

Consular Crisis Management

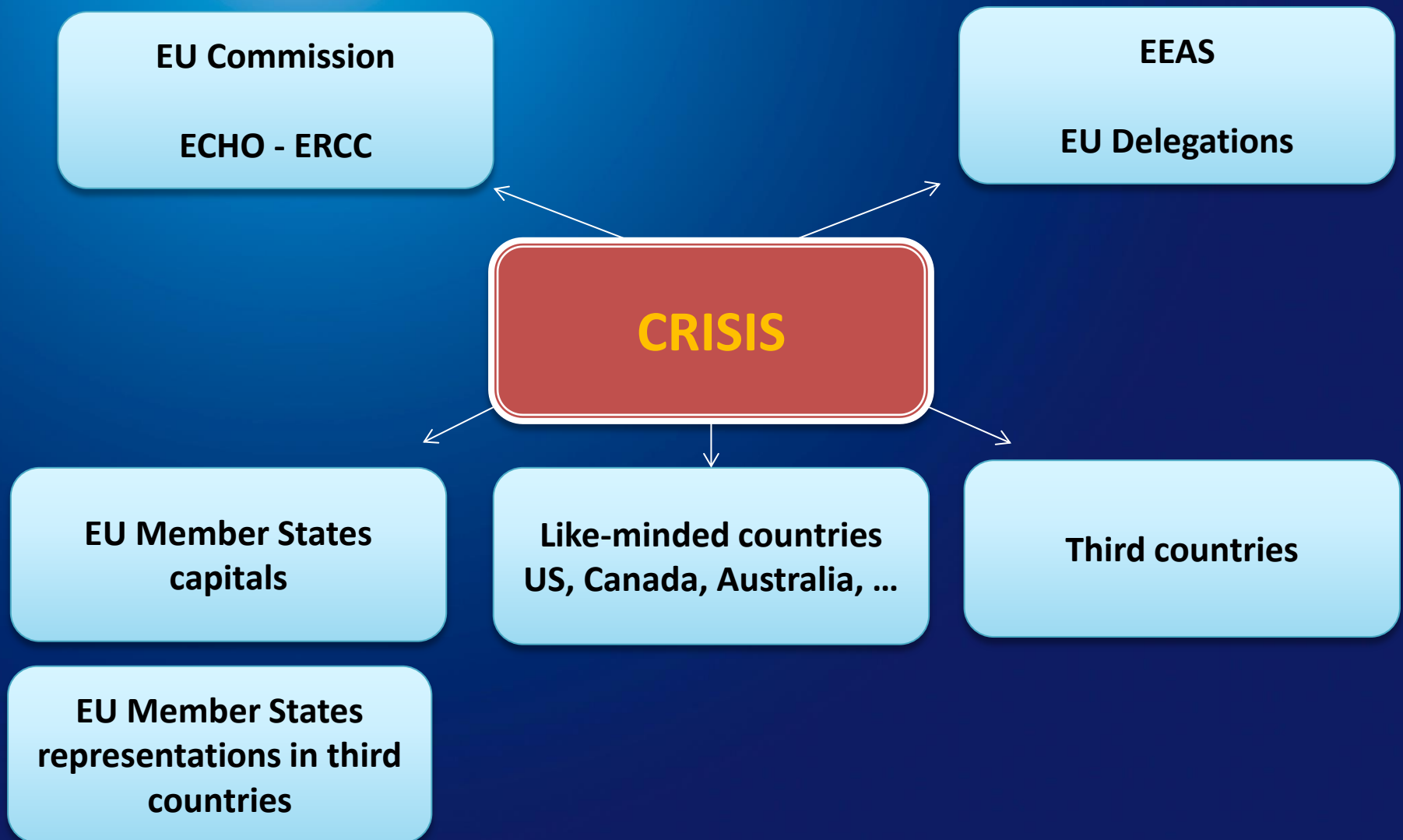
Soren Liborius, Deputy Head of Division



Prevent and Protect – Lisbon 7 DEC 2018

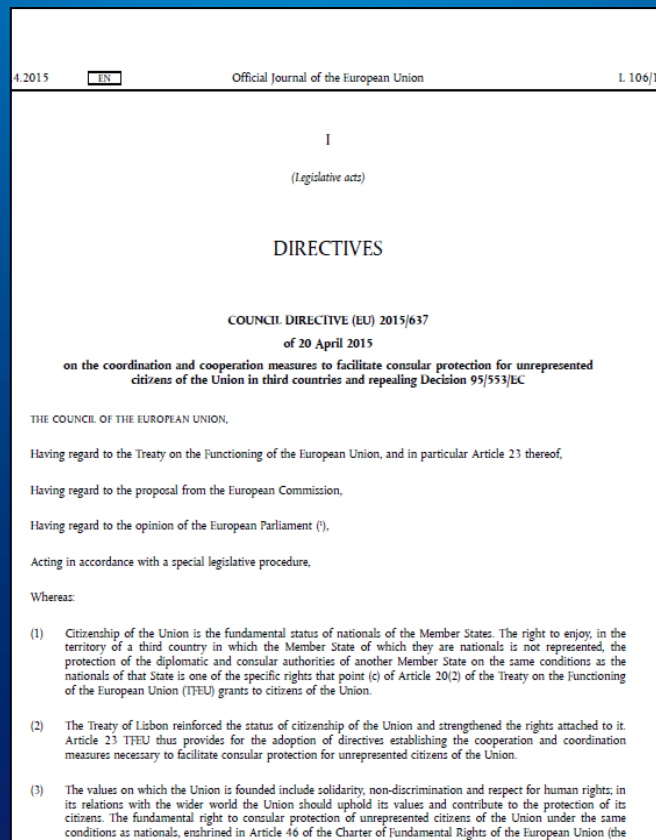
EEAS - Consular Crisis Management Division
mail: eeas-consular-crisis-management@eeas.europa.eu

EU actors in crisis situation



Consular Crisis Preparedness

From the Directive ...



... to the Joint EU Framework



STRUCTURE of the Framework

Five phases of the Framework:

1. Baseline actions
2. Situation analysis and risk assessment
3. Crisis preparedness
4. Crisis response
5. Post crisis actions

PROCESS of the Framework

2. Situation analysis and risk assessment - Examples

THREAT ¹ →				
Low	Medium	High		
		EARTHQUAKE	High	VULNERABILITY ² ↑
Breakdown in law and order, civil disobedience, riots	Terrorist attack Major Consular incident – i.e. explosion at hydrocarbon centre, air crash		Medium	
			Low	

RISK FACTOR	NATURAL DISASTER	THREAT	VULNERABILITY
SCENARIO	EARTHQUAKE	High	High
THREAT	The cities of northern Algeria (which contains 90% of the Algerian population) lie on a major earthquake fault line. Tremors are regular. The last major earthquake struck the town of Boumerdes (30 km from Algiers) in 2003, killing more than 20,000. In July 2014, an earthquake killed 6 people and injured 420.		
VULNERABILITY	A major earthquake would be likely to cause widespread devastation and affect hundreds of EU MS nationals and bi-nationals. The local authorities are likely to be overwhelmed in such eventuality.		
MITIGATION ³			

HORIZON SCANNING (RISK FACTORS) – FORWARD LOOK (0-24 MONTHS)

- ✓ Economic downturn/ austerity
- ✓ Political alienation/ disaffection, future presidential elections, political transition
- ✓ Potential spill-over from Libya/Mali

ALGERIA – Threat assessment, description and trigger events

Consular On Line Website - CoOL

Welcome to the CoOL web site

The Consular Online (CoOL) website provides information on the travel advice and the representation of the European Union and its Member States in third countries.

Member States' Ministries of Foreign Affairs provide this data.

The website provides links to the websites of Member States' Ministries of Foreign Affairs where further details on their travel advice can be found.

There is also a discussion forum used by the consular departments and crisis centres of Member States' Ministries of Foreign Affairs.

In case of a consular crisis, a specific focus area is created under which all relevant information can be posted. The focus area also contains a collaborative table where amongst other things information on the number of EU citizens is shared.

The CoOL web site is managed by the Consular Crisis Management Division of the EEAS.

[2016-10-06 CoOL website Privacy statement.pdf](#)



Useful links

- [User Manual February 2018](#)
- [MS Consular Crisis Units Contacts](#)
- [Download area](#)
- [Travel Advice](#)
- [Ministries of Foreign Affairs](#)
- [Information Sharing Forum](#)
- [Disclaimer](#)

Currently Active

- [2018-06/07 - FIFA World Cup](#)

COUNTRY PAGES [\(Click here\)](#)

- List of [Third Countries](#) and related collaborative tables
- ["Joint Framework" restricted area](#): Local Consular Coordination Meetings (minutes), Joint Framework documents, forum, exercise(s): *access granted upon decision from EU Member States' capitals and/or EEAS Headquarters (for EU staff)*
- [JFW Documents and templates](#) (general documentation relating to the Joint EU Consular Crisis Preparedness Framework)
- [TEMPLATE: Joint EU Consular Crisis Preparedness Framework](#)

User Role	Description
Reader	Read-only access: <ul style="list-style-type: none"> - access to all information in CoOL - receive email notifications (for travel advice, new thread and update presence in third countries) - cannot contribute in the forum or upload a document in the download area
Contributor	Reader's rights AND: <ul style="list-style-type: none"> - can create a new thread and contribute to a thread - cannot upload a document in the download area, change travel advice, presence in third countries and data in a collaborative table
Updater	Reader's + Contributor's rights AND: <ul style="list-style-type: none"> - can contribute and update data in a collaborative table, travel advice and presence in third countries

For possible additional roles, please refer to the ["User Manual"](#) (page 4)

LATEST RELEASES! ("Joint Framework" restricted area)

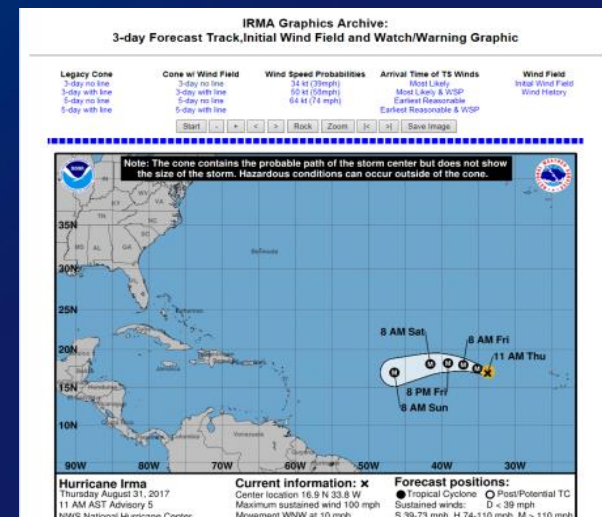
- **SENEGAL: !UPDATE!** 2018-06-14 Cadre conjoint européen de préparation aux crises consulaires (uploaded on 15/06/2018)
- **ECUADOR: !UPDATE!** 2018 May - Joint EU Consular Crisis Plan and annexes (uploaded on 15/06/2018)
- **ZIMBABWE: !UPDATE!** 2018-06-06 Joint Framework and annexes (uploaded on 8/06/2018)
- **OMAN: !UPDATE!** 2018.05.18 Snapshot (uploaded on 18/05/2018)
- **INDONESIA: !UPDATE!** 2018 Joint Framework and Annexes (uploaded on 17/05/2018)

Consular lessons learned

Hurricanes, Typhoons

Characteristics:

- Often an announced natural disaster => time for preparations
- Destruction can be more severe than first expected
- Limited response capabilities available in remote areas
- Infrastructure and local resilience strained
- In the **Caribbean** (IRMA, 2017) affected citizens were spread out over large area &
- ... the assistance from other partners (US / CAN) was limited as they were overburdened themselves

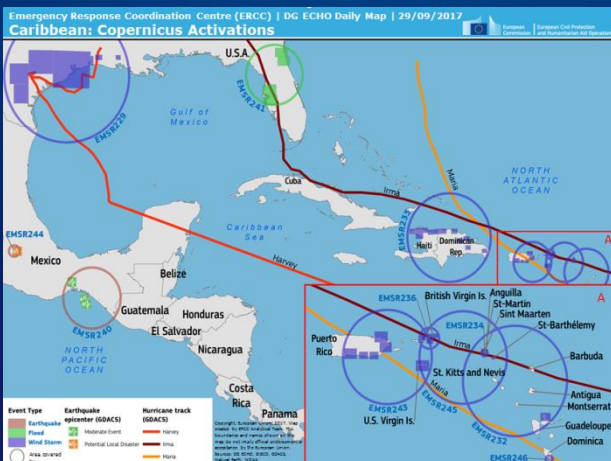


Hurricane IRMA, 2017

Consular lessons learned

What worked well:

- EEAS & DG ECHO coordination at early stage
- Coordination through VTC with Member States
- DG ECHO financial support through UCPM to the Netherlands & Germany at their request
- Copernicus EMS: 65 satellite maps produced and publicly shared
- Hurricane Maria: upon request for assistance by Dominica, offers given by BE, FR, UK & NL
- 9 pax EUCPTeam deployed to Dominica as well as one UNDAC associated environmental expert



2018, Indonesia Volcano & Earthquakes

Lessons learned:

Bali Mt Agung volcano (Autumn 2017 & JUL 2018) and Lombok earthquake AUG 2018

- In Jakarta the EU Local Consular Coordination Group already well established => makes joint assessment and response much easier according to response plans such as...
- ...having a Joint EU Consular Crisis Framework updated and tested
- In the field: **Joint Consular Response Teams** or Teams working in parallel sharing logistics; e.g. work space, transport, communications, accommodation, etc.
- Early activation CoOL to facilitate exchange of information
- Social media outreach to affected EU citizens. Reduce the workload; focus on those in need.



Looking ahead – Jointly

To consider: pooling consular resources when a large crisis hits:

Mapping consular resources with EU Member States

EU Delegations: 29 Local Consular Correspondents

Liaise between Regional Consulate hubs

When feasible & relevant : Creation of voluntary consular flying squads (perhaps combined with ECHO-UCPMT) – sharing logistics

Enlarging the response framework: to like-minded countries & military elements of a NEO (Non-Combatant Operation)