



**Fourth Consultation for Points of Contact for the
Purpose of Accident Notification and Mutual
Assistance designated within the UNECE
25-26 March 2010, Zagreb**

**Problems in notifications – obligations for use of several notification
systems in an event of emergency situation**

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- General remarks and basic principles
- Origin, tasks and structure of National Crisis and Disaster Protection Management in Austria
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- Recommendations/Conclusions

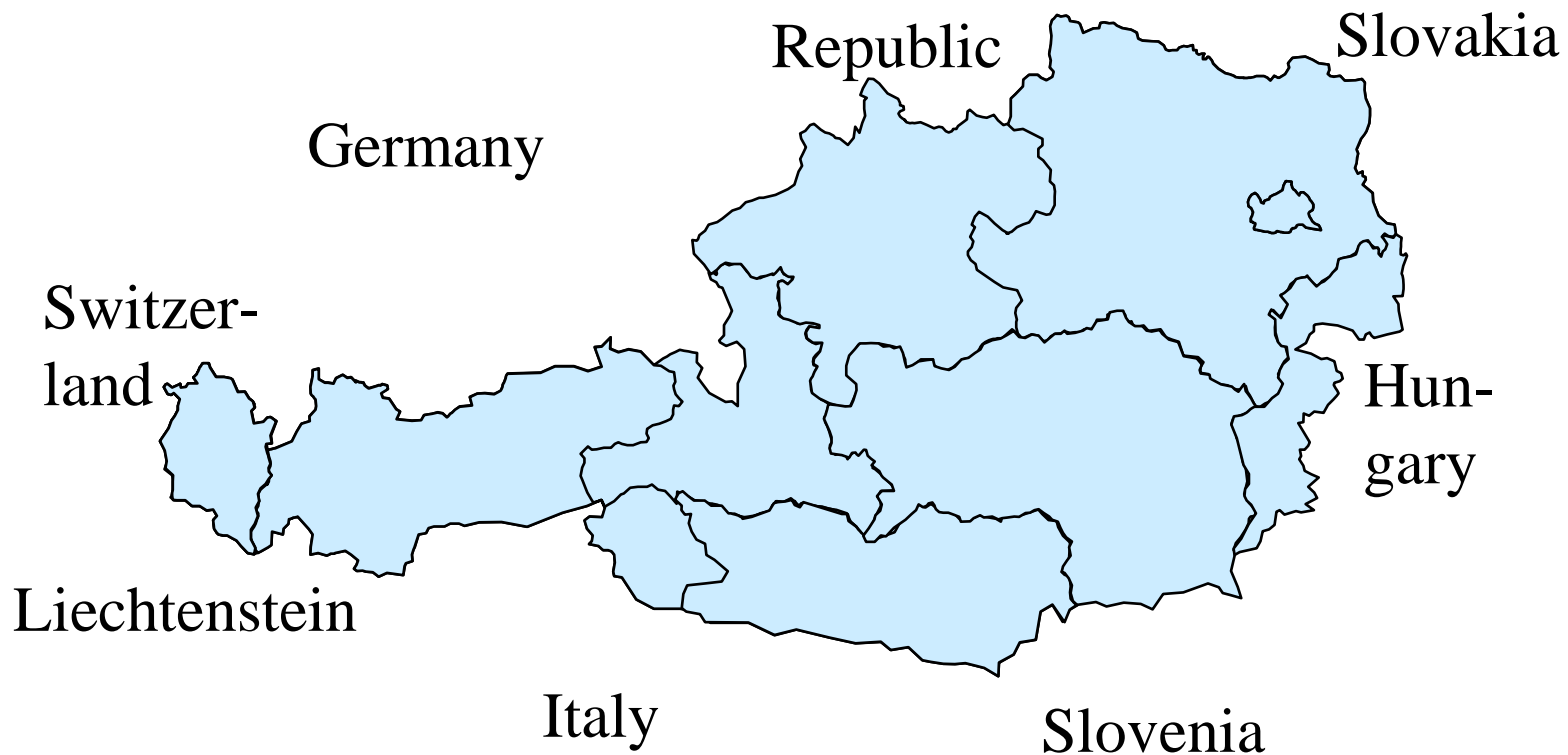


General remarks and basic principles

83,858 km²

8.09 million inhabitants

9 Provinces/“Länder“





13 Federal Ministries

BKA BMeiA BMUKK BMF BMI BMJ BMLVS BMLFUW BMASK BMG BMVIT BMWFJ BMWF

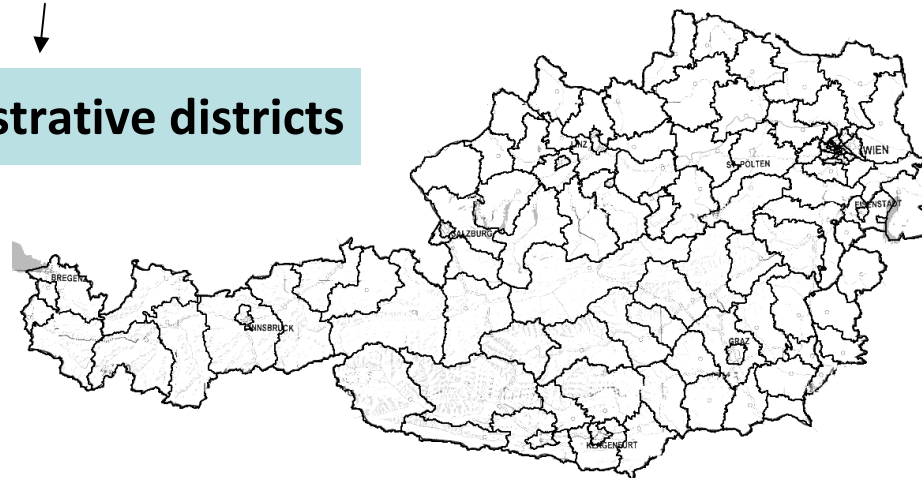
Subordinated authorities

9 provincial governments

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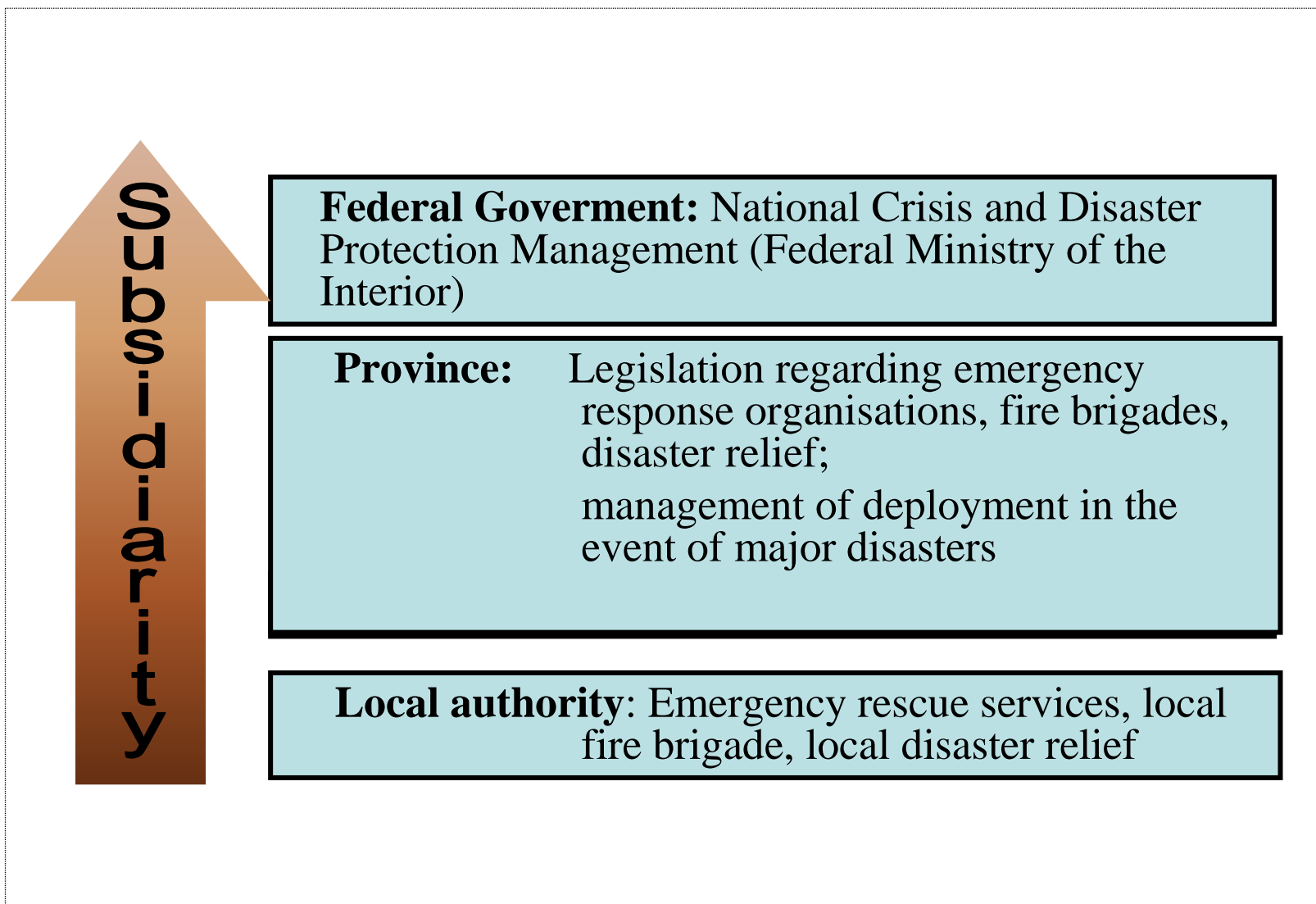
99 administrative districts

2359 local authorities



Basic Principles:

- Precautionary measures have to be taken by authorities, emergency response organisations and citizens
- Division of tasks between Federal Government, Provinces and local authorities
- following principle of Subsidiarity
- Important role played by volunteers





Origin, Tasks and Structure of National Crisis and Disaster Protection Management

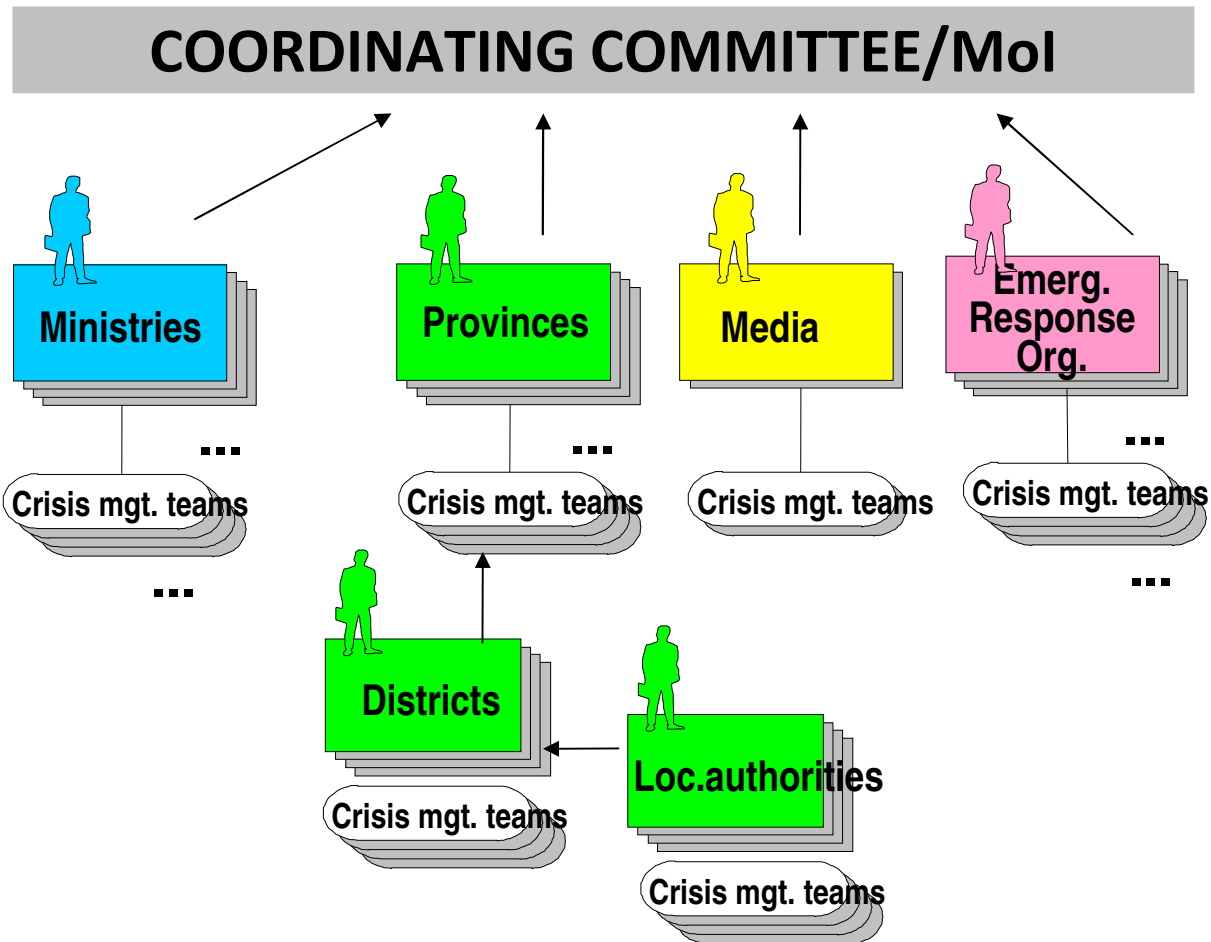
Origin of National Crisis and Disaster Protection Management

- ➔ 3 November 1986: establishment of a „Governmental Crisis Management Unit“ within the Federal Chancellor’s Office
- ➔ 1 May 2003: transfer of responsibility to the Federal Ministry of the Interior
- ➔ The Federal Ministry of the Interior is responsible for „coordinating national crisis management, national disaster protection management, and international disaster relief“
- ➔ Government Decision of 21 January 2004 on the reorganisation of national crisis and disaster protection management

Tasks of National Crisis and Disaster Protection Management

- ➔ Coordination of all competent federal authorities with the Provinces responsible for civil protection and disaster relief as well as the emergency response organisations in the event of crises and disasters in Austria and abroad
- ➔ Providing fast and successful prevention and/or elimination of damage in case of large scale events/disasters

National Crisis and Disaster Protection Management



Coordinating Committee

- ☞ activated and chaired by the Director General for Public Safety in the Federal Ministry of the Interior
- ☞ coordinates measures to be taken in the event of a disaster between the Federal Ministries, the Provinces and the emergency response organisations
- ☞ cooperates if necessary, with representatives of the Austrian Broadcasting Corporation and the Austrian Press Agency to ensure appropriate information of the public
- ☞ coordinates the basic planning processes
- ☞ sets up expert groups as appropriate/necessary



**Federal Alarm Centre
as**

**Initial Point of Contact
for Civil Protection and Crisis and Disaster Protection Management**

The Federal Alarm Centre

- established for the first time in November 1987 as integrated operational element of the Department II/4 (Civil Protection, Crisis- and Disaster Protection Management) in the MoI
- serves as focal point and information platform for Civil Protection and Crisis and Disaster Protection Management
- has been incorporated in December 2005 into the new Operations – and Crisis Coordination Centre in the MoI

The Federal Alarm Centre

- 👉 serves as an operational element for national crisis and disaster protection management and international disaster relief missions
- 👉 24/7 staffed
- 👉 ensures immediate communication with minimum delays
- 👉 triggers all initial measures which have to be taken
- 👉 monitors the relevant installed systems/applications

The Federal Alarm Centre shares and exchanges information with

- 👉 regional alarm centres of the Provinces
- 👉 all competent federal and regional authorities
- 👉 emergency response organisations
- 👉 International Organisations (POC's EU, NATO, UN, IAEA)

The Federal Alarm Centre acts as a national point of contact

- ✓ for neighbouring countries
- ✓ within the framework of the Community Mechanism for civil protection of the European Union
- ✓ within the framework of NATO / PfP and United Nations (UNOCHA or UNECE)
- ✓ within the established bilateral agreements in the field of nuclear safety and radiation protection **and** for mutual assistance in the event of disasters or serious accidents

The Federal Alarm Centre acts as a central body for

- ✓ the common warning and alarm system of the Federal Government and the Provinces (central siren control, dedicated lines of communication)
- ✓ the permanent monitoring of the Austrian Radiation Early Warning System

The Federal Alarm Centre serves as national point of contact for

- 👉 Temelin information hotline
- 👉 ECURIE system of the European Union (DG TREN)
- 👉 Danube-Accident Emergency–Warning-System
- 👉 IAEA (according to the Convention on Early Notification in case of a Nuclear Accident)
- 👉 Monitoring and Information Centre (MIC/European Commission)
- 👉 Euro-Atlantic Disaster Response Coordination Centre (NATO)
- 👉 notifications within the framework of the Convention on Transboundary Effects of Industrial Accidents (UN ECE)

Federal Alarm Centre – Communication Facilities

- ➔ simultaneous access to all decision-makers at Ministries, regional alarm centres, emergency response organisations and international organisations
- ➔ Telefax System as backup
- ➔ Group SMS for short notice notifications and alerts
- ➔ dedicated communication lines, satellite telephone
- ➔ E-mail (MS Outlook)
- ➔ CECIS (Common Emergency Communication Information System) since July 2007











**Systems operated/monitored by Duty Officers
in the Federal Alarm Centre**

Up to 7 systems/applications to be used on a permanent basis in the POC:

- ☞ **MS Outlook** for internal communication and in respect to other governmental bodies and organisations
- ☞ **Stand alone PC** as back up system with separate email account
- ☞ **Common Emergency Communication and Information System (CECIS)** of the European Commission (MIC)
- ☞ **Industrial Accident Notification System (IAN)** of UNECE
- ☞ „**Danube Accident Emergency Warning System**“ (AEWS) as Principal International Alert Centre (PIAC)
- ☞ **European Community Urgent Radiological Information Exchange (ECURIE)**
- ☞ **Back up - Monitor of the Austrian Radiation Early Warning System**



Conclusions and Recommendations

- ➔ Duty Officers are committed to monitor on a permanent basis up to 7 different electronic or web based systems and applications according to existing agreements and regulations
- ➔ Due to technical constrains some web applications require different work stations and monitors
- ➔ Fire walls and security measures hamper simultaneous use of more than one application on one and the same work station in most cases
- ➔ One duty officer has to monitor systems and to recognize alerts coming in through different information channels or systems

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- 👉 Merging of different systems on existing hardware could possibly make daily work of Duty Officers in the National Points of Contact more easy
 - 👉 Reduction of workload increases efficiency of Point of Contacts due to less errors eventually caused by Duty Officers or missed incoming alerts/notifications
 - 👉 fluctuation of staff personnel requires increased and advanced training of personnel on different systems to be used/monitored at the same time

THEREFORE

⇒ *„less systems in use provide propably more efficiency and allow a more user friedly operation to fulfill all tasks which have to be covered by duty personnel“*

but nevertheless

⇒ *„redundant hardware should be considered to be available to allow differentiated access to applications in case of system failures in daily operations“*



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THANK YOU FOR YOUR ATTENTION !!