

## 112 is Resilience

**112 is the first line of defence for people in a crisis.** When a disaster strikes, it allows any person in danger to get in contact with emergency services, to provide information to coordinate responses, or to get help. In parallel to this, public warnings can provide real time updates to populations, telling them to shelter in place, providing advice, or ensuring people that civil authorities are working to help them.

**The best example of how 112 protects people during crises is Ukraine.** When the war started, Ukraine was forced to spend significant time investing in upgrades to its 112 systems so they could cope with increased demand and constant pressure from Russian attacks. This included implementing handset-based caller location, upgrading to a next generation 112 system, and implementing mobile based public warning systems so they could rapidly issue warnings before missile strikes. These upgrades were prioritised after the war started, because Ukraine identified that they were needed to protect its citizens during times of crisis.

**112 is resilience is one of the main lessons learned since the implementation of the EEECC. Another lesson is that crises often strain 112 past the point of failure.** As a result, it is questionable whether Europe's 112 systems are able to protect their citizens from the types of crises which Europe now faces:

- Following Storm Éowyn in Ireland in 2025, people were left without access to emergency services for weeks while emergency services were unable to communicate with one another.
- The Spanish blackouts left millions temporarily without access to 112,
- Turkish earthquakes in 2023 resulted in a widespread telecommunication failure, making calls for help impossible.

**112 brings individual safety back into discussions on resilience:** People in Europe know about the rising geopolitical and climate threats and that they are powerless in stopping them. EU rules focus on improving transport networks and military spending, but fail to mention how they will protect their citizens during a crisis.

Bringing in stronger rules so that people can have reliable access to help in an emergency won't stop these threats from occurring, but it will give people the confidence to know that they will be able to get help if these crises put them in danger.

## Recent and Upcoming “112 is Resilience” Activities

**Future EU Legislation on Emergency Communications 3-4 December 2025:** A two-day event in Brussels on EU laws for emergency communications, and trending issues for 112 such as accessibility, caller location, emergency satellite communications, and the 2G/3G shutdown. We estimate close to 200 attendees from emergency services, national regulators, civil society and business. Danish Presidency and Commission will speak, MEP speakers desired.

**Event on Ukrainian adaptations to 112 December 2025:** A short event in the European Parliament organised by the European Parliament Intergroup on Resilience, Disaster Management and Civil Protection. Will include a VIP speaker from 112 Ukraine, MEP presentations, potentially involvement from PSAP members from across Europe. We hope to have the Commission and Danish Presidency in attendance.

**112 Day 11 February 2026:** a one-hour event in the European Parliament with the European Parliament Intergroup on Resilience, Disaster Management and Civil Protection. The topic of the event is not yet decided, but will be 112 related (not public warning).