

„Civil-military cooperation on humanitarian operations:

**The example of the operation  
“Helfende Hände“ (Helping  
hands) in Austria“**

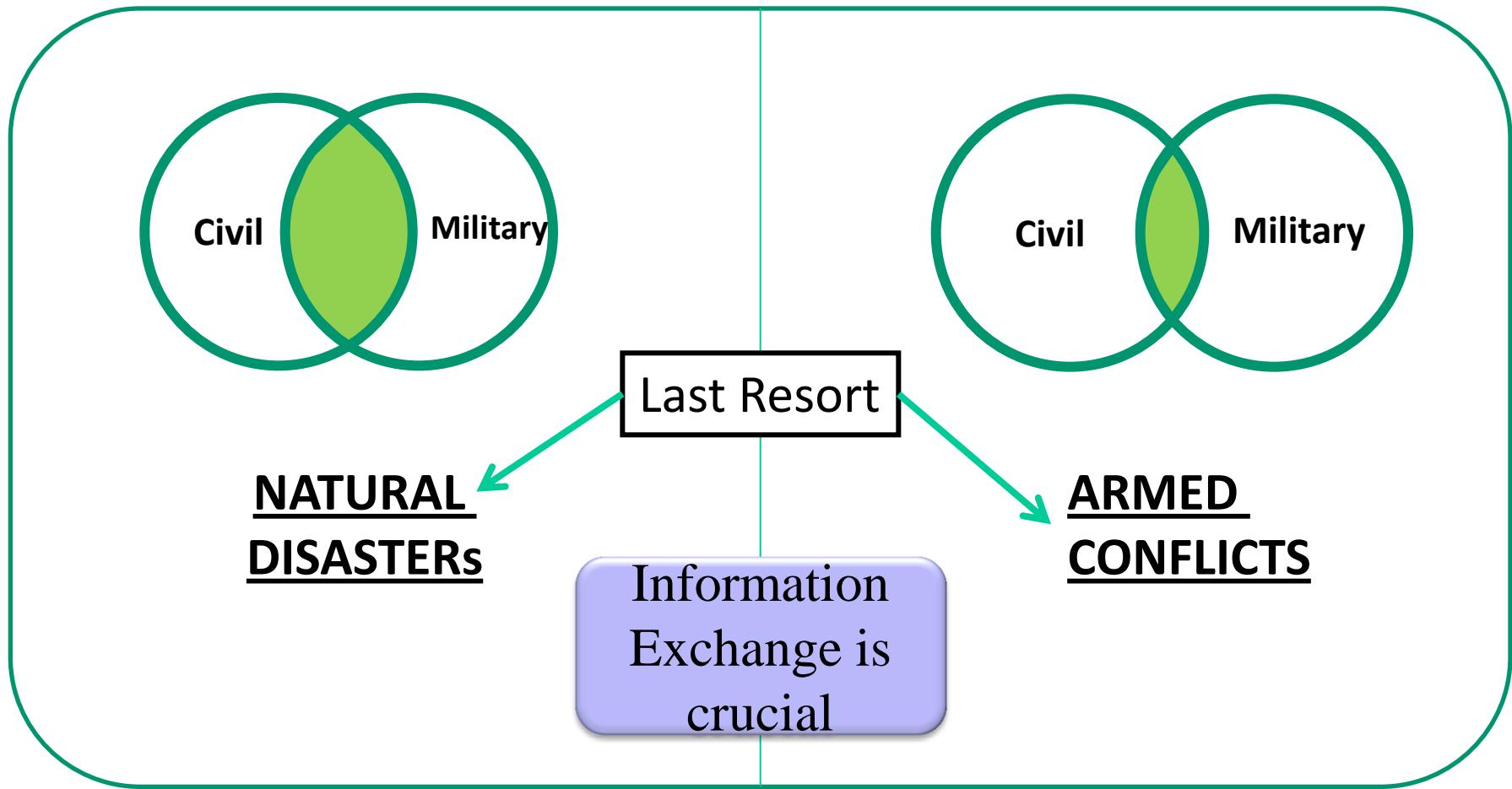
COL(GS) LAMPL Stefan, ACOS CJ4, VIENNA

# BLUF

- Information management is a challenge and must be trained.
- Transparency about processes supports the situation awareness of all stakeholders.
- Mutual understanding and TRUST are essential to be successful.



# Civil-Military Cooperation in conflicts and natural disasters



# Mission of the Austrian Armed Forces

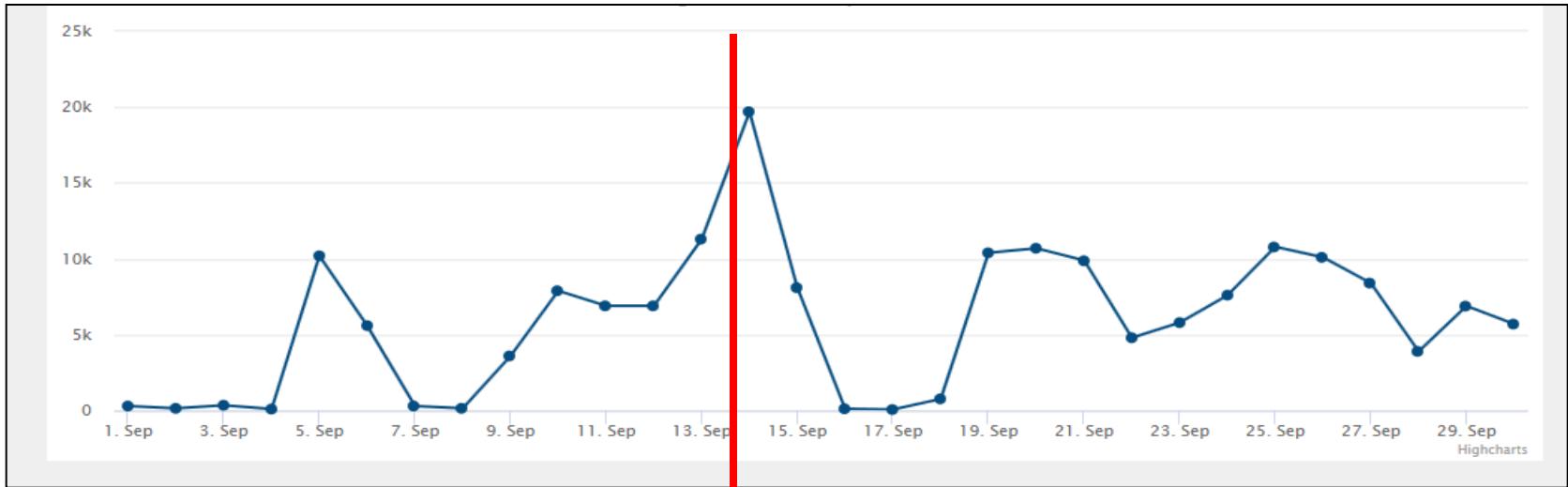
The main constitutional tasks of today's Austrian military are:

- to protect the constitutionally established institutions and the population's democratic freedoms.
- to maintain order and security inside the country.\*
- to render assistance in the case of natural catastrophes and disasters of exceptional magnitude.



\* On request and in support of other ministries in peacetime

# General Situation in Sept 2015



## Austrian Armed Forces support:

- Accommodation preparation
- Provide transport assets
- Food distribution

16sept17

Austrian Armed Forces takes over responsibility of the Movement Coordination of all stakeholders  
(Railway – Road – Accommodation)

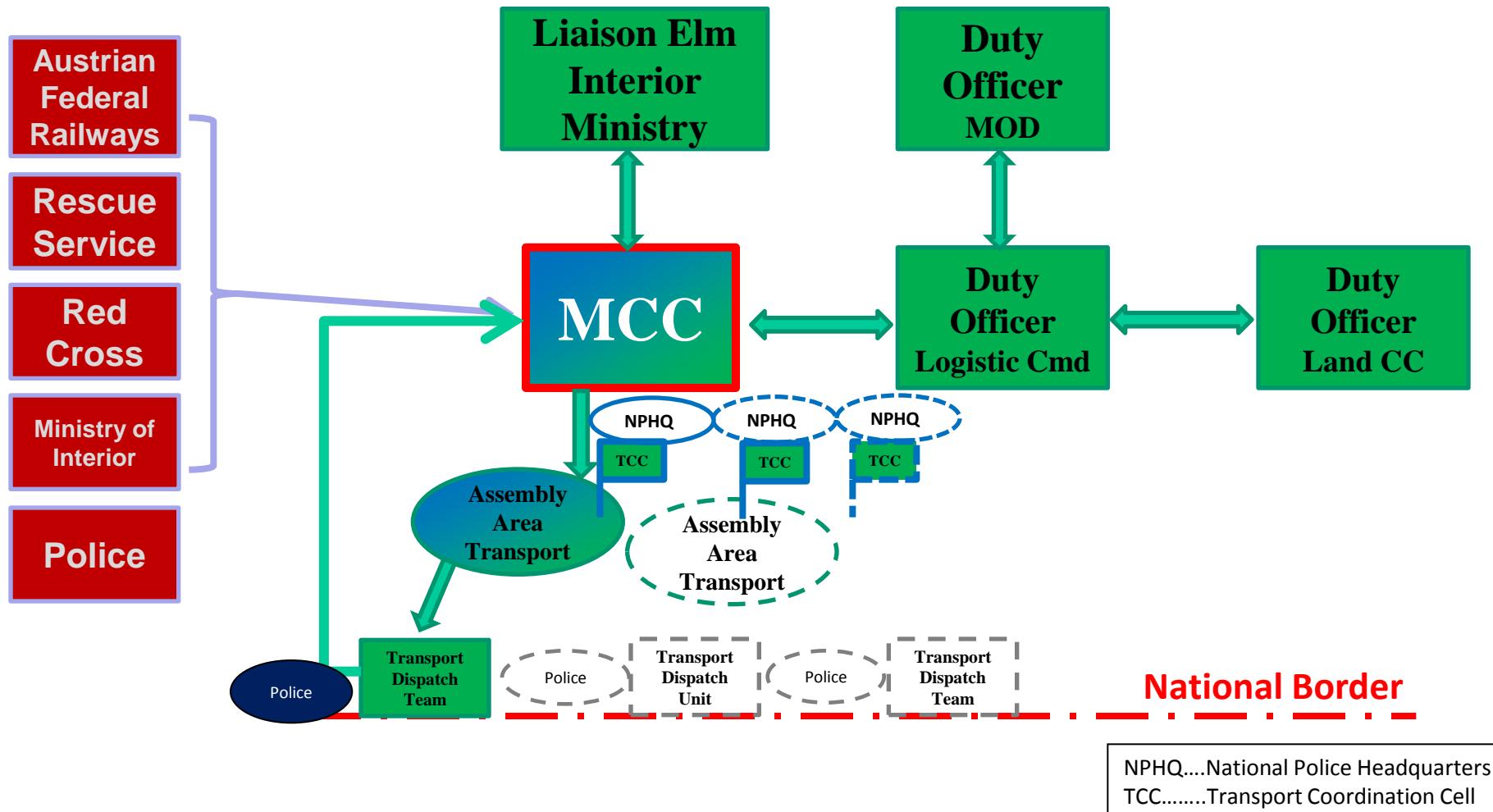


# Cooperation and Coordination Relationships

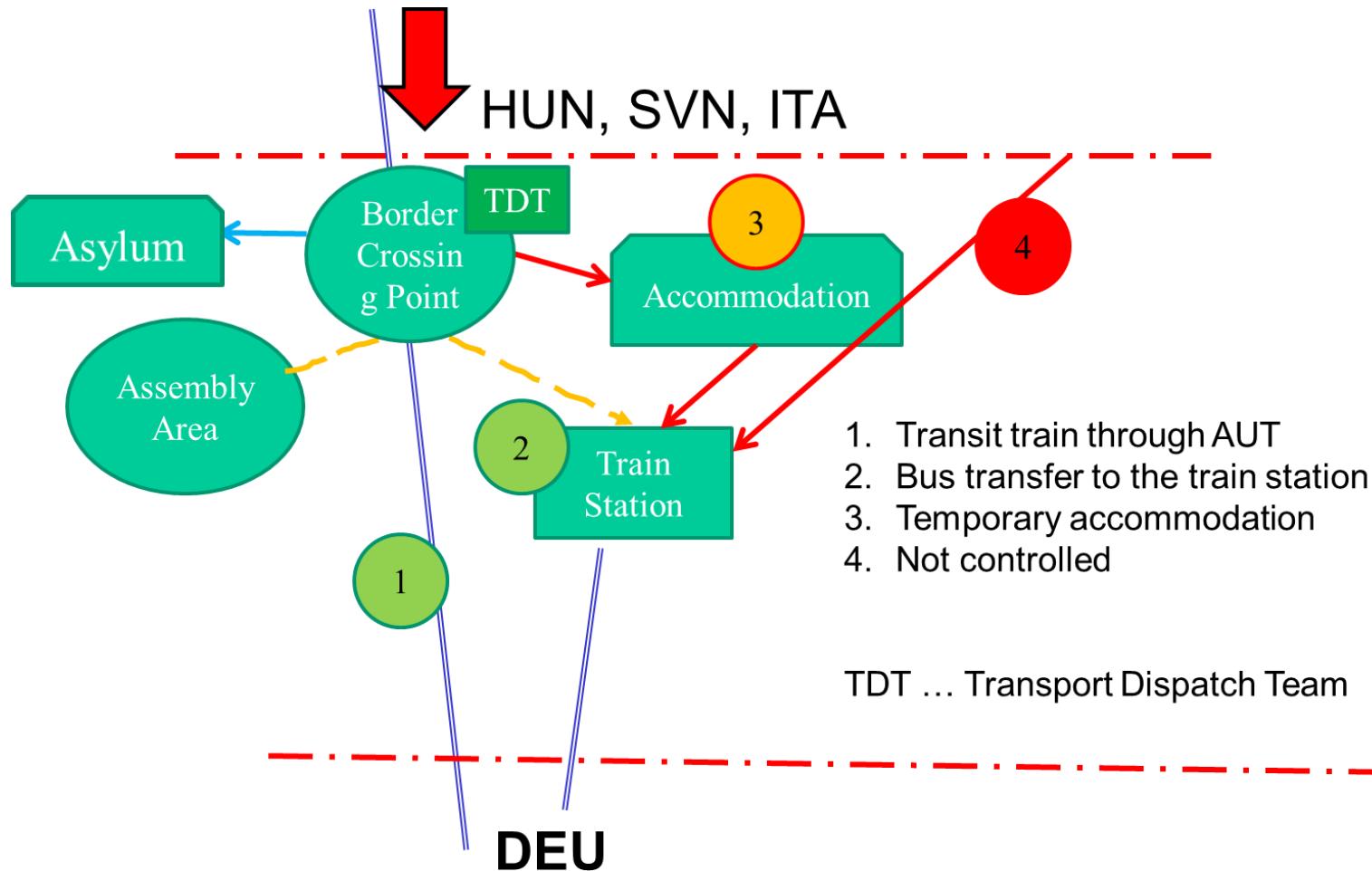
- “7er Lage” => Decision Body\*
- National Intelligence Agencies
- Railway company
- Accommodation, Assembly Areas
- Civil Companies (Transport)
- Red Cross Organisation
- DEU Authorities
- UNHCR

\*Ministry of Interior, MOD, Ministry of Foreign Affairs, additional national Organizations/Agencies , civil companies

# Movement Control Centre (MCC)



# Operational Structure at the Border Crossing Point (BCP)



# Tools for Coordination

The screenshot displays the FLUX DESK software interface, specifically the 'Unterkunft Verwaltung v1.0.3' module. The interface includes a top bar with icons for Flotte, Ziele, Historie, and a map of Main. The main area shows a list of refugee transports with columns for Nation, Pax, and Datum. The transports listed are: AUSTRIA (Status: Transport, Neuer Transpo), SLOVENIA (Status: Offene Transn), CROATIA (Status: Offene Transn), HUNGARY (Status: Offene Transn), SERBIA (Status: Offene Transn), MAZEDONIEN (Status: FERTIG), GRIECHENLAND (Status: FERTIG), and DEUTSCHLAND (Status: FERTIG). A large green box highlights the word 'FERTIG'. The bottom right corner of the interface features the MILA logo.

**Military Information Systems**

**RESTRICTED**

# Performance until Nov 2015

## Daily Performance:

- 25 military assets
- 120 civil assets

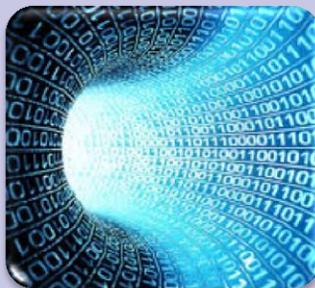
Overall: appr. **900.000 PAX**

## Military assets:

- 1.6 Mil Kilometer
- 238.783 PAX



# Summary



COM-  
PREHENSIVE  
PLANNING

INFORMATION  
MANAGEMENT

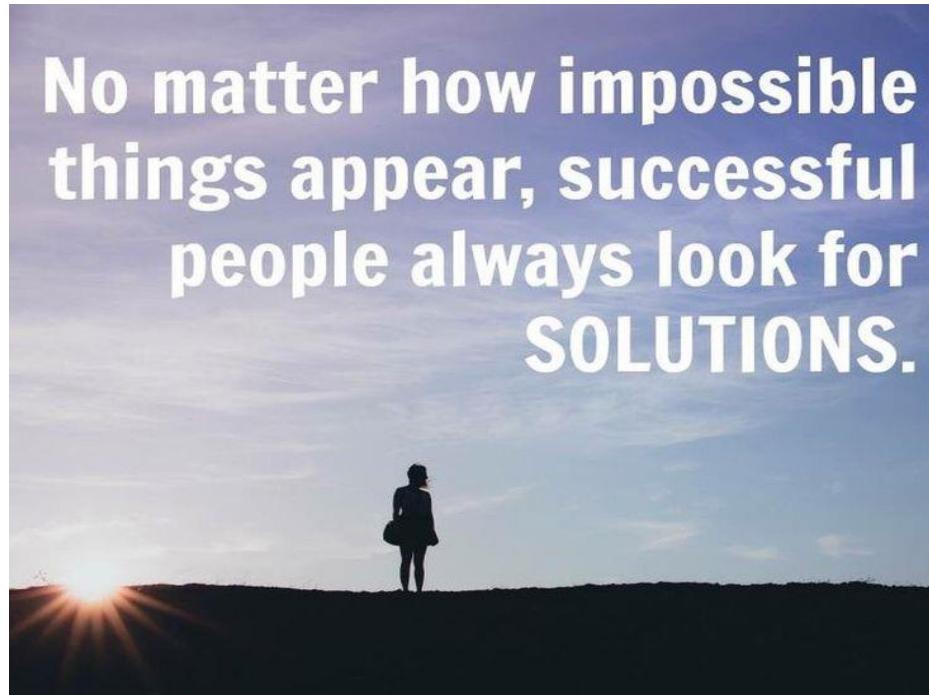
TRANSPORT  
MODALITIES

LOGISTICS  
EXECUTION

MISSION  
MONITORING

TRUST

No matter how impossible  
things appear, successful  
people always look for  
**SOLUTIONS.**



**Thank you for your attention!**