
**Societal security — Emergency
management — Guidelines for public
warning**

*Sécurité sociétale — Gestion des urgences — Mises en garde de la
population*



This document is a preview generated by ERS



COPYRIGHT PROTECTED DOCUMENT

© ISO 2015, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Public warning system	2
4.1 General.....	2
4.2 Design the framework.....	3
4.2.1 General.....	3
4.2.2 Hazard monitoring function.....	3
4.2.3 Warning dissemination function.....	4
4.2.4 Responsibility for authorizing public warning.....	4
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	5
5.1 General.....	5
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.....	7
5.4.1 General.....	7
5.4.2 Identify 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.....	9
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 on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT), see the following URL: [Foreword — Supplementary Information](#).

The committee responsible for this document is ISO/TC 292, *Security*.

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 mitigate 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, warning dissemination, and to evaluate and improve.

Societal security — Emergency management — Guidelines for public warning

1 Scope

This International Standard provides guidelines for developing, managing, and implementing public warning before, during, and after incidents.

This International Standard 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, risks and consequences of potential hazards are assessed. This process is not part of this International Standard.

2 Normative references

ISO 22300, *Societal security — Terminology*

3 Terms and definitions

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

3.1 alert

part of *public warning* (3.7) that captures attention of first responders and *people at risk* (3.6) in a developing emergency situation

3.2 all clear

message or signal that the danger is over

3.3 hazard monitoring function

activities to obtain evidence-based information on hazards in a defined area used to make decisions about the need for *public warning* (3.7)

3.4 warning dissemination function

activities to issue appropriate messages for *people at risk* (3.6) based on evidence-based information received from the *hazard monitoring function* (3.3)

3.5 notification

part of *public warning* (3.7) that provides essential information to *people at risk* (3.6) regarding the decisions and actions necessary to cope with an emergency situation

3.6 people at risk

individuals in the area who may be affected by an incident