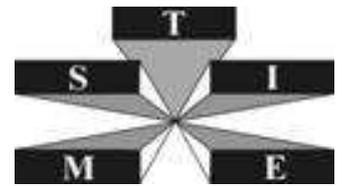


# THE INTERNATIONAL EMERGENCY MANAGEMENT SOCIETY

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## MESSAGE FROM THE PRESIDENT

*K. Harald Drager, TIEMS President*

This 14th issue of TIEMS Newsletter covers a small glimpse of what is going on in the international emergency and disaster management community, within TIEMS and at our partners and friends around the world. As an international society, we believe in partnership and cooperation as the best way towards a safer world, and therefore I am pleased to see that our partners and friends use this opportunity to expose their work and ideas in the TIEMS Newsletter. Disasters happen every day in some corner of the world, and as an educational society in emergency and disaster management, we believe a focus on education, training and certification can reduce the consequences of disasters, by people being more prepared and know what to do when disaster strikes. It is therefore important to cover lessons learned from tragic events, understand methods of preparation and response, research projects, courses etc, from all over the world, so we can learn and increase our preparedness for the future.

There has been high level of activity and development in TIEMS over the last six months. Two events; The TIEMS 2011 Annual Conference in Bucharest, Romania, and a workshop in Nimes - Ales, France, both with great international attendance. There has also been the approval of three new chapters; MENA (Middle East and North Africa (MENA), Finland and Iraq as well as the establishment of a TIEMS Young Scientist Network. We have also been

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able to establish a free reciprocal membership agreement with the International Association of Emergency Managers (IAEM) for TIEMS members and for those IAEM members within TIEMS. Finally, we have also established a Research and Development Service for all TIEMS members.

The previous month was also quite active with two TIEMS events in October; the second annual TIEMS China chapter in Shanghai, and the first workshop for the TIEMS Iraq chapter held in Suleimaniya. During the Shanghai event, the first version of TIEMS International Education, Training and Certification Program was unveiled, containing five basic course modules, International Introduction and Overview, Planning, Command & Control and Response and Exercise Design. It is being held for a group of Chinese leaders. TIEMS aims to further develop this program towards an international standard, and the experience from the education course in Shanghai will provide valuable learning opportunities. It was also very exciting to observe the professionalism and eagerness of the TIEMS Iraq chapter in the arrangement of their first TIEMS workshop, attended by more than 300 participants.

TIEMS is a decentralized organization where the activity level and driving force shall be with the chapters, and under 2011 we have built up a small centralized secretariat in Brussels, whose task it is to support the TIEMS membership and the chapters. It is a great pleasure to be leading TIEMS in achieving its goals; with many developments in progress and new chapters coming on board.

I look forward to the TIEMS Annual Conference 2012 to be held in Mumbai, India. The Indian Chapter is moving forward with planning activities with several events being arranged for attendees.

Finally I would like to welcome Alex Fullick from Canada, as the new Co-editor of the TIEMS Newsletter. I am sure he will add value to the quality of the newsletter, which is now expected to reach approx 30,000 experts around the world.



## Presidents Message

## The 19<sup>th</sup> TIEMS Annual International Conference Sept 3-6 2012, Mumbai, India

### EMERGENCY MANAGEMENT A Lifecycle Approach

*“Tomorrow is the reward for working safely today.”*

*ZERO Tolerance Program Group*

### In the face of disaster...Zero Tolerance to loss of life!

As the world deals with the loss of life, livelihood and wealth due to disasters, both natural and man-made, there is a growing recognition that many of these can be averted. The International Emergency Management Society (TIEMS) presents an opportunity to convene in an international platform at the annual conference to be hosted by TIEMS India to focus on a Lifecycle Approach in the preparedness, management and relief efforts while addressing issues related to emergencies and disasters.

With a goal of “ZERO TOLERANCE” to loss of life due to disasters, this International conference will highlight important technology and knowhow aspects in the field of Disaster Management. The primary objective is to provide participants with rich information about the core aspects of the Lifecycle Approach in managing and mitigating disasters. The conference aims to build a platform for exchange of lessons learnt in different countries while addressing the impacts of disasters which can help in developing ways to achieve collective goals of safety. At this conference, eminent speakers and domain experts with global prominence will share their valuable experiences, expertise, best practices and the

### Conference Central Themes

- Early warning systems
- Critical Infrastructure
- Management & Facility Management
- Command & Control
- Disaster Recovery & Business Continuity Plan
- Surveillance & Control Measures
- First Responders & Infrastructure Technologies
- Role of Technology Companies
- Disaster Management Tool and Resources
- Public Awareness and ICT
- Mitigation Measures
- Role of Academic and Research Institutions
- Mainstreaming Disaster Management in Development Planning

multifunctional benefits of adopting a lifecycle approach.

## Conference Central Themes

*Focus: Traceability, Visibility and Accountability*

- Early warning systems
- Critical Infrastructure Management & Facility Management
- Command & Control
- Disaster Recovery & Business Continuity Plan
- Surveillance & Control Measures
- First Responders & Infrastructure Technologies
- Role of Technology Companies
- Disaster Management Tool and Resources
- Public Awareness and ICT
- Mitigation Measures
- Role of Academic and Research Institutions
- Mainstreaming Disaster Management in Development Planning

## Who Should Attend?

The ZERO Tolerance Program from TIEMS India gives an opportunity to bring together diverse stakeholders. The Conference attracts key Decision Makers, Policy Makers & Procurement Authorities from the following sectors/functions:

- Government officials from various departments including Defense Forces, Police, Fire, Medical Emergency, Airport Authorities, etc
- Chief Information/Technology Officers from Municipal Corporations and Municipalities
- Professionals from safety and security industry
- International Organizations and Aid agencies
- Non-Governmental Organizations (NGO)
- Multi-national companies
- Paramilitary Forces
- Business Continuity Planners / Strategists/ Experts
- Information Communication Technology and Hardware Companies
- Safety/ Security Product Companies
- Universities/Colleges
- Hotels/Resorts/Leisure & Retail Industry (Shopping Malls/ Multiplexes)
- Hospitals/Banks/Financial Institutions/Industry
- Special Economic Zones including Industrial Development Corporations/Estates

## What You'll Takeaway...

After the conference, the participants will have:

- Contributed and learnt best practices in Disaster Continuum and Management
- Networked with speakers, practitioners, and experts, government officials, policymakers, CXOs and top industry leaders in disaster management
- Increased knowledge about technology/product companies, suppliers and consultants, and significance of technology in developing systems
- Engaged in different stakeholder perspectives
- Become a part of the growing "Volunteers Database"

## Exhibitors

Platform to know technology convergence and applications.

For participants' practical orientation and market knowledge over the latest technologies, products and allied services, the conference facilitates exhibition and demonstration by industry partners and stakeholders at the venue.

## Call for Speakers/Papers

We are pleased to invite you to participate as a speaker, present a paper, and/or conduct a practical workshop session. Please send an abstract limited to 400 words with a title relevant to conference themes/topics to: [tiems.alpcord@gmail.com](mailto:tiems.alpcord@gmail.com).

- **Title and Abstract:** December 31, 2011/ approval latest 31st January 2012
- **Full paper:** March 1, 2012 (Review and Approval: no later than April 15, 2012)
- **Final Full Paper Upload:** May 15, 2012

## Introducing A New Program for A Worldwide Database: *Volunteers in Mitigating Disasters (VMD)*

The Conference will provide a unique opportunity for participants in particular and network of professionals in general to become a part of a new program titled "Volunteers in Mitigating Disasters (VMD)". This is an innovative program initiative in which TIEMS India plans to create a database of volunteers who are prepared to extend their support in case of emergencies. Participants will have the privileges to be recognized and registered as Volunteers. While this database will be a great source to emergency stakeholders during mass casualties and disasters of highest magnitude, it will also provide volunteers to access opportunities for training and development in professionalizing their support. Such participation of volunteers will also boost the morale of stakeholders and affected people alike.

### Registration

We cordially invite you to be a part of the conference. Kindly confirm your participation by email: TIEMS Secretariat Brussels - [R.Miskuf@squaris.com](mailto:R.Miskuf@squaris.com).

For more information about the conference, please visit [www.tiems.org](http://www.tiems.org). We look forward to welcoming you!

## Managing Social Communications in Society

*Carmen M Dumitriu, Social Communication, Researcher Project Manager, Electronic Media Journalist, VICE-PRESIDENT, Nicolae Cajal Foundation, Social Communication Desk*



The purpose of this article is to advocate the inclusion of Social Communication as a risk indicator utilized as a parameter for the various mechanisms within the realms of governance, education, community, business and in crisis and disaster management.

The use and mismanagement of Social Communications themselves can be a source of risk that can have great impact upon society - both positive and negative - and thus, rules and guidelines must be established for times of crisis.

Recent major crisis and disaster events around the world provide good examples:

1. **London, UK:** Violent events in which many young people took part in order to express dissatisfaction at the multiple problems and challenges they face. This included their disappointment towards perceived political and governmental inaction on social topics.

To this example we can add today Athens, Madrid, Bulgaria, USA and in all these events we can talk about social instability coming from economic and social problems. To manage such events the only model was violence against violence. At the end of the day the cause was a huge gap between authorities and wide social groups. Authorities answer was just a formal one when people were waiting for dialogue and negotiations. Such events can easily turn into big risk for that society but based on the huge interdependence between regions countries communities the risk can extend immediately to other areas.

2. **Oslo, Norway:** Approximately 70 individuals were killed as a consequence of a single individual whose reasoning was based on intra-societal tensions coming out from an inability to manage diversity impacts as a highest mobility ever seen in the global village.

3. **Romania:** Social tensions stemming from the lack of understanding and the impact of financial and economic troubles in neighbouring countries. There is a huge gap of understanding between different social groups which creates room for media and interested groups to manipulate through warnings and advertising. Another subject- the impact of so called 'scientific information' regarding forecasted natural disasters, which were supposed to stimulate commerce and consumption.

## Dissemination of corrupted information

Sources quoted by public media channels but also by social media and informal networks, act in a dangerous way by disseminating invalidated, unprofessional and assumed information, which endangers the social capacity to react in severe risk and disaster situations.

So the real risks are: disseminating unsafe information (i.e. the e-coli crisis in Spain); the reduction of public trust in such kinds of information, which means at the end of the day lower capacity to act in critical situations; production of severe problems in understanding and comprehension.

By consequence, today's social communication management is mostly used in society as an instrument for manipulation. For example, an advert may say *"If you buy my vaccine I will give you information about the 'X' pandemic virus."* The following day we may find that the announcement regarding the vaccine was simply a means to increase sales. Then, when it might be a real concern, people may not act as expected and can result in the loss of life. In the governance process, social communication is mostly seen as a solution for reducing negative impacts of bad or painful decisions.

It must also be noted that social communication is neither theoretically in a pragmatic way or considered as a specific level of managerial activity. Communication skills for real social dialogue are asked on both sides of the table but the rules and the skills can be created just during systematic exercise, which means that each human activity has to have a communication model. It is not only about definitions but about strategies to communicate; about history of the interaction between partners in good and difficult events.

Communicating subjects such as the latest movie release will never be the same as communicating public safety or nuclear energy. In mean time, media's responsibility to circulate information must take care to address risks and be transparent to minimize confusion. Media has an important role in exercising social communication. It is obvious the need to establish social communication arenas based on specific rules and social obligations approaching specific topics.

In other terms: the today society counts on social communication for achieving its objectives which creates a real most to develop communicational skills for all kind of professionals. Risk management is also a kind in a significant way based on communication between actors having very different cultural and professional background.

Social communication is a tool to develop synergies between groups, organizations; each with varying backgrounds. The sharing of information on a particular subject - including ethnic, religious, and political and sexual orientation - the communication between two different partners is meant to produce the transfer of knowledge and common understandings, which comes from mediation. There are all kinds of communication activities needed to be addressed during crises and disasters.

## Media's Role in Low Quality Social Communications

There are numerous causes for the lack of understanding and management in Social Communication Management. Some of these probable causes come from a lack of ability to communicate effectively, a lack of an established structured dialogue stream, the manipulation practices of economic data and a lack of deontology, time and the economic pressure that individuals are under.

One of the most noticeable causes of the mismanagement and misuse of social communication is the manipulation of data and information that is disseminated to the public. Due to the slashing of budgets, which includes media outlets, the story being presented is sometimes sensationalized to an exaggerated extreme which inadvertently sometimes show the ever expanding divide between various life styles; the difference between the rich and poor, for example. In an unintentional way, this divide being presented by the media sometimes ends up encouraging criminal and violent behaviours in some social areas. This is especially noticeable in the community amongst the young who are often unemployed and don't have a suitable level of education to seek employment in a professional field.

Often, data and information disseminated to the public isn't provided through traditional means; TV, newspapers and radio announcement. Instead, information is circulated quickly through social media channels. This information is rarely vetted for accuracy prior to it being communicated to the public and thus causes misinformation, rumour and conjecture to be circulated, which causes even more problems for those receiving the information. The problem they encounter is that the information they believe to be correct is most often incorrect but since it comes through media channels using social media it cannot be ignored.

Beside the fact that much of the information can be incorrect - information received through social media -there is a direct

consequence; a lack of trust in those developing and communicating the information. Add to this the increasing isolation of individuals from the corporate world and the use of stereotypes (religious, political options, sexual orientation, race, traditions, and language) and portrayal in movies. The most frequently received models individuals receive are responses to social injustice by violent behaviours, crime and illegal organized criminal activity (injustice, illegal actions, violent behaviour, and the perceived poor response to frustrating social economic decisions). The lack of social communication can bring a widening gap separating numerous social groups. Critical situations during which social communication is needed will have to deal with a what may be perceived as non-coherent social dialogue; a lack of common understanding; a lack of semantic compatibility etc, which will diminish the impact of qualified message intended to save people and goods and reduce disaster and crisis impacts and risks.

Given the very different levels of understanding, the normal expectation is to reach some audience groups while losing others. A real obstacle for prevention or early warning messages comes from the use of very technical terminology. The media communicate to the public utilizing approximately 40-60% technical terminology provided by experts and use it to make communications short and clear, which sometimes doesn't communicate the situation or need effectively. This takes us to the idea that a support message has to be produced by communication experts, second message which will explain terminology and the key meaning with very specific recommendations. Key reasons for which public communication is ineffective and not understood are:

1. Lack of credibility for the information provider(s),
2. Lack of addressing public perception,
3. Lack of understanding due to terminology,
4. Lack of structured communication vehicles,
5. Lack of coherent, systematic and professional communications (i.e. conflicting sources and details).

Europe, as well as many other countries around the world, is facing a unique challenge. Much attention has been paid to energy markets, economic development and technology to the detriment and neglect of developing an adequate process for communicating with the public.

As stated, each individual - and household - is different from the next and thus, each individual and household will have a different understanding of communication. These new challenges and varying perceptions aren't taken into account when communications are developed and disseminated. The gap between public perception and understanding and the use of social communications and the information they provide, will cause problems if this will not in time be addressed by the media and government officials.

The social climate in today's world calls for new communication models and management based on the previously noted condition, that movies and media outlets place misperceptions in the thoughts of communities and individuals. This isn't to say that social media doesn't provide friendly messages, music and chatting amongst friends and family but rather information needed by those in need such as people of a lower income bracket or those suffering during a traumatic experience, such as an individual requiring information updates that uses a wheelchair.

These 'friendly' and 'open' communication channels, or social mediums, which compete with existing channels of communication, which provide the public news on violence, crises, disasters and other negative happenings, as well as updates on entertainment profiles. This only aids in providing the young with negative views and lessons ones' drive to excel out of their current position in society.

When one observes the current social communication environment, one can think it is a cloudy environment and one sided. The majority of information provided focused on the negative aspects of society, which doesn't provide a positive perspective for individuals, families or communities. It isolates the individual in a closed universe, making him or her uninterested and vulnerable with regards to the rest of the world.

With such negative perceptions prevailing the airwaves, it almost seems that the only way to get ahead is to perform negative actions because there are no positive role models or aspects of society being communicated. When negative aspects prevail, it can harm the social status of people and harm communities in ways that might not be immediately apparent when first communicated; for example, tourism and trade.

## **Communicating with Young Generation**

Still, one of the biggest groups demanding a change in the management of social communications - for public benefit - is the younger generation, who don't see any attention being directed towards their problems and concerns. The administration commitment and standards for using social media in interacting with groups trusting these channels are too poor to produce the necessary impact and credibility, which only increases the level of more confusions, misunderstandings and wrong interpretations by individuals. The technologies used by government bodies are focused on implementing policy, to touch targets but not to addressing the causes of small

interest groups, such as young people. This is all part of the challenges the young have in communications.

Concerning the number of social economic technical activities, the average person must deal with many competencies in order to allow him or her to make correct decisions and make a valuable contribution to prevent and reduce the impact of natural or man-made risks. These competencies are numerous; such as education, health concerns, communications, gas, energy, politics, economics, financing, transportation, water management, housing, commerce and banking plus professional knowledge. No one can be cognizant in all these areas and this makes it difficult to establish communication understandings and increases the risk that communication messages can be misunderstood by the public. Add to this current situation a large number of incidents where information was subject of manipulation (i.e. Wikileaks, The British News Paper accused of illegal activity, etc); it's no surprise that the public came to a lack of confidence in social media communications and its management.

Beside the aforementioned, one can wonder if there is hope for change for more qualified and effective communication management; the answer is yes. The following is a list of recommendations that if implemented, can help make change occur.

1. Build and/or reshape existing communication channels to allow for the validation of information prior to dissemination.
2. Develop a dedicated process to reinforce community solidarity by sharing awareness about important topics like housing, human rights, security and health concerns.
3. Develop processes to communicate information about local services and facilities and also early warning protocols to assist persons in crisis situations such as family violence, community incidents, child rights violations and elder abuse.
4. Develop centres for public consultation in order to secure a real understanding of policies, programs and administration and also a means to receive feedback and inputs about the needs of social and economic groups.

It's important to note that the gap between public policy and programs and what people perceive as being truth, can be a very large hurdle for communications to overcome, which can have chaotic ramifications. Communications that are not validated or provide a realistic description of the situation can cause individuals to respond in a manner not expected by public safety officials or cause some groups to not understand what the message is to start with.

## **Managing Diversity and Preventing Discrimination and Violent Incidents**

One of our key risks comes from diversity management; not just people of various ethnicity but also poverty, exclusion and cultural intolerance. These groups have different values but also a history of hate and mutual exclusions that must be addressed in special conditions, conflicts and tensions, which can produce social troubles. The Roma population in Europe is an example of such kinds of difficulties. Can these problems be managed? Who should be in charge to run peace keeping controls at the local level? These were challenges in incidents in Bulgaria and found during research conducted concerning well known similar incidents in Romania-Hadareni in 1994. Both show that the tensions have complex sources.

The Roma population enjoys freedom as all others populations. This freedom is used first for exhibiting traditional values but also some excessive prosperity coming out some times from illegal activities. Many Roma families face a high level of poverty. Given that stereotypes circulated and personal negative experiences with violent initiatives are taken into account for interpersonal matters. For example, in Hadareni two young people loved the same girl. To solve the problem the two boys fight each other but one is Hungarian and the other Roma. After the first stage when the two boys fight, the families and the ethnic communities fight each other also.

If floods, storms, tornados cannot be predicted or prevented, it is true to say that inter-ethnic crises also cannot be predicted or prevented. It is just a matter of responding in time and acting correctly to make necessary research work. The most necessary interventions concern education, health, jobs, informal community inclusion, respect for intra community relations and the respect for the rule of law.

Prevention and crisis management can be realized based on a compatibility of models building which must be accepted by a wide majority in both communities. Here we have to underline that neither incriminatory messages, trials or isolation can bring the much needed peace. Specialized experts in communications must manage the fragile process which has to be consolidated every day and can be broken by small miscalculations. Each case will have its own particular solution and some standard measures can be implemented; such as institutions for social dialogue, periodical research to update group profiles and cultural events, but beside the local facilitation a wider action to reduce stereotypes to reinforce confidence is needed.

Based on research performed on the Roma community whose population is found in England, Italy, Spain and Germany, it is easy to see that each group may have a completely different profile and experience level based on their time in foreign countries. Their behaviours are a complex model of different solutions gleaned from different regions and cultures.

This provides us a full responsibility of learning and sharing if a society real wants to give them a real chance. This aspect has to be used in parallel with trust, respect and meeting expectations. To exclude them from a country; to blame them for individual mistakes; to make special regulations for exclusion, provides greater reasons for self segregation and the disregard of laws. Social communication

has no barriers and allows stereotypes and prejudices to be communicated, which can hinder activities.

1. A real view of various groups must be updated based on careful communications and sociological analysis.
2. Build an infrastructure for the knowledge transfer and public consultation in order to secure an effective communication between governance levels and socio-professional groups that share responsibilities in public safety situations.
3. A respect for cultural solidarity has to be made at the European Union (EU) governing level and should be separated from the global perceptions if we want to avoid previous experiences that caused violence.
4. Identify new sources of possible social tensions like youth problems or exclusion based on cultural differences while focusing on the positive attributes or those attributes that communities have in common.
5. Increase the number of events that allow individuals to meet, interact and to share experiences and cultures.
6. Based on existing research, social communications must develop tools for risk management and prevention.
7. Research must be done on media, which if not understood correctly, can cause violent behaviour to begin. Media can also be used to instill trust and provide community stability if utilized and understood correctly.
8. Social communications must be considered as part of other social study fields.
9. Develop and provide specialized training for communication managers to enhance the ability of utilizing social media for public safety activities.
10. Transparency must continue, as this helps European countries and others around the world, share common knowledge to ease concerns and issues related to social communications.

Utilizing scientific research can make great steps towards developing the human potential to respond to various situations and provide communities and individuals a better life. The findings inspire policy, where governance can mean an increase in lessons learned and create cohesive relationships between authorities and citizens. Allowing citizens to become part of the development and implementation of social communications will enable the right messages to be received and understood by all involved, reducing the level of risk and the level of impact of public safety concerns. Changing and addressing social communication management by sharing knowledge can only facilitate learning and secure social communications as part of overall social studies.

## Concluding Thoughts

1. Social communication is part of effective individual /community management.
2. Social communication approaches to governance is the next step in improving societal wellbeing.
3. Social communication has to be part of each activity involving community participation.
4. Social communication is a way to bring government and governance closer to the citizenry and to make communications more flexible.
5. We have a general framework but in order to make it more effective, social communication must have a greater contribution.

Social communication should follow the same process as ICT had from ESPRIT, struggling to push for technology implementation, to ICT Agenda, which is modeling social activities bringing effectiveness, flexibility and accessibility. ESPRIT developed also the European network and infrastructure for research and ICT implementation bringing in mean time an important percentage of modernization. Including social communication at an operational level in crises and disaster management will bring compatibility, a greater effectiveness and more early warning capabilities.

# THE DEVELOPMENT OF CRISIS MANAGEMENT IN ROMANIA

*Prof. Nicolae Steiner MD, PhD, NATO International Expert in Disaster Medicine and Former Member of the EU Health Security Committee*

Crisis Management started in Romania with Prime Minister Radu Vasile in 1999. Through hard work by a cooperative and collaborative Governmental Working Group, a law was drafted, dedicated to a Crisis Management System; its function and organizational structure. In 2004, this draft law became a Government Ordinance, named OUG 21; The National Systems of Emergency Situations Management. This normative act was issued as a reaction to the events of 9/11 in New York and as a response to mass casualties emergencies.

Further to this, a small group of participants from the above mentioned Governmental Working Group decided to continue the work on a scientific basis and as a result, wrote and published a book in 2004 entitled "*Fundamental Elements of The Crisis Management and Civil Emergencies from the Civil Protection Perspective*" with the support of the Romanian National Centre for Training in Medical management of Disasters. It was to become the first in a series published through MPM Elit Consult Publishing House (Bucharest, Romania). Initially, it was written in Romanian but was translated to English shortly thereafter and included the following main chapter topics:

1. Crisis Management
2. Civil Emergencies Management
3. Civil Protection Management
4. Some Aspects of Medical Management of Emergencies and Crises

Of course, there are more details within each chapter that address important issues from tactical aspects of Crisis Management to the Operational aspects. The second book from the series, was entitled "*Management of Emergency Situations, Crisis and Defence Against Disasters*" and was also published in 2004 with the support of the National Institute of Administration (Bucharest Regional Centre). It was also issued as a course handbook for local authorities and contained the following topics:

1. Risk Management
2. Crisis Management
3. Main Disaster Specific to Romania Facts Sheets
4. The Organising of Health System for Defence Against Disasters
5. The Defence Against Disaster Management at the Local Level
6. The Emergency Situations Management and Critical Infrastructure Protection

The third book from the series was entitled "*Actuals in Management of Emergency Situations, Crisis Management and Disaster Management*" with the support of the Romanian National Centre in Medical Management of Disasters in 2009. This book contained even more topics:

1. Some Aspects Of Emergency Preparedness In Rural Settings
2. Impact Evaluation On Environment In Natural Disasters
3. Mass Casualties Incidents Management
4. Organising Of Mass Casualties Incidents Management
5. Clinical Care Management
6. Mutual Aid Support
7. Strategic Command Arrangements
8. Planning Concept For Mass Casualties Incidents Management In The Framework Of Emergency Situations Management In The Whole Healthcare System
9. Mass Casualties Management: A Key Component Of National Emergency System
10. The Mass Casualties Management Planning At National Level
11. Provincial/Regional Level
12. Community And Local Level
13. Healthcare Facilities Level
14. Intensive Care In Emergency Situations
15. Emergency Situations Psycho-Social Support
16. The Principles Of General Management And Psycho-Social Support In Mass Emergency Events
17. The Preparedness For Psycho-Social Response In Emergency And Mass Casualties Situations
18. General Principles On Information Management And Psychosocial Interventions In Situations With Mass Casualties
19. Management Of Psychosocial Support During The Acute Phase Of Mass Emergencies
20. Management Of Psychosocial Support During The Transition Phase
21. Management Of Psychosocial Support During Long-Term Phase Of A Mass Casualty
22. Management Of Stress And Psycho-Social Support For Respondents And Other Emergency Personnel Responding To Mass Emergencies
23. MCDA Initiative In International Humanitarian Aid
24. DHA And MCDA Project
25. Principles And Conditions
26. The Charges Of States Which Grant Assistance, Transit And Disaster
27. References

The fourth book from the series was entitled: "*The General Management of Crises and Emergency Situations*," which was issued in 2010 with the support of the National Centre for Training in Medical Management of Disasters. It incorporated the following topics:

1. Generals
2. Essential To Crisis Management And Emergencies
3. The Process Of Crisis Management And Emergencies
4. Roles And Responsibilities Of The Respondents And Coordination
5. Responding To Crisis: Lessons Learned
6. Planning Of Communication

## 7. References

The fifth book from the series was entitled: "Crisis management and Critical Infrastructure Protection" issued with the assistance of under the support of the Ministry of Interior and National Agency of Public Servants. This book incorporated the following topics:

1. What Is A Crisis?
2. Crisis Management
3. Civil Emergency Management
4. Civil Protection Management
5. Risk Management
6. Critical Infrastructure Its Vulnerability And Its Protection
7. Canada In Addressing Critical Infrastructure Protection
8. Critical Infrastructure Protection Approach In NATO
9. The Concept of U.S. In Critical Infrastructure Protection
10. Impact of Insurance of Protection Of Critical Infrastructure Processes Running Economic, Social, Political And Information Processes.

All of the books in the series play a small part in the general effort to clarify Crisis Management and Critical Infrastructure Protection Management. All books were written by a small group of Romanian researchers; Prof Dr. Nicolae Steiner MD, PhD and Prof Dr. Ing Radu Andriciu PhD.

Finally, all five (5) books in this series are available through GOOGLE using their partnering program.

## Emergency Surgery Workshop Davos 2011: Surgery During Disaster Relief

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The Global Risk Forum (GRF) Davos, the AO Foundation and the Humanitarian and Conflict Response Institute (HCRI) of Manchester have jointly organized a one-day workshop on Saturday, 10th December 2011. It takes place back-to-back with the annual AO training courses at the Davos Congress Centre, Davos, Switzerland.

**Workshop Context:** The humanitarian response to major catastrophes is often marred by duplication and fragmentation, resulting in insufficient provision for victims with urgently needed resources and services. This is particularly critical when it comes to surgical care in mass disasters because the impact of surgical services on mortality requires a rapid response and surgical teams are often difficult to recruit.

The workshop will demonstrate how to improve the quality of medical response, in particular by clarifying:

- efficient decision making in extremely stressful situations,
- treatment of complicated limb fractures under emergency conditions, and
- questions about when and how amputation surgery is necessary.

**Participation is recommended to:** Representatives and delegates from medical institutions, the health sector, international medical response teams, UN and international agencies, NGOs, military and sanitary associations, EU and other government organizations. For detailed information about the workshop, program details and online registration, please visit [www.grforum.org](http://www.grforum.org)

**Titu Maiorescu University, Bucharest, Romania**  
**Faculty of Medicine**  
**The Department of Clinical, Medical and Prophylactic Disciplines**  
**MASTER IN DISASTER MEDICINE**  
**Summary of course**

*Univ. Dan Mănăstireanu MD, PhD and Univ. Steiner Nicolae MD, PhD*

This multidisciplinary course is dedicated to furthering the education of licensed healthcare professionals and other university graduates. These would be individuals in charge of healthcare matters (medical directors of ambulance services, medical directors in charge of coordinating public health county departments, hospitals managers, higher education staff members working in healthcare and involved in planning and execution of medical intervention in situations created due to natural and man-made disasters).

The intention is to integrate this course into the European system of training in disaster medicine. The duration of this master is 3 semesters with 90 transferable credits. It constitutes the first step in the process of enrolling in doctoral studies.

The general educational goal of this course is to raise awareness in the medical management of disasters, to stimulate learning motivation of personnel participating in the process, to develop on the business values and modern medicine principles as well as effective attitudes towards the management of disasters and crises.

On completion of this course participants will be able to:

- Describe the relationship between hazard, vulnerability and disasters;
- Describe the basic concepts, goals and elements of disaster medical management and crisis management as a medical emergency;
- Assess the risks posed to public health disasters;
- Participate in preparations for the disaster medical system;
- Coordinate medical response teams in disaster situations;
- Organise and conduct meetings for evaluation and information;
- Organize education and training in medical management of disasters;
- Coordinate the medical aspects of disaster research.

Assess the degree of availability of measures indented to prevent/reduce negative effects. The assessment is to be based on how adequate and appropriate such measures are their limits and their interaction with the implementation of other development activities.

For more information of any of the above please contact:

***Univ. Dan Mănăstireanu MD, PhD:***

*www.manastireanu.ro*

*email: dan@manastireanu.ro or dan.manastireanu@utm.ro*

*or*

***Univ. Steiner Nicolae MD, PhD***

*www.manastireanu.ro*

*email: nicolaesteiner@yahoo.com*

# START-TRANS: Managing Risk in Transport Networks

*Remy Russotto, CORTE*



Trains, cars, buses, trucks, metros; all are interconnected to create a network of transportation systems. This network, at the heart of our daily lives, fosters social cohesion and needs to be protected as a crucial asset. Terrorist attacks and security related incidents on transportation systems in major European cities have shown that the protection of transport infrastructure is long overdue. This is where the STAR-TRANS project acts: to understand how one incident localized to a single transportation system may affect an entire transportation network. STAR-TRANS is producing a tool to analyze how risk propagates and affects interconnected transportation systems in Europe.



The full name of the STAR-TRANS project is 'Strategic Risk Assessment and Contingency Planning in Interconnected Transportation Networks'. The project is developed under the European Union' Seventh Framework Programme (FP7) - Information and Communication Technologies. It is a 3.195.188, 90 € part funded project.



STAR-TRANS aspires to overcome limitations in the European Programme for Critical Infrastructure Protection (EPCIP) by enhancing vulnerability analysis and risk assessment of transportation. It aims to achieve this result by not limiting the analysis to one single transportation system but by producing an analysis and assessment based on the network of transportation systems.

The project is producing a tool and will offer services capable of assessing and reporting the impact that a specific risk incident on a single transport network may have on an entire transport network. In the coming weeks, STAR-TRANS will evaluate the tool in two specific and down-to-earth demonstrators using the Athens and Bologna transportation networks.

The future users of the STAR-TRANS framework are government agencies, policy makers, public health organizations, academics and all stakeholders active in the management and understanding of European transportation networks and the incidents affecting them (private and public entities).

For more information on the project, visit the website <http://www.startrans-project.eu> or write to the Confederation of Organizations in Road Transport Enforcement (CORTE) at [secretariat@cor.te.be](mailto:secretariat@cor.te.be)

## Report from TIEMS first Workshop in Iraq

The first TIEMS workshop in Iraq took place in Sulaymaniyah 26th - 27th October 2011, with 315 participants from 15 countries.

Also bi-lateral help organization to Iraq and international NGO's were well represented, like, Doctors without Borders Program in Iraq, AMAR International Charitable Foundation Program in Iraq, Trauma Care Foundation Program in Kurdistan, World Health Organization, International Medical Corps Program in Iraq, Act Alliance through Diakonie Katastrophenhilfe, International Committee of the Red Cross program in Iraq and other organizations.

The workshop was opened with welcome speeches from Iraq Vice Minister of Health, Dr Esam Namik, Kurdistan Minister of Health, Dr Tahir Hawrami, DG of Department of Specialized Services (MOSS), Dr Mohammed Shuaib and Sulaymaniyah HD Dr Rekaut Hama Rasheed.

Dr Shakir Katea from MOSS presented an Update of Emergency Medical Services in Iraq and TIEMS President presented TIEMS Vision, Status and Future Plans. The full program can be found at:

<http://www.tiems.info/images/stories/tiems%202011%20iraq%20workshop%20program.pdf>

A group photo of the participants can be found below:



At the closing of the workshop the following Declaration was approved by the participants:

#### DECLARATION

1. *The Iraqi Ministry Of Health [MOH] supports the organizing and hosting of the TIEMS 20th conference in 2013.*
2. *That there should be Continuing Emphasis and coordination on the role of national and International NGOs and UN agencies working in Iraq addressing training of EMS [Emergency Management Services] first responders.*
3. *That there should be continued support for Capacity building of EMS, doctors, paramedics and nurses.*
4. *That there should be continued support and collaboration in providing EMS organizations, doctors, paramedics and nurses with state of art technologies and resources for front line response.*
5. *There should be encouragement for the procurement and importing of equipped ambulances with adequate equipment including ventilators & specific stretchers according to different geographical areas and paramedics' needs.*
6. *To encourage the higher education of medical students to prepare, research and analyze pre-hospital emergency medical services.*
7. *To encourage the coordination & collaboration between MOH, MOI, MOD, and other bodies to share their information relating to disaster & emergency management.*
8. *To gain benefit of NGO's experience and capacity for developing rehabilitation, training and education strategies for emergencies proposed by MOSS of the MOH.*
9. *Enhance effective early warnings with the implementation and development of comprehensive and efficient communication systems.*
10. *To develop Media assistance to educate communities about disaster risk reduction skills.*
11. *To raise the importance for psychological support for disaster victims and front line responders.*

12. *To encourage permissions and acceptance to train and allow paramedics in using drugs and life support intervention (intubation & chest tube) in pre-hospital EM services.*
13. *To promote and advocate for the Planning and construction of trauma centers within each governorate in Iraq.*
14. *To emphasize and promote the standards that all medical students should learn ATLS, ACLS, ALS & BLS before graduating and prior to work placements.*
15. *To encourage the participation of Iraqi Medics & non medical Emergency Management within the TIEMS network.*
16. *That there should be invitation and encouragement for participation and deliberate dialogue with all Government Departments and Local Administrations to be inclusive within strategic planning and formation of Policy.*

Upon the successful conclusion of the 1st international workshop on Updates in Disaster and Emergency Management in Sulaymaniyah, it is proposed to continue the enthusiasm and momentum of interest and support by holding an internal follow up meeting within two months to commence and initiate the instigation of this declaration.



The workshop ended with a guided tour to the Halabjah Memorial, giving all participants a briefing of what happened in Halabjah the 16th March 1988 when Saddam Hussein regime's gas attacked the Kurdish population.

The Halabja poison gas attack also known as the Halabja massacre or Bloody Friday was a genocidal massacre against the Kurdish people that took place on March 16, 1988, during the closing days of the Iran-Iraq War, when chemical weapons were used by the Iraqi government forces in the Kurdish town of Halabjah in Iraqi Kurdistan.

The attack killed between 3,200 and 5,000 people, and injured around 7,000 to 10,000 more, most of them civilians; thousands more died of complications, diseases, and birth defects in the years after the attack. The incident, which has been officially defined as an act of genocide against the Kurdish people in Iraq, was and remains the largest chemical weapons attack directed against a civilian-populated area in history.

# TIEMS Young Scientists Network (YSN)

*Alena Pejcochova*, M.A., Chairman , Czech Republic - pejcochova@gmail.com

The TIEMS Young Scientists Network (YSN) was started by student prize winners at the TIEMS Annual Conference 2011 in Bucharest, Romania.

## **Why the YSN?**

The young scientists from various backgrounds in the Emergency and Disaster Management field need to stay connected by sharing their ideas and proposals with to each other and with more experienced scientists. In this respect, YSN is a perfect framework to influence TIEMS policies and activities within the Emergency and Disaster Management field.

## **How Does YSN Work?**

An information sharing platform was created using a web-portal with the aim of supporting young scientists in developing their careers; at the same time, actively taking part in discussions to improve global Emergency and Disaster Management. This platform consists of various forums, articles (including those of YSN members), project proposals, etc.

## **What is the Objective?**

The objective of YSN is to support the research of young scientists on an international level, linking them with ongoing/future projects and to establish contacts with the global Emergency and Disaster Management community. YSN will also inform young scientists about scholarships, internships and research subjects undertaken within the global TIEMS professional network.

## **Opportunities Provided Through YSN:**

- Increase employment opportunities,
- Participate in forum discussions,
- Connect with experienced Emergency and Disaster Management professionals around the globe,
- Real-time information regarding Emergency and Disaster Management situations,
- Utilize a multidisciplinary approach and
- Increase one's CV.

## **Membership Requirements:**

- Applicants must be at least a Master Degree student or no more than two (2) years from finishing a Master Degree and/or three (3) years from finishing a PhD Degree.
- Applicant must be no more than 33 years old.

## **Fields of Expertise:**

- Security Management and Criminology
- Crisis and Evacuation Management
- Natural Disasters Management

It should be noted that discussion fields can be extended into other fields of Emergency and Disaster Management.

For information, contact:

*Alena Pejcochova*, M.A., Chairman , Czech Republic - pejcochova@gmail.com

PhD student at the Department of Criminal Police, Police Academy of the Czech Republic. Her research focuses on biological security policy.

*Estuning Tyas Wulan Mei*, Vice Chairman , Indonesia - estu.mei@gmail.com

PhD candidate from Paris 1 University, Laboratory of Geography of Physical Geography, UMR 8591 CNRS, France. Her PhD research focuses on evacuation management and modeling during the volcanic crisis at Merapi Volcano, Indonesia.

*Andreea Dutu*, Ph.D., Eng. - General Secretary , Romania - andreea\_dutzu@yahoo.com

PhD engineer from the National Research and Development Institute URBAN-INCERC, Bucharest, Romania. The research field is assessment and retrofitting of existing buildings, with PhD thesis about timber framed masonry buildings.

# The DCEM 2011 workshop is the first practical step toward the expansion of TIEMS activities in Finland



*Mr. Andre Samberg, the DCEM 2011 workshop chairman*

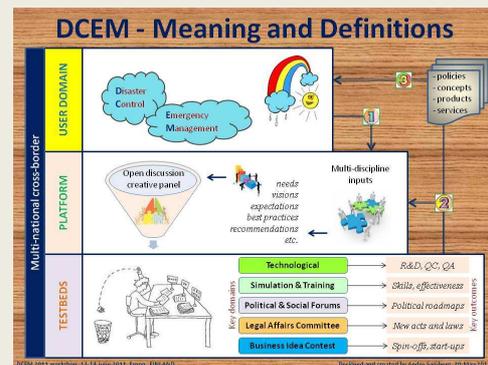
Since the foundation of The International Emergency Management Society TIEMS has become worldwide known as a non-profitable professional association and a network of experts in such fields as emergency and disaster management but not limited to them only. Its activities are cross-disciplinary and international. Also the Finnish professional society recognizes the efforts which TIEMS has been putting in bringing together practitioners, scholars, standardization organizations, administrative bodies, and decision makers in order to make our world a more safer, secure and pleasant place to life where.

The DCEM 2011 workshop on Disaster Control and Emergency Management Testbed Platform was held on 13th-14th of June 2011 in the city of Espoo in Finland. This workshop was organized in close co-operation with the TIEMS head quarter, and sponsored by Sec-Control Finland Limited (Finland). We were delighted by an offer from the International Journal of Emergency Management (IJEM) to publish a special issue of IJEM based on the selected papers of DCEM 2011. Special thanks go to the TIEMS president Kåre Harald Drager who inspired us all the time.

During two days twenty high quality and cutting edge presentations were given on the fantastic venue on the campus of the Helsinki University of Technology (which is currently transforming into the Aalto University) with the eye-cutting sea view and an indescribable natural park. We had participants from industry, universities, peacemaking organizations, the governmental research center of Finland, and governmental authorities who are directly responsible for training, first responding to an emergency, emergency and crisis management.

Eight countries were presented covering Finland, Norway, Sweden, Belgium, Hong-Hong, Estonia, the United Kingdom and the United State of America. Among the keynote speakers there were, for example, project manager Hannu Kotipelto from Crisis Management Initiatives CMI of the office of the President Martti Ahtisaari (the laureate of the 2008 Nobel Peace Prize), Director Janne Koivukoski from Rescue Services Department of the Ministry of the Interior of Finland, the chairman of the Integrated Mission Group for Security IMG-S Dr. Pierre-Alain

Fonteyne, and a member of European Committee FP7 Security Advisory Group. The project manager and senior expert Kari Junttila from the Emergency Services College of Finland led the audience to an interesting discussion about a vision and mapping of the future rescue services and necessary wireless communication means.



More information about the DCEM 2011 workshop and the public presentations can be found from the following link: <http://sec-control.fi/dcem2011>. As an outcome of the DCEM 2011 workshop it was decided to start a negotiation with the TIEMS HQ about a possibility to open the TIEMS Finnish Chapter. The TIEMS Board of Directors has approved this initiative on 18th of September 2011. TIEMS Finland Chapter president is Dr. Lauri Halme from Finland.



## TIEMS China Chapter Training in Emergency Management October 11th – 12th 2011, Shanghai, China

The TIEMS China Training course offered in Shanghai provided some great opportunities for networking and colleagues to meet and discuss all things related to Emergency Management and Disaster Management. All attendees at the Training Course received a signed certificate of attendance and course completion. The attendants come from 8 provinces in China and 5 ministries and industry and other. A group picture of participants, a picture of the certificate and the program are provided below.

The experience with this first TIEMS training course will now be used in influencing the plans and way forward in TIEMS International Training, Education and Certification Program which will be introduced and described later this fall on TIEMS web-site.



### **TIEMS China Chapter Training in Emergency Management**

11<sup>th</sup> – 12<sup>th</sup> October 2011

Shanghai, China

*Moderator: Jack Zhang, TIEMS Director and TIEMS China Chapter Secretary*

#### **PROGRAM**

*Day 1 (8 hours)*

**1. "Coordination and Command in SAR Operations in Earthquakes"**

**Qu Guosheng**, TIEMS Vice President  
(in Chinese)

**2. "Worldwide Activities and Organizations in Emergency and Disaster Management and Crisis Response. An introduction and Overview"**

**K. Harald Drager**, TIEMS President  
(in English with Chinese translation)

**3. "Global Concepts in Emergency Management"**

**James C. Hagen**, TIEMS Regional Director for North America  
(in English with Chinese translation)

*Day 2 (8 hours)*

**4. "Practice and Theory in Chinese Emergency Management"**

**Shan Chuochang**, TIEMS China Chapter President  
(in Chinese)

**5. "Global Concepts in Emergency Management – Continuous"**

**James H. Hagen**, TIEMS Regional Director for North America  
(in English with Chinese translation)

**6. "Theory and Practice in Emergency Planning"**

**Liu Jiaojiao**, TIEMS China Chapter Vice President  
(in Chinese)

*At the end of the training course, all 84 participants from 8 provinces and 5 ministries and industry and others in China were given a Certificate of Participation.*

## **2nd Annual TIEMS China Chapter Conference & the 2011 International Forum on Metropolitan Public Safety October 13th – 14th 2011, Shanghai, China**

The 2nd Annual TIEMS China Chapter Conference was held in conjunction with the 2011 International Forum on Metropolitan Public Safety, in Shanghai, China on October 13th and 14th. Once again, practitioners and professionals in the Emergency management and Disaster Management fields were able to discuss related topics and learn from many great speakers and presenters. There were more than 200 participants and a copy of the TIEMS conference program can be seen at the end of this piece.

The conference was opened by special guest, Mr. Sebastian Rhodes Stampa; the UN OCHA's representative for the Asia Region concerning preparedness and response. The picture below is of TIEMS President, Mr. Harald K. Drager delivering his opening conference remarks.

The following picture is of TIEMS President, Mr. Harald K. Drager meeting the Undersecretary General of the United Nations (UN) OCHA, Valerie Amos who was in the city opening and attending the 2011 International (Shanghai) Forum on Metropolitan Public Safety. Also pictured is TIEMA China President Jack Zhang (middle) and Mr. Oliver Lacey-Hall, the UN OCHA Head of Office for ASIA and Pacific (to the right of Ms. Amos).



During the TIEMS China Chapter 2nd Annual Conference in Beijing, which was integrated with the 2011 International (Shanghai) Forum on Metropolitan Public Safety, Ms. Amos was invited by Mr. Drager to attend and open the recently announced 19th Annual TIEMS Conference in Mumbai, India (September 3-6, 2012).

### Oct. 11-12

Full day:	Pre-forum Training ( <i>TIEMS China Chapter Training in Emergency Management</i> )
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### Oct. 13

Morning:	<a href="#">Opening Ceremony and Keynote Speeches</a>
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Afternoon:	<a href="#">Session One: Disaster Early Warning and Emergency Response</a>
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	<a href="#">Session Two: Crisis Response and Sustainable Development Technologies for Enterprises and Training Course</a>
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	<a href="#">Session Three: National Emergency Management Information Achievements during the 11th 5-year Plan Period and Prospects during the 12th 5-year Plan Period</a>
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	<a href="#">Visit to the concurrent Third (Shanghai) International Disaster Reduction and Safety Exhibition</a>
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### Oct. 14

Morning:	<a href="#">Keynote Speeches</a>
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Afternoon:	<a href="#">Session One: Sino-Japanese Dialogue – Experience Sharing after the 3.11 Earthquake</a>
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	Session Two: Building Safe Communities in a City (in Normal Conditions and in Emergency)
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	Session Three: Emergency Management Education, Training and Exercise
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	<a href="#">Session Four: Seminar on Disaster Medical Care</a>
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	<a href="#">Summary Speech and Closing Ceremony</a>
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## Research Information Request

*Helder Ferreira, Instituto Superior Técnico, Laboratory of Seismology (Dpt. Física)*

Hélder Ferreira from the Technical University of Lisbon, Laboratory of Seismology, Portugal, has asked for cooperation in supplying her with information for a Hazard Virtula Library. The information sought focuses on Tsunami's and other sea-level hazards and the information will be used for the benefit of University students, Schools, General Public, Researchers and Civil Protection Agencies. Information on the following is requested:

1. General Public Awareness, Guides for Preparing, Training and Exercise (test) Guides,
2. School education material, as well as educational information,
3. Information for students in the database (Note: This should be at a higher level than that of material used by college and university students.),
4. Publications highly sighted as well as pioneering research work that can be used by post-doc and PhD Scientists
5. Materials for civil engineers, structural engineers
6. Materials for Port Police, Port Authorities, focusing on disaster planning and preparedness,
7. Any documented examples related to materials noted above.

If you are able to assist with this request or would like more details, kindly use the contact information provided below.

Av. Rovisco Pais n.º1, 1049-001 Lisboa, Portugal, Email: [helder.l.m.ferreira@gmail.com](mailto:helder.l.m.ferreira@gmail.com)

## What Constitutes a Good Business Continuity Management (BCM) Program?

*\*\*The following is adapted from the book "Made Again - Volume 1" by A.Alex Fullick. Available at [www.stone-road.com](http://www.stone-road.com), [www.volumesdirect.com](http://www.volumesdirect.com) and [www.amazon.com](http://www.amazon.com).\*\**

Many people ask the same question when it comes to a Business Continuity Management (BCM) program; "How do you recognize a good program from a bad one?" In response to that, many BCM program components come to mind: Business Impacts Analysis (BIA), Crisis management Plans, Department Business Continuity Plans (BCP), Evacuation Plan and many others. However, just having these components in a corporations' BCM arsenal does not necessarily mean it's a good program, or that the plans are effective and useful. Do all of these components - if they are in a corporations program - automatically mean it's an effective program? Not necessarily. Let me explain using the analogy of an automobile.

There are many types of vehicles on the road and each has one thing in common: they have a purpose to allow drivers to get from one place to another. However, depending on the type of person the driver is, the vehicle may be modified to suit their own personal needs. One vehicle may come with power windows and power locks, leather interiors and all sorts of fancy gadgets, offering luxury to the occupants; it meets their needs. Still, no matter what the vehicle has to offer, the purpose of each remains the same; allow people to get from one place to another. The reason for acquiring the vehicle may vary - transport kids to soccer, grocery shop, commuting to the office etc. - but the purpose remains the same. Having multiple styles of automobiles with their varying levels of comfort, does not change the purpose of the car; to enable travel.

In BCM terms, having every conceivable component in a program does not mean it is a good program; it must meet the purpose and need of the organization itself. A BCM program cannot meet the needs of other organizations; it must meet the need and purpose of the organization itself. Not all BCM programs will have the same level of detail, structure or components developed within it but if it meets the needs of the organization, then it meets the organizations need.

If one person is driving a small compact car and another person is driving a luxurious; if both needs of both drivers are being met, then aren't both cars on the same level? If a BCM program with multiple plans and procedures in place meet the needs of a particular organization, and a single plan meets the needs of an alternate organization, then aren't both plans/programs on the same level? Either way, the needs of both organizations are being met, which is what BCM must do; meet the needs of the corporation for which it is built. No matter what you have in your program, if it meets your needs - from technical aspects to crisis communications to contingency strategies - then like an automobile, BCM programs can vary in complexity, content and structure and yet still have the same purpose; assist corporations when disaster strikes.

All BCM programs - and their related contingency/recovery plans - should be tailored to the needs and requirements of the organization. The organization should not tailor their strategies, contingency plans and procedures to that of another organization or a specific methodology. There is no point in wasting valuable resources developing program components on items that are not needed and don't - and won't - meet the organizations' needs.

For example, when many corporations decide they require a BCM program to be in place, there may not be a need to establish a Risk Analysis (RA) component for the program. Why? Often, the identification of need to have a BCM program is an end result of a Risk Analysis already having been performed; either through a formal RA process or from an audit that points out the risks that can impact the corporation. So why repeat the process when the BCM program begins to be established? It would not make sense when the work has already been done.

A second example is the company's Health & Safety Committee, which usually has Facility Management representation. Due to the site inspections performed monthly by the H&S committee, is it necessary to do it again through BCM? While probably not formally part of the BCM program, the functions it performs can be leveraged by BCM and again, is meeting the needs of the organization.

Some organizations follow specific methodologies and/or are trying to achieve some level of certification and if that is the case, these methodologies are going to state there's a specific component/action/process that must be in place to achieve the desired certification. In these cases, it may be the organization has no other choice, even if the component required or the specific plan required, does not necessarily fit with the overall need.

We can easily say that a BCM program is made of BIAs, BCPs, Crisis Teams, technology recovery plans and even multiple alternate locations but a good program is made up of more than just that. Not only does a good program contain the components it needs to minimize any potential impacts when serious situations are encountered but it's also how BCM is perceived and imbedded into the corporate culture. A company can have many BCM components developed and ready for use but if no one supports or contributes to them, is it still a good program? Is it a good program simply because it has a specific component or plan in place? Not necessarily.

A good program will address the corporate culture and the social aspects of BCM, not just the documented policies and plans. The support must be within the corporation if the program is to be successful; from the Senior Executive to the newest person joining the corporation. Everywhere one turns, employees need to know there is a BCM program in place to protect people, facilities, customers/partners/vendors/suppliers and the technology infrastructure. Like on a warship, when disaster strikes or some threatening situation is possible, everyone understands their role in it - even if they do not know the details of various BCP plans.

There are a few ways in which one can recognize a good, well-suited BCM program. The following list covers some of the areas that one can use to identify a good program from one that isn't as well developed or supported.

1. **Awareness** - Employees (at all levels) understand and are aware of the program and related plans associated with it (though they may not all know the various details).
2. **Training Opportunities** - Those who are responsible for the program, get the time and resources to improve and increase their skills by attending training courses and learning conferences.
3. **Easily Accessible to Employees** - Not everyone understands technical documentation or all the details associated with the plans, but multiple people have access to information and it is available in more than one form (i.e. FAQs, Visio, PPT etc...).
4. **Visibly Supported by Senior Management** - The CIO, CFO and/or the CEO actively promote the program and don't place it on the backburner every time the subject is raised. This also means supporting it through assigning resources; both physical and financial.
5. **Part of New Hire Orientations/On Boarding** - New hires are told what the program entails and what their role is, especially those that might be taking over a role that is also associated with the 'disaster team.'
6. **Employees Solicited for Input** - It is people that build the plan and there are all sorts of expectations on employees to follow the plan. They are more likely to follow it and support the program if they believe in it and are part of the build, test/exercise and maintenance processes.
7. **No Hiding of Exercise/Test Results** - Be honest. If there are gaps then let people know about them and build the right plan(s) to address them. Do not ever tell people they failed after an exercise and allow them to investigate the problems so they can help close the identified gaps and issues.
8. **Seize the Opportunity in Adversity** - Watch the news and see how real world events can help one's own program; there are always learning opportunities in adversity. If you have a crisis, learn from it and use the findings to enhance existing plans. What you have. Do not just point the finger of blame.
9. **Scenario Focused or Not** - If you try to develop a plan for every single scenario (Scenario is defined as, "an imagined sequence of events") you will end up with tens, hundreds or possibly thousands of plans. Instead, focus on some key

areas; Employee availability, Facility availability, IT availability and as an extension, Vendor/Partner availability (also known as Supply Chain Management). If you can cover those areas - regardless of the trigger that activates contingency plans (i.e. snowstorms, strikes, power outages, IT component failures...) then you can throw any scenario you want at the plans and you can adopt the right response.

10. **A Seat at the "C" Table** - Someone who sits at the executive boardroom table is directly responsible for BCM and it is in their performance review.
11. **Dedicated Resources** - Someone actually works on the program, not just reassigned to do some BCM work for a short period. Either it is a department on its own or a single individual; there are resources that are dedicated to BCM.
12. **Embedded and Incorporated Into Organizational Processes** - If you look at an org chart you see BCM identified as a separate entity within the company. It's captured on paper for all to see.
13. **Not Solely Owned by IT or "Business"** - BCM needs to be the bridge that brings both elements together, not sets one against the other. A bridge cannot be made if it exists in only one area.
14. **Change Management** - As the corporation changes, so too do the plans and processes of BCM to reflect the changes in technology, personnel and/or structural changes.

These are just some of the ways to recognize a BCM program. Remember, the most beautiful person in the room doesn't always have the best personality to go with the looks. A good BCM program doesn't always have to have the most components or details documented; it just needs to meet the needs of the corporation. And if it meets your company's need; you've got a good program.

## **Briefing Note**

### **International Workshop on**

### **Effects of Climate Change in Nepal and Beyond**

### **May 2012, Katmandu, Nepal**

*Prof. Meen B. Poudyal Chhetri, Nepal Center for Disaster Management-Nepal*

## **Background**

Nepal, a small and land locked country in South Asia is exposed to multiple hazards due to the variable geo-climatic conditions, young geology, unplanned settlements, deforestation environmental degradation and increasing population. Climate change is one of the key factors for the occurrences of various types of disasters in Nepal (PoudyalChhetri and Bhattarai 2001). On the other hand, increasing population, rapid and unplanned urbanization and other economic activities in vulnerable areas are other causal factors to increase hazards. Hence, Nepal is a global hot spot for several types of disasters.

The South Asian monsoon during the last glacial period was significantly weaker than at present and was abruptly strengthened during the beginning of Holocene Period around 12,000 years ago (Overpeck and Cole 2007). Global warming will also induce higher temperature differences between land and sea surfaces, causing an increased transport of perceptible water to the continents and an increase in frequency of intense rainfall. Recent results from global coupled models generally agree with these scenarios. The global coupled ocean-atmosphere climate model of the National Centre for Atmospheric Research produces greater mean precipitation in the South Asian summer monsoon region (Lal et al. 1998).

## **Effects of Global Warming & the Climate Change in Nepal**

Studies have shown that in the last 100 years the world's average temperature has risen rapidly than in the last 10,000 years. The scale of temperature rise is in increasing trend. Out of the 10 recorded warmest years in history, nine were recorded during the last decade. The global mean temperature is expected to increase between 1.4 to 5.8°C over the next hundred years. The adverse effects of such change in global climate are seen in the Nepalese Himalayas where glaciers and glacial lakes are posing catastrophic risks. Himalayan glaciers are retreating at rates ranging from 10 to 60m per year and many small glaciers (<0.2 sq.km) have vanished. The boundary of most of the high altitude valley glaciers in Bhutan, China and Nepal are diminishing quickly. Glaciers in

the Himalayas of Nepal are thinning faster than elsewhere in the world. The scientists have presumed that if current situation prevailed, the glaciers could disappear by the year 2305. Thus, climate change is shrinking the mountain glacier and directly affecting the landscape and threatening water supplies all over the world. For the last 10,000 years we have been living in a remarkably stable climate that has allowed the whole of human development to take place, now we see the potential for sudden changes of between 2 and 6 degrees Celsius (by the end of this century). We just do not know what the world is like at those temperatures. We are climbing out of the safe zone (Corell, 2007).



Even though Nepal is not contributing to global warming, it has tremendously impacted the glacier ecosystem in the Nepalese Himalayas. Climate change is not just an environmental phenomenon but also an economic, social and political issue in Nepal. From the point of view of climate change, Nepal is among the most vulnerable countries in the world. Himalayan Study is important because of the four reasons, namely; role of Himalaya on global climate, present impact of global warming in the water balance in high mountain areas, the impact of climate change in flora and fauna and the socio-economic impact of climate change in subsistence farming.

## Climate Change and Emergency Management

Although United Nations Framework on Climate Change and the Kyoto Protocol allow emission producers to offset their emissions by paying others to carry out emission reducing activities, it is to be noted that various studies show pressing need to calculate carbon appropriation, the basis for calculating the impact of ecological imbalance particularly - deforestation. Stopping deforestation and building healthy environment should be the key issues in climate change policy of every government. Then it will provide a way for millions of poor people in developing countries to benefit directly. In the same way, such policy will help to reduce deforestation, maintain ecological balance and allow the nations to sell credits for successful programs combating carbon dioxide. On the other hand, developed countries that pollute more than the allowed limits under the existing Kyoto accord should buy the carbon credits to increase their emission levels and help to fund forest protection plan and programs. We need to work together on reducing CO<sub>2</sub> emissions, increasing the use of renewable energy and implementing energy efficiency measures.

## Way Forward and Conclusions

The vast majority of all Himalayan glaciers have been retreating and thinning over the past 30 years, with accelerated losses in the last decade. Glaciers are receding in Africa, South Pacific, Arctic, North America, South America, Europe and Antarctica as well. Glacial retreat is the most visually convincing evidence of climate change which is not a myth but an unwanted scientific reality. This is high time to realize that adverse impacts of climate change, variability and extremes would be impeding factors to attain the set goals of the respective governments.

Institutions in Nepal are facing several limitations in conducting modelling studies to assess the impacts of climate change in water resources. One of the biggest limitations is the lack of reliable observation data to verify the model results. Nepal feels that some of the gaps can be bridged by sharing of satellite data conducting regional trainings and real time sharing of observational data. It is imperative for the governments in the region to have good climate change policies with strong focus on impact adaptation. To avoid negative impacts on the socio-economy of the region planning for adaptation measures is essential. For adaptation planning, it is essential to understand how the climate of the region might change in the future and how the change might impact the hydrological regime of the river basins. Climate modelling has been an important tool to understand how the climate might evolve in the future while hydrological modelling can provide insights on how the projected climate might impact the hydrological regime of the river basins.

The performance can be greatly enhanced, if the activities can be conducted in close collaboration among the countries that are conducting their activities in isolated manner e.g. the climatic scenarios can be developed for regional scale while individual countries can generate higher resolution scenarios for national scales. Similarly, hydrological model can be run at basin scales, while higher resolution models can be run at catchment scales by individual countries. There is the opportunity of learning among the countries to develop regional climate change scenarios and basin-wide scenarios of water availability under the climate change situation.

## Forthcoming Events / Conferences

TIEMS is dedicated to highlighting to its members events and conferences, which we feel may benefit your professional development in forthcoming months.

TIEMS members and friends are encouraged to submit information about forthcoming events that may be of interest for the TIEMS community to [alan.jones@westsussex.co.uk](mailto:alan.jones@westsussex.co.uk) and we will endeavour to publish it in the most appropriate issues.

### November 2011

#### **IAEM-USA 59th Annual Conference & EMEX 2011**

12-17th November 2011

Las Vegas, USA

The IAEM-USA Annual Conference provides a forum for current trends and topics, information about the latest tools and technology in emergency management and homeland security, and advances IAEM-USA committee work. Sessions encourage stakeholders at all levels of government, the private sector, public health and related professions to exchange ideas on collaborating to protect lives and property from disaster.

[www.iaem.com/Conference](http://www.iaem.com/Conference)

#### **Cyberspace: Threat Or Opportunity? (Webinar)**

17th November 2011

Webinar, UK

Jason Hart will take you through a high level overview of emerging and persistent threats, threatening all UK businesses.

[www.epswebinarsandevents.co.uk](http://www.epswebinarsandevents.co.uk)

#### **Sumatra Tsunami Disaster and Recovery 2011 and South China Sea Tsunami Workshop**

22-24th November 2011

Banda Aceh, Indonesia

Workshops will present new research and practices in earthquake and tsunami disaster management. Topics include numerical simulations and tsunami models, risk mapping and evacuation routes, city planning and restoration after earthquakes and tsunamis, community-based disaster risk management, and disasters and food security.

[www.aiwest-dr.org/2011/](http://www.aiwest-dr.org/2011/)

#### **Dealing with Disasters**

28-29th November 2011

Cardiff, Wales

This conference looks at past disasters to promote resilience and speed future response and recovery. Topics include transportation, industrial, and other man-made disasters; the impacts of disasters on travel and tourism; and the relationships between risk,

vulnerability, poverty, and development.

[www.dealing-with-disasters.org.uk](http://www.dealing-with-disasters.org.uk)

## December 2011

### **Terrorism: Fact Or Fiction? (Webinar)**

17th December 2011

Webinar, UK

This webinar will address the apparent contradiction that exists in the United Kingdom today over terrorism. Since the last serious attack was in 2005 and Bin Laden's death there is a view that perhaps Al Qaeda and even the IRA are now both a 'busted flush' and no longer threaten the United Kingdom.

There is some evidence to support such a view. And yet in recent weeks we have seen British-born people arrested in Afghanistan and in the West Midlands that appear to have some connections with terrorist activity. In Northern Ireland a 'drum beat' of incidents appear to show that factions of the IRA are still active. Could a new IRA campaign develop on the mainland?

[www.epswebinarsandevents.co.uk](http://www.epswebinarsandevents.co.uk)

### **6th Caribbean Conference on Comprehensive Disaster Management**

5-9th December 2011

Trinidad and Tobago

This Conference is the Caribbean region's annual signature disaster management forum, which provides the platform for reflection, dialogue on initiatives and issues to advance the CDM agenda and measuring progress in the region within the context of the Enhanced CDM Strategy and Programming Framework 2007-2012.

[www.cdema.org/index.php?option=com\\_content&view=article&id=766&Itemid=384](http://www.cdema.org/index.php?option=com_content&view=article&id=766&Itemid=384)

## January 2012

### **International Disaster Conference & Expo**

17-19th January 2012

New Orleans, LA

The purpose of this conference is to unite the public and private sectors of emergency management, homeland security, and disaster preparation, response, recovery, and mitigation on an international scale. The focus of the conference in 2012 is primarily built upon the topics of Public-Private Partnerships, Global Business Continuity, Small Business Initiatives, and the relationship between Government and Business.

[www.internationaldisasterconference.com](http://www.internationaldisasterconference.com)

## February 2012

### **National Evacuation Conference**

7-9th February 2012

New Orleans, Louisiana

This conference focuses on strategies to improve evacuation planning efforts. Participants will choose from sessions in the following six tracks: car-less and vulnerable populations, evacuation modelling, communication and behaviour, policy, animals, and nuclear power plants. Topics include women, Latino, and immigrant populations, regional modelling, communicating risk, the federal role in evacuation, and the impact of animals on evacuation management.

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

## Evolution Counter Terrorism Conference

8-9th February 2012

Asan, South Korea

The Korean National Police Agency and the International Tactical Officers Training Association (ITOTA) present the 2012 Evolution Counter Terrorism Conference located in Asan, South Korea. This international training conference will focus on current counter terrorism topics and threats. This event seeks to strengthen ties within the global Counter-Terrorism community.

For further details contact (773) 655-7862 / (773) 655-7621 [acunningham@itota.us](mailto:acunningham@itota.us) / [sjlee@itota.us](mailto:sjlee@itota.us)

## Public Health Preparedness Summit

21-24th February 2012

Anaheim, California

This conference will teach public health professionals how to effectively respond to and recover from public health emergencies using limited resources. Topics include radiation response, volunteer management, communications, vulnerable populations, and public health law.

[www.phprep.org/2012](http://www.phprep.org/2012)

## April 2012

### Australian & New Zealand Disaster and Emergency Management Conference

16-18th April 2012

Brisbane, Australia

The Australian & New Zealand Disaster and Emergency Management Conference will provide a forum to examine the issues surrounding natural and man-made hazards. It is a joint initiative of the Australian Institute of Emergency Services, the Australian and New Zealand Mental Health Association Inc and the Association for Sustainability in Business Inc.

[www.anzdm.com.au](http://www.anzdm.com.au)

### Counter Terror Expo

25-26th April 2012

London, UK

Counter Terror Expo is the critically acclaimed, highly specialised, event for those who are tasked with the demanding and complex role of delivering a robust defence against the threat posed from international terrorism. In an age in which the threat from terrorism is both dynamic and continually evolving, the effective sharing of knowledge is critical in providing a response.

[www.counterterrorexp.com/iaem](http://www.counterterrorexp.com/iaem)

**MORE EVENTS AND INFORMATION ON THE TIEMS CALENDAR [WWW.TIEMS.ORG](http://WWW.TIEMS.ORG)**

If you would like to publicise your event please email details to [alan.jones@westsussex.co.uk](mailto:alan.jones@westsussex.co.uk)



IIR's 10<sup>th</sup> Annual National Security Australia Conference, which will be held on 29 February - 1 March 2012, will feature presentations from leading Australian and international security experts charged with the crucial task of protecting the nation's citizens from the hidden internal and external hazards that threaten Australian society. Themes will examine the threat of organised crime, review the current threat of terrorism and Australia's counter terrorism capabilities, assess Australia's critical infrastructure protection, and evaluate the threats posed by cybercrime.

Sessions will be closed to media allowing better opportunities for frank discussion on how the nation's security organisations are maintaining and adapting capabilities to respond to a continually-and rapidly changing national security environment.

Don't miss the unparalleled opportunity to learn from and network with your peers in the industry at the 10th Anniversary event.

#### Featuring Keynote International Speakers:

- DAC Janet Williams, Assistant Commissioner - Metropolitan Police Service, New Scotland Yard
- Matthew Hoh, Senior Fellow, Center for International Policy and Former US Marine Officer and US State Department Official

#### Key Speakers from the Australian National Security Sphere:

- Rogers Wilkins AO, Secretary, Attorney-General's Department
- Bill Paterson PSM, Australian Ambassador for Counter-Terrorism
- Michael Carmody, Chief Executive Officer, Australian Customs and Border Protection Service

#### Other Speakers:

- Campbell Darby, First Assistant Secretary Emergency Management Australia, Attorney-Generals Department
- Mike Rothery, First Assistant Secretary National Security Resilience Policy Division, Attorney-Generals Department
- Phil Winter, Director, Australian Bomb Data Centre
- Sabeena Oberoi, Assistant Secretary, Cybersecurity & Asia-Pacific Engagement Branch, Department of Broadband, Communications and the Digital Economy
- Michael Hallows, Emergency Services Commissioner, Office of the Emergency Services Commissioner, Victoria
- Detective Superintendent Brian Hay, Head- Fraud & Corporate Crime Group, Queensland Police
- Assistant Commissioner Stephen Fontana APM, Assistant Commissioner Northwest Metro Region and former Assistant Commissioner - Counter Terrorism Coordination and Emergency Management Department, Victoria Police
- Doug Smith, Chief Executive Officer, CRIMTRAC
- John Visser, General Manager - Intelligence, AUSTRAC
- Karen Harfield, Executive Director - Fusion, Target Development and Performance, Australian Crime Commission
- David Parsons, Manager Emergency Management & Security, Sydney Water and Chair Water Services Group, The Trusted Information Sharing Network (TISN)
- Elizabeth de Somer, Regulatory Manager, Medicines Australia and Chair - Health Sector Group, The Trusted Information Sharing Network (TISN)
- Alastair MacGibbon, Director - Centre for Internet Safety, University of Canberra and Managing Partner, Surete Group. Former head of Trust & Safety, eBay Asia Pacific and founding Director of the Australian High Tech Crime Centre
- Dr. Craig Wright, Executive Vice President - Asia Pacific, GICSR | Global Institute for Cyber Security + Research

TIEMS members have 10% discount!!! For more information, please visit: [www.nationalsecurityaus.com](http://www.nationalsecurityaus.com)

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