

D 3.5.4 – Cross-border Protocols for Communication, Cooperation and Coordination

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Disclaimer

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HELLENIC REPUBLIC
Ministry of Interior



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ACRONYMS

PB	Project beneficiaries
PB5	Crisis Management Centre
PB2	Ministry of Interior (Sector Macedonia - Thrace)
PB3	Centre for development of the South-East planning region [CDSEPR]
PB4	Hellenic Rescue Team [HRT]
IPA	Instrument for Pre-accession Assistance
CBC	Cross-border cooperation
SEPR	South-East Planning Region
CMS	Crisis Management System
CMC	Crisis Management Centre
RNM	Republic of North Macedonia
HELP	Integrated Operational Center for Providing Humanitarian Assistance
NICS	Next-generation Incident Command System
NP	National Protocols
PE	Public enterprises
RC	Red Cross
NGO	Non-Governmental Organizations
LS-GU	Local self-Government units
RCMH	Regional Crisis Management Headquarters
RCMC	Regional Crisis Management Center
PUC	Public Utility Company
PHI	Public Health Institutions
EMS	Emergency Medical Service
TFFU	Territorial Firefighting Unit

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TC	Trade Companies
PD	Police Departments
BP	Border Police
RDPRD	Regional Departments of the Protection and Rescue Directorate
DPR,	Directorate for Protection and Rescue
NF-FE	National forests-forestry economy
MI	Ministry of Interior
MH	Ministry of Health
C4I	Command, Control, Communications, Computers and Intelligence Center
GIS	Geographic information system

I. Identification of the profiled risks existing in the municipalities in the South-East Planning Region of the Republic of North Macedonia

Cross-border communication, coordination and cooperation protocols in the Southeast Planning Region – areas, use the term cross-border so as not to differ from the respective protocols of the Hellenic Republic and not to differ from cross-border communication, coordination and cooperation protocols between the two countries hereinafter "participants".

The protocols for communication, coordination and cooperation for cross-border cooperation will be used by all entities of the Crisis Management System at the level of the mentioned municipalities, in the cross-border municipalities.

The profiled risks that are present in the areas of the municipalities in Southeast Planning Region of the Republic of North Macedonia are made in accordance with the National Protocols for Communication, Coordination and Cooperation at the Southeast Planning Region for the municipalities of Strumica, Radovish, Valandovo and Gevgelija where the following risks are profiled:

- ⇒ Floods
- ⇒ Fires
- ⇒ Earthquakes
- ⇒ Extreme weather conditions
- ⇒ Other risks

National protocols for communication, coordination and cooperation at the local level in the Southeast Planning Region - areas use the term national to distinguish between the relevant Protocols of

the Hellenic Republic and the cross-border protocols for communication, coordination and cooperation between the two countries.

These protocols refer to the areas of the Southeast Planning Region, and refer to the Regional Crisis Management Headquarters and the areas of other smaller municipalities, i.e these protocols in this case refer to the Regional Crisis Management Headquarters Strumica with the municipality of Novo Selo, the municipality Vasilevo and the municipality of Bosilovo, the Radovish Regional Crisis Management Headquarters with the Konche Municipality, the Gevgelija Regional Crisis Management Headquarters with the Dojran Municipality and the Bogdanci Municipality and the Valandovo Regional Crisis Management Headquarters.

The protocols for communication, coordination and cooperation at the local level are used by all entities of the Crisis Management System at the level of the mentioned municipalities, and they are adopted, updated and upgraded by the Regional Crisis Management Headquarters.

In National Protocols for Communication, Coordination and Cooperation at the Local Level in the Southeast Planning Region, identification of the institutions at the local level in the Southeast Planning Region - areas of the municipalities of Strumica, Radovish, Valandovo and Gevgelija has been made first, i.e their functions (place and role) in management with all the risks and dangers.

In the identification of the institutions at the local level in the Southeast Planning Region, the most important component is the place and role of the municipalities of Strumica, Radovish, Valandovo and Gevgelija i.e assessment of the certain situation in the area of the municipalities of Strumica, Radovish, Valandovo and Gevgelija and

activation of protocols for communication, coordination and cooperation at local level in the Southeast Planning Region - Strumica, Radovich, Valandovo and Gevgelija.

Activation of the protocols for communication, coordination and cooperation at local level in the Southeast Planning Region consists of:

- ⇒ Activation of operational plans and internal work procedures;
- ⇒ Activation of the spatial units for protection and rescue and placing into operation all of the resources within the municipalities; (Public enterprises, the municipal Red Cross and non-governmental organizations within the municipalities);
- ⇒ Preparation of the communal needs of the provided gathering places for evacuated citizens;
- ⇒ Engagement of the citizens in the urban communities, i.e the local communities and their coordination of the activities in dealing with the crisis;
- ⇒ Organization of the work of the commission for determining the damages caused by the risks and dangers;
- ⇒ Support of the neighbouring municipalities with the strengths and capacities of the institutions at the local level.

Management activities (reaction and support) are defined separately for the profiled risks in accordance with the assessments of the threats to the areas of the municipalities from all risks and hazards.

Situational reports are also prepared for the events and activities undertaken, which are also different for each risk, as well as the operational expert proposals - decisions of the regional crisis management headquarters that decide to engage resources (human,

material - technical and financial) and to be placed at the service of immediate risk management.

The regional headquarters for crisis management in Strumica, Radovish, Valandovo and Gevgelija are an operational-professional body that manages the activities for prevention and dealing with crises and crisis situations.

The regional crisis management headquarters in the Crisis Management System Strumica, Radovish, Valandovo and Gevgelija consist of:

- ⇒ Representatives from the regional units of the ministries and other bodies from the state administration at the local level;
- ⇒ Local self-government units;
- ⇒ Public utilities and
- ⇒ Red Cross of Republic of North Macedonia

The headquarters are managed by the Heads of the Regional Crisis Management Centers of Strumica, Radovish, Valandovo and Gevgelija and they use the NICS (Next Generation of Incident Management System)¹ application to adopt preventive and operational professional measures in the form of conclusions, decisions,

¹ The Next-Generation Incident Command Systems (NICS) is a web-based communications platform that allows first responders and commanders to coordinate large-scale emergency responses. At the core of NICS is the incident map, which displays real-time information, such as incident perimeters, evacuation zones, weather conditions, and images from the scene. The information displayed on the map is gathered from external data sources and inputted by emergency personnel using either the web-based system or the accompanying mobile application. Each incident map is associated with collaboration rooms through which responders can chat with each other in real time. An incident in NICS can support any number of collaboration rooms, enabling many organizations and responding entities to have both visibility into the entire incident and the opportunity to focus on their own area of interest.

recommendations and other measures and activities are shared with other Crisis Management System entities.

Entities of the Crisis Management System coordinated by RCMH Strumica, RCMH Radovish, RCMH Valandovo and RCMH Gevgelija achieve communication, coordination and cooperation for joint coordinated emergency management and undertaking activities using the NICS application.

Cross-border cooperation in communication, coordination and cooperation for the purpose of jointly coordinated emergency management and undertaking of activities is most practical to take place through one contact point Regional Crisis Management Center Strumica which works 24/7 for the whole Southeast Planning Region

Cross-border cooperation in communication, coordination and cooperation for the purpose of jointly coordinated emergency management and action would be achieved through the new Integrated Operational Center for Providing Humanitarian Assistance (HELP) communication system.

II. Developing communication and collaboration templates (lists of declared opportunities, capabilities, capacities and templates for assistance)

A basic form of communication and cooperation is the use of National Communication, Coordination and Cooperation Protocols at the local level in the Southeast Planning Region.

Beneficiaries of the protocols within the entities of the crisis management system are:

- ⇒ Employees in the operational centers in which there is a 24/7 duty service at the local level for RCMC (Regional Crisis Management Center) Strumica, Radovish, Valandovo and Gevgelija Public Utility Company (PUC), Public Health Institutions (PHI), Emergency Medical Service (EMS) **Territorial Firefighting Unit** (TFFU), Trade Companies (TC), Police Departments (PD), Border Police (BP), Regional Departments of the Protection and Rescue Directorate (RDPRD), national forests-forestry economy (NF-FE) and others.
- ⇒ Employees in crisis management system entities who have the obligation to prepare and perform work tasks related to prevention, early warning and crisis management,
- ⇒ Employees of the state administrative bodies who, if necessary, are instructed to perform tasks for a certain period.

National protocols for communication, coordination and cooperation at the local level in the Southeast Planning Region are in the function of coordination and are used by the bodies that have a coordination function in the crisis management system, as follows:

- ⇒ RCMH Strumica;

- ⇒ RCMH Radovich;
- ⇒ RCMH Valandovo;
- ⇒ RCMH Gevgelija and
- ⇒ Municipal crisis headquarters separately for each RCMH.

Beneficiaries of the products of the National Protocols for Communication, Coordination and Cooperation at the Local Level in the Southeast Planning Region (SEPR) in the part of the situational reports are:

- ⇒ The mayors of the municipalities in the Southeast Planning Region: Strumica, Novo Selo, Vasilevo, Bosilovo, Radovich, Konce, Gevgelija, Dojran, Bogdanci and Valandovo;
- ⇒ The members of RCMH Strumica, RCMH Radovich, RCMH Valandovo and RCMH Gevgelija;
- ⇒ Other managers involved in dealing with profiled risks and
- ⇒ Leadership structures at national level Crisis Management Center (CMC), Directorate for Protection and Rescue (DPR), Ministry of Interior (MI) and Ministry of Health (MH).

The use of the protocols is digitally supported by the use of the NATO standardized application NICS (Next Generation Incident Management System).

The implementation of the activities for dealing with the risks from the protocols, the situation reports, the part for public relations and the admission and acceptance of international assistance is performed through the NICS application.

In creating an incident of risk for the same NICS system, the system enables circular notification to all competent institutions that use these protocols.

The exchange of information during the implementation of the activities defined by these protocols, through the NICS application enables:

- ⇒ inter-departmental coordination, cooperation and communication between the institutions engaged in dealing with incidents, crises and crisis situations.
- ⇒ exchange of data and information (text, image and video content) in real time.
- ⇒ spatial presentation of the situation on the ground and the engaged resources on the map at all stages of management and at all levels (local, regional and national).
- ⇒ Monitor real-time engagement of resources through global positioning systems using the NICS mobile application.
- ⇒ Preparation of situational reports and notifications in accordance with these protocols.

The decline in human and material losses in disasters over the past 30 years is a result of the development of high technology.

Scientific progress has led to revolutionary progress in the field of communication technology, especially with the introduction of the Integrated Operational Center for Providing Humanitarian Assistance (HELP), which will be used to exchange information in the event of natural disasters, which can be considered more effectively and timely response in dealing with various crises by all stakeholders.

Humanitarian aid containers need to be procured to deal with disasters in the two overseas countries.

Developing the necessary forms of communication coordination and cooperation (lists of declared opportunities, capabilities, capacities

and forms for assistance needed), will increase the capacity and readiness of humanitarian aid in the cross-border area, striving for effective and efficient prevention, mitigation and management with disasters and the necessary forms of communication coordination and cooperation (lists of declared opportunities, capabilities, capacities and forms of assistance needed), will be an integral part of the memorandum.

Through the implementation of these activities, it will develop the existing funds in both countries in terms of experience and knowledge of the stakeholders involved and jointly expand this capacity in terms of infrastructure, equipment and management.

The main activity of the research is designing and making a container, equipped with the most modern communication equipment.

Such a container is commonly referred to as the "Control, Communications, Computers and Intelligence Center (C4I), and will enable the improvement of communication and cooperation in dealing with natural disasters and crises in the cross-border area of the Hellenic Republic - Republic of North Macedonia in which during the research we will test their connection between the two regions in front of all stakeholders.

The support will be realized in accordance with the principles of communication and cooperation in dealing with natural disasters and crises in the cross-border area of the Hellenic Republic with special reference to cross-border cooperation within the municipalities of the Southeast Planning Region in the Republic of North Macedonia.

Communication coordination and cooperation for operational implementation of activities is implemented using the Next-generation Incident Command System platform.

The NICS application enables spatial display available to all involved both informatively and in terms of coordination.

The development of the necessary forms of communication, coordination and cooperation needs to be defined and harmonized with the Greek side (for the purpose of unification). Unification refers to the following patterns:

- Form No.1: List of declared forces from the municipalities of the southeast planning region of the Republic of North Macedonia
- Form No. 2: List of declared forces from Hellenic Rescue Team [HRT]
- Form No. 3: Minutes for acceptance of the offered cross-border assistance and sending of the cross-border assistance.
- Form No. 4:: List of declared opportunities, capabilities, capacities
- Form No. 5: List of contact points, places of entry and exit of cross-border assistance
- Form No. 6: Protocol for communication, coordination and cooperation, i.e. for exchange of information of the "participants"

III.1. Establishing procedures for acceptance and providing cross-border assistance

Determining procedures for admission and sending of cross-border assistance in the process of dealing with risk in the cross-border area of the Hellenic Republic with the Republic of North Macedonia through the NICS application is organized by RCMH Strumica, through previously approved Memorandum of understanding between RCMH Radovish, RCMH Valandovo, RCMH Gevgelija and the municipalities of SEPR, represented by the Mayor who, on the principle of rotation on the day of signing the Memorandum, chairs the SEPR Development Council and the representative for cross-border cooperation of the Ministry of Interior (Sector Macedonia - Thrace), Hellenic Republic.

III.2. Determine how to communicate at the operational level on both sides of the border:

Determining the manner of communication at the operational level on both sides of the border with teams from the Hellenic Republic as assistance in the Republic of North Macedonia and teams from the Republic of North Macedonia as assistance to the Hellenic Republic and joint activities of teams in the border zone will be realized through joint exercise or participation in a joint exercise after the signing of the Memorandum of Understanding between the representatives of the Republic of North Macedonia and the representatives of the Hellenic Republic and the communication during the exercise will take place through the mobile Integrated Operational Center for Providing Humanitarian Assistance (HELP).



MEMORANDUM OF UNDERSTANDING

between

**THE MUNICIPALITIES OF THE SOUTHEASTERN PLANNING
REGION OF THE REPUBLIC OF NORTH MACEDONIA**

and

Ministry of Interior (Sector Macedonia - Thrace), Hellenic Republic

for cooperation and realization of the project

**"INTEGRATED OPERATIONAL CENTER FOR PROVIDING
HUMANITARIAN ASSISTANCE" (HELP)**

Prepared by:

May 2020

The municipalities of the Southeast Planning Region of the Republic of North Macedonia and the Ministry of Interior - Ministry of Interior (Sector Macedonia - Thrace), Hellenic Republic, in the following text as "participants",

Understanding the dangers posed by natural and technological disasters,

In order to improve the traditional friendly relations between the two countries,

Aware of the fact that through wider cross-border cooperation and by providing an integrated solution for technical support and management of humanitarian operations for rescue and logistics on the spot, they create conditions for continuous development and greater security of the population of both countries.

Given the need to improve crisis management in cross-border areas and emergency preparedness, co-operation will be strengthened and a system of rapid information exchange will be established.

Understanding the importance of improving the qualifications of experts in the areas of disaster preparedness and relief and population protection through an integrated solution for technical support and management of humanitarian rescue operations,

Participants expressed interest in cooperating in the following areas:

1. Area of cooperation

⇒ Giving and receiving cross-border assistance in disasters;

- ⇒ Preparation and implementation of the Crisis Management Plan and the way of preparing the population for disaster activities;
- ⇒ Exchange of information and harmonization of Crisis Management Plans;
- ⇒ Compliance with national restrictions on the implementation of the Integrated Operational Center for Providing Humanitarian Assistance (HELP);
- ⇒ Organizing joint conferences, seminars and working sessions to simplify the process of exchanging experiences by applying new technologies, GIS, NICS, and how to use the container "Command Centers - C4I" and practical knowledge;
- ⇒ Cooperation in the field of readiness and implementation of trainings and joint exercises;
- ⇒ Joint cooperation in the process of implementation of the Integrated Operational Center for Providing Humanitarian Assistance (HELP).
- ⇒ Joint activities of teams in the border zone, when performing activities for dealing with risks and dangers.

2. Recognized represents

As part of the implementation of the Memorandum of Understanding, the "participants" agree to appoint a contact coordinator who will identify the activities for joint cooperation and will coordinate the implementation of the Memorandum of Understanding.

Within the realization of the Memorandum of Understanding for cross-border assistance, the "participants" will be requested to submit a list of declared forces from the municipalities of the Southeast Planning

Region of the Republic of North Macedonia which will be an integral part of the memorandum and list of declared forces from Ministry of Interior (Sector Macedonia - Thrace), Hellenic Republic, which will be an integral part of the MoU for a period of two years and each of the "participants" will be requested to exchange data from the appointed representatives.

3. Procedures for admission and maintenance of the cross- border assistance

Determining the points for admission of the declared forces at border crossing Gevgelija and the border crossing Dojran and admission the aid from the border crossing to the place of intervention will be the responsibility of the country that requested assistance.

4. Finance issues

"Participants" should bear the costs that will arise under the Memorandum of Understanding, unless otherwise decided in writing, by implementation agreement.

5. Legal issues

Participants will be requested to perform activities related to the Memorandum of Understanding, in accordance with applicable national laws, statutes and other bylaws in force in the country where the activities are carried out.

6. Final determinations

It enters into force after consideration and adoption by the councils of the municipalities from the Southeast Planning Region, as well as the regional crisis management headquarters Strumica, Radovish, Gevgelija and Valandovo by the Republic of North Macedonia, as well as by the relevant bodies to be determined by Hellenic Republic.

The Memorandum of Understanding will enter into force on the day of signing by the "participants" and will be implemented for five (5) years;

“Participants” may supplement or expand the Memorandum of Cooperation, in writing with their joint consent;

Each of the “participants” may terminate this Memorandum at any time by submitting a written notice to the other “participant” at least sixty days in advance.

This Memorandum consists of two copies each in English, Macedonian or Greek language.

Signed in _____ on _____ 2020 year.

IN THE NAME OF:

Municipality Strumica
Municipality Radovis
Municipality Valandovo
Municipality Gevgelija
Municipality Novo Selo
Municipality Vasilevo
Municipality Bosilovo
Municipality Konche
Municipality Dojran
Municipality Bogdanci

**Authorized Mayor - Coordinator of the
Council for Development of the
Southeast Planning Region in the
Republic of Northern Macedonia**

IN THE NAME OF:

**Ministry of Interior (Sector Macedonia -
Thrace), Hellenic Republic**

7. Attachment to the Memorandum of Understanding - forms

- Form No.1: List of declared forces from the municipalities of the southeast planning region of the Republic of North Macedonia
- Form No. 2: List of declared forces from Hellenic Rescue Team [HRT]
- Form No. 3: List for acceptance of the offered cross-border assistance and sending of the cross-border assistance.
- Form No. 4: List of declared opportunities, capabilities, capacities
- Form No. 5: List of contact points, places of entry and exit of cross-border assistance
- Form No. 6: Protocol for communication, coordination and cooperation, i.e for exchange of information of the "participants"

**FORM No 1: List of declared forces from the municipalities of the
Southeast planning region of Republic of Northern
Macedonia**

Ordinal number	Municipality of SEPR	Name and surname	Remark

**FORM No 2: List of declared forces from Ministry of Interior (Sector
Macedonia - Thrace), Hellenic Republic**

Ordinal number	Hellenic Rescue Team [HRT]	Name and surname	Remark

FORM No 3: List for acceptance of the offered cross-border assistance and sending the cross-border assistance

1. Requirements regarding the municipalities from the Southeast planning region of the Republic of North Macedonia

Ordinal number	ACCEPTANCE AND SENDING THE CROSS-BORDER ASSISTANCE					Remark
	Type of assistance	Quantity	Date of acceptance	Date of sending	Signature	
1						
2						
3						
4						
5						

Clarification:

It will be required to determine procedures for receiving the offered cross-border assistance and sending the cross-border assistance with the help of the NICS application organized by RHCM Strumica and the municipalities of SEPR, represented by the mayor, who on the principle of rotation on the day of signing the memorandum presides over the council for the development of SEPR.

It will be requested from the country that accepts the offered cross-border assistance, i.e. municipalities from the Southeast Planning Region, as well as the regional crisis management headquarters Strumica, Radovish, Gevgelija and Valandovo by the Republic of North Macedonia in such a situation to accept the assistance from the border crossing and transfer them to the place of intervention.

It will be requested from the country that sends to the cross-border assistance, i.e. the municipalities from the Southeast planning region, as well as the regional crisis management headquarters Strumica, Radovish, Gevgelija and Valandovo from Republic of North Macedonia, in such a situation to transfer the assistance to border crossing Gevgelija and the border crossing Dojran.

2. Requests from Ministry of Interior (Sector Macedonia - Thrace), Hellenic Republic

Ordinal number	ACCEPTANCE AND SENDING THE CROSS-BORDER ASSISTANCE					Remark
	Type of assistance	Quantity	Date of acceptance	Date of sending	Signature	
1						
2						
3						
4						
5						

Clarification:

FORM No 4: List of declared capabilities, capabilities, capacities**1. Requirements from the municipalities of the Southeast Planning Region of the Republic of Northern Macedonia**

Ordinal number	Southeast Planning Region		Type of field vehicle	Number of vehicles	Team
1	RCMH Strumica	TFFU Strumica	FF vehicle	1	firefighters
		PUC Strumica	cistern	1	Employees in PUC
2	RCMH Radovish	TFFU Radovish	FF vehicle	1	firefighters
		PUC Radovish	cistern	1	Employees in PUC
3	RCMH Gevgelija	TFFU Gevgelija	FF vehicle	1	firefighters
		PUC Gevgelija	cistern	1	Employees in PUC
4	RCMH Valandovo	TFFU Valandovo	FF vehicle	1	firefighters
		PUC Valandovo	cistern	1	Employees in PUC
Southeast Planning Region			Total	8	required number of persons

Clarification:

It is requested from the municipalities from the Southeast Planning Region, as well as the regional crisis management headquarters Strumica, Radovish, Gevgelija and Valandovo from the Republic of North Macedonia, to provide four fire trucks from the units of the Territorial Firefighting Unit (TFFU), from the municipalities Strumica, Radovish, Gevgelija and Valandovo and four vehicles – tanks from the Public Utility Company from the same municipalities.

In addition to firefighting vehicles and tanks, the municipalities from the Southeast Planning Region, as well as the regional crisis management headquarters Strumica, Radovish, Gevgelija and Valandovo from the Republic of Northern Macedonia, will be requested to provide a team for operational procedures and the number of teams will depend on the description of the situation, forces and means of coping, what kind of assistance will be approved, sustainability, etc.

2. Requirements from Ministry of Interior (Sector Macedonia - Thrace), Hellenic Republic

Ordinal number	Hellenic Rescue Team [HRT]	Type of field vehicle	Number of vehicles	Team
1				
2				
3				
4				
Ministry of Interior (Sector Macedonia - Thrace), Hellenic Republic		Total		

Clarification:

FORM No 5: List of contact points, entry and exit points of cross-border assistance

1. Requirements from the municipalities of the Southeast Planning Region of the Republic of Northern Macedonia

Ordinal number	CROSS-BORDER ASSISTANCE		Remarks
	Southeast Planning Region	Contact points for enter and exit	
1	RCMH Strumica	border crossing Gevgelija	
		border crossing Dojran	
2	RCMH Radovish	border crossing Gevgelija	
		border crossing Dojran	
3	RCMH Gevgelija	border crossing Gevgelija	
		border crossing Dojran	
4	RCMH Valandovo	border crossing Gevgelija	
		border crossing Dojran	

Clarification:

It is required from the municipalities of the Southeast Planning Region, as well as the regional crisis management headquarters Strumica, Radovish, Gevgelija and Valandovo from the Republic of Northern Macedonia to determine the border crossing Gevgelija and the border crossing Dojran as contact points or places that will serve as entry and exit points for cross-border assistance.

2. Requirements from Ministry of Interior (Sector Macedonia - Thrace), Hellenic Republic

Ordinal number	CROSS-BORDER ASSISTANCE		Remarks
	Ministry of Interior (Sector Macedonia - Thrace), Hellenic Republic	Contact points for enter and exit	
1			
2			
3			
4			

Clarification:

FORM No 6: Protocol for communication coordination and cooperation, i.e for exchanging information of the "participants"

1. Requirements from the municipalities of the Southeast Planning Region of the Republic of North Macedonia

It is requested from the municipalities of the Southeast Planning Region, as well as the regional crisis management headquarters Strumica, Radovish, Gevgelija and Valandovo from the Republic of Northern Macedonia that the communication, coordination and cooperation for the implementation of operational activities be conducted using the NICS platform of the communication links from the container "Command Center - C4I" and through the mobile operating centers HELP.

2. Requirements from Ministry of Interior (Sector Macedonia - Thrace), Hellenic Republic

IV. Human Resources

Person/ months required to implement the communication activities

The Person per months required by each partner to perform the communication activities is described in the JoB document.

Members of the management team responsible for communication activities.

Project Partner	Contact Person	E-mail
IHU	Dimitrios Follinas, Irene Tsakiridou	projecthelp@teicm.gr
MIAR	Anastasios Zafeiridis	zafiridis@mathra.gr
CDSEPR	Zorica Hristov	zorica.hristov@rdc.mk
HRT	Lorenzo Nerantzis	l.nerantzis@hrt.org.gr
CMC	Mirjana Petrovic	mirjana.petrovic@cuk.gov.mk

V. Financial resources

Budget required for implementing the communication activities (in absolute figures).

		Partner	Description of Deliverable	Budget line	
D2.1	D2.1	IHU	Project communication plan and dissemination strategy	Staff Costs	
	D2.1	SEPR	Prepare or participate and support the preparation of the Project communication/dissemination strategy, Publicity / Visibility plan, Layman's report, project identity, web site and web news.	Staff Costs	
	D2.1	HRT	Administrative support for Financial Management and preparation of financial reports	Office and Administration	
	D2.1	CMC	Project communication plan and dissemination strategy	Staff Costs	
	D2.1	CMC	Technical support for Project communication plan and dissemination strategy	External Expertise and Services	
	D2.1	CMC	Travel expenses for 2 national crisis management system working meetings in Strumica	Travel and Accommodation	
	D2.1	CMC	Venue and catering services for 2 national crisis management system working meetings in Strumica	External Expertise and Services	
	D2.1	CMC	Venue and catering services for national crisis management system working meeting in Skopje	External Expertise and Services	
	D2.1	CMC	Administrative support for Project communication plan and dissemination strategy	Office and Administration	
	D2.1	CMC	Design / production of printed materials, promotional material and publications	External Expertise and Services	

VI. Timeline

	Working packages titles (WP)	Start	End	Budget (€)
1.	Project Management & Coordination	02-04-2018	31-12-2020	€ 82,865.20
2.	Communication & Dissemination	02-04-2018	31-12-2020	€ 98,715.50
3.	Action Plans, Protocols and CBC Collaboration	02-04-2018	31-07-2020	€ 48,072.50
4.	User requirements and Design of Infrastructure	02-04-2018	30-11-2020	€ 77,350.00
5.	Implementation	01-10-2018	31-12-2020	€ 531,778.00
6.	Pilot Actions	01-02-2019	31-12-2020	€ 66,772.10
	TOTAL	02/04/2018	31-12-2020	905,553.30

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33
WP 1																																	
WP 2																																	
WP 3																																	
WP 4																																	
WP 5																																	
WP 6																																	

Annex 1: Overview Project HELP

Why the project is needed?

Historically, the cross-border area has been threatened by natural disasters, risks and hazards (NDRH). Two large-scale catastrophic earthquakes (Skopje 1963, Thessaloniki 1978), several floods (e.g. Vardar/Axios), and many more forest fires are some examples of the humanitarian aid challenges to be addressed, highlighting the need for effective relief operations, where citizens are actively engaged.

Main objective

The overall objective of the project is to improve the strategic and operational efficiency of public administration and public services in managing natural disasters within the wider cross-border area, by providing an integrated solution for technical support and management of post disaster relief operations and logistic on site.

Results

- Development of two C4I containers and 1 MED container;
- Increased capacity of public authorities in tackling natural disasters;
- Increased emergency response preparedness in the cross-border area;
- Reinforced strategic / operational cooperation on humanitarian relief operations issues between the two countries;
- Raised natural disaster awareness of populations;
- Promotion and cultivation of humanitarian volunteerism.

The main output and the originality are a cluster of 3 prototypes 20 ft sized containers that will constitute an integrated operations center for providing humanitarian assistance, namely 2 interconnected “Command, Control, Communications, Computers and Intelligence Centers (C4I)” and 1 on-site medical treatment facility (MED). Detailed designs and users’ manual (transport, setup, use) will be produced. C4I and MED will be delivered to local authorities (Greece, Republic of Macedonia). In order to maximize the project’s impact and ensure its effectiveness in practice, actions include the mobilization of citizens, increasing awareness local communities, and promoting and cultivating of volunteerism towards increasing emergency relief preparedness and humanitarian aid capacity.

D 3.5.4 – Cross-border Protocols for Communication, Cooperation and Coordination

	Working packages titles (WP)	Start	End	Budget (€)
7.	Project Management & Coordination	02-04-2018	31-12-2020	€ 82,865.20
8.	Communication & Dissemination	02-04-2018	31-12-2020	€ 98,715.50
9.	Action Plans, Protocols and CBC Collaboration	02-04-2018	31-07-2020	€ 48,072.50
10.	User requirements and Design of Infrastructure	02-04-2018	30-11-2020	€ 77,350.00
11.	Implementation	01-10-2018	31-12-2020	€ 531,778.00
12.	Pilot Actions	01-02-2019	31-12-2020	€ 66,772.10
	TOTAL	02/04/2018	31-12-2020	905,553.30

Annex 2: Project partners

Lead Beneficiary (PB1): Special Account for Research Funds of International Hellenic University, Department of Mechanical Engineering [IHU]

The International Hellenic University (IHU) is a public institution dedicated to higher education and research. The IHU is among the largest Greek universities, with 7 schools and 34 departments in Central and Eastern Macedonia. The IHU will participate in the HELP project through the department of Mechanical Engineering, which is located at the Serres Campus, formerly known as the Technological Education Institute of Central Macedonia (TEICM).

Based on its staff interdisciplinary experience and background, IHU will work towards improving the strategic and operational efficiency of public administration and public services in managing natural disasters within the wider cross-border area, through the provision of an integrated solution for the technical support and management of post-disaster humanitarian “on-site” relief operations and logistics. Apart from leading the project, IHU is responsible for the design, development, testing and validation of the 3 prototype containers, namely 2 interconnected “Command, Control, Communications, Computers and Intelligence Centers (C4I)” and 1 on-site medical treatment facility (MED). The proposed containers cluster along with the associated crisis management plan will provide the necessary technical infrastructure and equipment and the appropriate implementation platform so as to hedge the wider area against natural disaster relief, in terms of enhancing pre-disaster preparedness, mitigating the corresponding post-disaster impacts in the aftermath of a disaster, and increasing the managerial effectiveness and efficiency.

Project Beneficiary (PB2): Ministry of Interior (sector Macedonia and Thrace) [MIAR]

Represents the governmental policy in Northern Greece and has an active role in the implementation of the Development Policy Law, the industrial control of the market, the issuance of licenses of the Listed for protection buildings and preserved traditional areas. Ministry has adopted political extroversion in order to promote the comparative advantages of the wider area, to promote cooperation with European and international organizations, to develop cooperation regions abroad, to create relationships with foreign counterparts in common interest areas and finally to exploit European funds by participating in European and cross border programs (INTERREG).

The Ministry has already completed successfully 2 Projects in the European Territorial Cooperation Program "Greece - Bulgaria" 2007-2013 with the abbreviation "TRIGGER" as Lead Partner and "Smart Specialization" as Partner and a project for the environmental protection of Thermaikos gulf (EEA grants). Moreover, is financing body in a EU Co-Funded project concerning the preservation of religious heritage (digitalization - Mount Athos). Currently the Ministry is the Lead Partner to the project BENEFIT and a Partner to the project HELP and TERRA VINO in the Greece- Republic of Macedonia 2014-2020 program and a partner to the BORDERLESS CULTURE project in the Greece-Bulgaria 2014-2020 program.

Project Beneficiary (PB3): Centre for development of the South-East planning region [CDSEPR]

One of the eight centers for regional development which become operational in December 2008. It is established under the Law for Balanced Regional Development (with status: legal entity) by the ten local government units that are part of the South-East planning region – Bogdanci, Bosilovo, Valandovo, Vasilevo, Gevgelija, Dojran, Konche, Novo Selo, Radovich and Strumica.

The main goal and mission of the Centre is to reduce regional disparities in economic development, agricultural development, infrastructure, employment and tourism and protection of the environment that would lead to sustainable and balanced regional development.

Part of the activities of the CDSEPR are preparing a draft program for the development of the region, the draft action plan for the implementation of this program, preparing proposals for development of the region, coordination of activities for implementation of the program, providing professional and technical assistance in the preparation of development programs of the local government units, encourages inter-municipal cooperation, implementation of projects financed by EU funds and other national and international financial resources, etc.

In its activities the Centre has successfully implemented more than 60 projects financed by national, EU and other donors.

In order to ensure balanced regional development and increase the quality of life for the citizens in the region, the Centre for development of the SEPR is constantly working on developing new projects and applies to receive funding for their implementation.

Project Beneficiary (PB4): Hellenic Rescue Team [HRT]

Volunteer non-profit Search and Rescue organization, with a human potential of 2.000 volunteers all over Greece and Headquarters in Thessaloniki. HRT participates in SAR (Search and Rescue) missions in cases of urgent needs and massive disasters, either in Greece or abroad. It is acknowledged by Civil Protection Authorities in Greece and EU and a member of the UN-INSARAG (United Nation - International Search and Rescue Advisory Group), and the only Greek member in IMRF (International Maritime Rescue Federation) and IKAR/CISA (Internationale Kommission für Alpines Rettungswesen/Commission Internationale de Sauvatage Alpin). HRT's main mission is the search and rescue of people in need and the organization of Aid Missions in natural and manmade disasters all over the world, nevertheless a major objective (and vital tool to achieve our mission) is Research and Development in the area of Search and Rescue, crisis and crowd management, telecommunications, ICT for first responders.

Within the Hellenic Rescue Team area, there are seven specialized departments:

- 1) USAR - Massive Disasters;
- 2) Mountain Rescue;
- 3) Water Search and Rescue;
- 4) First Aid;

- 5) Research, Technology and Telecommunications;
- 6) Humanitarian Missions;
- 7) Training.

Project Beneficiary (PB5): Crisis Management Center [CMC]

Independent state administrative body, having the status and function of a directorate, which legal competences include gathering of information, assessment, situation analysis, objectives and tasks determination, development and implementation of the necessary actions for prevention, early warning and handling crises.

In the execution of the crisis management tasks, CMC performs the activities that refer to providing continuity of the inter-departmental and international cooperation, consultations and coordination. In accordance with its legal competences in a national crisis situation, CMC performs on behalf of the Government the coordination and cooperation with international community as a national point of contact 24/7.

State Operation Center functions on a national level 24/7 through the Emergency Call Number 195 within CMC.

In order to propose decisions and to provide continuous consultations, coordination, timely reaction, efficiency and adequate use of the available resources in case of a crisis situation, as well as to provide timely, qualitative and realistic jeopardy assessment of the security of the Republic from risks and dangers, a Steering Committee and Assessment Group were formed and a Crisis Management Center has been established in the Crisis Management System (CMS).

The Steering Committee is a governmental body for coordination and management of CMC.

The Assessment Group is a governmental body that performs permanent assessment of the risks and dangers to the security of the Republic and proposes measures and activities for their prevention, early warning and handling a crisis situation.