Unarmed Civilian Protection in Europe
Lessons Learned From the Past and Current Practices

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\-   Short Version of the Report -

Abstract

This report summarizes the report on "UCP/A in Europe" which includes information from written sources, interviews and six online-meetings held end of February 2021.

The full documentation is available online under: http://www.nonviolentpeaceforce.org/what-we-do/about-3/new-report-good-practices2

The Good Practice Process

Unarmed Civilian Protection (UCP/A) is defined by Nonviolent Peaceforce (NP) that coined the term as the practice of deploying specially trained unarmed civilians before, during, or after violent conflict in order to prevent or reduce violence, to provide direct physical protection to civilian populations under threat, and to strengthen or build resilient local peace infrastructures.

NP embarked several years ago on a process to research and discuss good practices as well as challenges in UCP/A. The four stages of the process are:

1. Conduct case studies leading to a book edited by Ellen Furnari, "Wielding Nonviolence in the Midst of Violence".
2. Convene six regional facilitated consultation groups, with Europe meant to be the last one. In the end, a more complex procedure had to be assumed due to Covid-19.
3. An international UCP/A Good Practices conference.
4. Publish, disseminate and evaluate findings.

Methodology

The original plan to conclude phase 3 on the Good Practice process with a final workshop covering the continent of Europe had to be revised due to the Corona pandemics that hit the world in 2020. The plan to organize a face-to-face workshop had to be abandoned. Instead, it was decided to engage on a several-step process to study the experiences with UCP/A made on the European continent with three main elements:

1. A literature review with the purpose to gather information on projects that took place in Europe the second half of the 20th century;

2. 15 interviews with practitioners, conducted by a four-person research team consisting of Ellen Furnari, Cécile Dubernet, Berit Bliesemann de Guevara and Christine Schweitzer;

3. Six 2-hour online meetings conducted over the weekend of the 19-21 February 2021. The four topics of these online meetings, besides an introductory and a closing meeting, were:

- Working for the rights and security of refugees,
- Monitoring, observing and protecting against violence by police and other state agencies,
- Working with tensions in communities to prevent or reduce violence, and
- Unarmed civilian protection in contexts of war

This paper incorporates the information collected in the literature review, the interviews and the online meetings.

Identifying organizations doing UCP/A in Europe

It has not been easy to identify organizations and projects that without any hesitation could be summarized under Unarmed Civilian Protection. There have been some in the past – the Cyprus Resettlement Project in the early 1970s, some of the monitoring done during the Northern Ireland civil war between the 1970s and 1990s, some of the work during and after the wars in the former Yugoslavia in the 1990s, and some more ad hoc initiatives seeking to protect refugee shelters in the 1990s. For the current situation however, the research team found it challenging to identify projects that clearly could be counted as UCP/A. We looked at the work of Christian Peacemaker Teams (CPT) on Lesvos, the Italian Operazione Colomba's (Operation Dove, OC) work in Albania (a project that was closed in 2019), the strategy of the Belarusian civic rights organization "Nash Dom" to protect activists from abuse by the security forces, several organizations and initiatives dealing with situations where refugees are threatened by police harassment, some monitoring of police at demonstrations and several organizations working on conflict prevention and transformation. Most of them do not use the term "protection" to describe their work, and only some of them had elements of protective accompaniment or direct intervention in cases of violence as part of their portfolio

of activities. The same is the case for initiatives resisting organized crime in Italy, and for governmental missions deployed by the OSCE or the European Union.

Outlining the Framework of UCP/A in Europe

The conflict issues the European organizations looked at in this Good Practice project dealt with:
- Wars (mostly civil wars)
- Violence and rights' violations against minorities, refugees and People of Color (PoC).
- Dealing with police violence (an issue that overlapped largely with the first two categories).
- Tensions and conflicts in communities, and
- Organized crime (this last category was only considered in the literature review using the example of the Mafia in Italy.)

In the sample, there are both activities undertaken by international organizations and activities by local people and initiatives, with the second constituting the large majority. There were also some mixed organizations with both national and international staff or volunteers.

How much Unarmed Civilian Protection has there been in Europe?

Perhaps more strongly than in the other regional workshops, in the European Good Practice process the question arose where to draw boundaries between what NP calls UCP/A, and other kinds of activities.

There are some organizations that undertook activities that are usually counted as central for UCP/A, like protective accompaniment and presence. Most of them were active in situations of civil war or dealing with refugee issues – Cyprus Resettlement Project, BPT and many others in the Balkans of the early 1990s, CPT in Greece, OC in Kosovo and Albania. But they do not concentrate that "purely" on protection as the core of their mandate as some organizations, for example in Latin America, do. Many of them combined protective accompaniment and presence with dialogue promotion, as well as activities that could be rated as social work (for example running a youth center) and physical reconstruction, protection being only one angle and often not the predominant one.

The groups currently working with refugees see their work more as acts of solidarity and witnessing, and most of them reject the term "protection" to describe their work. The reasons seem to differ: Some may have experienced that they are not able to effectively protect refugees from police, and therefore speak rather of witnessing. Others point out that protection is a function and task the State has to take care of, and that their role is to monitor whether and how the State fulfills its obligations in this regard.

Monitoring of protests and of police behavior sometimes had an element of intervention to prevent or stop violence but more often it was about gathering information to be put into reports afterwards, and using these reports either to open dialogue with the different parties, or to use them for public relations work or in legal proceedings.

The same observation can be made for the governmental missions described in section (6) that monitor ceasefires or boundary lines in civil war contexts but whose mandate is about reporting, not direct intervention or protection of civilians.

Work in communities, the last category we identified, focuses largely on prevention and bringing parties in conflict together. Whether such work with actors on the ground who may be victims or perpetrators of such violence, could or should be called Unarmed Civilian Protection, is doubtful. Of course, people are protected if there is no violence or violence is quickly stopped. But there may be no accompaniment, protective presence, monitoring or any focus on keeping individuals or communities from harm.

A special case is the protection work by Nash Dom in Belarus both in context (civilian movement against a dictatorship) and methods (blaming and shaming of civil servants). Another special case is dealing with

organized crime in Italy where people tend to rely on (in the end, violence-based) protection by the police and putting public pressure on the criminal networks through mass protests.

Principles

There have been no big surprises regarding the observations on principles that have been made in other workshops. Many organizations, although not all explicitly, consider nonviolence as a principle – not only those standing in the tradition of peace teams or peace services, but also some others that developed independently. Occasionally it was mentioned that different interpretations of what nonviolence meant in practice became an issue, as in the early Cyprus project of the World Peace Brigade.

Impartiality and nonpartisanship are principles many groups adhere to as well, again with some exceptions where activists saw their engagement as a contribution in solidarity to victims – here in this case mostly to refugees. Operazione Colomba coined a special term for their approach, equiproximity. In other contexts, organizations outside Europe have talked of "all partisanship" when describing a similar approach, of being close to all sides, rather than proclaiming neutrality and keeping a strict distance from all sides.

A slightly different picture emerges in regard to the principle of primacy of local actors, probably due to the fact that the majority of the organizations we looked at are local actors themselves. While most organizations professed the need for close cooperation on the ground, and giving a voice to the victims, perhaps only half of them became active on request by other local actors, or formulated being guided by local actors as an explicit principle. Many decided to involve themselves and then built cooperation and networks on the ground. Independence was rarely listed as a principle, with the exception of BPT, although many organizations emphasized in their publications and/or the interviews and workshop the need of independence from political actors, certain funders and government structures.

As to the other principles discussed in the earlier workshops, none of them were mentioned in this European Good Practice project although this may be due to the different process. For example, the principle of "do no harm" had been proposed by NP in the earlier workshops and then people discussed it and most agreed that it of course was essential.

Basic Strategies of Protection

The basic strategies applied are not so different from those already described in earlier regional workshops, perhaps with the exception of Nash Dom's activities in Belarus. Relationship-building plays a much larger role than deterrence[1] in the sense that pbi and others have defined deterrence as a function of accompaniment by volunteers who can activate a shield. The exception are the wars in the former Yugoslavia, perhaps Cyprus, and Belarus where deterrence has been achieved locally, by threatening individual perpetrators with public shaming. In some other cases it seems that deterrence has not or only sometimes worked even when it was tried – that seems to be the case when dealing with police-refugee confrontations as well as monitoring of demonstrations from Northern Ireland to current cases. In these cases, police are not deterred from violence and unwarranted arrests, but the presence of witnesses, or even video of their actions, makes later legal action regarding human rights violations possible.

This observation may hypothetically be explained by the fact that in Europe there is no perceived power gap between monitors and actors as there is in Latin America or many countries of Asia. "White privilege" and post-colonial international structures that give internationals a special status and role which allows them to protect local activists are mostly absent in Europe. There has been no project in the sample with

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[1] See Mahony & Eguren 1997

only Asian or African UCP/A practitioners, without Europeans or North Americans in the team, and from the observations organizations made that tried mixed teams (Gorleben for example) it is doubtful if such teams would find the same respect as for example North Americans find in Latin America. More likely, they would be the first to be arrested and deported.

A last element important to emphasize is that several projects have a larger goal of changing the way state institutions work, for example how police act or what regulations and policies governments develop in regard of dealing with refugees. Often their monitoring on the ground has the function of providing the information for this kind of advocacy or protest work. This is not, for the most part, internationals trying to change a foreign state, but local people trying to impact their own state institutions.

The Role of Gender and Racism in Accompaniment

Gender awareness seems to play a larger role in many of the described projects than issues of racism and overcoming colonial structures. Some projects reported that only recently have they made efforts to diversify their teams, including more PoC and Non-Christians in their work. As to gender, most paid attention to work with mixed teams, some do trainings on gender issues, and many experienced challenges resulting from working in rather patriarchal settings.

Tactics of Protection

The tactics of protection, as it is called in the earlier reports of the Good Practice series, or simply activities included:

- Protective accompaniment, for example of people of one ethnic background when going to a territory controlled by another group (BPT, CPT, OC in Kosovo) and of human rights defenders when dealing with police (BPT).
- Monitoring of demonstrations played an important role during the Troubles in Northern Ireland as well as in the work of civil rights organizations currently. It is sometimes combined with direct intervention, but more often, as mentioned above, it focuses more on collecting information for reports. Refugee support organizations monitor police actions against refugee camps.
- Report writing, and then using reports for confidential meetings with actors, for public advocacy or in the context of legal proceedings against perpetrators, is an important activity in the field of police monitoring.
- Presence in certain locations: CPT is present in one or several refugee camps on Lesvos, OC maintained presence in the villages where it worked with the local population, sharing their daily life.
- Patrolling is a tactic mostly found in this sample in the case of the governmental missions, although there was also some patrolling early in the Northern Ireland conflict.
- Visiting (in camps for example), meeting and talking to people to introduce oneself, to assess the situation and needs, and to build trust for later activities is a frequent activity.
- Interpositioning was the idea of the short-term peace caravans in Bosnia-Hercegovina[2] in the former Yugoslavia, none of them achieving any lasting impact. It also took place in some violent situations at demonstrations in Northern Ireland.
- Helping to facilitate the return of IDPs and refugees played a role in both Cyprus and the former Yugoslavia.

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[2] They were mentioned above in connection to Beati i costruttori di pace; besides the two caravans they organized, there have been a one or two more. See Schweitzer 2010.

- Setting up phone networks for early warning was a tactic used in different contexts, for example in Northern Ireland and in Germany in the 1990s.
- Peace caravans / marches have been tried several times during the wars in the former Yugoslavia. They had an element of interpositioning although mostly they aimed at expressing solidarity with the victims of war.
- Dialogue between hostile groups has been pursued by several organizations, especially in the former Yugoslavia.
- Bridging of individuals and local groups to local authorities, and/or other international or national actors, has played a role in particular in the Balkans.
- Mediation is an activity that plays a role in some of the conflict prevention and transformation work in communities, for example in Germany and Albania.
- Establishing round tables for dialogue has also been done mostly in the conflict prevention and transformation work.
- Establish meeting points, for example in hotspots in communities, where people can come together for exchange and enjoy a safe place, has also been done.
- Training for empowerment or enhancing special skills is found in many projects, with local actors as well as in some cases with police.
- A very special method is Nash Dom's establishment of a database of civil servants and publishing human rights violations committed by individual members of the security services.
- Combining different types of work is a common approach for local/national organizations. Since in the European context most organizations fall into that category, it is not surprising that such combinations were common. A combination of dialogue, protection and physical reconstruction and humanitarian aid was an approved and successful approach in some European cases, such as Cyprus and the former Yugoslavia.
- Advocacy for the needs of refugees, different SOPs of police, and a change of migration laws, inter alia, is an important part of the work of many of the organizations looked at. Such advocacy is often done in cooperation with allies that may concentrate solely on such work.
- Organizing public events on relevant issues is an activity that some organizations undertook.
- Founding and running youth centers or youth activities with the intention of using them as a vehicle of bringing hostile groups together is another activity that was reported.
- Plan and help with the physical reconstruction of destroyed houses was an important activity both in Cyprus and Pakrac.

Managing UCP/A Projects

<u>Volunteers and Staff</u>

With the exception of the organizations working on conflict transformation in communities and NP in Georgia, most groups and initiatives were/are mostly or exclusively working with volunteers; some have (had) a paid coordinator. In case of the international projects, the length of stay of the volunteers varied a lot, from 1-2 years to a few weeks.

The NGO type teams are either purely local or mix local and internationals, with only two longer-term exceptions, projects that excluded nationals: BPT and OC. The governmental missions recruit staff among the member states of the organization deploying the mission, while in some cases also employing local staff.

A number of the organizations have organized /are organizing preparatory trainings for their volunteers. The length of these trainings seems to vary from a couple of hours to several days or longer.

Cooperation Between Different Actors

In the cases of (civil) war settings, the relationship to the international governmental interveners, especially the military peace-keepers, is ambivalent. The KVM was protected by a NATO force placed in the neighborhood. In Cyprus there was a close cooperation with the UN Forces. In the Balkans, many activists were partly motivated by demonstrating an alternative to military intervention and kept a clear distance and maintained cooperation with military forces at a minimal level, which they also justified by finding better acceptance on the ground (BPT). Others – human rights, humanitarian and also peace service organizations –generally displayed a higher degree of cooperation with the military forces (for example seeking out the military peace-keepers as first option for protection), but again there was one case in the sample where this was not done because the group in question felt that accompaniment by the military increased instead of lowered the risk.

Building a relationship to civilian security forces, police, has proven to be controversial. As in North America, the attitudes towards police and engaging police vary a lot, from a total refusal to have anything to do with them through informal contact on the ground to formal contact with the police commanding structure and offering trainings on human rights etc. to police.

Exit Strategies

Exiting the field was a challenge for most projects; in this regard the experience in Europe does not differ from that of projects on other continents. Some projects broke down for lack of support or staff (BPT in Kosovo) or by governmental decision (KVM), others lost their welcome (Cyprus), yet other projects just dwindled away over the years, and a few were closed when the organization felt that it had achieved its goals (OC). Others are still continuing many years later, though their focus may have changed.

Widening Accompaniment in the Region

BPT began with the idea to deploy larger numbers of volunteers to Kosovo and quickly found that this was impossible. A representative of OC wrote that "with a massive presence of international civilians' groups - more widespread in different areas – practicing unarmed civilian protection, and if our activities had been part of an organic and broad plan, our action could have been transformative on a vast scale"[3]. The Kosovo Verification Mission was planned for 2,000 verifiers – a number it never reached. The sense that larger numbers would make a difference was said perhaps more explicitly in Europe than it has been said in the earlier workshops where "larger scale" was often related to covering more countries rather than being with larger numbers in one place. This is certainly a question that will need further discussion in the last phase of the Good Practice project.

Questions and Recommendations

The literature review, interviews and online meetings on UCP/A in Europe concluded this phase of the Good Practice project undertaken by Nonviolent Peaceforce. What has yet to follow, is a divided international conference- the first part online towards the end of 2021, the second part hopefully face-to-face in June 2022. This report is not the place to draw final conclusions from the workshop series. However, a few issues and questions are highlighted for further discussion at these conferences and in the wider field of those who were involved in the project:

- One main issue that came up is that the presence of international teams is dependent on the good-will of the countries they are working/volunteering in. With the growing post-democratic and authoritarian

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[3] Zurlini 2021

regimes with strong right-wing and racist overtones, there is a serious question as to whether the space for UCP shrinking, not only for international actors but for national as well (France, Belarus). Here in Europe several conflicts and places were marked where UCP/A was contemplated but could not take place – will that number grow? Are there strategies to overcome this?

- A second question was mentioned in the section above: Could larger numbers of UCP/A practitioners make a difference and change the conflict parameters at large?
- It is important to revisit the question of "pure UCP" in the light of the positive experiences made in Europe in combining protection with social work and physical reconstruction. This question has been raised before in earlier workshops but has yet to be answered. One suggestion made by Huibert Oldenhuis who commented on the draft of this report was to distinguish three types of UCP:
a) Pure/orthodox**:** Organizations that have a strict focus on provision of strategic physical presence to protect, roughly meaning protective accompaniment, protective presence, interpositioning and patrols. But even these orgs will do additional things such as advocacy that they would argue is part of the protection process or strengthens that. Perhaps early PBI work would fit this.
b) Integral/fusion: UCP complemented with other activities that further enhance a protective environment or interrupt cycles of violence, like conflict mitigation or medical accompaniments, gender-based violence (GBV) awareness, dialogue and capacity building. Often a protective aspect is fused into non protective activities such as supporting a mediation process etc. One could also fit reconstruction work by CPT or Ecumenical Accompaniment Project in Palestine and Israel (EAPPI) or OC here sometimes as it may not be completely separate from their protective presence.
c) Multiple hats/UCP on the side of other activities.
- How does the definition of UCP/A relate to conflict transformation and prevention, where are boundaries distinguishing UCP/A from peacebuilding in general? Is trying to distinguish such a boundary helpful?

Key Good Practices and Challenges

We identified a number of good practices. Most of them had already emerged in earlier workshops as well:

- Long-term presence and projects are very valuable.
- Maintain transparency in regards to the work, especially when working on different sides of a conflict line.
- Do not attempt to speak for people or assume that you know what they need, respect their agency.
- Wear some kind of identification or physically keep a distance to make the nonpartisan role clear.
- The importance and value of writing reports was emphasized.
- Use staff with experience in earlier projects.
- Interventions should start early and be sustained.
- Speak the local language(s).
- Communicate and demonstrate nonpartisanship when monitoring protests and demonstrations.

As to challenges:

- One of the main challenges many NGO projects faced was lack of funding and in consequence lack of administrative strength to run the projects well.
- Access to the countries was another challenge for the NGOs – for Serbia they required personal invitations by activists; in other places they worked on a tourist visa.
- Political developments at higher level or orders from "High up" prevent influencing t police on the ground. Sometimes violence is intentional.
- Access to higher-level decision-makers seemed more difficult than in other countries where UCP/A takes place.
- It is hard to find enough volunteers willing to commit for a longer period.
- It is difficult to build relationships with extremist (right-wing) groups.

Appendices

1. Summary of Good Practices

<u>Before and during war</u>

Cyprus

- The project was systematic in its formulation and development, based on explicit theory and documentation along the way.
- The project was openly and clearly nonviolent, made explicit in relevant ways at local, national and international levels.
- National groups contributed to the transnational project.
- Access was achieved through former UN officials.
- Home building and protective presence was achieved simultaneously.
- There was periodic evaluation by participants and others from stage to stage.
- There was sufficient funding.

Northern Ireland

- Combining monitoring and mediation.
- Patience.
- Engage in early and sustained intervention.
- Field unarmed peace patrols in the evenings in order to diffuse tense situations.
- Wear some kind of identification or physically keeping distance to make the nonpartisan role clear, being visible as a monitor and known to the actors on the ground.
- Building relationships so as to be known and respected as a representative of an organization or because of the personal relationship with the parties to the dispute.
- Use male role models.
- Nonpartisanship as a principle.

- Monitoring requires police to know you. This leads to a relationship that allows monitors to move between the lines which gives both protection and leverage.
- Interpositioning is effective in some concrete situations.
- Cooperation with police and army to deescalate violence can be effective.
- Communities keeping open lines of communication (e.g., phone networks) across the interface/divide and to respond to rumors, the gathering of crowds and minor acts of violence.
- Combine monitoring of demonstrations with mediation on the ground.
- Good reporting on what was observed and making these reports available for advocacy work regarding behavior of security forces for future events or a police reform or for complaints before international tribunals / courts, UN Bodies etc.

<u>Former Yugoslavia</u>

- Send international volunteers to projects run by local NGOs.
- Partner with other organizations that have skills the UCP/A organization itself lack.
- A flexible mandate allows an organization to respond to different requests by the local partners.
- Nurture personal relationships.
- Horizontal decision-making within the projects is valued.
- Engage in physical work (reconstruction for example) because it builds unity and solidarity.
- Living and being together with local people is important.

- Be transparent about equiproximity to all sides.
- Create meeting points for people from all sides – this could also be a volunteer camp.
- Cooperate with activists "from the other side" of the conflict.
- Host dialogues between locals and international police.
- Build nonviolent life skills.
- Provide escorts to people at risk to move from one community to the next, or activists visiting fellow activists across the political divide.
- Monitoring and reporting are critical practices.
- Help communities to "re-humanize" the "enemy".
- Speak to the conflict sides confidentially in order to influence their behavior.
- Monitors need to check rumors.
- Be there just to listen to people affected by violence and war.
- Organize exchange and learning from other conflict places (for example Northern Ireland).
- It is good when international donors fund locally-run peace teams.

South Caucasus

- Choose the right participants for trainings –people who are committed and have a solid base in their local community.
- Choose a strategic place for the field office.
- Use project staff for a new project that has experience in earlier projects elsewhere.
- Do trainings with groups on both sides of the boundary lines first separately, and then bring them together to a third neutral place.

Working For the Rights and Security of Refugees

- Long-term presence and projects are critical.

- Don't rush with activism. Build trust before you push.
- Focus on realistic, concrete goals.
- Discuss and plan together with those affected by violence what strategy to use, leave the decision what kind of support they wish to those affected.
- Do not only look at violent behavior but also at structural violence.
- Build trust by just visiting, walking around or setting up a focal point (mobile café for example) and meeting people in a camp or in a neighborhood
- Avoid a patronizing attitude and just help those affected to make their voice heard instead of speaking for them.
- There is more impact when several organizations work together when seeking contact to the authorities.
- Great impact can be achieved through coalitions between refugees and non-refugees.
- Access networks you do not usually work with.
- Engage with the public because that may increase support.
- Balance protocols and creative dialogue.
- Involve local entrepreneurs who give work to refugees.
- Precise observation is important.
- Maintain long-term documentation that can serve as institutional memory.
- Engage the neighborhood; involve the local population in refugee issues and seek its support.
- Bring people together and open space for dialogue. Round tables may be one such approach.
- Counter attempts to criminalize refugees.
- Involve police in planning responses to attacks by right-wing mobs.
- Offer training for local police.
- Set up alarm networks by phone.

- Serve as transmitters of the voices of the refugees vis-à-vis authorities or media but do not speak for them.
- Offer legal advice to refugees.
- Work with refugees who were deported back home: Support social cohesion and conflict resolution among them.
- Use cultural interpreters when properly trained to translate and mediate with authorities because they understand the background of the refugees better.

Monitoring and Protecting Against Violence by Police and Other State Agencies

- Be neutral in regard to the issues demonstrators are raising, promoting. Assume an impartial / neutral attitude when monitoring protests.
- Support grassroots documentation by refugees: Give refugees access to mobile phones so that they can themselves document what is happening.
- Always work at least in pairs. If the situation is very tense, send monitoring teams of at least three people, with one person focusing on the security and safety of the monitors.
- When filming or taking pictures of protesters, ask for their permission even if the data protection law allows such filming / taking pictures. (Please however notice that some organizations do not consider visual recording a good practice at all.)
- Photograph and film only police, not the protesters, so that there is no evidence against them that the police could use for court trials.
- Photographing/ filming may pacify a situation because police know there is evidence produced.
- Make use of photos and films in court.

- When publishing photos/films, make sure that faces cannot be recognized.
- Bearing witness is powerful even without video.
- Provide and implement training / awareness of safe ways to communicate electronically, for example using Telegram or Signal, Jitsy as a platform, encryption of data, using phones without personal data on them etc.
- Acknowledge that police are not a uniform anonymous body but that police forces consist of individuals with different attitudes. There are many examples of individual police people who disagree with what their colleagues do and who try to protect vulnerable people even if their colleagues do not do so.
- The quality of the working relationship with the police can have a considerable bearing on the ability of monitors to work on the ground.
- Engage with individual commanders.
- Humanizing does not negate accountability.
- Strengthen/empower communities and activists to know how to talk to /deal with police and know how to respond in cases of persecution and arrest.
- Inform police that they have the right to disobey obviously illegal orders.
- Public shaming of individual perpetrators has proven to be an effective tactic.
- Train police – even on nonviolence.
- Make yourself visible/recognizable as monitors.
- Use clothing or ID cards so as to be recognized as monitors.
- Deploy gender-wise mixed teams to counter the machismo of the police.
- Work in consensus during the observation and base the team's behavior on the person willing /being able to take the least risk.

Working with Tensions in Communities to Prevent or Reduce Violence

- Initiate low-key intervention and networking with local institutions.
- Transparency in the work is very important.
- It is essential to be on the ground and listening to all sides.
- Support and/or create space for different groups to come together to deescalate conflicts.
- Start work to bring together people with different or hostile backgrounds by finding a minimum common ground. Provoke "impossible" meetings (meetings that are considered impossible because they take place between hostile individuals or groups).
- Bring children from different sides of a divide together for a work camp or an activity, and thereby indirectly also address their parents.
- Work with trainer teams that are mixed in many ways: gender, ethnic/national background, religion, pacifists and former soldiers, etc.
- Network with other institutions, including religious organizations and local administration.
- Confidential dialogue behind closed doors may lead to breakthroughs regarding relationships between groups.
- Stand by people and never give up on them, with patience. This also means standing by people physically, to live with them, and presupposes learning the language, the background, history, which gestures are respectful etc.
- Spread the message: do advocacy at many different levels of society, including in the diaspora. Advocate for application of laws to generate pressure by international organizations on governments to change their behavior.
- Publicize nonviolent interventions.

- Protect the privacy of the victims/people.
- Provide unarmed accompaniment (civil escorts): this is important to guarantee the freedom of movement of the accompanied but also to build trusting relationships with these families and to break isolation.
- Initiate a restorative justice path inside and between concerned families (concerned by blood feud).
- Open people's mind to nonviolent alternatives.
- Be present when and where the people are.
- Open up public space in the evenings to engage with youth.
- Address and meet informally and without publicity with the heads of different (ethnic, religious) groups in order to discuss controversial issues of common interest.
- If working in a foreign country, learn the local language even if you are a short-term volunteer.
- Bring different generations together so that they can learn from each other.
- Before going to a new place, contact all authorities, including police.
- Offer Alternatives to Violence Project trainings.
- Organize community dialogue in crisis situations.
- Develop solidarity events focused on people who need help.
- Talk to people who really know the context.
- Listening and empathy are essential activities.
- Raise awareness of indigenous conflict resolution mechanisms.
- Deliberately move to difficult communities and live there as a neighbor as a central practice in an intervention.
- Counter hate-speech online.

- Mobilize leaders of community groups to de-escalate violence and the threat of violence.
- Support families in reconciliation processes.
- Create personal space for women by providing child care.
- Support inside mediators who have a lot of influence and shield them against exploitation that tries to force them to offer their services for free while other mediators are being paid.

Governmental Civilian Peacekeeping

- A mandate wide enough to allow flexibility and direct protection.
- Using NGO representatives in the missions, not only civil servants.
- The deployment needs to be supported by all parties to the conflict.
- Train civilian monitors in UCP/A techniques.

2. Organizations and Projects Included in the Full Report

The following organizations and projects are described in the documentation. In addition, there was some other work that could not be contributed to one organization alone:

- Balkan Peace Team
- Beati I costruttori di pace
- Central Citizens Defence Committee
- Chechnya Watch
- Christian Peacemaker Teams (CPT) in Greece
- Coalition for Peace in Ireland /Information on Ireland Campaign
- Committee on the Administration of Justice, Northern Ireland
- Community Development Centre, North Belfast
- Cyprus Resettlement Project
- Dumcree Faith and Justice Group
- Équipes de Paix des Balkans
- European Monitoring Mission in Croatia and in Georgia
- Federation for Social Defence in Germany
- Gorleben International Peace Team
- Human Rights Observers in Calais and Grande-Synthe
- INNATE
- Irish Parades Emergency Committee
- La Cimade
- Meath Peace Group
- Mediation Northern Ireland
- Médiations Nomades
- Nash Dom (Belarus
- Nonviolent Peaceforce in the South Caucasus
- Observatory of Civil Rights, France
- Operazione Colomba in Kosovo, Albania and Chechnya
- OSCE Special Monitoring Mission to Ukraine and Kosovo Verification Mission
- Osijek Peace Teams
- Pakrac Volunteer Project
- Parisian Observatory of Civil Liberties
- Pat Finucane Centre
- Peace and Reconciliation Group, Derry
- Peace Watch Ireland
- Peaceworkers U.S.
- Sheffield Police Watch
- Table Campaign
- Women Together/Independent Observer Network