

RED ALERT

YOUR SUPPORT, OUR WORK, REAL DIFFERENCE

SimEx 2017

Autumn/Winter 2017

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reduk
people and skills for disaster relief



THANK YOU

Dear Friends,

Every year on August 19th, the global humanitarian community celebrates World Humanitarian Day: a time to remember fallen colleagues, and pay tribute to those who risk their lives as they go about their work. I attended a service at Westminster Abbey last week to mark their sacrifice.

Sadly, it is increasingly dangerous to be an aid worker. When humanitarian staff are vulnerable, so are the projects they implement - and the families and communities they serve. It's essential that aid workers are trained to recognise and respond to risk. Security courses like those RedR runs in East Africa (see page 4) are therefore of vital importance.

In the following pages you'll see evidence of the transformative impact our work can have: from local aid workers in Myanmar empowered by the knowledge that they're part of a global community, to staff in Sudan who have continued their learning outside the classroom.

Thank you for your ongoing support.

Martin McCann
Chief Executive

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Red Alert is produced twice yearly to keep our supporters informed about RedR's activities and achievements, and to encourage others to support our work. All RedR publications, including Red Alert, are printed on FSC accredited stock.

Tell us what you think! We're always keen to hear your thoughts about issues raised in Red Alert. Letters to the editor should be sent to: communications@redr.org.uk

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Water Quality and Water Safety Plan training in Sudan

NEW OPPORTUNITY FOR REDR MEMBERS

In partnership with our sister organisation RedR Australia, RedR UK was recently awarded a contract to provide external deployment support to NGO Plan International. This exciting development represents both a closer working arrangement with RedR Australia, and a return to active deployments for RedR UK.

As part of the agreement, roster members from RedR UK and Australia will be eligible for deployment opportunities within Plan International, for a range of technical areas from logistics to child protection. All existing Members will be entitled to join the roster. We look forward to working with Members and supporters on future placements. ■

IMPROVING URBAN RESPONSE



On Monday, 16 October, RedR will bring together key urban practitioners from the humanitarian and private sectors for a short conference entitled 'Urban Humanitarianism: Towards a Collaborative Response'

RedR has been working to facilitate cross-sector collaboration on the response to urban crises since 2013, through phases one and two of the 'Ready to Respond' programme. The conference - held at the Lloyd's Building in London - will be an opportunity for

practitioners from both sectors to share examples of successful collaboration, address common challenges, and strengthen their networks.

If you are interested in attending, please contact isaac.snow@redr.org.uk. ■

'Ready to Respond' is funded by Lloyd's Charities Trust, the grant-making charity of the Lloyd's insurance market.

Aid workers in East Africa are operating in increasingly difficult and dangerous conditions. Our 'Personal Safety in Emergencies' (PSE) course aims to help keep them safe.

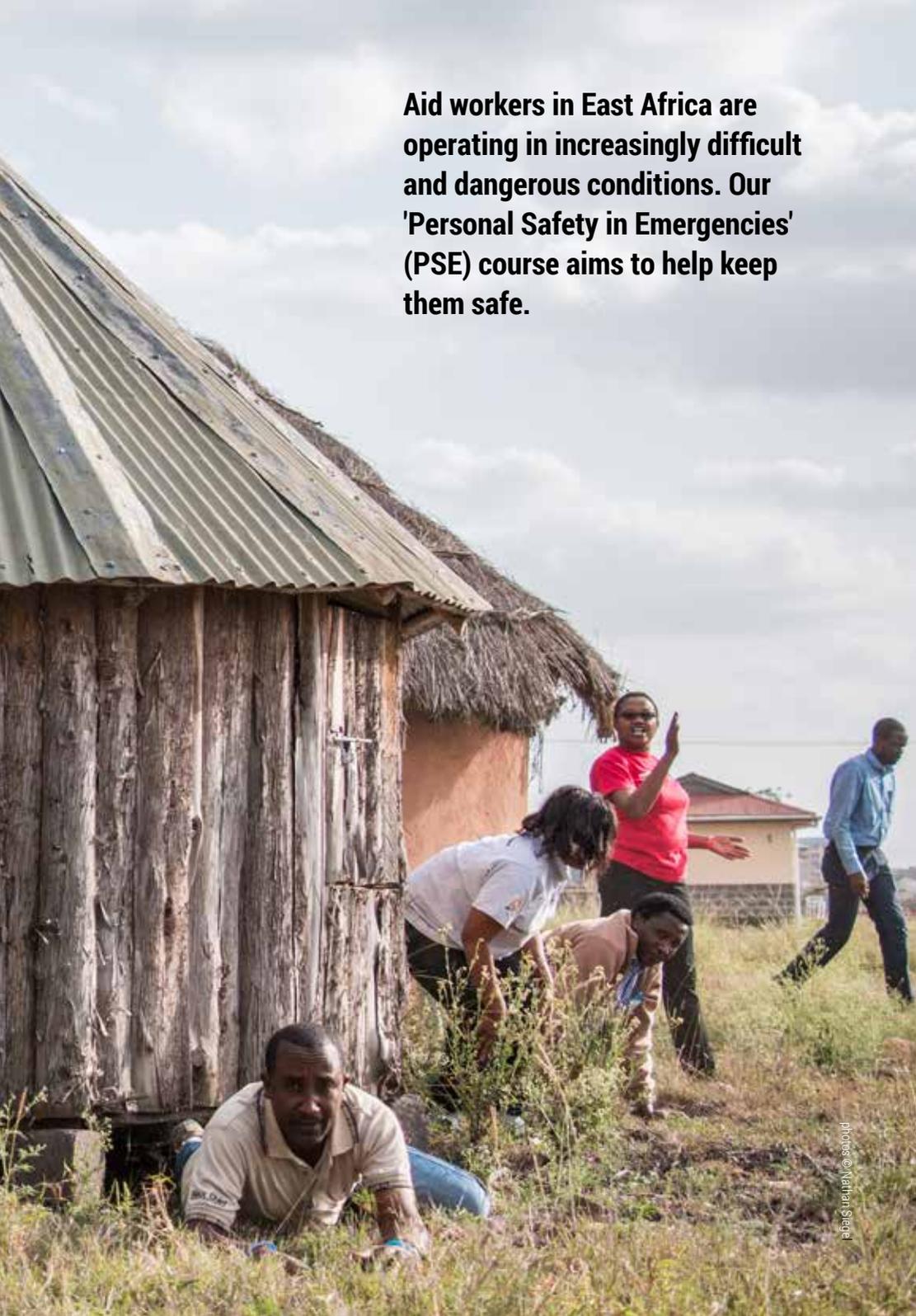
THE EAST AFRICA CRISIS: REDR'S RESPONSE

In March, we launched an emergency appeal to support our response to the food crisis in East Africa. At the time, 16 million lives were estimated to be at risk in Ethiopia, Kenya, Somalia, and South Sudan. On top of this, the crisis was expected to have repercussions for the wider region - particularly for neighbouring countries likely to take in refugees from affected areas.

Five months on, the crisis has disappeared from the headlines. However, this is not to say that the situation has improved: if anything, conditions have deteriorated, with the third consecutive failure of seasonal rains. Drought-affected individuals, families and communities across East Africa are more vulnerable than ever. However, the aid workers trying to reach them - delivering the appropriate assistance, at the right time - are operating in increasingly difficult and dangerous conditions. As ever, our supporters were extremely generous. Thanks to you - and with funding from Lloyd's Charities Trust,

the grant-making charity of the Lloyd's insurance market - we were able to implement two three-day 'Personal Safety in Emergencies' courses in Nairobi, Kenya, equipping 36 aid workers - almost two-thirds of whom are local staff - to stay safe as they carry out their work. 'Personal Safety in Emergencies' is an intensive three-day course designed for humanitarian staff working in hostile or potentially hostile settings. Through classroom sessions and a four-hour simulation exercise, the course aims to help participants recognise and respond to threats in their operating environment - keeping them safe, and ensuring they can continue their life-saving work.

Paulo Samwel Budhok is a Human Resources Manager with Oxfam International in South Sudan - now the most dangerous place in the world to be an aid worker. Oxfam works in ten field locations in South Sudan, delivering both emergency response and longer-term development projects. Their work benefits displaced populations, and the local communities that host them.



photos © Nathan Siegel

"I came to the training because I wanted to link my theoretical knowledge with practical, on-the-ground challenges," says Paulo. "As a humanitarian worker, it's vital that we're aware of personal safety and security in emergencies. I will urge the organisation to send more staff for the training, especially those working in volatile areas. I would also encourage my female national colleagues to attend this training because there is a perception that security training is for men only."

Generally, the majority of those RedR trains go on to share their learning, either formally or informally, with colleagues - increasing the impact of RedR's training exponentially.

Paul Kimani is a Field Safety Associate with the United Nations High Commissioner for Refugees (UNHCR). He is responsible for the safety and security of UNHCR staff and Persons of Concern (beneficiaries) in Dadaab, the world's largest refugee camp. "My organisation is responding to the current crisis by planning and putting in place business continuity plans in case the situation worsens and we find ourselves in a situation where we could result to relocation, hibernation and possibly evacuation," he explains. It is vital that Paul and his team are prepared for such

an eventuality - which is what led him to take RedR's training. "I hope that, as a result of the training, I will be in a better position to guide and advise staff on more secure ways to respond to emergency situations, ensuring their safety and security and that of others," he said at the time. "The training was very useful. I will be taking back to my organisation best practices and lessons and gaps identified in our Standard Operating Procedures (SOPs) and contingency plans."

RedR caught up with Paul six weeks months after the training to find out whether his expectations had been met. "Being in the field we apply all of what we were learning in PSE on a daily basis, including convoy procedures, radio procedures, check points, crowd control, demonstrations, radio check and much more," he says. "I feel better prepared to guide and advise other staff, as the drills were very practical and are applicable in real emergency situations, and the practice in the drill enhanced my capability to apply lessons learnt in an emergency situation. As you know SOPs are not a one-person affair, and as such I can and will share with my organisation best practices, lessons learnt and the gaps identified so that we can incorporate them in our SOPs and contingency plans."

" This is a training that all staff should attend, especially those working in a volatile setting like Dadaab.

Khadija Harun, NRC,
Dadaab refugee camp



photos © Nathan Siegel

It can be difficult to illustrate the impact RedR's training has on the families and communities who benefit from humanitarian assistance. However, Paul is convinced there is a direct link: "They [the beneficiaries] might not notice it right away, but because I feel more rejuvenated after

the training, I go about my work with a renewed sense of purpose, especially in making sure that SOPs are adhered to in our daily humanitarian work." ■

RedR's response to the East Africa emergency is part-funded by Lloyd's Charities Trust, the grant-making charity of the Lloyd's insurance market.

BEYOND EXPECTATIONS TRAINING IN MYANMAR



photos © Hong Sai Waidee

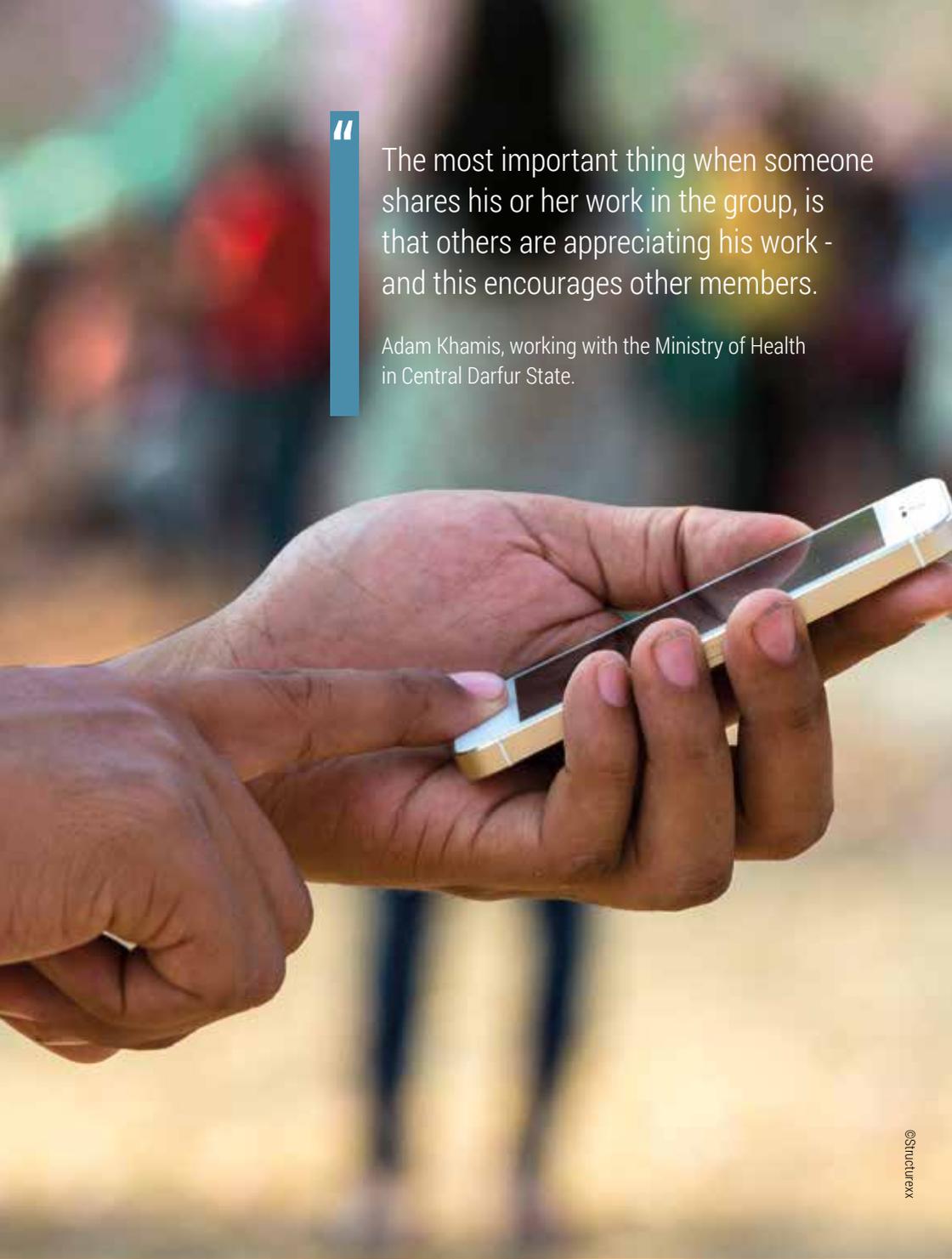
Min Htut is a Deputy Programme Manager with the Danish Refugee Council (DRC) in Rakhine State, Myanmar. In 2012, inter-communal conflict in Rakhine forced tens of thousands of people - mainly from the Muslim Rohingya minority - from their homes. Most of them are still living in camps scattered throughout the state and are currently suffering renewed persecution. Along with the coordination and management of eight camps, DRC implements WASH (water, sanitation and hygiene) and livelihoods activities, and provides support on protection issues to displaced and host communities.

In late 2016, Min Htut attended two RedR courses: Humanitarian Essentials and Managing Projects in Emergencies, as part of a series of tailor-made training courses developed for the Danish Refugee Council. "I knew the training was going to be 'interactive' but my expectations were quite low, I didn't expect we'd be doing this interesting and active scenario, working with a limited budget and within a tight timeframe. When we're doing these things in real life we may have a month or two to complete our tasks. But here, we had to finish everything within a day! So the training went beyond my expectations."

From principles to practice
Min Htut continues: "Humanitarian Essentials was very, very interesting, especially learning about the background of the humanitarian system, and the different actors and organisations: the birth of the ICRC, the consequences of the Second World War, the lessons learned throughout history... And it was all shown in a concise, accessible way, which was remarkable. And also we talked about why we started to help people."

Since the training, we've got better at coordinating and sharing information, within our teams and across departments. We work better as a team. As a result, we are able to provide assistance at the right time and in the right place, and this makes us more effective."

"[The team] were really jazzed after the training," agrees Elizabeth Hallinan, DRC's Head of Office in Rakhine State. "I think it was helpful for them to put words to values and concepts that they all knew by intuition and were familiar with, but hadn't articulated in these terms. It was good for them to be able to connect their personal experience to something bigger." ■



“

The most important thing when someone shares his or her work in the group, is that others are appreciating his work - and this encourages other members.

Adam Khamis, working with the Ministry of Health in Central Darfur State.

@Structurix

SHARING VITAL KNOWLEDGE

RedR's team in Sudan has partnered with the World Health Organization (WHO) to implement Water Quality and Water Safety Plan training in Darfur, where some three million people are in need of humanitarian assistance*.

By the end of September, we will have trained 240 government employees based in all five states of Darfur, all of whom are working at field level to improve access to safe drinking water and combat water-related diseases.

“There has been a really enthusiastic response to the training,” says Country Director Diana Gee-Silverman. “We often hear of participants keeping in touch with each other after a course has finished, but in this case, trainees in Darfur have gone one step further by setting up a WhatsApp group.”

Although exact figures on the use of WhatsApp in Sudan are unavailable, the app's popularity has soared. It is now the communications tool of choice for many people in the country, especially those living and working in remote locations with intermittent internet access.

“The idea came from the participants themselves,” says RedR's WASH Coordinator Abdel Rahim Gamaleldin. “The WhatsApp group enables them to

exchange their ideas and experiences about on-the-ground activities related to environmental health, such as water quality surveillance, chlorination, vector control, sanitation campaigns and hygiene promotion sessions. They have also been sharing the challenges they face, and asking questions to the other group members and the RedR trainers. If there are any issues raised by a member of the group, he or she gets a quick response from other members. Also, if there is a critical question, RedR trainers always reply.” Adbel Rahim continues, “Sudan is currently experiencing an outbreak of Acute Watery Diarrhoea, and this helps us to raise awareness of the importance of Water Safety Planning and Water Quality among the communities and politicians - and get their support.”

Diana Gee-Silverman observes, “This is a great illustration of the impact of RedR's training extending beyond the classroom, and it's just one example of the hard work being done by dedicated public health employees to improve water quality and to prevent the spread of Acute Watery Diarrhoea in Sudan.” ■

The project is supported by the Sudanese Ministry of Health and the Qatar Fund for Development.

*According to the 2017 Humanitarian Needs Overview



Sal Natha's football tournament

CHALLENGING BEHAVIOUR

RedR is lucky to receive the support of fantastic people who organise lots of exciting fundraising activities and really challenge themselves with the aim of raising funds to support RedR's capacity building work around the world.

People like **Sal Natha** from WSP, one of RedR's Patrons, who has signed up to complete a 9-day trek to Ancient Petra in support of RedR.

Sal has organised a series of fundraising activities, including a

successful FIFA17 tournament in his office and a 5-side football tournament between 10 teams across three WSP Manchester offices - see above. Sal raised over £570 for the two initiatives and is now training for the Petra Trek challenge in October!



The Aecom100



Cocoa, after a training session

RedR also receives support from Patron employees like those from AECOM who, spearheaded by **Matthew Palmer**, organised and coordinated a 100km and 50km bike ride across the Cambridgeshire countryside. He brought together 210 participants from the construction and engineering industries in the AECOM100 and raised a fantastic £1,700!

We have also had senior representatives from our Corporate Supporter firms deciding to take on a challenge. **Richard Mumford**, Chairman of the Baltic Air Charter Association has decided to tackle a 50km trek across the Peak District in September. So far he has raised over £1,500. In preparation for his trek Richard has been training hard, with his dog **Cocoa**, pictured above.



WHY I SUPPORT REDR

Phil Evans is a new RedR Champion at Laing O'Rourke who has signed up to our Petra Trek in October. The event will give participants the unique opportunity to meet RedR staff and beneficiaries from our Middle East North Africa office.

"I became interested in RedR through its links with Laing O'Rourke, and as an engineer, RedR's origins appealed to me. I am one of three RedR champions and when the amazing opportunity of the trek became available, it was clearly something I could not turn down. The trek is not only a wonderful opportunity for me personally but it is an excellent chance to raise awareness, and of course fundraise, in and around the engineering industry. One aspect of the trek that I am most looking forward to is the final walk into Petra, and the feeling of satisfaction having completed the trek...hopefully.

Having only recently become involved with RedR my highlight has been the 'Wear Red' day in February, where my entire project worked together to raise money, and had a great time in doing so."



WEAR RED IS BACK, 9 FEBRUARY 2018

Last year we had over 35 companies and 120 offices taking part in this fantastic day; supporters dressing to impress in their finest red attire, baking cakes, and even growing (and eating!) their own chillies. So please, don your best red outfit and support RedR's humanitarian work.



FANCY RUNNING THE LONDON MARATHON FOR US IN APRIL 2018?

We have limited places in the RedR team for the London Marathon on 22 April 2018. Last year saw over 40,000 runners taking part in this unique event, including our amazing RedR runners! **The deadline for applications is 6 November 2017.**

ANDALUCIA CYCLE NEXT SPRING

Our new challenge event is a 5-day cycle in Andalucia covering 225 miles. The route will take you through beautiful southern Spain passing sunflower and orange plantations, olive groves and historic cities. You'll pass through many of the famous White Towns of Andalucia and tackle some tough climbs in the area's many mountain ranges.

Solo cyclists and teams are equally welcome!

GET IN TOUCH

To find out more about any of the above contact the fundraising team: fundraising@redr.org.uk or 020 7840 6000



Q&A: NICK BROMAGE



You may have noticed that RedR's website has undergone a radical transformation! We worked with award-winning digital design agency Syndicut* to develop a responsive, user-friendly site that meets the needs of our different audiences. Nick Bromage, founder and Director of Syndicut, explains how we went about it.

What appealed to you about the brief?

As a digital agency we rarely have the opportunity to create something that can really make a difference in today's society. So we were very excited to be able to help influence and reshape RedR's digital offering: not only making life easier for RedR staff, but also improving user experience in order to better showcase the great work RedR does. We love working with charities, and the brief appealed to us in the breadth of difference we could make for RedR and its supporters.

What was most challenging about the project?

We encountered various challenges, but this is part and parcel of creating a large website like this. We started by looking at the website's core audiences: how they interact with the content, and how we could help RedR give them a better

experience. We also wanted to reduce workload at RedR by updating, digitising and automating certain processes that were taking a lot of staff time. In order to do this we needed to understand RedR's existing processes, allowing us to create functionalities that would make the experience as smooth as possible for both front- and back-end users.

What is your favourite feature of the new site?

Aside from what we feel is a beautifully designed website, we love the way the site is integrated with both Eventbrite and Salesforce, allowing RedR to use all the features offered by Eventbrite's event-booking system, track user activity through Salesforce, and start building a fuller picture of their audiences.

* www.syndicut.com

We are pleased to announce the website has been shortlisted for a 2017 Charity Times Award, in the 'Best Use of the Web' category.



THREE DAYS - 10 SITES - 600 ACTORS - 2,000 PARTICIPANTS

Most of RedR's face-to-face courses involve an element of simulation or roleplay, giving participants the chance to put their newly-acquired knowledge and skills to the test. Evidence suggests that the use of simulations in capacity-building increases learning, and facilitates long-term behavioural change. In May 2018, RedR will take a leading role in the SimEx Series, facilitating a three-day simulation that's bigger than anything we've done before.

Developed by the University of Portsmouth and Hampshire Fire and Rescue Service, the SimEx Series is the UK's largest annual international disaster response exercise. It brings together dozens of organisations involved in disaster response at home and abroad, from the UK International Search and Rescue Team (ISAR) to the Met Office, and from the RNLi to the United Nations - all with a view to increasing the effectiveness of disaster preparedness and response, improving inter-agency

coordination, and achieving greater consistency in the training for humanitarian and emergency response.

This year, 2,000 participants from more than 60 organisations took part in two scenarios: national and international. Next year, RedR will be leading on the international side of the exercise, drawing on our experience of running simulations around the world. It's a huge undertaking: the scale of the exercise, and the number of actors involved, means it's a real challenge - but it also makes SimEx a lot more realistic than a standard, classroom-based simulation.

The evaluation of the simulation is just as important as the exercise itself. A team of evaluators will observe the exercise, and the information they gather will be collated, analysed, and made available to the wider humanitarian community.

Katie Robertson, Programme Manager