

EENA Charter for Members

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As a member of EENA, I believe in the following principles that support and enhance emergency services globally:

1. Single European Emergency Number: 112

- The 112 emergency number provides a single, unified point of contact for all citizens and visitors across Europe. It ensures immediate access to emergency services, regardless of the caller's location within the European Union, creating a consistent and reliable system for everyone.
- It is essential to promote the use of 112 across all member states, enhancing the efficiency of emergency response and eliminating confusion caused by the existence of different national emergency numbers.
- Awareness campaigns and public education should prioritise ensuring that all citizens and visitors are informed about how to access emergency services via 112, helping to foster trust and preparedness in emergencies.

2. Universal Access to Emergency Services

- Every individual, regardless of geographical location, should have access to emergency services. Whether using 112 or any emergency number, no area should be left uncovered by reliable network services.
- Special attention must be given to inclusive access, ensuring that disabled and vulnerable populations can access emergency services without barriers.

3. Global Response Standards for PSAPs

- Public Safety Answering Points (PSAPs) should be equipped with modern tools, technology, and trained personnel to respond swiftly and efficiently to emergency calls.
- PSAPs should be able to handle calls in multiple languages or provide alternative means of communication, reflecting the linguistic diversity of populations, and ensuring the seamless transfer of information to relevant services without disrupting communication.

4. Standardised Protocols Across Borders

- Emergency response protocols should be based on internationally recognised best practices to ensure the efficient identification of emergencies and the swift dispatch of necessary resources.
- The standardisation of emergency response protocols globally will ensure that help is dispatched promptly and effectively, regardless of the country.

5. Caller Location with Privacy Considerations

- Accurate caller location technology should be implemented across all emergency services globally, providing precise information for faster response times whilst ensuring full compliance with international privacy and data protection standards.
- Location services should be transparent and protect citizens' privacy, ensuring that data is used solely for improving emergency responses.

6. Equal Access to Emergency Response Services

- No individual, regardless of location, should experience discrimination or unequal response times in emergencies. Governments and organisations should ensure equal access to high-quality emergency response services in all regions.
- This principle should apply globally, with attention given to rural and remote areas to avoid disparities in emergency service delivery.

7. Global Quality Standards and Performance Evaluation

- Global quality standards for emergency services should be established to ensure that emergency responses meet consistent criteria worldwide. These standards should cover key aspects such as response time, call handling, and service effectiveness.
- Independent evaluations should be conducted regularly to assess the quality and performance of emergency services in different countries, ensuring transparency and accountability.

8. Resources for High-Quality Emergency Services

- Emergency services worldwide should be provided with the necessary resources by national, regional, or local authorities to maintain a high-quality and efficient service chain. This includes ensuring adequate funding, personnel, and access to advanced technology.

9. Public Awareness of Emergency Numbers

- All citizens, whether in their home country or travelling abroad, should be aware of the emergency numbers available to them and how to use them in times of distress.
- Public education efforts should be a priority, ensuring that citizens are familiar with the emergency number specific to their region or country.