

STN P	Tiesňové komunikácie (EMTEL) Požiadavky na komunikáciu orgánov/organizácií s jednotlivcami, skupinami alebo širokou verejnosťou počas núdzových situácií	STN P ETSI TS 102 182 V1.5.1 87 2182
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Emergency Communications (EMTEL); Requirements for communications from authorities/organizations to individuals, groups or the general public during emergencies

Táto norma obsahuje anglickú verziu európskej normy.

This standard includes the English version of the European Standard.

Táto norma bola oznámená vo Vestníku ÚNMS SR č. 06/25

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**Emergency Communications (EMTEL);
Requirements for communications from
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Foreword

This Technical Specification (TS) has been produced by ETSI Special Committee Emergency Communications (EMTEL).

The present document is the third of a set of deliverables covering the communication needs of individuals and authorities in emergency situations, as identified below:

- ETSI TR 102 180 [i.3]: "Emergency Communications (EMTEL); Basis of requirements for communication of individuals with authorities/organizations in case of distress (Emergency call handling)";
- ETSI TS 102 181 [i.12]: "Emergency Communications (EMTEL); Requirements for communication between authorities/organizations during emergencies";
- **ETSI TS 102 182: "Emergency Communications (EMTEL); Requirements for communications from authorities/organizations to individuals, groups or the general public during emergencies"**;
- ETSI TR 102 410 [i.1]: "Emergency Communications (EMTEL); Basis of requirements for communications between individuals and between individuals and authorities whilst emergencies are in progress".

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Introduction

Recent world events have created a heightened social focus on public protection and general public safety. Actions such as the Universal Service Directive requiring the European emergency call number (112) to be enhanced with the provision of caller location and the Seveso II Directive aimed at the prevention of major accidents involving dangerous substances highlight this focus. Special consideration may have to be given to the elderly, the disabled and the young people. An annotated bibliography of documents dealing with human factors can be found in ETSI SR 001 996 [i.4].

The provision of effective communication is one of the most important duties of a public authority towards its citizens. An important component required to meet this duty is the ability for Authorities to communicate with citizens during times of emergency. Authorities and emergency response teams need to warn and inform the public in times of crisis and therefore is required to have effective, high quality communication methods and systems to meet this need.

The responsibility for emergency response or disaster-related communications is addressed differently from country to country. In most cases, the parties responsible for warning and informing the public follow the country's administrative structures with coordinators at both the local and national levels, as well as across multiple disciplines and departments.

The present document catalogues the requirements on warning and informing the public as seen by the Emergency Services Community and looks at the technologies and methods available to do this, and also addresses IoT devices that act upon receiving a (specific) warning message.

1 Scope

The present document gives an overview of the requirements for communication from authorities/organizations to citizens in all types of emergencies. It collects operational and organizational requirements as a basis for a common notification service, including targeting of the area to be notified. Although many of the requirements relate to national public policies and regulation, there are a number of service and technical aspects which are better dealt with on the European level to ensure harmonized access and services over Europe and service effectiveness through increased user awareness by using standardized solutions.

The present document also collects already established requirements for notification and gives guidance on how to find the standardization work published or ongoing. The document identifies the areas needing particular attention from the experts and refers to identified documents in preparation in SDOs.

The present document is a collection of technical requirements and recommendations.

The present document is applicable to ETSI technical bodies for defining of services and specifying technical solutions.

It is clear that the present document will not present a solution for every scenario.

2 References

2.1 Normative references

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the referenced document (including any amendments) applies.

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- | | |
|------|---|
| [1] | Void. |
| [2] | Void. |
| [3] | Void. |
| [4] | Void. |
| [5] | Void. |
| [6] | Void. |
| [7] | Void. |
| [8] | Void. |
| [9] | Void. |
| [10] | Void. |
| [11] | Void. |
| [12] | Recommendation ITU-T X.1303bis: "Common alerting protocol (CAP 1.2)". |
| [13] | Void. |

- [14] ETSI TS 103 645: "CYBER; Cyber Security for Consumer Internet of Things: Baseline Requirements".

2.2 Informative references

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The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

- [i.1] ETSI TR 102 410: "Emergency Communications (EMTEL); Basis of requirements for communications between individuals and between individuals and authorities whilst emergencies are in progress".
- [i.2] Void.
- [i.3] ETSI TR 102 180: "Emergency Communications (EMTEL); Basis of requirements for communication of individuals with authorities/organizations in case of distress (emergency call handling)".
- [i.4] ETSI SR 001 996: "Human Factors (HF); An annotated bibliography of documents dealing with Human Factors and disability".
- [i.5] Cheshire Fire and Rescue Service: "In case of Emergency".
- [i.6] Cheshire Fire and Rescue Service: "Media Plan for Major Incidents".
- [i.7] ETSI TR 103 582: "EMTEL; Study of use cases and communications involving IoT devices in provision of emergency situations".
- [i.8] Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code; published in the Official Journal L321.
- [i.9] ETSI EN 300 401: "Radio Broadcasting Systems; Digital Audio Broadcasting (DAB) to mobile, portable and fixed receivers".
- [i.10] ETSI EN 300 468: "Digital Video Broadcasting (DVB); Specification for Service Information (SI) in DVB systems".
- [i.11] UK Civil Contingency Act 2004, chapter 36.

NOTE: Available at <http://www.legislation.gov.uk/ukpga/2004/36/contents>.

- [i.12] ETSI TS 102 181: "Emergency Communications (EMTEL); Requirements for communication between authorities/organizations during emergencies".
- [i.13] Recommendation ITU-T E.106: "International Emergency Preference Scheme (IEPS) for disaster relief operations".
- [i.14] Recommendation ITU-T E.105: "International telephone service".
- [i.15] World Telecommunication Development Conference 1994 (WTDC-94): "Resolution No.7, Disaster Communications".

NOTE: Available at https://www.itu.int/en/ITU-D/Documents/WTDC_1994_FINAL_REPORT.PDF.

- [i.16] ETSI TS 123 246: "Universal Mobile Telecommunications System (UMTS); LTE; Multimedia Broadcast/Multicast Service (MBMS); Architecture and functional description (3GPP TS 23.246)".