

Capacity Development of Emergency Response teams (ERTs) on Humanitarian Standards for Effective Emergency Response

Islamabad
7th - 9th September 2021



PAKISTAN RESILIENCE PARTNERSHIP (PRP)

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Introduction

Since the recent past there has been a mark increase in the occurrence of disasters in Pakistan. Some of these disasters have caused severe losses to national economy in various sectors. Focus on disaster preparedness for effective response to improve the response capacity of all stakeholders and embedding disaster risk reduction into plans and policy has been government's top priority. At district level response remains the prime responsibility of District Disaster Management Authorities (DDMA) in coordination with local stakeholders for which most of the districts/ organizations have raised the emergency response teams (ERTs). Effectiveness of the assistance provided by the DDMA is largely depends on adherence to the Core Humanitarian Standard on Quality and Accountability (CHS) as these standards outlines the policies, processes, procedures and practices that an organization needs in order to deliver quality assistance while at the same time being accountable to communities and people affected by crisis.

In pursued to build/ enhance the capacity of these ERTs, PRP has been designed a training course on "Capacity Development of Emergency Response Teams on Humanitarian Standards for Effective Response". The training course is envisaged to equip the ERTs with basic knowledge of CHS and its commitments and the application of these standards during any emergencies/ response.

To contribute to the country's on-going efforts to improve the effectiveness, efficiency and quality of its emergency preparedness and response aligned to CHS, Pakistan Resilience Partnership (PRP) with support of Asian Disaster Preparedness Centre (ADPC), organized a three days training for ERTs on humanitarian standards for effective response from 7-9 September, 2021 at Islamabad. The training event was conducted as part of PRP/APP program being funded by Bill and Melinda Gates Foundation (BMGF).

Course Objectives

The objectives of the trainings were as follows: -

- Familiarize participants with existing humanitarian standards.
- Explain the importance of humanitarian principles in emergency response.
- Differentiate between humanitarian principles of humanity, impartiality, independence and neutrality.
- Acquaint participants with nine commitments of the CHS and explain how each contributes to the delivery of a quality humanitarian response.
- Share good practice drawn from their own experience and more widely from the sector.
- Familiarize participants with application of core humanitarian standards in key humanitarian sectors.

Course Outputs

The training was geared-up towards following key outputs: -

- Improved understanding of the participants on and around humanitarian principles and standards.

- Increased ability to Identify the internal and external institutional resources and mechanism that participants should use to comply with their institutional accountabilities (internationally agreed humanitarian principles and standards i.e. Sphere, CHS, Red Cross Code of Conduct, INEE, People in Aid)
- Improved understanding of the participants of the training on and around CHS.

Participants

Members of the ERTs formulated by the Pakistan Red Crescent Society (PRCS), Punjab Emergency Services Department (PESD), Rescue 1122, Capital Development Authority (CDA) and local civil society organizations as well as their regular staff directly engaged in the emergency response operations were nominated by the above mentioned organizations. The course was attended by 34 individuals. List of participants is attached at Annex "A". Following is the summary of individuals who attended the training: -

Department/Organization	Participants		Total
	Male	Female	
Government	12	11	23
LNGOs	6	5	11
Total	18	16	34

Training Schedule/Activities

Following was the schedule of the training activities: -

Time	Session
Day 1 : 7th Sep 2021	
09:00 - 10:15	Inaugural session and overview of the training
10:15 - 11:00	Humanitarian structure of Pakistan
11:15 - 13:00	Overview of the international humanitarian standards, frameworks
14:00 - 15:00	Introducing CHS
15:00 - 17:00	CHS Commitment # 1 Communities and people affected by crisis receive assistance appropriate and relevant to their needs
Day 2 : 8th Sep 2021	
09:00 - 09:30	Recap of day 1
09:30 - 11:00	CHS Commitment # 2 Communities and people affected by crisis have access to the humanitarian assistance they need at the right time
11:15 - 13:00	CHS Commitment # 3 Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action
14:00 - 15:30	CHS Commitment # 4 Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them
15:30 - 17:00	CHS Commitment # 5 Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints
Day 3 : 9th Sep 2021	
09:00 - 09:30	Recap of day 1
09:30 - 10:15	CHS Commitment # 6 Communities and people affected by crisis receive coordinated, complementary assistance

10:15 - 11:15	CHS Commitment # 7 Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection
11:15 - 12:15	CHS Commitment # 8 Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers
12:15 - 13:00	CHS Commitment # 9 Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently and ethically
14:00 - 15:00	Action Planning
14:00 - 15:25	Post Training Evaluation
15:25 - 16:00	Closing Ceremony and Certificate Distribution

Facilitators/Resource Persons and Specialization

Following resource persons took the sessions during the training: -

- Mr. Hamad Latif, Freelance consultant HRM practitioner
- Mr. Tailal Masood, Oxfam GB
- Mrs. Uzma Shahid, Girl Guides Association
- Sajid Naeem, ADPC
- Ms. Sana Zulfiqar, ADPC

Logistical Arrangements

Logistical arrangements for the training were done by NHN. The preparation for the training, request for funding support from SPO, invitation to resource persons/ facilitators and participants was also undertaken by NHN team.

Proceedings of the Course

Day 1

- **Inaugural Session**

The proceedings of the course commenced with the recitation of Holy Quran followed by welcome note by Mr. Sajid Naeem, Country Representative, ADPC. He welcomed and thanked all the participants for taking time out of their busy schedules to attend the training. Mr. Muhammad Amad, NHN Chair, in his opening remarks welcomed the participants and thanked PRP and ADPC for organizing and conducting the training. The training overview was given by Mr. Sajid Naeem explaining the purpose, objective and expected outputs of the training. He also gave a rundown of the scheduled sessions/ activities for the three days training.

- **Training Sessions**

- **Session 1: Humanitarian Structure of Pakistan:** The session aimed at providing an overview of humanitarian coordination architecture /system in the country. The session was conducted by Mr. Tailal Masood. The participants were briefed about the National Disaster Management System in

Pakistan, institutional mechanism at national, sub national and district level and roles/ responsibilities of various actors at different tiers.

- **Session 2: Overview of the International Humanitarian Standards and Frameworks:** This session was designed to capacitate/provide information on key international humanitarian standards and frameworks. Participants were briefed about humanitarian principles and standards (CHS, Sphere, Red Cross Code of Conduct etc.), the international frameworks (SFDDR) and national plans and frameworks that serve as a guiding document to disaster risk reduction across levels and that the Government has signed up to these frameworks and standards and is committed to meeting them in the efforts aimed at DRR.
- **Session 3: Introducing CHS:** The session was conducted by Mr. Hamad Latif. During the session, participants were briefed about the CHS including background, purpose, structure and introduction to humanitarian principles. Good practices, challenges and advantages of using CHS in a coordinated response were also shared with the participants using both power point presentations and videos.
- **Session 4: CHS Commitment 1 - Communities and people affected by crisis receive assistance appropriate and relevant to their needs:** The last session of the day was conducted by Mrs. Uzma Shahid. The session focused on improving participants' understanding on CHS commitment 1. During the session participants were briefed about the importance of commitment and the organizational responsibilities to achieve the commitment. Key actions under the commitment were discussed and briefing on how to monitor the key actions were provided to the participants. In relevance to the commitment, participants were briefed in detail about the key steps needed to ensure effective needs assessment during emergencies and the importance of ensuring inclusion of disadvantaged groups in the assessment exercise.

Day 2

- **Session 1: CHS Commitment 2 - Communities and people affected by crisis have access to the humanitarian assistance they need at the right time:** The session was conducted by Mrs. Uzma Shahid, who highlight the importance and key actions of the commitment 2 of the CHS. She briefed the participants on the need for collective systems that support timely, evidence based decision making together with both adequate and timely geographical coverage of both assistance and protection needs. The presentation was followed by the group work and presentations by the groups.
- **Session 2: CHS Commitment 3 - Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action:** The session was conducted by Mr. Hamad Latif, who apprised the participants about the importance of building upon the local and national capacities during emergencies response and developing stronger links with the local

organizations. It was emphasized that communities and local actors must have greater control over the decision making to achieve the commitment in its true spirit.

- **Session 3: CHS Commitment 4 - Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them:** This session encompassed detailed briefing on commitment 4 of the CHS. During the session importance of active participation of affected communities in decision making in humanitarian action, techniques for facilitating this decision making was explained to the participants. Group work during the session was conducted to shares real-life examples of community participation in decision-making followed by group presentations.
- **Session 4: CHS Commitment 5 - Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints:** The last session of day 2 was conducted by Mrs. Uzma Shahid and the session focused on commitment 5 of the CHS. Besides explaining the importance and key actions under commitment, a detailed presentation was delivered on complaints and complaints response mechanism (CRM). In addition, salient features of policy on complaints and response mechanism was shared with the participants during the session. Moreover, a CRM log sheet was shared with participants for improving their understanding on complaints registration, tracking and management.

Day 3

- **Training Sessions**
 - **Session 1: CHS Commitment 6 - Communities and people affected by crisis receive coordinated, complementary assistance:** The session was take Mrs. Uzma Shahid to enhance participants understanding on CHS commitment 6. She explained about the commitment's components, importance and key coordination issues. Moreover, obstacles, challenges and best practices to coordination and organizational responsibilities were also discussed in details.
 - **Session 2: CHS Commitment 7 - Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection:** During the session key actions and organizational responsibilities under commitment 7 were shared with the participants. Participants were briefed on basic tenets of the M & E plan and its linkage with CHS commitment 7 as well as how to ensure that learning from monitoring and evaluation could be feds into programme implementation and future planning.
 - **Session 3: CHS Commitment 8 - Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers:** The session was designed and delivered to improve understanding of the participants on CHS commitment 8. Besides sharing key actions and organizational responsibilities under commitment 8, participants were briefed about the

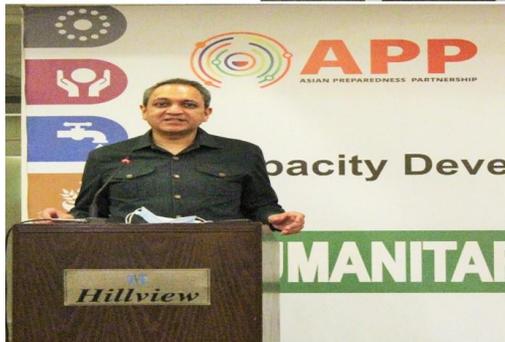
performance management and importance of competent, well managed staff and volunteers within an organization to deliver the organizations ambition and mandate. Moreover, steps in performance management were shared with participants.

- **Session 4: CHS Commitment 9 - Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently and ethically:** The last session of the training was conducted by Mr. Hamad Latif. During the session, key concepts of CHS commitment 9 were shared with the participants including the factors required for responsible management of resources with impact in the delivery of a specific programme. Important decision stages were explained for the effective humanitarian programming.
- **Course Evaluation/Feedback.** The participants were asked to fill-in the evaluation form and give their feedback on various aspects of the training/exercise. The table below shows the overall rating of the training, provided by the 34 participants who filled in the evaluation forms.

Question Asked	Agree		No Opinion	Disagree	
	Strongly	Somewhat		Somewhat	Strongly
Training met my expectations	70%	30%	0%	0%	0%
Course materials/handouts/presentations helpful and well-designed	63%	37%	0%	0%	0%
Knowledge of resource persons	77%	20%	3%	0%	0%
Presentation style of resource persons pleasing and well-suited	77%	17%	7%	0%	0%
Duration of training appropriate	77%	23%	0%	0%	0%

- **Closing Ceremony and Certificates Distribution.** Mr. Sajid Naeem, Senior Program Manager/ Country Representative ADPC as chief guest of the closing ceremony thanked the participants for their active participation and valuable contribution during the training. He appreciated resource persons for effectively and efficiently facilitating the sessions and program implementing team for their continued support in making necessary arrangement for conducting the training workshop. He also emphasized on the institutionalization of CHS for quality and accountability in humanitarian assistance and requested the participants disseminate the knowledge gained to other colleagues in their respective departments/organizations. people. At the end, certificates were distributed amongst the course participants.

Picture Gallery



Inaugural Session



Sessions



Group Work by the Participants



Group's Presentations



Energizers



Certificate Distribution



Participants' Group Photo

Participants List

Ser	Name of Participant	Gender	Designation	Organization/Department	E-mail	Phone
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1	Sunjida Khanum	Female	AD (Rawalpindi Region)	Civil Defense	sunjida.ellahi83@gmail.com	0334-5343058
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Civil Society Organizations						
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Organizers / ADPC / Facilitators						
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