
**Security and resilience — Emergency
management — Guidelines for public
warning**

*Sécurité et résilience — Gestion des situations d'urgence — Lignes
directrices relatives aux mises en garde de la population*



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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Public warning system	1
4.1 General	1
4.2 Design the framework	2
4.2.1 General	2
4.2.2 Hazard monitoring function	3
4.2.3 Warning dissemination function	3
4.2.4 Responsibility for authorizing public warning	3
4.3 Identify public warning objectives	4
4.4 Implement the public warning process	4
4.5 Evaluate and improve	4
5 Public warning process	4
5.1 General	4
5.2 Hazard monitoring process	5
5.2.1 Identify the hazards to be monitored	5
5.2.2 Monitor the hazards	6
5.2.3 Identify the area to receive the public warning	6
5.2.4 Communicate status updates	6
5.3 Operational decision-making	6
5.4 Warning dissemination process	6
5.4.1 General	6
5.4.2 Capturing of the characteristics of the area to receive the public warning	7
5.4.3 Specify information content	7
5.4.4 Select warning methods	8
5.4.5 Disseminate public warning	8
5.5 Human factor considerations	9
Annex A (informative) Relationship between alert and notification in public warning	10
Annex B (informative) Public awareness	11
Bibliography	12

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 292, *Security and resilience*.

This second edition cancels and replaces the first edition (ISO 22322:2015), of which it constitutes a minor revision.

The changes are as follows:

- the title has been updated;
- references to guidance in other relevant standards have been added;
- the Bibliography has been updated.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Disasters, terrorist attacks and other major incidents need an effective incident response in order to save lives, mitigate harm and damage. Emergency response organizations need to respond quickly to a developing emergency situation. Time to communicate is limited and often a specific message involving practical action is to be disseminated to a large group. Simple procedures that send the message efficiently and create the desired response can save lives, protect health and prevent major disruptions.

The protection of people at risk from harm is an important part of an incident response. Public warning enables response organizations to alert their responders and allows people at risk to take safety measures to reduce the impact of incidents. Effective public warning consisting of alert and notification can prevent panic reactions and support response organizations in optimizing their responses and mitigating the impact.

Effective incident response needs a structured and pre-planned public warning. Public warning is based on two functions: hazard monitoring and warning dissemination. It is also necessary to establish a mechanism for risk identification, hazard monitoring, decision-making and warning dissemination, and to evaluate and improve.

Security and resilience — Emergency management — Guidelines for public warning

1 Scope

This document gives guidance on developing, managing and implementing public warning before, during and after incidents.

This document is applicable to any organization responsible for public warning. It is applicable at all levels, from local up to international.

Before planning and implementing the public warning system, the risks and consequences of potential hazards are assessed. This process is not part of this document.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 22300, *Security and resilience — Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 22300 apply.

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

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

4 Public warning system

4.1 General

The organization should establish, document, implement, maintain and continually improve a public warning system (see [Figure 1](#)) based on a public warning policy.

NOTE 1 This document does not describe the public warning policy.