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MANUAL OF JOINT SYSTEM FOR RISK MANAGEMENT

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This companion is developed in enforcement of activity by **“Development and deployment of joint system for risk management and measure for human population protection in case of disaster and crisis on territory of communes Branistea and Brosteni in Romania and Boynitsa in Bulgaria”**, in implementation of project “Partnership in safety”, with Reference number:15.3.1.045, e-MS number ROBG-125, registration number at DBFP № 28289/09.03.2017g., funded of Interreg V-A Romania-Bulgaria Programme 2014-2020.



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1. COMMON APPLICATIONS

Joint system for risk management, described in this manual is product of the project for cross-border cooperation between municipality Boynitsa which is the Bulgarian partner by



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the project and the Romanian partners - communes Branistea and Brosteni. The system is part of the joint strategy for management risk in disasters and troubles.

Municipality Boynitsa is located in the northwest part of Republic Bulgaria. Municipalities Branistea and Brosteni are located in the southwest part of Republic Romanian. The relief of both municipalities is plane, terraced and semi-mountainous. The climate is Mediterranean, with warm to hot summers and cold and rainy winters. Density of population is average 1000 people for every municipality.

The Bulgarian partner by the project and the Romanian partner do not have common border, the two countries are divides from municipality Vidin in which is found the bridge of river Danube - Calafat through which is performs physically access.

Of the territory at municipalities Boynitsa, Branistea and Brosteni periodically emerge natural disasters from which the earthquakes, the snowfalls, the floods and fires are most frequent. The municipalities can be affected by accidents of a cross-border character (nature) as well by accidents in AEC Kozloduj. The Danube landslide area in which the municipalities are located, because of the erosion of the water along the bank (coast) on the Danube River is with huge concentration of landslide. The disasters and the troubles are in different potential to cause damages and to make impact into life and health on population.

The system for risk management is accepted as “developed tool” for joint identification of the risk, planning and implementation of measures for their management with main purpose, protection of life and assets of included municipalities.

In the system boundary of the risk management is developed concretes methods (procedures), plans and programs for joints actions in emergency/distress situations in which are deference with normative ant other demands operational procedures stakeholders.

System for management of the risk is included in so-called uninterrupted model which constantly making improvements which consists of planning, deployment in practice, implementation, observation, checkup, appreciation, maintenance and constantly making improvements on effectiveness on system of measures for actions in emergency/distress situations.

Manual of joint system risk management is basic document which consist management policy, aim and measures management, organizational structure and documented responsibilities and powers (in the organizational system boundary), preference to other document of the System.



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Main benefits of developed and introduced in the System are:

- Creation and continuously improvement of the conditions for life and activity in sustainable physical and social environment of communities in cross-border region;
- Organizing on joint events with representatives on three municipalities, of external experts, this including also scientists, engineers and entrepreneurs, for perception of experience and knowledge in the area of actions for rescue with possible emergency/distress situations;
- Minimization of danger for emergence of emergency/distress situations, threatening the life, the environment, the economic activity in region:
- Identification of weaknesses or vulnerable places, managing the risks and possibilities for taking effective actions;
- Enhancing of competence and prosperity on the administrative frames and performers;
- Enhancing of prosperity on population, this include the education of the young and teenage generation.

2. References

In development on this manual and documentation of system for risk management are made references to the inner and outer regulatory documents.

Outer regulatory documents can be: normative acts, standards and other.

Inner regulatory documents can be: procedures, plans, programs, operative documents and other.

When doesn't have reference into version or the coming of concrete documents, applies current version or last edition.

3. Terms, definitions and redundancies

Used terms and definitions:

Activities - Process or successive activities, used from the organization (or from the name of the organization), with the result of performance or maintenance of the performance of one or more products or services

Constantly of activities - Ability of organization to continue to delivers products or services of redefined acceptable level after incident.



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Incident - Situation which can be or maybe lead to interruption, loss, constantly situation/disaster or crisis

Stakeholder - Body and organization, which can be, to or to feel affected by action or decision of organization.

Objectives - Results which must to achieve (strategic, operational and other)

Policy - Aims and directions of organization, official sentence from her senior management.

Practice - Specific way for performing of activity or procedure.

Process - Interactions and connected with each other are activities by transformation of inner into outer records.

Risk - Rate of uncertain in relations on aims. Chance of conscience to harmful consequences for population, their property, economy and environment in result of danger and vulnerability of territory/object.

Analysis and assessment of the risk - Definition of crux and size of the risk as function of danger, vulnerable and chance.

Protection - Aggregation of activities, targeting guarantee of normal functioning on critical infrastructures with aim of repression, reduction, mitigation or neutralization of anxious, risk or their vulnerability.

Structure - Form of allocation the roles and responsibilities in one system for implementation of certain processes and activities.

Calamity - Significant distortion of normal functioning on the society, provoked from natural phenomena or/and from human activity and leading to negative consequences for life or health of the population, property, economy and environment, prevention, mastering and negotiation on which exceed capacity of the system for service of the usual activity by public protection.

Emergency situation - Every situation of determined territory in which can occurs need for providing to medical assistance which can't be submit in the frame of normal functioning to the system of health care on the territory of the habitat, municipality or province.

Organization of activity/process- Process by provision of interaction between separate elements of the system for performance or maintainer on activity or process.



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Voluntary formation -Formation for protection of population whose composition is filled in by Mayor of adequate municipality after decision of town council, which determines its membership. Recruitment by composition with announcement in funds for mass information or on spotlights in municipality.

Used abbreviations:

SRM/The System - System for risk management

NRM/MM - Manual for risk management/ manual for management

OP - Operational procedure

OD - Operational document

ARM - Authorized representative of management for system for risk management

Organization/s- Some or all of the municipalities in the range of system for risk management **DGFSP**- Director General for fire safety and protection of population

MVR- Ministry of Interior

4. STAKEHOLDERS

4.1. Stakeholders analysis

4.1.1. Identification, scope of activities and contacts

Stakeholders, connected with risk management, resp. (respectively) SRM can be inner and outer.

Inner stakeholders:

- product suppliers /service providers for ensuring safety;
- partners by performance of activities for protection;
- voluntary formation;
- ministries and other state institutions;
- oversight and control authorities;
- population of the territory in the included municipalities;
- The public- in Republic of Bulgaria, Republic of Romania and European Union.

Requirements of outer stakeholders are defined in European regulations, the national laws and regulations, in voluntary accepted for performance projects, contracts, agreements, standards and others, like it is applicable.

In cases, when outer performers are using for facilitation on the main activities by protection of the population in the three municipalities they are chosen each other before the agreed criteria and administrations of the municipalities in personal or through



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authorized representatives provide the management of the assigned processes for conformity with applicable requirements.

The species and nature of the management which applies to control of the process, assigned on the outer performer, is affected by factors, like:

- potentially impact of the assigned process over ability of the municipalities to control the relevant risk;
- rate, which control the process for risk management is distributed;
- The ability for achievement of the necessary effectiveness for risk management, through application of requirements for delivery on the products, documents and services from outer provider

The control of outer performers is produce through pre-written negotiation, continuous co-ordination of the activities, documented reporting and acceptance of the work done.

Inner stakeholders:

- the administration and the employees of the included administrative unit;
- Municipal compactor.

The requirements of inner stakeholders are defined I the documents in the SRM, about inner dispatching document, inner contracts, in one with their additions and others like it is applicable.

The requirements of stakeholders are reviewed at occurrence of significant changes in the inner and outer circumstances. The decisions are documentary in free form (protocol or others documents from meetings of the administrations of the three municipalities) and is performed after coordination of the legal and others experts for correspondence with applicable legislation.

The three of the municipalities maintain common list with stakeholders, scope of their activities and information for contact with every one of them (names, phone numbers, emails, addresses, electronic site and others).

Table with list of stakeholders and information for contact with them is presented in Application 1 of this Manual.

4.1.2. Stakeholders assessment



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At assessment of the stakeholders is accentuates from one side over influence which every one of them can provide property of the municipalities like influence generally and on “The Crisis” headquarters in particular for effective action in emergency/disastrous situations and from other side over rate of agency which municipal acts, resp. (respectively) idleness, would prove of the respective stakeholder.

Product suppliers /service providers for ensuring safety

Product suppliers /service providers for ensuring safety can be: emergency breakthrough group of distribution, ViK, Communications Company, an infrastructure manager projects, suppliers on products from need and others. In this cases from one side, suppliers work is connected with insurance of products and service (infrastructure, communications channels, transport, food, water and etc.), necessary for normal life for the people and also directly for implementation of rescue and restorative activities. From other side, unsatisfied municipalities programs and actions in emergency/disastrous situations could distort the normal operation of the equipment and to lead to complicating of the situation. The programs and actions in emergency/disastrous situations must be complied with basic communal suppliers (providers) -of current, water, channel service and communications service or information service, because so to speak, from one side of the barricade against eventually natural disaster.

Partners by performing of protection activities

Partners by performing of protection activities can be: Bulgarian Red Cross (BRC), rep. (respectively) teams of their colleagues in Romania, the Romanian national companies for work at disasters, forces and resources of forestry holdings, special medical teams from the region and others. The interaction with partners at performance of actions in emergency/disastrous situations is essential for effectiveness on this actions, for saving of life and health on population and performers in rescuing operations.

Voluntary formation

Voluntary formation, given that they are in advance composition from trained people, trained for actions at disastrous, accidents, crisis they are essential for rescuing and restorative work at occurred emergency.

Ministries and others public institutions

To the group of ministries and others public institutions are include: district management on DGFSP, district directorate of MVR and Ministry of the environment and climatic alteration in Romania, ministries and departments, providing structures for protection at disastrous. Actions of municipalities in particular and at performance of joint operations are basis on regulations, approved from executive power and in major part they are valid for almost every structures (governmental, municipality, private) and for the three municipality territories. The Planning and actions in emergencies mandatory assort with



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district administration, authorities of MVR and authorities for fire safety with aim lawfulness, practical utility and efficiency on salvage.

Oversight and control authorities

Oversight and control authorities can be: structures of European Funds, exercising control over performance of the program, agency for control of dams, Basin Directorate “Danube area”, authorized international institutions and others. The work of oversight and control authorities are connected with establishment of compliance with defined on regulations which according to this case can be from essential for working capacity of critical infrastructure element, for legality of the action of a giving form, for the valid of resource/es for observing and measure of indicators environment and others. Mentioned from this side can effects over ability of the community crisis headquarters for action in emergency situation and also over ability for identification and possibility for prediction of emergency.

Population of the territory in the included municipalities

Population of the territory in the included municipalities is basic focus of the system for risk management. Live and health saving on this population on practice, rationalizes the programs and acts of the municipalities in emergency/disastrous situations.

The public

Under the public here is understood stakeholder part of population in Republic of Bulgaria, Republic of Romania and European Union (EU) - participation in the financing and execution of the project for cross-border cooperation and others. Actions of the municipalities in emergency/disastrous situations could be affected close, relatives, colleagues, partners and other connected people on part of population in the two countries and on territory of EU. In this connect, information for occurred emergency must to be looked in more open scale from every local self-government and into cooperative of the municipalities for common joint activities.

The administration and the employees of the included administrative unit

Within preparation and actions in emergency/disastrous situations are from essential common actions of the three municipalities, cooperative approach, equipment for monitoring on the waters on the Danube river, establishment integrated approach by quantitative and quality liveliness on the water in common plot of the Danube river between Bulgaria and Romania.

Municipal compactor

Municipal compactor can be: municipals enterprises, hospitals, municipal administrative units with social or cultural functions and others. Actions on the municipalities in emergency/disastrous situations by due and according to good practices are agree with and get help municipal compactor from every type. To be agree and common actions and municipal compactor in affected areas.



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4.1.3 Description of operation for interaction with stakeholders

Ways of interaction with stakeholders are defined by availability of regulations in this aspect, requirements are data security, possible communication channels and the specific situation. In tables from Application 1 are indicated methods for exchange of information with every stakeholder.

4.2. System of risk management

Description in this manual system for risk management is applicable in scope:

Jointly management of the risk and measures for protection of population in case of disasters and crisis on territory of the communes Branistea and Brosteni in Romania and Boynitsa Municipality in the Republic of Bulgaria.

The system is developed in compliance with requirements in technical health by Project: “Partnership in safety”, with Reference number: 15.3.1.045, e-MS number ROBG-125, registration number at DBFP № 28289/09.03.2017., funded of Interreg V-A Romania-Bulgaria Programme 2014-2020.

The developed, documented and implemented System for risk management (SRM), based on requirements of above Project, regulatory requirements, international agreements and best practices have for aim to regulate basic and auxiliary processes in within of the cross-border cooperation Bulgaria- Romania, connected with ensuring of protection on the population at disasters and crisis of those included in the scope the system municipalities as determining the control made of entrance and exit of every one process.

At the base of SRM are based on the following principles:

- focus on requirements for safety on population;
- compliance with requirement for stakeholders from activities countries;
- prevention of inconsistencies at commit to activities;
- planning and control on the measures and amendments;
- rational management of the resources;
- unstoppable verification of different components of the System;
- amendments of efficiency implementation of measures;
- identification of opportunities for making improvement implementation of measures and SRM;
- making improvement of the overall functioning of SRM

Documentation of SRM is made in four hierarchical levels:



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- 1) Manual;
- 2) Risk Management policy;
- 3) Operational procedures;
- 4) Operational documents.

Described in this Manual SRM is made, implemented and continue in result of strategic decision of management on included municipalities.

With aim achievement of efficiency functioning of SRM is identification and is management complex from cooperation activities. Every activity of them which use resources at conversion of entrance dates and exit, they are view like process.

Management of the municipalities Boynitsa, Branistea and Brosteni provide every requirements and resources for efficiency implemented, progress and maintaining improvement of SRM.

ARM is responsible for maintaining of actuality on SRM and saving of its integrity after delivery of changes in the documents

5. LEADERSHIP

5.1. Leadership and commitment. Focus to safety for population

Managements of the municipalities in the face of Majors and members of the Municipalities crisis headquarters are responsible for:

- Definition of policy and aims for risk management and compliance with strategical plans and context, their containing to knowledge of administration personnel and population and management of control for their performance;
- Integration of requirements on the system for management in actions of every municipality;
- Provision of resource for functional on SRM;
- Saving of applicable laws requirements and satisfaction of the requirements on stakeholder;
- Impalement, selection and training of the personnel for making of activities in scope of SRM and raising of her efficiency;
- Division on responsibilities and tasks after administration personnel and including providers;
- Information after administration personnel for importance of efficiency risk management and saving of requirements on SRM;



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- Information of population for activities in emergency situations and meeting point for evacuation;
- Timely disclosure after population at occurrence emergency situation, instructions for performance in advance planned actions and for possible amendment;
- Maintenance of efficiency communications (including for receive feedback) with population and other connected countries in normal conditioning and occurred emergency situation;
- Motivations of administration personnel and raising of hits awareness for risk management and satisfaction of the requirements on the stakeholders;
- Encouragement of the improvements at risk management from the country and administration personnel, using of Income Processes and thinking, based on the risk;
- Maintenance of appropriate infrastructure for efficiency risk management;
- Maintenance of communication with stakeholders;
- Observation, measuring and assessment with view, achievement of wanted result of SRM and its continuous improvement.

By nature of activity which suggests not only work with old people but also with kids, people with disadvantage and foreigners, communication with the population will be carried out on every level in the municipalities structure through exchange of official letters, electron correspondence, direct conversations, by phones, through megaphone notification, using of buzzer and others tools for communication. During communication with population municipalities can to be represent by Mayor, mayor deputies, members of the crisis headquarters/ security advice or others authorized persons.

Senior management prove its own leadership and commitment of reference safety of population as guarantees:

- Implementation of taken commitment and assigned activities;
- Acceptance of nature on risks and their efficiency management;
- Compliance of the requirements on SRM and the applicable normative acts, created from legislative or other competent authority;
- Definite of the possibilities for observation over ability for action in extraordinary situations (disasters and crisis);
- Maintenance focus on constant improvement of SRM and arising of the security among the population

5.2. Management policy



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Risk management policy reflects strategical direction of the Municipalities managements for development and prosperity of the local structures and also for expansion of their publicly beneficial structures. Policy definite setting for definition of the measurable goals for risk management.

Policy is determines according to common context of the municipalities Branistea, Brosteni and Boynitsa, scope on SRM the possibilities and resources.

The management of the municipalities is responsibility for compilation, documentary and approval on the policy, dissemination to every employee in the Municipalities administration and disclosure after the public.

The policy for risk management defined their actions of all contributors of the municipalities. Compliance of the underlying in its principal is guarantee for efficient functional of the System.

The Policy subject on periodical review for up-to-date during the reviews from the leadership of the municipalities at which is taken in mind performance of pledges in its long-term goals planning of new goal, occurring changes in the context, the System and etc.

The policy is down to knowledge on stakeholders which is applicate:

- Accessible for the administrative staff in electron form, protected from unwilling change;
- Attend training sessions among the staff;
- Attend training sessions and join meetings with connected stakeholders;
- Placement of the copy on her on visible place in the Municipalities administrations, Town Halls and publishing of the electronic sites.

The policy for risk management is maintains as a documentary information in independent document with text in Application 2 from the Manual.

5.3. Objectives and measures management

Due to small numerical composition of the municipalities and compact structure of the Crisis headquarter are determined common measures objective for risk management without they to be decomposed to specific units. The objectives definite requirements for performance as they are most direct connection and contribute for achieve of the Policy for risk management.

During definite the objectives and measure for management is taking in mind strategical guidelines for risk management:

- In organizational aspect;
- In social aspect;



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- In technological and technic aspect;
- In aspect for actions in answer for emergency situation;
- In aspect for restorative actions.

Objectives and measures management are documentary with the necessary detail in Application 3 on this Manual.

5.4. Organization structure

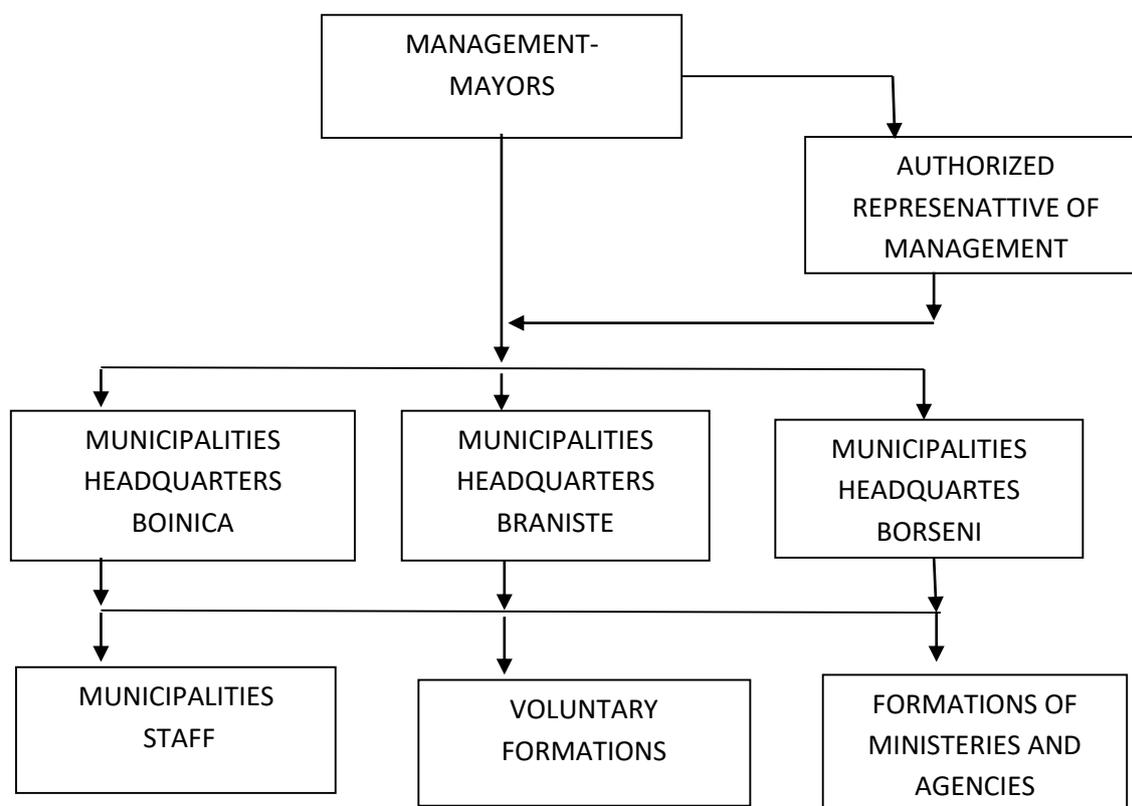
Inner-organization structure of the actions units in emergency situations is tight connected with specificity of the circumstances, roles and answers, voluntarily formations, included in the actions and etc.

The allocation of the roles, responsibilities and the credentials after administration staff and subcontractors functions of the respective municipalities managements.

For planning and implementation of the actions in emergency situations is compiled Crisis headquarters of the municipalities Branistea, Brosteni and Boynitsa in composition from which comes representatives from each municipality.

The individual organizational units and their connection between them, included organizational subordination are presented schematic in below **Organizational structure:**

ORGANIZATIONAL STRUCTURE OF CRISIS HEADQUARTERS BOINICA-BRANISTE-BORSENI



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5.5. Documented respondents and powers within on organizational structure

Below are representative basic responsibility, connected with the action of System. In documentary of SRM are described in below others supporting roles and authority.

Mayors of municipalities

- Provide individual resources for staff from Municipalities administrations and on population of the municipality.
- Contains voluntary formations by decisions of City council (for extinguishing a fire, for organization on damages at disasters and etc.)
- Sign a contract with volunteers for provided training, equipment and insurance against accidents, occurring at or on the occasion of their obligations
- Declare by order emergency for the whole or for part of her territory of the municipality
- It is organized and management events for protection of population and economy at disasters or in military time on the territory of the municipality
- Organize, coordinate and conduct preventive measures for non-admission or reduction of the consequences at disasters
- Create an organization for early warning of disasters
- Planning in the project in municipality budget financial environment for protection at disasters
- They attract legally and individuals for performance of help in compliance with their possibilities.
- Create municipalities headquarters and/or Security Council based on advisory body by protection at disasters of municipalities level for performance of municipalities plan for protection at disasters
- Determines the composition order for work on this headquarters and/or Security Council and authorized of the operations;
- Coordinate and controlled development and performing of the municipalities plans for increasing of the risk from disasters and municipalities plans for protection at disasters;
- They provide ability for response on the municipality
- Organize and answering for training and instructions of the municipalities administration, their subordinate units, services, voluntary formations others operations structures and population of this municipality for way of behavior and actions at disasters and providing on necessary protection measures;
- Organize and control and coordinate delivering on restorative help on population at disasters and they do help on others authorities, including insurance of vans for living, prefabricated houses or tents if they do not have with replacement dwellings.



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- Participate in development and reconciliation with others authorities of policy, programs and strategy for saving on the environment (forest areas, cross-border waters, residential areas and etc.)
- Providing of implementation on outer emergency plan of enterprises/facilities with high risk of potential on the territory of municipalities
- Organizing, coordinating and conduct under the with others authorities measures and events for extinguishing a fire through borders of the settlements in the forest areas- ownership in municipality or provided them for management;
- Information the settlements and measures at disasters or accidents and let it know meanwhile;
- Making speeches for evacuation and distraction for relevant parts on municipalities plan for protection at disasters jointly with representative of the agencies and legal entities which have relation to this activities of the municipalities territory;
- Organize transport of rescue formation to the spot of the disaster, providing places and initial finds for communication, providing food, drinking water and medical service of the participants in actions
- Taking decisions for evacuation when is necessary, they organized logistic insurance of the evacuation and distraction;

The Municipalities staff

Basic responsibilities of the municipalities staff at performance of actions for protection at disasters.

- Performance of the policy, procedures and others requirements of SRM;
- Analysis and assessment of the situation ta disasters;
- Participation in the system for disclosure;
- Wearing of permanent 24 hours on-call duty
- Leadership for actions to providing of performance on the municipalities crisis headquarters

Authorized representative of management

- Operative planning, organization, coordination and control of the actions by the projects, implementation, check, actualizing, application, maintaining and approving of the system for risk management;
- Observing and reports for the result, efficiency and efficacy of the system for risk management;
- Organization of the activities by maintaining and actualizing of the required documentary information, connected with the system for risk management;



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- Cooperate for receipt from newcomers and displaced municipalities employees of this documents from the system for risk management for the incoming training/self-study.
- Represent the system for managing in front of outer faces and organizations
- Is responding for ensuring for necessary laws and normative document, connected with activities of the municipalities, their registration and actualizes.
- Accepts from municipalities employee and offers of the management decision, connected with improvement of the system for risk management
- Register established inconsistencies, exercising control for performance of the improvements coordinating activities and appreciates their efficacy
- Monitors implementations of requirement of system for risk management, policy and reports results of the managements (Mayor of this municipality)

Voluntary formation

- The saving operation, connected with protection of population at disasters, fires and emergency situations and removal of their consequences;
- Restriction and eradication of the fire;
- Operations by search and saving
- Paramedic help;
- Others operation connected with protection;
- After decision of town council can perform and activities, connected with carrying on duty

Formation of ministries and agencies

Formation of ministries and agencies are structure, having attitude to protection on population of Bulgaria and Romania Red Cross. They are basic component of the one saving system and their activities by protection on the population are:

- Warning;
- Performance of urgent measures for reducing impact;
- Disclosed;
- Saving operations;
- Providing medical care at emergency situations;
- Psychological activity on the victims and rescue teams;
- Control and eradication of ecological accidents;
- Protection from explosives and ammunition;
- Operations by searching and saving
- Radiation, chemical and biological protection;
- Temporary removal, evacuation, hiding and provision of fund for individual protection;



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- Making of urgent emergency-rehabilitation works
- Restriction and distribution and eradication of epidemic outbursts, epidemics and epizootic diseases from infected and parasitic diseases;
- Others operation connected with protection

6. PLANNING AND RISK ASSESSMENT

6.1. Planning

The planning of compatible actions for coping with emergency situations (disasters, accidents, crashes and crisis) are made through application of documentary process **“Process of planning” (OP 1)**.

6.2. Risk assessment

Taking into account inner and outer circumstances in which functional municipalities separate and in a whole organizational union as well as applicable obligations for saving risk management is making through application of documentary procedure **“Procedure for assessment of the risk” (OP 2)**.

7. MAINTENANCE

7.1. Management of resources

The process by provision and management of resources on actions in emergency situations are made by order of the documentary procedure **“Provision and maintenance of human and material resources” (OP 3)**

7.2 Information exchange

Inner and outer exchange on actions in emergency situations are made by order procedure **“Information exchange” (OP 4)**

7.3. Maintenance of compliance with legal and other requirements

Identification of application law, actualized by data and assessment on compliance is made by order of documentary procedure **“Maintenance of compliance with legal and other requirements” (OP 5)**



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8. ACTIVITIES

8.1. Implementation of activities

A comprehensive organization by implementation of activities at emergency situations are made by order of documentary procedure “Implementation of activities” (OP 6)

8.2 Monitoring and assessment of achievements

Observing, measuring, analysis and assessment of achievements on measure and System is made according to documentary procedure “Monitoring and assessment of achievements” (OP 7)

9. APPLICATION

APPLYCATION 1	List with contact with stakeholders
APPLYCATION 2	Policy for risk management
APPLYCATION 3	Aim and measure for risk management

10. REFFERENCES

OP 1	Planning
OP 2	Process of assessment of the risk
OP 3	Provision and maintenance of human and material resources
OP 4	Information exchange
OP 5	Maintenance of compliance with legal and other requirements
OP 6	Implement of activities
OP 7	Monitoring and assessment of achievement



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