a multi channel approach, social media alerting alone is not enough, traditional media like telephone, radio, TV and print material also have an important role.
- Media like Twitter cannot provide detailed information; thus it is necessary that messages refer to more informative sources regarding emergency management.
- Linkages to existing governmental websites which have high credibility should be explored and established.
- Common Alerting Protocol (CAP) needs adaption to work with social media.
- A white paper, precursor to a standard is needed which covers social media crisis communication as at present there are none.
- The white paper should consider either using the European Union (EU) Committee of European Nationalisation (CEN) approach or standard development which is open to input from Non---EU members <http://www.cen.eu/cen/Sectors/TechnicalCommittees/Workshops/Workshops/Pages/default.aspx> or seek to use it to develop existing standards.
- The white paper should cover the most basic systems of public alerting as well as have an adaptable foundation, ready to include new technology development.
- There is a need for more evidence, rather than the present case based approach, to

better validate the use of social media for public monitoring and alerting. TIEMS recommends more quantitative research in this area

- Research into closed social networks, such as Red Cross might be a starting point for bench marking data.
- Awareness is needed of social media tools that they can impact personal security and those who develop or endorse new tools need to make them resilient against mal-use.
- Some social media have induced serious ethical concerns; this should be debated regarding the use of social media for crises and disaster management.
- Good preparedness programs both for business and public organizations are not just technological; they need to reflect

human behavior during crises and disasters and therefore should include proper psychological input from experts.

### Acknowledging:

The hard work of Fraunhofer FOKUS team in arranging the TIEMS conference and tours, as well as the endeavors of the speakers, exhibitors and poster makers all of which help to share knowledge of best practices at the event.

### Thanking:

Michael Klafft, Project Manager at FOKUS Fraunhofer, for being a gracious host and making this event a very memorable occasion.

**Adopted on November 1<sup>st</sup> by the conference participants at Fraunhofer FOKUS, Berlin, Germany.**



**Michael Klafft from Fraunhofer and TIEMS President opens TIEMS Berlin workshop**



**Kerstin Dressel doing her Keynote Speech**

# Preparedness Planning System for improved Resilience with CRISMA Solutions

## Modelling crisis management for improved action and preparedness

CRISMA Integration Project focuses on large scale crisis scenarios with immediate and extended human, societal, structural and economic, often irreversible, consequences and impacts. Typically, these crisis scenarios cannot be managed alone with regular emergency and first responder resources, but require multi-organisational and multi-national cooperation including humanitarian aid.

The CRISMA project shall develop a simulation-based decision support system, for modelling crisis management, improved action and preparedness. The CRISMA System shall facilitate simulation and modelling of realistic crisis scenarios, possible response actions, and the impacts of crisis depending on both the external factors driving the crisis development and the various actions of the crisis management team.

See more in: [www.crismaproject.eu](http://www.crismaproject.eu) or contact the Project Coordinator:

**Anna-Mari Heikkilä**

Project Coordinator  
VTT Technical Research Centre of Finland  
Tel.: +358 20 722 3490  
Email: [crisma.coordinator\(at\)vtt.fi](mailto:crisma.coordinator(at)vtt.fi)



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## International Symposium on Emergency Medicine successfully held in Guangzhou, China

In order to promote the development of emergency medical system information construction in China, enhance the communications and collaboration with global organizations, an "International Symposium on Emergency Medicine" was successfully held in Guangzhou hosted by International Emergency Management Society (TIEMS), Health Department of Guangdong Province and Health Human Resources Development Center of Ministry of Health, P. R. China, undertaken by Guangdong Emergency Hospital 16<sup>th</sup> - 17<sup>th</sup> of November 2013.

The participants of the seminar included K. Harald Drager, President of TIEMS; Qu Guosheng, Vice-president of TIEMS; James C. Hagen, TIEMS Regional Director of North America; Jing Xiaobo, Deputy Director-general of Bureau of Operation Monitoring and Coordination, National Ministry of Industry and Information Technology; Yang Feng, Division Chief of Emergency Preparedness, Office of

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*The International Emergency Management Society  
Rue Des Deux Eglises 39, B - 1000 Brussels, Belgium, Tel: +32 2 286 80 38, Fax: +32 2 286 80 39  
E-mail: [r.miskuf@squaris.com](mailto:r.miskuf@squaris.com), [www.tiems.org](http://www.tiems.org)*



Emergency Management, National Health and Family Planning Commission of People's Republic of China; Chen Ran, Director of Beijing Weirenweiyi International Medicine Research Center of HHRDC, MOH; Ji Jiaqi, Director of Office of Emergency Management, the People's Government of Guangdong Province; Chen Zhusheng, Deputy Director of National Health and Family Planning Commission of Guangdong; Li Zonghao, Executive-vice Chairman & Secretary-General of China Association for Disaster & Emergency Rescue Medicine; Chairman of China Association of Disaster Medicine and another about 250 emergency related experts from China, USA, Italy, Germany, France, Rumania, Hong Kong etc.

The symposium focused on "the implementation of information technology in emergency medical science" as the main theme, using emergency management and emergency medicine theory, and use cases of large-scale of emergency rescuing as well as the training of emergency medical talents as topics, provided new approaches and ideas in order to enhance the communications of emergency medical information network system construction between China, and other countries and finally promoted the improvements of emergency medicine in China.

There were established two specialized committees during the symposium:

- International Emergency Management Society Emergency Medical Profession Committee
- International Emergency Management Society Education, Training and Certification Committee.

These two committess will collaborate with international emergency management societies with related work, launch professional training, participate in academic discussions, do international exchange and other important work related to the two topics.

In the afternoon of 17th, the participants paid a visit to the Guangdong Emergency Hospital (Guangdong 2nd People's Hospital).



All keynotes at the symposium



Meeting spot, approximately 250 guests and experts attended the symposium

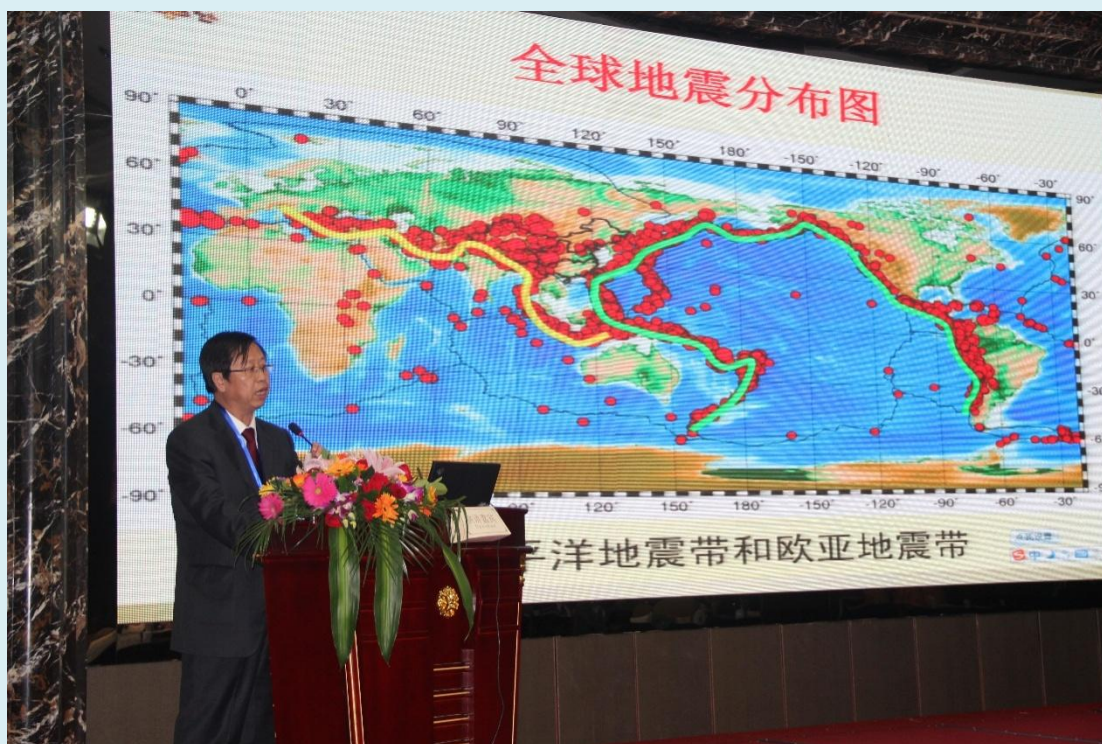


Mr. K. Harald Drager, President of TIEMS making his keynote speech





Chen Ran, Director of Beijing Weirenweiyue International Medicine Research Center of HHRDC, MOH, hosting the opening ceremony



Qu Guosheng, Vice President of TIEMS, giving his keynote speech



He Chaoyang, Counselor of Beijing Weirenweiye International Medicine Research Centre of HHRDC, MOH, China



Tian Junzhang, President of Guangdong Provincial Emergency Hospital, giving his keynote speech





Li Zonghao, Executive-vice Chairman & Secretary-General of China Association for Disaster & Emergency Rescue Medicine ; Chairman of China Association of Disaster Medicine, giving his keynote speech

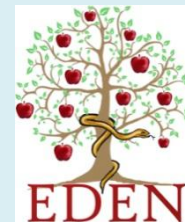


International Emergency Management Society Emergency Medical Committee and International Emergency Management Society Education, Training and Certification Committee Round-table Conference



Panel debate at the International Emergency Medical Symposium

## EDEN: Join the Largest Collaborative European Research Project Against CBRNe Events



In a world facing an increased risk of Chemical, Biological, Radiological, Nuclear and explosive (CBRNe) incidents or threats caused by man-made or natural hazards, CBRNe Security has become a high priority in the European Union and beyond over the past decade. The recent allegations of chemical weapons use during the Syrian conflict, the huge explosion at the AZF fertiliser factory in Toulouse in 2001 and the deadly E.Coli outbreak which hit Germany in May 2011 are some examples of CBRNe incidents which have led to a high number of casualties and caused significant socio-economic damage. The EDEN (End-User Driven Demo for CBRNe) Demonstration Project, funded by the European Commission 7<sup>th</sup> Framework Research Programme on Secure Societies, started 1<sup>st</sup> September 2013.

It currently represents the biggest research effort ever made in the CBRNe area in the European Union, with the primary objective to provide solutions to improve CBRNe resilience and allow enhanced interoperability and effectiveness between CBRNe operators.

The EDEN project will run for three years and comprises a consortium of thirty-six members across fifteen different countries (in the EU and associated countries) co-ordinated by BAE Systems. The consortium includes six main categories of CBRNe players: end-users, major stakeholders, large system



integrators and solution providers, SMEs (Small Medium Enterprises) with innovative solutions, universities and RTOs (Research and Technology Organisation).

The EDEN solutions will demonstrate the added value of large scale integration of CBRNe counterterrorism and security solutions, improving effectiveness, efficiency, coherence, and cooperation/coordination at the national, European and international levels. As a result of the project, Member States and their preparedness and response organizations, large operators as well as population and media will benefit from improved integration and information sharing in countering the CBRNe threat. In this respect, the project will develop a **"Toolbox of Toolboxes" (ToT), accessible by an exchange platform, the EDEN Store**. The ToT will leverage other EU-funded CBRNe projects as well as projects funded by national research programmes and the European Defence Agency (EDA) while including also new tools when needed.

**EDEN will also aim at sharing within the limits of confidentiality best practices and experience among the experts involved.** EDEN will so enhance and strengthen the CBRNe community, from the defence and security sectors up to the safety sector (food, medical, industrial risks) and the population. The project aims to promote the exchange of information between Member States adopting a common approach to working together, to make accessible tools and systems to react more swiftly to emerging threats, while allowing to develop the CBRNe market. The EDEN Store concept will serve four main categories of users: the CBRN operators across all security phases (threat assessment, prevention, preparedness, response and recovery), the solution suppliers, the population and the media.

#### **The EDEN Store Concept provides stakeholders a common framework**

Before EDEN, the CBRNe stakeholders had no common framework in Europe. They will now have available up to date products and services, an exchange network for users or experts, reports, catalogues and complete immediate response mechanisms with real systems.

The EDEN Store will be developed in the form of an open but secured platform with simple mechanisms for suppliers and users to enter new components, tools, systems and procedures in a secure and standardized way. It will work as a platform for downloading and connecting applications, and existing tools (from scenarios, procedures, descriptions, sensors catalogues to large systems) and for uploading new tools as a real system. It will also offer users the opportunity to operate the applications in their systems, with their own integration tools as well as tools from the Toolbox of Toolboxes.

Additional functionalities will include an interface to the public for awareness, communication, population interface and support, a secure market place and a supply chain portal and secure forum for users with strict security controls. As a one-stop shop on CBRNe knowledge, the Store will make available the latest scientific and research results and current technologies, models, methods, in particular on public behaviour to deal with human impact of disasters, and tools on preparedness and crisis communication.

EDEN will be validated by three practical demonstrations aimed at evaluating the EDEN "Toolbox of Toolboxes" and its Store. They will demonstrate enhanced CBRNe resilience and will be assessed by end users from numerous Member States and several non-EU countries:

- Contamination in the food chain,
- Multi-attacks against chemical sites,
- Radiological and nuclear threats,

covering multiple CBRNe hazards and phases of the security cycle, response tiers, and stakeholders. The project demonstration outputs will aim to allow capabilities to be shared among multi-national CBRNe stakeholders, which is paramount in cross-border incident management and through time will allow for a build-up of common capability across European boundaries.

The impact of EDEN is to provide an affordable solution countering the CBRNe threat, with improved resilience and market sustainability through the better integration of systems in real operations and thus enhancing the safety of citizens.

A distinctive feature of the EDEN project is the activation of its **End-User, SME and Suppliers Platforms**. These are open bodies where End-Users, SMEs or Industry that are external to the EDEN Consortium, can actively take part in the project with advice and feedback. Suppliers and SME's can offer their equipment, technologies and services relevant for CBRNe contingency plans to the EDEN project inclusion in the EDEN Store and for potential demonstration during the project.

Currently, the End User platform includes 60 end users from 20 countries, the SME platform includes 34 SMEs and the supplier platform includes 19 suppliers.

Information about the project and Platforms can be followed through a dedicated website at:

<http://www.eden-fp7-security.eu/> which will be fully operative from the beginning of 2014.

Coordinator Contact Point: Clive Goodchild ([clive.goodchild@baesystems.com](mailto:clive.goodchild@baesystems.com))

End-user platform: Federica di Camillo ([f.dicamillo@iai.it](mailto:f.dicamillo@iai.it))

SME platform: Dominic Kelly ([dominic.kelly@cbrneltd.com](mailto:dominic.kelly@cbrneltd.com))

Supplier platform: Olivier Salvi ([salvi@eu-vri.eu](mailto:salvi@eu-vri.eu))

## The EDEN Consortium



*The International Emergency Management Society*

*Rue Des Deux Eglises 39, B - 1000 Brussels, Belgium, Tel: +32 2 286 80 38, Fax: +32 2 286 80 39*

*E-mail: [r.miskuf@squaris.com](mailto:r.miskuf@squaris.com), [www.tiems.org](http://www.tiems.org)*



## Next TIEMS Newsletter

The next TIEMS Newsletter is planned for end March 2014.

TIEMS issues its electronic newsletter quarterly, and it is distributed to more than 36 000 experts worldwide, with articles on global emergency and disaster management events and activities, TIEMS news, etc.

Advertisement is possible on [these terms](#).

Contact TIEMS Secretariat at [r.miskuf@squaris.com](mailto:r.miskuf@squaris.com) or fax: +32 2 286 80 39.

TIEMS Editors are:

1. Snjezana Knezic (Proceedings), Croatia, [snjezana.knezic@gradst.hr](mailto:snjezana.knezic@gradst.hr)
2. Alex Fullick, Canada (Newsletter), Canada, [alex@stone-road.com](mailto:alex@stone-road.com)
3. Samantha Ueno (Social Media), UK/Japan, [samantha.ueno@gmail.com](mailto:samantha.ueno@gmail.com)

Issue no. 20 is planned for end March 2014 and contributions are welcome. Please, contact one of the editors or TIEMS Secretariat if you have news, an article of interest or like to list coming events of interest for the global emergency and disaster community or like to advertise in this issue.

