



# The 112 champion's charter

## Summary

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## Introduction

The present document gives an overview of the role and means of action for national 112 champions. It will be updated on the basis of experience and the day-to-day development of the activity of the EENA at national level.

## Why a national 112 champion?

- Humanitarian. Security and safety of the citizen is becoming more and more important in European countries. Victims of accidents (traffic, home and leisure, workplace) and of social risks (attacks, car-jackings, home-jackings, terrorism) have the right to be rapidly taken care of – an efficient service for dealing with emergency calls can reinforce the feeling of safety of citizens at home and when on the move.
- Technological. The upgrading and modernisation of 112 call centres to take into account caller location and to ensure an efficient service to citizens, represents an opportunity of specialised firms to develop know-how in view of its export at European and world level.
- Economical. An efficient service for dealing with emergency calls may be a competitive advantage for regions accepting big numbers of tourists, regions that are the first to suffer in case of terrorist or health threats. Additionally, efficient 112 call centres can help reduce social security and insurance costs by ensuring the quick treatment of victims and the reduction of serious long term consequences of the health of victims («golden hour»).
- Organisational. The effective follow-up of the introduction of the 112 in the 25 Member States of the EU, from a central point in the EENA headquarters in Brussels is not feasible. National 112 champions can have a better view of national characteristics and idiosyncrasies and could act in the local language and in a way that takes into account national susceptibilities.

## Objectives of national 112 champions

- Information (of citizens, of politicians, of emergency services, of commercial companies, of consumer associations, of victims' organisations etc.) about the 112 and the EENA through the means of action mentioned below.
- Membership. Help increase the EENA membership and more importantly the debate on the implementation of the 112.
- Follow-up of the implementation of the 112 in the country of the national champion, to ensure a better intervention of the EENA at the EU Institutions.

## Means of action

In addition to the EENA activities at central level, national 112 champions, and in co-ordination with the EENA headquarters, plan and organise and/or participate to the following:

- Local events. Lunch-debates, speeches, campaigns in schools etc.
- Publication of articles in local press, radio and TV interventions, letters to the editors of newspapers in response to articles on emergencies and emergency numbers, etc.)
- Issue press releases on major issues related with the 112 and the emergency services.



- Other promotional activities.
- Report back on all national activities concerning the (European and the national) emergency numbers.

### **Main points for Champions**

- Use EENA logo. The original EENA logo must be used in every paper document or by Internet on local website, or in any campaign held at national level, the use must be done as indicated on attachment n°1.  
Close all interventions and correspondence (written or e-mails) with a reference to the EENA and its web site.
- Translate the main information and interesting documents that EENA will publish at the central website or available on request. Press release or document translations may be required in order to reach more people through your national mass-media.
- Support a national website. This will be done through the European website [www.eena.org](http://www.eena.org). Champions job on the web is to create a link between EENA web site and your national situation, this is because in Europe civil protection and telecommunications are so different from state to state and EENA cannot have the same knowledge you have about national 112 issues.

Two websites levels will be available with your support:

- Central EENA website will contain information useful for all European EENA members and interested people; in this case your support to give EENA a feedback about 112 situation, constantly updated, is welcomed.
- National EENA website have the mission to refer to national legislation and situation about 112 in order to be more close to people interested in EENA and 112 in your country.  
You may make available documents of EENA (or legislation) translated in your national language.

To buy a national website could be useful (like [www.112.xx](http://www.112.xx)), but EENA is also considering to use a European web site, which could host national web sites.

- Central 112 Champions Committee. National 112 champions are part of the 112 Champions Committee within EENA. The 112 Champions committee will discuss at European level the action to be done by EENA and meetings may be held in Brussels, or other places, but also audio-conference and internet discussion groups.
- Disseminate information on the 112 to:
  - the emergency services: reach the emergency services and their organization to introduce them EENA and 112 European Directive in order to let them better understand that a single number will help and will not reduce their efforts.
  - the press: built a press channel where to communicate international press release or national, in order that EENA become a official organization that is following the institution of 112 in Europe.
  - the politicians: make all possible efforts to reach and explain to national, European and regional politicians the 112 necessary action at all levels to make 112 available and technologically advanced in order to save lives. Let them know about eCall, e112 localization and organization/collaboration of PSAPs.
  - the citizen: do all possible actions to obtain citizen information and organize in partnership with other associations or institutions, campaigns to inform them.



- other associations and institutions: build a network with actual existing associations that may have the same targets as EENA.
- Transmit regular reports. Regular reports will be necessary in order to understand what is forecasted at national level and to exchange experiences between national Champions, in order to give them more support from other members of EENA, especially for new Champions.

### **National Membership**

The national membership will be open soon, EENA need to have the supports of all people or organizations interested in this issue.

We are thinking at the following membership:

- Interested people to EENA activity: They are citizens, people working in PSAPs or in the emergency field that are interested about EENA activity to support 112 Emergency Number.
- Organizations that recognize EENA support to 112 Emergency Number. They may help to reach common targets, like having the localizations at PSAPs and EV level, or training courses or congress.
  - Institutions. National or regional/local institutions interested in the added value of EENA, they may ask our support or evaluation activity for 112 Emergency Number introduction.
  - Companies. Partnership for common targets and economic support for national EENA activity or congress, but also organization of training and learning meetings.
  - Others. May be press or interested in EENA activity.

What we will offer for the membership:

- The membership fee will cover all the expenses that EENA and the national Champions have to support, as indicated:
  - Conferences
  - Leaflets and other material to improve the knowledge of 112 and EENA.
  - Champions travel expenses
  - Post and other small expenses
  - Web site costs

The membership must start with individuals and associations/organizations, we can decide not to ask for money to single persons and associations/not profit organizations. We may ask a different fee for companies and decide together for the institutions and press that could become free members for first year 2006.

We mainly want to build a net between people involved in the same field and to show that 112 Emergency Number could be technically feasible with a growth in efficiency for PSAPs and the final target to save lives.

The Challenge to build up a network across Europe between 112 workers, citizens, authorities and companies, is our mission in order to share competencies and make 112 better in the whole European Community.



## **Responsibility**

The responsibility connected to actions decided at EENA headquarters in Brussels are approved are cleared under the protection of the association.

Action decided at national level, or that done without central approval, is in the field of responsibility of each national Champion.

We underline the necessity to submit every crucial decision, like protests or strong action or press release, to our central 112 Champions Committee of EENA in Brussels, addressing requests to the President.

## **Association**

The legal address for our headquarters is as following:

**European Emergency Number Association - EENA112**  
**Avenue Louise, 262**  
**1050 Brussels**  
**Belgium**

Correspondence should be addressed to the above address and will be forwarded to the National Champions.

Our working language is English but official documents engaging the association have to be produced in French.

The EENA association does not have a commercial target, for this reason to become national Champion does not mean any contribution of money.

You may find national sponsors to support your activity or ask for foundations to contribute on projects.



**Use of the EENA logo:**

Correct use is as displayed above.

A sample of incorrect use is indicated below. The logo is registered by EENA.



INCORRECT USE  
(symbol cannot be divided)



INCORRECT USE  
(symbols must be showed in horizontal way)



INCORRECT USE  
(logo need to be showed with below the full name of the association)



INCORRECT USE  
(no national extension may be indicated)



INCORRECT USE  
(colours or shapes mast remain the original above)