



The Crisis Centre

Emergency diplomacy



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The Crisis Centre

“ *The Minister of Foreign Affairs shall coordinate the management of external crises and the civil planning thereof with the assistance of all Ministries and State services concerned.*

”

Article L1142-6 of the Defence Code.

The roles of the crisis centre

In a world made more unstable by increasing numbers of crises and where more and more French nationals live and travel abroad, the capacity of the government to respond to crisis situations is a key component of French external policy.

Since 2008, the Ministry of Foreign Affairs has established a crisis management tool allowing it to monitor the development of risks and threats and, in a certain number of cases, launch emergency operations. The Crisis Centre is competent for crises which threaten the safety of French nationals abroad and for

humanitarian crises.

In this respect it has four major roles:

- 24-hour global monitoring;
- analysis and monitoring of emergency situations;
- preparation of French authorities' response plans;
- conducting operations in crisis theatres.

With a staff of 56, the Crisis Centre mobilizes and coordinates all the resources of the Ministry of Foreign Affairs and other administrations in case of crises abroad. It is under the direct supervision of the Minister of Foreign Affairs.

The Crisis Centre is also an extremely active partnership cluster for all those who handle crisis situations outside France in one way or another, including NGOs, businesses and local government, as well as French nationals who live or travel abroad, their elected representatives, UN and European organizations, and foreign crisis centres.

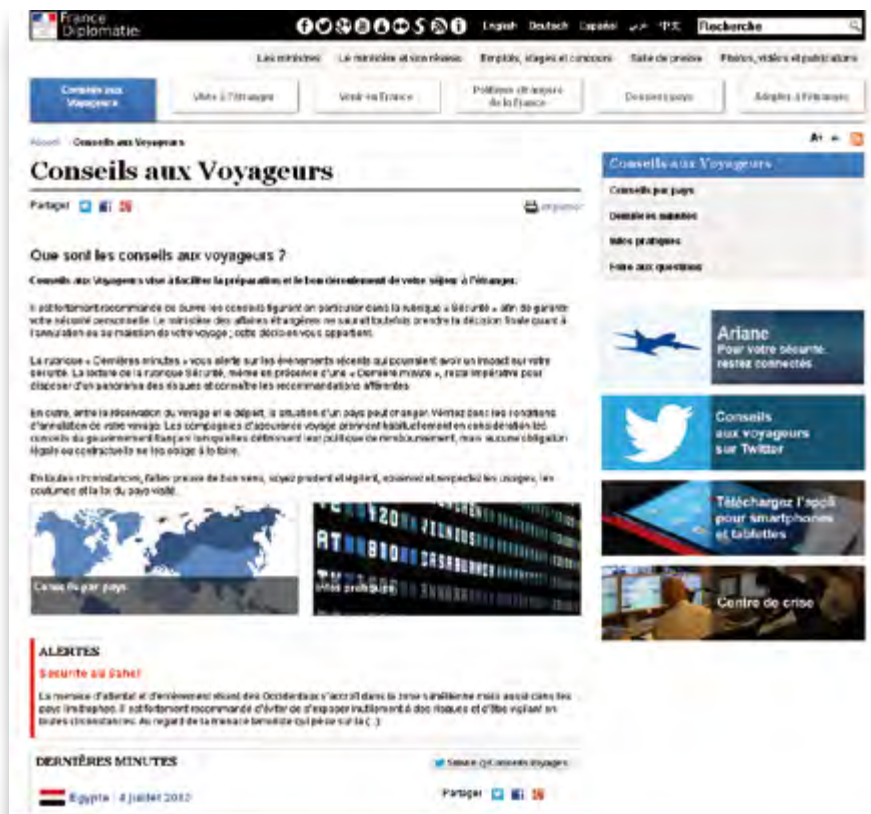


Safety of French nationals abroad

Conseils aux voyageurs (Travellers' advice)

The Conseils aux voyageurs section of the France Diplomatie website is the primary information and prevention tool for the safety of French nationals abroad. It has 211 pages, including 191 geographical pages and 20 thematic ones. The number of visits to Conseils aux voyageurs increases regularly and in 2013 reached an average of 550,000 visits per month, or close to 7 million over the whole year.

Since July 2011, the procedure for updating Conseils aux voyageurs is ISO 9001 standard certified, which is an international quality standard. Conseils aux voyageurs are updated more than 1,000 times per year, with some countries being updated several dozen times in a single year. It is available in numerous formats, including on Twitter since spring 2012.



The online Ariane service

Since late 2010, travellers can register their trips abroad on Ariane. They receive alerts in the form of text or voice messages and are taken into account during emergency operations organized by France abroad. Registration with the Ariane service, which was designed in liaison with the French data protection authority (CNIL), comes with all personal data security and confidentiality guarantees. It does not replace registration on the register of French nationals living abroad

where the duration of stay exceeds six months.

The data entered into Ariane allow travellers to:

- receive safety advice by text message or email if required by the situation in the country;
- designate an emergency contact person;
- be contacted in case of a crisis situation in a country.

More than 250 different safety messages were sent worldwide in 2012 to the tens of thousands of French nationals abroad registered on this platform.



A dedicated organization

The Crisis Centre in figures (2008-2012)

A team of **56** staff in the service of French nationals abroad

The Crisis Centre operates on a **24/7** basis

220 crisis situations
since 2008

38 in 2008

50 in 2009

61 in 2010

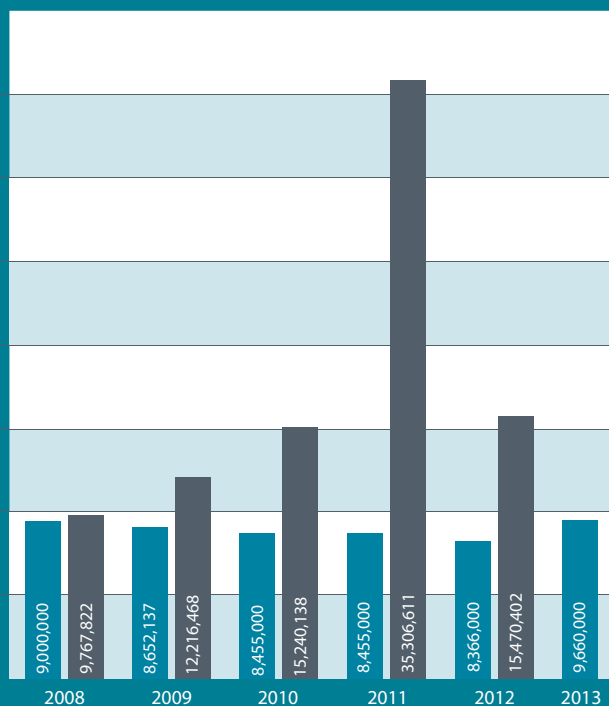
46 in 2011

25 in 2012

More than **45** emergency missions

Over **7** million
visits per year to the
« **Conseils aux voyageurs** » pages

1,9 million, half of which is sent to
French embassies.

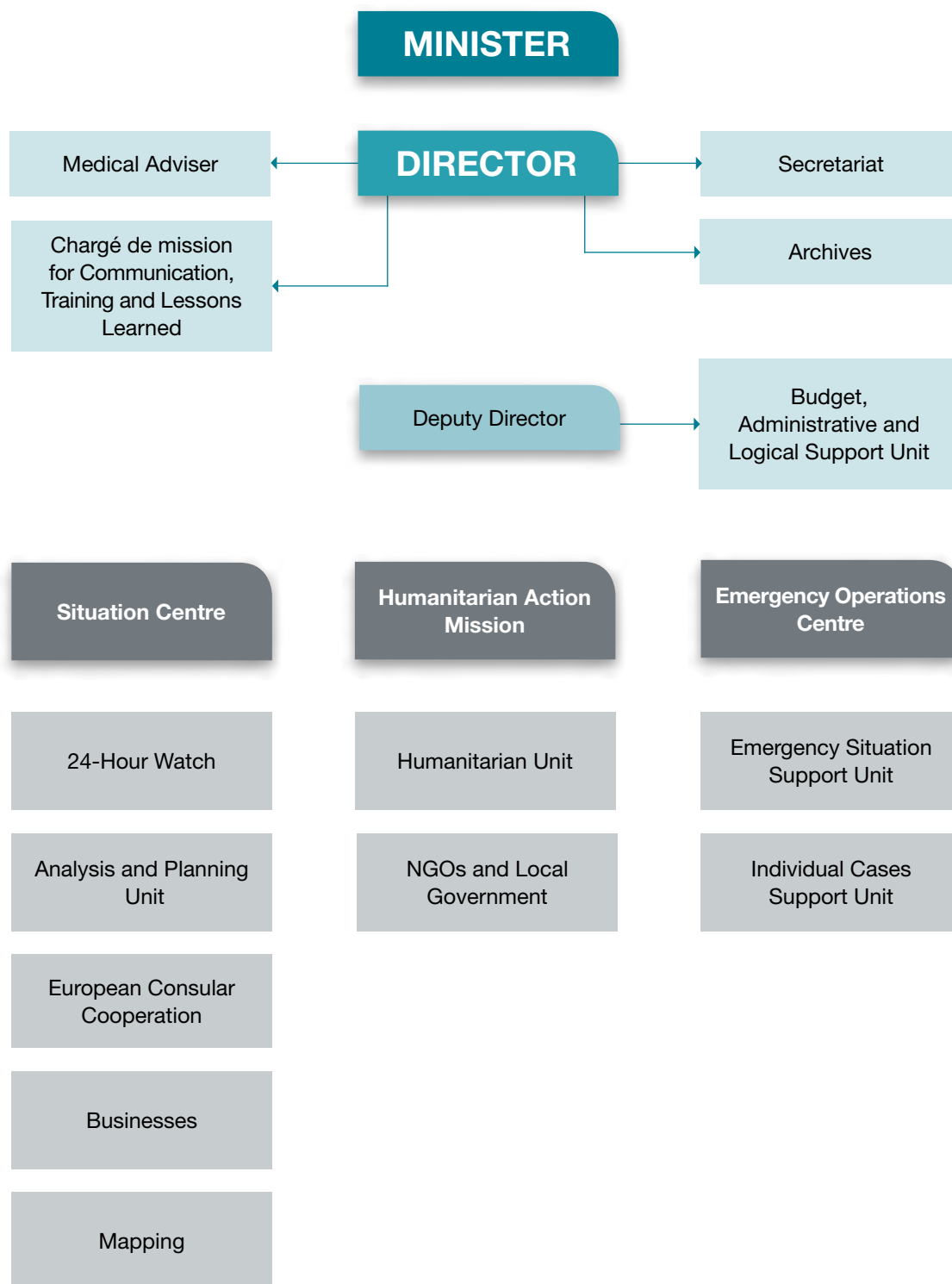


An Emergency
Humanitarian Fund
of **€88** million
since 2008

Amount spent (euros)

Initial budget (euros)

Organization chart



Administration and logistics

A unit dedicated to crisis logistics

The Budget, Administrative and Logistical Support Unit manages an operational budget which is adapted to crisis situations based on the needs and emergencies encountered by French embassies and consulates.

These budgetary resources can ensure the payment of stocks of staples, medicines (first aid kits, vaccines, etc.), communications equipment, various equipment and items needed in case of crisis

(to equip rally points, for CBRN protection, specific medicines such as iodine tablets).

The Unit is also responsible for organizing chartering of ships and aircraft for humanitarian transports and evacuations, as well as delivering humanitarian freight to affected areas.

To successfully carry out these different operations, the Crisis Centre uses public tenders for the

procurement of goods and service but may also use exceptional procedures provided for by the Public Procurement Code for emergencies.





The Situation Centre

“ The Situation Centre constantly monitors events abroad. It analyses threats and risks and plans crisis responses. ”

Monitoring and alert

Via the 24-Hour Watch, the Situation Centre is the entry point of the Crisis Centre, available non-stop at the Ministry of Foreign Affairs.

The day staff draws up and circulates a daily summary of crises and emergency situations based on all their public (close to 600 selected websites, blogs, forums, think tanks and television news outlets) and confidential sources. Early in the

morning, the night staff distributes internally an early summary of global events based on these sources.

Outside the working hours of the Ministry of Foreign Affairs, the 24-Hour Watch:

- responds to emergencies concerning French nationals in difficulty;
- puts out real-time alert and advice messages for French nationals

abroad;

- carries out political and humanitarian monitoring;
- responds to protocol and consular emergencies (overflight requests, etc.);
- disseminates Ministry communiqués;
- disseminates alerts concerning major events.

Analysis and planning

The Situation Centre, tasked with the role of analysing threats and risks (political, criminal, terrorist, health, seismic, meteorological, industrial, environmental, etc.), provides a summary of the available information, based on a set of information sources, one of the most important of which is the network of French embassies and consulates.

The analysis based on this information fuels the reflection of the State authorities, for example in the framework of formulating their humanitarian or security policy abroad. This information also helps ensure enhanced

monitoring of a certain number of countries where security risks are particularly high, and to ensure the level of response preparedness that developments in the country could require. The Situation Centre is also tasked with formulating Conseils aux voyageurs, which have a very wide audience.

The Situation Centre is also responsible for planning crisis responses. In this capacity, it is responsible for supervising the 220 French embassy and consulate safety plans. These plans are, for certain countries, established in close coordination with the

Ministry of Defence, which carries out its own crisis planning.

Within the framework of these two major roles, the Situation Centre lastly coordinates and follows up interministerial crisis meetings organized at the Ministry of Foreign Affairs, representing the Ministry in the appropriate forums in its areas of competence.

Mapping

The mapping team is responsible for parsing all the Crisis Centre's geographical information and drawing up maps.

Two types of map are produced:

- presentation maps, which may be used in the framework of high-level meetings. They can be used to enrich documents or illustrate the situation in

meetings, or be made available to the public, such as the maps provided on the Conseils aux voyageurs pages;

- detailed maps, used by the Crisis Centre's operational teams, which are used notably to identify critical sites at the time of the implementation of security plans.

The Crisis Centre mapping team uses a great variety of sources, which may be public (United Nations agencies), restricted (geographical divisions of the Ministry of Foreign Affairs) or confidential (Ministry of Defence mapping service).





Emergency operations

“Emergency operations mobilize professional teams responsible for implementing and controlling crisis response instruments in France and abroad.”

Interministerial coordination

The Ministry of Foreign Affairs is responsible for managing crises abroad and coordinating government resources. In this framework, it can call as necessary on the support of other administrations, including in the form of provision of personnel and resources.

The Crisis Centre, under a decree dated 16 March 2009, is specifically mandated to coordinate the action

of ministries concerning the safety of French nationals abroad, as well as government responses to emergency humanitarian aid operations.

To accomplish this mission, it works in close liaison with a network of ministerial partners, including the General Secretariat for Defence and National Security (SGDSN), the Ministry of Defence's Operations Planning and

Conduct Centre (CPCO), the Ministry of the Interior's Operational Centre for Interministerial Monitoring of Crises (COGIC), and the Ministry of Health's Public Establishment for Health Emergency Preparation and Response (EPRUS).



Emergency situation management



The main task of the Crisis Centre's Emergency Situation Support Unit (GSU) is to man and manage crisis units in Paris, to launch and operate emergency telephone responses in France and, lastly, to lead operational teams abroad in crisis situations.

The GSU also runs two pools of volunteers at the Ministry of Foreign Affairs, who can be mobilized in emergencies in France and abroad. In addition to these volunteers, there are civil and military personnel (Red Cross personnel, members of the National

Health Reserve, security and defence personnel, etc.).

The GSU's staff is also responsible for drawing up the procedures and tools required for the deployment of the different operations carried out by the Crisis Centre. Lastly, audit missions and crisis simulation exercises are also carried out regularly, generally with the support of experts from different administrations, in order to help French embassies and consulates to best prepare for crisis management.

Crisis units

The activation of a crisis unit is a key response component of the Ministry of Foreign Affairs, and more generally of the French authorities, to any major event abroad where the safety of French nationals is threatened.

Equipped with the necessary means of communication and management (encrypted communication systems, videoconferencing, video walls, etc.) this structure can be activated very quickly. It makes it possible to assemble all the parties concerned in one place, thus ensuring optimal coordination and internal communication. It provides strategic coordination of the crisis and manages public communication,



under the direct supervision of the Minister, as well as conducting emergency operations in close liaison with the ambassador on the ground.

The crisis unit can be strengthened as necessary by external partners from various administrations, the private sector, and civil society. While the Crisis Centre is a permanent structure, crisis units are of a

temporary nature as they are opened and closed with the unfolding of major crises.

Answering telephone calls from the public



A telephone call centre is established to answer public telephone calls as needed. The Crisis Centre has a capacity of 16 lines which can be activated immediately and which can be increased. It can handle up to

4,000 calls per 24 hours. Special numbers can be set up and advertised to the public over radio or television.

The Crisis Centre can also redirect to its own call numbers the communications addressed to French embassies and consulates which, in the context of a crisis, are no longer capable of answering the telephone.

The call centre fulfils an information mission, responding to questions like "What is the current situation?" "How should we behave?" It makes it

possible to take into account individual problems, such as persons in difficulty, missing persons, etc.

Telephones are answered in case of crisis by personnel from the Ministry of Foreign Affairs on a voluntary basis, with potential reinforcements from Red Cross personnel. All have received prior training.



SOME FIGURES

- **Bombay bombings (2008)** : 6,500 calls
- **H1N1 flu pandemic (2009)** : 13,000 calls
- **Haiti earthquake (2010)** : 18,500 calls
- **Triple disaster in Japan (2011)** : 9,500 calls
- **Côte d'Ivoire situation (2011)** : 6,000 calls

The diversity of operations

Since being established on 2 July 2008, the Crisis Centre has regularly been mobilized to handle all sorts of events.

A few examples

2008

When the conflict broke out in **Georgia** in 2008, France was one of the first countries to get involved. The Crisis Centre dispatched more than 100 tonnes of humanitarian aid and proceeded with the repatriation of French nationals, European citizens and nationals of other countries. That same year, a state of emergency was declared in **Bangkok**, and the Crisis Centre took charge of the return of French nationals stuck there.



2009

The Crisis Centre was mobilized for weeks to monitor the **H1N1 flu pandemic**. It organized the vaccination of French nationals abroad against the disease. The year was also marked by major **air disasters**, including the crash of flight AF 447 in the Atlantic (216 passengers and 12 crew), followed by that of a Yemenia aircraft, off Comoros (147 passengers and 11 crew).



2010

This year saw the earthquake in **Haiti**. France was the first country to the scene of the earthquake the next day, deploying more than 1,000 staff, in addition to ships, aircraft, field hospitals and other resources. The Crisis Centre also evacuated hundreds of Haitian children in the process of being adopted by French families and provided Haiti with assistance to cope with a cholera epidemic.



2011

This year was marked by the **Arab Spring**, the triple **disaster in Japan**, the **crisis in Côte d'Ivoire**, the **Marrakesh bombing**, and the **humanitarian crisis in the Horn of Africa**, leading to very strong French mobilization, particularly from

a financial point of view. Amongst others, the Crisis Centre evacuated several thousand French nationals from Libya, Japan and Côte d'Ivoire and repatriated 2,500 Egyptians, who were stuck at the Tunisia-Libya border, to Cairo.

2012-2013

Growing insecurity in the **Central African Republic (CAR)** in late **2012** worsened in **2013**, leading to a coup d'État in March, during which the town of Bangui was the site of violence and looting. Two Crisis Centre missions worked with the Embassy in order to support French nationals in the country. The same year, numerous missions were sent to most of the **Sahel** countries and the **Middle East/North Africa** region to build the crisis management capacities of the French embassies following the French intervention in Mali in January 2013. Early 2013 was also marked by the handling of the mass hostage-taking of **In Amenas**, Algeria (contact with families, liaison with the Embassy, crisis communication) and the bombing of the French Embassy in Libya on 23 April.

Crisis situation support missions



The Crisis Centre is often has to deploy missions to support embassies and consulates in managing consular crises during major events. Staff specialized in managing emergency situations may be deployed on the ground at any time. They have the right equipment (satellite communications, radios, logistical equipment) to respond to any situation. Their role is to advise, support and co-manage the implementation of crisis management instruments.

In the humanitarian field, this may involve aid transport missions (shelters, medicines, food, etc.) or management of teams specialized in civil security or health, intervening in crisis theatres. The Crisis Centre has a permanent humanitarian stock of sufficient size to cope with the needs of 10,000 people. These operations may be accompanied by the deployment of logistical assets, such as field hospitals of drinking water production units.

All these missions are placed under the supervision of ambassadors where possible and aim to provide a quick operational response that is suited to the ongoing crisis. Given how dangerous some of these situations are, the personnel are covered by an insurance policy identical to that of operational military personnel.



Individual cases

The Crisis Centre handles close to 800 deaths of French nationals abroad every year, requiring a specific intervention on its part, of administrative, legal or simply practical nature.

The Crisis Centre is also responsible concerning the disappearance of French nationals abroad, totalling 200-250 every year. Generally, these people disappear temporarily. In some cases, these “worrying” disappearances can lead to the opening of judicial proceedings.

Lastly, following up the families of the victims of terrorism and hostage-taking is a major component of the Crisis Centre's activity. These individual cases, which are often the subject of significant media coverage, require the Crisis Centre to work closely with the families, informing, guiding and assisting them in the accomplishment of formalities.

It also helps them to assert their rights with different bodies, such as the Institut national d'aide aux victimes et de médiation (INAVEM, a national institute for victims' aid and mediation) and the Fonds de garantie des victimes d'actes de terrorisme et d'autres infractions (FGTI, a compensation fund for victims of acts of terrorism and other offences). Assistance to families may also involve material support.

The Crisis Centre works in close liaison with specialist government services, justice, the police and the national gendarmerie.



Medical expertise

The Crisis Centre also has a medical component, whose main roles are:

- international health monitoring, in liaison with international organizations and the French or foreign ministries concerned;
- informing travellers through the Conseils aux voyageurs pages, in liaison with the Ministry of Health (evidence-based health alerts are included where required by the local situation) ;
- the establishment of targeted health actions, suited to the needs of the poorest populations, in cooperation with international agencies, non-governmental organizations and French specialized intervention units (Civil Security, EPRUS, Armed Forces Health Service);
- conducting medical and psychological support missions for

French and foreign nationals (medical evacuations, medical assistance with French diplomatic facilities, hostage situations, evacuation or safeguarding of French nationals).

Faced with a major health crisis, the Crisis Centre may mobilize and coordinate the action of civil and military personnel. It has its own stocks of medical equipment and medicines. They can be mobilized immediately and are calibrated specifically to address the main medical and surgical emergencies.



Focus on individual cases

Italy: Shipwreck of the *Costa Concordia*

In the evening of 13 January 2012, the cruise liner *Costa Concordia* ran aground off Giglio Island, Italy, with 4,229 people aboard including 462 French nationals. A call centre was set up at the Crisis Centre to inform the public. In liaison with the French Embassy in Italy, the families of the liner's passengers were kept informed of their situation and of the repatriation operations to France. On 14 January, more than 250 calls from families were taken throughout the day, mobilizing a dozen staff. The Individual Cases Support Unit supported victims' families in their formalities.

Nepal: Mount Manaslu avalanche

During the night of 22 September 2012, an avalanche swept away a group of climbers. Four French climbers from this expedition in Nepal died immediately, and two others were reported missing. The Crisis Centre organized the reception of the survivors by their families at the airport on 24 September. A member of the Crisis Centre staff, was dispatched to Kathmandu to assist the diplomatic post in managing the crisis and to organize the repatriation of the bodies.



The Humanitarian Action Mission

“ The Humanitarian Action Mission coordinates the State’s emergency humanitarian response and relations with the different partners. ”



Responding to humanitarian emergencies

The Crisis Centre is also competent for the management of humanitarian crises.

With a staff of six, the Humanitarian Action Mission coordinates the government's emergency humanitarian response in liaison with the Ministry's central administration (the Directorate-General of Global Affairs, Development and Partnerships (DGM), and the United Nations, International Organizations, Human Rights and Francophonie Directorate (NUOI), embassies and permanent representations to international organizations. It also coordinates relations with the different partners, such as NGOs, donors, European Commission (ECHO), specialized UN agencies, and the International Red Cross and Red Crescent Movement. In case of humanitarian emergency, and

generally at the request of the affected country, the Crisis Centre provides financial support to civilian operators, experienced in emergency situations, or deploys human and material resources directly in the crisis theatre. Apart from humanitarian emergency situations ("hot crises", media attention), it also intervenes occasionally in countries where humanitarian crises are almost permanent.

In accordance with France's commitments, recalled in the French Republic's Humanitarian Strategy, which was adopted on 6 July 2012, the Crisis Centre deploys its emergency humanitarian assistance in strict compliance with international humanitarian law (IHL) and international human rights law. Its efforts are also based on the European Consensus on Humanitarian Aid, adopted by the European Council, Commission and Parliament in December 2007, which reaffirms the commitment of the EU and its Member States to defending and promoting the fundamental principles of humanitarian action: "neutrality, impartiality, humanity and independence". The Crisis Centre's Humanitarian Action Mission also ensures compliance with the Principles and Good Practice of Humanitarian Donorship, adopted in Stockholm on 17 June 2003, as well as following the Good Humanitarian Donorship initiative and the Oslo Guidelines on the Use of Foreign Military and Civil Defence Assets in Disaster Relief.

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Fostering humanitarian diplomacy



9 July 2013: humanitarian meeting at the Crisis Centre in the presence of Baroness Valerie Amos, UN Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator.

The Crisis Centre participates actively in the formulation of France's humanitarian policy and in the major debates in UN bodies on the financing of international humanitarian action and the reform of humanitarian action. The Humanitarian Action Mission, in liaison with the other departments concerned (DGM, NUOI, EU Directorate), participates in following up humanitarian issues at EU level, primarily in the framework of the Council Working Party on Humanitarian Aid and Food Aid (COHAFA), where the Member States debate the different ongoing humanitarian crises, both chronic and acute, and how they could be addressed.

Strengthening NGO partnerships

The Crisis Centre supports the field activities of NGOs, conducts deep dialogue with them on humanitarian, thematic or geographic issues. In accordance with the commitments contracted in the framework of the French Republic's Humanitarian Strategy, the Crisis Centre established a cooperation group on humanitarian issues, notably aimed at strengthening NGO partnerships.



Financial instruments

In order to accomplish these different actions, the Humanitarian Action Mission has credits on the interministerial “official development assistance” mission budget. These credits are grouped under the Emergency Humanitarian Fund (FUH), which finances different types of operation:

- direct actions (provision of any type of equipment);
- operations conducted by diplomatic and consular posts using credit delegations;
- subsidies to NGOs;
- exceptional payments to international or assimilated bodies such as UNICEF, the Office of the United Nations High Commissioner for Refugees (HCR), the World Food Programme (WFP), the World Health Organization (WHO), and the International Committee of the Red Cross (ICRC).

The FUH includes an annual endowment of approximately €10 million, which may be increased

in case of major crisis with a special allocation.

These resources may also be topped up with donations from individuals, companies and local government into two dedicated aid funds: the Fonds d'action extérieure des collectivités territoriales (FACECO, local government external action fund) and the aid fund (FDC).

The FACECO

This aid fund, which is managed by the Ministry of Foreign Affairs Crisis Centre, is dedicated to local government bodies which wish to contribute emergency assistance to the victims of humanitarian crises abroad, with the aim of:

- enabling an effective and relevant emergency response;
- coordinating efforts and resources when a crisis occurs;
- ensuring the traceability of contributed funds.

HOW TO CONTRIBUTE TO FACECO

The local government body chooses the country or crisis to which it wants to contribute. Following deliberation, the competent Departmental Treasury makes a bank transfer to the Trésorerie générale pour l'étranger (TGE): **Trésorerie générale pour l'étranger**

**Banque de France (BDF),
Nantes (44) Branch**

Bank code: 30001

Branch code: 00589

Account number: 0000M055150

Control key: 21

International Bank Account

Number (IBAN): FR06 3000 1005 8900 00 M0 5515 021

SWIFT (BIC) code of the Banque de France: BDFEFRPPCCT

Mention the number and the name of the recipient aid fund during the transfer:

1-2-00263 « Contributions des collectivités territoriales au profit de l'aide d'urgence aux victimes de crises humanitaires à l'étranger » [Contributions of local government to emergency assistance to the victims of humanitarian crises abroad], mentioning the target country or crisis.

HOW TO CONTRIBUTE TO THE FDC

Individuals and businesses may make their donations by:

- **Cheque** made out to the Trésor Public, sent to the Ministry of Foreign Affairs, Crisis Centre, 37, quai d'Orsay, Paris 75007
- **Transfer** to « FDC MAE n°12008 » Banque de France, Nantes (44) Branch
Bank code: 30001
Branch code: 00589
Account number: 0000M055150
Control key: 13
IBAN: FR06 3000 1005 8900 00M0 5515 021
SWIFT (BIC): BDFEFRPPCCT

Donors are invited to announce their donation in a letter sent to the Crisis Centre, specifying the country or action they wish to support.

The FDC

Individuals and companies wishing to show solidarity with populations affected by crises abroad can make a financial contribution to the aid fund attached to the Emergency Humanitarian Fund. This fund aims to finance emergency assistance actions for victims and equipment repair and reconstruction actions implemented by NGOs.

There are two advantages to using this aid fund:

- it ensures optimal use of the contributed fund. Either combining them helps finance large-scale operations that a single donation could

not cover, or they add up to contribute to the accomplishment of existing projects;

- it ensures good allocation of the contributed funds and good use abroad, supervised by the French diplomatic network.



External partnerships

“ Joint and close work develops on a day-to-day basis with French local government, French businesses, European institutions and the crisis centres of other Member States. ”

Relations with local government



Over the years, French local government bodies have developed external actions on a large scale. These actions take many forms and range from school exchanges to decentralized cooperation actions, from twinning to economic partnership agreements.

The Crisis Centre provides local government with its expertise, constantly updated information, and advice. It can assist with preparation of a mission, a delegation visit,

or a group trip (school, association, etc.) abroad, or intervene in case of crisis, notably acting as an interface between the local government body and the crisis theatre.

The Crisis Centre also supports local government in the implementation of the “Thiollière Act”, which, since 25 January 2007, authorizes them to implement or finance humanitarian actions, if justified by an emergency.

European cooperation

The Crisis Centre works on a day-to-day basis with the European institutions [European Commission, European External Action Service (EEAS)], as well as the crisis centres of the other EU Member States.

This close cooperation between Europeans in crisis management expresses a community of interests rooted in a joint project to build Europe for the benefit of its citizens. The European treaties have thus taken note of this will. The Treaty of Lisbon provides that every citizen of the EU shall, “in the territory of a third country in which the Member State of which he is a national is not represented, be entitled to protection by the diplomatic or consular authorities of any Member State, on the same conditions as the nationals of that State.”

In order to make that protection effective, the lead State concept, the fruit of a French-British initiative, was launched in 2006, allowing a volunteer Member State to coordinate the protection of European citizens in a third country in case of crisis.

There are currently 29 countries worldwide where the Europeans have designated a lead State. In 13, almost 45% of them, France is that State. Moreover, 75% of EU delegations worldwide are under French protection.

In concrete terms, France's cooperation with its European partners can take several forms:

- exchange of consular information;

- establishment of consultation procedures in periods of crisis;
- participation in crisis simulation exercises.

This centralized cooperation is supplemented by close cooperation in the field: local consular cooperation meetings are organized regularly between embassies and EU delegations (prior preparation for crisis management).



Relations with businesses

A regular point of contact for businesses working internationally, the Crisis Centre, through its Businesses unit, maintains constant dialogue with companies and organizations such as CINDEX [Centre inter-entreprises de l'expatriation (intercompany expatriation centre)], the CDSE [Club des directeurs de sécurité des entreprises / Company security directors' club] and the Cercle Magellan, to help them better take into account the safety of their expatriate employees and their families. In particular, it responds to their questions on the situation regarding known risks and threats in a given country or region, allowing them to take the most appropriate steps to address them. The Crisis Centre thus contributes to the "economic diplomacy" that the Minister has made a priority.

The Crisis Centre organizes each year a meeting on the security of French businesses abroad, covering the issues of employee safety and expatriation and

bringing together close to 200 high-level private sector, civil society and government managers.



These relations are governed by agreements signed, for example, with the CINDEX/CDSE and the Cercle Magellan, specifying cooperation in crisis prevention and management concerning French employees abroad. The aim of this public-private partnership is to best respond to questions on the situation and evolution of risks so that businesses, which are responsible for their employees, can do everything they can to combat them.

The Crisis Centre also organizes regular meetings on the political and security

situation in the geographical areas that most interest businesses.

Lastly, it intervenes in external forums such as chambers of commerce and trade shows focusing on exportation and expatriation in order to inform businesses regarding its action and to raise their awareness of crisis culture.



Visitors' entrance

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24-hour emergency hotline: +33 (0)1 53 59 11 00
Email: alertes.cdc@diplomatie.gouv.fr
Website: www.diplomatie.gouv.fr



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Centre de crise, except cover (bottom
left): Mondial Assistance



The Crisis Centre Emergency diplomacy

