

Importance of standardization in crisis management



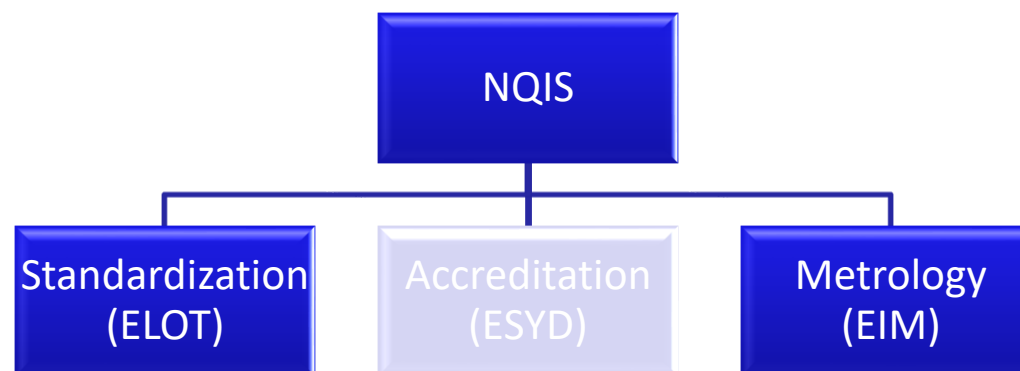
Dr. Fragkoulis D. Krokos
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NQIS

NQIS/ELOT – National Standardization Body

Evolution – Current Status

- ▶ Law 372/1976 – Establishment of ELOT – Hellenic Organization for Standardization (Legal Entity of Private Law)
- ▶ PD 155/1997 - ELOT S.A.
- ▶ Law 4109/2013 – Establishment of ESYP – National Quality Infrastructure System - NQIS (Legal Entity of Private Law)

National Quality Infrastructure System (Law 4109/2013)



- ▶ ELOT, ESYP, EIM - decentralized autonomous operative units
- ▶ NQIS - supervised by the Minister of Economy, Development and Competitiveness

NQIS/ELOT – National Standardization Body

Scope

- ▶ The development, promotion and implementation of Standardization in Greece and activities that are related and derive from it

Activities

- ▶ elaboration and dissemination of standards and specifications
- ▶ provision of all forms of information services and education that fall within its scope and responsibilities
- ▶ realization of research activities and projects that fall within its scope and responsibilities
- ▶ establishment of conformity marks
- ▶ operation of notification procedures for draft Standards and Technical Regulations according to Directive 2015/1535/EU & WTO/TBT

ELOT – National Standardization Body

NQIS/ELOT – Membership



International Organization for Standardization (ISO)



International Electrotechnical Commission (IEC)



European Committee for Standardization (CEN)



European Committee for Electrotechnical Standardization (CENELEC)



European Telecommunications Standards Institute (ETSI)

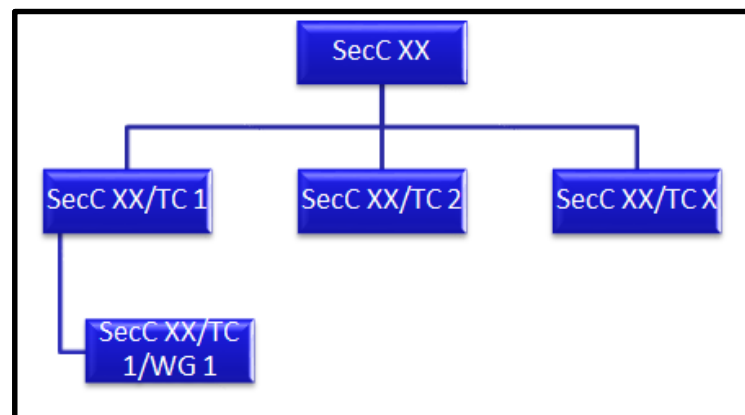
NQIS/ELOT – National Standardization Body

NQIS/ELOT – National Standardization System

Standardization Bodies

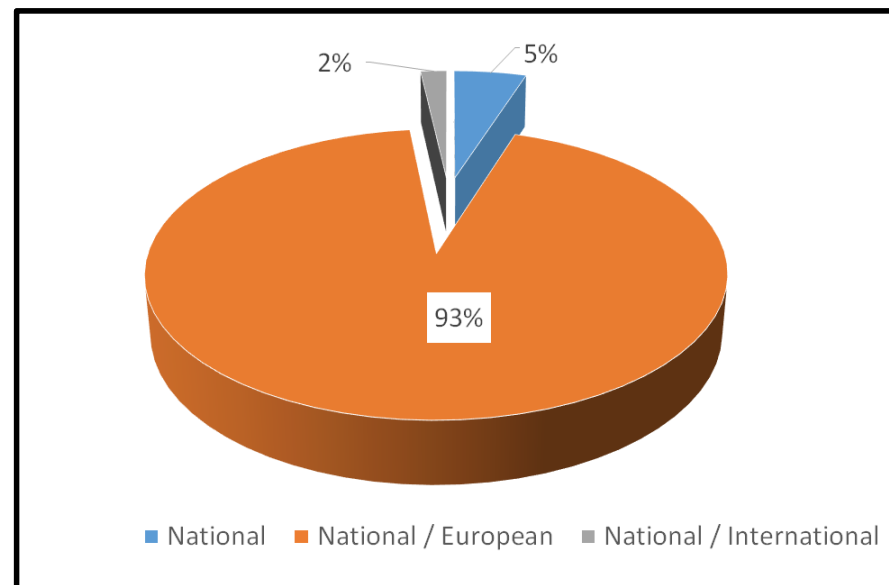
17 Sector Committees

More than 100 Technical Committees and Working Groups



Standardization Deliverables

- ▶ ca. 30.000 Standardization Documents
- ▶ ca. 95% of them are adoptions of International / European documents



National Standardization System

- ▶ The National Standardization System (NSS) promotes the public interest, enhances the competitiveness of national industry and contributes to a liberalized global trading system
- ▶ NSS comprises the forum for developing national positions, setting national (standardization) priorities and for providing stakeholders with strategic information related to the sector concerned
- ▶ The National Standards System is a **knowledge-based system**
- ▶ Standards are developed by technical experts, embody “best practices,” and are vehicles for information exchange and technological diffusion
- ▶ The standards-development process relies upon information and knowledge to perpetuate itself and to advance the goals and objectives of those who participate in it
- ▶ The National Standardization Body (NSB) has the unique role as the leading national organization to coordinate and promote voluntary consensus standards in the territory and to represent the nation in non-treaty international and regional standards-setting activities

Standardization & Standards

- ▶ Standards are documented agreements that contain technical specifications or other precise criteria that must be consistently used as rules, guidelines, or feature definitions to ensure that materials, products, processes, and services are appropriate for the intended purpose
- ▶ The real value of standards lies in the fact that they are not imposed by an external body
- ▶ They are developed by those who are directly affected by them based on the procedures they ensure
 - ▶▶ balanced representation of all interested parties
 - ▶▶ independence from own interests/ super partes
 - ▶▶ involvement of experts/scientists
 - ▶▶ open approach
 - ▶▶ transparency
 - ▶▶ cohesion
 - ▶▶ efficiency
 - ▶▶ consensus



Standards and Research & Innovation

- ▶ the diffusion of knowledge (technological or not) is an important factor (condition) for competitiveness
- ▶ the results of research / innovation acquire maximum economic value when they are effectively disseminated to the economy
- ▶ standards as a source of coded knowledge are the most valid "vehicle" for the dissemination of knowledge

Contribution of standards

- ▶ common language for new concepts, systems of measurement, comparisons, tests
- ▶ ensuring a high level of health, safety and environmental protection
- ▶ compatibility and interoperability
- ▶ acceptance of innovative product
- ▶ easier and faster access to markets worldwide
- ▶ facilitating networking and collaborations

Standards and Research & Innovation

European level – “Tools”

7.3.2023

EN

Official Journal of the European Union


L 69/63

RECOMMENDATIONS

COMMISSION RECOMMENDATION (EU) 2023/498

of 1 March 2023

on a Code of Practice on standardisation in the European Research Area




CEN-CENELEC

GUIDE

23

Research Consortium Bridge-
Addressing Research and
Innovation in European
Standardization activities and
deliverables

Edition 3, October 2020



CEN-CENELEC

GUIDE

39

The role of standards in
support of Technology Transfer

Edition 1, March 2022

Standardization & Crisis Management



Business Resilience in Crisis Situations – Contribution of Standards

- ▶ standardisation in the area of business resilience
 - ▶▶ overview to specific standards relevant to business resilience
 - ▶▶ recommendations to promote the development and implementation of standards for increasing business resilience

Standardization & Crisis Management



Protecting our society

ISO's crisis management approach to all hazards

by Krister Kumlin

When I was asked to chair an ISO technical committee aimed at improving crisis management and business continuity capabilities, I had little knowledge of standardization issues, and even less of emergency management. But a lifelong career in the Swedish Foreign Service had given me experience of multilateral work, and tackling a new field of international negotiations struck me as an important task and an appealing challenge. After receiving assurances that I would be given all necessary expert support, I accepted the offer.

Five years later, I have little reason to regret that decision. Working with ISO/TC 223, *Societal security*, getting to know the people involved and gaining insights into the world of ISO have been highly rewarding. However, we have yet to deliver practical results.

A market need for standards

In response to the increase in man-made and natural catastrophes that occurred in the beginning of the century, ISO decided in 2004 to review its efforts in security. A number of countries had already developed or were in the process of elaborating national standards for societal security, and

there was a clear need to synchronize these efforts internationally.

Established in 2000 on a Russian initiative, ISO/TC 223 was found to be the natural vehicle. The failure of the international Arctic salvage operation of the atomic submarine *Kursk* had prompted Moscow to suggest that ISO help develop International Standards for emergency management.

After several years of inactivity, the responsibility of ISO/TC 223 was handed over to the Swedish Standards Institute (SSI). An early step in the committee's reactivation was its name change from *Civil defence* to the broader *Societal security*. We gradually discovered that the latter term is interpreted

differently in different parts of the world, but we decided to retain the title as long as there was a common understanding of the committee's scope of activities.

Addressing all hazards

ISO/TC 223 develops International Standards that aim to increase societal security, which means protection of society from and response to disruptive incidents, emergencies, and disasters caused by intentional and unintentional human acts, natural hazards and technical failures. An "all-hazards perspective" covers adaptive, proactive and reactive strategies before, during and after a disruptive incident. Societal security is a multi-disciplinary field involving actors from the public and private sectors, including not-for-profit organizations.

Work on ISO/TC 223 began with considerable optimism. Our plan was to build on the five major works on emergency management already in existence from Australia, Israel, Japan, the UK and the USA. Representatives of these countries agreed to elaborate a common approach based on their respective national documents.

In purely technical terms this "best of five" approach was highly successful. By

European / International Technical Committees

- ▶ ISO/TC 292 - Security and resilience
 - ▶▶ ISO/TC 292/WG 1 - Terminology
 - ▶▶ ISO/TC 292/WG 2 - Continuity and organizational resilience
 - ▶▶ ISO/TC 292/WG 3 - Emergency management
 - ▶▶ ISO/TC 292/WG 5 - Community resilience
 - ▶▶ ISO/TC 292/WG 9 - Crisis management
 - ▶▶ ISO/TC 292/WG 10 - Preparedness
- ▶ CEN/TC 391 - Societal and Citizen Security
 - ▶▶ CEN/TC 391/WG 3 - Crisis management/civil protection

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European / International Standards

A. Terminology / Semantics / Communication

- ▶ EN ISO 22300:2021 - Security and resilience - Vocabulary (ISO 22300:2021)
- ▶ CWA 17335:2018 - Terminologies in crisis and disaster management
- ▶ CWA 17513:2020 - Crisis and disaster management - Semantic and syntactic interoperability
- ▶ ISO 22396:2020 - Security and resilience — Community resilience — Guidelines for information exchange between organizations
- ▶ ISO/TR 22351:2015 - Societal security — Emergency management — Message structure for exchange of information

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European / International Standards

B. Concepts, Framework, Principles

- ▶▶ ISO/TR 22370:2020 - Security and resilience — Urban resilience — Framework and principles
- ▶▶ ISO/TS 22360:2024 - Security and resilience - Crisis management - Concept, principles and framework

Standardization & Crisis Management

European / International Standards

C. Management - Business continuity

- ▶▶ EN ISO 22301:2019 - Security and resilience - Business continuity management systems - Requirements (ISO 22301:2019)
- ▶▶ EN ISO 22313:2020 - Security and resilience - Business continuity management systems - Guidance on the use of ISO 22301 (ISO 22313:2020)
- ▶▶ ISO/TS 22330:2018 - Security and resilience — Business continuity management systems — Guidelines for people aspects of business continuity
- ▶▶ ISO/TS 22331:2018 - Security and resilience — Business continuity management systems — Guidelines for business continuity strategy
- ▶▶ ISO/TS 22332:2021 - Security and resilience — Business continuity management systems — Guidelines for developing business continuity plans and procedures

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European / International Standards

C. Management - Crisis

- ▶▶ EN ISO 22361:2022 - Security and resilience - Crisis management - Guidelines (ISO 22361:2022)
- ▶▶ CWA 17514:2020 - Systematic assessment of innovative solutions for crisis management - Trial guidance methodology

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European / International Standards

C. Management - Emergency

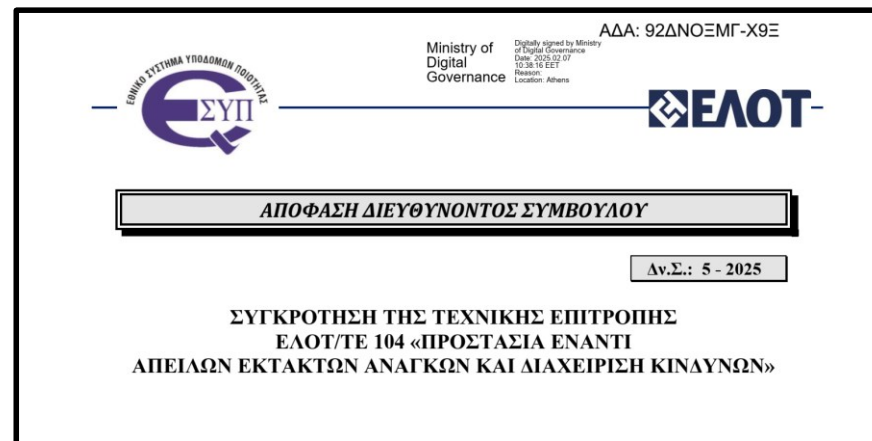
- ▶▶ ISO 22320:2018 - Security and resilience — Emergency management — Guidelines for incident management
- ▶▶ ISO 22322:2022 - Security and resilience — Emergency management — Guidelines for public warning
- ▶▶ ISO 22326:2018 - Security and resilience — Emergency management — Guidelines for monitoring facilities with identified hazards
- ▶▶ ISO 22328-1:2020 - Security and resilience — Emergency management — Part 1: General guidelines for the implementation of a community-based disaster early warning system
- ▶▶ ISO/TS 31050:2023 - Risk management — Guidelines for managing an emerging risk to enhance resilience

Standardization – National Level

ELOT/TC 104 Protection against threats, emergencies and risk management

Mirror committee

- ▶▶ CEN/TC 391 - Societal and Citizen Security
- ▶▶ CEN/TC 439 - Private security services
- ▶▶ ISO/TC 262 - Risk management
- ▶▶ ISO/TC 292 - Security and resilience



Importance of standardization in crisis management



Thank you for your attention !!!