Guidelines for Cross-Border Cooperation using Rakel and Virve

Guidelines for Cross-Border Cooperation using Rakel and Virve

Content

Introduction

Introduction

Nordic cooperation is now being strengthened in the event of accidents and crises

Swedish and Finnish responders are now able to communicate with each other using interconnected Virve and Rakel networks

Today the Nordic cooperation is a part of everyday life across the border between Finland and Sweden. Many organisations communicate and cooperate daily with colleagues in neighbouring countries.

The interconnection between Finland and Sweden. It is an important step in strengthening our ability to cooperate to handle accidents, crises and other events across the country border. More efficient and safer communication for, for example, the police, emergency services and ambulance enables efforts to be faster and more efficiently. Faster dispatch of emergency services, efficient management and control of resources equals faster help to the one who is in harm's way.

The first responders in Sweden and Finland will be able to communicate via their own radio terminals within the two networks when resources from the neighbouring country are needed.

This guideline has been jointly prepared by Finnish and Swedish responder organisations and is based on current needs for collaboration.

Through the guideline for cross border cooperation, we make it easier, more efficient and safer to work together across the border. By connecting Rakel and Virve together, we are enhancing our joint ability to work together. When our citizens are at their weakest, our communities should be at their strongest.

Minna Nyman, Head of Rakel
MSB-Rakel and Command and Control system

Jarmo Vinkvist, Head of Virve operator
Erillisverkot

About these guidelines

1.   About these guidelines

These guidelines for cross-border cooperation in Rakel and Virve are intended for people who need to communicate and work together with colleagues or partners in neighbouring countries. The guidelines assume that you are familiar with and are trained in Finland's TETRA network, Virve, or Sweden's TETRA network, Rakel.

The guidelines apply only to cross-border communication and co-operation. For information about how to use your national TETRA network, contact your Virve main user or Suomen Erillisverkot (Finland) or read Nationella riktlinjer för samverkan i Rakel (Sweden).

Chapter contents

This document contains the following chapters:

CHAPTER	DESCRIPTION
2. Criteria for using ISI	The criteria that must be met in order to migrate to another country's network.
3. How ISI works	ISI communication between Virve and Rakel.
4. Talk group overview	Cross-border talk groups and how they are used.
5. Talk groups – detailed descriptions	Purpose, participants, geographical distribution and scenarios for different talk groups.
6. National roles and responsibilities (or Organisational structures in Finland and Sweden)	The key differences between Finland's and Sweden's crisis management systems.
7. Confidentiality issues	Assessing and managing confidentiality in talk group communications.
8. Education, training and exercises	Brief information on training and maintaining capacity for cross-border operations.
9. Using the international spelling alphabet in Virve and Rakel	How to spell out words when you speak.
10. Governance organisations	National organisations that govern ISI and their purpose.
11. Glossary	Terms and definitions related to TETRA communication.

Criteria for using ISI

2. Criteria for using ISI

Before you can use the Inter-System-Interface (ISI), the following criteria must be met:

- A service in addition to the basic Rakel or Virve subscription must be available. Responder organisations that use Rakel or Virve do not automatically have access to ISI. Access is regulated by MSB and Erillisverkot in Sweden and Finland, respectively.
- Your radio terminal must be registered in the neighbouring country's network.
- Assigned talk groups must be pre-programmed in your radio terminal.
- Your radio terminal must be pre-programmed with approved AIM (Air Interface Migration) software.

Migration from one TETRA network to the other can either take place automatically based on the relative signal strengths or manually by actively selecting the appropriate option on your radio terminal. Whether this takes place automatically or manually depends on the radio terminal settings and your own organisation's guidelines. In both cases, there will be a brief interruption while the radio terminal is being registered in the neighbouring country's network.

Conditions for using ISI in the neighbouring country's network

Basic subscription
for Virve or Rakel
respectively

**Special
ISI subscription**

**A Swedish
terminal must be
registered in the
Finnish network**

**A Finnish
terminal must be
registered in the
Swedish network**

How ISI works

3.   How ISI works

3.1   FISE talk groups for group calls

FISE talk groups enable first responders from one country to communicate with responders from the other country at the local, regional and national levels. A group call between Virve and Rakel is set up through static-linked talk group pairs, in which one talk group is located in Virve and the other in Rakel. Any participant in a FISE talk group can hear all communication, regardless of the country or network they are in.

Some organisations, for example Fire and Rescue service have their own sub national ISI talk groups that are not linked. This means that it is not possible to communicate across the border using these talk groups.

In order for ISI to support effective communication and cooperation among responders in the two countries, all responders must use the talk groups in accordance with established procedures.

In addition to group calls, ISI also supports one-to-one calls, status messages, SDS messages and emergency calls. Some of these functions might be limited depending on the network. You can read more about ISI functionalities in the appendix: Technical information.

Static linking of FISE talk groups

Base group

Group A can be found is in both networks and is statically linked with each other.

Group A – Sweden

(Rakel group)

ISI link

Group A – Finland

(Virve group)

Group B
RAPS X
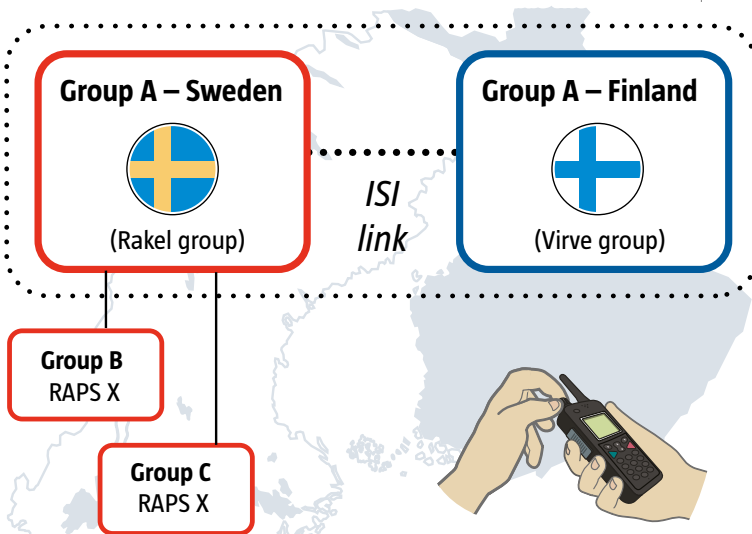
Group C
RAPS X

Rakel users can cooperate using their normal talk groups if a controlroom group combinding them to the ISI cooperation talk group (Group A). It is also possible to choose the ISI cooperation talk group directly. When migrating to Finland Rakel users must use ISI cooperation talk group.

To cooperate Virve users need to change from their national talk group to the linked international ISI cooperation talk group (Group A).

When group combinding local talk groups with ISI-linked talk groups the ISI-linked talk group *must* be the base group.

3.2 How to use FISE talk groups

The emergency services control room allocates one of the linked FISE talk groups directly to the unit crossing the border. There are different ways a user located in their own country can participate in a group call:

Sweden

Communication with FISE talk groups in Rakel takes place in one of the following ways:

1. The user chooses the assigned FISE talk group in their terminal.
2. The control room combines a national talk group into a FISE talk group.

Finland

Virve users – with the exception of the defence forces – do not use group combining, so the only way to participate in a group call is by directly choosing a FISE talk group. This means that all the relevant FISE talk groups must be pre-programmed.

3.3 Initiating cross-border communication and allocating talk groups

The person who identifies the need for support from the neighbouring country must initiate the cross-border communication and cooperation.

The emergency services control room then assigns the talk group based on the organisations that need to communicate and the tasks at hand. Sweden and Finland have similar national point-of-contact organisations that assign talk groups in the event of an emergency: SOS Alarm (Sweden) and Emergency Response Centre Agency (ERCA, Finland).

SOS Alarm forwards any calls that should be managed by the Swedish police to the control room at police headquarters, who then allocate the appropriate FISE police talk groups.

SCENARIO

A traffic accident in Ylitornio Centrum in Finland, is reported to the Emergency Response Centre (ERC). There are a few injured persons, an oil spill and blocked traffic at route E8. For the moment, no ambulances are available in Finland near the accident.

ERC contacts SOS Alarm in Sweden, which finds one available unit from Övertorneå and another from Överkalix. ERC and SOS Alarm agree to allocate a FISE-EM-5 talk group for this mission. SOS Alarm assigns this talk group to Swedish ambulances and Finnish ERC assigns the same talk group to the local fire brigade unit and police.

Individual call

You can make a one-to-one call to a responder in your domestic network or to a responder in the neighbouring country's network. Both simplex and duplex calls can be made within and between the two networks.

To start a one-to-one call, you must dial the full number – called the ITSI number – of the recipient's radio terminal. The ITSI number consists of three parts:

A country code + a network code + an individual number.

Number structure in ISI

ITSI Individual TETRA Subscriber Identity			
MNC Mobile Network Identity			ISSI Individual Short Subscriber Identity
MCC Mobile Country Code	MNC Mobile Network Code		
Rakel (0*)240	(0*)0001		(0*)x xxx xxx
Virve (0*)244	(0*)0011		(0*)x xxx xxx

Is sufficient when you call a radio terminal the domestic network

You must dial the full ITSI number when you make a call in the neighbouring countrie`s network or call a radio terminal in the domestic network.

* depending on the type of terminal

Talk group overview

4. Talk group overview

4.1 Types of talk groups in ISI

There are two main types of FISE talk groups in ISI: Multi-Agency and Agency-Specific.

Multi-agency talk groups

- FISE-EM (Emergency). Used for communication between the emergency services of the two countries, such as the police, fire and rescue service, ambulance service. The Finnish customs, coast guard and defence forces participate in this talk group in Finland.
- FISE-AUTH (Authorities). Used for cooperation between Finnish and Swedish government authorities.

Multi Agency Talk Group

FI   SE

FISE SAR (11–32) - Search and Rescue
Talk groups for cooperation for SAR
Operations at sea, air and on land

FISE EM (1–8) - First responder
Talkgroup for cooperation
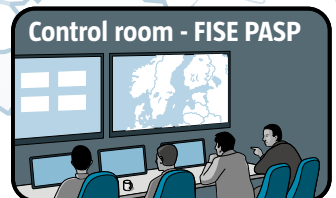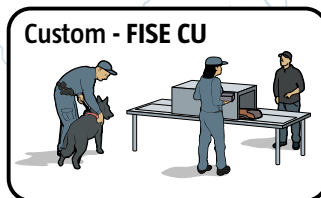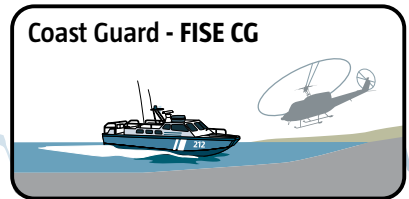between first responders

FISE AUTH (1–2) - National Agencies
Talk groups for cooperation between Finnish and Swedish national authorities

FISE CO
(1–4)

Other cooperation talk groups:
FISE-CUBS - Police, Custom, Border Guard, Suvilliance
FISE-CUPB - Custom, Police, Border Guard
FISE-PBMR - Police, Border Guard, Mountin Rescue

All Rakel & Virve users

- FISE-SAR (Search and rescue). Used for cooperation between Finnish and Swedish maritime, airborne and land SAR operations.
- FISE-CO (Cooperation). Used by all responder organisations in Rakel and Virve who need to communicate with each other but do not have access to other FISE talk groups.
- FISE-CUBS (Police, Custom Border Guard Suvilliance). The talk groups will be used in planned surveillance operations.
- FISE-CUPB (Custom,Police, Border Guard). The talk groups will be used in planned joint operations or in unplanned cases when the authorities assist each other.
- FISE-PBMR (Police, Border Guard, Mountain Rescue). The talk groups are used by the Search And Rescue operations units.

Agency Specific Talk groups

FI   SE

Coast Guard - FISE CG

Defence - FISE DEF

Custom - FISE CU

Control room - FISE PASP

Police - FISE P

Health - FISE H

Fire and Rescue service - FISE F

Agency-specific talk groups

Agency-specific talk groups are for cross-border cooperation with the corresponding responder organisation in the neighbouring country, for example the Finnish and Swedish police forces only or the Finnish health service and Swedish ambulance service only. A list of each organisation's own talk groups is available in separate documentation.

4.2   Common procedures across talk groups and responder organisations

The following are common to all talk groups:

- The control room that is responsible for an incident allocates the talk groups and links them together as necessary.
- If an incident starts in Sweden, the Swedish national talk groups used for that incident will be linked to the assigned FISE talk group as a basic talk group. If an incident starts in Finland, the Virve user needs to change from their national talk group to assigned FISE talk group.
- For cross-border cooperation, the neighbouring country's responder organisations always use the FISE talk group they are assigned.

Talk groups
– detailed descriptions

5. Talk groups – detailed descriptions

5.1 Geographical recommendations

All talk groups for cross-border cooperation can be used throughout both Finland and Sweden. But for practical reasons, it is recommended that certain talk groups be used in specific parts of a country, for example a talk group for southern Finland and southern Sweden. In such cases, this is indicated under the heading "Geographical allocation" below.

Geografical recommendation for use talk goups

All talk groups are possible for use in all of Finland and in all of Sweden as needed. If all talk groups for a certain area are occupied, talk groups for other geographical areas can be assigned.

FISE 1-4 are used in southern Sweden and Finland

FISE 5-6 are used in northern Sweden and Finland

FISE 7-8 backup talk groups that can be used when all other talk groups are occupied
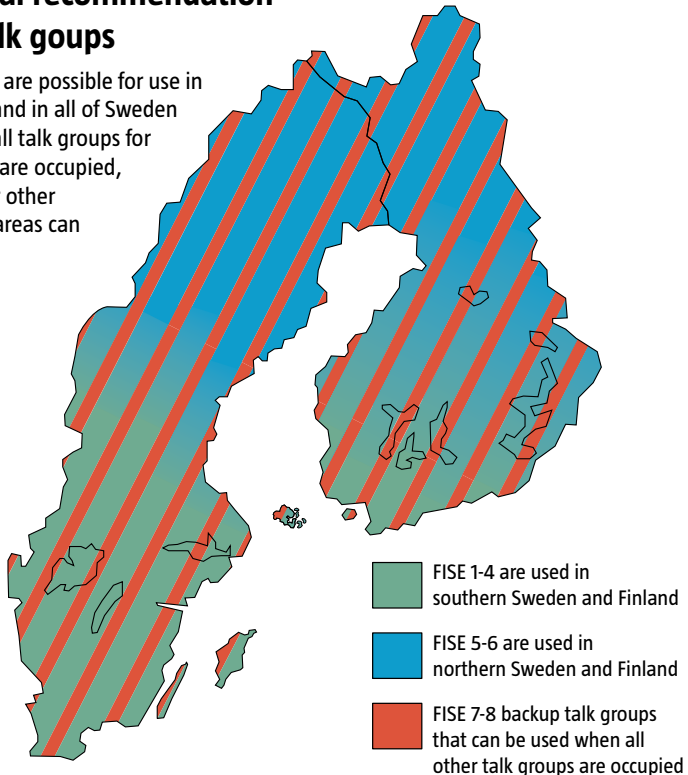
5.2 FISE-EM (Emergency services)

The FISE-EM talk groups are used by emergency responder organisations when resources and reinforcements from the neighbouring country are required to manage an incident. The FISE-EM talk groups are used in the same way as Virve's MOVI talk groups and Rakel's RAPS talk groups. A FISE-EM talk group will remain reserved until it is no longer required.

Examples of FISE-EM responders

FISE-EM talk groups are used in both Sweden and Finland by responders that include the police, fire and rescue services, health and ambulance services SOS Alarm (Sweden) and ERCA (Finland), the Coast guard, customs, Border Guard and the Defence forces.

Geographic allocation of FISE-EM 1-8 talk groups

- **FISE-EM-1-4**: Used in southern Finland and southern Sweden.
- **FISE-EM-5-6**: Used in northern Finland and northern Sweden.
- **FISE-EM-7-8**: Back-up talk groups that can been used when the other talk groups are unavailable.

5.3   FISE-SAR (Search And Rescue)

The FISE-SAR talk groups are used for cooperation during rescue operations when resources and reinforcements from the neighbouring country are required to manage an incident at sea, on land and in connection with air rescue. A SAR talk group is used in the same way as Virve's MOVI talk group or Rakel's RAPS talk group.

Organisational responsibilities

In Finland, the Maritime Rescue Centre is responsible for the FISE-SAR talk groups for incidents at sea, and the police respond to incidents on land.

In Sweden, the Joint Rescue Coordination Centre (JRCC, or "Sjö- och flygräddningscentralen") is responsible for the FISE-SAR talk groups for sea and air rescue, while the police's National Management Centre manages the FISE-SAR talk groups for land rescue.

Examples of FISE-SAR responders

Responders who use FISE-SAR talk groups include the police, fire and rescue services, ambulance services, the coast guard, customs, SSRS, JRCC and the armed forces.

FISE-SAR 11-32

- **SAR 11-12**: Land Search And Rescue.
- **SAR 21-24**: Maritime Search And Rescue.
- **SAR-31-32**: Air Search And Rescue.

FISE SAR 11-12 Land SAR

In both countries, the police are the responsible organisation for general missing person searches on the ground and in lakes and freshwater areas. National organisations that aid the police are the mountain rescue service Svenska Fjällräddares Riksorganisation (in Sweden) and Vapaaehtoinen PelastusPalvelu (VaPePa) voluntary rescue services (in Finland).

In Sweden, the land SAR talk groups are managed by the police's national control centre (NLC). In Finland, the land SAR talk groups are managed by the Police.

SCENARIO

It is a nice summer afternoon with plenty of sunshine up north in Lapland. In the early evening, a report comes in that a group of fishermen visiting from another country and fishing in the Tornio River did not return to their rented cottage in Muonio. The police control room in Finland decides to begin a search in the evening. A patrol from the Finnish Border Guard is already available to assist in the search. The police control room contacts their counterpart in Sweden, and they decide to send a mountain rescue unit from Sweden to assist in the search. The police control rooms agree to assign FISE SAR-12 for this search mission.

FISE SAR 21-24 Maritime SAR

The Swedish JRCC and the Finnish MRCC are collectively responsible for assigning one or more talk groups to an incident. Together, they also decide which rescue units will be assigned to these talk groups.

SCENARIO

A group of lighthouse enthusiasts from Ekerö who are travelling to Märket Lighthouse in a small 10-metre boat sends the distress alert "flooding" by GMDSS-DSC. MRCC Turku has a VHF conversation with the vessel and determines that immediate assistance is needed because of heavy weather. There are 16 people onboard.

For a moment, the closest available Finnish SAR units are about 30 nautical miles away. MRCC Turku contacts JRCC Sweden, which arranges a patrol speedboat from the Swedish Coast Guard. MRCC and JRCC jointly assign a FISE SAR-22 talk group for this mission.

FISE-SAR 31-32 Air SAR

The Swedish JRCC and the Finnish ARCC are collectively responsible for assigning one or more talk groups to an incident. Together, they also decide which rescue units will be assigned to these talk groups.

Other communications for FISE-SAR responders

VHF is still the preferred system at sea, and it is generally a good idea to use VHF among maritime units and only have the on-scene coordinator (OSC) in the FISE-SAR talk group.

Among airborne units, the frequency 123.10 MHz must be used for separation traffic. The same frequency can also be used by the aircraft coordinator (ACO) when communicating with the airborne units.

5.4   FISE-CO (Cooperation)

The talk groups are used by all responder organisations for communication and cooperation when resources and reinforcements from the neighbouring country are required to manage an incident.

Geographic allocation of FISE-CO 1-4 talk groups

FISE-CO-1-2: Used in the southern Finland and southern Sweden.

FISE-CO-3-4: Used in the northern Finland and northern Sweden.

All Rakel and Virve users.

The talk groups are available for all Virve and Rakel users.

5.5   FISE-AUTH (Government authorities)

FISE-AUTH talk groups can be used by national government authorities and organisations with regulatory responsibility who require cross-border cooperation.

FISE-AUTH 1-2

FISE-AUTH-mgm (Authorities management)

Talk groups are intended for collaboration at management level for national authority's.

FISE-AUTH-mgm 1-2

Examples of FISE-AUTH responders

In Finland, the FISE-AUTH talk group responders include county authorities (head of rescue departments and health districts), the Radiation and Nuclear Safety Authority (STUK), the situation centre of the prime minister's office (VNK), the Ministry of Social Affairs and Health, emergency rescue services, the police, the border guard and the Ministry of the Interior.

5.6   EURO-DMO

EURO-DMO talk groups in Europe enable cooperation across borders or within a different country in direct mode operation (DMO) in emergency situations where it is not possible to use trunk-mode operation. The talk groups use predetermined frequencies. Public authorities or responder organisations using these talk groups must enter into agreements with the countries concerned. The Nordic region has an agreement governing their use.

International EURO-DMO groups

EURO 1: Call-out talk group/cooperation

EURO 2: Border control

EURO 3: Fire/health

EURO 4: Police

EURO 5: Customs

EURO 6: Cooperation

EURO 7: Border control

EURO 8: Health/fire

EURO 9: Police

EURO 10: Armed forces

A national DMO cannot be used for cross-border cooperation between Rakel and Virve users because the DMO frequencies in the two countries are different.

National roles
and responsibilities

6.   National roles and responsibilities

Emergencies know no borders. Yet the response to emergencies involves multiple agencies, each with its own organisational structure and that must work together towards common goals.

It is therefore crucial that the Finnish and Swedish responder organisations understand how accident, crises and other incidents are managed in the neighbouring country to achieve smooth and effective cooperation. The more you know about each other's activities, roles, responsibilities, mandates and working methods, the easier it is to maintain an open dialogue and to avoid misunderstandings and time-consuming explanations. This chapter discusses the similarities and differences between the Finnish and Swedish management of accidents, emergencies, crises and other incidents.

From local incidents to tiered response

Because most incidents begin and end locally, they are first managed at the local level to the greatest extent possible. In addition to requiring additional support from the neighbouring country, responders at the local level might require support from the regional level, national level or both.

The relevant local authority is in charge of emergency response operations, initiates the measures to manage an incident, is responsible for communications and provides information on the situation in accordance with agreed practices.

The lines of authority may change during the incident, and in such situations it is essential that responders keep each other, government officials and other high-level officials at the local and regional levels up to date. Operations are supported by local, regional and national cooperation forums, which meet as necessary to support the management of the incident, to form a situation picture and to assess the course of events.

All responders must ensure adequate level of preparedness as part of their daily operations. During disruptions occurring in normal conditions and in emergencies, only minimum changes are made to the lines of authority, organisation and the division of responsibilities. During disruptions, operations are led by the responsible relevant authorities or other security partners that are obliged to do so by law. They perform the work in accordance with their own duties and qualifications.

**Municipalities have a
fundamental responsibility**

The Swedish municipalities have a fundamental and general responsibility to handle accidents, crises and other incidents. If an incident becomes too comprehensive to handle at the local level, there are resources in readiness at the regional and national level

Municipalities (290)

*Counties (21)
County Councils (20)*

National Level
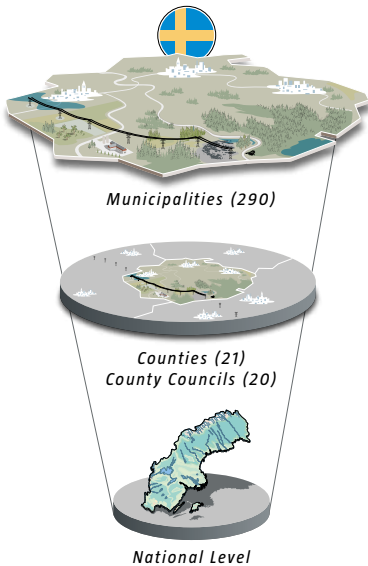
**Municipalities are responsibie
for safety of the citizens and property**

Municipalities have formed rescue departments taking care of operative units. Rescue stations also host the emergency medical service personnel and vehicles. Health services are organised together by the health districts and the municipalities.

Municipalities (311)

*Health district (21)
Health dep. (19)*
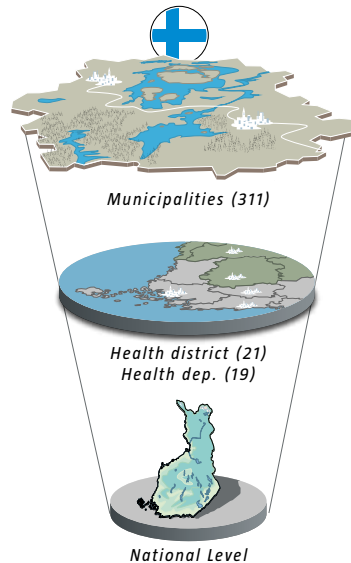
National Level

6.1   Finland

In Finland, the preparedness management system mainly uses an all-inclusive approach based on extensive cooperation between government agencies at the local, regional and national levels, private and non-profit organisations, and first responders. Other responder partners that contribute in times of crisis include universities, other bodies, communities and individuals. All these responders form a network of comprehensive security partners who can share information, set common objectives and commit to cooperation in a flexible manner.

National level

Although most incidents are managed by first responders, the relevant central government agencies and ministries may be called in if needed depending on the type of emergency.

In such cases, the Ministry of the Interior is responsible for coordinating joint preparedness at the national and regional levels. It is responsible for organising the cooperation framework for drafting preparedness arrangements. This ensures that regional preparedness arrangements will provide an effective framework for preparedness at the national level.

The permit and supervisory authority also plays a role in the supervision of preparedness. The authorities, business operators and organisations maintain and develop cooperation and situation awareness at the regional and local level in order to safeguard society's vital functions.

Regional level

Regional agencies are responsible for the following:

- Cooperation with each other and with national government authorities during an emergency.
- Preparedness and response planning and coordination between regional authorities and other regional responder organisations.

- Coordinating regional contingency and preparedness exercises.
- Maintaining the cooperation forums composed of regional responder organisations.
- Cross-administrative assessment of risks that affect a region.
- Cross-administrative monitoring and evaluation of changes in the operational environment that have security impacts.

Each responsible party coordinates its work with commercial service providers and organisations supporting the activities. In this process, consideration must be given to cooperation agreements, competence development, training, exercises, contingency and preparedness planning as well as the role of business operators and organisations.

6.2   Åland

The Åland Islands form a autonomouse county with the right to pass laws in areas relating to the internal affairs of the region. Åland has its own government, parliament and emergency services. Åland has the special status as the only monolingual Swedish-speaking region in Finland. Ålands Islands are divided in to 16 different municipalities. Every municipality has responsibility of fire- and rescue services. Åland Islands is divided in to two different regional fire- and rescue authorities.

Åland is demilitarised. This means that there may be no military presence and that the islands may not be fortified. It is also neutralised, and must therefore be kept outside the theatre of war in the event of conflict. The control rooms on Åland works well as a contact point for Swedish authorities.

6.3   Sweden

Crises preparedness in Sweden is based on three fundamental principles: responsibility, equivalence and proximity. Sweden manages crises on three levels: local (the municipalities), regional (the county councils and county administrative boards) and national.

If an emergency becomes too extensive to manage at the local level, or if several municipalities are affected by an emergency, the Swedish county administrative board is responsible for coordinating operations between the relevant responder organisations. The state can also be called in to supply resources if needed.

In Sweden, one responder organisation always has overarching responsibility for organising, coordinating and leading a rescue operation, but which specific responder this is depends on whether it concerns a municipal or state rescue service.

Municipal agency responsibilities

In Sweden, various organisations are responsible for different types of rescue services. A distinction is made between rescue services that are the municipal authority's responsibility and ones that are the state's responsibility.

Most rescue services in Sweden are managed by the relevant municipal rescue service. Their responsibilities include fire-fighting, road traffic accidents, large-scale oil fire-fighting, forest fire-fighting and responses to chemical accidents. The rescue operations are carried out in collaboration between the public sector, private sector and voluntary organisations as needed.

Which party coordinate the operation will depend on what happened

Rescue operations under the direction of the municipal rescue service in Sweden are organised, coordinated and led by an incident commander from the fire and rescue services in conjunction with a police operations commander from the police, and healthcare leaders from the ambulance service.

In addition, a medical director from the ambulance service is responsible for medical decisions. At the scene of the incident, the incident commander makes a decision that gives both the rescue services and other stakeholder's guidelines for the work involved in the operation. However, every responder is under the direction of their own organisation, and no responder has a mandate to issue orders to any other responders outside of their organisation.

National agency responsibilities

In contrast to emergency services managed by local municipal authorities, the following rescue services are the responsibility of the state or the region:

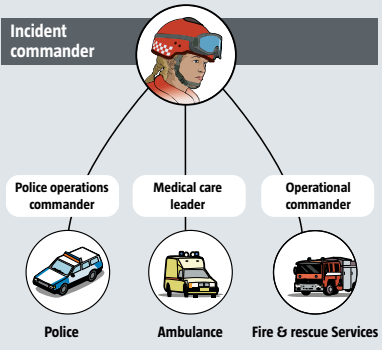| TYPE OF EMERGENCY SERVICE	RESPONSIBLE AGENCY
Mountain rescue.	Police Authority.
Air and sea rescue.	Swedish Maritime Administration.
Searches for missing persons in situations that do not require mountain rescue, air rescue or sea rescue.	Police Authority.
Environmental emergency at sea.	Swedish Coastguard.
Rescue services in connection with the release of radioactive substances .	County Administrative Board.

6.4   Incident commander in Finland and Sweden

The incident commander in charge is the person from the agency in charge of the rescue operation. In certain rescue operations such as sea or air rescue, the incident commander will lead the operation from a control room. In such cases, the incident commander appoints a commander at the scene to lead the work at the scene of the incident.

In addition, a medical director from the ambulance service is responsible for medical decisions. At the scene of the incident, the incident commander makes a decision that gives both the rescue services and other stakeholder's guidelines for the work involved in the operation. However, every responder is under the direction of their own organisation, and no responder has a mandate to issue orders to any other responders outside of their organisation.
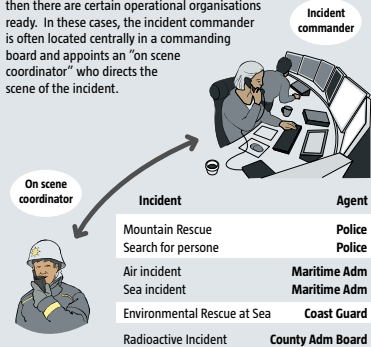
Rescue operations in Sweden

In Sweden, you distinguish between rescue services that are the responsibility of the municipality and rescue services that are the responsibility of the state. The municipal rescue services handle fire fighting, traffic accidents, diving accidents, large scale oil fire extinguishing, extinguishing of forest fires and operations for chemical accidents. Rescue services are normally directed by an incident commander from the rescue services who cannot give orders to other end users, but who gives other end users guidelines for their work

Incident commander

Police operations commander	Medical care leader	Operational commander
Police	**Ambulance**	**Fire & rescue Services**

Certain incidents are handled on the state level and then there are certain operational organisations ready. In these cases, the incident commander is often located centrally in a commanding board and appoints an "on scene coordinator" who directs the scene of the incident.

Incident commander

On scene coordinator

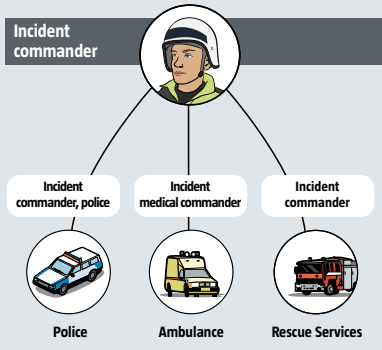| Incident	Agent
Mountain Rescue	**Police**
Search for persone	**Police**
Air incident	**Maritime Adm**
Sea incident	**Maritime Adm**
Environmental Rescue at Sea	**Coast Guard**
Radioactive Incident	**County Adm Board**

Rescue Operations in Finland

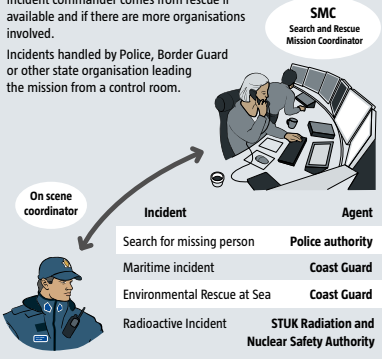There are 22 Rescue departments. Some counties are divided in several Departments (Nyland + Helsingfors)

All rescue stations (ordinary staff) are owned and administered by the rescue department. The voluntary or contracted units (e.g. industry) have service level contract with rescue department. Municipals are not operative organisations,

For health services there are 19 districts. Emergency medical services units are responsibility of the health district and they are operated in co-operation with the Rescue department. The first reponse ambulances are stationed at the rescue stations.

Incident commander

Incident commander, police	Incident medical commander	Incident commander
Police	**Ambulance**	**Rescue Services**

Incident commander comes from rescue if available and if there are more organisations involved.

Incidents handled by Police, Border Guard or other state organisation leading the mission from a control room.

SMC
Search and Rescue Mission Coordinator

On scene coordinator

Incident	Agent
Search for missing person	**Police authority**
Maritime incident	**Coast Guard**
Environmental Rescue at Sea	**Coast Guard**
Radioactive Incident	**STUK Radiation and Nuclear Safety Authority**

6.5   Emergency response centres

In emergency situations, the European emergency number 112 is used in both Sweden and Finland. Emergency Response Center Agency (ERCA) in Finland and SOS Alarm AB in Sweden are the first step in the emergency response chain for help and safety. Åland Island has its' own 112 PSAP/ERC. Åland PSAP will only cover the Åland region but cooperate with the ERCA on the Finnish mainland.

These centres receive emergency calls for rescue services, police, and health and social services. They relay the information they receive to the appropriate responder authorities or partners. The centres also advise and guide the caller.

Alarm Services FINLAND & SWEDEN

There is only one emergency response number 112 in use in Finland. The calls are answered by 112 EMC - Emergency response center (PSAP.) The centres are operated by ERCA, Emergency Response Center Administration.

The number 112 in Sweden goes to SOS-alarm that further communicates the incident to appropriate agents.

112
ERCA-Finland
SOS-alarm-Sweden

HELP RESPONDERS
IN FINLAND & SWEDEN
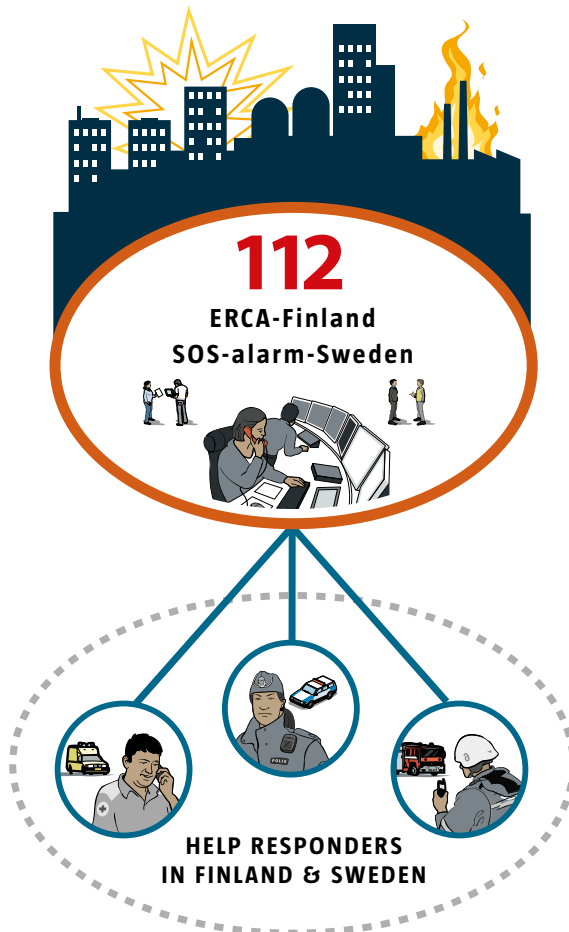
Confidentiality issues

7. Confidentiality issues

Both Finland and Sweden have legislation that regulates how personal information can be handled. (See the Glossary for a definition of personal information.) In essence, you are not permitted to communicate personal information to people who do not require the information to do their job. Communication within talk groups is sensitive. It is difficult to know who is monitoring the talk and might overhear personal information being discussed. However, confidentiality need not be an obstacle to efficient and effective collaboration between responder organisations, provided each one is aware of the confidentiality provisions that apply when it discloses information to another organisation.

The easiest way to handle this issue is to follow these simple guidelines:

- If it is not possible to ascertain who is listening to the talk group in question, treat the talk group as if it were open.
- Perform a confidentiality assessment before you disclose sensitive information.
- If you are in any doubt, make an individual call.

Education, training and exercises

8. Education, training and exercises

The ability to manage incidents and cooperate across borders requires knowledge, skill and the right approach to the task. Continual education, training and exercises are therefore vital. Training means testing and developing the knowledge and skills of individuals. Exercises are activities that are aimed at identifying deficiencies as well as testing and developing skills. Exercises must have overarching goals for assessing the skills of all the participants, as well as secondary goals for each participating organisation. These goals must been evaluated after the exercise.

Each responder organisation is responsible for building up and maintaining its own capacity regarding cross-border operations. Activities that build knowledge should be carried out together with other responders to improve cross-border capabilities. Working together also requires established networks and good relations between the relevant responders. Openness, trust, knowledge and respect are critical, as is fostering an atmosphere that encourages participants to benefit from both their own and others' experiences.

Using the international spelling alphabet in Virve and Rakel

9. Using the international spelling alphabet in Virve and Rakel

Finnish and Swedish responders who communicate across the national border primarily do so in English. To avoid misunderstandings and time-consuming discussions, all responders must be familiar with some basic words and terms in the neighbouring country's language in addition to NATO's standard spelling alphabet.

How to spell out words

When you need to spell out a word in English, use the following NATO standard. Start by saying the phrase "I am spelling" (In Swedish, "Jag bokstaverar" or in Finnish, "Minä tavaan".)

LETTER	DESIGNATION	LETTER	DESIGNATION	DESIGNATION
A	ALFA	P	PAPA	
B	BRAVO	Q	QUEBEC	
C	CHARLIE	R	ROMEO	
D	DELTA	S	SIERRA	
E	ECHO	T	TANGO	
F	FOXTROT	U	UNIFORM	
G	GOLF	V	VICTOR	
H	HOTEL	W	WHISKEY	
I	INDIA	X	XRAY	
J	JULIETT	Y	YANKEE	
K	KILO	Z	ZULU	
L	LIMA	Å	ALFA-ALFA	Ruotsal å
M	MIKE	Ä	ALFA-ECHO	Äiti

| N | NOVEMBER | Ö | | OSCAR-ECHO | Öljy |
| O | OSCAR | | | | |

DIGIT	DESIGNATION	DIGIT	DESIGNATION
1	ONE (ETT/YKSI)	6	SIX (SEX/KUUSI)
2	TWO (TVÅ/KAKSI)	7	SEVEN (SJU/ SEITSEMÄN)
3	THREE (TRE/KOLME)	8	EIGHT (ÅTTA/KAHDEKSAN)
4	FOUR (FYRA/NELJÄ)	9	NINE (NIO/YHDEKSÄN)
5	FIVE (FEM/ VIISI)	10	ZERO (NOLL/NOLLA)

Example

"ACP 125 – I am spelling – ALFA CHARLIE PAPA – ONE TWO FIVE!"

Governance organisations

10. Governance organisations

Two collaboration groups ensure effective collaboration between MSB in Sweden and Erillisverkot in Finland:

- FISE Governance Group – collaboration between Erillisverkot and MSB.
- FISE End User Council – collaboration between Erillisverkot, MSB and ISI responder users.

FISE Governance Group

The purpose of the FISE Governance Group is to maintain collaboration between the two countries and to monitor ISI functionality as well as the use of the ISI user service. The basic premise for collaboration is a dialogue for constant improvement.

FISE End User Council

The purpose of the FISE End User Council is to maintain a dialogue regarding the follow-up on the use of delivered ISI functionality, the FISE talk groups, new ISI user organisations, and the Finland–Sweden ISI guidelines for cross-border communication in Virve and Rakel.

Glossary

11. Glossary

TERM	DEFINITION
Control room	An operations centre that performs the functions of coordination and communication in response to an incident.
Cross-border	Involving activity across a border between two countries. See also cross-border communication and cross-border cooperation.
Crisis	A type of emergency of a severity that requires government response.
Cross-border communication	Communication between two countries that share a border, such as Finland and Sweden.
Cross-border cooperation	Cooperation between units from different countries that share a border.
Direct call (direct-mode operation, or DMO)	A type of simplex call between two radio terminals.
Emergency	A type of incident that poses serious damage to humans, the environment, or security and that requires action by a first responder.
Encryption	Manipulation of data in order to prevent unauthorised persons from accessing the content.
First responder	A person or organisation that acts at the core of a response to most emergencies.
Incident	An unplanned occurrence that requires an immediate response from a responder to protect life or property.
ITSI number	Individual TETRA subscriber identity with country code and network code.
ISSI number	Individual Short Subscriber Identity.
Joint Rescue Coordination Centre, Sweden (JRCC)	A rescue co-ordination centre (RCC) operated by personnel from multiple military services that is responsible for sea and air rescue operations throughout Sweden.

Linking of talk groups	Collective term for all methods used to link talk groups, such as linking, group combination and patching.
MCC number	Mobile country code number. The country code in the TETRA system's numbering. It forms part of the ITSI number.
Migration	When a radio terminal de-registers from a base station in a TETRA network and registers with another base station in a TETRA network with a different country code or network code.
MNC number	Mobile network code number. The network code in the TETRA system's numbering. It forms part of the ITSI number.
MNI number	Mobile network identity number. It consists of a country code (MCC) and a network code (MNC).
One-to-one call	Voice call between two radio terminals.
Personal information	Any kind of information that can directly or indirectly identify a physical, living person. The key factor determining whether information constitutes personal information is therefore whether a person can be identified using the information.
Preparedness	A state of readiness to respond to an emergency situation.
Responder	A person or organisation involved in the planning or performance of a response to an incident. See also first responder.
SAR	Search and rescue.
TETRA terminal	A transmitter/receiver for communication in the TETRA networks.