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English version

Terminologies in crisis and disaster management

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European foreword

CWA 17335 was developed in accordance with CEN-CENELEC Guide 29 'CEN/CENELEC Workshop Agreements – The way to rapid agreement' and with the relevant provision of CEN/CENELEC Internal Regulations – Part 2. It was agreed on 2017-03-01 in a workshop by representatives of interested parties, approved and supported by CEN following a public call for participation made 2017-01-27. It does not necessarily reflect the views of all stakeholders that might have an interest in its subject matter.

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Introduction

In crisis and disaster management two factors contribute to success:

- a) having the appropriate resource available in an adequate time, at the right location and
- b) the action of applying clear authority, communications and directives.

In all cases, precise and clear communication is critical. Experiences of managing large scale crisis and disasters [1] show that not only language barriers, but also differences in the organisation, practices, tools and resources of disaster risk management create potential for miscommunication. Moreover, use of different terms for the same parameters hampers effective information exchange. In order to provide a contextual¹ enriched overview on terms and definitions published by different type of organizations such as a standardization organization or the United Nations, this document was developed as a basis for a common reference vocabulary.

The CWA covers selected key terminologies used by actors during crisis and disaster management for describing needs, actions, situations, tools, missions, resources and any other goods or services needed in large-scale multi-agency and/or transnational disaster risk management.

The intended users of the CWA results are authorities, statutory emergency agencies and other practitioners within the field of disaster risk management, including non-governmental agencies, researchers in disaster and emergency management and the public. Each of these prospective beneficiaries may find some parts more useful than others.

The CWA provides methodologies for comparison of the definitions of terms and the scope of the related source (e. g. terminology standard). It is not a purpose of the CWA to prioritize terms or definitions for one group of users or another.

The analysis of the scope is imperative, because it can lead to misleading conclusions in case a definition is analysed without taking the context of the related source into account. The context of a terminology is typically described in the scope of such documents; the lack of context of a terminology is a limitation hampering its application.

Reference to existing standards (i.e. local, regional, European and international) is given where appropriate.

The CWA represents a best-effort attempt to compile a representative list of terms, taxonomies and definitions that are used and applied in the domains of crisis and disaster management, including social safety, natural disasters, man-made disasters, risk analysis, preparedness, response and recovery. However, the CWA does not intend to provide a complete compilation of existing terms, taxonomies and definitions.

This CWA has limitations and does not address issues of cyber-security, counter-terrorism, border control, critical infrastructure protection directly. Some of the results can eventually be applied to those domains, but not as a primary application area.

The CWA is expected to be used for the improvement of the quality and efficiency of communication between actors in crisis and disaster management, independently of the communication channel being used.

Typical scenarios, where the results of the CWA might be used, include the need for information exchange between the many diverse stakeholders involved or between formal response agencies.

¹ Contextual means provision of information on the source of the data (e.g. ISO, UN, DIN), intended user group (e.g. first responders, CI operators) and area of application (e.g. natural disasters, large scale accidents).

Such communication may take the form of conversations between individuals in groups or of data exchange implemented by computers (and, in general, IT systems).

This CWA was initiated by the FP7 projects EPISECC (Establish Pan-European Information Space to Enhance Security of Citizens, focused on response phase), SecInCoRe (Secure Dynamic Cloud for Information, Communication and Resource Interoperability based on Pan-European Disaster Inventory, focused on preparedness phase), DRIVER+ (Driving Innovation in Crisis Management for European Resilience), SECTOR (Secure European Common Information Space for the Interoperability of First Responders and Police Authorities) and REDIRNET (Emergency Responder Data Interoperability Network), and supported by the FP7 project CONCORDE (Development of Coordination Mechanisms During Different Kinds of Emergencies).

1 Scope

This CEN Workshop Agreement analyses definitions of terms used in crisis and disaster management as well as the scopes of the related source.

Both scopes and definitions from different sources are compiled and compared regarding several aspects such as their context and envisaged audience. Sources could be a terminology standard or web services.

The focus is set in responses to large scale critical events. Small scale incidents managed by daily routine processes of stakeholders are also covered but are not the main focus of this CWA. Selected terminologies predominantly from the domains crisis and disaster management are used for the analysis and are included in the document.

The CEN Workshop Agreement includes terminologies and taxonomies, but no ontologies.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

3.1

crisis

unstable condition involving an impending abrupt or significant change that requires urgent attention and action to protect life, assets, property or the environment

[SOURCE: ISO 22300:2018, 3.59]

3.2

definition

representation of a concept by a descriptive statement which serves to differentiate it from related concepts

[SOURCE: ISO/IEC TR 20943-6:2013, 3.1.7]

3.3

disaster

situation where widespread human, material, economic or environmental losses have occurred which exceeded the ability of the affected organization, community or society to respond and recover using its own resources

[SOURCE: ISO 22300:2018, 3.69]

3.4

ontology

specification of concrete or abstract things, and the relationships among them, in a prescribed domain of knowledge