

World Scouting Standard Operating Procedure: Emergency response and recovery





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SCOUTING**

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Member Support Practice Team

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World Scouting Standard Operating procedure: Emergency response and recovery

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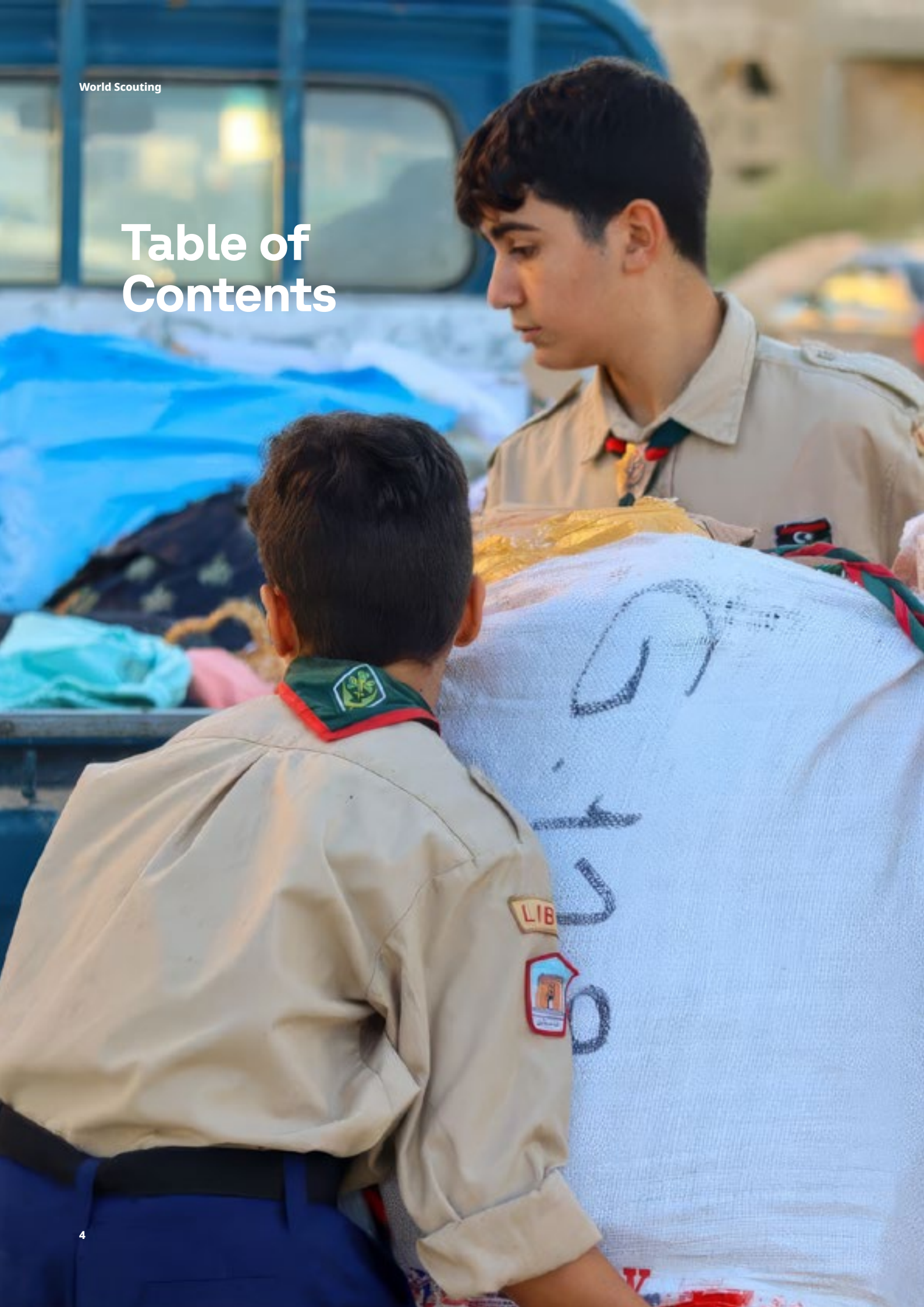
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Introduction

Humanitarian action is not just about meeting urgent needs. It is also a powerful learning experience through which young people develop leadership, responsibility, resilience, and values while serving their communities.

This Standard Operating Procedure (SOP) aims to guide World Scout Bureau (WSB) staff and volunteers of the World Organization of the Scout Movement (WOSM) at World and Regional levels, who support National Scout Organizations (NSOs) responding to humanitarian crises. It seeks to clarify and streamline WOSM's response and provide a common understanding, so that important decisions and actions can be taken quickly, safely, and effectively in coordination with all stakeholders.

Beyond its operational purpose, this SOP recognises humanitarian action as an essential part of Scouting's educational role. By promoting structured, safe, and values-based service in emergency response and recovery, it reinforces the principle of learning by doing that lies at the heart of the Scout Method. Humanitarian action is not just about meeting urgent needs. It is also a powerful learning experience through which young people develop leadership, responsibility, resilience, and values while serving their communities. This further strengthens the link between humanitarian engagement and the Scout Method as a core approach to non-formal education.

The SOP also informs NSOs about the support available from World Scouting when responding to crises and offers guidance on the scope of engagement. It outlines what constitutes an emergency or crisis, the humanitarian response and recovery action specifically undertaken by Scouts. This includes needs assessments, psychosocial support, education in emergencies, and community engagement. It also clarifies the distinction between immediate humanitarian response, longer-term recovery efforts, and broader development interventions. It explains how to trigger this support and what to expect throughout the process.

It further highlights the importance of applying conflict-sensitive approaches and adhering to Safeguarding principles and World Scouting's Safeguarding guidelines during emergency response and recovery actions. Based on this, NSOs can ensure that their interventions do not exacerbate existing tensions or create further harm in vulnerable communities. In making these connections explicit, the SOP links humanitarian response with youth development in a way that fully aligns with the Mission of Scouting: to educate young people to become active citizens who produce positive change in their communities and in the world.



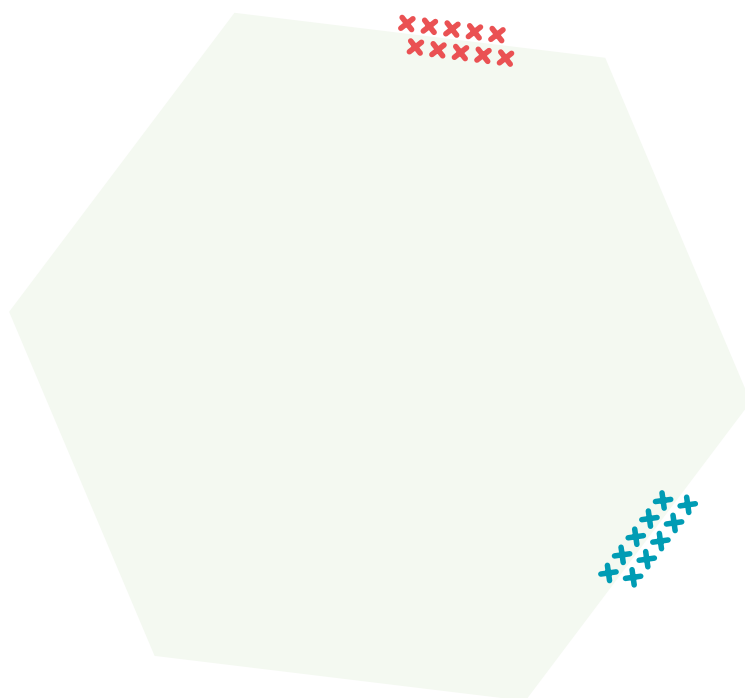
1.1 WOSM'S SUPPORT

In the event of an emergency, WOSM's response depends on whether an NSO is engaged or plans to engage in response activities at local or national level. If the NSO lacks the capacity to take action during a large-scale disaster, the WSB may proactively offer support to supplement the NSO's capacity, provided that there is a willingness to engage from the NSO's leadership.

This is determined on a case-by-case basis, in consultation with the relevant WSB Support Centre. It takes into consideration key factors such as the scale and severity of the crisis, the operational and organisational capacity of the NSO, security and access constraints, and the presence of partners or coordination mechanisms on the ground.

1.1.1. Stages of Support

World Scouting can support NSOs in four stages. These four stages will not be used in all circumstances, and it's important to note that the stages are not linear in nature. Support can transition between stages as the situation evolves. For example, an NSO may initially receive support for emergency response such as relief distribution, and as the situation stabilises, shift towards recovery efforts such as psychosocial support and community rebuilding, while still maintaining elements of immediate response where needed. The assistance provided to each NSO will be tailored and specialized to the unique context of the crisis, as well as the needs and capacity of the NSO engaged in the response. Depending on the humanitarian impact of the disaster or emergency and the capacity of the affected NSO, varying levels of engagement and support will be required. The different stages of support are outlined below.



FOUR STAGES OF SUPPORT

1. Solidarity

NSO receives communication via the regional office, to understand the impact of the disaster/emergency. Letter from the Secretary General or Regional Director to express condolences and solidarity.

2. Funding

If an NSO response is planned, funding opportunities are explored via the Scout Donation Platform (SDP) or the World Scouting Emergency Response Fund. Decision for funding is determined by the content of a project proposal, though we aim to do this quickly to maximise support through crowdfunding.

Technical support can be provided by Humanitarian Action Consultants or WSB staff for example to support with response planning, risk management, partnerships or external funding applications. These services are provided through the WOSM Services platform.

3. Technical Support

After the initial emergency phase has passed, the regional office will open discussions with the NSO to understand the need/opportunity for a WOSM service to build capacity in Humanitarian Action, develop policies, contingency plans, SOPs etc.

4. Long Term Outcomes



1.1.2. Technical support through WOSM Consultants

WOSM's trained consultants can provide consultancy on humanitarian action, as can WSB staff with the required skills, and experts from among WOSM's partners. In-person support by consultants is limited to available funding and availability of consultants who can travel. When available and upon request, technical consultancy is provided to address specific needs such as on-the-spot training, volunteer mobilisation, grant proposal writing, and non-formal education support. Requests for consultancy support are prioritised based on the urgency and scale of the crisis, the immediate needs of the NSO, and available resources. Efforts will be made to provide initial remote support in a timely manner while planning for further in-depth assistance as required.

1.1.3. World Scouting Grants

The World Scout Bureau offers emergency response and recovery grants for NSOs facing crises. Funding, including Messengers of Peace or other available funding mechanisms, can be made available on short notice to support early emergency initiatives by an NSO. The emergency grant provides funding of up to USD 10,000 per allocation, subject to available resources, and can be disbursed immediately by the Regional Support Centre. This will be reimbursed through Messengers of Peace or other funds. The USD 10,000 ceiling is based on typical costs to address immediate needs observed in previous emergency responses. However, recognising the evolving nature and increasing scale of humanitarian crises globally, additional allocations may be considered depending on needs and funding availability to support continued response or recovery efforts. This grant is counted towards the annual regional allocation of Messengers of Peace funds for that Region where applicable. A brief report on the use of these funds and the interventions for which they were used is required from the NSO.



1.1.4. Scout Donation Platform (SDP)

The SDP is World Scouting's crowdfunding platform. It raises funds for projects related to community service, emergency response, and growth in Scouting. Unlike regular SDP projects with a USD 5,000 cap, there is no funding limit to humanitarian action and emergency appeals on the platform. This allows NSOs to raise as much resource as it needs to address the scale of the emergency. Real-time fundraising on the SDP help NSOs respond quickly to urgent humanitarian crises or emergencies. This permits fast support to critical needs. Following activation of the emergency trigger, the WSB team will coordinate with regional directors and the NSO's leadership in the affected country to define an emergency appeal's scope, objectives, and funding needs. Once agreed and ready, it will be published on the SDP. Promotion of the appeal is done jointly by the WSB and NSO communication teams. All fundraising and implementation processes are conducted in line with World Scouting's safeguarding and accountability standards. This ensures that funds are used transparently, interventions are safely delivered, and affected populations are protected throughout the response.



1.1.5. Partnership

WOSM can use its global agreements with partners to facilitate cooperation in the field. Besides these forms of support, online resources and e-learning courses are available on the [Scout Learning Zone Library](#) or resources on [Tree house](#) to guide and support NSO's activities before, during, and after a crisis. In emergencies, partnerships are identified and engaged based on key principles such as alignment with humanitarian values and principles and Scouting's mission, capacity to respond effectively, adherence to safeguarding standards, and ability to coordinate with existing national and local response mechanisms.



1.2. Roles and responsibilities of WSB staff during an emergency

1.2.1. WSB Humanitarian Action Focal Team

The WSB Humanitarian Action Focal Team are key members of the WOSM tasked with coordinating emergency responses. The team is coordinated by the Manager for Education and Impact based in the Kuala Lumpur (KL) Support Centre, who facilitates and oversees the coordination of the emergency response process across various other teams. Strategic decisions are taken in consultation with relevant member of the senior leadership. Additionally, the Senior Assistant, Education and Impact in the Asia Pacific Support Center will co-lead the management of the SOP, and overall guidance will be provided by the Director for Education and Impact, who is based in the Global Support Centre. The overall coordination and management of the emergency procedure will involve staff members located in different support centres. Each will bring their unique expertise to the collective efforts to emergency responses. there is a clear distinction between roles responsible for coordination and those providing decision-making authority and strategic oversight.

Initial communication about emergencies will come from the following roles within Member Support Team – Education and Impact Cluster. However, communication can also be initiated by regional directors or staff in different support centres.

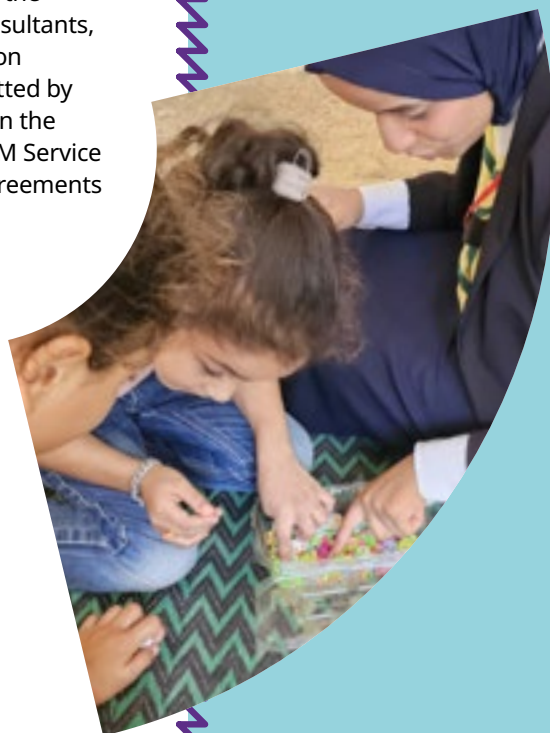
Initial communication about emergencies will come from the following roles within Member Support Team – Education and Impact Cluster. However, communication can also be initiated by regional directors or staff in different support centres.

- **Director, Education and Impact** – Provides strategic direction and decision making authority for WSB humanitarian action emergency activity.
- **Manager, Education and Impact** – Leads overall coordination and support and facilitates decision-making processes.
- **Senior Assistant, Education and Impact** – Coordinates regional-level implementation and supports response delivery.

In situations requiring additional resources, members from other practice teams may be appointed to support the emergency response process. This provides a comprehensive and collaborative approach to addressing the needs of NSOs, while maintaining clear lines of coordination and decision-making.

Their responsibilities include:

- Actively monitoring global humanitarian response through the [Global Disaster Alert and Coordination System \(GDACS\)](#) and other online tools such as ([Relief Web, Humanitarian Response](#)), [The ACLED Conflict Alert System \(CAST\)](#) and other reliable global and local news outlets;
- Proactively engaging the Regional focal point and the NSO's leadership to monitor any spontaneous local action by Scouts or planned NSO initiatives at the national level, following a **red** alert reported through GDACS and CAST. Red alerts indicate potentially severe disasters or emergencies, where international assistance is expected to be required (GDACS Guidelines). While red alerts trigger the emergency protocol, depending on the impact on the ground and the needs of the NSOs, support can be mobilized by WOSM team.
- Monitoring the situation closely, following an **orange** alert reported through GDACS. Orange alerts indicate potential local disasters, where international assistance might be required (GDACS Guidelines). They will mobilize necessary and available resources and lead the coordination of the WSB's response involving as required, consultants, the Communications, Messengers of Peace and Scout Donation Platform teams. On the basis of the needs assessment submitted by the NSO leadership they will advise on possible partnerships in the field; they will ensure a service request is created on the WOSM Service Platform and manage the service delivery based on global agreements and deployed humanitarian agencies.



1.2.2. NSO Leadership

The NSO will designate a permanent or temporary staff member or volunteer to coordinate the NSO's response. In the absence of a designated person, the International Commissioner serves as the main point of contact.

The responsibilities of the NSO's main contact person, depending on the NSO's capacity, are to:

- Actively follow up on spontaneous local Scout activity during an emergency.
- Participate in developing (if it does not exist) and implementing the NSO's response plan.
- Communicate relevant information to the Regional and global focal points.
- Assist in conducting a needs assessment and submitting a service request.
- Ensure project proposals are developed, submitted, and implemented, and that project reports are submitted.
- Uphold [safeguarding standards](#) to protect all participants, especially children and vulnerable populations, during the emergency response.
- Ensure financial accountability, including proper management of funds, documentation, and reporting in line with NSO and WOSM policies.





1.2.3. Humanitarian Action Consultants

Consultants, who form the WOSM consultants' pool, are individuals possessing the required competencies in a specific area as a result of experience and/or training. This expertise may come from Scouting or non-Scouting related experience. Consultants can be (WSB or NSO) professional staff, (WSB or NSO) volunteers, or, in some cases, external humanitarian experts brought in to support a service as required.

As outlined in the emergency response flow chart below, depending on the NSO's capacity, a service request may be submitted by the humanitarian action focal team. This request is coordinated with WOSM consultants, either within or outside the crisis-affected region, to ensure tailored support to NSOs, based on preparedness and mitigation principles. When multiple consultants are deployed to a single NSO or emergency response, **reporting lines are as follows:**

- Consultants report primarily to the Service Lead overseeing the deployment.
- Consultants maintain coordination with the Regional Coordinator to ensure alignment with regional priorities and activities.
- Where multiple consultants are involved, one person may be designated as Lead Consultant, responsible for consolidating input, coordinating team activities, and serving as the main point of contact for the NSO.



The responsibilities of consultants are to:

- Acquire the necessary background information from the Service Lead and Regional Coordinators.
- Advise NSOs on their service request during formulation and review.
- Support NSOs in developing an action plan related to their service request.
- Deliver direct support to NSOs in line with the agreed service request.
- Consult with, follow up, and update the Service Lead on the progress of the service request and report service delivery through the online platform.
- Evaluate the service delivered through the online platform and support NSOs in **"telling the story"** through the platform.

1.2.4. Point of contact for Communications

The Global Director of Communication serves as the focal point for communications regarding World Scouting's emergency response. His role involves coordinating and connecting relevant team members to support action effectively.

Key responsibilities include:

- Collaborating with communications team representatives in the relevant regions to gather data, stories, and content related to the emergency.
- Coordinating and assigning tasks in the Communications and Digital Practice Team, covering areas such as writing articles, graphic design, photo and video storytelling, and social media promotion.
- Providing strategic insight and guidance on the direction of emergency projects and promoting the Scout Donation Platform.

Approval:

The Global Director of Communications has final approval over all public communications, media content, and social media posts related to emergency responses.

Escalation Protocol:

Issues that cannot be resolved at the Communications team level, or any potential reputational, safeguarding, or operational concerns, must be escalated immediately to Regional Director/s or directly to the WOSM Secretary General for guidance and decision-making.



The responsibilities of the Communications and Digital Practice Team members are to:

- Proactively engage the NSO leadership in collecting pictures, stories, and other data.
- Share all collected data, content, and stories across the Practice Team and include all humanitarian action focal team in copy.
- Coordinate with the Scout Donation Platform global coordinator.
- Notify the Global Director of Communications promptly of any sensitive content or potential risks that require review or escalation.



1.2.5. Scout Donation Platform

The appointed responsible person will coordinate all activities related to the Scout Donation Platform, ensuring effective collaboration with NSO leadership and other WOSM teams.

- Proactively assist the NSO leadership in all aspects of developing a Donation Platform project in response to an emergency.
- Inform the WSB Humanitarian Action Focal team and the World Scout Foundation of any humanitarian action-related projects being developed and assist in promoting these projects.
- Coordinate with Grant Management Teams: Ensure all projects developed through the Scout Donation Platform are aligned with grant eligibility, reporting requirements, and funding timelines. Provide timely updates to the Grant Management team to enable monitoring, compliance, and financial accountability.
- Liaise with Communications and Digital Practice Teams to support project promotion and visibility across platforms.



1.3. Emergency Response Roles and Responsibilities Matrix

The appointed responsible person will coordinate all activities related to the Scout Donation Platform, ensuring effective collaboration with NSO leadership and other WOSM teams.

R – Responsible: Directly performs or manages the task.
A – Approval: Holds final decision-making authority.
S – Support: Provides resources or assistance.
C – Consulted: Offers advice or input.
I – Informed: Kept updated on progress or decisions.

Stakeholder	Summary of Roles	R	A	S	C	I
WOSM Secretary General	Stay informed of overall action and decisions during the crisis; issue support letters to NSOs		✓			✓
WSB Humanitarian Action Focal Persons	Lead coordination and management of emergency response activity	✓		✓	✓	
NSO Humanitarian Action Focal Point	Coordinate local NSO response; liaise with WSB focal team; provide input regarding NSO capacity and needs	✓		✓	✓	✓
WOSM Regional Directors	Oversee regional assessments and ensure alignment with local needs	✓	✓			
Humanitarian Action Consultants	Provide specialized expertise and guidance during emergency operations			✓		
WSB Communications Team	Support communications across platforms; develop key messaging			✓		
Member Support Global Director	Provide guidance on approach, coordination, and resource allocation		✓			✓
NSO Leadership	Offer insights and guidance; ensure actions align with local context	✓			✓	
Scout Donation Platform Assigned Staff	Coordinate development of appeals; support promotion of SDP projects			✓		
Grant Management and Quality Assurance Director	Provide guidance on grant allocation and compliance for emergency response		✓			✓

Note: See the contact names and contact details of all listed stakeholders at the end of this document.



1.4. Detailed Emergency Response Flow Chart

Stages	Action	Notes	Responsible	Consult/Approval
1	Monitor situation through global early warning systems for emerging crises.	Monitor potential impact on NSOs and the broader community.	WSB Humanitarian Action Focal Persons Team	
2	Coordinate with NSOs at regional level to assess the situation on the ground.	Ensure real-time assessment of conditions and needs.	Regional directors and NSO leadership	
Within 24 hours				
3	Contact regional directors or NSO leadership.	Decide on action based on scale, complexity, and urgency as reported in news or following a Red alert on GDACS.	WSB Humanitarian Action Focal team and/or regional directors	Member Support Global Director
	Send letter from Secretary General.	Initiate communication if a Red alert on GDACS is issued.	WSB Humanitarian Action Focal team	Secretary General
4	Conduct preliminary rapid needs assessment at NSO level.	Assisted by the regional focal point in gathering initial data.	NSO leadership	WSB Humanitarian Action Focal Team
5	Transmit all information collected to the global focal point.	Advise on the need for WOSM support based on assessment findings.	WSB Humanitarian Action Focal Team	Regional Director
6	Gather information from partners, UN, etc.	Based on NSO input, regional focal point, or Level 3 emergency declaration by the UN Inter-Agency Standing Committee.	WSB Humanitarian Action Focal Team	WOSM Consultants on Humanitarian Action

Stages	Action	Notes	Responsible	Consult/Approval
7	Publish initial story.	Only if Scouts are engaged in the field and coordinated with regional practice teams.	WSB Communications Team	Global Director of Communications
Within 72 hours depending on NSO's capacity				
8	Take decision to activate WOSM's response mechanism.	Assess the level of support needed based on NSO input or a Red alert from GDACS.	WSB Humanitarian Action Focal Team	Secretary General, Regional Director, Director of Grant Management and Quality Assurance
9	Launch initial Scout Donation Platform project, if requested.	Coordinate with NSO leadership for effective rollout.	Assigned staff to coordinate Scout Donation Platform	Grant Management and Quality Assurance Director
10	Communicate emergency details and activation of the SOP to the humanitarian trigger team.	Ensure stakeholders are aware of the emergency status and activation processes; include feedback loop from NSO Focal Point.	WSB Humanitarian Action Focal Team	NSO Humanitarian Action Focal Point
Within five days depending on NSO's capacity				
11	Develop initial emergency response plan with NSO leadership.	Include action through recovery via the Scout Donation Platform.	Grant Management and Quality Assurance team in the region and WSB Humanitarian Action Focal Team	NSO Focal Point, Regional Director
12	Submit project proposal on Fluxx.	Prepare with NSO leadership to ensure comprehensive proposals.	Grant Management and Quality Assurance team in the region	Grant Management and Quality Assurance Director
13	Review and approve project proposal.	Collaborate with Regional Director for endorsement.	Grant Management and Quality Assurance Director	Secretary General
14	Create service request on the WOSM Service Platform.	Ensure coordination with NSO leadership for service provision.	WSB Humanitarian Action Focal Team	NSO Humanitarian Action Focal Point

Within four weeks

15	Deliver specific service request.		NSOs with the support of WOSM consultant/s	WSB Humanitarian Action Focal Team
16	Manage service request.		WSB Humanitarian Action Focal Team	NSO Humanitarian Action Focal Point

Within three months

17	Follow up and ensure project reports are submitted according to plan.	With NSOs and WOSM consultants; include feedback loop to Regional Director and Service Lead for continuous improvement.	WSB Humanitarian Action Focal Team	NSO Focal Point
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1.5. Scope

This SOP outlines World Scouting's engagement during crisis situations, emphasizing a collaborative approach with NSOs. The recommended method of engagement involves consulting with NSOs to thoroughly understand the context of the crisis and provide tailored support as needed.

It is crucial to operate within a safe space and maintain neutrality, particularly in conflict scenarios, ensure the safety of all involved and uphold the integrity of humanitarian efforts. World Scouting's actions are **designed to complement and support the response of national authorities**, respecting their leadership and legal framework while providing additional humanitarian capacity where needed.

World Scouting aims to establish a robust institutional and operational framework, to enable swift decision-making and action in response to crises at country, regional, or global level. This SOP is a guide for NSOs to coordinate their response effectively, providing a unified, safe, and impactful humanitarian action strategy that supplements national efforts.

2. What is considered an emergency and a humanitarian response project in Scouting?

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Emergencies can arise from various situations, necessitating a clear understanding of what constitutes an emergency humanitarian response project. Defining these situations is critical, as it helps WOSM mobilize resources and coordinate efforts effectively. In this context, the term "humanitarian crisis" will be used to encompass both natural disasters and conflict situations, highlighting the urgent need for intervention in these circumstances.

2.1. Defining Terms: Disaster and Conflict

Disasters	Conflict
<p><i>“Serious disruptions to the functioning of a community that exceed its capacity to cope using its own resources. Disasters can be caused by natural, man-made and technological hazards, as well as various factors that influence the exposure and vulnerability of a community”.</i>¹</p> <p>Examples include earthquakes, flooding, tropical cyclones, volcanic eruptions, heatwaves, droughts resulting in famine, epidemics and pandemics, biological and technological hazards such as power outages, catastrophic technological failures such as reactor meltdowns, and chemical spills.</p>	<p>Conflict arises from the clash of differing interests and can escalate into armed confrontations, involving organized violence between state and non-state actors.</p> <p>Armed conflict is characterized by sustained hostilities, which can be categorized as either international or non-international, often leading to significant humanitarian crises that require urgent intervention (ACLED, 2025; UNDRR, n.d.; European Parliament, 2023).</p> <p><i>“Political conflicts where the use of armed force by two parties of which at least one is the Government of a State results in at least 25 battle-related deaths. A ‘major armed conflict’ is a war between states or a political conflict within a State in which armed fighting or clashes between Government forces and its opponents result in at least 1,000 deaths during the conflict”.</i>²</p>

2.2. Conflict-Sensitive Approach to Emergency Response

As Scouts, we are dedicated to supporting communities in need, particularly during conflict-induced emergencies. It is vital to understand the scope of our engagement in these situations. Conducting careful context assessments and using the appropriate expertise and tools to evaluate risks is essential, especially when engaging in conflict management or peacebuilding efforts. Scouts are already active within their communities, possessing the skills and motivation to play a vital role in fostering positive change.³

Our most effective strategy involves supporting communities impacted by conflict or disaster. This includes assisting displaced populations, focusing on rehabilitation efforts, and creating educational spaces in emergencies. Collaboration with local humanitarian actors is crucial, as is thorough assessment and consultation with World Scouting to devise appropriate engagement strategies.⁴

Due to the inherent risks of operating in conflict zones, it may not always be feasible for Scouts to engage directly in these areas. When possible, prioritizing support for displaced populations outside the immediate conflict zone may offer a safer and more effective approach.

¹ [IFRC website](#) (Accessed November 2023)

² Wallensteen, Peter, and Margareta Sollenberg, *Armed Conflict and Regional Conflict Complexes, 1989-97*, *Journal of Peace Research*, vol. 35, no. 5, 1998.

³ *International Organization for Migration (IOM). (2020). Integrating Conflict Sensitivity: An Operational Guide. Retrieved from: <https://emergencymanual.iom.int/sites/g/files/tmzbd11956/files/2022-08/TRD%20-%20Integrating%20Conflict%20Sensitivity%20Operational%20Guide%20-%202020%20-%28INTERNAL%29.pdf>*

⁴ *Humanitarian Leadership Academy. (2023). A Quick Guide to Conflict Sensitivity: Positive Effects. Retrieved from <https://www.humanitarianleadershipacademy.org/wp-content/uploads/2023/09/Conflict-Sensitivity-Positive.pdf>*
LM International. (n.d.). How to Make Humanitarian Aid Truly Conflict-Sensitive. Retrieved from <https://www.lminternational.org/our-humanitarian-work/how-to-make-humanitarian-aid-truly-conflict-sensitive>

Example: A conflict-sensitive approach may involve conducting community consultations to gather the perspectives of various groups such as men, women, young people, and marginalized populations before designing aid programmes. By integrating feedback from these consultations, organizations can ensure that their interventions address the specific needs of the community while minimizing the risk of exacerbating existing tensions.

All engagement should be guided by the principles of **Do No Harm**, ensuring that interventions do not inadvertently exacerbate existing tensions or vulnerabilities, and by the [World Scouting Safeguarding Policy](#), which emphasizes the protection of children and vulnerable populations in all activities. These frameworks provide essential guidance for Scouts to operate safely, responsibly, and ethically in complex humanitarian and conflict-affected contexts.

2.3. Emergency Communication in Conflict Situations

Effective emergency communication in conflict situations requires maintaining neutrality, adhering to humanitarian principles, and following established Standard Operating Procedures (SOPs). Communicators should focus on the urgent needs of affected populations without taking sides, ensuring that messages prioritize humanity, impartiality, neutrality, and independence.

Engaging with local communities to gather feedback and using clear, simple language are essential for transparency and relevance. Additionally, protecting sensitive information and being mindful of security risks is crucial. Referencing guides for Scouts engaged in humanitarian action can further improve communication practices, fostering trust and effective assistance.⁵

Examples of response activities for Scouts⁶:

- Needs assessment and mapping of affected communities
- Distribution of aid in collaboration with other agencies
- Child protection and identification of special needs
- Supporting the setup of displaced persons camps (in collaboration with state and non-state actors specialized in this area)
- Supporting impacted people to meet their basic needs
- Delivering mental health and psychosocial support (MHPSS) to young people affected by disaster and conflict through Scouting activities (with proper training and supported by experts)

The priority in any humanitarian response, regardless of the kind of disaster, is to **save lives** and **reduce suffering** through **meeting humanitarian needs**. This is what all Scout-led Humanitarian Response projects should also aim to achieve.

⁵ Sphere Association. (2018). *The Sphere Handbook: Humanitarian Charter and Minimum Standards in Humanitarian Response*. Retrieved from <https://www.spherestandards.org/handbook/>

⁶ A full list of examples and guidance can be found in the [Guidelines for Scouts involved in Humanitarian Action](#) on the WOSM Learning Zone.

When considering Scouting’s response to the above crises, it is important that we bear in mind these three key considerations:

1. **Safe from Harm:** Is it appropriate and safe for Scouts to be responding? Will young people be involved with the Scout response? What safeguards are in place?
2. **NSO Capacity:** Does the NSO have the capacity, knowledge and resources required to effectively respond to this emergency, and spend any funds raised in an effective way?
3. **Humanitarian Principles:** Can the NSO respond to this emergency whilst maintaining the four key humanitarian principles of *Humanity, Neutrality, Independence, and Impartiality*.

2.3.1. NSO Operational Checklist for Emergency Response

Objective: Ensure safe, principled, and effective Scout-led humanitarian response.

Checklist Item	Yes/No	Notes / Action Required
Safe from Harm		
Have risk assessments been conducted for all proposed activities?		
Are safeguarding measures in place for children and vulnerable populations?		
Is security for volunteers and staff considered and addressed?		
NSO Capacity		
Does the NSO have sufficient trained personnel to respond?		
Are resources (financial, material, logistical) available and tracked?		
Are reporting mechanisms established for monitoring activities?		
Humanitarian Principles		
Will all actions respect Humanity, Neutrality, Impartiality, and Independence?		
Are coordination mechanisms with local authorities and professional agencies in place?		
Are communication and feedback channels with affected communities established?		
Additional Considerations		
Are lessons learned documented for future responses?		
Has approval been obtained from relevant WOSM focal points for action?		

Note: This emergency procedure can support NSOs in addressing sudden-onset and emerging humanitarian needs. For protracted crisis, and project aimed at working with young people in established humanitarian settings such as Refugee and IDP camps, there are other options and methods for supporting your NSO. Please contact your regional office for more information.

2.4. Disaster and Emergency Monitoring Systems

Monitoring disasters and emergencies is crucial for timely and effective humanitarian response. By staying informed about emerging crises, NSOs can assess the evolving situation and determine the immediate needs of affected communities. This proactive approach not only facilitates faster mobilization of resources but also enables NSOs to coordinate effectively with World Scouting and other stakeholders. Humanitarian action focal points in World Scouting and NSOs should use monitoring systems to develop a comprehensive response plan. It is essential for everyone engaged in monitoring these systems that interventions be timely, relevant, and based on accurate information.

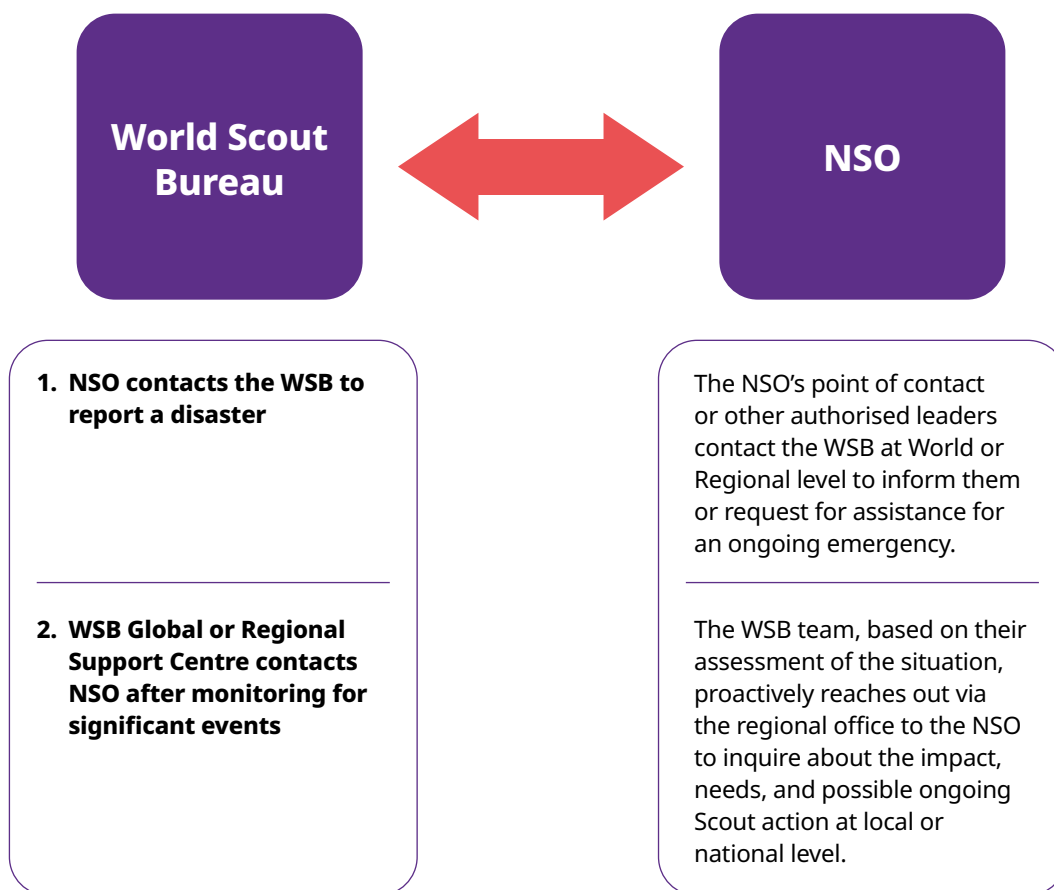
Reliable global sources for monitoring include:

- **Global Disaster Alert and Coordination System (GDACS):** Provides real-time alerts about natural disasters. A 'Red Alert' or equivalent high-severity notification should trigger immediate consultation with WOSM focal points to assess activation of response mechanisms.
- **ACLED (Armed Conflict Location & Event Data):** Tracks conflicts and their impact. Escalating conflicts with potential civilian harm should trigger rapid situation assessment and high-risk alerts require NSO and WOSM coordination for response planning.
- **Relief Web:** Offers a comprehensive database of humanitarian crises and responses. Trigger approach, same as above.
- **CAST (Conflict Alert System):** Monitors potential conflicts and provides alerts.
- Continuously monitoring reliable **local and global news reports** about emerging conflicts or disasters.

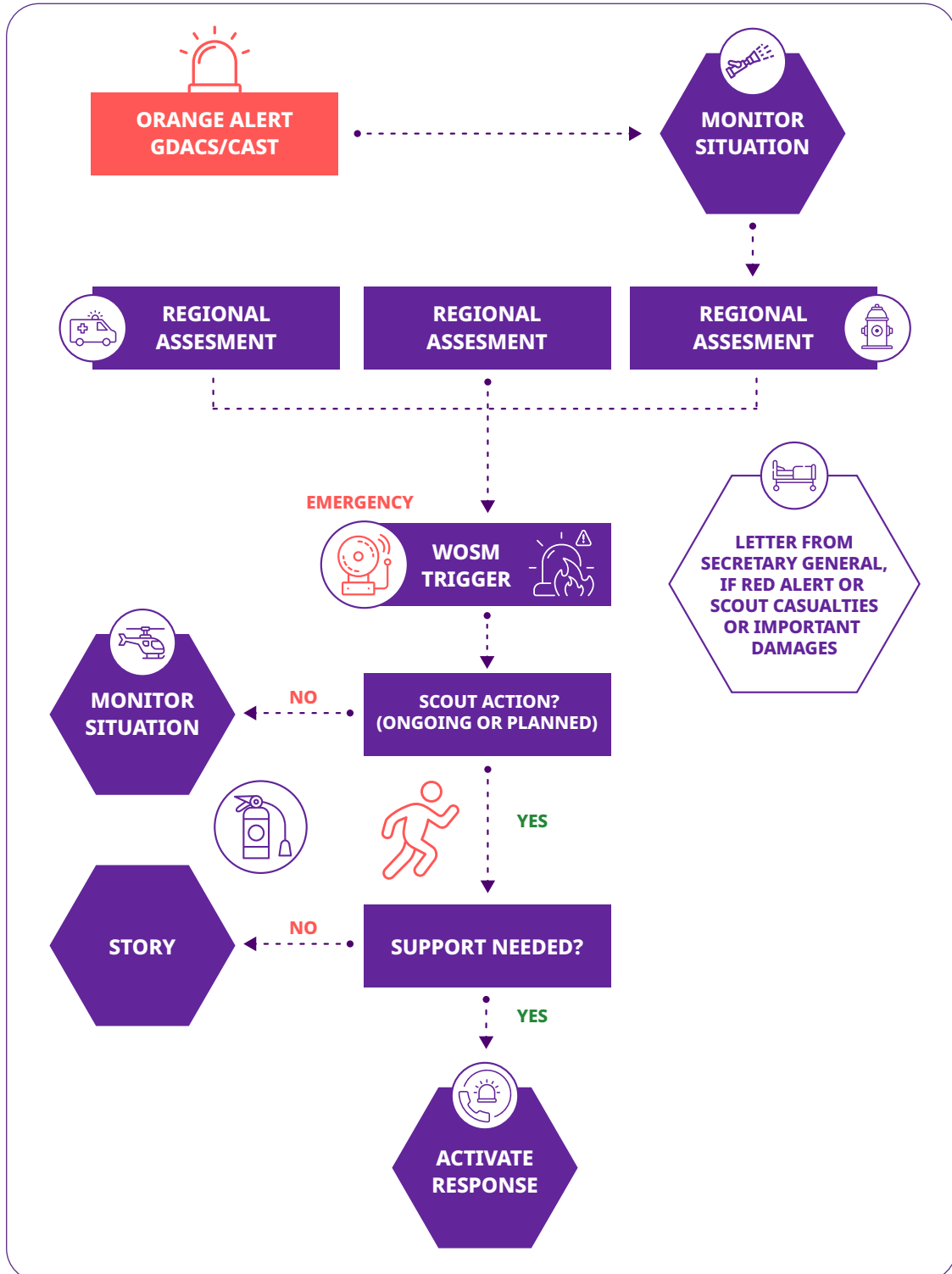
Using these resources will help identify when to activate support from World Scouting. Alerts with high severity, imminent threat to life, or large-scale displacement should be treated as triggers for action according to established SOPs.

3. Triggering Support from World Scouting

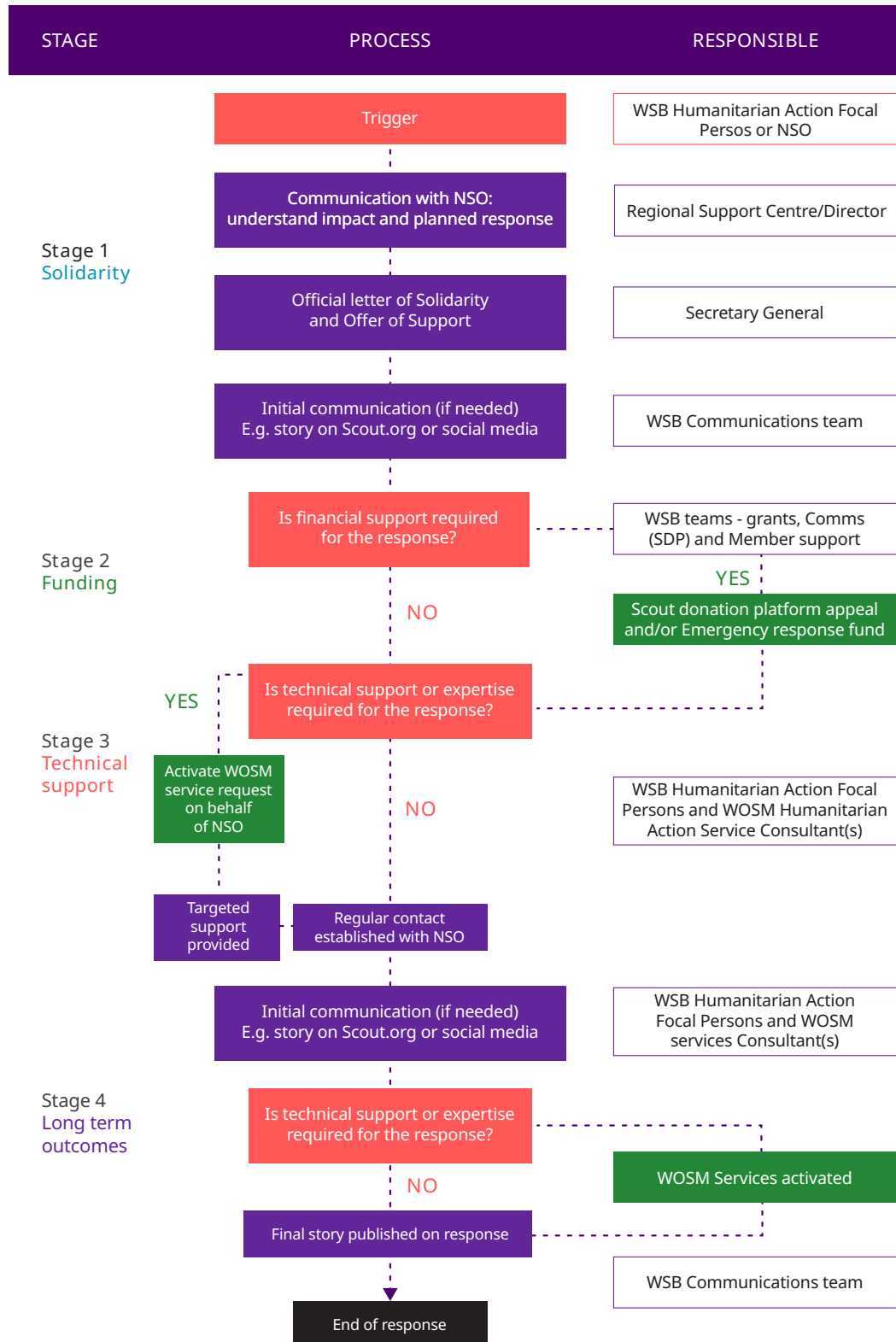
There are two scenarios in which support can be triggered from World Scouting for NSOs delivering humanitarian response. These are outlined below.



Once this initial trigger has taken place, the WSB will activate the Humanitarian Response Standard Operating Procedure, working collaboratively to ensure the NSO receives the advice and support as outlines in the 4 stages of support below.



4. The WOSM Support Process: Response flow chart



5. Details of WOSM Emergency Contact persons

Name	Role	Email	Responsibility	Backup Contact	24/7 Emergency Protocol
Samrawit Tibebu	Manager, Education and Impact	samrawit.tibebu@scout.org	Trigger monitoring and operational support	Lance Iverson Bon Papa	If unavailable, contact J Lance Iverson Bon Papa; email subject line: "URGENT EMERGENCY RESPONSE"
Lance Iverson Bon Papa	Senior Assistant, Education and Impact	lance.papa@scout.org	Operational support	Samrawit Tibebu	If unavailable, contact Samrawit Tibebu
Carla Alexandra Simoes	Director, Education and Impact (Cluster Coordinator)	carla.simoes@scout.org	Technical escalation & operational oversight	Samrawit Tibebu	Available for high-severity alerts if neither Lance nor Samrawit are available; email for urgent escalation
David Berg	Secretary General	dberg@scout.org	Overall leadership and final approvals		
Frederic Tutu Kama-Kama	Regional Director, Africa	fkamakama@scout.org	Regional coordination		
Goran Gjorgjiev	Regional Director, Europe	goran.gjorgjiev@scout.org	Regional coordination		
Jose Rizal "JR" Pangilinan	Regional Director, Asia-Pacific	jrcp@scout.org	Regional coordination		
Diana Carrillo	Regional Director, Inter-America	dcarrillo@scout.org	Regional coordination		
Hany Abdulwahab Abdulmonem	Regional Director, Arab	hany@scout.org	Regional coordination		
Ruth Potts	Global Director, Member Support	ruth.potts@scout.org	Guidance and support		
David Venn	Global Director, Communications	david.venn@scout.org	Guidance and support		
Maya Taylor	Senior Manager, Communications and Marketing	maya.taylor@scout.org	Communications support		
Angel Turner	Manager, Brand Marketing	angel.turner@scout.org	Communications support		
Sam Williams	Global Director, External Relations, Partnerships and Business Development	sam.williams@scout.org	Communications support		
Mihaela Ciobanu	Director, Grant Management and Quality Assurance	mciobanu@scout.org	Grant management & QA		



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