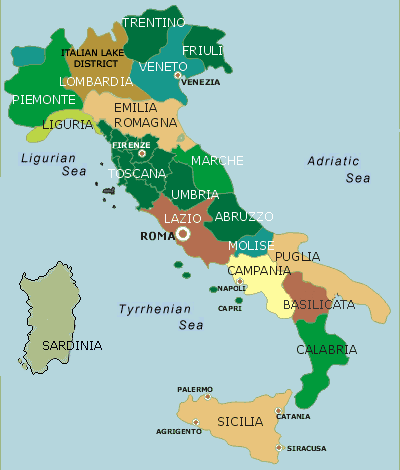


***Driv***ing Innovation in Crisis Management for ***E***uropean ***R***esilience

**ITALY**  
Policy, Legislation, Organisation, Procedures & Capabilities (PLOPC) in crisis management and disaster response

*Responsible Partner: EOS (Klaudia Tani, Nicola Iarossi)*



Scope and limitations

This study serves as supporting information for further work within DRIVER.

Only limited time and budget has been available for this first general survey, which needs to be considered in terms of scope and completeness of the respective studies.

The author/s of this study is/are responsible for its content and quality.

This report was revised at the end of 2015, reviewed internally by Q4PR and amended according to reviewer's comments and recommendations upon the decision of the author/s.

# Overview

Italy is a parliamentary republic and is divided into 20 regions (first level administrative division), 110 provinces and about 8,100 municipalities. Provinces are administrative sub- divisions of regions and municipalities sub-divisions of the provinces. The 1948 Constitution[[1]](#footnote-1) established a bicameral parliament (Chamber of Deputies and Senate), a separate judiciary, and an executive branch composed of a Council of Ministers (cabinet), headed by the President of the Council (Prime Minister). The president of the republic is elected for 7 years by the parliament sitting jointly with a small number of regional delegates. The President nominates the Prime Minister, who chooses the Ministers. The Council of Ministers – in practice composed mostly of members of parliament – must retain the confidence of both houses. The regions have exclusive legislative and executive power regarding any matters not explicitly reserved for national law. According to Article 116 of the Italian Constitution, five regions are granted with “Special Statuses” by Constitutional law[[2]](#footnote-2). Specifically, the regions of Friuli-Venezia Giulia, Sardinia, Sicily, Trentino-Alto Adige/Südtirol and Valle d’Aosta/Vallée d’Aoste assume “special forms and conditions of autonomy pursuant to the special statutes adopted by constitutional law”[[3]](#footnote-3) and according to Article 117 “legislative powers shall be vested in the State and the Regions in compliance with the Constitution and with the constraints deriving from EU legislation and international obligations”[[4]](#footnote-4).

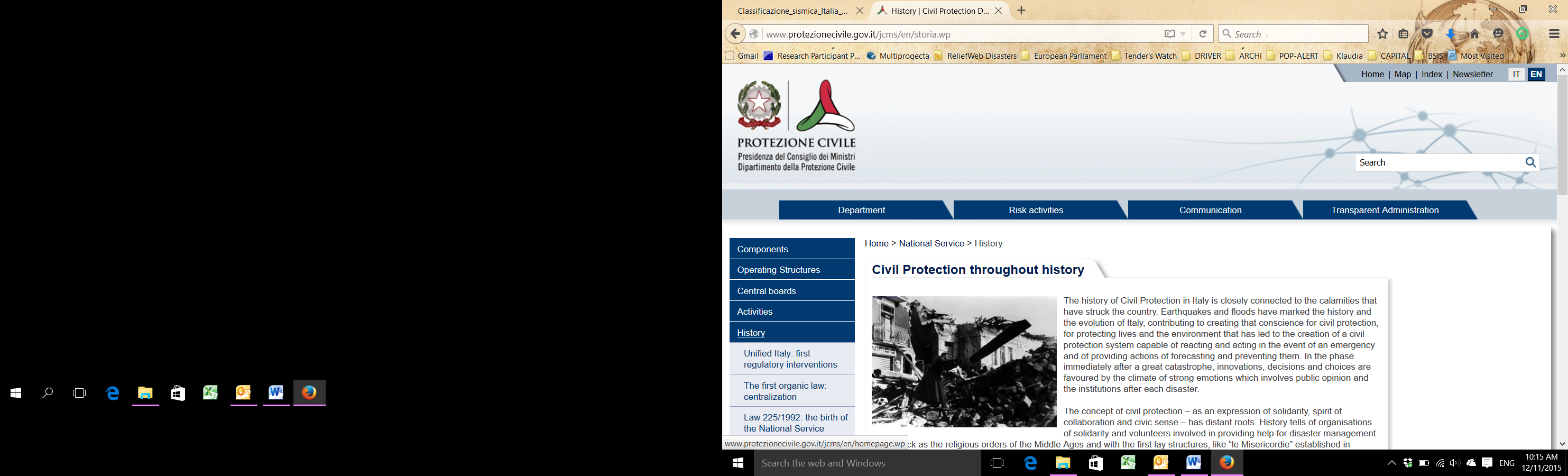


Figure 16: Logo of the department of Civil Protection

In Italy civil protection is the “National Service”, institutionalised in 1992[[5]](#footnote-5); an integrated system which consists of all the local and central resources necessary for managing a calamity. Compared to other European countries, Italy has widespread risks throughout it’s’ territory and for this reason has developed an intervention system which starts from a local level and involves all administrations, including the autonomous regions. The evolution of the legislative system and successive institutional set-up of the Italian crisis management (CM) system was driven by the numerous disasters which have struck the country and continue to pose an extraordinary challenge for the country. Lessons learned from these disasters have resulted in the implementation of new institutional arrangements yielding constant improvements in disaster preparedness, prevention, and response and recovery provisions. Civil society represents an active part of the National Service, particularly through the activity of the voluntary organisations.

The coordination of the national service and the promotion of civil protection activities are undertaken by the Department of Civil Protection (Dipartimento della Protezione Civile - DPC) under the office of the President of the Council of Ministers. The Department of Civil Protection is thus the operative arm of the President of the Council.

The Civil protection expenditures reach approximately 0.009% of the country’s GNI.

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## List of Abbreviations

|  |  |
| --- | --- |
| CCS | Rescue Coordination Centre |
| CDI.COM.C | Command and Control Direction |
| CM | Crisis Management |
| COEMM | Operational Centre for Maritime Emergencies |
| COI | Commando Operativo Interforze – Operational Joint Command |
| COM | Mixed Operational Centre |
| COS | Municipal Operational Centre |
| DPC | Civil Protection Department |
| EC | European Commission |
| ENAV S.p.A. | Eute Nazionale Assistenza el Volo – Air Traffic Control Agency |
| EU | European Union |
| Euromed | Euro Mediterranean |
| GDP | Gross Domestic Products |
| ISPRA | Institute for Environmental Protection and Research |
| MATT | Ministro dell’Ambiente e Tute la del Territorio – Ministry of the Environment and Territory |
| NGO | Non-Governmental Organisation |
| SIN | Siti di Interesse Nazionale – Sites of National interest |
| Sit.I | National Situation Room |

# Policy

## Risk Assessment

Risk prediction and prevention, relief to the affected populations, contrast and overcoming the emergency and risk mitigation are the civil protection activities identified by Law no. 225/92, which established the National Service. Protection of people and safeguard of the territory are the main objectives of these activities - which the DPC addresses, promotes and coordinates in collaboration with regional governments and the autonomous territories. Prediction activities- carried out with the participation of relevant scientific and technical bodies - aim to assess risk scenarios and, when possible, to give notice, monitor and supervise events and risk levels expected.

Key risks:

Italy has a high exposure to natural risks: earthquakes, floods, landslides, volcanic eruptions as well as fires. Natural hazards and man-made disasters contribute to a volatile environment.

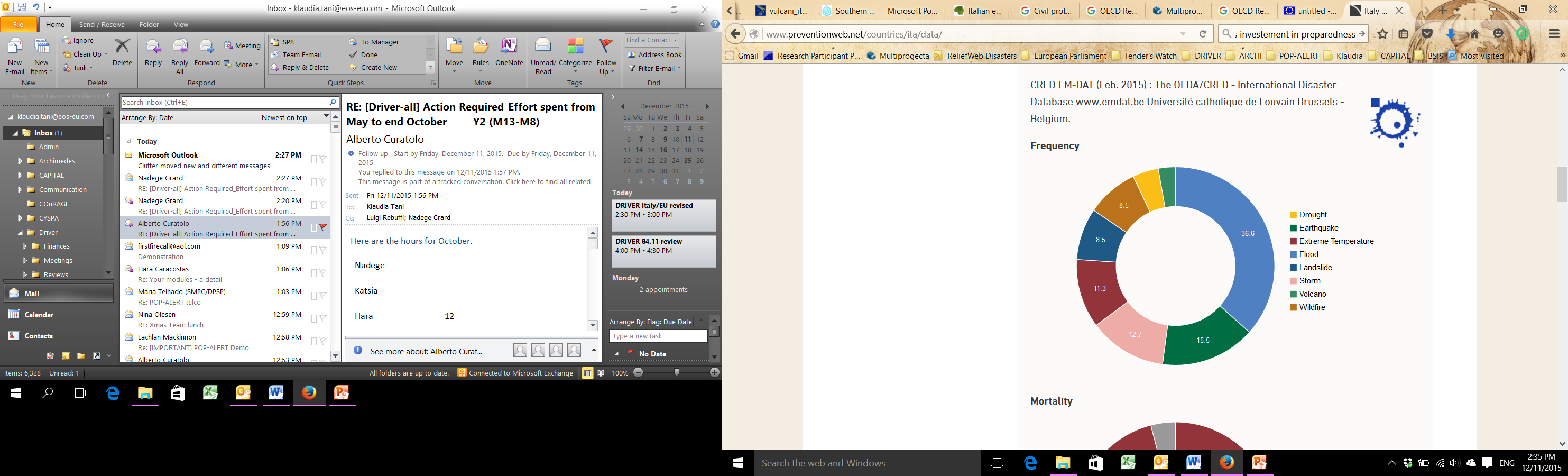


Figure 17: Frequency of disasters in Italy[[6]](#footnote-6)

Seismic Risk

Italy is one of the countries in the Mediterranean with the highest seismic risk, due to its particular geographic position at the convergence of the African and Eurasian plates. The highest seismicity is concentrated in the central-southern part of the peninsula, along the Apennine ridge (Val di Magra, Mugello, Val Tiberina, Val Nerina, Aquilano, Fucino, Valle del Liri, Beneventano, Irpinia) in Calabria and Sicily and in some northern areas, like Friuli, part of Veneto and western Liguria. Only Sardinia is not particularly affected by seismic events.

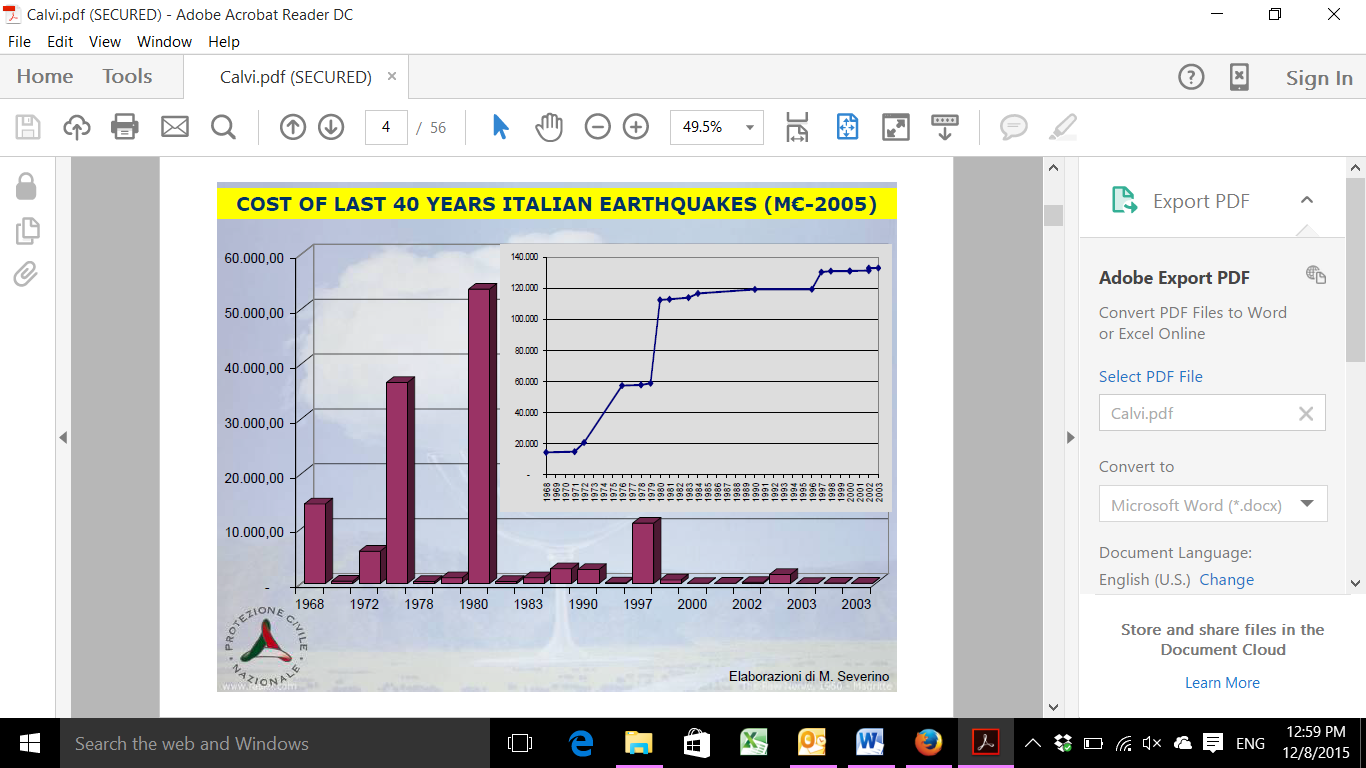


Figure 18: Civil Protection Department[[7]](#footnote-7)

As shown in the Figure above, throughout 40 years, seismic risk in Italy has costed the country millions. Thus, requiring immediate action to enhance mitigation.

Volcanic Risk

In Italy volcanism owes its origin to wide ranging geological processes, involving the entire Mediterranean area and linked with the Euroasiatic and African tectonic plates converging together.

Even though less frequent and devastating than earthquakes, volcanic eruptions are still a great hazard for the densely populated zones in the Italian territory. At the moment Italy has two active volcanoes, Etna and Stroboli; as this report is been compiled, Mount Etna has erupted[[8]](#footnote-8).

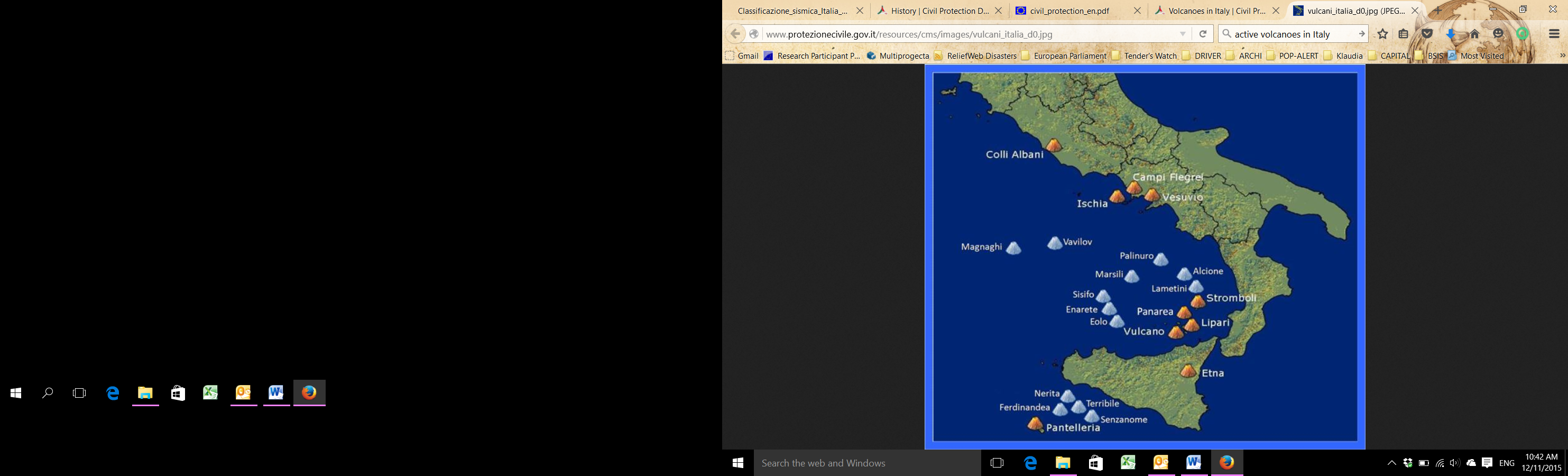


Figure 19: Italy’s Volcanoes[[9]](#footnote-9)

Hydro-meteorological Risk

The terms hydro-meteorological and hydraulic risk are used to identify the phenomena triggered by “unfavourable weather conditions” and the effective or potential damage caused by water in general in liquid, solid form or underground.

Hydro-meteorological and hydraulic risks are strongly influenced by man-made actions. Density of population, the constantly shifting urbanization, abandonment of mountain areas, unauthorized buildings, continuous deforestation, the use of non-ecological agricultural techniques and the missing maintenance and upkeep of river beds and slopes have definitely worsened the hydrogeological instability and highlighted the fragility of the territory.

The most typical examples of hydrogeological phenomena comprise of thunderstorms, winds and sea storms, fog, snow and ice as well as heat waves, landslides, floods, coastal erosion, subsidence and avalanches[[10]](#footnote-10). Italy for example suffers from flooding very often, which consequently creates landslides. At the moment of writing, the most recent flooding in Italy occurred on November 3rd, 2015, after a heavy non-stop rainfall of 2 days, at the southern of the country[[11]](#footnote-11).

Tsunami Risk

Every coast of the Mediterranean Sea is exposed to tsunami risks due to the high seismicity and to the presence of various active volcanoes, both emerged and submerged. Tsunamis out of the coast of Italy have been reported throughout the decades; none of them though had a large impact on the Italian society. Coastal areas like Eastern Sicily, Calabria, Puglia and Eolie archipelago are the ones mostly affected. Other ways in reaching Italian waters can always be the generation of high waves from a country that experienced an earthquake.

Fire Risk

About 30% of the Italian territory is made up of forests. Every year tens of thousands of hectares of those areas are burnt either by wilful or manmade forest fires; usually by neglect and carelessness. An estimation of 12% of the domestic forestry has been destroyed over the past thirty years[[12]](#footnote-12).

The consequences for the natural equilibrium are very serious and the times needed to restore the forestry and environmental ecosystem is nowadays becoming longer. Moreover, the changes attributed to climate change continue impacting the natural conditions of the soil. Damage caused by fires favour landslides coming along heavy rainfall, having even further impact on the natural strata of the soil.

The summer months are at the greatest risk, when drought, high temperatures and strong winds help evaporate a part of the water stored by the plants; causing a naturally favourable process for fires to break out and spread[[13]](#footnote-13).

Health Risk

Health risks are usually the consequence of other threats or disasters. Health risks emerge every time in critical situations possibly affecting human health as well as the natural environment. Difficult to foresee, it can be moderated when preventive actions are taken in advance. In these cases prevention could be the key into saving lives.

In the Italian case the Department of Civil Protection only engages with health risks in local communities which are unable to respond to such occurrence[[14]](#footnote-14).

In this connection the Civil Defence Department has outlined the “General criteria for organizing rescue work in catastrophes”[[15]](#footnote-15) published in 2001, followed by “General criteria for medicines and medical devices to be kept in a first aid post (Pma II liv)”[[16]](#footnote-16) in 2003, by the “General criteria for psychosocial treatment in catastrophes”[[17]](#footnote-17) in 2006 and "Procedures and forms of medical triage”[[18]](#footnote-18) published in 2007.

Nuclear Risk

In reaction to the Chernobyl disaster of 1986 the Italian government had decided, via a referendum in 1987, to discontinue the use of nuclear energy. In addition, a national plan for nuclear emergencies was developed.

Despite the moratorium on nuclear power plants in Italy, nuclear threats remain. The Italian Civil Protection agency monitors ongoing power plants that are outside its territory, in a 200km radius; in case of an incident measures are taken at a national level. There are 13 plants surrounding Italy, namely in France, Switzerland, Germany and Slovenia.

The national plan in place for radiological emergencies, approved by Decree of the President of the Council of 19 March 2010, lays the measures necessary to deal with incidents that occur in nuclear power plants outside the Italian territory.

Environmental Risk

The Department of Civil Protection is responsible intervening in light of such environmental risks, and engaging in complex situations that range from waste to water pollution emergencies. Environmental risks also include air pollution and levels of dangerous substances in the environment.

Where land decontamination is concerned, the Department is always involved in the management of SIN - Siti di Interesse Nazionale (sites of national concern) – in other words, the areas identified in relation to site characteristics, to the quantity of and danger posed by pollutants, to the impact on the surrounding environment in terms of health and ecological risk, as well as damage to the cultural and environmental heritage. Legislation on the matter includes laws 462/98 and 388/2000, the Ministerial decree 468/01 and law 179/2002[[19]](#footnote-19). To date, SINs come to 57 and represent 3% of Italian territory of which 34 % is marine or inland waters, representing approximately 330,000 hectares of marine area[[20]](#footnote-20). The responsibility in terms of administrative procedures for the SINs falls on MATT - Ministero dell'Ambiente e della Tutela del Territorio (Ministry for the Environment and Protection of the territory), with the support of ISPRA (Institute for Environmental Protection and Research).

The sites/areas of national concern require urgent intervention and involve approximately 316 municipalities in all regions of Italy, with approximately 7 million inhabitants. Furthermore, based on the APAT 2003 annual, the sites/areas of “regional interest” are approximately 12,107 polluted or potentially polluted, of which 4,383 are registered in the “Registry of contaminated sites” (only 382 have been cleaned up).

The scale of pollution, on a spatial level, and the quantity of spills in these areas require urgent and costly interventions which must be tackled through the incidents ad hoc. For example, ”2,400 tonnes of thick fuel in the capsized Costa Concordia pollutes one of the Mediterranean's most prized and pristine maritime reserves”[[21]](#footnote-21). That was one of the worst environmental challenges faced by Italy in two decades.

An example of such an emergency is the decontamination of the Orbetello site, where - given the situation of serious environmental danger - the Ministry for the Environment asked the Ministry for the coordination of civil protection to adopt an order in accordance with law no. 22524 of February 1992[[22]](#footnote-22). This allowed for the implementation of urgent measures to activate operations necessary to reach objectives set by the Ministry for the Environment, specifically the technical-scientific commission; pursuant to the judgement of the area as one of high risk for an environmental crisis.

Over recent years, the Department has been engaged in the management of emergencies regarding bad management of solid urban waste, with attempts made to overcome and manage emergency situations in different Italian regions such as Campania, Calabria and Sicily through civil protection orders.

Industrial Risk

The presence of factories using or keeping chemical substances for their production activities in the territory exposes the population and surrounding environment to industrial risk. An industrial accident can in fact cause harm to population and territory.

The effects on human health in the event of exposure to the toxic substances released into the atmosphere during an accident vary, depending on the characteristics of the substances, relevant concentration, period of exposure and quantity absorbed.

Effects on the environment are linked with contamination of soil, water and atmosphere by toxic substances. Impact on material components, mainly corresponds to infrastructures, which most of the times are critical to society’s rehabilitation. Thus, raising awareness in regards to these aspects is crucial for reducing industrial risk to the lowest possible levels, preventing harm to health and environment[[23]](#footnote-23).

## Policy and Governance

In Italy the main responsibility for civil protection, is attributed to the “National Service”. The National Service is an integrated system which includes all the local and central resources necessary for managing a calamity, as regulated by law 225/92[[24]](#footnote-24). Civil society represents an active part of the National Service, particularly through the activity of the voluntary organisations. Compared to the other European countries, Italy has widespread risks throughout the territory and for this reason has developed an intervention system which starts from a local level and involves all the administrations. The National Service includes the following in particular:

**Components**: they are the local and central administrations like Municipalities, Provinces, Regions and Ministries. All the subjects involved in civil protection events, for various reasons, like public authorities, institutes and groups of scientific research, even private institutions and organisations, associated citizens and groups of volunteers’ professional rolls and boards are also members.

**Operational structures**: they are the organised State corps like the Fire brigade, the Armed Forces and the Forestry Commission, the Mountain Rescue Team, the Red Cross and the Health Service structures. Amongst these, the voluntary organisations of the civil protection service have taken on a role of particular importance and they have grown in all regions of the country in terms of numbers and of operational capacity.

The Civil Protection Department has a unique role in this process because it heads the National Service; directs and coordinates the activities and intervenes directly in the management of events that require extraordinary resources because of their extent and duration.

**Civil Protection activities**: The system intervenes to provide relief to the population, to help overcome the emergency and aid a return to normality. The Mayor is the first person responsible for civil protection in the territory and provides relief to the population and coordinates amongst the different local structures and the volunteers.

If the Municipality cannot cope with the emergency alone, the provincial Council and the Government’s territorial offices, that is the prefecture and the regional Council intervene by activating all the available resources for the areas affected by the calamity. In the most serious situations, central government intervenes: the Prime Minister has a direct responsibility in operating the Civil Protection Department.

The operation of the system is based on the principle of subsidiarity, according to which the nearest administration to the affected citizens intervenes first, while the superior administrative levels – Provincial council, Regional Council, Central Government – intervene if the administration is incapable of coping with the event within its own means. Emergency actions are planned according to the principles of the “Augustus method”, a simple, streamlined and flexible instrument[[25]](#footnote-25). This planning method predefines the operational structures as well as prepares a general civil protection plan and gives indications about procedures. What follows is basically a structural scheme prepared for every stage of a disaster[[26]](#footnote-26).

In day-to-day operations, the administrations are involved at all levels in predicting and planning actions of prevention and mitigation of risks. In this process, the scientific community, which is considered a member of the National Service, plays an essential role[[27]](#footnote-27).

### Strategy scope and focus

The Department of Civil Protection, in collaboration with the regional governments and local autonomous bodies, orients, organises and coordinates civil protection projects and activities.

It coordinates activities in response to natural disasters, catastrophes or other events - "c” type events - which, due to their intensity and extent, must be tackled using special means and powers. In this case, the Prime Minister declares a state of emergency with a decree and identifies, through orders, the actions to be undertaken to manage the event.

On an operational level, the Italian Civil Protection Department:

* Issues guidelines, aimed at regions, provinces and municipalities, to prepare and implement prediction and prevention programmes in relation to various risk scenarios;
* Prepares and implements emergency plans for type “c” events, in agreement with the pertinent regions and local organisations;
* Intervenes, at the request of the regional authorities, in extinguishing forest fires using the State aircraft fleet[[28]](#footnote-28).

It organises periodical drills for national emergency plans, with the objective of verifying the effectiveness of emergency plans and testing out procedures for managing disasters on facilities and the population.

It also promotes information activities for national scenarios, in collaboration with other institutions and associations as well as training and research activities regarding the prediction and prevention of natural and manmade risks. The training activities, organised in close collaboration with national organisations, are aimed towards voluntary organisations, at the “competent territorial bodies”, namely regions, provinces, mountain communities and municipalities as well as schools.

Acting within the Department is the National Functional Centre, which gathers data from the Regional Functional Centres and the Centres of Competence, used to monitor phenomena nationwide, and the coordination centre system, in the National Operations Room. The Department is also where COAU - the Unified Air Operations Centre, and COEMM - the Operations Centre for Maritime Emergencies both operate.

Responsibility for deciding Civil Protection policies is assigned to the President of the Council of Ministers, or to the Minister of the Interior. The DPC, which is the operative arm of the president of the Council of Ministers, has the mandate to initiate and coordinate all activities of the associated bodies and operational units of the “National Service of Civil Protection”. This accounts for prevention/preparedness activities as well as during disaster management operations[[29]](#footnote-29).

### Monitoring and analytical support to policy making; R&D

Together with its substantial political power and its capacity to fully integrate scientific research and technological expertise, the DPC is a central body through which innovation, coordination and resources are streamlined. [1]

To fulfil its task of identifying the types of events, their geographical distribution and the probability of occurrence and risks, the DPC is involved in a structured system of collaboration with the scientific and research community through the “Commissione Grandi Rischi”[[30]](#footnote-30). This Commission takes a multi hazards approach and deals with four phases of the emergency management cycle, forecasting, monitoring, surveillance and risk prevention of both natural and technological disasters.

Ministries, universities, public research institutes and public administrations combine forces with the DPC through different forms of co-operation, agreements, understandings and working teams, in order to define both prevention and forecasting measures for the different types of risk[[31]](#footnote-31). For the fulfilment of the operational responsibilities of the Italian Civil Protection System, technical, scientific and industrial structures are involved with the aim of ensuring the necessary technical-scientific support[[32]](#footnote-32).

### Policy for Prevention

The regions, assisted by the DPC’s National Research Community (also composed of Local and Regional authorities), have a role in providing guidelines to provinces to carry out risk prediction and prevention activities serving as the basis for the prefects’ emergency planning.

“Early warning, planning, training, dissemination of knowledge of civil protection, information to the population, drills, and application of technical regulations are the main instruments of civil protection for the prevention of territorial risks and are intended to prevent or limit damage in the event of an emergency”[[33]](#footnote-33).

However, their competences on the operational level remain limited. These tasks are reserved for the province and municipal level, whose mandate is to implement forecasting and risk prevention activities and assure that first emergency relief provisions are made[[34]](#footnote-34).

### Policy for Preparedness

The Prime Minister issued on December 3rd, 2008 operational Guidelines for emergency management. The aim was to regulate the information flow between the different stakeholders involved. Activation and co-ordination of the components and structures of the Italian National Civil Protection Service (NCPS) described the organisational model of emergency management from a national perspective and contributed to the local civil protection responsibilities, guaranteeing critical operational co-ordination[[35]](#footnote-35).

Regions are required to conduct their own planning and initiate, organize and participate in Civil Protection activities organised at a regional level as well as supporting local organizations[[36]](#footnote-36).

According to the model adopted by each region, the Rescue Co-ordination Centre (CCS) of the province is activated. In the CCS there are representatives of the region, the prefecture, the province and the institutions, administrations and operational structures dedicated to the management of the emergency. The CCS promotes unified direction for operations and co-ordinated actions with those carried out by the mayors of the involved municipalities. If the model adopted by the region does not indicate clearly who exercises leadership of the CCS and there is specific agreement between the prefecture and the province in force, the task is assigned to the prefecture which has the duty to ensure the safety of the people and the goods.

Each region affected by a disaster, is subjected to the immediate activation and deployment of the regional counterpart – referring to the autonomous regions - and volunteer organisations, if any. The management of health care emergency operations, deployment of its technical experts to check the safety in buildings, damage assessment as well as evaluation of risks left and induced among others, are some of the actions that the CCS is responsible for. The region will, in case there is a need for extraordinary means and powers due to the actual needs in an area affected by disaster and on the basis of requests coming from the local institutions, submit a request for a declaration of State of Emergency[[37]](#footnote-37).

### Policy for Response

During crisis situation well prepared and institutionalized coordination capacity and leadership for fast and immediate resource mobilization is required. The first person responsible for initiating and implementing civil protection activities is the mayor, who organises municipal resources according to pre-established plans made to cope with specific risks and disaster impacts in his territory of power.

However, in the case an event exceeds regional and local capacities, the government (Council of Ministers) is entitled according to the Prime Minister ́s decree to declare a State of Emergency in which support for provinces, regions and the assistance of peripheral state administrations will be guaranteed and co-ordinated by the prefects. Decision support for declaring a State of Emergency is provided by the DPC on the national level, established under the direct authority of the Italian government and the prime minister’s office.

The DPC is required to conduct an impact assessment within a very short time and to examine whether local resources are sufficient to efficiently manage a disaster. In case of required national resources the DPC takes over the responsibility for overall coordination of CM operations, while all concerned authorities at regional, provincial and municipal level perform their specific roles.

Intervention activities dealing with rescue operations are coordinated by the Operational Committee of the DPC including relevant institutions and their administrative units acting at a national and local level. They are carried out through a multi-level hierarchical organization represented by the Municipal Operational Centres (COC), the Mixed Operational Centres (COM) and Rescue Coordination Centres (CCS) at the provincial level, the Regional Operations Centres, and the Command and Control Direction (DI.COMA.C.) at the national level. Even though the DI.COMA.C represents the national level, it is physically set up on the disaster site or close thereby. Furthermore, the DPC has institutionalised the National Situation Room (Sit.I.) at its premises, ensuring a 24 hours' presence of the DPC's main operational structures such as its permanent monitoring and control centre with regard to incidents occurring throughout the national territory[[38]](#footnote-38).

### Policy for Relief and Recovery

Relief activities consist of a set of first assistance interventions to the affected populations. Finally, the emergency response comprises all the necessary steps to remove obstacles in order to resume normal life conditions in the affected territories[[39]](#footnote-39).

In 2009, Italy made use of the EUSF due to the damage caused by the earthquake in the Abruzzo region. Interestingly, the experience of aid provision and aid acceptance opened the eyes of Italian authorities for the need to improve its legal and institutional set-up on insurable damages, however, in the case of the Abbruzzo region, the fund has not endangered or prevented the responsibility of the national authority in taking preventive actions. The money received by the fund, had more the role of refunding an extraordinary expenditure made by the Italian government. This case shows that the EUSF impact is not only providing immediate relief and recovery resources during and after emergency situations but also acts as well as engages the regions of the country into disaster preparedness activities, such as institutionalizing recovery structures and instruments[[40]](#footnote-40).

## Financing

### Investing in preparedness

Yearly civil protection expenditure is estimated at: 0.009% of GDP (EUR 142m)[[41]](#footnote-41).

Starting with the adoption of the new regulation on the European Civil Protection Mechanism, adopted on 17/12/2013, Italy, like other EU Member States, is committed in the risk assessment process where activities comprised in the preparedness phase will be and evaluated. A clear picture of the financial investments for preparedness will be in case available only at the end of such a process. With the intense financial issues of DG ECHO, other measures of potentially creating a more flexible post-financing had to be considered. Thus,

*The budget 2015 has now been adopted with payment appropriations and commitment appropriations at almost the same level. At the same time, the reinforcements in payments towards the end of 2014 have significantly reduced the backlog of unpaid bills, which is now in the order of EUR 135 million. Therefore, although the payments deficit has not been entirely solved, (and on current projections 2015 will close with a backlog of unpaid bills not dissimilar to 2014) the new budgetary context has allowed it to stabilise[[42]](#footnote-42)*.

### Investing in consequence management

An important share of the State’s annual budget is devoted to restoring damages incurred as a result of natural disasters. From 1999-2008, the State spent over EUR 35 billion in ad hoc, ex post disaster compensation. Although no dedicated disaster fund has been established, yearly expenses are progressively growing.

The compensation of disaster losses is handled on a case-by-case basis, whereby the Italian government intervenes in emergencies by providing ex-post financial aid and enacting ad hoc laws (so called emergency legislation). Following a disaster the local government of the affected area (town, province or entire region according to the extent of the disaster) may petition for a “Declaration of State of Emergency”. If the Cabinet approves the proposal, it opens the way to an order specifying the financial amounts to be made available to the public for long-term reconstruction.

These funds are primarily directed toward paying for reconstruction of public infrastructure and to contribute to the rebuilding of private houses. The area identified in the declaration may make claims for compensation from the fund for recovery measures through the region where it is located, and the President of the region delegates a body to monitor reconstruction works. The Department of Civil Protection acts as an intermediary in this process[[43]](#footnote-43).

In this way, major disaster recovery costs were in the past supported at National level, also using dedicated and time-limited taxes; however, the European Solidarity Fund has also been used to extend the scope of recovery financing.

In 2009, Italy made use of the EUSF due to the damage caused by the earthquake in the Abruzzo region in which 300 persons lost their life. The damage costs were estimated at € 10.2 billion[[44]](#footnote-44). The EC verified that the criteria defining a ‘major disaster’ were met (threshold value for EUSF activation is fixed for Italy at € 3.4 billion) clearly justifying European intervention. The aid helped to cover costs for emergency operations, temporary shelter, housing and school projects (approximately € 500 Million)[[45]](#footnote-45).

## Policy review, Evaluation & Organisational Learning

### Post-Disaster Assessment

The large number of disasters Italy has substantially influenced current policy Centralizing the Italian Civil Protection System was seen as a “must” to manage disasters effectively[[46]](#footnote-46).

There is no formalized system or structure for evaluating systematically individual events and drawing lessons from incidents that could feed into proposals for change of policy. For example, after the San Giuliano earthquake the government considered the gap between scientific knowledge and its translation into risk mitigation tools to be unacceptable, and established a Working Group to obtain scientific advice on the possible upgrade of both seismic mapping and seismic code. The output of this effort was a by-law (n. 3274) issued by the Prime minister on general criteria for seismic mapping of the national territory and on seismic codes[[47]](#footnote-47).Meaning that best practices were eventually translated to knowledge with the aim of enhancing seismic mitigation.

### Departmental Lessons Learned systems

The national Civil Protection Service has developed and increased its capacity and capability by continuously learning lessons and gathering experience from past events, and with the support of legislation and ordinances that have been introduced over time for this purpose. One such event that provided many such lessons for emergency planners was the San Giuliano earthquake in 2002. It was found, for example, that:

* Even though different parts of Ital have been stroke with several earthquakes throughout the years, the culture of risk has faded away. Public awareness needs to be revived in such cases.
* The national building codes were obsolete. Authorities should act according to the latest available information with wide scientific consensus. Keeping norms unchanged allows for engineers and designers to forget the need for improvement.
* Buildings constructed in past are not necessarily safe enough. There is a need to conduct seismic assessment of the buildings and infrastructures that have a crucial role in emergencies or with relevant consequences in case of collapse.
* Due to the absence of any seismic awareness, local authorities were not ready to manage a seismic emergency. The relief model used by the national Civil Protection told local authorities what to do and how to do it, but did not check their preparedness[[48]](#footnote-48).

### Centralised (national) Lessons Learned system

Disaster statistics and lessons that are informally drawn from events are not compiled in a dedicated data bank as part of the information and decision support system of the national Civil Protection Service.

### International exchange for Lessons Learned

At the state there is no specific lesson learned program in place except the interchange within the DG-ECHO lesson learned mechanism relevant to operations where Italian first responders have been involved. In addition the Joint Research Centre of the EU, regularly publishes reports on lessons learned throughout Europe[[49]](#footnote-49).

During the Italian Presidency of the Council of the EU, Italy and Germany also initiated the EU-UN Cooperation in Crisis Management and Peace Operations, which allows for exchange of lessons learned and exchange of best practices at an international level[[50]](#footnote-50).

### Regular policy reviews

At the state level there are no specific mechanisms established for reviewing the policies adopted, evaluate their effectiveness and improve the policy process.

## Resilience

The vision of the Italian Civil Protection Department is a “risk-aware and resilient society able to prevent disasters and to mitigate their impact”[[51]](#footnote-51). The improvement of resilience in Italy is enhanced at a regional level, specifically, through the “Making the Cities Resilient” campaign[[52]](#footnote-52).

Italy seems to rely on improved preparedness mechanism for general society resilience augmentation. For example, private and public organisations managing critical infrastructure have business continuity management plans in place.

Specific tasks in National Crisis Protection Situations, in the event of an emergency are very extensive and include the supply of all information regarding the state of fixed line telephone and mobile phone services in the areas hit by emergency and the alternative networks supplied by each operator, highlighting the organisational and infrastructural impact as well as the identification of the corrective measures needed to guarantee the best possible connection continuity of the networks throughout the national territory, in order to avoid a domino effect on other types of infrastructure and to solve traffic congestion problems that are reported in real time at the operators’ coordination centres.

ENI, a major integrated energy company, among the other tasks, have to contribute to restore safety in the areas affected by the event and coordinate all activities for the immediate restoration of safety in the damaged infrastructures and power plants[[53]](#footnote-53).

The efforts to guarantee business continuity is also in the duties of GME and TERNA, the major electrical power service companies, which are also in obligation to provide a contact centre for the spreading of useful information to the community with respect to the emergency and to contribute with support to the updating of the state of the plants[[54]](#footnote-54).

## Information sharing and data protection

### Please describe whether the country/ IO has adopted specific policies, measures or derogations from EU law with regard to data protection

The National Service quickly reacts to understanding the severity of a specific event. The collaboration of the scientific community allows for this swift response. Thereafter, the central and regional authorities, with a network they have developed, transmit real-time information between monitoring stations. This provides the autonomous regions and all stakeholders involved in the process with the capacity to anticipate and model events. Eventually, “the result is timely issuance of early warnings to local populations and rapid deployment of first responders”[[55]](#footnote-55).

### Does the country/IO have registers/databases of volunteers?

The country has adopted a national list of voluntary organizations of civil protection.

Organisations wishing to participate in the activities of forecasting, prevention and intervention in sight or in the event of natural disasters and carry out training activities and training missions in the same scope must be registered on the national list of voluntary organizations of civil protection. According to the provisions of the Directive of the President of the Council of Ministers of 9 November 2012, the national list is composed of:

* a central list, and
* lists of the territorial force in the Regions and Autonomous Provinces.

The central list

This section of the national organizations that accommodates for operational characteristics and diffusion, are of particular importance in direct liaison with the Department of Civil Protection in the case of events of national importance.

Requirement for the inclusion in the list:

* The national coordinating structures of organizations established under Law 266/1991 spread to more regions
* The national coordinating structures of the organizations of other component to mostly voluntary;
* Organizations with no regional organization, but able to perform specific functions deemed by the Department of Civil Protection of particular relevance and interest at the national level;
* The national coordinating structures of municipal and inter-municipal groups.

Applications for inclusion on the List Central received are numerous and, as established by the Directive, require a thorough audit. To this effect from August 1 2014 shall enter into force the first edition of the List, which will be integrated as the examination of further requesting organisations will be completed. For applicant organizations that are already listed in their respective regional lists, remains valid, with continuity, this registration.

The territorial lists

To intervene and operate in the case of activities and events of regional / local scope, organizations must be included in the list of local volunteer in their region or autonomous province.

The list is set up separately from the central register provided for by Law 266/1991 (framework law on volunteers). Organizations possessing the relevant requirements can subscribe to both. In the territorial lists can enrol:

* Voluntary organizations established under Law 266/1991 with local character
* Organizations otherwise established, but predominantly voluntary
* Local branches of the organizations, with national distribution, mentioned in the previous paragraphs
* Municipal and inter-municipal groups
* Organizations that collect most of the types mentioned above

Prior to the adoption of a Directive of November 9, 2012, the national list was made up of a single section that united organizations of national importance and those of a local nature. This list is no longer valid[[56]](#footnote-56).

### Does the country have or plan to use data gathered from social media during crises? If so how? (e.g. “crowd sourcing” and “crowd tasking”, "citizen as a sensor")

Italy has introduced, “the network #socialProCiv […] establish a standard that, while respecting the autonomy of each actor, can help to make communication on social media in the field of civil protection more recognizable, clear, useful and consistent to users”[[57]](#footnote-57). However, this is still in the making, as a working group has been established to test the feasibility of such a network.

This working group has met already three times, at the time of writing, and has produced three documents that would serve as guidelines for #socialProCiv. The first document identifies what is the role of #socialProCiv, and which groups it refers to. This is namely the Manifesto[[58]](#footnote-58). The second document, is more related to policy. Specifically, “agreement of clarity and the services that each member of the network #socialProCiv must prepare by following the indications”[[59]](#footnote-59). The third and last one is the guidelines on how to use #socialProCiv.

# Legislation

## Crisis (emergency, disaster) management concept

In Italy, over the years responsibility regarding civil defence has progressively passed from the State to the local authorities; the main steps of this process were outlined in legislative decree no. 112 dated 1998 and the modification of Title V of the Constitution with constitutional law no. 3 dated October 18, 2001, with which the Civil Protection became a concurrent subject of legislation, thus of regional competence.

The Civil Protection and Crisis Management concepts have certainly evolved with time; this process is well described by the plethora of laws (see the following paragraph). Within these laws particular attention should be posted on the ones directly concerning the establishment of the National Service for Civil Protection which was established with law no. 225 dated 24 February 1992[[60]](#footnote-60), later integrated and modified by law no. 401 dated November 9, 2001 focusing on the operational structure of the National Service[[61]](#footnote-61) and law no. 152 dated July 26, 2005.

Taken as a whole, the legal instruments suggest opposite trends; a trend towards centralization and a trend towards decentralization within the Italian Civil Protection legislation reflect the struggle between higher or lower degree of autonomy among the regional, national level and local levels. The strong coordination role played by the Italian Department of Civil Protection and the power of the prime minister to declare a state of emergency illustrates the first trend revealing a more centralized system activated in extreme challenging emergency conditions. The fact that some provinces have evolved enormously their own regional system illustrates the later trend.

## General crisis (emergency, disaster) management law

The following legislation constitutes the main pillars of the Italian CM legal framework:

* The "National Civil Protection Service", composed of all various kinds of actors at different administrative levels (compare figure 3-3), was institutionalized by Act no 225 adopted on 24 February 1992[[62]](#footnote-62).
* L.225/92 introduced a marked legal distinction between civil protection and civil defence and remains the legislative core of the Italian CM system: In the law a broader definition of “protection of civilians” extended the concept of Civil Defence aiming at protecting civilians during armed conflicts. Civil Protection is now understood as the series of actions and activities put forward by a country in order to protect human lives, goods, settlements and the environment from damages or from the danger of damages deriving from natural calamities, catastrophes and other disastrous events. Thus, Civil Protection was understood not only as a matter of post-emergency management but of forecasting and prevention as important pillars. Moreover, L.225/92 defined roles and responsibilities of and between different governmental and non-governmental executive bodies in the context of decentralization[[63]](#footnote-63). Competences are shared between the administrative national, regional, and community level as well as the research community, voluntary organizations and private entities. Although, the law provided the national government (cabinet) with the power to declare a “State of Emergency”, this specific law was not intended to centralise civil protection actions to the State. According to the principle of subsidiary, CM-decisions are made and interventions are implemented only at a higher administrative level, if subordinate entities are unable to manage a crisis situation. The mayor (community / municipality) was appointed as the highest level of authority during a crisis and the person that would pass on the responsibility to higher authorities in case the incident required specialised actions.
* Based on the provision in the constitutional law of 16 March 1997 (L 15.3.1997 n. 59) on decentralization, the legislative Decree 112/98 has renewed the distribution of public service provision, tasks and responsibilities.
* In 2001 (L. Constitutional 18.10.2001 n. 3), a constitutional reform increased the legislative and executive power of the regions and regional governments were given the opportunity to develop their own Civil Protection structures; that was also in accordance to the autonomy of certain regions, as mentioned above.
* Also in 2001, law 343 and 401 significantly changed the operational-coordination structure of Civil Protection. Specifically, “the prime minister, in collaboration with the regions and local communities, is responsible for the planning of operational emergency guidelines, forecasting and prevention programmes, rescue programmes and the coordination of their implementation”[[64]](#footnote-64).
* In 2002 law 245 transferred full authority to the Prime Minister to initiate CM activities during an emergency situation, and the level of emergency is defined by the risk level[[65]](#footnote-65). In this specific decree, extensive disasters are not properly defined.

## Emergency rule

In Italy, for the purposes of civil protection, calamitous events are classified in three different types. For each event, on the base of its extent, intensity and capacity of the civil protection response, the relevant civil protection levels are identified which should take the direction and coordination of interventions:

* type a (municipal level);
* type b (provincial and regional);
* type c (national).

The state of emergency may be declared as "imminent" and not just at "the occurrence" of a natural disasters, or related human activities that, for intensity and extent must be tackled with immediate intervention with extraordinary powers and means (Decree law n. 59 of 15 May 2012, converted into Law n. 100 of 12 July 2012).

For events "type c" the Council of Ministers shall act the state of emergency, proposed by the Chairman of the Board, or, by proxy, of a Minister with the portfolio or the Undersecretary of State at the Presidency of the Council of Ministers Secretary of the Board. The request may also come from the President of the Region concerned. Until the entry into force of Decree-Law n. 59/2012, converted into Law n. 100/2012, the declaration of a state of emergency was accomplished by a decree of the President of the Council of Ministers.

The duration of the state of emergency, in accordance with article 10 of Law n. 119 of October 15, 2013, may not exceed 180 days and may be extended up to an additional 180 days, with further deliberation by the Council of Ministers. In fact, standing to the art. 2, (Italian Law 225/92), mntions that, events with an intensity and extent that require extraordinary means and power, the Council of Ministers, approves the proposal for state of emergency by the Prime Minister, and decides duration and territorial coverage

Interventions to deal with the emergency will be defined by ordinances notwithstanding the provisions of the law, but within the limits and according to the criteria indicated by the declaration of a state of emergency and in accordance with the law.

The orders are issued by the Head of the Department of Civil Protection, unless otherwise determined by resolution of the state of emergency by the Council of Ministers. The implementation of the ordinances is handled, in any case, by the Head of the Department. Before the law 100/2012, orders were issued by the President of the Council of Ministers or by a Minister appointed by him. The enactment requires the prior acquisition of concert from territorial regions concerned.

At least ten days before the expiration of the state of emergency is issued, an order of the Head of Department identifying the respective public administration in the ordinary status of government, and regulates the governing replacement for the activities to definitively overcome the difficulties caused by the emergency.

If an emergency occurs, even before the declaration of a state of emergency, the President of the Council of Ministers may order the involvement of national operational structures, on the proposal of the Head of the Department of Civil Protection and heard the President of the region concerned. In these cases, assessed in relation to the serious risk of impairment of the integrity of human life, the coordination is entrusted to the Head of the Department of Civil Protection. (art. 3 of Decree-Law n. 245 of 2002 converted into Law 286 of 2002)[[66]](#footnote-66).

## Specific, department/agency-level legal arrangements and regulations on emergency and disaster management

Based on the provision in the constitutional law of 16 March 1997 (L 15.3.1997 n. 59) on decentralization the legislative Decree 112/98 has renewed the distribution of public service provision, tasks and responsibilities of the government between the different levels of government towards a stronger decentralization of power and tasks to the regions and local authorities (provinces and municipalities). Civil Protection power has been transferred from the prefects, chief representatives of central government in the provinces, to the regional and provincial governments.

Also in 2001, the additional laws 343 as well as 401 have changed the operational-coordination structure of Italy’s Civil Protection Services. The Prime Minister, in collaboration with the regions and local communities, is responsible for the planning of operational emergency guidelines, forecasting and prevention programmes, rescue programmes and the coordination of their implementation.

## Specific to the regional and local authorities legal arrangements and regulations on emergency and disaster management

In 2001 (L. Constitutional 18.10.2001 n. 3), a constitutional reform increased the legislative and executive power of the regions to stimulate regional and local institutions’ competence and responsibilities while at the same time safeguarding the state’s role of overall guidance and coordination. Within the frame of the reorganization of Italy’s administrative structure, the regions were also required to improve their Civil Protection service by transferring operational CM responsibilities to the local level and supporting and promoting local CM-organizations. Thus, regional governments were given the opportunity to develop their own Civil Protection structures according to the requirements of their specific territorial and risk specificities[[67]](#footnote-67).

## Legal regulations on the involvement of volunteers and specialised NGOs

With,

*the floods of Florence in 1966 and the Friuli and Irpinia earthquakes above all. A great spontaneous mobilisation of citizens made it clear that the solidarity of the people was by no means lacking, but an organised public system which knew how to employ them and get the best out of them was required. Since then the voluntary organisation of the Civil Protection Department has blended religious and non-religious bodies and guarantees the right to receive professional relief[[68]](#footnote-68).*

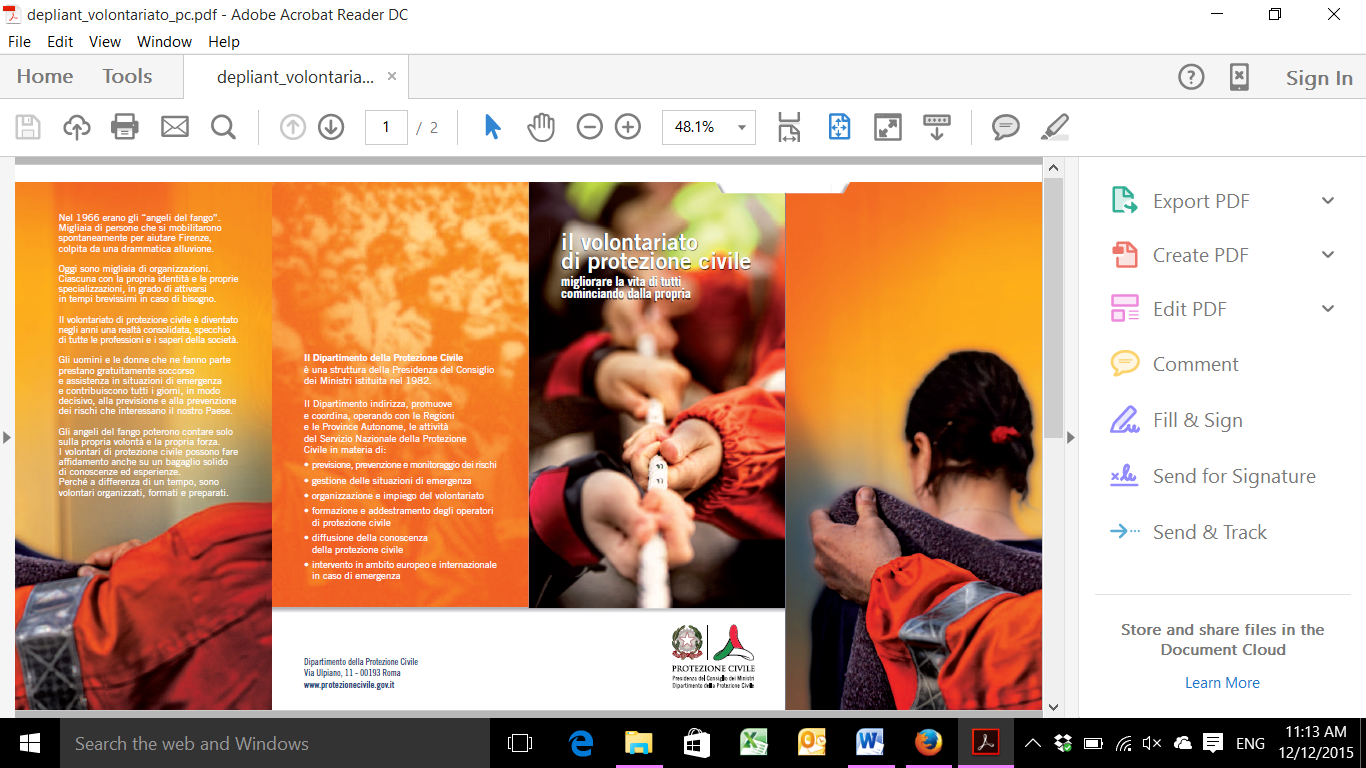


Figure 20: Italy Voluntary Work Flyer

In 2001 (L. Constitutional 18.10.2001 n. 3), a constitutional reform not only touched vertical subsidiarity power relations but also horizontal relationships between the public and private sector, by increasing the role of associations and business enterprises during high level coordination activities between Civil Protection authorities, volunteer organizations and critical infrastructure operators. [4]

## Legal regulations for international engagements of first responders and crisis managers

In the event of natural disasters or serious events abroad, the Civil Protection Department may define the measures, signed by the President of the Council of Ministers, for the declaration of a state of emergency and to cope with the disaster (art. 4 of Law n. 152 of 2005)[[69]](#footnote-69).

# Organisation

## Organisational chart

Civil protection in Italy is not a structure, but an integrated system that allows the coordinated use of all available state and private resources. The operational structure set-up in case of major disasters takes into account the administrative organisation of the country.

The general mission of national civil protection is, both at central and local levels, to protect the lives, goods, properties and environment from damage or threats caused by natural and technological disasters and other calamities.

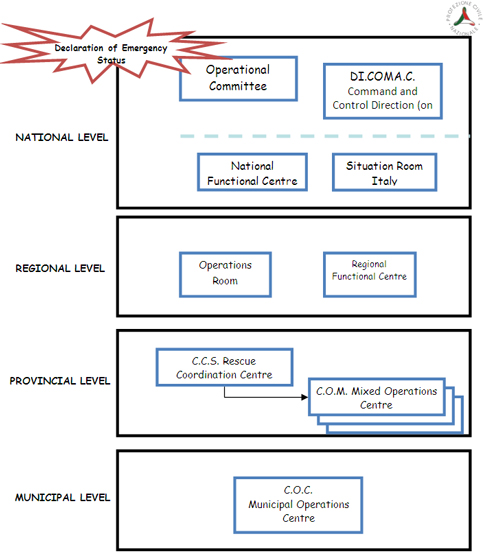


Figure 21: Organisational Chart of CM in Italy

The "National Service of Civil Protection" was institutionalised by Act no 225 adopted on 24 February 1992. As stated in its first article, the Act is drawn up by the state administrations, both central and peripheral, the regions, the provinces, the municipalities and the mountain communities, the national public and local institutions and all other institutions or organisations, both public and private, present on the national territory. Together, they constitute the National Service of Civil Protection with designated components and operational structures.

The responsibility to decide civil protection policies is assigned to the President of the Council of Ministers, or to the Minister of the Interior appointed by him.

The coordination of the national service and the promotion of civil protection activities are undertaken by the Department of Civil Protection (Dipartimento della Protezione Civile - DPC) under the office of the President of the Council of Ministers. The Department of Civil Protection is thus the operative arm of the President of the Council, when it comes to coping with the protection of the country's people and goods.

The DPC is managed by a Head of Department and is divided into eight main offices, where each one is managed by a General Director. Each office is furthermore divided into two or more "Services" carrying out specific tasks[[70]](#footnote-70).

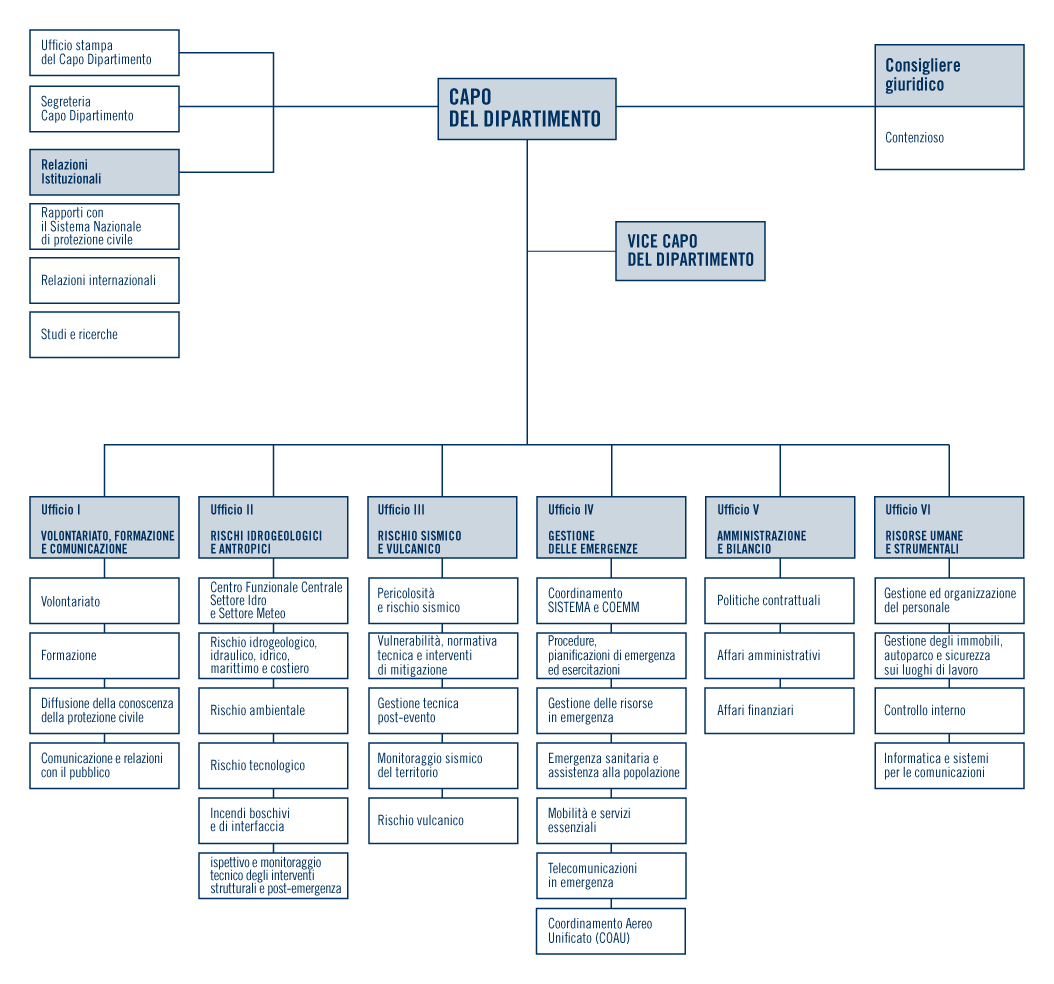


Figure 22: DPC (Dipartimento Protezione Civile) Chart

The Department is divided in six offices and 34 services. The following directly report to the Head of Department: Vice Head of Department, Legal Advisor, Press Office, Secretary of the Head of Department and Institutional Relations Office and a manager of first category with consultancy tasks of study and research.

Besides the personnel structures, the Department is composed of further six offices, divided into services: Office I - Voluntary work, Training and Communication, Office II - Hydrogeological and Anthropic Risks, Office II - Hydrogeological and Anthropic Risks, Office IV - Emergency Management, Office V - Administration and Budget, Office VI - Human and Instrumental Resources[[71]](#footnote-71).

* Interdepartmental (inter-ministerial) emergency and disaster management authority

The inter-ministerial coordination in case of national emergencies takes place primarily within the Operational Committee, which meets under the direction of the head of the Department of Civil Protection.

* National permanent emergency and disaster management unit(s)/ formations; first responders

Act 225/92[[72]](#footnote-72) recognises as part of the National Service of Civil Protection, being a "national operational structure" the institutional components such as:

* the National Fire-Fighters Corps,
* the armed forces,
* the police force,
* the National Forestry Corps,
* the Coast Guard.

In fact, the “Civil Protection National Service” is composed of different operational units that are coordinated centrally by the DPC. Operational units include: The National Fire- Fighters Corps, police and the armed forces, State Forest Corps, Italian Red Cross, National Health Service, National Alpine Rescue Corps, volunteer forces, state administrations, executive powers of the regions, provinces and municipalities, technical-scientific experts and private institutions and organizations. These operational units belong to, according to their tasks and responsibilities, to different line ministries and other public authorities and private entities.

The illustration below shows the institutional set-up of the “Civil Protection National Service”[[73]](#footnote-73).

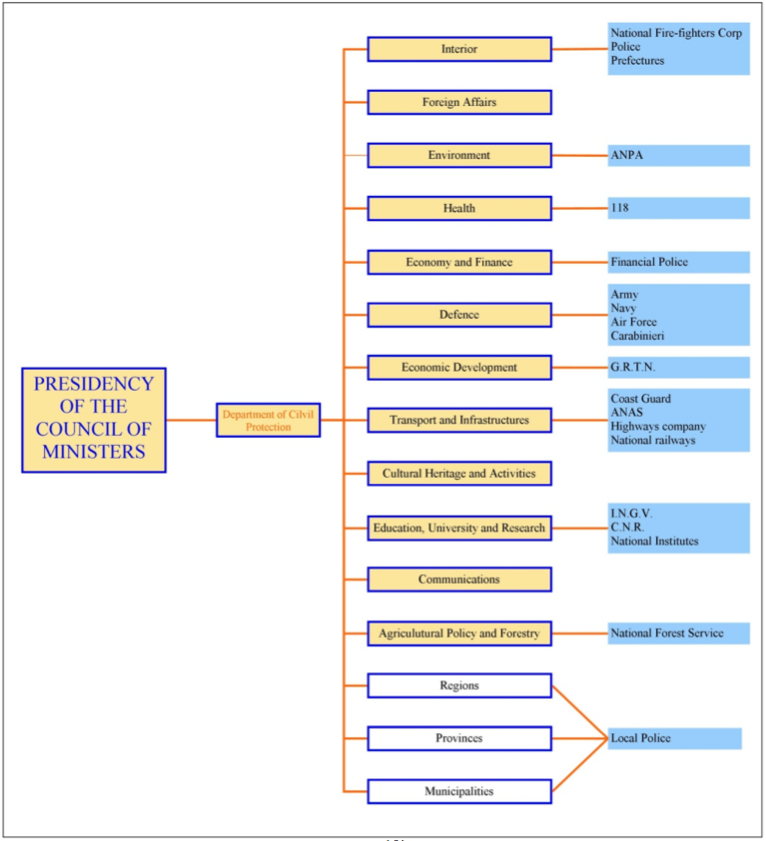


Figure 23: Italy’s main emergency first-responders units

* Planned/ anticipated use of specialised military assets

Civil-Military Cooperation is fully implemented in Italy. The Armed Forces are fully integrated in the National Civil Protection Service and arrangements are in place for planning and implementing cooperation on a daily basis. The Italian Armed Forces also participate in Civil Protection operations conducted abroad[[74]](#footnote-74).

Representatives of the COI (Comado Operativo Interforze) are integrated ordinarily into the DPC Operational Rooms at central and local level, as well as into the Operational Committee which decide at high level the deployments of specific resources. The use of specific financial plan for the emergency in the Armed Forces will support the interventions which will be actuated, at operational level, following, in the most of cases, standard procedures which could be consider part of a sort of operational plan.

* Departmental emergency and disaster management arrangements

The Departmental emergency and Disaster bodies must ensure the implementation of the established intervention activities with respect to the specific competences and procedures of these components and structures.

In particular the representative of the:

**National Fire Brigades Corps**

*Immediate actions*

a) provide detailed information regarding the consequences of the event for the purpose of making a first estimate of fatalities, the number of injured persons, the population in need of assistance and the accessibility to the area affected by disaster;

b) provide information regarding the human resources, logistics and technology available and ready for immediate use on site, in particular resources for search and rescue activities, including those already deployed;

c) provide information about additional resources available for potential use, identifying their location, characteristics, time frame for action and instructions for use;

d) make available the mobile operational centres of the fire brigades as first co-ordination headquarters in situ;

e) identify the co-ordinators of the urgent technical rescue operations on site.[[75]](#footnote-75)

*Within 12 hours*

a) make the personnel of the fire brigades available for safety control of strategic buildings and the structures hosting the operational and coordination centres of the rescue and relief system supported by local technical experts;

b) guarantee the service of its staff at the operational and co-ordination centres in disaster areas[[76]](#footnote-76);

*Within 24 hours*

a) supply the required operational and logistic support for the urgent accommodation needs of the affected population;

b) provide information concerning the interventions carried out to secure the safety of structures and infrastructures[[77]](#footnote-77);

**Police forces**

(the national Police, the Carabinieri, the Revenue Guard Corps and the national Penitentiary Police and the national forest Corps are represented in the operational Committee)

*Immediate actions*

(through the direct co-ordination of the Department of Public Security, for general matters, or the prefects for local matters)

a) provide detailed information regarding the consequences of the event for the purpose of making a first estimate of fatalities, the number of injured persons, the population in need of assistance and the accessibility to the area affected by disaster;

b) provide information regarding the human resources, logistics and technology available and ready for immediate use on site, in particular resources for search and rescue activities;

d) propose the possible use of additional resources, by indicating their location, characteristics, time frame for action and instructions for use;

e) the Police administration head of the affected province is responsible of identifying the co-ordinator of public security and safety actions in the province;

f) adopt public security and safety competence measures[[78]](#footnote-78);

*Within 12 hours*

a) guarantee in collaboration with the health authorities the activation of the necessary scientific technical competences and experts for the procedures needed to identify bodies and ensure the presence of specialized staff at the operational and co-ordination centres activated in the affected area;

b) ensure the presence of staff from the Police forces at the operational and co-ordination centres active in the affected area.

*Within 24 hours*

a) guarantee safety in the base camps hosting the rescue teams, the population’s shelter areas and the operational and co-ordination centres activated in the affected area.

**Harbour Offices of the Coast Guard**

*Immediate actions*

a) provide detailed information regarding the consequences of the event for the purpose of making a first estimate of fatalities, the number of injured persons, the population in need of assistance and the accessibility to the area affected by the event;

b) provide information regarding the human resources, logistics and technology available and ready for immediate use on site, in particular resources for search and rescue activities;

c) plan the potential deployment of additional resources, identifying their location, characteristics, time frame for action and instructions or modalities for use;

d) identify the co-ordinators of rescue operations at sea;

e) provide information on the operability of harbour and maritime infrastructures in the areas affected by disaster;

f) activate naval resources, also the ones provided on a private basis, sup- plied autonomously or jointly with other administrations, institutions or structures, for the inflow of relief operators and to guarantee a timely evacuation and treatment and transfer of injured victims (meDevaC) to safe areas or hospital facilities which can provide temporary shelter areas for the population;

g) dispose the issuing of avURnav in order to provide restrictions of the areas at risk and to facilitate rescue and relief operations[[79]](#footnote-79);

*Within 12 hours*

a) plan the necessary activities to survey and evaluate the damage to the bunkering ports and coast and marine industrial plants;

b) identify the harbour infrastructures which can be utilized as gathering areas for the rescue teams and for the means and equipment;

c) ensure the presence of its staff at the operational and co-ordination centres active in the affected area;

*Within 24 hours*

a) provide all the information regarding the survey of damage to the marine environment and the necessary measures to guarantee the protection and safety of the marine areas under environmental protection and the equipment and production plants and companies involved in the event. [5]

* Other national civil service organisations

In the following is described the commitment and arrangement for the most relevant civil service organisation active in the emergency situation:

**Italian Red Cross**

*Immediate actions*

a) participate in gathering detailed information regarding the consequences of the event for the purpose of drafting a first estimate of the casual ties, the number of injured persons and the population in need of assistance;

b) provide information regarding the human resources, logistics and technology available and ready on site;

c) plan the potential deployment of additional resources, identifying their location, characteristics, time for action and modalities for use;

d) ensure participation in rescue and relief operations and providing assistance to the injured population[[80]](#footnote-80);

*within 12 hours*

a) ensure the presence of its personnel at the operational and coordination centres activated in the area;

b) guarantee participation in setting up and co-ordinating the base camps hosting the resources for relief operations and shelter areas for the population;

c) ensure participation in providing assistance to the population in particularly sensitive groups of the population;

d) activate its permanent structures with the purpose of guaranteeing, within its capacity limits, assistance with the sheltering of the evacuated population hit by the event;

e) propose the potential deployment of expert teams for both special rescue operations and assessing the specific risk situations (health-logistic – psychological support);

f) propose the deployment of special teams responsible of assisting the population in contacting their families;

g) activate the transportation staff of the Red Cross by supplying special means of transport[[81]](#footnote-81);

*Within 24 hours*

a) ensure the preparation and distribution of meals for the rescue teams and the population;

b) ensure the deployment of the equipment and staff needed across the affected area for the co-ordination of water purifiers and distribution of drinkable water[[82]](#footnote-82).

* Provincial (regional) authorities and arrangements for emergency and disaster management (e.g. crisis HQ)

The functions ascribed specifically to the regions by Legislative Decree no 112/98[[83]](#footnote-83) are described in Article 108 which defines how to address emergencies and planning and operational functions, such as the activation of urgent interventions in case of crisis (e.g. by using the Fire-Fighters Corps), and the extinction of forest fires among others.

The most important regional tasks can be summarised as follows:

* Making regional programmes for risk prevention and forecasting
* Launching interventions through the National Fire-Fighters Corps in case of a crisis caused by an emergency or an imminent danger
* Formulating the guidelines for the drafting of emergency provincial plans.

The provinces are mainly responsible for the forecasting and prevention activities. Their functions are summarised below:

* To carry out, at the provincial level, forecasting and risk prevention activities established by regional programmes and plans through the adoption of the necessary administrative acts
* To draft provincial emergency plans on the basis of the regional guidelines
* To control how the provincial structures of the emergency services are set up by the civil protection, including the technical services to be activated in case of disasters.

The functions ascribed to the municipalities by Art. 108 of the Legislative Decree no 112/98[[84]](#footnote-84) concern particularly the prevision and forecasting activities (emergency preparation, setting of plans) and the operational activities (activation of first relief service to the population and urgent interventions), while confirming - without significant innovations- the important role assigned by Legislative Decree no 225/92 to the municipality, and particularly to the mayor as the local authority of civil protection[[85]](#footnote-85).

* Local (municipal, town) authorities and arrangements for emergency and disaster management

The functions ascribed to the municipalities by Art. 108 of the Legislative Decree no 112/98 concern particularly the prevision and forecasting activities (emergency preparation, setting of plans) and the operational activities (activation of first relief service to the population and urgent interventions), while confirming - without significant innovations- the important role assigned by Legislative Decree no 225/92 to the municipality, and particularly to the mayor as the local authority of civil protection.

The functions of the municipalities can be summarised as follows:

* To launch, at the municipal level, forecasting activities and risk prevention interventions established by regional programmes and plans
* To adopt all decisions, including those concerning the emergency preparation, necessary to assure first emergency relief in case of disasters at the municipal level (type A)
* To draft municipal and inter-municipal emergency plans in the form of association or cooperation and through the mountain communities to control that these are implemented on the basis of regional guidelines[[86]](#footnote-86).
* Volunteers and volunteer organisations; specialised NGOs

Act 225/92[[87]](#footnote-87) recognises the volunteers' organisations as part of the National Service of Civil Protection, being a "national operational structure" and fundamental public component of the system.

The volunteers’ organisations of civil protection keep growing thanks also to a law (Framework Act no 266/91[[88]](#footnote-88)) which recognises the added value of organised volunteering as an expression of solidarity, participation and pluralism, while supporting its organisational development.

Another important piece of legislation to regulate the activities of the volunteers’ organisation within the National Service of Civil Protection is the Decree of the President of the Republic no 194/2001[[89]](#footnote-89), which regulates the participation of the volunteers’ organisations in the civil protection activities by establishing a national register.

Currently, 3,878 voluntary organisations are recognised by the national registry of civil protection on voluntary organisations. Regions and municipalities also maintain their respective registries[[90]](#footnote-90).

* Private businesses

According to article 6 of Legislative Decree no 225/92[[91]](#footnote-91) the private and institutional organisations can participate in the implementation of civil protection activities. For this purpose, the national and local structures of civil protection can stipulate conventions with public and private subjects.

As Private Sector component of the National Civil Protection mechanism are considered:

* Public transportation companies
* Water, gas, electricity and telecommunication companies
* Waste and sewage management companies
* Roads and highways management companies
* Special service providers (e.g. shelter, heavy-duty machinery etc).
* Any other organization or company whose assets and/or services can be employed to face an emergency[[92]](#footnote-92).

## Organisational cooperation

The Civil Protection Department operates on a European and International level with civil protection interventions abroad, promoting international relations, agreements and technical scientific programmes to improve the prevention of the natural risks or those caused by man.

In particular:

* the Department participates in technical-scientific knowledge exchange and sharing projects and interventions in Europe and on an international scale (e.g. Euromed);
* the Department belongs to monitoring networks for preventing and forecasting risks;
* the Department maintains permanent relations with research centres, specialists and structures organised by the civil protection department of the other Countries;
* the Department promotes, coordinates and participates in international drills;
* the Department shares its own organisational model with the other countries, also though guided tours to international delegations interested in furthering their knowledge of the Italian Civil Protection system;
* the Department participates in meetings and events whose objective is to improve coordination and promote the civil protection culture at an international level.

It also participates in the European Civil Protection Mechanism, the instrument of the European Union activated to respond in a timely and effective manner to the emergencies occurring on an international scale. All the interventions are based on the principle of subsidiarity, according to which the actions of the Union must always be undertaken on request of and in coordination with the authorities of the affected state. The emergencies can be tackled by means of pre-constituted intervention modules.

In the event of a natural calamity or of a serious event which affects the population of a European or overseas country, the Department may make its own resources and technical competences available, in accordance with the local authorities, either in the emergency phase or in the recovery and reconstruction phase. Like for national emergencies, the Department of Civil Protection declares the state of emergency with a decree and outlines the interventions in the orders to cope with and overcome the situation. The measures prepared by the Department are signed by the Prime Minister.

Like for domestic emergencies, the Department of Civil Protection defines the measures, however, at the moment there is more involvement by the local authorities to induce the regulations ensuring their involvement in the process. “The existing Civil Protection Law (n. 225 of 1992) has been updated through Law n. 100 of 2012 which has given territories, and in particular Regional administrations, more responsibility on disaster prevention and post-disaster recovery”[[93]](#footnote-93). Meaning, decentralising the way emergencies are handled in Italy, to strengthen resilience.

# Procedures

## Standing Operating Procedures (SOPs) and Guidelines

SOPs are set by law for prevention and preparation to emergencies, while response is conducted on the basis of the “Augustus Methodology” explained in section 1.2, which is not compulsory but has been extensively adopted on the whole National territory, and on the basis of Prime Minister’s Decrees setting rules for operational coordination.According to OECD “the civil protection system is able to scale-up operations to a level appropriate to the event in question, as it integrates human resources and equipment from different organisations into coherent and concerted emergency management operations. Key institutional strengths and uniform planning underlie this capability, particularly the civil protection ‘Operational Committee’, and the ‘Augustus’ planning method”[[94]](#footnote-94).

Emergency response procedures are set by law and by Prime Minister’s Decrees. The main driver of response is the local capability to face the event.

Three different “typologies” or “levels” of response are identified by the law:

* A-type events, which can be managed at local level by a single organization operating under its ordinary function;
* B-type events, that can be managed at provincial or regional level by more than one organizations cooperating under their ordinary function;
* C-type events whose extension or severity requires a National response and the employment of extraordinary measures and resources.

C-type events require a Declaration of State of Emergency issued by the Council of Ministers under proposal of the Prime Minister. The Declaration gives the Prime Minister the power to issue Ordinances that can derogate to ordinary law into a predefined timeframe and area set in the Declaration itself.

Internal Procedures are in place internally to DPC in order to activate the CM mechanism in case of emergency. The procedures and relevant guidelines are described in written documents (i.e. the so called “Libretta Rossa” for the CM system activation).

## Operations planning

In Italy forecasting and prevention programmes and emergency plans coexist in order to ensure a multi-disciplinary and multi-sectoral coverage of the whole Civil Protection Cycle. Forecasting and Prevention Programmes always commence at a National Level.

All National Authorities are involved in their preparation under the coordination of the National Civil Protection. National Programmes are based on risk maps and event scenarios and are meant to give to Regions a common programming framework for disaster prevention and preparedness. They are then translated by Regions in directives to Provinces and Municipalities for the adoption of coordinated measures. Planning starts at local level. All Municipalities are responsible for preparing emergency plans. Provincial Plans are meant to support Mayors in first response and assistance to the population by coordinating resources located in the different Municipalities of the Province. Regional Plans provide coordination of resources of the Provinces belonging to the Region. At National level, plans are in place for the coordination of response of the entire system in case of major disasters[[95]](#footnote-95).

As example we mention the National Plan for seismic risk prevention (art. 11, Abruzzo Decree Law):

* After the Abruzzo earthquake of 6 April 2009 a new legal measure was issued in order to give a stronger push to seismic prevention. Article 11 of decree no. 39 of 28 April 2009[[96]](#footnote-96) provides for the funding of seismic risk prevention works on the whole national territory and allocates 965 million euros in 7 years. The Civil Protection Department manages the carrying out of article 11, by the orders of the President of the Council of Ministers[[97]](#footnote-97).

## Logistics support in crises

In general, logistics & resource planning is based on:

* Resource allocation and use of military assets
* National guidelines (*Augustus* used in planning existing systems generally work well and are frequently used timely, clear and accurate requests for assistance. Accurate methodology for registration of incoming teams, their equipment, capabilities and needs)[[98]](#footnote-98).

ANAS S.p.a, the government owned company which operates motorways have, in the event of an emergency the specific task

* to provide the logistic structures and infrastructures (heliports, deposit areas for the storage of means and other useful resources to the rescue teams) as well as escort and dispatch riders to the transportation of special material and mobile columns of rescue teams which are allowed easy access to the tollbooths[[99]](#footnote-99).

Similar duties are is in charge of RFI and TRENITALIA for the railways side.

The information on logistic in emergencies is managed in liaison with different civil authorities, agencies and critical infrastructure manager. For example:

* ANAS S.p.a, in the event of an emergency have the specific task to provide information regarding the state of national mobility particularly focusing on the specific complexities determined by the event and supplies all information on the damages suffered by the road system’s infrastructures. Particularly aimed at ensuring the operability of Civil Protections means.
* The specific tasks of the Civil Aviation Authority of Italy (ENAC) in the event of an emergency include the supply of information regarding the operability and capacity of airports, air routes and heliports in the areas affected by the emergency as well as adoption of necessary regulations, in order to facilitate rescue operations.
* Similarly, the ENAV (Ente Nazionale Assistenza al volo) tasks include to supply all information regarding the operability and capacity of the airports in the areas affected by the emergency and plan all measures and regulations necessary to co-ordinate and control the flow of air traffic, in agreement with the DPC/CoaU, including regulation of flight activity in the areas at risk, in order to facilitate the required rescue operations enav/aCU). ENAV is also to assist in the co-ordination of the limitation of the air flow within Italian air space or landing at airports located in the area affected by the emergency with EUROCONTROL, when necessary.
* In respect to for instance a volcano evacuation scenario, the Trenitalia and RFI will contribute in any situation and in the emergency planning which touches their structures. When in an event it would be important to evacuate many people, the train circulation situation can be changed to take away people suddenly. Emergency plans are approved by each prefecture.
* The tasks of the Italian Postal System are to supply information regarding the state of efficiency of the mail services and infrastructures in the areas hit by an emergency or disaster and perform all actions aimed at the restoration of services in the areas hit by disaster, including the possible deployment of additional human and technological resources including hi-tech devices[[100]](#footnote-100).

## Crisis communication to general public; Alert system; Public Information and Warnings

In course of alerts for floods, tsunami and volcanic eruptions, for example, responsibility for risk communication and provision of information to the affected public is primarily placed with the mayor of the affected municipality. Nevertheless, according to an OECD report, crisis communication in Italy requires improvement. There are some information campaigns and training, but in some areas not matching the needs of the population[[101]](#footnote-101).

DPC actively promotes the dissemination of information to the affected public to ensure timely and accurate public awareness concerning the event. These efforts include making the population aware of the relevant risk scenarios in the immediate term, and instructions on self-help measures to take.

DPC has a Press office and Communication Service that disseminate information directly and that liaises with the national and foreign media.

DPC is establishing an in-house call centre, which is under development and will be used in the event of disasters. The aim of the call centre will be:

* to provide information to the population concerning the event and the primary measures to safeguard the population;
* to handle calls of potential importance to improve the management of emergencies.

The public utility radio channel isoradio covers most of the Italian highways. It regularly broadcasts traffic reports, weather conditions, railway information and public service reminders at regular intervals around the clock. During emergencies, isoradio also provides listeners with updated information about the incident as it develops.

A recent project is aimed at improving the quality of the existing isoradio network services and at widening the coverage of highways not yet covered by the service. The new isoradio network will be carried out using three different types of radio-diffusion systems: mountain systems, highway systems and subway systems[[102]](#footnote-102).

In addition to this unidirectional media the telephone infrastructure composed by the “emergency call number” 112 is widely used for bidirectional communications.

In Italy there are several possible telephone numbers to call different emergency lifeline services, for example 112 emergency calls are answered by the Carabinieri. Requirements under EC Directive 2002/22[[103]](#footnote-103) for member states to ensure that the 112 number is well known by their citizens, which is difficult when many different emergency call numbers are maintained, and leads to immediate action by the competent authority for providing the necessary help. The common European Union 112 emergency call number serves the purpose of facilitating urgent help for an individual in an emergency situation or disaster anywhere in the European Union through one single call. This is of particular importance in a country such as Italy where the important tourist industry draws so many foreigners, most of whom would not know of any other number to call than 112 should they find themselves in urgent need to obtain help.

Since the infraction procedure initiated by the European Commission in 2006, the Italian government has been developing initiatives aimed at fully complying with the European Union law on the 112 emergency number. In particular, Italy issued a decree dated 22 January 2008, which provided for a first phase of implementation of the European Directive within the Italian system. This decree was implemented within the province of Salerno to serve as a test for a subsequent implementation in the remaining Italian provinces. However, due to financial constraints, the project had to be suspended in July 2008.

Following a judgement issued by the Court of Justice on 15 January 2009, the Italian government has promoted the establishment of an operational inter-ministerial working Group co-ordinated by DPC, which is currently setting up a strategy aimed at full implementation of the Universal Service Directive, and thus comply with the judgement issued by the European Court of Justice. The working Group consists of representatives of the major ministries and institutions involved in the implementation, such as the ministry of health, the ministry of interior, the ministry of Defence and the ministry for economic Development.

Another development is the introduction of modern digital tetra communication systems and integration of these with the 112 services, which also facilitates cross sector co-operation in emergency response operations. The Review team has found that DPC believes that the 112 emergency number is critical to the facilitation of civil protection mechanisms to efficiently function. Italy however, was also warned from the European Court of Justice in 2009, that “Caller location information is still not available to emergency services from all mobile 112 calls in Italy, as required by EU rules, despite a judgement from the European Court of Justice in January calling on Italy to make this happen”[[104]](#footnote-104). Italy would have been heavily fined if not compliant with the EU Directive.

Since then, Italy has over exceeded the expectations and has properly made use of the 112 emergency European call number.

# Capabilities

## Human resources

Civil protection in Italy mobilizes resources from all rescue and emergency services (National Fire Brigade; National, Regional and local Police; Carabinieri; Armed Forces; local, provincial, regional and National Civil Protection organizations; local, provincial, regional and National administrations and services; organizations managing essential services, academia, more than 1 Million volunteers managed by Civil Protection volunteer organizations, etc.)[[105]](#footnote-105).

* Permanent Personnel

Dedicated professional resources are permanently working at the DPC; rescue workers operating in the emergency services (National Fire Brigade; National, Regional and local Police; Carabinieri, etc..) are also in permanent duties and alert.

* Volunteer

The voluntary organisation of the Civil Protection Department has blended religious and non-religious bodies and guarantees the right to receive professional relief. With law no. 225 dated February 24 1992, establishing the National Service of Civil Protection, the voluntary organisations took on the role of “national operative structure” and became an integral part of the public system.

With decree of January 25 2008 published in the Official Gazette of the Italian Republic no. 61 dated March 12 2008, the Prime Minister established the National Council of Volunteers of Civil Protection at the Department of Civil Protection of the Prime Minister’s Office. This collegial body with consulting functions has the job of discussing the problems regarding promoting, training and developing the volunteers of the Civil Protection system. The Council also has the job of coordinating the volunteer organisations with the other members and operative structures of the National Service. The Council is made up of a representative for each national volunteer organisation, with offices in at least six regions, registered in the national list established at the department of Civil Protection. The Chairman, in harmony with the Department, convenes the Council each time he or she feels the need and in any case, at least three times a year. Apart from the members, the Head of the Civil Protection Department, the manager of the institutional and international relations of the volunteers office, the coordinator of the voluntary service and a representative of the national association of voluntary firemen, a representative of the Italian Red Cross, a representative of the National Mountain and Speleological Rescue Corps as well as the directors of the Civil Protection department, who are called upon in relation to the items on the agenda, participate in the Council meetings. The council was updated with Decree of the Department Head dated July 30, 2010[[106]](#footnote-106).

* Citizens

Citizens are an integral part of Civil Protection by law. All citizens are called to provide themselves with self-protection and to assist Civil Protection operations by adopting the behaviours recommended by Civil Protection Authorities. Citizens are informed and trained through risk awareness programmes set up at National and local level, informative campaigns in schools and to the general public[[107]](#footnote-107).

The first authority of civil protection at the municipal level is the Mayor, who has the duty to inform citizens about possible dangers and security plans for all the community[[108]](#footnote-108).

## Material (non-financial) resources

In case of concrete emergencies, coordination and operational activities are carried out through a multi-level hierarchical organisation. This consists of:

* the Municipal Operational Centres (C.O.C.) at the municipal level,
* the Mixed Operational Centres (C.O.M.) and Rescue Coordination Centres (C.C.S.) at the provincial level,
* the Regional Operations Centres at the regional level,
* the Command and Control Direction (DI.COMA.C.) at the national level. Even though the DI.COMA.C represents the national level, it is physically set up on the disaster site or close thereby.

Furthermore, the Department of Civil Protection has institutionalised the National Situation Room (Sit.I.) at its premises, ensuring the 24 hours' presence of the National Service of Civil Protection's main operational structures representing the permanent monitoring and control centre of incidents occurring throughout the national territory and determining risk situations endangering the population, goods, buildings and the environment while guaranteeing the coordinated intervention on behalf of a number of institutions or administrations[[109]](#footnote-109).

## Training

Training is performed at all levels (Municipal, Provincial, Regional and National) of the system. It involves Civil Protection professionals, members of rescue organizations and emergency services, personnel from private companies whose activities are relevant for civil protection purposes, volunteers and citizens. Exercises are an essential tool for providing training and spreading risk awareness. Table top, command post and full-scale exercises are therefore organized at all levels. Every year at least one national/European full-scale exercise is conducted; also, a high level and frequent exercising and an established public-private dialogue[[110]](#footnote-110).

## Procurement

### Procurement regulation

The legislative decree number 33/2013 re-ordered obligations of publicity, transparency and dissemination of information by public authorities to citizens.

The DPC website (www.protezionecivile.gov.it) publishes a page (under the tag “Trasparenza”) which is mandatory for publication on corporate websites where all the information and data, including procurement tenders, budgetary and expenditure figures are published, in compliance with the annex of the legislative decree.

The Administration section of the page replaces and incorporates the transparent section and contracts Job opportunities previously available on the site.

From this page, using the appropriate links, it is possible to reach the information and data available on other pages of the site or the site of the Italian government. Some data are also available in tabular format as provided in Article 7 of the law. However, it is not clear in which extend the decree is actuating the procurement directives of the EU.

At the central level (DPC) standing to the data published for the year 2013 on the website of “Consiglio dei Ministri” (<http://www.governo.it/>), beside the ordinary expenditures for the normal activities carried out by the DPC offices, the main topics procured are:

* Fund for seismic risk prevention;
* Recovery support to population for the recent seism (May 2012);
* Technical and scientific services for monitoring and awareness toward natural disaster;
* Meteorological Radars and similar appliances;
* Renting and operational cost for fire bombers aircrafts;
* Contribute to NGOs and other associations;
* Training and similar services[[111]](#footnote-111)

### Procurement procedures

In conformance with the Decree no. 33/2013, the procurement procedures are based on public tenders.

At central national level (DPC) the office which is charge to manage tenders and similar procurement act is the “Amministrazione e bilancio” office in the DPC structure (office V).

The office is responsible for the management of all the contractual relationships entered into by the Department. It also caters to the setting, management and control of financial and fiscal policies, the development and management of all accounting and financial records and management of the administrative affairs relating to the activities of the various services of the Department. It also handles relations with institutional bodies.

In particular, within this office, the service “Servizio politiche contrattuali” is committed to:

* proceed and negotiate for the supply of goods and services related to the general operation;
* prepare the bid documents to the offices of the Department on the basis of technical specifications drawn up by them or sole responsibility of the procedures covered.
* operate on the basis of the indications of the Office jurisdiction, such framework agreements entered into for the acquisition of goods and services;
* care, on the proposal of the relevant offices, any outsourcing of activities and services;
* provide training for acts of commitment accounting, settlement and payment of bills resulting from the activity of negotiation, on the basis of regularity and visa clearance on each page by the competent office or the Consignee.
* define, on the basis of guidelines and technical specifications provided by aviation, the preparation of contracts for the fleets of the Department and the shaping of measures of financial commitment and pay the resulting bills, based on the regular visa and clearance affixed by that Office.

The service is ultimately responsible for the payment of expenses connected with the settlement of disputes[[112]](#footnote-112).

## Niche capabilities

There appear to be two niche sectors where Italy could strongly contribute to the overall EU CM:

* Satellite based awareness, communication and detections in emergencies;
* Field Hospital assets.

In addition, the Italian aerospace firm BPD Difesa et Spazio (RCS) was actively tried to build military technologies for civil use; amongst others for forest fires. The information however is not publicly available. However, at a European level Telespazio[[113]](#footnote-113), the Italian aerospace agency will “demonstrate its activities for the European satellite navigation and localisation programme, Galileo. Telespazio built one of the control centres at the Fucino Space Centre that will manage the Galileo constellation and mission. Together with DLR GfR, a German Space Agency company, Telespazio created Spaceopal the company that manages operations to bring the Galileo system to full capacity”[[114]](#footnote-114).

# Resources

## Legislative acts

Italian Constitution, <http://www.senato.it/documenti/repository/istituzione/costituzione_inglese.pdf>

Abruzzo Decree Law, Article 11 of decree no. 39 <http://www.protezionecivile.gov.it/jcms/en/view_prov.wp?facetNode_1=f1_1&prevPage=provvedimenti&facetNode_3=f1_1_1&facetNode_2=f4_4_3&catcode=f4_4_3&contentId=LEG14148>

Decreto legge n. 39 del 28 aprile 2009: interventi urgenti per il terremoto in Abruzzo del 6 aprile 2009, Interventi urgenti in favore delle popolazioni colpite dagli eventi sismici nella regione Abruzzo nel mese di aprile 2009 e ulteriori interventi urgenti di protezione civile (The Decree refers to the intervention in the Abruzzo region in 2009), <http://www.protezionecivile.gov.it/jcms/en/view_prov.wp?facetNode_1=f1_1&prevPage=provvedimenti&facetNode_3=f1_1_1&facetNode_2=f4_4_3&catcode=f4_4_3&contentId=LEG14148>

Dpr 21 settembre 1994, n. 613: regolamento recante norme concernenti la partecipazione delle associazioni di volontariato nelle attività di protezione civile (This Regulation refers to the establishment of the official volunteering section of the DPC) , <http://www.protezionecivile.gov.it/jcms/en/view_prov.wp?facetNode_1=f4_4_3&prevPage=provvedimenti&catcode=f4_4_3&contentId=LEG21155>

Dlgs n. 112 del 31 marzo 1998: conferimento di funzioni dello Stato alle regioni ed agli enti locali (This refers to the decentralisation of powers to certain regions in Italy), <http://www.protezionecivile.gov.it/jcms/en/view_prov.wp?facetNode_1=f4_4_3&prevPage=provvedimenti&catcode=f4_4_3&contentId=LEG20188>

## Other normative acts

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Normative acts, <http://www.normattiva.it/ricerca/semplice>

## Official documents (white papers, strategies, etc.)

Italian Civil Defence Department, General criteria for organizing rescue work in catastrophes, 2001

Italian Civil Defence Department, General criteria for medicines and medical devices to be kept in a first aid post, 2003

Italian Civil Defence Department, General criteria for psychosocial treatment in catastrophes, 2006

Italian Civil Defence Department, Procedures and forms of medical triage, 2007

DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive), <http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32002L0022&from=EN>

## Online resources (e.g. websites of key CM organizations)

Italian Civil Protection Department, <http://www.protezionecivile.gov.it>

Dpr 21 settembre 1994, n. 613: the regulations concerning the participation of voluntary organizations in the activities of civil protection (source in Italian), <http://www.protezionecivile.gov.it/jcms/en/view_prov.wp?facetNode_1=f4_4_3&prevPage=provvedimenti&catcode=f4_4_3&contentId=LEG21155>

Italian Civil Protection Department, Hydrological risks, <http://www.protezionecivile.gov.it/jcms/en/rischio_idrogeologico.wp>

Italian Civil Protection Department, Forest Fires, <http://www.protezionecivile.gov.it/jcms/en/rischio_incendio.wp>

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Italian airspace agency, [www.telespazio.com/documents/9986169/20054134/PR\_Fia2012.pdf](http://www.telespazio.com/documents/9986169/20054134/PR_Fia2012.pdf)

CALYPSO Project, Task4.1, <http://oceania.research.um.edu.mt/cms/calypsoweb/phocadownload/2.pdf>

CRISYS project – Summary of National meeting: Italy

D’Angelo L., Italy: National progress report on the implementation of the Hyogo Framework for Action (2013-2015), pg. 43, <http://www.preventionweb.net/files/44371_ITA_NationalHFAprogress_2013-15.pdf>

De Milano C., Volunteering in Italy, <http://www.amitie.it/voch/3_VoCH_Volunteering_Italy.pdf>

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