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NOTE

From: General Secretariat
To: Delegations
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Subject: Revised Manual on EU emergency and crisis coordination

1. Delegations will find in Annex a new version of the Manual on EU Emergency and Crisis coordination¹.
2. This update has become necessary due to a number of changes in the contact details communicated to the General Secretariat of the Council².

¹ The General Secretariat of the Council has been invited to update regularly the contact details contained in Chapters 2 and 3, based on information provided by Member States.

² In 2010, the Crisis Coordination Arrangement (CCA) undergoes an in-dept review process. This includes a review of the most recent version (16163/2/07 REV2) of the CCA Standard Operating procedures (SOP). If appropriate, the present document, in particular its Chapter 1, has to be adjusted according to the outcome of the above CCA review.

Manual
on
EU Emergency and Crisis Coordination

Brussels, version of 5 March 2010

Table of contents

Introduction.....	4
1. Procedures	6
1.1. Activities in case of breaking crisis	6
1.2. EU Emergency and Crisis Coordination Arrangements	8
1.2.1. Tasks of COREPER in context of CCA	13
1.2.2. CCA Support Machinery	13
2. List of default contact points:	15
2.1. European Union	16
2.2. Member States.....	17
2.3. Other EU level actors	37
2.4. International Organisations	39
3. Overview of EU Networks and Instruments in the EU and Other Organisations	41
3.1. General Secretariat of the Council of the European Union – The EU Joint Situation Centre (SITCEN)	41
3.2. Commission of the European Communities	43
3.2.1. Duty Office Commission	44
3.2.2. Directorate General of European Community Humanitarian Aid Office (DG ECHO)	45
3.2.3. Monitoring and Information Centre of the Community Civil Protection Mechanism (MIC)	45
3.2.4. Instrument for Stability	46
3.2.5. Early Warning System on Communicable diseases (EWRS)	47
3.2.6. Rapid alert system for food and feed (RASFF)	48
3.2.7. Animal Disease notification system (ADNS)	49
3.2.8. Phytosanitary network - organisms harmful to plants (EUROPHYT)	50
3.2.9. Rapid Alert System for Non-Food Consumer Products (RAPEX)	51
3.2.10. Rapid alert system in case of biological and chemical threats (BICHAT)	51
3.2.11. European community urgent radiological information exchange (ECURIE)	53
3.2.12. Joint Research Centre	53
3.2.13. Customs Information System (CIS)	54

3.3. Other EU level actors	54
3.3.1. Bureaux de Liaison (BdL)	54
3.3.2. Eurojust.....	55
3.3.3. European Centre for Disease Prevention and Control (ECDC)	56
3.3.4. European Influenza Surveillance Scheme (EISS)	57
3.3.5. Europol	59
3.4. International Organisations	60
3.4.1. Eurocontrol	60
3.4.2. International Atomic Energy Agency (IAEA).....	61
3.4.3. Interpol – Command and Co-ordination Centre	62
3.4.4. NATO – Euro-Atlantic Disaster Response Centre (EADRCC)	64
3.4.5. Organisation for the Prohibition of Chemical Weapons (OPCW)	65
3.4.6. UN- Office for the Coordination of Humanitarian Affairs (OCHA).....	67
3.4.7. World Health Organisation (WHO)	69
Reference Document List.....	70
Abbreviations	71

INTRODUCTION

The present manual on EU emergency and crisis coordination arrangements was submitted to the Council in June 2006 as a response to the request by the European Council (The Hague Programme, point 2.4,) to set up an integrated EU arrangement for crisis management with cross-border effects. It is considered to be a living document which requires permanent updating and adjustment by the Presidency and General Secretariat of the Council.

This manual is based throughout on the key principle of subsidiarity - Member States have primary responsibility for the management of crises within their territory. It does not impose any obligations, nor does it change existing competences. Equally, the manual seeks to recognise the value of mutual support provided between Member States in a spirit of solidarity in the response to emergencies of a significant scale.

In the context of this manual, the notion of crisis management encompasses a wide range of sectors including civil protection, law enforcement, public order and the private sector. The manual is cross pillar and relevant both to external crises and crises within the EU and aims to assist Member States during emergencies. It is without prejudice to existing Crisis Management Procedures for the handling of crisis situations in the context of the Common Foreign and Security Policy (Title V of the Treaty of the EU).

With respect to the scope and the structure of this manual it needs to be noted that all emergencies and/or crises differ in their effects, political impact and respective response activities:

1. A few of the most severe emergencies are of such wide-ranging impact or political significance that they require a coordinated EU response on a political level. These emergencies/crisis are covered through the EU emergency and crisis coordination arrangements (CCA), setting out how the EU Institutions and affected Member States interact in Brussels in a crisis mode. The CCA can be found in [Chapter 1](#).

2. Some emergencies/crises require engagement and sometimes mutual operational support from neighbours, other Member States, EU structures and/or other organisations, without requirement of an EU coordinated response on a political level as mentioned above in paragraph 1. These emergencies/crises are generally covered through well established regional, bilateral, multilateral, EU (e.g. the Commission's monitoring and information centre [MIC]) or other agreements and arrangements, particularly to deal with the most common cross-border emergencies.

For cases in which such arrangements do not exist Chapter 2 provides a list of default contact points of the EU Institutions, of all Member States and of the relevant organisations that can be used when needed at any time (24/7) to help in response to an emergency/crisis.

The information provided by this list will enable the Member States to respond rapidly to crisis situations by giving practical and operational support to the interim CCA and by facilitating cooperation between Member States. The default contact points mentioned on this list are situated in the national capitals and differ from those contact points in the Permanent Representations in Brussels that have been designated for use in case the CCA have been activated.

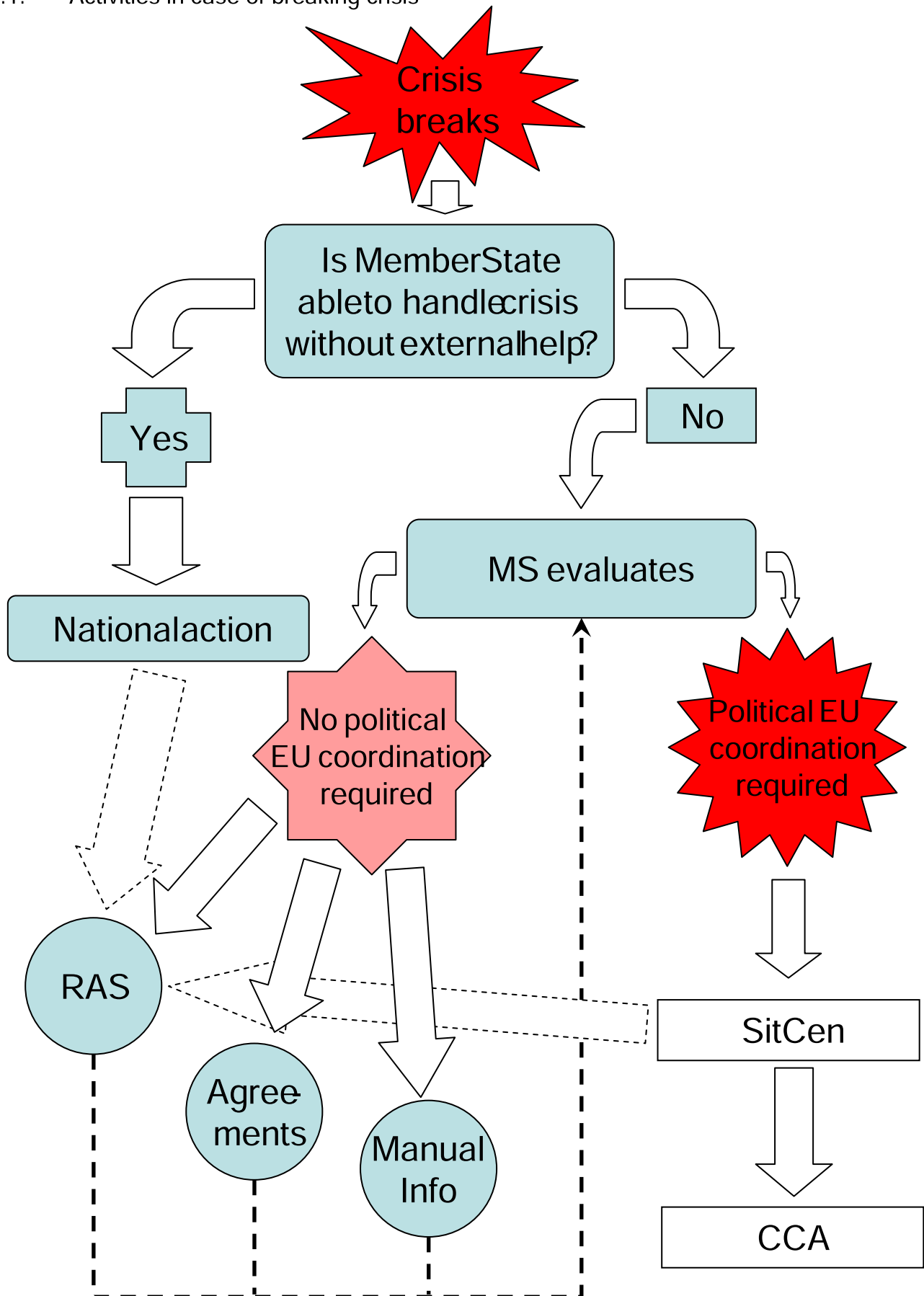
3. Most emergencies/crises are managed by the affected Member State(s) with no direct support from other Member States or from the EU institutions. National arrangements already exist to manage these emergencies/crisis. Therefore, they are not addressed in this manual.

Chapter 3 contains detailed descriptions of the different networks and instruments in the EU and relevant other organisations, which may play a role to manage the emergencies described above in paragraph 1 and 2.

The Annexes to the manual contains a list of reference documents and of abbreviations.

1. PROCEDURES

1.1. Activities in case of breaking crisis



The flow chart above is a summary depiction of information flows and alternative actions to be taken by the affected Member State depending on the impact of the breaking emergency/crisis.

After the breaking of an emergency/crisis the affected Member State will evaluate whether the response can be handled without the support from other countries or the EU institutions.

- If yes, all response actions are taken solely at national level without relying on assistance from other countries or the EU. The affected Member State might however - depending on the scale of the emergency/crisis - inform the specific Rapid Alert System (RAS) of the Commission (e.g. MIC).
- If no, the Member State will evaluate whether the emergency/crisis is of such an impact that
 - (i) no political EU level coordination is required:
In this case the affected Member State will either
 - alert the specific RAS (e.g. MIC) and/or
 - trigger bi- and multilateral agreements and/or
 - consult the default contact details of the manual.
 - (ii) political EU level coordination is required:
In this case, the information will be conveyed to the Sitcen immediately. The precise procedures for triggering the CCA are described below.

1.2. EU Emergency and Crisis Coordination Arrangements

Procedures in the event of a breaking emergency or crisis (see flow chart attached)

General Caveats

All CCA are without prejudice to existing procedures for EU military and civilian crisis management operations, as well as existing crisis response mechanisms. They are fully consistent with the provisions of the TEU and TEC.

The procedures applied to the arrangements are developed in detail in the CCA Standard Operating Procedures (SOPs) (doc. 16163/2/07 REV2). Future revisions of the Manual and of the CCA SOPs will be coordinated with a view to ensuring the compatibility of the two respective documents. This is particularly relevant following the evaluation process of the annual CCA exercises, which often results in changes to the SOPs with possible general implications to the arrangements."

1. Information on any breaking emergency or crisis that might require the triggering of the CCA shall be conveyed immediately to the General Secretariat of the Council (Sitcen). This does not exclude the reverse situation, where the Sitcen would bring the emergency or crisis to the attention of the Presidency in line with its general watch-keeping duties. The Sitcen is manned 24 hours a day, 7 days a week. The Sitcen duty number is +32-(0)2-281-5000.
2. The Director of the Sitcen, or the designated replacement, shall immediately relay the information to the Presidency (when not the information's originator), the Directors of the Private Office of the Secretary-General and Deputy Secretary-General of the Council and to the Commission (ARGUS - duty service number +322-292-2222).

3. The Presidency, in consultation with the affected Member States, and assisted by the Council Secretariat and the Commission, may decide that a breaking emergency or crisis situation requires the triggering of the CCA in Brussels. Particularly relevant situations are those whose nature is deemed to be sufficiently serious to require an exceptional response at "Brussels level" (e.g. simultaneously affecting several Member States and the interests of the Union as a whole).
4. If the Presidency (Permanent Representative) decides to convene the CCA Steering Group, the Council Secretariat (Sitcen) and the Commission shall immediately be informed of the time and venue of the meeting and the Member States to be invited.
5. The Council Secretariat (Sitcen) will convene the principal members of the CCA Steering Group. It will send a message to all Permanent Representations informing them that a meeting of the Steering Group has been convened. Permanent Representations will also serve as a point of contact should any information be requested from that Member State by the CCA Steering Group.
6. If the Presidency (Permanent Representative) concludes that the arrangements need not be activated at that juncture, he or she shall inform the Council Secretariat (Sitcen), the Commission and Member States consulted.

Composition of the CCA Steering Group

7. The principal members of the CCA Steering Group are:
 - I. The Council Presidency: the Permanent Representative or the designated substitute;
 - II. Affected Member States: the Permanent Representative or the designated substitute;

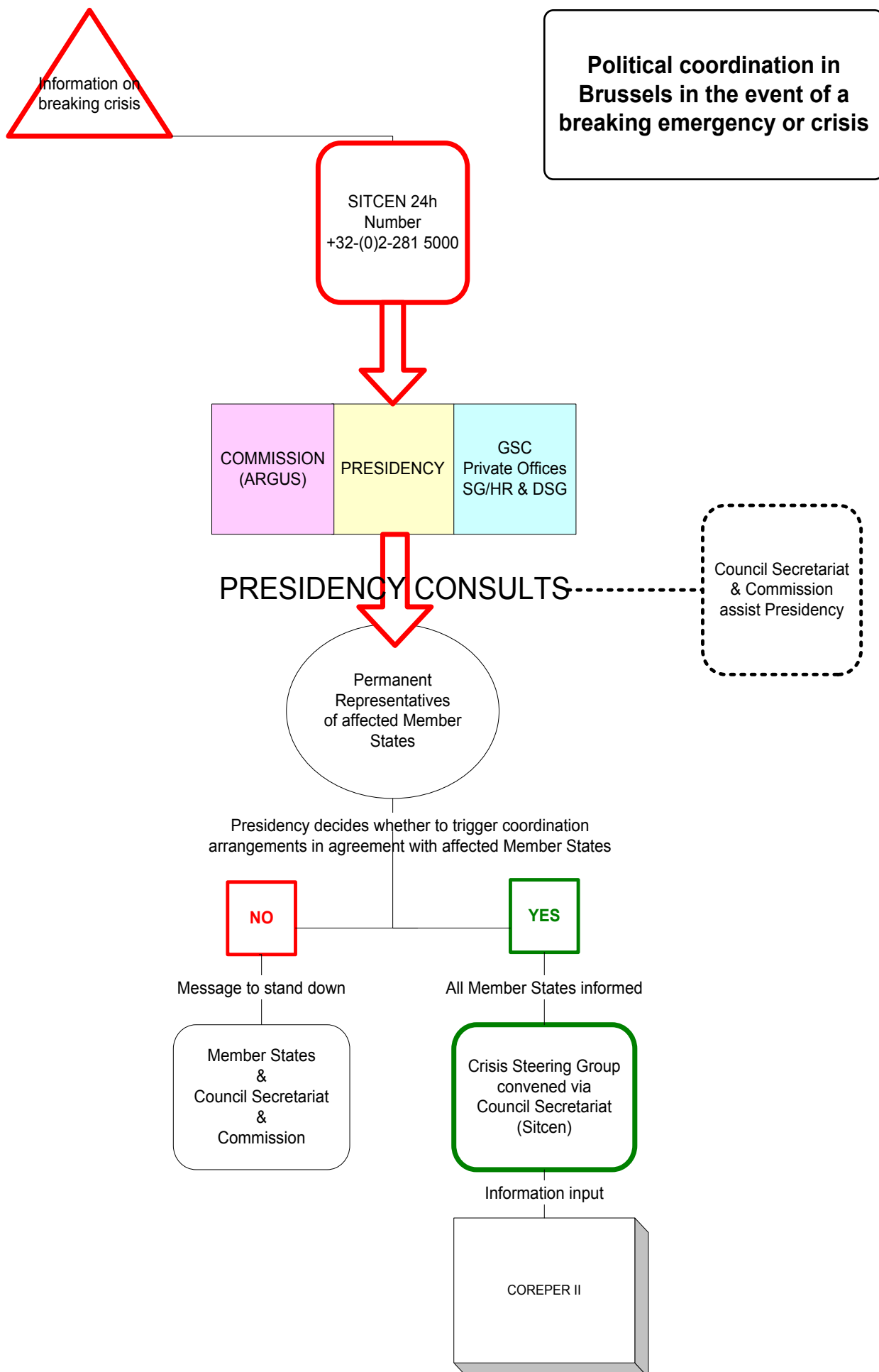
III. The General Secretariat of the Council: the Secretary-General, Deputy Secretary-General or their designated substitutes;

IV. The European Commission: the Secretary-General or the designated substitute.

8. Each of the principal members may be accompanied by a limited number of support staff as necessary (specified in the message convening the meeting). Logistic and secretarial support for the Steering Group will be provided by the Council Secretariat.

First meeting of the Steering Group

9. The role of the CCA Steering Group is to provide strategic thinking and political oversight in the response to the crisis. In the context of the CCA, the Steering Group replaces the work that in normal Council proceedings would be undertaken by Working Parties and Committees. On the basis of situation assessments and background analyses, as well as of the advice provided by the Council Secretariat, the Commission, and national sources, the Steering Group helps the Presidency to develop a full picture of the situation and to identify proposals for a possible common EU response to the crisis.
10. The first meeting of the Steering Group will accordingly have, as a minimum, the following agenda:
 - (i) Situation overview (presented by the GSC and the Commission)
 - (ii) Briefing by the Permanent Representatives of the affected Member States on the situation and the response by the relevant national authorities;
 - (iii) Briefing by the Commission on assistance requested and provided through Community instruments such as ECHO or the MIC;
 - (iv) Evaluation of expertise needs;
 - (v) Evaluation of possible action at EU level;
 - (vi) Evaluation of any decision which needs to be taken by COREPER II/Council.;
 - (vii) Preparation of common press release and press line at EU level (draft media messages and press line prepared jointly by the Presidency, the Council Press Office and the Commission);
 - (viii) Follow-up actions - date/time of next meeting of the Steering Group (if required).



1.2.1. Tasks of COREPER in context of CCA

The Permanent Representatives Committee (Coreper), given its overall coordinating role and the fact that it can be convened at short notice, is the central body for coordinating decisions and action in a CCA context. In order to do so, it will:

- Receive detailed assessments of the situation and be informed about measures already taken by the affected Member States and European institutions.
- While respecting national competences and existing Community instruments, promote the coordination and coherence of action taken by the Member States;
- Identify any decisions to be taken by the Council, if necessary, and ensure that such decisions are taken rapidly.

The Presidency will decide when to convene an extraordinary meeting of Coreper, which will normally be when a clear assessment of the situation and policy response options emerge from the CCA Steering Group.

1.2.2. CCA Support Machinery

Coreper and the Steering Group are supported in their endeavours by a support machinery, composed, inter alia, of a Support Group of senior officials from the Council Secretariat and the Commission, which assist the Steering Group by providing situation overviews, background analyses, and technical advice, as well as by identifying further analysis and expertise needs, and eventually by conducting contacts with relevant EU institutions and external organisations.

The Support Group will serve as the main interface between the Steering Group and the rest of the support machinery.

The composition of the Support Group will reflect the detailed expertise and analysis needed to meet the particular circumstances of each emergency (e.g. transport, health, environment, JHA expertise, etc.). It should include the following members, depending on their relevance:

- the Director of the Sitcen (permanent);
- the head of the Council's Press Office, the spokesperson of the SG/HR and the Commission's designated spokesperson (permanent);
- the Commission's ARGUS representative (permanent);
- other senior officials of the Council Secretariat and Commission (as needed);
- relevant staff from EU agencies (as needed);
- experts from the Presidency and Member States³ (as needed);
- other relevant expertise (as needed).

The Council Secretariat will provide support and prepare papers for submission to the CCA Steering Group from information provided by specialists.

³ In particular from affected Member States.

2. LIST OF DEFAULT CONTACT POINTS:

The list below contains the contact details of pre-identified default contact points in Member States, the Commission and the Council Secretariat which could be contacted by Member States in a cross-border crisis or emergency situation if

- no specialised contact point exists, or
- the contacting Member State does not know which specialised contact point to address (e.g. in a multi-sectoral crisis or emergency situation).

Thus, it is taken into account in the manual that specialised contact points exist and that the default contact points included in the manual do not affect the competences of existing contact points.

While some Member States identified a single national default contact point, other Member States indicated several contact points and their respective fields of competence.

The default contact points, as a minimum requirement, should be responsible only for internal information flow, without bypassing any responsibilities of existing contact points.

As additional minimum requirements, these pre-identified default contact points should be available 24/7 and its staff should be able to communicate in an international environment.

The information provided by this list will enable Member States to respond rapidly to crisis situations by giving practical and operational support to the interim CCA and by facilitating cooperation between Member States.

2.1. European Union

Institution	to be informed	informs	e-mail	24/7 duty	Language
	in major emergency or crisis situations with potential cross-border effects				
Council of the EU	Council Secretariat EU Joint Situation Centre (SitCen) Phone: +32 2 281 5000 Fax: +32 2 281 5853		sitcen@consilium.europa.eu	Yes	
Commission of the European Communities	<u>For Member States:</u> Member States contact the sectorial RAS supported by the Duty Office Phone: +32 2 29.22.222 Fax: +32 2 29.55.415			Yes	
	<u>For Council:</u> Council contacts ARGUS in case of triggering of CCA Phone: +32 2 29.22.222 Fax: +32 2 29.55.415			Yes	

2.2. Member States

Member State	Contact details of default contact point(s)	Comments
Austria	<p>Federal Ministry of the Interior Directorate General for Public Safety Operations and Crisis Coordination Centre Federal Alarm Centre (<i>Bundeswarnzentrale</i>) Minoritenplatz 9, A-1014 Vienna Phone: +43 1 53126/3800 Fax: +43 1 5356364 PC-Fax: +43 1 53126/108509 ekc@bmi.gv.at fac@aon.at bwz-journal@bmi.gv.at 24/7 duty - German/English</p>	Single default contact point for any kind of emergency
Belgium	<p>Service Public Fédéral Intérieur Direction générale centre de crise Centre gouvernemental de coordination et de crise 53, rue Ducale; 1000 Bruxelles Phone: +32 (0)2 506 47 11 Fax +32 (0)2 506 47 09 CGCCR@ibz.fgov.be 24/7 duty - French/Dutch/English</p>	Single default contact point for any kind of emergency

Member State	Contact details of default contact point(s)	Comments
Bulgaria	<p>Ministry of Emergency Situations 6 Sveta Nedelya Sq., 1040 Sofia, Bulgaria Phone: + 359 2 940 14 54 / + 359 2 940 14 64 Fax: + 359 2 940 15 97/ + 359 2 940 16 12 e-mail: mes@mdpba.government.bg (Mo-Fr: 9:00 – 17:30 GMT+02:00)</p> <p>Information and Analysis Centre 30 N. Gabrovski Str., 1172 Sofia, Bulgaria Phone: +359 2 960 10 222 / +359 2 960 10 333 Fax: +359 2 862 60 24 sacp@cp.government.bg 24/7 duty Bulgarian/English</p>	Single default contact point for any kind of emergency.
Cyprus	<p>Disease Surveillance Unit, Medical and Public Health Services Ministry of Health 10, Markou Drakou; 1449 Nicosia Phone: +357 224 00146 +357 224 00222 Fax: +357 224 00223 cycomnet@cytanet.com.cy (Mo-Fr: 07:30 – 14:30; Th: 15:00 – 18:00) Greek/English</p>	To be informed in case of outbreak of an influenza pandemic affecting several Member States.

Member State	Contact details of default contact point(s)	Comments
	<p>Cyprus Police Headquarters Control Room, 24h duty 1478 Cyprus Phone: +357 228 08080 +357 228 08050 +357 228 08051 24/7 duty, English/Greek</p> <p>Office for Combating Terrorism Cyprus Police Headquarters 1478, Cyprus Phone (Office Hours) +357 22808262 (63) Phone (After Working Hours) +357 228 08262 +357 228 08263 Fax: +357 228 08719 deptc.cto@police.gov.cy Phone (After office hours): +357 992 20620</p>	To be informed in case of simultaneous terrorist attacks

Member State	Contact details of default contact point(s)	Comments
Czech Republic	<p>Operational and Information Centre of the Ministry of Interior of the Czech Republic</p> <p>General Directorate of Fire Rescue Service of the Czech Republic</p> <p>Kloknerova 26, P.O. Box 69, 148 01, Prague 414</p> <p>Phone: +420 950 819 820, + 420 224 232 220</p> <p>Fax: +420 950 819 958, + 420 224 232 321</p> <p>opis@grh.izscr.cz</p> <p>24/7 duty, Czech/English</p>	Single default contact point for any kind of emergency
Denmark	<p>Ministry of Foreign Affairs</p> <p>2 Asiatisk Plads; DK-1448 Copenhagen K</p> <p>Phone: +45 33 92 00 00</p> <p>Fax: +45 32 54 05 33</p> <p>um@um.dk</p> <p>24/7 duty, Danish/English</p>	Single default contact point for any kind of emergency
Estonia	<p>Estonian Rescue Board</p> <p>RAS-BICHAT Contact Point</p> <p>Phone: +372 6287 555</p> <p>rcc@rescue.ee</p> <p>24/7 duty, Estonian, English</p>	The Estonian Rescue Board Rescue Coordination Centre is the POC for civil protection in ANY emergency. It is not necessarily the POC for specialist agencies (e.g. health protection or environmental protection). It is NOT the POC for police or intelligence information.

Member State	Contact details of default contact point(s)	Comments
Finland	Government Situation Centre Prime Ministers Office Phone: +358 9 1606 6400 Fax: +358 9 1606 6585 Gsm: +358 40 7704144 vntike@vnk.fi 24/7 duty Finnish/Swedish/English	Single default contact point for any kind of emergency
France	Centre Opérationnel de Gestion Interministérielle des Crises (COGIC) 87-95, Quai du Docteur Dervaux; 92600 Asnières S/Seine Phone: +33 1 56 04 72 40 Fax : +33 1 41 11 52 52 cogic-centretrans@interieur.gouv.fr 24/7 duty French/English	Single default contact point for any kind of emergency
Germany	Federal Ministry of the Interior Bundesministerium des Innern - Lagezentrum Alt Moabit 101 D; 10559 Berlin Phone: ++49 (0) 30 -18681 1077 Fax: ++49 (0) 30 -18681 2926 poststelle@bmi.bund.de	The Federal Ministry of the Interior - Communications, Command and Control Centre" (Lagezentrum - LZ BMI: SITCEN Federal MOI), acts as the National Contact Point (NPC) in emergencies and crises whenever disaster management requests refer to operational support to be provided by neighbouring countries, other Member States, EU structures or organisations, but not to German interests abroad .

Member State	Contact details of default contact point(s)	Comments
	<p>24/7 duty , German/English</p> <p>German Foreign Office Auswärtiges Amt - Krisenreaktionszentrum Werderscher Markt 1 10117 Berlin Tel.: +49 (0) 30 - 5000 2911 Fax: +49 (0) 30 - 5000 4498 lagezentrum@diplo.de</p> <p>24/7 duty, German/English</p>	<p>In addition, the Federal Ministry of the Interior is the National Contact Point in case of emergencies/crises with regard to specialized matters of the police and counter-terrorism and of civil protection and disaster control.</p> <p>The German Foreign Office (Crisis Response Center - <i>Krisenreaktionszentrum des Auswärtigen Amtes</i>) is the National Contact Point in</p> <ul style="list-style-type: none"> - major emergencies and crises which affect German Nationals abroad - in particular, when protection and support have to be provided to German Nationals in the event of attacks, kidnappings, accidents, disasters, armed conflicts etc. - crises to which the European Union's emergency and crisis coordination provisions apply, i.e. the so-called Crisis Coordination Arrangements (CCA) (this procedure is described in Chapter 1 of the Manual).
Greece	<p>Operational Center for Civil Protection (KEPP)/ General Secretariat for Civil Protection (GSCP) Postal Address: 2, Evangelistrias Str., 10563 Athens, Greece Tel.: +30 213 1510 900 Fax: +30 213 1510 912, +30 213 1510 961 kepp@gscp.gr</p>	<p>Default contact point (in particular: earthquakes, technological accidents or floods)</p>

Member State	Contact details of default contact point(s)	Comments
Hungary	<p>National Institute of Chemical Safety 24h/7duty contact point Tel: +36-1-476 6464 Tel: +36-80-20 1199 (toll free) Fax: +36-1-476 1138 Mail box alert: ettsz.okbi@okk.antsz.hu Hungarian/English</p>	<p>to be informed in case of outbreak of an influenza pandemic affecting several Member States</p>
	<p>National Directorate General for Disaster Management H-1903 Budapest, P.O. Box 314. Phone: +: +36 1 469 4293 (24/7 duty) Fax: +36 1 469 4300 hucivpro@katved.hu (7.30 -16.00) Hungarian/English/Russian</p>	<p>to be informed in case of outbreak of an influenza pandemic affecting several Member States and to be informed in case of simultaneous terrorist attacks</p> <p>Note: Hungary is considering the option of establishing a single national point of contact for all kinds of emergency and crisis situations. Should these considerations lead to a positive decision and the subsequent designation of a single national contact point, notifications will be provided accordingly.</p>
Ireland	<p>Operational contact point Organization: Police Communications Centre Postal address: Harcourt Square – Harcourt Street.</p>	Single default contact point for any kind of emergency

Member State	Contact details of default contact point(s)	Comments
	<p>IRL – Dublin 2</p> <p>Phone: +353-1-666-3110</p> <p>fax: +353-1-666-3177</p> <p>e-mail: communications@garda.ie</p> <p>24/7 English</p>	
Italy	<p>Presidenza del Consiglio dei Ministri</p> <p>Dipartimento della Protezione Civile – Centro Situazioni</p> <p>Via Ulpiano, 11; I-00193 Roma</p> <p>Phone: +39-06-6820-2265 / -2266 / -2267 / -2268</p> <p>Fax: +39-06-6820-2360</p> <p>salaoperativa@protezionecivile.it</p> <p>24/7 duty, Italian/English/French</p> <p>Ministero degli Affari Esteri, Unità di crisi</p> <p>Piazzale della Farnesina 1, I-00194 Roma</p> <p>Phone: +36-06-3691 555-1/2/3</p> <p>Fax: +36-06-3691 3858</p> <p>unita.crisi@esteri.it</p> <p>24/7 duty, Italian/English</p>	Italy needs at least two national contact points to provide the appropriate response and internal coordination with respect to all kinds of crisis and emergency situations.

Member State	Contact details of default contact point(s)	Comments
Latvia	<p>Operative Management Department of the State Fire and Rescue Service of the Ministry of Interior Hanzas street 5, Riga, LV-1045, Latvia Duty officer: + 371 67023515 , + 371 67075954 Fax number: + 371 67075955, + 371 67331891 emergency@vugd.gov.lv / ovp@vugd.gov.lv 24/7 duty; Latvian/English/Russian</p>	In case of all kinds of civil major emergency or crisis situations
	<p>State Agency "Infectology Centre of Latvia" of the Ministry of Health Postal address: Linezera street 3, Riga, LV-1006, Latvia Duty officer: Phone number: + 371 67271738 Fax number: + 371 67270665 ewrs@lic.gov.lv 24/7 Duty; Latvian/Russian</p>	In case of outbreak of an influenza pandemic affecting several Member States
	<p>Security Police of the Ministry of Interior Postal address: Kr. Barona Street 99a, Riga, LV-1012, Latvia Duty officer: + 371 67208964 eiropa@dp.gov.lv 24/7 duty; Latvian/ Russian/English</p>	In case of simultaneous terrorist attacks

Member State	Contact details of default contact point(s)	Comments
	<p>Assistant of the Chief of the Security Police (country/area code): +371 67208991, + 371 26007423 / Fax number: + 371 67273373 dp@dp.gov.lv 24/7 duty, English/ Latvian/ Russian</p> <p>Coastguard Service Maritime Rescue Coordination Centre Riga Postal address: Meldru 5a, Riga, LV-1015, Latvia Duty officer: + 371 67323103 (emergency), + 371 29476101, + 371 67082070; Fax number: + 371 67320100, + 371 29270690 sar@mrcc.lv 24/7 duty, English/ Latvian/ Russian</p>	In case of accidental and deliberate marine pollution, search and rescue works at the sea
Lithuania	<p>Situation Coordination Division Fire and Rescue Department – Ministry of Interior Svitrigailos Str. 18, LT- 03223 Vilnius Phone: +370-5-271-7511 / +370-5-262-4021 Fax: +370-5-271-7513 / +370-5-212-0635 ems@vpgt.lt 24/7 duty Lithuanian/English</p>	Single default contact point for any kind of emergency

Member State	Contact details of default contact point(s)	Comments
Luxembourg	<p>Luxembourg Haut Commissariat à la Protection Nationale (HCPN) 211, route d'Esch; L-1471 Luxembourg Phone: +352 24 78 89 00 (working hours) Mobile: +352 621 150 073 (permanent) Fax: +352 24 78 89 10 (working hours) secretariat@hcpn.etat.lu Government Communications Centre (Alternate point of contact on behalf of HCPN): Phone: +352 2478 71 21 or +352 2478 71 74 Fax: + 352 2478 7234 permanence@hcpn.etat.lu 24/7 duty -French/German/English</p>	Single default contact point for any kind of emergency
Malta	<p>Operational Contact Point (24/7) Civil protection Department Ta' Kandja, L/O Siggiewi, SGW 2610 Malta Tel.+356-2393-0000 Fax. +356-2146-2607 patrick.murgo@gov.mt, albert.tabone@gov.mt civilprotectionmalta@gov.mt disease-surveillance@gov.mt (Not linked to person)</p>	outbreak of an influenza pandemic

Member State	Contact details of default contact point(s)	Comments
	24/7 duty: Maltese/English <div>DELETED</div>	

Member State	Contact details of default contact point(s)	Comments
	DELETED	
The Netherlands	<p>National CrisisCentre PO Box 20011; NL-2500 EA The Hague Phone: +31 70 42 65 000 / +31 70 426 5151 Fax: +31 70 36 14 464 ncc@crisis.minbzk.nl 24/7 duty Dutch/English</p>	Single default contact point for any kind of emergency

Member State	Contact details of default contact point(s)	Comments
Poland	<p>Polish EWRS Contact Point - Chief Sanitary Inspectorate ul. Długa 38/40; 00-238 Warsaw During working hours 8.15-16.15: Phone: +48 22 536 14 03; Fax:+ 48 22 536 14 59 DELETED ewrs_poland@gis.gov.pl / RAS-BICHAT: kckr@kgpsp.gov.pl Polish/English</p> <p>The National Centre for Coordination of Rescue Operations and Protection of Population Podchorążych 38; 00-463 Warsaw Phone: + 48 22 52 33 512 / + 48 22 6286575 kckr@kgpsp.gov.pl 24/7 duty; Polish/English</p> <p>Officer of the Day in the Government Centre for Security tel.: +48 22 60 148 32 / +48 22 845 91 02; fax.: +48 22 849 74 94 e-mail: dyżurny@rcb.gov.pl 24/7 duty</p> <p>7/24 contact point kckr@kgpsp.gov.pl</p>	<p>to be informed in case of outbreak of an influenza pandemic</p> <p>In case of emergency</p>

Member State	Contact details of default contact point(s)	Comments
Portugal	<p>National Command for Relief Operations – National Authority for Civil Protection (ANPC)</p> <p>Av. Do Forte em Carnaxide P-2794-112 Carnaxide</p> <p>Phone: +351-21-416-5100 Fax: +351-21-416-5151 cnos@prociv.pt</p> <p>24/7 duty Portuguese/English</p>	<p>Single default contact point for any kind of emergency</p> <p>N.B.: ANPC (through the National Command for Relief Operations) can assume the 24/7 contact point at SAFETY level. The SECURITY component in Portugal is performed by other entities such as Security Coordinator Cabinet and organisations depending on the Ministry of Internal Affairs, like security forces and the SEF – Borders and Foreign Service (responsible for control on borders).</p>
Romania	<p><u>General Inspectorate for Emergency Situations</u></p> <p>National Operational Center: 46, Banu Dumitrache Street, sector 2, Bucharest, 023765 Phone/fax: +40 21 242 09 90, Phone: +40 21 242 03 78; E-mail igsu@mai.gov.ro, 24/7 duty; Romanian/English</p> <p>European Affaires, Assistance and International Relations Department: 46, Banu Dumitrache Street, sector 2, Bucharest, 023765 Phone/fax: +40 21 232 95 86 E-mail: igsu_gl@mai.gov.ro</p> <p>Monday-Friday, between 08.00 – 16.00, GMT + 2; Romanian/French/English</p>	In case of emergency

Member State	Contact details of default contact point(s)	Comments
	<p><u>Ministry of Health, Operative Center for Emergency Situations</u> 1-3, Cristian Popișteanu Street, sector 1, Bucharest, Romania</p> <p>DELETED</p> <p>Romanian/English/French/Arabic/Greek/German/Italian Operational Centre for Emergency Situations of Ministry of Health Phone: +40 21 307 26 67/ +40 21 307 25 39/ Fax: +40 21 307 26 83 e-mail: cosu@ms.ro Monday – Friday, between 09.00-18.00, GMT + 2; Romanian/English/French</p> <p><u>Romanian Intelligence Service</u> Centre for Operative Anti- Terrorism Coordination 14 D, Libertatii Avenue, Sector 5, Bucharest, 050706 Phone: +40 21 402 35 98; Fax: +40 21 345 10 66 IPCT@dcti.ro / 24/7 duty; Romanian/English</p>	<p>to be informed in case of outbreak of an influenza pandemic</p> <p>to be informed in case of simultaneous terrorist attacks</p>

Member State	Contact details of default contact point(s)	Comments
Slovak Republic	Ministry of Interior of the Slovak Republic Section of Crisis Management and Civil Protection Operational Centre Drieňová 22, 826 04 Bratislava, tel +421-2-4341-1190 fax + 421-2-4341-1095 skcivpro@uco.sk 24/7 duty Slovak/English	Single default contact point for any kind of emergency
Slovenia	Ministry of Defence Administration for Civil Protection and Disaster Relief Notification Centre of the Republic of Slovenia Vojkova cesta 61, 1000 Ljubljana Phone: +386-1-471-3261/ 471-3262 Fax: +386-1-471-3281/ 471-3282 operativeccors@urszr.si 24/7 duty Slovenian/English	Single default contact point for any kind of emergency

Member State	Contact details of default contact point(s)	Comments
Spain	<p>Centro Nacional de Gestión de Situaciones de Crisis (CNGSC). Departamento de Infraestructuras y Seguimiento de Situaciones de Crisis (DISSC) de Presidencia del Gobierno Complejo La Moncloa s/n; 28071 Madrid. Phone: + 34 91 599 72 74 / + 34 91 599 72 75 fax: + 34 91 599 73 46 / + 34 91 599 73 43 dissc@ disscc.presidencia.gob.es 24/7 duty Spanish/English</p>	Single default contact point for any kind of emergency
Sweden	<p>Department for Emergency Management and Analysis in the Prime Minister's Office Enheten för beredskap och analys (EBA) Statsrådsberedningen 103 33 Stockholm, Sweden tel: +46-8-405 45 11 / +46-8-212 705 DELETED fax: +46-8-405 38 40 beredskap.analys@primeminister.ministry.se 24/7 duty Swedish/English</p> <p>Swedish Civil Contingencies Agency (MSB) ratts@msbmyndigheten.se</p>	Single default contact point for any kind of emergency

Member State	Contact details of default contact point(s)	Comments
United Kingdom	<p><u>during working hours:</u></p> <p>Cabinet Office Civil Contingencies Secretariat 22 Whitehall; London SW1A 2WH Phone: +44 207 276 5307 Fax +44 207 276 5316 PNC-CCS@cabinet-office.x.gsi.gov.uk 24/7 duty (Phone) English</p> <p><u>outside working hours and at weekends:</u></p> <p>Cabinet Office Duty Officer 70 Whitehall; London SW1A 2AS Phone: +44 207 276 0110 DSS-ISS@cabinet-office.x.gsi.gov.uk English</p>	Single default contact point for any kind of emergency

2.3. Other EU level actors

Other EU level actors	to be informed	informs	e-mail	24/7 duty	Language
	in major emergency or crisis situations with potential cross-border effects				
Bureau de Liaison	Contact via Council Secretariat EU Joint Situation Centre (SitCen) Phone: +32 2 281 5000 Fax: +32 2 281 5853		sitcen@consilium.europa.eu		
Eurojust	DELETED		DELETED	Yes	
European Centre for Disease Prevention and Control (ECDC)	DELETED		DELETED	Yes	English

Other EU level actors	to be informed	informs	E-mail	24/7 duty	languages
	in major emergency or crisis situations with potential cross-border effects				
European Influenza Surveillance Scheme	European Influenza Surveillance Scheme (EISS) Netherlands Institute for Health Services Research (NIVEL) P.O. Box 1568, 3500 BN Utrecht, the Netherlands Visitor/courier address: Otterstraat 118-124, 3513CR Utrecht Phone: +31 30 2729 801 (direct) +31 30 2729 700 (NIVEL) DELETED Fax: +31 30 2729 729		eiss@nivel.nl	only in case of emergencies	English French Dutch Spanish (German)
Europol	Europol Raamweg 47, PO BOX 90850, 2509 LW, The Hague, The Netherlands Phone: +31 (70) 3025516 On-Call phone number: +31 624823127		SCSecretariat@europol.eu.int	Yes (Phone)	English

2.4. International Organisations

International Organisations	to be informed	informs	e-mail	24/7 duty	Language
	in major emergency or crisis situations with potential cross-border effects				
Eurocontrol	Víctor M. Aguado, Director General, EUROCONTROL, Rue de la Fusée 96, 1130, Brussels, Belgium Phone: +32 2 729 3500 DELETED fax: +32 2 279 9100		DELETED		English French Spanish
International Atomic Energy Agency	International Atomic Energy Agency Emergency Response Centre P.O. Box 100; Wagramer Strasse 5; A-1400 Vienna, Austria Phone: +43 1 263 2000 Fax: +43 (1) 260 072 9000		eru1@iaea.org	Yes	
Interpol	Command and Co-ordination Centre (CCC) Phone: +33 (04) 72 44 76 76 Fax: +33 (04) 72 44 71 63		os-ccc@interpol.int	Yes	English French Spanish
NATO - Euro Atlantic Disaster Response Coordination Centre	NATO-Euro Atlantic Disaster Response Coordination Centre (EADRCC) Boulevard Leopold III, B 1110 Brussels-Belgium Phone: +32-2-707-2670 Fax: +32-2-707-2677 Mobile: +32-475-829071		eadrcc@hq.nato.int	Yes	English

International Organisations	to be informed	informs	e-mail	24/7 duty	Language
	in major emergency or crisis situations with potential cross-border effects				
Organisation for the Prohibition of Chemical Weapons	Operation Centre Phone: +31 70 416 3400 Fax: +31 70 416 3408 /09		emergassistbr@opcw.org	Yes	English
UN-Office for the Coordination of Humanitarian Affairs	OCHA Emergency Telephone (linked to the duty officer outside working hours) Phone: +41 22 917 2010			Yes	
World Health Organisation	Dr. Gerald Rockenschaub Regional Adviser Disaster Preparedness and Response Programme WHO Regional Office for Europe Scherfigsvej 8; DK 2100 Copenhagen; Denmark DELETED Fax: +45 39 171 656		dpr.crisis@who.dk		English

3. OVERVIEW OF EU NETWORKS AND INSTRUMENTS IN THE EU AND OTHER ORGANISATIONS

3.1. General Secretariat of the Council of the European Union – The EU Joint Situation Centre (SITCEN)

Contacts:

24/7 duty.

Phone: +32 22 81 50 00

Fax: +32 22 81 58 53

e-mail: sitcen@consilium.europa.eu

Activities:

The EU JOINT SITUATION CENTRE (SITCEN) monitors and assesses events and situations world-wide on a 24-hour basis with a focus on potential crisis regions, terrorism and WMD-proliferation. It is:

- linked to Member States' civilian and, via the EU Military Staff, to the military intelligence service and - with input from these as well as from diplomatic and open sources - provides political and security assessments,
- linked to all Member States' national security services and - with input from these - provides terrorism related assessments related to the internal as well as the external dimension thereof,
- the hub for the formal secure communications networks (CORTESY and ESDP-net) linking the Council to Member States' Foreign and Defence Ministries, maintains
- links to Member States' national crisis centres. It has a "contacts" database covering key decision makers in Member States and other crisis management centres,
- links with situation centres in other international organisations (UN DPKO, UNICEF, OCHA, OSCE, AU, NATO, etc.), and
- provides back-up and support for the EU Secretary General/High Representative, EU Special Representatives and other high ranking EU officials as well as for EU military and civilian crisis management operations.

The SITCEN is the backbone of the General Secretariat emergency and crisis response capabilities. These consist of:

- A 24/7 watch. In case of a significant world event which is deemed to have an impact on EU's common foreign, security and defence policies or in case of an incident in one of the EU ESDP missions, the SITCEN Duty Officer (DO) triggers an alert Standard Operating Procedure (SOP).
- The EU Military Staff and the Police Unit likewise have a 24/7 stand-by arrangement with staff on-call. In case of an incident, which affects military or police personnel, the SITCEN DO will first alert the stand-by military or police Duty Officer, as appropriate, following which these, in consultation with their hierarchy, will decide on further measures.
- Where appropriate the SITCEN will also alert the MIC or any other of the Commission's Rapid Alert Systems.
- The SITCEN has at all times a senior analyst on call - the Duty Manager (DM), whose responsibility it is to provide analytical support and, as appropriate, supervise the work of the DO in a ERP situation. The DM is also authorised to act on behalf of SITCEN management in an emergency situation until such time that they can be present themselves.
- Every ESDP mission has a support structure in Brussels. The different support structures all have an EU official on call - the Primary Point of Contact (PPOC). Once alerted by the SITCEN DO these PPOC will initiate needed action, as appropriate.
- One of SITCEN's units is the Consular Services Unit, whose responsibility it is to liaise with the crisis management offices of the ministries of foreign affairs of the respective Member States. In case of a serious incident affecting EU citizens, the head of this unit will be alerted and ensure further appropriate action in consultation with the consular cooperation network.

Legal basis:

Established by a decision by the Secretary General / High Representative of the EU.

3.2. Commission of the European Communities

The Commission has developed over the years the operational capacity to assist in the response to a wide range of emergencies through several rapid alert systems (RAS).

On 23 December 2005, the Commission adopted a general rapid alert system called ARGUS. This system has two main functions:

- to provide an internal platform to exchange, in real time, relevant information between Commission services and
- to ensure political coordination at high level in case of a major multisectoral crisis.

ARGUS uses an internal electronic communication network to enable Directorates general and RAS to share information in real time. Thus Commission services can ensure a coherent and efficient response. However, the response to crisis in specific fields stays under the responsibility of sectoral RAS.

Alerts are usually triggered by relevant authorities in Member States. The national competent authorities contact the relevant RAS to notify / to inform / to request assistance. Each RAS manages crisis through their own networks, procedures and expertise and respecting their own mandate. On the basis of its expertise and assessment, the RAS can identify a major multisectoral crisis or an imminent threat requiring political coordination at high level. A specific coordination process is launched to manage a rapid, coordinated and coherent Commission response, based on all relevant information, in its domains of competence and in cooperation with the other institutions.

Commission services can request their Commissioner to ask the President to trigger the coordination process. The President decides on the allocation of political responsibility for the Commission response and on the convening of the Crisis Coordination Committee (CCC).

The CCC is a specific operational crisis management structure bringing together high level representatives of Commission services involved in the response to the crisis. It will assess and monitor the development of the situation and identify issues and options for decision and action. National relevant authorities contact ARGUS through the sectoral specific RAS. The Council can call the stand-by duty number +32-2-29.22.222.

The commission's Security Office (DS) in Brussels is the 24h/7d operational contact point. Then, according to internal procedures, the relevant duty officers of RAS or relevant Commission's representatives are contacted by the DS.

3.2.1. Duty Office Commission

Contact:

24/7 duty

DG ADMIN / Security Directorate, Unit DS.1 "Protection and crisis management"

Phone: +32 2 2922 222

Fax: +32 2 2955 415

Activities:

24/7 hour duty office used to activate many of the other RAS and Crisis Rooms

Crisis management (links with Rapid Alert Systems)

Legal basis:

[Commission Decision 2001/844](#) of 29 November 2001 amending its internal Rules of Procedure - commission provisions on security

3.2.2. *Directorate General of European Community Humanitarian Aid Office (DG ECHO)*

Purpose:

ECHO's mandate is to save lives and alleviate suffering through the provision of assistance, relief and protection to victims of natural disasters (such as earthquakes, floods, droughts, hurricanes) or man made disasters such as armed conflict or outbreaks of violence in countries outside the European Union particularly the most vulnerable among them, and as a priority developing countries. ECHO's mandate covers also short-term rehabilitation and reconstruction work as well as preparedness for risks of natural disasters.

Participants:

DG ECHO implements its mission by funding the coordinated delivery of Community humanitarian assistance through partner organisations (NGOs, UN agencies and Red Cross Movement (ICRC, IFRC).

Link:

[EUROPA - ECHO - Humanitarian Aid Department of the European Commission](#)

Legal basis:

Council Regulation (EC) No 1257/96 of 20 June 1996 concerning humanitarian aid (OJ, N° L 163, of 2.7.1996, p.1

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31996R1257:EN:HTML>

3.2.3. *Monitoring and Information Centre of the Community Civil Protection Mechanism (MIC)*

Contact:

24/7 duty

DG Environment, Unit A.3 “Civil protection”

Purpose:

- To facilitate and support Member States' civil protection assistance to countries affected by disaster and requesting assistance
- To ensure that all participating countries are informed of the needs on site and support the mobilisation and coordination of Member States' teams to assist the disaster-stricken country
- To mobilise and dispatch within a few hours small teams of experts to assess the specific needs on site, to coordinate the assistance operations and to liaise with the competent authorities and, where necessary, with international organisations
- To offer support, including technical support, for instance, satellite images and other forecasting tools
- To act as an information centre, collecting validated information throughout the emergency and disseminating regular updates to all participating countries.

Participants:

EU Member States + EEA

Link:

[EUROPA – European Commission - Environment - Civil Protection Homepage](#)

Legal basis:

[Council Decision 2007/779/EC](#), Euratom of 8 November 2007 establishing a Community Civil Protection mechanism (recast) Council Decision 2007/162/EC, Euratom of 5 March 2007 establishing a Civil Protection Financial Instrument

3.2.4. *Instrument for Stability*

Contact:

DG External Relations, Unit A2 “Crisis response and peace building”

Purpose:

To prevent or treat situations of instability in third countries, be they the consequence of disasters, of tensions or of high or low intensity conflicts (within the scope of the existing EC development tools, when they are not in a position to intervene).

Participants:

Work through EU and partner countries state and non state actors and through regional or international organisations.

Link:

Website currently under construction.

Legal basis:

Regulation EC 1717/2006 of 15 November 2006 establishing an Instrument for Stability.

NB:

DG Relex has a crisis room providing support, monitoring and information services both during a crisis and during periods of regular operations. It makes the link with the EC Delegations on the ground regarding the response to disasters or political crises.

3.2.5. *Early Warning System on Communicable diseases (EWRS)*

Contact:

DG SANCO, Unit C3 “Health threats”

Purpose:

To alert public health authorities in Member States and the Commission on outbreaks with greater than national dimensions

Link:

[EUROPA - Public Health - Threats to health - Communicable diseases](#)

Legal basis:

[Commission Decision 2000/57/EC](#) of 22 December 1999 on the early warning and response system for the prevention and control of communicable (Second pillar of the Communicable Diseases Network started in 1999)

NB:

The EWRS is a telematic system linking the designated authorities in Member States and the Commission. The system allows for immediate exchange of views on risk assessment and risk management crucial for timely public health action.

3.2.6. *Rapid alert system for food and feed (RASFF)*

Contact:

DG SANCO, Unit E2 “Food Hygiene, Alert system and training”

Purpose:

The rapid alert system for food and feed is primarily a tool for exchange of information between competent authorities of the Member States in cases where a risk to human health has been identified in food or feed and measures have been taken, such as withholding, recalling, seizure or rejection of the products concerned. This quick exchange of information allows all Member States to verify immediately whether they are also affected by the problem. Whenever the product is already on the market and should not be consumed, the Member States authorities are then in a position to take all urgent measures, including giving direct information to the public, if necessary.

Participants:

EU Member States, EEA, EFSA.

Link:

[EUROPA - Food Safety - Rapid Alert System for Food and Feed - \(RASFF\) - Introduction](#)

Legal basis:

[Regulation \(EC\) N° 178/2002](#) laying down the general principles and requirements of food law, establishing the European Food Safety Authority and laying down procedures in matters of food safety (O.J. N° L 31 of 1 February 2002).

3.2.7. *Animal Disease notification system (ADNS)*

Contact:

DG SANCO, Unit D1 “Animal Health and Standing committees”

Purpose:

- To register and document on certain important infectious animal diseases
- To ensure detailed information about outbreaks of these animal diseases in the countries connected to the application
- To enable immediate access to information about contagious animal disease outbreaks
- To ensure that trade in live animals and products of animal origin is not affected unnecessarily

Link:

[EUROPA - Animal Health & Welfare - Animal Diseases - Animal Disease Notification System](#)

Legal basis:

[Council Directive 82/894](#) (as amended by [Commission Decision 2004/216/EC](#)) on the notification of animal diseases within the Community

3.2.8. *Phytosanitary network - organisms harmful to plants (EUROPHYT)*

Contact:

DG SANCO, Unit F4 “Food of plant origin, plant health: processing and distribution”

Purpose:

To provide a database for relevant information on interceptions of a harmful organism or of non-compliant or prohibited plants and plant products, originating in the EU or third countries. To enable rapid exchange, dissemination, analysis of information related to interceptions. In case of third countries notification of the National Plant Protection Organisation of the country of origin on interceptions.

Participants:

- The Plant Protection Services of the EU Member States and Switzerland
- European and Mediterranean Plant Protection Organisation (EPPO) - only as a recipient of some of the information included in the notifications of interception
- Third countries - National Plant Protection Organisation in the country of origin - only as a recipient of notifications.

Link:

Website currently under construction.

Legal basis:

[Council Directive 2000/29/EC of 8 May 2000 on protective measures against the introduction into the Community of organisms harmful to plants or plant products and against their spread within the Community](#)

3.2.9. *Rapid Alert System for Non-Food Consumer Products (RAPEX)*

Contact:

DG SANCO, Unit B3 “Product and service safety”

Purpose:

To provide a rapid exchange of information between Member States and the Commission about measures taken by national authorities and/or producers / distributors in relation to non-food consumer products posing a serious risk to the health and safety of consumers.

Link:

http://ec.europa.eu/consumers/dyna/rapex/rapex_archives_en.cfm

Legal basis:

[Directive 2001/95/EC](#) on general product safety (GPSD) laying down procedures in matters of non-food consumer product safety

3.2.10. *Rapid alert system in case of biological and chemical threats (BICHAT)*

Contact:

DG SANCO, Unit C3 “Health threats”

Purpose⁴

To set up a mechanism for information exchange, consultation and co-ordination for the handling of health -related issues related to attacks

To create an EU-wide capability for the timely detection and identification of biological and chemical agents that might be used in attacks and for the rapid and reliable determination and diagnosis of relevant cases

To create a medicines stock and health services database and a stand-by facility for making medicines and health care specialists available in cases of suspected or unfolding attacks

To draw-up rules and disseminate guidance on facing-up to attacks from the health point of view and co-ordinating the EU response and links with third countries and international organisations

Participants:

EU Member States and EEA.

Link:

[EUROPA - Public Health - Threats to health - Communicable diseases - Bio-terrorism](#)

Legal background:

- Article 4 of the Decision No 2119/98/ EC of the European Parliament and of the Council of 24 September 1998 setting up a network for the epidemiological surveillance and control of communicable diseases in the Community
- Article 2 of Council Decision of 23 October 2001 establishing a Community mechanism to facilitate reinforced cooperation in civil protection assistance interventions
- Annex 1 of Commission Decision of 22 December 1999 on the early warning and response system for the prevention and control of communicable diseases under Decision No 2119/98/EC of the EP

⁴ COM(2003)320, 2 June 2003, Communication from the Commission, of 2 June 2003, to the Council and the European Parliament on cooperation in the European Union on preparedness and response to Biological and Chemical agent attacks (Health security).

3.2.11. European community urgent radiological information exchange (ECURIE)

Contact:

DG TREN, Unit H4 “Radiation protection”

Purpose:

To provide an information exchange platform for the participating States in order to inform about the current and foreseeable status of a nuclear accident or radiological emergency, meteorological conditions, national countermeasures taken, etc.

Participants:

EU Member States, Switzerland and Croatia.

Link:

[EUROPA - Energy - Nuclear Issues](#)

Legal basis:

[Council Decision 87/600/Euratom](#) on Community arrangements for the early notification and exchange of information in the event of a radiological or nuclear emergency.

3.2.12. Joint Research Centre

Activities:

- To provide the other Commission services with scientific and technical support and access to networks of external expertise and capabilities
- Areas of potential response: biological/chemical, environmental/natural/ technological and man-made hazards and nuclear field.

Link:

<http://ec.europa.eu/dgs/jrc/index.cfm>

3.2.13. *Customs Information System (CIS)*

Contact:

DG TAXUD, Unit A3 “Information Technology”

Purpose:

To run different IT tools to support all flows of information and control mechanisms necessary for the uniform administration of the Customs Union.

Link:

[EUROPA - Taxation and Customs Union / What is Customs 2007?](#)

Legal basis:

[Decision 253/2003/EC](#) of the European Parliament and of the Council adopting the Customs 2007 programme (operation, maintenance, development and improvement of electronic information exchange systems between national administrations)

3.3. **Other EU level actors**

3.3.1. *Bureaux de Liaison (BdL)*

Contact:

Via EU Joint Situation Centre (SitCen) of Council Secretariat

Activities:

Cooperation network between Member States’ Ministries of Interior in the field of internal security

3.3.2. *Eurojust*

Contact:

EUROJUST

Maanweg 174, 2516 AB The Hague; The Netherlands

Phone: +31 70 412 5000

Fax: +31 70 412 5505

e-mail: info@eurojust.europa.eu

Activities:

Eurojust stimulates and improves the co-ordination of investigations and prosecutions between competent authorities in the Member States. Eurojust improves cooperation between the competent authorities of the Member States, in particular by facilitating the execution of international mutual legal assistance and the implementation of extradition requests. Eurojust supports the competent authorities of the Member States in order to render their investigations and prosecutions more effective when dealing with cross border crime.

Purpose:

Eurojust is a new European Union body established in 2002 to enhance the effectiveness of the competent authorities within Member States when they are dealing with the investigation and prosecution of serious cross-border and organised crime.

Eurojust is the first permanent network of judicial authorities to be established anywhere in the world. Eurojust hosts meetings, with translation facilities, between investigators and prosecutors from different states dealing with individual cases and at a strategic level and specific types of criminality. Eurojust fulfils a unique role as a new permanent body in the European legal area. Its mission is to enhance the development of Europe-wide cooperation on criminal justice cases.

Participants:

The College of Eurojust is now composed of 27 National Members, one nominated by each EU Member State.

Link:

<http://www.eurojust.europa.eu/>

Legal Basis:

[Council decision of 28 February 2002](#) setting up Eurojust with a view to reinforcing the fight against serious crime (2002/187/JHA)

3.3.3. *European Centre for Disease Prevention and Control (ECDC)*

Contact:

European Centre for Disease Prevention and Control (ECDC)

171 83 Stockholm; Sweden

Phone: +46 8 300 056

Fax: +46 8 300 057

Activities:

The Centre would develop epidemiological surveillance at European level. In this work, the Centre could either use its own staff, staff from the dedicated surveillance networks, or, in some instances, it could subcontract tasks to a national centre of excellence. The Centre could also identify and maintain networks of reference laboratories, and enhance the quality assurance schemes of microbiological laboratories.

Purpose:

To be effective the early warning and response system (EWRS) requires ‘around the clock’ availability of specialists in communicable diseases. Whilst the responsibility for action will remain with Member States and the Commission, technical operation of the EWRS would be undertaken by the Centre and its networks.

Participants:

EU Member States and EEA.

Link:

<http://www.ecdc.eu.int/>

Legal Basis:

Regulation (EC) no 851/2004 of the European Parliament and of the Council of 21 April 2004 establishing a European Centre for Disease Prevention and Control

3.3.4. *European Influenza Surveillance Scheme (EISS)*

Contact:

EISS co-ordination centre; [NIVEL \(Netherlands Institute for Health Services Research\)](#)

PO Box 1568; 3500 BN Utrecht - The Netherlands

Phone: +31 30 2729 700

Fax: +31 30 2729 729

e-mail: eiss@nivel.nl

Activities:

EISS helps reduce the burden of disease associated with influenza in Europe by collecting and exchanging timely information on influenza activity, contributing to the annual determination of the influenza vaccine content, providing relevant information about influenza to health professionals and the general public and contributing to European influenza pandemic preparedness activities. The aim of EISS is to contribute to a reduction in morbidity and mortality due to influenza in Europe.

Purpose:

- To collect and exchange timely information on influenza activity in Europe;
- To aggregate, interpret and make publicly available clinical and virological data concerning influenza activity in Europe;

- To strengthen, and harmonise where appropriate, epidemiological and virological methods, primarily based on the integrated sentinel surveillance model, for assessing influenza activity in Europe;
- To contribute to the annual determination of the influenza vaccine content;
- To monitor influenza prevention and control policies in Europe, including influenza vaccine uptake;
- To contribute to European planning and response to pandemic influenza through surveillance, investigation and provision of information;
- To promote research in support of the objectives above;
- And to establish and operate a Community Network of National Reference Laboratories for Human Influenza in Europe.

Participants:

All 27 European Union Member States, Norway and Switzerland

Link:

www.eiss.org

3.3.5. *Europol*

Contact:

For general enquiries: info@europol.eu.int

For media enquiries, information requests, visits and events:
corporate.communications@europol.eu.int

Postal address:

Europol
P.O. Box 908 50
2509 LW The Hague; The Netherlands
Phone: +31 70 302 5000
Fax: +31 70 302 5896

Visiting address:

Raamweg 47
2596 HN The Hague; The Netherlands

Activities:

Europol is the European Law Enforcement Organisation which aims at improving the effectiveness and cooperation of the competent authorities in the Member States in preventing and combating terrorism, unlawful drug trafficking and other serious forms of international organised crime.

Participants:

Members of EU

Link:

<http://www.europol.eu.int/>

Legal Basis:

[The Europol Convention](#)

3.4. International Organisations

3.4.1. Eurocontrol

Contact:

EUROCONTROL Headquarters

Rue de la Fusée, 96, B-1130 Brussels; Belgium

Phone: +32 2 729 9011

Fax: +32 2 729 9044

Activities:

EUROCONTROL develops, coordinates and plans for implementation of short-, medium- and long-term pan-European air traffic management strategies and their associated action plans in a collective effort involving national authorities, air navigation service providers, civil and military airspace users, airports, industry, professional organisations and relevant European institutions.

EUROCONTROL's core activities span the entire range of gate-to-gate air navigation service operations - from strategic and tactical flow management to controller training; from regional control of airspace to development of leading-edge, safety-proofed technologies and procedures, and the collection of air navigation charges.

Purpose:

EUROCONTROL is the European organisation for the safety of air navigation. This civil and military organisation has as its primary objective in the development of a seamless, pan-European Air Traffic Management (ATM) system.

Member States:

Albania, Armenia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, the former Yugoslav Republic of Macedonia, Malta, Moldova, Monaco, the Netherlands, Norway, Poland, Portugal, Romania, Republic of Serbia and Montenegro, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine and the United Kingdom.

Link:

http://www.eurocontrol.be/corporate/public/subsite_homepage/index.html

Legal Basis:

The EUROCONTROL Convention of 1960, revised in 1997: This Revised Convention will come fully into force when it is ratified by all Member States.

3.4.2. *International Atomic Energy Agency (IAEA)*

Contact:

International Atomic Energy Agency
P.O. Box 100
Wagramer Strasse 5; A-1400 Vienna, Austria
Phone: +43 1 2600-0
Fax: +43 1 2600-7
e-mail: Official.Mail@iaea.org

Activities:

The IAEA works for the safe, secure and peaceful uses of nuclear science and technology. Its key roles contribute to international peace and security, and to the World's Millennium Goals for social, economic and environmental development.

Three main pillars - or areas of work - underpin the mission:

1. Promoting safeguards & verification
2. Promoting safety and security
3. Promoting science & technology

Purpose:

The IAEA is the world's center of cooperation in the nuclear field. It was set up as the world's "Atoms for Peace" organization in 1957 within the United Nations family. The Agency works with its Member States and multiple partners worldwide to promote safe, secure and peaceful nuclear technologies.

Link:

www.iaea.org

Legal Basis:

The Statute was approved on 23 October 1956. It came into force on 29 July 1957.

It has been amended three times; [Read full text of the Statute](#)

3.4.3. Interpol – Command and Co-ordination Centre

Contact:

INTERPOL; General Secretariat; 200, quai Charles de Gaulle; 69006 Lyon; France

Activities:

The Command and Co-ordination Centre links the Interpol General Secretariat, National Central Bureaus in all 184 member countries and regional offices.

The Command and Co-ordination Centre's activities operate on three basic functions:

- to determine the priority level of each message received by the General Secretariat and to reply to urgent requests on a real-time basis.
- to co-ordinate the exchange of intelligence and information for important operations involving several countries.
- to assume a crisis-management role during serious incidents, such as terrorist attacks, and to co-ordinate specialised assistance.

Purpose:

The work of the Command and Co-ordination Centre makes full use of a number of services offered by Interpol, including: Instant searches of databases of nominal data; Priority issue of [Interpol notices](#); [Fugitive investigative](#) support; Support and co-ordination of [disaster victim identification](#) (DVI) efforts.

Another crucial function of the Command and Co-ordination Centre is the co-ordination of the deployment of Incident Response Teams (IRT) to the sites of major disasters or terrorist attacks. Recently IRTs have been sent to Bangladesh and Bali, Indonesia, following terrorist attacks. There are various other services the Command and Co-ordination Centre provides, including the publishing of Orange Notices, which are used to warn police, public institutions and other international organizations about potential threats posed by disguised weapons, parcel bombs and other dangerous objects or materials.

Participants:

184 member countries all over the world

Link:

<http://www.interpol.int/>

Legal Basis:

[ICPO-Interpol Constitution and General Regulations](#)

3.4.4. NATO – Euro-Atlantic Disaster Response Centre (EADRCC)

Contact:

Euro-Atlantic Disaster Response Coordination Centre; NATO Headquarters
Building V, Office V 119; Boulevard Leopold III; B-1110 Brussels, Belgium

Phone: +32 2 707 2670

Fax: +32 2 707 2677 e-mail: info.eadrcc@hq.nato.int

Activities:

The Euro-Atlantic Disaster Response Coordination Centre (EADRCC), will, in case of natural or technological disasters, within the EAPC geographical area:

- inform the Secretary General of the NATO and through him the EAPC as well as the Senior Civil Emergency Planning Committee about disasters in EAPC countries and requests for international assistance;
- coordinate the response to disasters within the EAPC area upon request of the stricken country;
- promote EAPC countries participation in the non-standing EADRU;
- act as an information-sharing tool for EAPC nations on disaster assistance.

All those tasks are performed in close cooperation with the UN-OCHA.

Purpose:

focal point for coordinating disaster relief efforts of the 46 EAPC nations in case of natural or technological disasters within the EAPC geographical area

Members:

Albania, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bulgaria, Canada, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Republic, Latvia, Lithuania, Luxembourg, Moldova, Netherlands, Norway, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tajikistan, the former Yugoslav Republic of Macedonia, Turkey, Turkmenistan, Ukraine, United Kingdom, United States, Uzbekistan

Link:

<http://www.nato.int/eadrcc/>

Legal Basis:

The establishment of the EADRCC was endorsed by EAPC Ministers on 29th May 1998, it was inaugurated on 3rd June 1998

3.4.5. Organisation for the Prohibition of Chemical Weapons (OPCW)**Contact:**

OPCW Headquarters:	Assistance and Protection:	International Cooperation
Johan de Wittlaan 32; 2517	Phone: +31 70 416 3555	Phone: +31 70 416 3218
JR - The Hague;	Fax: +31 70 416 3209	Fax: +31 70 416 3279
The Netherlands	e-mail:	e-mail: intcoopbr@opcw.org
Phone: +31 70 416 3300	emergassistbr@opcw.org	
Fax: +31 70 306 3535		

Activities:

Under the terms of the Convention, the OPCW undertakes many activities all over the world, including:

- working to convince those countries in the world that have not yet done so to [join the Convention](#);
- checking and confirming the [destruction](#) of existing chemical weapons;
- monitoring certain activities in the chemical [industry](#) to reduce the risk of commercial chemicals being misused for weapons purposes;
- providing [assistance and protection](#) to member countries if they are attacked or threatened with attack by chemical weapons, including by terrorists; and
- promoting [international cooperation](#) for the peaceful uses of chemistry.

Purpose:

The OPCW plays an important role in limiting the methods of war by [getting rid](#) of one of the most horrible weapons and working towards the complete elimination of an entire category of weapons of mass destruction.

The OPCW is an independent international organisation, working in the interests of its Member States. The OPCW cooperates with the United Nations.

Participants:

Status of participation in the Chemical Weapons Convention as at 25 March 2006: 178 States, Parties

Link:

<http://www.opcw.org/>

Legal Basis:

Established in 1997 by the countries that have joined the CWC

3.4.6. *UN- Office for the Coordination of Humanitarian Affairs (OCHA)*

Contact:

Geneva

Mr. Kasidis Rochanakorn

Director, Office for the Coordination of

Humanitarian Affairs (OCHA) - Geneva

Palais des Nations; 8-14 avenue de la Paix,

CH-1211 Geneva 10

Phone: +41 (0) 22 917 1234

Fax: +41 (0) 22 917 0020

e-mail: ochagva@un.org

Brussels

OCHA Liaison Officer in Brussels

(at present vacant)

Activities:

Humanitarian coordination is based on the belief that a coherent approach to emergency response will maximize its benefits and minimize its potential pitfalls - in short, that the whole will be greater than the sum of its parts.

Through approved structures and policies set out by the Inter-Agency Standing Committee, OCHA carries out its coordination role by:

- Developing common strategies
- Assessing situations and needs
- Convening coordination forums
- Mobilizing resources
- Addressing common problems
- Administering coordination mechanisms and tools

Member States:

193 Member States of the United Nations, including all countries that are members of the European Union.

OCHA-Country-Offices:

Angola, Burundi, Chad, Colombia, Democratic People's Republic of Korea, Democratic Republic of the Congo, Eritrea, Ethiopia, Guinea, Haiti, Indonesia, Iran, Liberia, occupied Palestinian territory, Pakistan, Russian Federation, Serbia and Montenegro, Sierra Leone, Somalia, Sri Lanka, Sudan, Tajikistan, Uganda, Zimbabwe

Link:

<http://ochaonline.un.org/>

Legal Basis:

In particular General Assembly resolutions 46/182 of 19 December 1991 and 57/150 of 16 December 2002

3.4.7. *World Health Organisation (WHO)*

Contact:

WHO headquarters

Avenue Appia 20; 1211 Geneva 27

Switzerland

Phone: + 41 22 791 21 11

Fax: + 41 22 791 3111

Telex: 415 416

Purpose:

WHO's objective, as set out in its Constitution, is the attainment by all peoples of the highest possible level of health. Health is defined in WHO's Constitution as a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

Member States:

WHO has 192 Member States, including all UN Member States except Liechtenstein, and 2 non-UN-members, Niue and the Cook Islands. Territories that are not UN Member States may join as Associate Members (with full information but limited participation and voting rights) if approved by an Assembly vote: Puerto Rico and Tokelau are Associate Members. Entities may also be granted observer status - examples include the PLO and the Vatican. Taiwan is campaigning for observer status, against the opposition of China which is already a WHO member and sees Taiwan as part of China.

Link:

<http://www.who.int/en/>

REFERENCE DOCUMENT LIST

- The Hague Programme: Strengthening Freedom, Security and Justice in the European Union (2005/C 53/01)
Point 2.4 Management of Crisis within the European Union with cross-border effects
To see document: click [here](#)
- EU emergency and crisis co-ordination arrangements
15106/05, Limite, CAB 48, JAI 469, PROCIV 194
- Reinforcing the EU's emergency and crisis response capacities
5228/06, Limite, CAB 1, PESC 21, JAI 12, PROCIV 2
- Interim EU emergency and crisis coordination arrangements in Brussels
8380/06, Limite, CAB14, JAI 176, PROCIV 64
- Emergency and crisis coordination arrangements in Brussels (CCA)
- Internal GSC standard operating procedures (SOPs)
8888/07, LIMITE, CAB 18

ABBREVIATIONS

ADMIN	Administration
ADNS	Animal disease notification system
ARGUS	The general rapid alert system of the commission
AT	Austria
ATM	Air Traffic Management
AU	African Union
BdL	Bureaux de Liaison
BE	Belgium
BG	Bulgaria
BICHAT	Rapid alert system in case of biological and chemical threat
CBRN	Chemical, biological, radiological or nuclear
CCA	Crisis co-ordination arrangements
CCC	Crisis Coordination Committee
Chem	Chemical
CIS	Customs Information System
COREPER	Comité des représentants permanents, Permanent Representatives Committee
CORTESY	Correspondance Européenne Terminal System
CT	Counter Terrorism
CWC	Chemical Weapons Convention
CY	Cyprus
CZ	Czech Republic
DE	Germany
DG	Directorate General
DK	Denmark
DM	Duty Manager
DO	Duty Office(r)
DPKO	Department of Peacekeeping Operations
DS	The Commission's Security Office
EADRCC	Euro-Atlantic Disaster Response Coordination Centre

EADRU	Euro-Atlantic Disaster Response Unit
EAPC	Euro-Atlantic Partnership Council
EC	European Commission
ECDC	European Centre for Disease Prevention and Control
ECHO	European Community Humanitarian Aid Office
ECURIE	European community urgent radiological information exchange
EE	Estonia
EEA	European Economic Area
EFTA	European Free Trade Association
EISS	European Influenza Surveillance Scheme
EJN	European Judicial Network
EP	European Parliament
EPPO	European and Mediterranean Plant Protection Organisation
ERP	European Response Procedures
ES	Spain
ESDP	European Security and Defence Policy
EU	European Union
EUROPHYT	European Phytosanitary network
EWRS	Early Warning and Response System
FI	Finland
FR	France
FYROM	Former Yugoslav Republic of Macedonia
GPSD	General Product Safety Directive
GR	Greece
HU	Hungary
IAEA	International Atomic Energy Agency
ICMA	Integrated crisis management arrangement
IE	Ireland
IFRC	International Federation of Red Cross and Red Crescent Societies
IS	Iceland
IT	Italy
JHA	Justice and Home Affairs
JLS	Justice, freedom and security

LEN	Law Enforcement Network
LI	Liechtenstein
LT	Lithuania
LU	Luxembourg
LV	Latvia
MIC	Monitoring and Information Centre of Civil Protection
MS	Member State(s)
MT	Malta
NATO	North Atlantic Treaty Organisation
NL	Netherlands
NO	Norway
OCHA	Office for the Coordination of Humanitarian Affairs
OPCW	Organisation for the Prohibition of Chemical Weapons
OSCE	Organisation on Security and Cooperation in Europe
PermRep	Permanent Representation
PL	Poland
POC	Point of Contact
PT	Portugal
RAPEX	Rapid Alert System for Non-Food Products
RAS	rapid alert systems
RASFF	Rapid alert system for food and feed
RDRA	Regional Disaster Response Advisor
RO	Romania
SANCO	Health and Consumer Affairs
SE	Sweden
SE Asian	South-East Asian
SG/HR	Secretary-General/ High Representative
SI	Slovenia
SitCen	EU Joint Situation Centre
SK	Slovak Republic
SOP	Standing / Standard Operating Procedure

TAXUD	Taxation and Customs Union DG
TEC	Treaty establishing the European Communities
TREN	Transport and Energy
UK	United Kingdom
UNICEF	United Nations Children's Fund
WHO	World Health Organisation
