About us

The EU Crisis Response System deals with the consequences of crises caused by political or armed conflicts, technological incidents and man-made or natural disasters. It forms part of the EU’s wider efforts to turn the comprehensive approach into comprehensive action, and covers the whole crisis cycle, including conflict prevention, crisis response, crisis management, stabilisation, reconciliation, reconstruction and development.

The EEAS Crisis Response & Operational Coordination Department is mandated to activate and harmonise EU crisis response activities and therefore plays a central role in ensuring swift and effective mobilisation of actors and instruments across the EU system as well as the coherence of policies and actions throughout the various phases of the crisis life cycle.

Did you know?

The Crisis Response & Operational Coordination Department is comprised of three Divisions: Crisis Response Planning and Operations, EU Situation Room and Consular Crisis Management.

The Crisis Response Planning and Operations Division organises meetings of Crisis Platform, which serve as the central coordination tool for crisis response and bring together all relevant stakeholders from the EEAS and the Commission.

It also leads crisis response missions and manages the EEAS roster of Crisis Response Experts.

Where we work

Our Department is currently working in the following regions:

- Crisis in Mali.
- Crisis in Syria.
- Crisis in Libya.

The EU Situation Room is a permanent stand-by body that provides worldwide monitoring and current situation awareness 24/7 for all relevant stakeholders from the European institutions. The Situation Room is the first point of contact for all information on crisis situations.

The Consular Crisis Management Division helps to coordinate consular policies across the EU and consular actions in times of crises. It has also set up a web page, Consular OnLine, where Member States and a few third States can exchange information and cooperate during crises and normal times.
Main links:

Crisis response page on EEAS website:

Crisis response on EEAS Storify:
https://storify.com/EUintheWorld/crisis-response