



ÖSTERREICHISCHES
ROTES KREUZ

Aus Liebe zum Menschen



HRVATSKI CRVENI KRIŽ



This project is co-funded by the European Commission

Project Review and lessons learnt workshop

Ljubljana, Slovenia
12. – 13. December 2011

General Overview:

The project XH₂O – Strengthening the EU CP mechanism through a cross border water purification module is a multinational cooperation between Slovenian, Croatian and Austrian Red Cross. Its aim is to set up a cross border WPM for deployments under the framework of the EU CP mechanism.

Its project activities entailed the establishment of appropriate deployment procedures for the project partners, the purchase of necessary equipment to comply with EU CP WPM standards and to train personnel for the future deployments.

The project is based on long standing experience of the Red Cross movement and particular the Austrian Red Cross in deployments of water and sanitation Emergency Response Units (ERUs) within the framework of the Red Cross movement.

The project duration is 1.1.2010 to 31.12.2011, the budget summed up to EUR 321.000,-

Identification of good practise and lessons learnt:

XH₂O was trying to identify useful lessons learnt from the project activities in order to feed back to the EU CP mechanism. It therefore tried to proactively get feedback for the project activities from all stakeholders involved. Additionally a workshop at the end of the project period (12/2012, Ljubljana) was organised in order to summarize and highlight the most important lessons learnt of the past 2 years. This paper tries to condense intensive discussions at this workshop and highpoint the most central of these lessons learnt:

Managerial/Organisational lessons learnt

- **Too many activities** per year for volunteer trainers and participants (especially in 2011): basic, advanced technical training and long exercise in September 2011; SRC: requirement for participants to attend all 4 weekends of BTT and exercise;
This lessons learnt derives from the fact that the project partners are Red Cross Societies which for the most part of its activities (also training activities) work with volunteers. These volunteers naturally only have a limited amount of time available to work for the Red Cross. The intensity of project activities was almost too much to be dealt with by training volunteers especially of the AutRC.
- **Role and profile of team leaders are changing** away from “best technician” to “manager”;
This fact has to be more followed in terms of training agenda for high potentials and also selection of personnel.
- Improvement of **feedback to training participants** (e.g. in letter of appreciation) especially in SRC (“Austrian system” of feedback not applicable)

Training participants from SRC and CRC expressed the wish to receive more feedback on their performance in the trainings. The procedures of AutRC which are traditionally targeted only at giving feedback to Austrian participants need to be adapted.

- **Practical differences between ERU deployment and EU CP module** deployment (e.g. size of team, no volunteers) need to be worked out and explained better to RC staff/volunteers;
There are some considerable differences between a standard Red Cross ERU deployment and a EU CP deployment. Especially experienced team leader personnel ideally receive more training on the EU CP mechanism and the differences in the deployments to a Red Cross mission.

Technical lessons learnt:

- BTT as it is now is very much focused on “old” TWA filters (Trinkwasseraufbereitungsanlage – water purification filters); this is important to learn how to handle the TWA 6 but **more time** in the BTT needs to be spent **on new TWA 4**; Participants of the BTT receive a technical training on the traditional type of water filter TWA 6. This is necessary as a basis to learnt to handle the newer type of filter TWA 4. Training activities showed that more time on the TWA 4 is needed to keep a balanced training.
- **International context** very much appreciated by many trainers and participants; improved contact between CRC/SRC and AutRC very welcome;
- Add **more elements of hygiene promotion** in BTT;
Sanitation is becoming an increasingly important issue within the WASH sector. The sequence of XH₂O trainings also touches upon hygiene and sanitation issues. Training agendas should accommodate more time in the future on these issues.
- **Austrian vaccination standards** have to be applied to CRC/SRC EU CP module personnel;
In order to participate in a AutRC lead WPM deployment, Austrian vaccination standards have to be followed. This can cause problems as e.g. Japan B encephalitis is required for Pakistan according to Austrian standards but not according to Croatian and Slovenian standards.
- Spectrum of work in a **module deployment** is narrower than in an ERU deployment. This is why more **people with a technical orientation** can be given mission experience.
- **Trainings under “field conditions”** (tents) are perceived **more suitable** for EU CP module trainings as this corresponds more to real mission set up than trainings in training centres (e.g. Training centre Ig, Slovenia); this is also better for the team spirit; eventually also more media attention with camp set-up;

- The **exercise in an urban and semi-urban context** in Mödling (09/2011) was a “new” set-up with good learning experience for participants and trainers; underestimation of logistical and organisational effort; generally good to do 2 instead of 1 exercise as this gave more opportunity to people to experience “real mission set up”;

Continuation of XH₂O activities:

- **The project** was in general **very well accepted** and appreciated;
- Now there are a number of questions on how to **continue from here** with further trainings/exercises/missions/etc.
 - →Module exercise planned for 04/2012; BOTC training organisers are bankrupt→exercises put on hold;
 - →2012: possibilities of engagement for SRC/CRC
 - ATT trainings at AutRC: XH₂O participants that finished BTT
 - Exercises at AutRC: for XH₂O participants of all trainings (BTT and ATT),
 - training of trainers: participants that finished ATT;
 - international missions: for volunteers that finished advanced technical training
 - AutRC/CRC training schedule will be sent to SRC;
 - →Expenses for travel and per diem for trainings will need to be covered by SRC/CRC; on a case by case scenario there will be financial support available for these costs; this cannot be guaranteed now;
 - →AutRC will also try to send trainers and equipment to Slovenia on demand from SRC;
 - →Missions with the Red Cross ERU system and EU CP mechanism with CRC/SRC/AutRC participants;
 - →Participation in CP courses (CMI, OPM, etc.)

Walter Hajek, 21.12.21011