



Federal Office
of Civil Protection and
Disaster Assistance

Annual Report



2015

+++ Civil protection is ... +++ Protection of critical infrastructures +++ Networked information +++
Psychosocial crisis management +++ Warning the population +++ Equipment and training +++
International affairs +++ Crisis management +++ Promoting volunteering +++ Academic training +++
and much more



BBK. Working together. Living in safety.

Annual Report

2015

The BBK in the Internet



The texts frequently employ only the male form for the purpose of better readability.
This, of course, always includes also the female form.



2015 at a glance

122,000
downloads of
the NINA app*

41,780
views of the BBK
YouTube channel

902
procedures focussing on
international health provisions
processed within the GMLZ*

105,011
page views on the
“Max und Flocke
Helferland” website
for children



9,500
participants
in AKNZ*
courses and
seminars

216
applications for the
“Helping Hand 2015”
prize for volunteers

359
durchgeführte
Seminare und
Großveranstaltungen
an der AKNZ*

16,892
number of times the Federal
Ministry of the Interior’s civil
protection helicopters
were used

* NINA-App = Notfall-Informations- und Nachrichten-App (emergency information and news app)

GMLZ = Gemeinsames Melde- und Lagezentrum (Joint Information and Situation Centre);

AKNZ = Akademie für Krisenmanagement, Notfallplanung und Zivilschutz (Academy for Crisis Management, Emergency Planning and Civil Protection)



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DEAR READERS,

Foreword

by Dr Thomas de Maizière, MdB
Federal Minister of the Interior

2015 was an eventful and difficult year. Dominated as it was by the global migration movements, it was an eventful year also for the German Federal Office of Civil Protection and Disaster Assistance. Many BBK employees supported the refugee relief – often well beyond the actual scope of their duties. I sincerely thank them for this effort, for the contribution of every single one of them.

On the one hand, I would like to specially mention those BBK employees who established and operated the federal coordination office for the allocation of refugees under the supervision of Vice President Ralph Tiesler. They remained on duty in Munich around the clock over weeks and months to coordinate the transfer of arriving refugees.

On the other hand, my special thanks go to the BBK employees who without hesitation opened parts of their academy for refugees, where they accommodated and cared for refugees in a hands-on and caring manner.

The teaching could continue nonetheless at the Academy for Crisis Management, Emergency Planning and Civil Protection. In the past year, the BBK once again competently passed on its civil protection know-how to 9,500 participants in 359 events.

For the BBK, the past year was also characterised by its deployment in the aftermath of the terrible crash of the Germanwings aircraft in southern France. The BBK's central coordination centre for aftercare and support for victims and relatives NOAH was immediately ready, empathetically helped the relatives and provided support in preparing the state ceremony in Cologne Cathedral for the many victims.

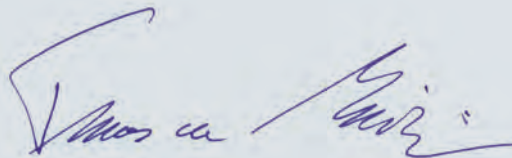
2015 was for the BBK also much influenced by the preliminary work for the new conception of federal civil defence and emergency care. The current concept dates back to 1995 and is characterised by the security policy détente after the end of the Cold War. The concept is now being adapted to the current dangers and changed threat situation.

Last but not least, the BBK focused on numerous other tasks in the field of civil protection and disaster assistance in 2015:

- supplementary equipment of civil protection vehicles to the federal states; the federal government provided 129 special vehicles to fire brigades and relief organisations in 2015,
- international training and equipment aid as an important contribution towards the stabilisation of civil society, especially in Tunisia and Jordan, and
- the launch of the new federal warning app "NINA", which provides site-specific danger warnings and information and thus meaningfully augments the federal modular warning system.

I want to extend my warm thanks to the BBK employees for all their efforts during the past year. I am confident that we are well prepared for the future challenges in the field of civil protection and disaster assistance also thanks to the capabilities of the BBK.

Yours faithfully,



Dr Thomas de Maizière, MdB
Federal Minister of the Interior



Foreword

by Christoph Unger, President of the
German Federal Office of Civil Protection
and Disaster Assistance

A key issue in 2015, both on a national and international level, was the accommodation of many refugees. This task was at the same time an assignment for the authorities on all governmental levels to make their contribution. Of course, the BBK was active with great commitment on the part of all employees. Within only a few days, a GMLZ team established a task force in Munich under the supervision of our Vice President, which organised the allocation of refugees from Bavaria to the remaining federal states by order of the Federal Ministry of the Interior (BMI). This task was successfully completed under extraordinary strain and in spite of, or precisely because of, the great political significance and intensive backing. I would like to highlight the very positive cooperation experience with the Bavarian federal state authorities, the Federal Armed Forces and other organisations, enterprises and authorities. Our approach of “networked security” was implemented here, in particular the “civil-military cooperation” with the Federal Armed Forces that will be of increasing importance in the context of a changed security situation.

Almost simultaneously to the establishment of the task force in Munich, the Federal State of Rhineland-Palatinate asked for the establishment and operation of a reception centre at our academy, where refugee accommodation for up to 300 people was to be set up. This too the BBK employees managed to do with the support of many others. The bright eyes of the children who for the first time after weeks of war and fleeing were able to play in peace were thanks enough. The experience has shown us the importance of well-prepared and well-trained crisis management. At the same time, we had to acknowledge that the area of responsibility for providing care needs to be newly adjusted and once again supported by more staff and material resources.

The BBK proved its capability until it was discharged from both assignments in late 2015. The Chancellor and the Federal Minister of the Interior honoured members of the BBK and the THW on 18 April 2016 during an event in Berlin in appreciation of their achievement. I, too, in my capacity as President of the BBK want to once again express my thanks and appreciation.

“It is very important that citizens know how to protect themselves. Individuals and the authorities have to jointly prepare and act in unison – this is how we have already jointly overcome major crises such as the Elbe and Danube floods.”

Christoph Unger, President of the German Federal Office of Civil Protection and Disaster Assistance (BBK)

Another special success in 2015 was the further development of our modular warning system (MoWaS) including the warning app “NINA”. Using NINA, the people in our country can be quickly warned and informed in the event of danger. In a modern information society, civil protection, too, needs to ensure contemporary, swift and adapted risk and crisis communication. For a long time, the BBK has focused on classical media when issuing its recommendations for the population's self-help and self-protection; since 2015, it uses also Twitter and YouTube. The dynamics of technological developments open up new opportunities for us – also in our communication with the population.

Still essential for civil protection and hence for the BBK is the federal equipment provision to the federal states, for example, with supplementary vehicles. 2015 has moreover shown us that the need for training in the fields of emergency planning, crisis management and crisis communication continues to grow in Germany.

Let me conclude with looking ahead: in some cases, new dangers actually are quite old ones. Under the supervision of the BMI, we are reviewing the civil protection and civil defence capabilities. For example, vital institutions are by now largely privately instead of state owned and the threats have changed as well, as cyberattacks and other events show us. The further development or adaptation of plans, concepts and legal principles in the field of civil protection will constitute the special challenges of the year 2016 and beyond.

We will tackle this new, yet ultimately “old” and distinct task!

Yours faithfully,

Christoph Unger
President of the German Federal Office of Civil Protection and Disaster Assistance



Civil protection is ...

Protection of critical infrastructures

These days, infrastructures are not only under threat from natural disasters, technical and human error and attacks. Quite unlike isolated infrastructures, the more complex and interconnected a system is, the higher is its vulnerability to disruptions. In the digital age, information and telecommunication technologies are increasingly affected and with them critical infrastructures (KRITIS) that use these technologies. It is the BBK's aim to sensitise operators of critical infrastructures for proactive and effective crisis management also in the field of IT and to support them in order to maintain the functionality and availability of critical infrastructures.

CRITICAL INFRASTRUCTURES

are organisations and institutions of importance for the public community, the breakdown or impairment of which would entail sustained supply bottlenecks, considerable disruption of public safety and other dramatic consequences.

National strategy for the protection of critical infrastructures

How about a thought experiment: there is a power cut in the home. Soon it will be dark, so quickly go buy batteries for the torch. The ATM on the way to the supermarket fails to provide money. A chorus of horns on the road, because all traffic lights of an intersection has malfunctioned. The doors of the supermarket will not open, the lights are out, and the shelves are empty: the supply chain is disrupted in the event of longer power cuts. Much in our everyday life works only if the accustomed infrastructure is intact. And this is increasingly dependent on information technology (IT) in our digitalised world.

We often realise the importance of infrastructures only when they cease to be there. But which infrastructures are of particular importance, what can lead to their disruption and what are the consequences in such an event?

Critical infrastructures are institutions that provide necessary services for daily life, for example, power supply, banks, transport services and food retailing. They are structured into nine sectors (see infographics on next page).

CYBER SECURITY AS A SPECIAL TASK IN THE PROTECTION OF KRITIS

The IT of such KRITIS institutions requires particular protection in our digital world, because almost all critical infrastructures are controlled to some extent or other by information and communication technologies. Malfunction or a severe attack on IT systems that cannot be averted would thus also immediately impact on the functionality of other infrastructures and in the worst case on the population's supply with vital services.

This is why this topic constitutes an ever increasing key issue in the BBK's work regarding the protection of critical infrastructures. 2015 saw the achievement of a milestone: the IT security bill was passed.

THE NEW IT SECURITY BILL

The new IT security bill was passed in July 2015. Its objective is to ensure a high degree of IT security in Germany. This urgently requires close cooperation between all stakeholders in the body politic, the industry and research. The BBK has from the start intensively contributed to the draft bill and has given advice and support to the proposed legislation.

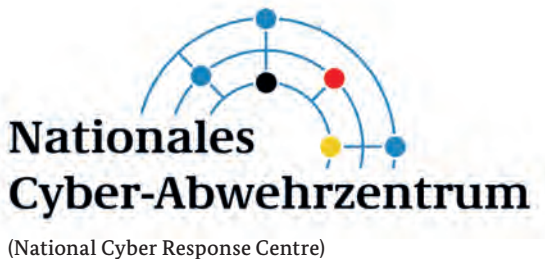
The bye-law that is based on the new bill has likewise been developed by the BBK in cooperation with other bodies since 2015. It identifies critical infrastructures at a federal level for the first time and thus determines the addressees of the bill.

Image on the right: A risk analysis focusing on general and IT security issues was developed in the context of the research project SKRIBTPlus "Protection of critical bridges and tunnels": "Risk analysis tunnel control centre: Recommendations for infrastructure-related risk analysis (Praxis im Bevölkerungsschutz, Volume 14, in German)".



The BBK has contributed to this process its long-standing expertise in the development of an identification methodology and the results of sectoral analyses.

IT malfunctions that result in the failure of critical infrastructures constitute a special threat, no matter whether they originate in technical or human error or have been cause on purpose by an attack. The federal government established the Cyber-Abwehrzentrum (Cyber-AZ – Cyber Response Centre) in 2011 for the analysis of the current threat situation across authorities and for increasing IT security.



AUTHORITIES INVOLVED IN THE CYBER-AZ:

- Federal Office of Civil Protection and Disaster Assistance (BBK)
- Bundesamt für Verfassungsschutz (BfV – domestic intelligence service of the Federal Republic of Germany)
- Bundeskriminalamt (BKA – Federal Criminal Police Office)
- Bundesnachrichtendienst (BND – German Intelligence Services)
- Bundespolizei (BPol – German Federal Police)
- Federal Office for Information Security (BSI)

“The objective is to optimise the operative cooperation between the relevant state authorities and to improve the coordination of the protective and defence measures against IT events.”

Dr Thomas de Maizière,
Federal Minister of the Interior

KRITIS SECTORS



ENERGY

Electricity, gas, mineral oil



WATER

Supply, disposal



FOOD

Food retail industry, food industry



CULTURE AND MEDIA

Broadcasting, print media, cultural assets



INFORMATION TECHNOLOGY

Telecommunication, information technology



FINANCES

Financial service providers, insurances, banks, stock exchanges



HEALTH

Health care, laboratories, drugs, vaccines



TRANSPORT

Aviation, shipping, rail, roads, logistics



STATE, ADMINISTRATION

Parliament, government, judiciary, emergency services

- Bundeswehr (BW – German Federal Armed Forces)
- Amt für den militärischen Abschirmdienst (MAD – German Military Counterintelligence Service)
- Zollkriminalamt (ZKA – German Customs Investigation Bureau)

SYNERGY FOR IT SECURITY – THE NATIONAL CYBER RESPONSE CENTRE

The authorities within the Cyber-AZ analyse important IT events in a cross-departmental approach, with each authority contributing its special competences so that all can profit from the shared knowledge and can utilise synergies. Deriving from the different points of view of the respective authorities, such as technical analyses by the BSI, identification of perpetrators by the police, intelligence assessments by the BND and the analysis of consequences by the BBK, defence measures are developed and recommendations for action are forwarded.

The BBK heads the KRITIS working group within the Cyber-AZ, contributing its competences in the field of civil protection. This includes in particular the investigation and assessment of potential effects of IT problems on critical infrastructures, for example, how would a sustained power cut impact on emergency call centres and how a technical defect can result in a supply bottleneck. This means that the BBK's experience in the fields of protecting KRITIS as well as risk and crisis management contributes also in the implementation of the IT security bill.

“Protection of critical infrastructures: Risk analysis hospital IT” (Ed. BSI), a guideline developed by BSI, BBK, Senatsverwaltung Berlin, Unfallkrankenhaus Berlin (in German)



One example for the multitude of events that the BBK has processed within the Cyber-AZ in 2015 is network problems at an IT financial service provider that resulted in malfunctions and failures of ATMs in several federal states on a Friday at noon of all times. The BBK also conducted a short analysis of a technical malfunction at Deutsche Flugsicherung, the German air traffic control service, which in summer 2014 had resulted in air traffic delays and cancellations. Last but not least, the 2015 Bundestag incident was used to highlight the increasing dependence on IT and to take into appropriate consideration measures for its protection in an integrated risk and crisis management while at the same time focusing on alternative systems and solutions in the event of IT failure.

CYBERSPACE
 Virtual space of all IT systems connected with each other on a data level on a global scale. Cyberspace is based on the Internet, a universal and publicly accessible connection and transport network, which can be augmented and extended by any kind of other data networks.

Definition by the BMI, Cyber Security Strategy 2011

Civil protection is ...

Networked information

2015 was also governed by a paradigm change at the BBK, transitioning from one-way to multiple channel communication. The dialogue via social media such as Twitter and YouTube improves the networking between all civil protection stakeholders. In addition to its service for the population at large, the BBK offers on its channels plenty of information for experts and journalists.

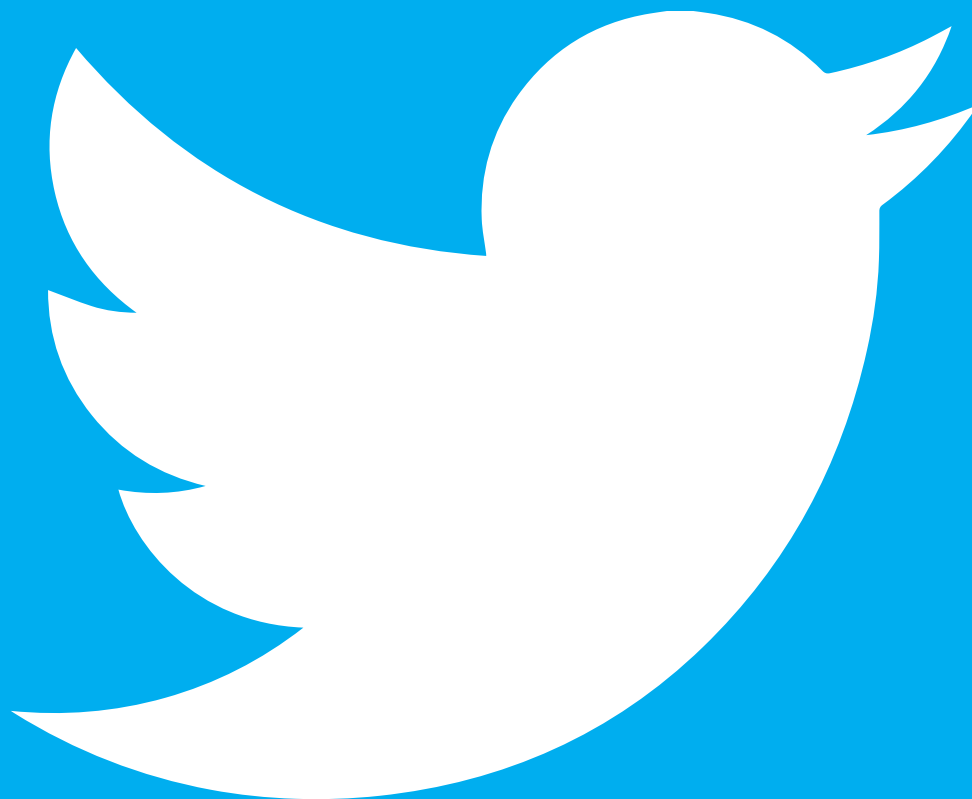


Image on the left: BBK launch on Twitter

Image on the right: What goes into emergency supplies and why do I need these? The “Katastrophenalarm” advice booklet including check list is regularly tweeted.



CIVIL PROTECTION TWEETS

The BBK tweeted its first tweet on Monday, 2 February 2015, at 9:08 am. 24 hours later, 1,000 people already followed the BBK account to receive regular information about the diverse range of civil protection topics, BBK events and press conferences as well as everyday life safety tips via Twitter. Since then, about 10 followers were added every day; by 31 December 2015, the BBK had 4,187 followers. This is sensational for an authority that has to apply different requirements to such a social media launch regarding concept and organisation compared to private users and private enterprise.

The BBK's objective in using Twitter was and is to provide insights into civil protection while at the same time enabling a dialogue. The BBK is particularly successful in addressing two groups via Twitter: on the one hand, these are the BBK's followers from within the expert community, that is, members of fire brigades, relief organisations and partnering authorities. On the other, many journalists and media use the

BBK's Twitter service by now. For this latter group, tweets on special topics are particularly relevant, as well as information before and after events, press conference invitations, suggestions for further reading, for example, regarding articles in the BBK magazine "Bevölkerungsschutz", and the traditional service topics: how to behave in the event of a disaster? How can I prepare for such an event?

These topics are of interest also to the population at large who are not necessarily involved in a specialist capacity. For this general audience, the BBK Twitter account offers service tweets, tips for correct behaviour in dangerous situations, self-protection, emergency supplies and general information.

The results after one year on Twitter are very positive. The great advantage of this medium, also for authorities, is the opportunity to receive user feedback and to communicate almost in real time.

“Our strategy has stood the test. The Twitter account as well as the YouTube channel have been working well since their launch and depend on community input.

We can actively communicate our topics and directly answer questions; we also receive a lot of positive offline feedback.”

Katja Evertz, Social Media Consultant BBK

“I am delighted that the links to films I have produced with the BBK are viewed, posted and shared on Twitter so frequently. Previously, this was called word-of-mouth recommendation. This is the most effective means of disseminating information, which also in our time works even better than expensive advertising campaigns. Today, this increasingly takes place in the Internet. After all, one is more inclined to follow the recommendation of a friend than a recommendation that is printed in a newspaper.”

Christoph Biemann, author, director and moderator



The BBK YouTube channel offers advice on how to behave in the event of danger. All videos for children featuring Christoph Biemann are available also in sign language.

The account's active supervision time is aligned with the real service times at the BBK, yet in the event of questions and, of course, a crisis, the social media team responds at all times.

YOUTUBE VIDEOS

Since summer 2015, the BBK has also regularly used YouTube to publish information videos. In addition to the advantage of YouTube, since being the second-wlargest search engine, is of enormous importance for Internet users, users can also easily share and disseminate videos on other platforms. Over the course of the year, the BBK published the results from a research project in a total of nine informative videos on construction-related civil protection. This generated also a lot of media attention.

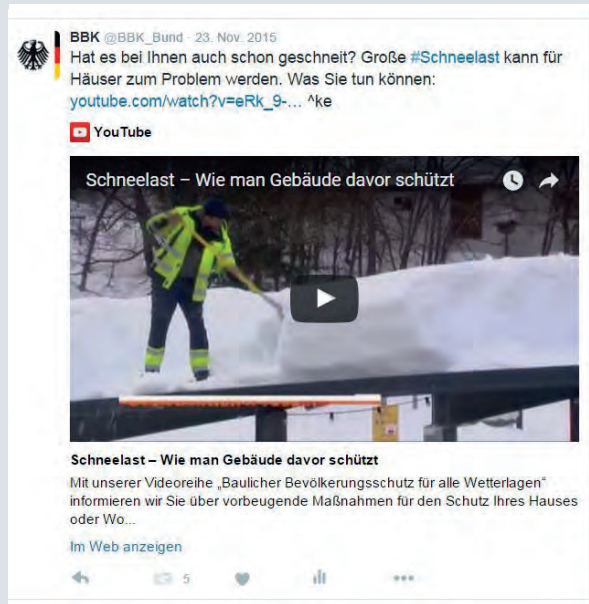
The practical advice of how everyone can protect their home from various threats, such as sleet, hail and thunderstorms, were received very well by the general population. Moreover, three videos were published focusing on how citizens should behave in the event of power cuts and CBRN threats (chemical, biological, radiological, nuclear) as well as about emergency power supply options at home. In a video produced by the BBK, the camera team shadows the youngsters from the Bonn-Endenich Youth Fire Brigade and demonstrates how emergency drinking water wells can provide the German population with water in the event of emergency. This also highlights the importance of an early sense of responsibility and commitment when it comes to civil protection. The total of 20 BBK videos on YouTube had been viewed more than 40,000 times by the end of 2015 – a success story after only a few months of active usage.

CIVIL PROTECTION FOR CHILDREN WITH MAX AND FLOCKE

Videos have the advantage that complex issues can be explained in a comprehensible manner. They convey lively impressions that viewers can remember better than written text. This applies not only to adults, but in particular to children. The BBK offers the “Max und Flocke Helferland” service for children, maintaining a certified website for children.

Image on the left: Social media means cross-media thinking. The combination of Twitter and YouTube broadens the outreach of information.

Image on the right: What does the BBK actually do? The Twitter series "Civil protection is ..." (in German language) presents the BBK's diverse range of tasks and competences.



Here, children can learn important rules of behaviour regarding the topics of fire safety, first aid, emergency calls, health and self-help with the dog Flocke and its master Max; they can also access information about the emergency medical services, fire brigade and volunteering. The main objective is to relieve their fear of emergencies and disasters and to strengthen their capability for self-help.



The "Helferland" (Helpers' Land) with Max and Flocke addresses children between 7 and 12 years of age.

The "Max und Flocke Helferland" website had more than 100,000 hits from about 40,000 different users in 2015. This means an increase of website traffic compared to the previous years. Christoph Biemann, known from the "Sendung mit der Maus" children's television programme, has surely greatly contributed to this increase. The BBK has produced a total of three films with him and published these on the YouTube channel and on the "Helferland" website. The videos explain to children in an age-appropriate manner how to prepare for an emergency, for example, a power cut, and how to behave correctly during a thunderstorm.

The videos are translated by a sign language interpreter for the deaf and hard of hearing – a service that will be provided for all future BBK videos.

@BBK_BUND <3 COMMUNITY

The networking between many stakeholders is an important goal and at the same time also a reason for the success of social media. The BBK would like to take this opportunity to thank all users and partners who have helped to not only establish the BBK's Twitter and YouTube activities, but have led them to success, in particular the fire brigades, relief organisations and our followers and subscribers.

FOLLOW US! @BBK_BUND

The BBK and social media: seminars and conferences at the AKNZ, funding of research projects (INSIGHT, VASA, SMARTER), joint federal government and federal states working group for the development of framework recommendations "Use of social media in civil protection"

Whenever Germans abroad fall victim to a severe disaster or whenever they and their relatives require support, they are helped by NOAH, the BBK's central coordination centre for aftercare and support for victims and relatives. In 2015, the NOAH team mainly supported relatives of the victims of the Germanwings air crash. In every deployment, NOAH establishes a tight support network that links the domestic and international spheres, different disciplines and organisations and offers immediate as well as medium- and long-term support.

Civil protection is ...

Psychosocial
crisis management

NOAH COMBINES SUPPORT AT HOME AND ABROAD

German embassies and consulates abroad are the first points of call for affected individuals on site whenever a German citizen's journey abroad ends tragically due to a severe accident such as a natural disaster or terrorist attack. They initiate psychosocial care and provide initial administrative support. When affected individuals subsequently return to Germany, many need psychosocial and organisational support and advice in the first hours and days, sometimes also over a longer period of time. Yet their relatives at home also need help when they learn about the incident, when the injured victims return or when they have to be told that a person dear to them has lost their life abroad.

Image on the right: Victims receive advice, also regarding legal issues, at the NOAH central coordination office.



The central coordination centre for aftercare and support for victims and relatives NOAH at the BBK is responsible for the psychosocial and administrative support at the interface between international and domestic German affairs and subsequently at home. This requires a smooth flow of information in issues pertaining to support between all involved institutions abroad and the responsible bodies in Germany.



Affected individuals can contact the NOAH hotline 24/7 with their questions.

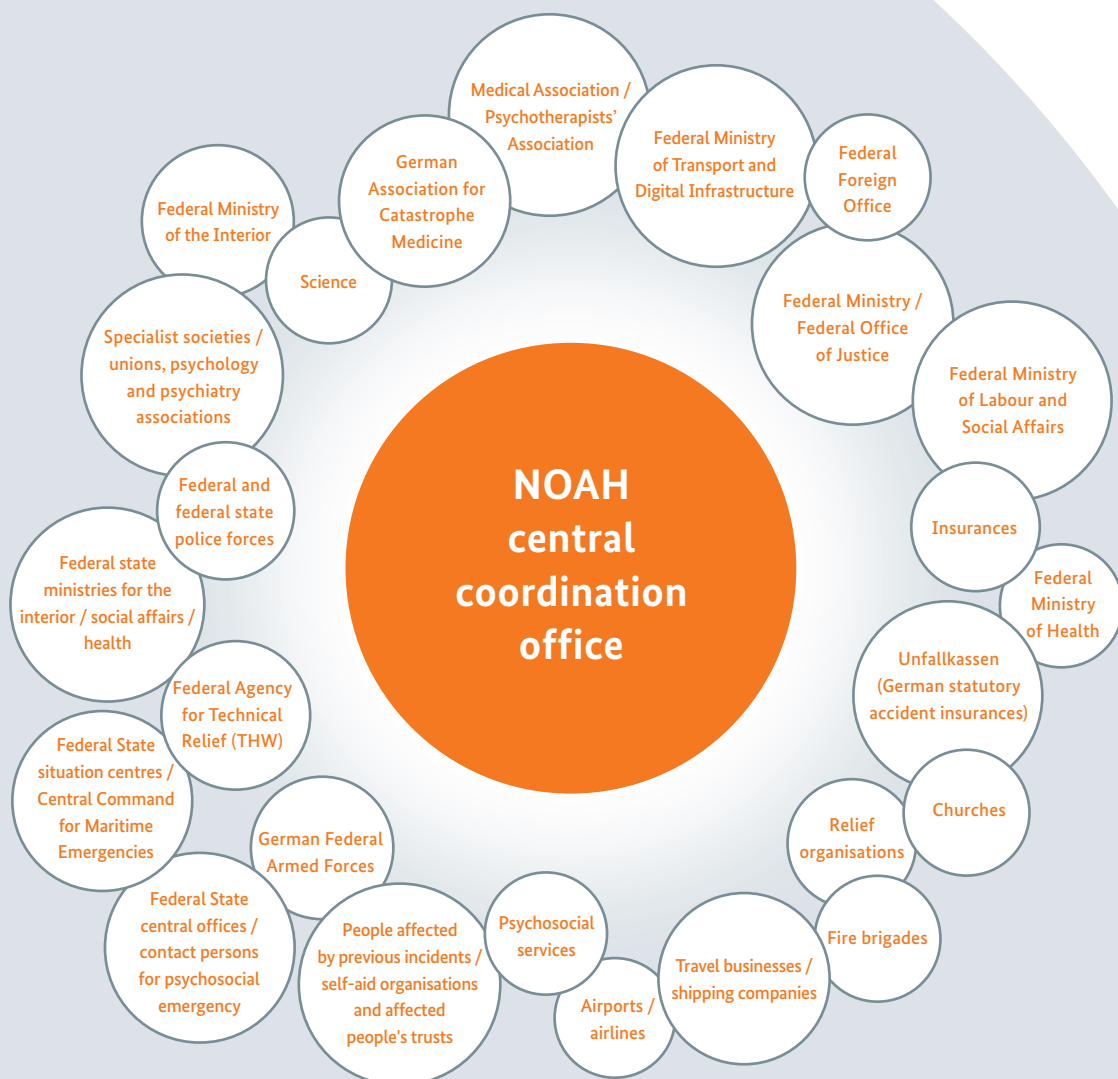
NOAH CONNECTS DISCIPLINES

Returning victims and their relatives experience an emotional state of emergency. Most need trained first support providers such as emergency pastoral care providers and crisis intervention service employees who visit them at home, have time for them and help them to orientate themselves. Many other, very varied support services are provided over the course of subsequent days and weeks by advisory services, funeral directors, specialised victim advisory services, the police force, trauma outpatient departments, hospitals, lawyers, authorities and many others. The needs of affected individuals differ greatly and change over the course of time. The NOAH central coordination office establishes contact to the appropriate support services both immediately after the event and later on via its 24/7 hotline. In doing so, NOAH relies on its tight, interdisciplinary network covering the entire federal territory and on the diverse competences provided by the 11 members of the NOAH team that consists of experienced specialists from the fields of psychology, social sciences, grief work, social work, administrative studies and theology.

In the fulfilment of its duties, the NOAH central coordination centre requires not only a multi-professional support network across different disciplines, but also the networking between all cooperation partners at an administrative level. For example, the identification and repatriation of victims constitute an enormous burden for the individuals affected by fatal incidents abroad. This is why, in addition to providing psychological support, NOAH supports them in the pedestrian communication with federal and federal state authorities, insurers, travel businesses, airports and shipping companies. In the event of fatalities abroad, the Identification Commission (IDKO) at the Federal Criminal Police Office (BKA) often springs into action. NOAH ensures the fast exchange of information and coordinated administrative action, which provides important orientation to affected individuals in a difficult time of chaos and insecurity.

COOPERATION PARTNERS

Using its interdisciplinary network, NOAH can establish contacts throughout Germany.





Everybody deals differently with bereavement. Many people find solace in a site of remembrance, such as the memorial for the victims of the Germanwings air crash.

GERMANWINGS AIR CRASH

In 2015, in addition to many other assignments, the NOAH team coordinated support for the relatives of the victims of the Germanwings air crash. When the first news reached the NOAH team on 26 March 2015 via the Federal Foreign Office and the GMLZ (Joint Information and Situation Centre at the BBK), the prepared crisis mechanisms were put into action.

First, more information about the disaster had to be researched. To this end, NOAH first contacted the various administrative cooperation partners such as the Federal Foreign Office, the Federal Criminal Police Office (BKA), the situation centres in the federal states and the federal state central offices for psychosocial emergency service (PSNV), the partners of churches and relief organisations, the affected airline Germanwings/Lufthansa and the original destination airport. NOAH maintained a continuous exchange with all these partners in the subsequent period of time to coordinate any issues relating to care and support. As soon as it had been established where the German victims hailed from, NOAH compiled an overview of aid services on site and facilitated immediate support services for the affected relatives.

Upon request by the French civil protection agency, NOAH instantly activated an experienced crisis intervention team (KIT) trained for international deployments from the Workers' Samaritan Federation (ASB) in Munich, which on commission from the BBK immediately flew to the French Alps to care for the relatives travelling there and to support the German embassy on site. The KIT remained on site for 14 days; the respective team members were exchanged the latest after three days since such care assignments place an extreme burden also on the support staff.

Another important task for the NOAH central coordination centre during the Germanwings assignment was the provision of advice in preparing the state ceremony in Cologne Cathedral about three weeks after the crash. It is very important for most affected individuals that their bereavement is publicly acknowledged. Yet they do not wish to be made extras or political figureheads during a public commemoration. Rather, they have their own ideas and wishes regarding the event. NOAH represents these wishes in cooperation with the churches and in exchange with the involved authorities. In addition, NOAH prepared political office holders for meeting the affected individuals.

The immediate NOAH assignment is now completed. However, certain days are of particular significance for the affected individuals and constitute a great emotional challenge for them, such as birthdays, Christmas, New Year's Eve, wedding anniversaries and the first anniversary of the disaster. This is why affected individuals can continue to call on NOAH at any time.



Civil protection is ...

Warning the population

The BBK has created the first Germany-wide app for warning the population with the emergency information and news app NINA. Parliamentary Undersecretary Dr Ole Schröder launched the federal warning app on 8 June 2015 during the INTERSCHUTZ trade fair.

Once installed on a smartphone, NINA warns about local dangers and directly provides information on the correct form of behaviour. It can moreover be set to sound an alarm at night when radio and television are switched off.



NINA – THE POCKET SIREN

The federal siren network was dismantled after the end of the Cold War and partly passed on to the municipalities, who to some extent use the sirens to this day, mostly for alerting relief forces. Moreover, dangerous situations requiring the fast warning of the population continue to be a regional issue, for example, thunderstorms, floods, accidents at technical facilities and bomb disposals. At the time, the federal government and the federal states agreed to use broadcasting as the main means of alerting the population in the event of major incidents, disasters and in the state of defence. This has the advantage that threats are not only announced, but the population can also be informed about rules of behaviour. Yet neither radio nor television nor the Internet wake people from their slumber at night. So which medium is always at hand and ready to receive alerts? The smartphone.



BBK President Unger presents the NINA app at the INTERSCHUTZ trade fair.

THE TECHNICAL BASIS: MOWAS

Addressing this lack of a wake-up call, the BBK has developed the modular warning system (MoWaS) for the federal government and the federal states, and which has been in operation since 2013. MoWaS is a uniform system that can be additionally actuated by connected control centres without detours. This ensures that a person with responsibility for civil protection can in one action send a simultaneous alert to radio, television, internet providers, paging services and the Deutsche Bahn AG (German railway company). With NINA, the BBK now provides an additional technical infrastructure for yet another means of warning: immediately after input, it appears as a push message with alarm sound on the smartphone. NINA is based on MoWaS and is an additional channel that can directly warn every citizen on their smartphone and provide important advice on how to behave.

WHAT CAN NINA DO?

Every user can personalise the app according to their wishes and habits and thus receive only those alerts that are relevant to them. On the one hand, NINA can provide site-relevant alerts for threats in the area where the user is located. In addition, other locations can be subscribed to. This means that the app will display also push message alerts and information for those regions, for example, places of residence of family and friends.

The app's alerts are classified according to three categories:

Official alert messages and hazard information

Information and alerts issued by the authorities responsible for civil protection (federal and federal state ministries of the interior, lower civil protection authorities, situation centres, control centres), e.g. major fire, bomb disposal, accidents at technical facilities, evacuations.



Image on the right: Gerrit Möws, Head of Department Warning the Population at the BBK, shows Parliamentary Undersecretary Dr Ole Schröder how he can trigger an alert.



Weather alerts

Issued by the Deutscher Wetterdienst (DWD – Germany’s National Meteorological Service), e.g. thunderstorm, storm, extreme weather conditions.

Flood alert reports

Issued by the federal state flood control centres.

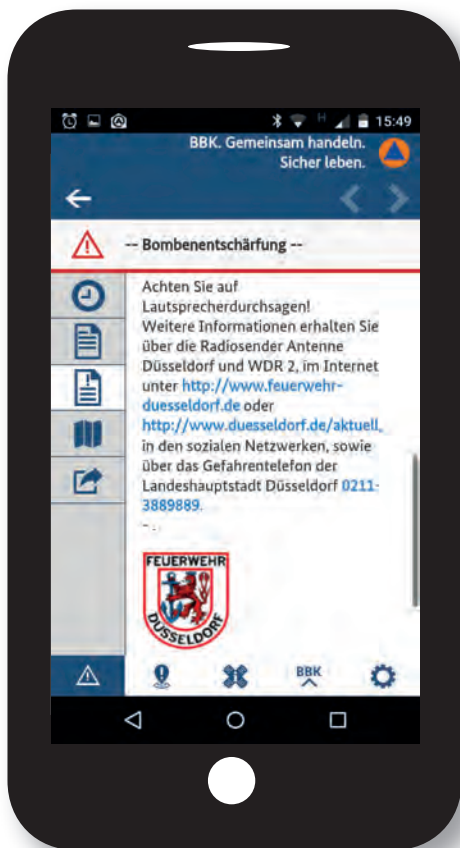
Push messages can be individually activated for each category and different alert sounds can be set. NINA will then, depending on these individual settings, sound an alarm to raise awareness for incoming alerts. Advice on how to behave that is relevant to the incident and general emergency advice then help users to prepare for potential threats. That means that every citizen can better protect themselves and others.

Using MoWaS (screen on left), an alert can be sent to the NINA app (screen on right).

The map view works in the same way as other map applications. Here, too, users can select which of the three categories is displayed.

ALL ALERTS CONTAIN THE FOLLOWING INFORMATION:

- the time of alert or latest update
- the affected area
- the content of the alert: What is the warning about?
- instructions including advice on how to behave by the issuing authority or control centre
- advice where to access further information
- authority or control centre that has issued the alert



The share function enables sharing an alert or information via various channels that are available on the smartphone, for example, via email, text message and social media such as Facebook and Twitter.

NINA 2.0

Parliamentary Undersecretary Dr Ole Schröder launched the warning app NINA at the INTER-SCHUTZ trade fair in June 2015. In parallel to its complex technical development, the BBK had called upon the population to forward a suitable name for the app. This met with great interest and more than 700 suggestions were submitted. A jury of experts created a shortlist from which the readers of the BBK website could vote for their favourite in a second round. The winning name was NINA, short for Notfall-Informationen- und Nachrichten-App (emergency information and news app). The winner,

Image on the left: The first alert was issued by the Düsseldorf fire brigade regarding a bomb disposal.



Peter Krämer, who gave the NINA app its name, goes shopping for emergency supplies supported by the “Guidebook for emergency measures and correct actions in emergency situations”.



The app was further developed to NINA 2.0, taking into consideration the wishes of many users. The new version features localised alerts for both operating systems.

For Android:



For iOS (Apple):



Peter Krämer, received emergency supplies as a prize, which would feed his family for two weeks in an emergency. The joint shopping tour was accompanied by the WDR broadcasting house.

NINA had 125,000 active users by the end of 2015; this means that these individuals receive alerts and information because they activated push messages. User numbers continue to grow, especially after the updates. The most important update to NINA 2.0 took place in spring 2016: the application's two hybrid versions for iOS and Android, respectively, were further developed to native apps. During this further development, considerable technical effort was invested to enable everyone to subscribe to locations and receive localised alerts at the same time. NINA is being continuously improved to reflect user feedback. For example, the app is now more easily accessible, because it has been optimised with various improvements for Screenreader (app that reads out text on the screen), making it easier for visually impaired people to use NINA 2.0.

Civil protection is ...

Equipment and training

The federal government equips the federal states with vehicles for civil protection. In 2015, the BBK handed over 129 special vehicles to the federal states' fire brigades and relief organisations. Part of the equipment was presented to an expert audience at the INTERSCHUTZ trade fair. Specialists get to familiarise themselves with vehicles, material and operational tactics during training exercises such as the ATFEX 2015.



A total of 46 vehicles were handed over during the vehicle presentation in Stuttgart.



A new civil protection group fire-fighting vehicle at the equipment depot in Dransdorf.

The federal government and the federal states agreed on a joint equipment concept in 2007. This means that the BBK equips the federal states with vehicles. These vehicles are special constructions for ancillary civil protection purposes yet at the same time are used by fire brigades and relief organisations in their daily operations. That way, the federal government ensures that in a civil protection event the various emergency vehicles are in working order and the relief forces are used to using them.

The respective equipment and vehicles that are equipped with it are sourced separately by the BBK, allocated to the federal states, specially equipped for their respective purposes at the depot in Bonn-Dransdorf and then handed over to the recipients. The crews are trained on the vehicles on site in Dransdorf. A total of 129 vehicles that were thus "married" in Dransdorf were delivered in 2015.

THREE COMPONENTS OF VEHICLE EQUIPMENT

The delivered vehicles can be classified according to the fields of medical corps organisation, fire protection and CBRN protection.

Medical corps organisation

The BBK has established the concept of a Medical Task Force (MTF) in the field of medical corps organisation. This comprises several vehicles that are regularly used within a region, yet which in an emergency can very quickly assemble to form a task force. The MTF is needed in civil protection events and disaster relief across the federal states in order to cope with mass casualty incidents (MCIs), in particular in dynamic scenarios where a destruction of infrastructure can be expected. The basic service of regular emergency medical service can be overstretched in such a situation.

The MTF's duties would then include the decontamination of injured individuals, the setting up and operation of a decontamination centre for injured people and a treatment centre as well as long-range patient transport. The MTF is structured into modules and can be deployed as a joint task force. 40 medical corps equipment vehicles (GW-San) were presented in the field of medical corps organisation in 2015.

Fire protection

In the field of fire protection, the BBK equipped a total of 16 civil protection group fire-fighting vehicles (LF-KatS) and 18 civil protection hose laying vehicles (SW-KatS) in 2015 and delivered them to the fire brigades in the federal states. Both types of vehicles were presented also during the INTER-SCHUTZ, the international trade fair for fire rescue, civil protection and security in Hanover, to the 150,000 plus visitors.

Image on the right: BBK President Unger explains the Medical Task Force (MTF) concept to Minister of the Interior Gall (BW) and Dr Lorenz Menz, President of the DRK Federal State Association BW.



The civil protection hose laying vehicle (SW-KatS) is mainly used for providing water supply over long distances. A total of 2,000 metres of B hoses are stored folded up in cassettes and can be laid whilst the vehicle is driving. Since the hose is so long, the vehicle is additionally equipped with a portable fire pump to maintain pressure in the hose. The vehicle moreover carries 12 hose bridges so that hoses are not damaged by crossing vehicles. In addition, the vehicle features a collapsible tank with a capacity of 5,000 litres of water.



Federal Minister of the Interior Dr Thomas de Maizière at a major presentation of fire protection vehicles in Manching.

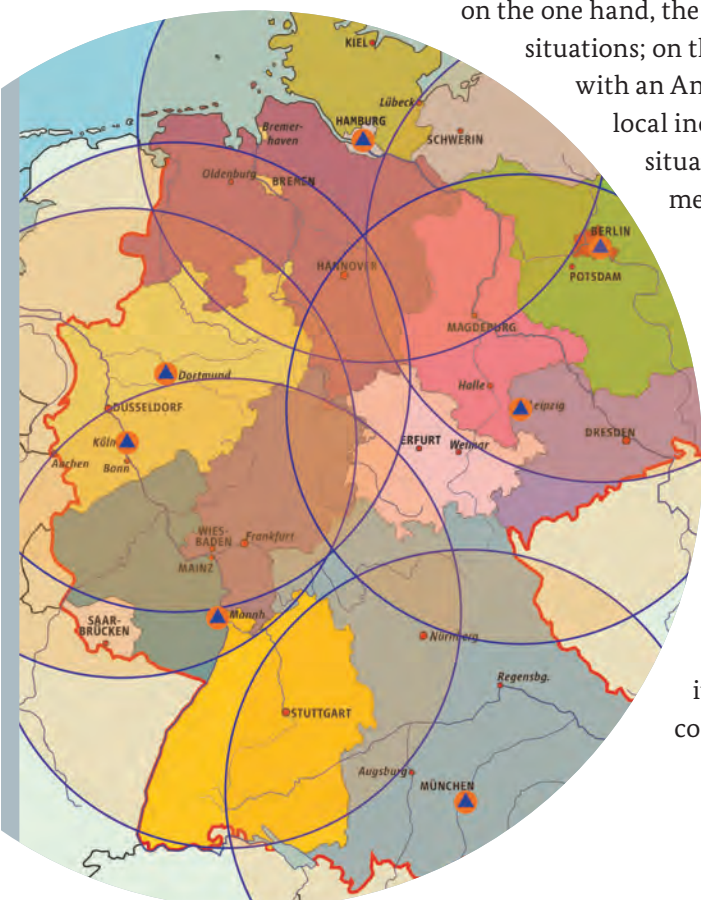
Apart from its normal equipment, the civil protection group fire-fighting vehicle (LF-KatS) is equipped with an in-built vehicle pump with an output of 2,000 litres/min. and a 1,000 litre extinguishing agent tank. Both types of vehicles feature automatic gearboxes, four-wheel drive that is typical of civil protection vehicles and analogue as well as digital radio technology.

CBRN protection

CBRN events (chemical, biological, radiological, nuclear) can be brought on by accidents, for example, in chemical plants or during dangerous goods transports as well as terrorist attacks involving hazardous substances. One such example is the Tokyo subway sarin attack perpetrated by the Aum Shinrikyo cult movement in 1995, which claimed several lives and injured several thousand people.

The BBK's equipment concept for CBRN protection consists of two elements: on the one hand, the standardised equipment for CBRN dangerous situations; on the other, the BBK has equipped the federal states with an Analytical Task Force (ATF). The latter supports local incident commands in the event of complex CBRN situations with expert scientists and special measurement technology.

Image on the left: ATF task forces were established, equipped and trained at seven strategic sites.



In Germany, the ATF is kept available on seven sites (Hamburg, Dortmund, Cologne, Leipzig, Mannheim, Munich, Berlin) for nationwide deployment. Every location in Germany can be reached within two hours after an alert from these sites, which is of particular importance for unpredictable situations (accidents as well as deliberate release). The BBK has equipped these sites with measurement technology and emergency vehicles totalling about EUR^o10 million; it contributes to maintaining the sites and coordinates the necessary special training.



Image on the right:
Protection suits
are likewise tested
under real-life
conditions during
training exercises
such as ATFEX.

THE ATF DUTIES IN SHORT:

- Detection and identification of dangerous chemical substances and substance mixtures
- Monitoring of large areas by way of remote sensing
- Localisation and identification of air-borne contaminants
- Assessment of situation based on analysis results and toxicological aspects, assessment of situation development
- Recommendation of counter-measures (e.g. warning the population, evacuation, decontamination measures)

Deliveries in 2015

- 55 equipment vehicles decontamination personnel (GW Dekon P)
- 40 medical corps equipment vehicles (GW-San)
- 16 civil protection group fire-fighting vehicles (LF-KatS)
- 18 civil protection hose laying vehicles (SW-KatS)

ATFEX 2015

In 2015, the BBK once again organised its biannual major ATF training exercise, ATFEX. Training exercises are generally of great importance in the field of civil protection as they offer the possibility of training under real-life conditions to test and improve operational strategies.

40 members of the ATF relief forces were assembled at the IdF NRW (Institut der Feuerwehr Nordrhein-Westfalen – Fire Brigade Institute North Rhine-Westphalia) in November 2015 and confronted with various scenarios involving the sampling and analysis of unknown chemical substances. For instance, they had to identify the chemicals that were stored in an illegal cellar laboratory and uncover how workers in a warehouse for chemical substances had sustained their injuries. Five chemical analysis experts from the SPIEZ laboratory of the Swiss Federal Office for Civil Protection (FOCP) supported the ATF teams. A total of about 100 people were involved in this full training exercise.

Since the Analytical Task Force is increasingly called in also for international deployments and the different sites have to cooperate in such events, mixed teams were formed during the training exercise. This enabled the ATF experts to coordinate their analytical procedures.

Within Germany's federal system, the federal states are responsible for disaster management. According to the German civil protection and disaster relief act (Zivilschutz- und Katastrophenhilfegesetz, § 13 ZSKG), the federal government supplements the federal state civil protection structures. In the state of defence, the federal government is responsible for civil protection. However, due to reasons pertaining to human resources, technology and funding, it does not make sense for the federal government and the federal states to maintain independent relief systems for counteracting disasters that may have different causes, but have similar consequences. This is why the federal government and the federal states maintain a close cooperation. Peacetime civil protection acts to protect the population also in the state of defence. In turn, the supplemented resources funded by the federal government are at the disposal of the federal states' civil protection structures also for averting dangers in peacetime. This is why the development and procurement of supplementary equipment for the federal states constitutes an important task for the BBK.

Civil protection is ...

International

The exchange of knowledge in the field of civil protection is an important element for increased security across the globe.

The BBK shares its civil protection competence also with relief forces and authorities on an international level. Cooperation with the key countries of Tunisia and Jordan was consolidated and expanded in 2015. The objective of these comprehensive projects is the safety of the population also in regions destabilised by crisis.



REINFORCING INTERNATIONAL CIVIL PROTECTION

In the field of international cooperation, the BBK supports the improvement of crisis management structures on several levels. This holistic approach comprises three main aspects: practical training of operative staff, training of administrative staff, i.e. the responsible authorities, and equipment with special vehicles and material.

FOREST FIRE FIGHTING IN TUNISIA

The BBK has been cooperating with Tunisia on behalf of the Federal Ministry of the Interior since 2012. The focus is on fighting the seasonally very frequent forest fires that damage forestry and agriculture and destroy livelihoods. An

equipment concept tailored to the Tunisian needs has

been developed in cooperation

with the Frankfurt Fire Service and

the ONPC (Office National de la Protection Civile), the national civil protection authority in Tunisia.

The fire engines that the BBK was able to deliver to the Tunisian forces are special makes that can quickly reach and extinguish fires. The units consist of versatile pickup trucks equipped with so-called slip-on units, in addition to fire-fighting vehicles and large tank fire-fighting vehicles (GTLF). The exchangeable slip-on units include a 450 litre water tank, protective gear and fire-fighting equipment and can be exchanged very quickly. Similar units for technical relief are being developed in the further course of the project so that the vehicles can be efficiently used also beyond the forest fire season.

In addition, lecturers from the BBK's Academy for Crisis Management, Emergency Planning and Civil Protection (AKNZ) in Ahrweiler again travelled to Tunisia in 2015, where they trained the relief forces in handling the equipment as well as experts who now will independently train further forces (train-the-trainer principle). They now can pass on their knowledge regarding civil protection, crisis management and staff work and support the Tunisian government in fulfilling its responsibility to protect.

Image on the right: Civil protection in Tunisia is supported by five new pickup trucks that are ideal for forest fire fighting.



The slip-on units on the vehicles can be exchanged as necessary.

JORDAN

The cooperation with Jordan was likewise continued in 2015. Funded by the German Federal Foreign Office, the BBK has been empowering civil protection and thus the civilian population in Jordan since 2013. Across the globe, the population is at risk of being subjected to chemical substances from CBRN (chemical, biological, radiological, nuclear) accidents and terrorist groups. The Hashemite Kingdom relies on the BBK's competences to further develop its CBRN protection and specifically the medical treatment concepts.

In May 2015, BBK President Unger presented Jordanian civil protection forces with necessary equipment, including breathing apparatuses. The project comprises three aspects. In the first sub-project, the BBK has sourced CBRN equipment for the JCD (Jordan Civil Defence), the Jordanian civil protection authority; this was later supplemented by existing equipment such as measurement devices for detection and personal protective equipment. On this basis, civil protection forces were trained to use the CBRN technology in a second sub-project.

„La protection civile est une affaire humanitaire qui dépasse toutes les frontières. Nous devons être tous conscients des dangers qui nous menacent à cause des catastrophes naturelles ou autres. N'hésitez pas à venir en aide à toute personne en danger, afin d'accomplir ensemble un sentiment de sécurité et de sûreté supérieur à nos populations.“

Colonel-Major Kais BEN NACEUR (Office National de la Protection Civile – ONPC), BBK project partner in Tunisia (translation on p. 53)

Jordanian civil protection staff test biohazard suits at the AKNZ.





Jordanian civil protection staff practise setting up a decontamination tent that was presented by the BBK.

EMPOWERING CIVIL SOCIETY

Like in Tunisia, the Jordanian project pursues the same objective of reinforcing civil protection. The aim is to protect the population and its means of livelihood, for example, the important forestry sector in Tunisia. Also, more volunteers are being activated, in addition to better trained and equipped regional specialist staff. This is how a state can call upon its citizens to share the responsibility of creating a stable civil society.

The project "Protection and rescue of people" in Tunisia is funded from the funds that the Bundestag has allocated to the Federal Foreign Office for shaping the transformation processes in the wake of the Arab Spring in North Africa. Within the transformation partnership, the BBK project has been contributing to rendering the Tunisian state capable of handling disasters since 2012 by way of providing equipment, training and expert exchange.

Image on the right:
A Jordanian delegation gathered information about mass casualty incidents (MCIs) at the BBK and the Charité Berlin.



Civil protection is ...

Crisis management

In the context of the migrant crisis since summer 2015, the German Federal Office of Civil Protection and Disaster Assistance (BBK) deployed its crisis management expertise at various levels and quickly established structures for handling the crisis.

The BBK created an initial reception centre for 300 people on the premises of its Academy for Crisis Management, Emergency Planning and Civil Protection (AKNZ). In addition, a seasoned, mobile BBK team (mobile crisis unit) assumed logistical and organisational tasks regarding the allocation of refugees at the federal coordination office for the allocation of refugees (KoSt-FV Bund). Owing to the great commitment on part of the BBK employees, necessary structures that significantly contributed to the nationwide management of the situation could be quickly established.

First, halls on the grounds of the AKNZ were prepared and then shelters for the initial reception of about 300 migrants were created.

FEDERAL ALLOCATION OF REFUGEES

The establishment of the federal coordination office for the allocation of refugees (KoSt-FV Bund) in Munich constituted an important task for the BBK in the concept of the migrant crisis. As a result of the Federal Chancellor's conference with the minister-presidents of the federal states on 15 September 2015, the allocation of refugees arriving in Germany, hitherto exercised by Bavaria, became the responsibility of the federal government. The BMI (Federal Ministry of the Interior) subsequently charged the Vice President of the BBK, Ralph Tiesler, with the allocation process. The BBK deployed its experienced employees from the GMLZ (Joint Information and Situation Centre) to Munich by way of a mobile unit. This enabled the KoSt-FV Bund to become operational within only a few days in mid-September 2015.



Image on the right: All involved very closely cooperated around the clock at the KoSt-FV Bund in Munich.

The purpose of the KoSt-FV Bund is the coordination and execution of transporting refugees arriving in Germany. This includes the disposition of means of transport, coordination with responsible authorities and federal states as well as the initial reception centres in Bavaria, close cooperation with the federal and federal state police forces and the subsequent ordering of special trains and buses. The BBK remained on duty 24/7 with a changing team of ten employees, mainly from the GMLZ, over the course of six weeks. In addition to the BBK, the KoSt-FV Bund involved also the Bundesamt für Güterverkehr (BAG – Federal Office for Goods Transport), the German Federal Armed Forces, the THW, relief organisations as well as contact persons to the federal states, the Bavarian State Ministry of Labour and Social Affairs, the German Federal Police, the federal state police force, the Deutsche Bahn AG and coach operators.

Establishment of initial reception accommodation for refugees at the AKNZ. The sanitary facilities were the most urgent requirement and therefore constructed first.



The entire coordination office in Munich was handed over to the Federal Ministry of Transport and Digital Infrastructure (BMVI) on 1 November 2015 after a joint transitional phase; there, it was placed under the responsibility of the Federal Office for Goods Transport. The BAG has adopted and maintains the existing structures. Mr Hoffmann from the BAG succeeded Erich Schmid as head of the KoSt-FV Bund; his deputy is BBK employee Tobias-Maximilian Luley on behalf of the BMI.

REFUGEE ACCOMMODATION AT THE AKNZ

Almost in parallel to the KoSt-FV in Munich, at noon on 11 September 2015, the BBK received the first request for administrative assistance from the Federal State of Rhineland-Palatinate

including the request for accommodating 150 refugees on the very same day. Within a few hours, the requirements for receiving and sheltering men, women and children and providing first care were created. The AKNZ had already made provisions for an executive staff that could be established immediately. It coordinated all measures for receiving, accommodating, caring for and supporting the refugees. The AKNZ executive staff was significantly supported by the Federal Agency for Technical Relief (THW) and the German Red Cross (DRK) as well as by a regional ecumenical refugee relief organisation in implementing these measures. Together with its supporters, the BBK prepared the premises at the AKNZ, prepared complexes of halls, set up tents and beds, provided sanitary facilities, procured initial reception hygiene kits, organised initial medical care and registration and ensured the food supply.



50 living space shelters for 6 to 8 people each were constructed in addition to sleeping accommodation in halls.

SOCIAL AND ORGANISATIONAL STRUCTURES

Following a request by the federal state, the capacities were doubled to accommodate 300 people only a week later. The provision of 24/7 support for the refugees constituted a particular challenge. It was at first provided around the clock by BBK employees.

Social care structures were created in addition to the infrastructure for satisfying basic needs. The interpreters sourced from within the region were of crucial importance here. BBK employees organised a “Welcome Programme” by way of a first integration measure, which was much appreciated. The children painted and did handicrafts in the play tent and could participate in “drumming sessions”; women and men learned their first German words and about basic aspects of German culture.

In order to improve the refugees’ living conditions and provide them with a minimum of privacy, 50 shelters were constructed on the AKNZ premises as of October. These are mobile modular concrete houses the size of a container, measuring about 15 square metres and accommodating six to eight people. Owing to urgent requirements and increasingly colder temperatures, shower and

“The excellent cooperation on site was exemplary. In spite of the challenges and owing to a major effort the Bavarian border communities were quickly relieved and the refugees were evenly allocated across the entire federal territory. The KoSt-FV Bund is a good example of how successful effective crisis management can be in particular when all stakeholders act across departmental structures and in unison.”

Ralph Tiesler, Vice President BBK and former Head of KoSt-FV Bund

Image on the right:
The first refugees arrived at the AKNZ soon after the initial request. Operation of the facilities was handed over from the BBK to the DRK after seven weeks.

toilet shelters were constructed first. A well-functioning refugee village was thus created on the premises.

SUPPORT BY WAY OF EQUIPMENT AND TRAINING

Of importance was the need for the teaching provision to continue on the AKNZ premises parallel to providing for refugees as the topics covered at the academy proved to be in particular demand in a time when great numbers of refugees reached the borders of the Federal Republic of Germany. It has been and continues to be an express desire to enable encounters between refugees, seminar participants and employees in the sense of an active culture of welcome.



The local branch of the German Red Cross (DRK) took over responsibility for the initial reception centre on the AKNZ premises as per 1 November 2015 and continues to operate it for the Federal State of Rhineland-Palatinate by way of administrative assistance.

An executive staff was formed within a very short time to plan and implement the construction of the initial reception centre.

Another reason for the parallel maintaining of the teaching provision at the academy is the BBK's long-term duty in the context of the migrant crisis and in its capacity as the federal government's central civil protection training facility to further

reinforce the educational service provision. Staff work, crisis management and communication as well as the planning of crisis management strategies are of huge importance especially when dealing with the number of refugees at a federal, federal state and municipal level.

Thus the BBK can further develop the existing crisis management competences in the field of civil protection and disaster relief and continue to reinforce the good cooperation with all partners.



Civil protection is ...

a key issue for the
President of the
Federal Republic of
Germany

Joachim Gauck, President of the Federal Republic of Germany, visited the BBK and the THW on a sunny and particularly warm summer day on 31 August 2015. Together with his partner Daniela Schadt and accompanied by Undersecretary Dr Emily Haber, he familiarised himself with the BBK's manifold duties and services in the field of civil protection. President Gauck had many words of praise for the employees and in particular for the volunteers.



President Gauck was shown the mechanisms at work in a given situation on the basis of a fictive scenario presented at the GMLZ.



Left: Equipment and training in the field of civil protection are equal elements in the BBK's service spectrum. Here, the President and Ms Schadt specifically learn about the CBRN reconnaissance vehicle.



Below: Subsequently, the NOAH central coordination office presents its duties in providing psychosocial care for victims and their relatives to President Gauck.



After having learned about the BBK's strategic and conceptual competence, he seeks a dialogue with civil protection volunteers who use the equipment in daily operations, amongst other things.



“We need highly active, prepared government agencies and at the same time support from within civil society, the population”

Joachim Gauck, President of the Federal Republic of Germany on volunteering in civil protection

Civil protection has met changed challenges over the course of the past decades, has adapted and has been further developed. The commitment of citizens to volunteer continues to be an important element in entrenching modern civil protection within society. President Joachim Gauck sought the dialogue with volunteers at the BBK and THW.

During his visit at the BBK, President Gauck familiarised himself with the manifold aspects that have to interlock to provide comprehensive protection for the population. BBK employees explained the authority's role as coordinator and competence centre using the example of a flood event affecting several federal states. The fictive scenario involved the Joint Information and Situation Centre (GMLZ), the specialised equipment developed by the federal government, the modular warning system (MoWaS) and NINA app, the Analytical Task Force (ATF) and Medical Task Force (MTF) as well as BBK experts in the field of protection of critical infrastructures.

PREPARED FOR EMERGENCIES

The people affected by crises and catastrophes are at the heart of it all. BBK employees explained to President Gauck what their work at the central coordination centre for aftercare and support for victims and relatives (NOAH) involves. Advice and information for self-aid are important to ensure that the population can withstand critical situations. The youngest are catered for by way of a film by the Augsburg Puppenkiste, "Rettet die Retter" (Rescue the Rescuers).



The “Max und Flocke im Helferland” children's information portal shows children between 7 and 12 years of age how to prepare for emergencies. A group of school children showed President Gauck emergency supplies as recommended by the BBK. As a parting gift, he and the “First Lady” were given an "emergency backpack" containing water, canned food, a torch and a wind-up radio. “So that nothing can happen to you, should you find yourself in an emergency”, commented one of the children presenting the backpacks.

MAX AND FLOCKE AT THE PRESIDENT’S CITIZENS' PARTY

Only a month later, in September 2015, the BBK was able to reciprocate with a stand at the President’s citizens’ party. Joachim Gauck hosted the fourth citizens’ party at Bellevue Palace in Berlin to honour volunteering as an important part of civil society and to highlight the commitment of the many volunteers in Germany. President Gauck opened the doors of Bellevue Palace to interested citizens and provided insights into his seat of office.

At the close of the event, the children presented President Gauck and Ms Schadt with an emergency backpack each.



Under the motto “Open Palace Day”, the BBK presented its civil protection service for children with Max and Flocke. For instance, the team staged a children's quiz on the topic of “Everyday Safety”. Supported by KiKa presenter Juri Tetzlaff, Max and Flocke provided entertainment and playful knowledge in the children's area “Bellevue Kunterbunt”.

Civil protection is ...

Promoting volunteering

Gold, silver, bronze: the trophies for the “Helping Hand” award for the recognition of volunteering in the field of civil protection.



The more than 1.7 million volunteers in fire brigades, relief organisations and the THW are a mainstay of German civil protection. Through volunteering, children and youths likewise learn to assume social responsibility at an early age. The BBK once again supported volunteering in 2015 with the sponsorship award “Helping Hand” as well as with a film project in cooperation with the Bonn-Endenich Youth Fire Brigade and was itself distinguished as “Fire Brigade Partner”.

Image on the right:
Federal Minister
of the Interior
Dr Thomas de
Maizière personally
awards prizes to
all winners.

Volunteers who are highly trained to a professional level lend a helping hand everywhere, from paramedics in the event of car accidents, putting out fires as volunteer firefighters, to technical support and flood defence. In Germany, emergency medical services employ full-time paramedics in large cities; however, 90% of all rescue missions are carried out by volunteers. The safety of the population could not be guaranteed nationwide without the great civil society commitment of the more than 1.7 million people working in the civil protection organisations.



SPONSORSHIP AWARD “HELPING HAND”

Each year, the Federal Ministry of the Interior awards the “Helping Hand” prize to projects that promote volunteering with their ideas.

The BBK in its capacity as the responsible agency undertakes the technical coordination, organises the application procedure and selects the jury from within the relief organisations. All measures and events that are associated with the award presentation are prepared by the BBK; the prize is funded from the BBK’s budget.

The endowed prize is awarded to organisations and groups that promote volunteering in the field of civil protection by way of ideas and nurturing young talents. The award moreover is a means for the government to express its gratitude for volunteering, the effort and time given by the volunteers.

Project descriptions
for looking up
and copying:



Five projects each in the categories Youth and Young Talent Development, Innovative Concepts and Supporting Volunteering are awarded by the Federal Minister of the Interior. Since 2011, every citizen has got the opportunity to vote for the projects alongside the expert jury. More than 10,000 people voted in 2015.

216 projects either applied on their own behalf in 2015 or were suggested by others. They originate in relief organisations, fire brigades, clubs, associations and other organisations that are active in one field or another of civil protection.

The “Helping Hand” is also a symbol. It stands for the hand extended in gratitude of

WINNERS AND RANKING 2015

CATEGORY “YOUTH AND YOUNG TALENT DEVELOPMENT”

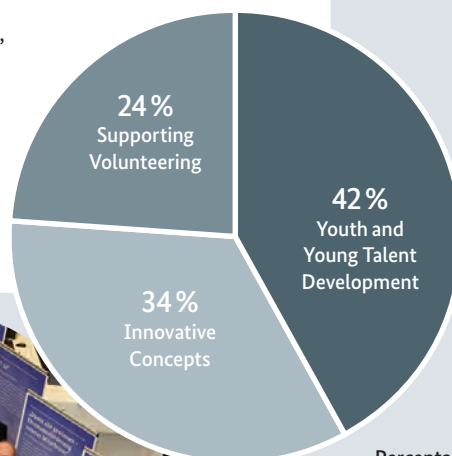
1. Nachhaltig Nachwuchs fördern, (Sustainably nurturing young talent), DLRG Plön (SH)
2. Kleine Helden ganz groß (Little Big Heroes), DRK Witten (NW)
3. Die neue Willkommenskultur (The new culture of welcome), DRK Mannheim (BW)
4. Gemeinsame Nachwuchsarbeit in Sondershausen (Joint young talent development in Sondershausen), JRK, JFW und THW (TH)
5. Ehrenamt macht Schule (Volunteering catches on), Evangelisches Gymnasium Bad Marienberg und MHD (RP)

CATEGORY “INNOVATIVE CONCEPTS”

1. Eine starke Feuerwehr braucht starke Partner (A strong fire brigade needs strong partners), Kreisfeuerwehrverband Dahme Spreewald (BB)
2. Ehrenamt und Studium gehen Hand in Hand (Volunteering and studying go hand in hand), AG Augsburgischer Hilfsorganisationen and Augsburg University of Applied Sciences (BY)
3. Rettung aus der Luft (Air-borne rescue), BRK-Bergwacht Allgäu
4. Man lernt nie aus (You never stop learning), TU und THW Braunschweig (NI)
5. Erste Hilfe für die Seele (First aid for the soul), Protestant and Catholic Church, ASB, DLRG, DRK, THW, FF from the Rural District Schwäbisch Hall (BW)

CATEGORY “SUPPORT FOR VOLUNTEERING IN CIVIL PROTECTION FROM BUSINESSES, INSTITUTIONS AND INDIVIDUALS”

1. Win-win-Situation fürs Ehrenamt (Win-win for volunteering), Kreissparkasse Göppingen (BW)
2. Ständige Unterstützung des Ehrenamts (Ongoing support for volunteering), K+S AG Bad Salzdetfurth (NI)
3. Schneller Erste Hilfe leisten (Providing first aid faster), Volunteers from Großgemeinde Burgthann (BY) municipality
4. Gelebte Integration (Active integration), THW Mainz (RP)
5. Zukunft menschlich gestalten (Making the future humane), University of Siegen (NW)



Percentage of applications per category



All winners of the 2015 “Helping Hand” sponsorship award



DFV President
Hans-Peter Kröger
awarded the BBK with
the badge of honour
“Partner der Feuerwehren”
(Partner of Fire Brigades).

those who can rely on the help of volunteers in the field of civil protection. At the same time, the hand denotes cooperation. Helpers lend a hand, businesses support their employees and thus create the basis for more involvement in Germany.

PARTNER OF FIRE BRIGADES

The BBK itself proves that volunteering, full-time employment and, most of all, fast operational readiness are compatible in spite of the great expenditure of time. It was distinguished as “Partner der Feuerwehren” (Partner of Fire Brigades) in 2015, receiving a badge of honour from the DFV (German Fire Brigade Association). This badge of honour is awarded to employers who employ volunteer fire brigade members and support these in carrying out their fire brigade duties, such as the BBK.

When presenting the badge of honour to the BBK and its operational team (consisting of employees from the BBK and the partnering agency Technisches Hilfswerk), Hans-Peter Kröger, President of the DFV, highlighted the importance of commitment in the civil service: “It is a remarkable degree of commitment that active firefighters from the BBK are called out during their working hours! The public sector in particular has a special responsibility regarding release from duty. Worthy of praise is also the excellent cooperation with the Bonn Fire Brigade, which made it possible that a vehicle could be stationed here.” He was delighted to be able to honour the BBK shortly before his retirement after many years of close and trusting cooperation on both sides.

EMERGENCY DRINKING WATER FOUNTAIN

The category of “Youth and Young Talent Development” accounted for the largest percentage of applications for the “Helping Hand” 2015 with 42%. This demonstrates that getting young people started in volunteering is currently of particular importance. Volunteering is increasingly facing problems: demographic change, mobility due to young people’s job choices, the trend towards moving from villages to the cities, the discontinuation of alternative national service as a start for volunteering. This makes it increasingly more difficult for organisations to retain and recruit new active members. As a result, support for volunteering is ever more important in the field of civil protection.

Yet volunteering is not a heroic deed out of touch with everyday life, but something that everybody can do for society in their daily life. A great advantage of volunteering is that it helps children and youths to learn to assume social responsibility from an early age. Social cohesion is reinforced, which can also support the integration of migrants, in addition to the fun that can be had during training exercises. Moreover, at an early age, the young volunteers learn special skills that often will prove useful later on in their careers.

The Bonn-Endenich Youth Fire Brigade is a good example for the early assuming of responsibility. Germany features more than 5,000 federal drinking water wells that require regular maintenance. In Endenich, this job is carried out by the boys from the Youth Fire Brigade. Twice a year they check and service the emergency drinking water wells that in an emergency can supply the population with water. This is also an important exercise for the young firemen and one they enjoy doing, too. The BBK accompanied the motivated boys during that exercise in Summer 2015 with a camera and used the footage to make a film for its YouTube channel that is well worth seeing.

Image on the right:
The Bonn-Endenich
Youth Fire Brigade
is already well
experienced in
servicing the
fountains.



Civil protection is ...

Academic training

A hands-on approach is the basis of civil protection in Germany. Yet academic training on the tactical management level and in research is of increasing importance. The BBK promotes this at its very own Academy for Crisis Management, Emergency Planning and Civil Protection (AKNZ) with the degree course Katastrophenvorsorge und -management (KaVoMa – Disaster Risk Reduction and Management) that celebrated its 10th anniversary in 2015. The graduates profit greatly professionally from the close interlocking of practical and theoretical elements and use the competences acquired during the degree course in their professional career.



The students meet at the AKNZ for the attendance periods of the KaVoMa masters degree course.

ACADEMIC TRAINING FOR CIVIL PROTECTION

Civil protection has always placed great significance on practical aspects and volunteering. A theoretical degree course in the field of disaster management has long been regarded as an over-qualification in German expert circles; however, this view has begun to change since the beginning of the new millennium. By now, there are about 100 bachelor, masters and diploma degree courses that provide future executives with qualifications in the fields of safety, averting dangers, and risk and disaster management. The BBK has been organising academic training in cooperation with the University of Bonn already for ten years.

GENERALIST THINKING, SPECIFIC ACTION

The reasons for this change of perspective towards academic training are manifold. Dangers are becoming increasingly more complex in our modern society. Earthquakes, floods, extreme weather events, pandemics and accidents at technical facilities can cause great damage. The increasing dependence on critical infrastructures as well as population migration require the identification of correlations in order to be able to coordinate the activities of all those involved in an emergency.

This means that in addition to operative relief forces increasingly generalists are needed,

- who can deal with complex risk and disaster situations,
- who look at critical situations in a holistic way and understand the correlations,
- with whom all threads converge and
- and who know which specialists are needed for specific issues.

Enormous amounts of knowledge and data are necessary to master situations these days. These have to be scientifically gathered and evaluated, which is only possible in a cross-disciplinary context. The networked high-tech society we live in demands a comprehensive way of thinking and acting from all involved individuals.

KaVoMa celebrated its 10-year anniversary in 2015. The BBK supports the University of Bonn in implementing the degree course.



Graduates, students, lecturers and those responsible met at the anniversary celebration at the University of Bonn.

“In disaster risk reduction the first issue is to organise it in such way as to give a broad education or training that emphasises the need for all participants to understand the big picture. In emergency management, half of the work is to understand what others are doing, as well as one’s own role. [...] The next important issue is to use teaching to help break down the barriers between disciplines and see problems, and their solutions, holistically. This requires teachers who are able to span the disciplines and not see matters purely from one narrowly defined perspective.”

David Alexander, Professor for Risk and Disaster Reduction at University College London

10 YEARS KAVOMA

These are the reasons for the origin of a joint project of the University of Bonn and the BBK. Professor Richard Dikau, first head of the later degree course, and Dietrich Lapke, then head of the AKNZ, had the idea to combine various different institutions and scientific disciplines to pay justice to the changing requirements. This resulted in 2006 in the establishment of the degree course Katastrophenvorsorgemanagement (KaVoMa – Disaster Prevention Management) with the masters degree “Disaster Management and Risk Governance”.

The tenth class of the degree course, who started the course in 2015, was so far the class with the most students; the interest in the degree course continues to increase. Professor Lothar Schrott has been heading the degree course since June 2014.

KaVoMa is a degree course in the field of advanced professional training. It is addressed at professionals who seek to obtain more in-depth theoretical competences in the field of disaster management following their vocational training, for example, in the field of emergency medical services. The students come from government agencies, businesses, relief organisations, emergency medical service providers, hospitals, the police force and the Federal Armed Forces.

The cooperation with the BBK’s own AKNZ academy has many advantages for the students and underscores the generalist orientation of the degree course. For instance, the BBK provides a number of lecturers from various specialist disciplines who teach the students with the necessary degree of practical relevance. The attendance periods of the KaVoMa degree course take place at the AKNZ. This cooperation matches the concept of the BBK’s training institution very well. After all, the AKNZ’s unique characteristic is the fact that the academy brings together the various different stakeholders in the field of civil protection and provides action-oriented training.

Taking stock in 2015 after ten years of KaVoMa, the result is very positive. The students are well-prepared for the next step on the career ladder with a completed degree course in the field of disaster management. Many graduates achieve professional advancement due to the degree course and assume responsible executive duties, as they can successfully use the competences they gained through KaVoMa in their given role. The KaVoMa degree course thus makes a considerable contribution towards reinforcing and further developing civil protection in Germany so as to prevail in the modern world.

BBK President Unger congratulates graduate Marlis Cremer on her successful graduation during the anniversary celebration marking the 10-year anniversary of KaVoMa.



Gabriele Gotthardt, Head of the Municipal Public Order Office of the Municipality of Sylt

“I have used what I learned in the degree course from day one in my job and have consequently used/implemented my acquired knowledge in my everyday professional life, for example, by initiating a plan for the averting of danger for the island of Sylt on the basis of the BBK's risk analysis systematics.”

Henning Winkler, Head of Department National Relief Organisation, German Red Cross Federal State Association Thuringia

“The KaVoMa masters degree was the logical further development of my activities in the fields of civil protection and international emergency relief. The degree course has broadened my view of civil protection and has opened doors in my further professional development. Also, the network around KaVoMa grows with every class and it is hard to imagine the world of Germany civil protection without it these days.”

Marlis Cremer, Head of the Office for Regulatory Affairs, Emergency Medical Services and Civil Protection of the Aachen Urban Region

“The employees in the lower civil protection authorities usually hold a qualification for the senior non-technical administrative civil service. This training provides a good basis. Yet topics from the field of crisis and disaster management are not included, such as the legal bases for civil and disaster protection on a federal and federal state level. This is why some personnel departments try to recruit people from the THW, fire brigades and relief organisations, who in turn have ‘only’ operational-tactical training, but no administrative training.

Personally, I saw the KaVoMa degree course as a demanding advanced training. This is why I was delighted that one of my colleagues in the field of civil protection has likewise successfully completed the degree course.”

Experiences of KaVoMa graduates

Katja Scholtes, Medical Director of the Central Emergency Department at the Merheim Hospital of the Cologne Clinics

“After the KaVoMa degree course, I was employed as a ‘crisis manager’ at the Klinikum Niederberg for five years and was asked to compile the hospital alert and action plan. [...] This even went so far that I have established a working group (Deutsche Arbeitsgemeinschaft Krankenhauseinsatzplanung = DAKEP; German working group hospital action planning) with like-minded others. I now work for the Cologne Clinics and the working group has become a non-profit association that continues to grow. For me, personally, the KaVoMa degree course has increased my general awareness of risk and crisis management as well as more specifically my awareness of alert and action planning in a hospital.”



1,928,668
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4,187
followers
on Twitter

132
federal government
vehicles delivered to fire
brigades and civil protection
relief agencies

337
visitor groups and
international delegations
at the GMLZ* in Bonn

**Our FIS*
recommends:**

BBK publications
2004-2015



271

operations since
establishment of the
NOAH* coordination
centre

670

processed citizen phone
service enquiries

19,502

delivered liquid-tight
protective suits for
CBRN* protection
personnel

161,830

distributed copies of the
guidebook for emergency
measures and correct actions
in emergency situations

* GMLZ = Gemeinsames Melde- und Lagezentrum (Joint Information and Situation Centre);

FIS = Fachinformationsstelle (specialist information desk) of the BBK

NOAH = Nachsorge, Opfer- und Angehörigenhilfe (Central coordination centre for aftercare and support for victims and relatives);

CBRN = chemical, biological, radiological, nuclear

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“In disaster risk reduction the first issue is to organise it in such way as to give a broad education or training that emphasises the need for all participants to understand the big picture. In emergency management, half of the work is to understand what others are doing, as well as one’s own role. [...] The next important issue is to use teaching to help break down the barriers between disciplines and see problems, and their solutions, holistically. This requires teachers who are able to span the disciplines and not see matters purely from one narrowly defined perspective.”

David Alexander, Professor for Risk and Disaster Reduction
at University College London

“Civil protection is a humanitarian matter that transcends all boundaries. We need to be aware of the threat of natural and other dangers. Let us not hesitate whenever an individual is in danger so that we may jointly achieve a high degree of protection for our population and give it a feeling of security.”

Colonel Major Kais BEN NACEUR (Office National de la Protection Civile – ONPC), project partner of the BBK in Tunisia

For your personal emergency prevention

A pull-out check list to make sure you have all you need in an emergency.

Prepare for the worst-case scenario.

Recommendations can be found in our “Guidebook for emergency measures and correct actions in emergency situations”.



+++ **Civil protection is ...** +++ Protection of critical infrastructures +++ Networked information +++
Psychosocial crisis management +++ Warning the population +++ Equipment and training +++
International affairs +++ Crisis management +++ Promoting volunteering +++ Academic training +++
and much more