

Crisis Communication & satellite input

Plans of Polish Presidency in the EU and needs of Civil Protection

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Uppsala, May 2011

Polish Presidency in the civil protection area

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- Leading Polish institution in the EU's Civil Protection Working Party (PROCIV)

Presidency: 2nd half 2011

- PROCIV working party meetings,
- Presidency Workshop on the use of modern technologies for effective crisis communication – **19-20 July**
- EU Carpathex international exercise – **12-16 September**
- Meeting of the DGs for Civil Protection – **27-29 September**
- Meeting of the Committee of Competent Authorities for the Implementation of the SEVESO II Directive – **12-14 October**
- Lesson Learned after EU Carpathex – **22-23 November**

Presidency Workshops on crisis communication

- Warsaw, 18-20 July
- Designed for experts from the MS
- Presentations of invited lecturers and panel discussion

- **Panels**

Technological

- **sattellite services**
- mobile phone services
 - new media
 - V&TC

Social

- how to overcome social exclusions?
- how to cooperate with media?
- how to create effective warning information?

Aim of the Polish Presidency

- Developing **Council Conclusion** on the comprehensive approach to more effective crisis communication

COUNCIL CONCLUSIONS

- General, political document
- Referring to the existing state of play in the European Union (including legislation) and identified challenges
- Setting areas of interest and proposals of actions to be taken by the Member States and European Commission
 - Initial content of the document comes from the Presidency, but the final text is **a result of negotiations with all Member States**

Aim of the Polish Presidency

FEEDBACK



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graph TD; A[FEEDBACK] --> B[Problems identified by emergency responders, local authorities, citizens]; A --> C[Recognizing best projects in the EU and in third countries]; A --> D[Negotiations at Working Party on Civil Protection]; A --> E[Presidency Workshops on crisis communication];
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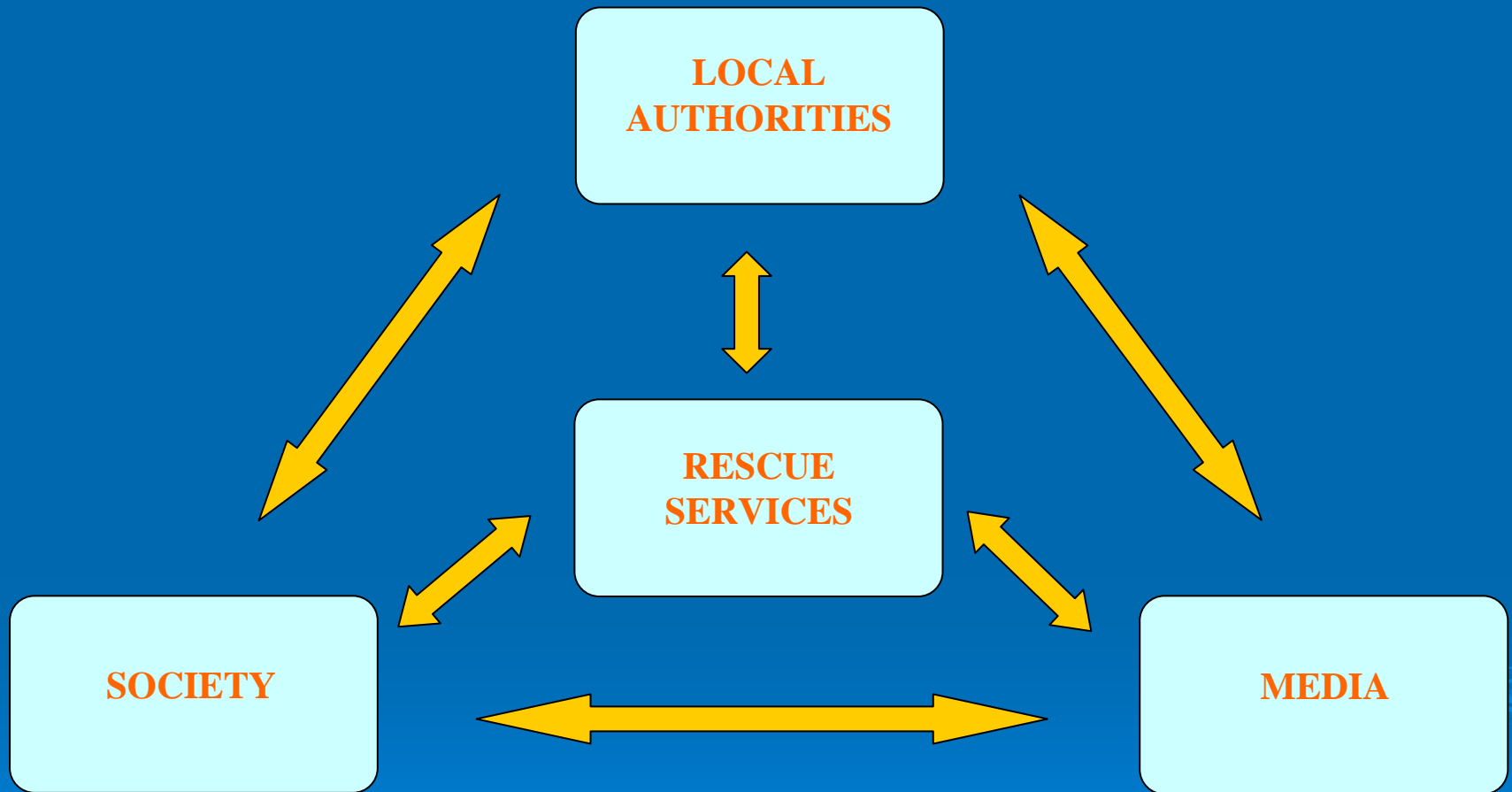
Problems identified by emergency responders, local authorities, citizens

Recognizing best projects in the EU and in third countries

Negotiations at Working Party on Civil Protection

Presidency Workshops on crisis communication

Crisis communication as a process



Integrated approach to more effective crisis communication state of play

Purpose of effective crisis communication:

- Make citizens more secure
- Enable them to react swiftly to threats
- Speed up decision-making by public authorities and rescue-services
- Provide information, which is conveyed transparently and consistently and circulated in a proper and balanced way



Integrated approach to more effective crisis communication state of play

PARTICULARLY VULNERABLE



People with reduced mobility, intellectual or sensory impairments

Elderly, children

People who do not speak local languages

Digitally excluded



Integrated approach to more effective crisis communication

Role for the Commission

- initiating a process of exchanging good practice and experience within the framework of a consistent approach to crisis communication;
- drawing up guidelines with the aim of achieving a consistent approach to crisis communication at European level;
- In analysing proposals for crisis communication measures co-financed by the Civil Protection Financial Instrument, examining whether such measures take account of the situation of particularly vulnerable.
- identifying available technologies which could help make crisis communication more effective;

Integrated approach to more effective crisis communication

Role for the Commission

- reviewing the use of modern technologies in crisis communication by drawing up a document describing current achievements and good practice in that area by the end of 2013;
- identifying problems in communication between rescue services, and also between rescue services and public authorities in international civil protection missions;
- facilitating mutual contacts between experts in the use of modern technologies and social aspects in crisis communication within the framework of the European Civil Protection Mechanism.

Integrated approach to more effective crisis communication

Role for the Member States

- ensuring an integrated approach to crisis communication at national and international level, taking account of cultural, social, linguistic, economic and technical aspects;
- eliminating barriers in crisis communication with regard to persons who are particularly vulnerable
- considering a consistent approach to crisis communication in their own civil protection plans in order to increase the effectiveness of the public notification and alarm procedures;
- including media and NGOs in the activities aiming to increase the effectiveness of crisis communication

Integrated approach to more effective crisis communication

Role for the Member States

- developing crisis communication with regard to **technologies** - **best suited to the conditions** prevailing in individual states and the possible damages in communication infrastructure after the disaster
- promoting the study of **modern, interoperational technologies,**
- **incorporating** new technologies into their own warning and alert systems,
- **sharing experience and good practice** with other Member States and the Commission



Integrated approach to more effective crisis communication

Role for the Member States

- Ensuring effective information exchange between incoming assistance and host nation in the international civil protection missions.
- Raising awareness of the European Emergency Number „112”, the proper use of emergency numbers by persons reporting a threat, developing standards for the conduct of telephone conversations by dispatchers, solutions for disabled reporting a threat,

Civil protection topics of interest in space applications

Prevention

- Risk assessment maps, taking into account environmental and human factors (i.e. possibility of the occurrence of the threat in certain environmental and human conditions)
- Development of spatial information systems, i.e. as an input to damage assessment maps (i.e. density of population)
- Development of satellite communication infrastructure for easier, faster and more reliable communication after disaster



Civil protection topics of interest in space applications

Preparedness

- The use of modern technologies during exercises
- Proper training of emergency responders on the use of technologies



Civil protection topics of interest in space applications

Response I

- Early warning and alerting systems – with information including: what has happened?, what actions should be taken?, localisation of safe zones, evacuation etc.
- Disaster mapping (different scales and resolutions, with optical and radar mapping)
- Further mapping of the event at agreed and acceptable intervals (monitoring of the disaster)
- Damage assessment maps (determining damaged objects, areas, transport routes, calculating casualties)

Civil protection topics of interest in space applications

Response II

- Determining safe transport routes, with a possibility to inform emergency responders about crossing the border of a safe zone (using maps, satellite communication systems, positioning)
- Determining safe evacuation zones
- Communication arrangement in case of destroyed ground infrastructure, data exchange in common network (cooperation of all resources on the scene, communication with command centres)
- Communication arrangement for citizens in the affected area, maintaining contact with medias

Civil protection topics of interest in space applications

Post-disaster and recovery

- Further mapping – monitoring of the disaster
- Damage assessment and environment recovery maps, determining safe zones and transport routes
- Further recovery of communication systems for citizens in the affected area – organising temporary communication
- Preliminary risk assessment maps



Thank you for your attention

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