

## **BUSINESS PLAN for a CEN Workshop “Emergency Services Management” (ESM)**

### **1. Introduction**

In 2004 CEN established a Working Group of its Technical Board – CEN BT/WG 161 - on “Protection and Security of the Citizen”.

The aim of this Working Group is to implement voluntary standardization throughout Europe in this field, in order:

- to meet market needs
- to remove technical barriers to mobility and trade
- to provide technical support to European legislation and policy

The Working Group BT/WG 161 has established a number of Expert Groups (EGs) to look at the needs for standards in specific areas, and identify issues where additional effort is required, and report to BT/WG161. One of these Expert Groups has identified the need of potential standardization in the field of ESM.

This Workshop will develop a CWA that can assist ESM in relevant organizations.. The aim is to mitigate incidents, attacks, or natural disasters through co-ordination, management and intervention of trained personal in a timely way.

The ESM CWA will therefore specify the minimum requisites to make emergency preparedness effective, through coordination, communication with participants and organization of the deployment and use of emergency resources. The aim is to improve protection of the European citizens in case of an emergency by improving cooperation and interoperability between different services in (different) countries.

### **2. Document Status**

Version 1.3 adopted by the Kick-Off meeting.

### **3. Proposers**

CEN BT/WG 161 Expert Group on Emergency Services (with NEN as direct proposer).

### **4. Market Overview - description of the Business Environment**

Throughout Europe, millions of people are working in emergency services, as professionals or volunteers. Most of them operate on the National level or Regional level. However, an increasing number of incidents and disasters occur in the border territory, requiring a close co-operation between the operations of various services in different member states, or indeed within the same Member State.

These services and their personnel are striving to protect the citizens within Europe from natural disasters and the increasing risk from terrorist attacks as well as dealing with everyday emergencies.

This requires agreements on the process of emergency and disaster management and on the interoperability of procedures and technology. Pan-European regulatory authorities are also of course involved in aspects of these issues such as cross-border numbering.

To improve this service, a systematic approach is very important, since this enables the various services and personnel to co-operate on a common basis within a single master process. Such an approach may also help in involving units from the private sector or to organize joint procurement of goods and services.

## 5. Objectives of the Workshop

The proposed Workshop will allow ESM issues to be discussed and debated in a dedicated environment, resulting in a published CEN Workshop Agreement on Emergency Services Management.

The Workshop will seek to reach agreement on a definition of ESM starting from the work of the Expert Group.

The Workshop will use the following list of specific issues, drawn up originally by CEN BT/WG161's Expert Group, as the basis for its assessment, including as to whether quantitative or qualitative indicators should be drawn up. The references below are described in more detail in **Annex A**.

	PREVENTION*	PREPAREDNESS**	RESPONSE***
INTEROPERABILITY		1.2	1.3
ORGANISATIONAL COMPETANCE	2.1	2.2	2.3
EDUCATION / TRAINING	3.1	3.2	
METHODOLOGY (SCENARIOS)		4.2	4.3
LOGISTICS		5.2	5.3
RISK ASSESMENT AND MITIGATION	6.1	6.2	6.3
TECHNICAL EQUIPMENT		7.2	
COMMUNICATIONS	8.1	8.2	8.3
QUALITY OF SERVICE	9.1	9.2	
INFORMATION MANAGEMENT		10.2	10.3

\* Prevention: standards related to intelligence, public and non-public monitoring, information systems and sanitary measures.

\*\* Preparedness: Standards related to planning, training, instructions and collective protective equipment.

\*\*\* Response: Standards related to detection, verification, alert, procedure and decontamination.

## **6. Workshop work programme and timescales**

It is proposed the Workshop reach agreement within a period of 12-16 months.

The following work programme is proposed:

- September 2008 – Workshop Kick-Off meeting in Brussels, adoption of Business Plan taking account of comments, appointment of Chair and Secretariat, organizational aspects;
- September 2008- March/May 2009 - Development of draft CWA, work will be carried out either electronically or at meetings, to be agreed by the Group at the kick-off meeting.
- March/May 2009 – second Workshop Plenary meeting, to consider draft CWA;
- June-July 2009 - public comment period of 60 days on draft CWA–
- August-September 2009 – redraft of CWA to take account of comments
- Mid-October 2009– closing Plenary to approve CWA

## **7. Workshop Organization**

The Chair will be chosen by the Kick-Off meeting following an open call  
The Workshop Secretariat and the chair will be confirmed during the Kick-Off meeting. NEN, the Dutch CEN Member has expressed a willingness to act as Secretariat.

A Consultant will be appointed to deal with the technical issues, bringing together the final draft. The Consultant will be appointed by a neutral selection panel following an open call and under CEN Project Team rules. Detailed Terms of Reference will be agreed by the Kick-Off meeting.

The Consultant's role will include close liaison with the CEN Workshop Secretariat (NEN). He/she will be required to bring together the document/s in a timely fashion, circulating drafts to all concerned.

The Secretariat along with the Consultant will collate technical comments received and when agreed, incorporate into the draft CWA.

## **8. Resource Requirements**

The CEN Workshop is supported financially by the European Commission, (DG Justice); Participation is free of charge. However, participants will meet their own travel expenses.

## **9. Related activities and external liaisons**

The Workshop will maintain close contact with CEN BT/WG 161 or its successor.

It will establish a link also with the Expert Group on Emergency Access (EG/DG INFSO) and with the eCall work in CEN/TC278/WG15.

## **10. Contact Persons**

### Proposed Chairman

Mr Simon HUNT :  
Chief Fire Officers Association

### Proposed Secretariat

NEN

### CMC Contact Point

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## **Annex 1**

### **INTEROPERABILITY**

- 1.2 Preparation of plans, procedures and training between all stakeholders.  
Definition of the capacity of the resources of the services.
- 1.3 Communication and procedures at an operational level between stakeholders during operations. See also: 8.3.

### **ORGANISATIONAL COMPETENCE**

- 2.1 Preset protocol of command and control structures agreed by all stakeholders.
- 2.2 Definition of the competences required for the capacity to respond to each of the scenarios.
- 2.3 Effective and efficient response of identified resources, for each different type of scenario, in the right time and place.

### **EDUCATION AND TRAINING**

- 3.1 Education and training for EU citizens on disaster behaviour. (EG CBRN)
- 3.2 Training of all stakeholders in the different type of incidents. (See also: 1.2)

### **METHODOLOGY (AND SCENARIOS)**

- 4.2 Development of training methodologies for the different scenarios by exercises and simulations. This includes evacuation planning, emergency operations and communications. (Crises communications EG CBRN and EGs on critical infrastructure)
- 4.3 Development of real time simulations using all available data (e.g. geophysical data).

### **LOGISTICS**

- 5.2 Qualification, quantification, time scales and availability of resources, e.g. personnel, energy supply, equipment, and evacuation. This includes regional, national and cross-border planning.
- 5.3 Prioritization and mandate for infrastructure management, evacuation, frequency spectrum management, and adaptation to changes during the incident. This includes the availability of food, water, shelter, and fuel during and after incidents.

### **RISK ASSESSMENT AND MITIGATION**

- 6.2 Mapping designing and inspection of critical infrastructure and identification of hazards in the probability of occurrence and impact of incidents.  
Identification of control measures for different scenarios.
- 6.3 Dynamic risk assessment during operations.

### **TECHNICAL EQUIPMENT**

- 7.2 Identification and provision of all appropriate systems and equipment.  
(Appliances, telecommunication, decontamination units and components, PPE)

## **COMMUNICATIONS**

- 8.1 Information of risks and procedures to the citizens.
- 8.2 Installations, maintenance and testing of possible communication systems. Communications between EU Member States, and effective communications between the stakeholders.
- 8.3 Government organized distribution of information to emergency services and citizens.

## **QUALITY OF SERVICE**

- 9.1 Definition of parameters and specification of values for the purpose of measurement in comparison (benchmarking). This also includes statistical data (e.g. speed of services).
- 9.2 Planning in accordance with the risk assessment, possible scenarios, capacity and past experiences, where available.

## **INFORMATION MANAGEMENT**

- 10.2 Availability of information, in interoperable format, to be used as a resource for the stakeholders.
- 10.3 Technology available at a given time, efficiently and effectively for the decision making process. (This could include new intelligent systems).