Guidelines for cross-border cooperation

– supported by Nødnett and Rakel

Introduction

Today, the Nordic collaboration is part of everyday life across many border regions, such as along the border between Norway and Sweden. Many organisations communicate and cooperate daily with colleagues in neighbouring countries. The opportunity to use Nødnett and Rakel jointly will further simplify cross-border cooperation and strengthen both the Norwegian and the Swedish preparedness apparatus.

These guidelines have been jointly prepared by Norwegian and Swedish user organisations and are based on current needs for collaboration. The Nødnett and Rakel communication systems must keep pace with the needs of users, technological advances and changes in the world around us in order to remain useful. MSB, DSB and the user organisations will therefore jointly update these guidelines as and when necessary.

Through the guidelines for cross-border cooperation, we are making it easier, more efficient and safer to work together across both national borders and organisational boundaries. They provide the foundations for good preparedness and more effective rescue operations. By connecting Nødnett and Rakel together, we are enhancing our joint ability to work together.

Minna Nyman
Rakel and Command Systems
Swedish Civil Contingencies Agency (MSB)

Nina Myren
Head of Department, Emergency and Preparedness Communication
Norwegian Directorate for Civil Protection (DSB)

Contents

About the guidelines

These guidelines for cross-border cooperation in Nødnett and Rakel are intended for those who need to communicate and work with colleagues or collaborative partners in neighbouring countries. In order to make use of the content, you will probably need training in and experience of Norway's TETRA network Nødnett or Sweden's TETRA network Rakel.

The guidelines only concern cross-border communication and cooperation. Information on how to use the national TETRA network can be found in the documents entitled *Felles sambandsreglement for nødetatene og andre beredskapsbrukere (Common communication rules for the emergency services and other preparedness users)* and *Nationella riktlinjer för samverkan i Rakel (National guidelines for cooperation in Rakel).*

How to read the guidelines for cross-border cooperation in Nødnett and Rakel

In the chapter entitled *Conditions for using ISI*, you can read about what conditions must be met in order for you to be able to migrate to another country.

In the chapter entitled *How ISI works*, you can read about how communication in ISI works, and about the functions that are available.

In the chapter entitled *Guidelines for cross-border cooperation in Nødnett and Rakel*, you can read about how communication and cooperation in cross-border talk groups takes place.

The chapter entitled *Talk groups for cross-border cooperation* presents descriptions of all cross-border talk groups and how they are used.

In the chapter entitled *Other ISI functions*, you can read about how various functions work and how to use them.

In the chapter entitled *Cooperation across the border – essential information*, you can read more about the key differences between Norway and Sweden's crisis management systems.

The chapter entitled *Education, training and exercises* contains brief information on training and maintaining the capacity for cross-border operations.

In the chapter entitled *How to communicate in Rakel and Nødnett in cross-border cooperations*, you will find a spelling guide as well as glossaries of Norwegian and Swedish words, expressions and terms which you should be aware of when communicating with colleagues in the neighbouring country.

In the chapter entitled *Glossary*, you will find explanations of terms and concepts linked to TETRA communication, ISI and crisis management.

Important words to be familiar with when you read

In the guidelines, you may come across some words or terms which you are unfamiliar with from Nødnett or Rakel.

Radio terminal – the device you use

For example, instead of *Nødnett terminal* or *Rakel mobile*, the term *radio terminal* is used. A radio terminal is a transmitter/receiver for communicating in the Nødnett and Rakel TETRA networks.

Control room – collective term for all types of centres

In this document, *control room* is used as a collective term to refer to a wide variety of control rooms, e.g. *alarm coordination centres*, *operations centres* and *communication centres*. In individual cases, more specific terms are used when it is necessary to stress the difference between different types of control rooms.

Linking – collective term for the linking of talk groups

There are several technical solutions for linking talk groups together. If it is not necessary to specify the solution concerned, the expression *linking* or *link together* is used.

ISI – stands for Inter System Interface

This is a European standard for connecting TETRA networks together. The Swedish Rakel network and its Norwegian Nødnett counterpart are connected together in accordance with this standard.

Conditions for using ISI

Conditions for using ISI

Two conditions must be met in order to use ISI:

- **An additional service for cross-border cooperation is required**
  An additional service for use in Sweden/Norway must be ordered in addition to the basic Nødnett/Rakel subscription. User organisations which have Nødnett or Rakel will therefore not automatically have access to ISI. Access to ISI is regulated by the Norwegian Directorate for Civil Protection (DSB) in Norway and by the Swedish Social Contingencies Agency (MSB) in Sweden.

- **The radio terminal must be registered in the neighbouring country's network**
  A radio terminal which migrates to the neighbouring country's TETRA network must be registered in the neighbouring country's network in advance in order for it to be possible to use the radio terminal there. Assigned talk groups must be programmed in the radio terminals. In addition, the radio terminal must have software which supports ISI migration. The radio terminals must be programmed with approved AIM software in order for migration into Nødnett or Rakel to function.

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 the radio terminal. Whether this takes place automatically or manually will partly depend on the setting in the radio terminal and your own organisation's guidelines. In both cases, there will be a brief interruption while the radio terminal is registering in the neighbouring country's network.

Conditions for using ISI in the neighbouring country's network

Basic subscription
Nødnett/Rakel

Special ISI subscription

Norwegian terminals must be registered in Sweden's network

Swedish terminals must be registered in Norway's network

How ISI works

How ISI works

Group calls take place through international talk groups

A group call between Norwegian Nødnett and Swedish Rakel is set up through static linked talk group pairs, where one talk group is located in Nødnett and the other is in Rakel. These talk groups are called NOSE talk groups and make it possible to use the same talk groups in the two countries.

All participants in a NOSE talk group can hear all communication, regardless of which country (or network) they are in. The NOSE talk groups are valid nationwide in both countries and are intended for use in Norwegian-Swedish collaboration at local, regional and national level. When you intend to cross into the neighbouring country and the radio terminal has migrated, a NOSE talk group should always be used.

In addition to group calls, there is support for one-to-one calls, status messages, SDS messages and emergency calls in ISI, among other things. There may be limitations on the functionality of the networks. You can read more about this in the chapter entitled *Other ISI functions.*

Linking NOSE talk groups

A control room allocates one of the linked talk groups directly (or links a national talk group to the chosen NOSE talk group). As a user, you can participate directly in one of the static linked groups (or you can participate in a talk group which has been linked with one of the static linked groups).

It is recommended that NOSE talk groups should only be linked to local talk groups on the side of the border where the incident is taking place and being managed. The assisting country uses the allocated NOSE talk group.

It cannot be guaranteed that users in Sweden will be able to hear communication from the local linked talk group if there are linked talk groups from both countries in the NOSE talk group.

Static linking of NOSE talk groups

Base group
Group A can be found in both networks, which are statically linked to each other.

NOSE – Norway
Group A

(Nødnett group)

ISI link

NOSE – Sweden
Group A

(Rakel group)

Group B
BAPS X

Group C
BAPS X

Group D
RAPS X

Group E
RAPS X

Nødnett talk groups B and C can be linked to group A in Nødnett (but only one link at a time). If group B is linked to group A in Nødnett, as a member of group B, you can participate in group calls which take place in the static linked talk group, group A.

Rakel talk groups D and E can be linked to group A in Rakel. If group D is linked to group A in Rakel, as a member of group D, you can participate in group calls which take place in the static linked talk group, group A.

It is only possible to link talk groups directly to the static linked talk group pair (A). It is therefore not possible to link group E to group D - group E must have its own linking.

In the static link, either Nødnett's group A or Rakel's group A will be defined as the controlling group. The controlling group's parameter settings will determine the properties of the static linked group, e.g. how long it will be before the call is disconnected.

NB: A NOSE talk group cannot be linked to another NOSE talk group.

Individual calls

You can make individual calls both to users in your domestic network and to users in the neighbouring country's network. It is possible to make both simplex calls and duplex calls within and between the two networks.

To start an individual call, you must dial the full number of the radio terminal you want to call. The complete number is called the 'ITSI number' and consists of three parts:

- A country code
- A network code
- An individual number

Number structure in ISI

	ITSI *Individual TETRA Subscriber Identity*		
	MNI *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
Nødnett	(0*)242	(0*)1098	(0*)x xxx xxx

Is sufficient when you call a radio terminal in the domestic network

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

*Depends on the type of radio terminal

Guidelines for cross-border cooperation in Nødnett and Rakel

Guidelines for cross-border cooperation in Nødnett and Rakel

These guidelines are based on users' needs and the requirements of the situation as regards command and cooperation. Accordingly, talk groups have been created based on a system which optimises the number of talk groups and minimises the number of talk group swaps for the user. In order for ISI to contribute to effective communication and effective cooperation between Norwegian and Swedish organisations, all users must use the talk groups in accordance with the defined routines and methods.

The person who identifies the need initiates cross-border cooperation

It is a fundamental principle for cross-border cooperation in Nødnett and Rakel that the person who identifies the need for support from the neighbouring country must take the initiative to instigate cross-border cooperation.

SCENARIO

1. A police patrol follows a car and is about to cross the Norwegian-Swedish border. The police patrol contacts their control room and asks them to assign a talk group for cross-border communication.
2. An operator at a control room discovers that his or her own country's resources are not sufficient to manage an incident. The operator then contacts a control room in the neighbouring country and requests assistance.

The control rooms assign the talk groups

In exactly the same way as in Nødnett and Rakel, it is the control rooms that assign NOSE talk groups. The choice of talk group is influenced by the organisations that need to communicate with each other and the task they have to perform.

SCENARIO

A forest fire has been discovered and a Swedish control room has received the first emergency call. The incident commander assesses the situation and concludes that assistance from Norway is required. In order for Norwegian and Swedish actors to be able to communicate across the border, the control room initially assigns the talk group NOSE-EM-2 for cross-border cooperation.

Some talk groups are multi-agency, while others are agency-specific

The multi-agency NOSE talk groups in ISI are intended for cross-border cooperation between various types of Nødnett and Rakel user organisations, including the Norwegian fire and rescue service/Swedish rescue service, Norwegian Police/Swedish Police, Norwegian health service/Swedish ambulance service and Norwegian Customs/Swedish Customs Service. The following talk groups are multi-agency:

- **NOSE-EM** (*Emergency*), talk groups for situations where the emergency services (blue light services) (police, fire and rescue service, ambulance service) of the two countries need to communicate with each other.
- **NOSE-CO** (*Cooperation*), talk groups for user organisations that do not have access to other NOSE talk groups and that need to communicate with each other.
- **NOSE-AUTH** (*Authorities*), talk groups for cooperation between Norwegian and Swedish national authorities.
- **NOSE-REG** (*Regional actors*), talk groups for cooperation between national user organisations in Norway and Sweden.
- **NOSE-SAR** (*Search and rescue*), talk groups for Norwegian-Swedish cooperation for search and rescue operations at sea, in the air and on land.

The agency-specific talk groups are intended for cross-border cooperation with the corresponding user organisation in the neighbouring country, e.g. the Norwegian and Swedish police forces only or the Norwegian health service and Swedish ambulance service only. The following talk groups are agency-specific:

- **NOSE-F** (*Fire*), talk groups for the Norwegian fire and rescue service/ Swedish rescue service
- **NOSE-P** (*Police*), talk groups for the Norwegian/Swedish police forces
  - **NOSE-P-SM** (*Police Strategic Management*), talk groups for the strategic management of the Norwegian/Swedish police forces
  - **NOSE-PV** (*Police VIP*), talk groups for the Norwegian/Swedish police forces' bodyguard services
  - **NOSE-PS** (*Police Surveillance*), talk groups for the Norwegian/Swedish police forces' surveillance services
  - **NOSE-PSS** (*Police Security Services*), talk groups for the Norwegian Police Security Service/Swedish Security Service
  - **NOSE-MR** (*Mountain Rescue*), talk groups for Norwegian and Swedish mountain rescue resources in border areas
- **NOSE-H** (*Health*), talk groups for the Norwegian health service/Swedish ambulance service
- **NOSE-CU** (*Customs*), talk groups for Norwegian Customs/Swedish Customs Service
  - **NOSE-CUS** (*Customs Surveillance*), talk groups for Norwegian Customs/ Swedish Customs Service's surveillance groups
  - **NOSE-CUP** (*Customs Police*), talk groups for cooperation between Norwegian Customs/Swedish Customs Service and the police
  - **NOSE-CUPS** (*Customs Police Surveillance*), talk groups for the surveillance services of Norwegian Customs/Swedish Customs Service and the Norwegian/Swedish police forces
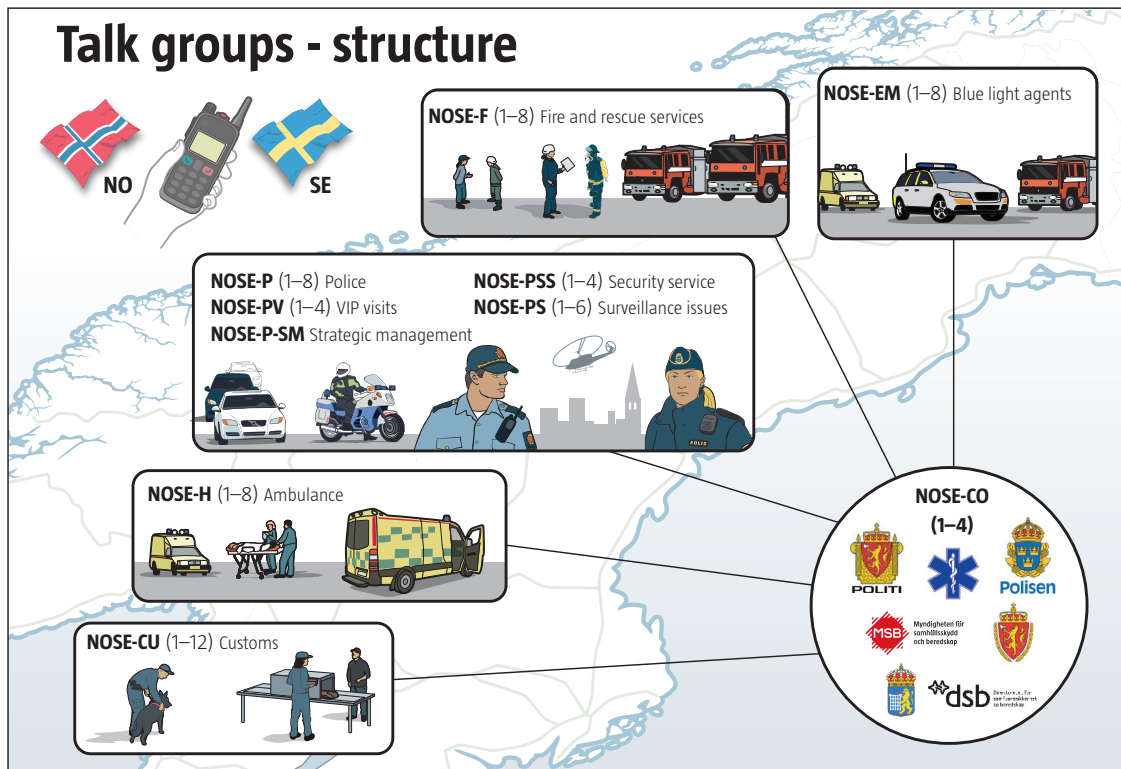
Common to all talk groups and user organisations

The following are common to all talk groups:

- The control room which is responsible for the incident assigns talk groups (and links them together as necessary)
- If the incident started in Sweden (or Norway), the Swedish national talk groups which are used for the incident concerned will be linked to the assigned NOSE talk group as a basic talk group
- For cross-border cooperation, the neighbouring country's user organisations use the NOSE talk group they are assigned
- It is recommended that the NOSE talk group (i.e. the talk group which is the basic talk group in the point above) only be linked to local talk groups on the side of the border on which the incident occurs.

All talk groups are nationwide, but there is often a geographic recommendation

All talk groups for cross-border cooperation can be used throughout both Norway and Sweden.

However, for many of the talk groups, it is recommended that they be used in certain parts of the country, e.g. Southern Norway and Southern Sweden. In such cases, this is stated in the talk group description in the chapter entitled *Talk groups for cross-border cooperation*.

SCENARIO
- NOSE-EM-1–4 are used in Southern Norway and Southern Sweden
- NOSE-EM-5–6 are used in Northern Norway and Northern Sweden
- NOSE-EM-7–8 are back-up talk groups which can be used when the other talk groups are unavailable. If all the talk groups are busy, talk groups from other geographic areas can be assigned.

Geographic recommendation for the talk groups

All talk groups can be used throughout both Norway and Sweden as and when necessary. If all the talk groups for a specific area are busy, talk groups from other geographic areas can be assigned.

NOSE 1–4 are used in Southern Norway and Southern Sweden.

NOSE 5–6 are used in Northern Sweden and Northern Norway.

NOSE 7 -8 are back-up talk groups which can be used when the other talk groups are unavailable.
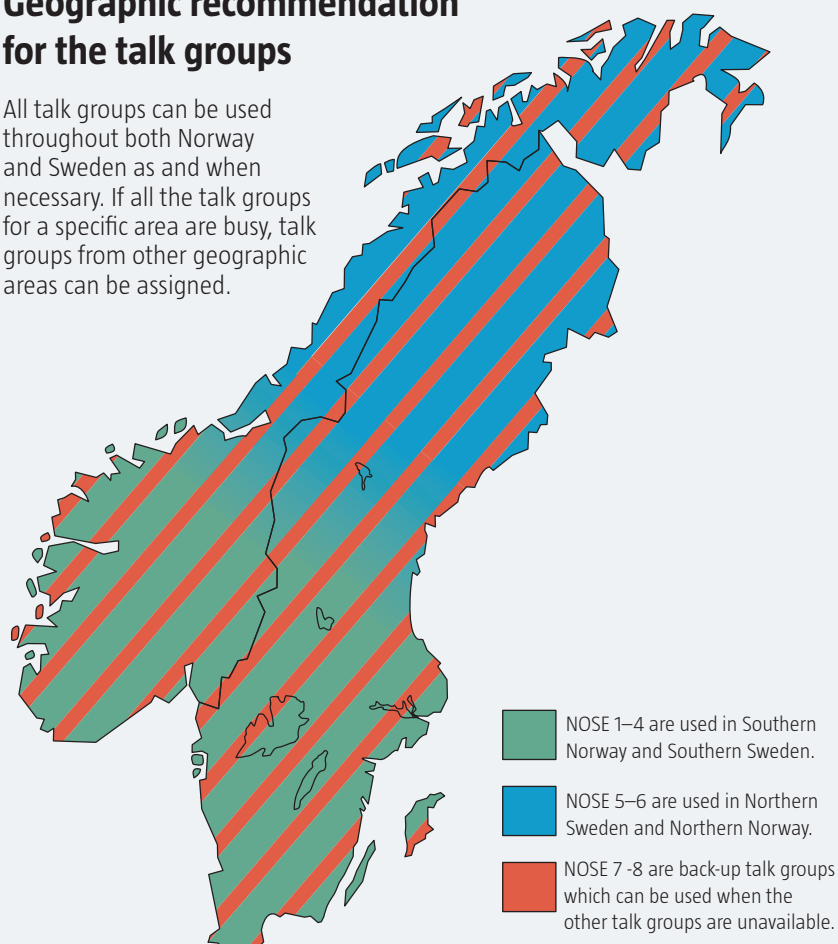
Talk groups for cross-border cooperation

Talk groups for cross-border cooperation

All emergency services (blue light user organisations): NOSE-EM (Emergency)

The NOSE-EM talk groups are used by the Norwegian and Swedish emergency services (blue light user organisations), i.e. the Norwegian/Swedish police, Norwegian fire and rescue service/Swedish rescue service, Norwegian health service/Swedish ambulance service and the Swedish SOS Alarm service.

How are the NOSE-EM talk groups used?

The talk groups are used to create a common situation overview when resources and reinforcements from the neighbouring country are required in order to manage an incident. A NOSE-EM talk group will not be closed until it is no longer required. The NOSE-EM talk groups are a direct counterpart to Nødnett's BAPS talk groups and Rakel's RAPS talk groups.

Geographic distribution of NOSE-EM talk groups

- NOSE-EM-1–4 are used in Southern Norway and Southern Sweden
- NOSE-EM-5–6 are used in Northern Norway and Northern Sweden
- NOSE-EM-7–8 are back-up talk groups which can be used when the other talk groups are unavailable.

All ISI users: NOSE-CO (Cooperation)

The NOSE-CO talk groups are primarily used by user organisations who do not have access to other talk groups for cross-border cooperation. The talk groups are available to all Nødnett and Rakel users who are approved for the ISI service.

How are the NOSE-CO talk groups used?

The talk groups are used for communication and cooperation when resources and reinforcements from the neighbouring country are required in order to manage an incident.

Geographic distribution of NOSE-CO talk groups

- NOSE-CO-1–4 are used in Southern Norway and Southern Sweden
- NOSE-CO-5–6 are used in Northern Norway and Northern Sweden
- NOSE-CO-7–8 are back-up talk groups which can be used when the other talk groups are unavailable.

Search and Rescue services: NOSE-SAR (Search and Rescue)

NOSE-SAR talk groups are used in connection with cooperation relating to rescue operations when resources from the neighbouring country are required in order to manage incidents at sea, on land and in connection with air rescue. A SAR talk group is intended for response cooperation in the same way as a BABS/RAPS talk group.

How are the NOSE-SAR talk groups used?

The talk groups are used for communication and cooperation in connection with sea and air rescue operations when resources and reinforcements from the neighbouring country are required in order to manage an incident.

In Norway, the Joint Rescue Coordination Centres (JRCC or Hovedredningssentralen, HRS) are responsible for all NOSE-SAR talk groups at sea, on land and in the air. In Sweden, the Joint Rescue Coordination Centre (JRCC or Sjö- och flygräddningscentralen) is responsible for NOSE-SAR talk groups for sea and air rescue, while the police's National Management Centre manages the NOSE-SAR talk groups for land rescue.

SCENARIO

1. A fire breaks out on a passenger ferry in Skagerrak, and a large number of injured persons are brought ashore in both Norway and Sweden. A NOSE-SAR talk group is used to coordinate the reception of the injured persons on land.

2. A Norwegian aircraft disappears in a mountain area in Sweden close to the Norwegian border. In addition to the routine tasks conducted by the Joint Rescue Coordination Centre (JRCC - Sjö- och flygräddningscentralen), a search operation will also be conducted on the ground in Norway and Sweden. This will be coordinated in a NOSE-SAR talk group.

NOSE-SAR 11–34

- NOSE-SAR-11
- NOSE-SAR-12
- NOSE-SAR-13
- NOSE-SAR-14
- NOSE-SAR-21
- NOSE-SAR-22
- NOSE-SAR-23
- NOSE-SAR-24
- NOSE-SAR-31
- NOSE-SAR-32
- NOSE-SAR-33
- NOSE-SAR-34

Norwegian fire and rescue service/Swedish rescue service: NOSE-F (Fire)

NOSE-F talk groups are used by the Norwegian fire and rescue service, the 110 emergency control rooms and the Swedish rescue service.
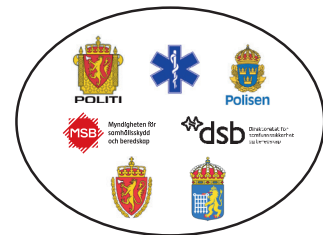
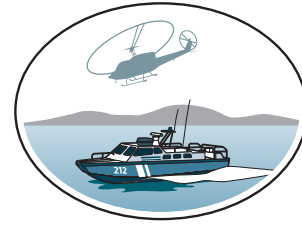### How are the NOSE-F talk groups used?

The talk groups are used for communication and cooperation when resources and reinforcements from the neighbouring country are required in order to manage an incident.

NOSE-F-1–8 are only used by the management functions, e.g. officers at an accident scene. The sub-talk groups NOSE-F-11–85 in the two countries are used for communication by operational personnel at the accident scene.

Geographic distribution of NOSE-F talk groups

- NOSE-F-1–4 and NOSE-F-11–45 are used in Southern Norway and Southern Sweden
- NOSE-F-5–6 NOSE-F-51–65 are used in Northern Norway and Northern Sweden
- NOSE-F-7–8 and NOSE-F-71–85 are back-up talk groups which can be used when the other talk groups are unavailable.

SCENARIO

Norwegian Fire and rescue services are alerted to a forest fire in Sweden, and are first assigned the talk group NOSE-F-2 for internal coordination needs between the fire officers present at the scene of the incident. The fire grows and sector divisions are needed. Via a control room, the fire officer then asks to be assigned multiple talk groups, e.g. NOSE-F-4 and so on.

The sub-talk groups NOSE-F-11–85 are not cross-border

Talk groups NOSE-F-1–8 can be expanded with the sub-talk groups NOSE-F-11–85. These sub-talk groups are used by operational personnel when different functions are required at the scene of an accident in order to manage the incident.

The sub-talk groups are not cross-border, only national. This means that it is not possible to communicate across the border using these talk groups.

How the NOSE-F talk groups are used (example of an operation in Sweden)

The talk groups of the Swedish and Norwegian fire and rescue services are as follows:
– Command talk groups are linked cross-border (NOSE F 1-8)
– Sub-talk groups are not linked cross-border (NOSE F 11-85)

1. In this example, the Norwegian incident commander must connect to the Swedish command talk groups NOSE F 1–8 when they cross the border, as these are linked cross-border.

Swedish command talk groups, NOSE-F-1

Norwegian command

(Nødnett group)

ISI link

Swedish command

(Rakel group)

Incident commander
Linking between command talk groups and sub-talk groups

2. Norwegian personnel switch to the assigned Swedish sub-talk group when they arrive at the scene of the accident

Sub-talk group
NOSE-11

Sub-talk group
NOSE-12

Sub-talk group
NOSE-13

Both the command talk group and the sub-talk groups can communicate with the control room.

The sub-talk groups are national and can be used in both networks, but communication can only be heard in the network the user is connected to.

Norwegian/Swedish police: NOSE-P (Police)

The NOSE-P talk groups are used by the Norwegian and Swedish police forces.
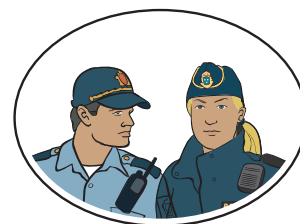
How are the NOSE-P talk groups used?

The NOSE-P talk groups are used for cross-border cooperation for three types of incidents:

1. In unplanned events where a police patrol crosses the border into the neighbouring country on its own initiative
2. In unplanned events where a police patrol crosses the border into the neighbouring country as a result of a request from the neighbouring country's police force
3. In planned events where communication and cooperation with the neighbouring country are required

In connection with unplanned events where a police patrol crosses the border into the neighbouring country on its own initiative, the police patrol will select a NOSE-P talk group which is predetermined based on the region in which the patrol is located (see geographic distribution below). The first talk group in the region will generally be used. The patrol contacts its own control room and asks it to contact the police in the neighbouring country. The patrol's control room contacts the neighbouring country's regional control room and informs them of the incident. The neighbouring country's control room assigns a talk group to the patrol and informs its national control room.

In connection with unplanned events where a police patrol crosses the border into the neighbouring country as a result of a request from the neighbouring country's police force, the control room which requires support will contact the other country's control room in the region concerned (see geographic distribution below). The control rooms agree on which talk group is to be used based on the NOSE-P talk group which is predetermined for the region. The control room which requested support links the police's national talk group to the NOSE-P talk group as necessary. The control room which requested support links the police's national response talk group to the NOSE-P talk group as necessary.

SCENARIO

A Swedish police patrol intends to stop a car that is driving northbound on the E6. When they notice that the car does not intend to stop, but to continue into Norway, they make a priority call to their own regional control room. The regional control room contacts the relevant control room in Norway, and informs them of the matter and the chosen talk group. The control room in Norway takes the appropriate action in accordance with standard procedures.

In connection with planned events which require cross-border cooperation, the talk groups NOSE-P-7–8 are used. Diplomatic visits and exercises are examples of such events.

Geographic distribution of NOSE-P talk groups

- NOSE-P-1–4 are used in Southern Norway and Southern Sweden
- NOSE-P-5–6 are used in Northern Norway and Northern Sweden
- NOSE-P-7–8 are back-up talk groups which can be used when the other talk groups are unavailable.

NOSE-P-SM (Police Strategic management)

The talk group is used by the police's strategic management at national level (Norwegian National Police Directorate/Swedish Police Authority) and the Norwegian Police's Situation Centre (PSS)/Swedish National Management Centre (NLC) to coordinate cooperation and information sharing. The talk group is also used by communications personnel for strategic management. Access to and use of the talk group are agreed between PSS and NLC.

The Police's bodyguard services: NOSE-PV (Police VIP)

The NOSE-PV talk groups are used by the Norwegian and Swedish police forces during VIP assignments. Different police resources can participate in the talk groups, depending on the assignment concerned.

How are the NOSE-PV talk groups used?

The talk groups are, for example, used during diplomatic visits and ministerial meetings, when police from Norway and Sweden on guard duty need to collaborate, e.g. concerning escorts and regular surveillance.

The Swedish Police Authority which is responsible for the VIP visit contacts the national control room in the host country and is responsible for ensuring that a NOSE-PV talk group is reserved for the assignment. Personnel participating in the assignment select the assigned NOSE-PV talk group on their radio terminals. When the assignment has been completed, the police authority which was responsible for the VIP visit will inform the national control room that the assignment has been concluded and that use of the talk group has ended.

SCENARIO

The Norwegian and Swedish royal families are to attend a joint ceremony at the castle in Oslo. Some of the Swedish royal family will travel with their bodyguards by air to Gardermoen International airport, from where they will travel to Oslo with an escort. Swedish bodyguards collaborate with other Norwegian bodyguards and other escorting personnel and guarding Norwegian police. The Swedish liaison command cooperates with the Norwegian incident commander concerning joint liaison planning, e.g. choice of NOSE-P talk group and NOSE-PV talk group.

Geographic distribution of NOSE-PV talk groups

- NOSE-PV-1–4 are used in Southern Norway and Southern Sweden
- NOSE-PV-5–6 are used in Northern Norway and Northern Sweden
- NOSE-PV-7–8 are back-up talk groups which can be used when the other talk groups are unavailable.

Police Security Service: NOSE-PSS (Police Security Service)

The NOSE-PSS talk groups are used by the Norwegian Police Security Service (PST) and the Swedish Security Service (SÄPO).

How are the NOSE-PSS talk groups used?

The talk groups are used for communication and cooperation regarding matters which concern the security of the countries, and are managed by PST and SÄPO when resources and reinforcements from the neighbouring country are required in order to manage an incident.

The Norwegian Police Security Service's Operations Centre (O-PST) and the Swedish Security Service's control room (SKC) contact each other and agree what is needed.

SCENARIO

SÄPO has a surveillance matter concerning national security crimes. The suspects are linked to Norway. SÄPO and PST use NOSE-PSS talk groups for operational cooperation.

Geographic distribution of NOSE-PSS talk groups
- NOSE-PSS-1–4 are used in Southern Norway and Southern Sweden
- NOSE-PSS-5–6 are used in Northern Norway and Northern Sweden
- NOSE-PSS-7–8 are back-up talk groups which can be used when the other talk groups are unavailable.

Police Surveillance: NOSE-PS (Police Surveillance)

The NOSE-PS talk groups are used by the Norwegian/Swedish police.

How are the NOSE-PS talk groups used?

The party responsible for the surveillance contacts the control room (the National Police Directorate's Situation Centre in Norway, the Police's National Management Centre in Sweden) in order to be assigned a talk group.

Once the assignment has been completed, the party responsible for the surveillance operation notifies the centre that assigned the talk group.

SCENARIO

Swedish surveillance is handling a case concerning organised crime. The person being followed intends to go to a meeting with other criminals in Norway. Swedish police need intelligence about this meeting. The surveillance will therefore be taken over by surveillance personnel in Norway. In order to "hand over" the suspect during surveillance, NOSE-PS talk groups are used for operational cooperation.

The Norwegian National Police Directorate's Situation Centre or the Swedish Police's National Management Centre will assign an available NOSE-PS talk group after being contacted by surveillance officers.

Geographic distribution of NOSE-PS talk groups
- NOSE-PS-1–4 are used in Southern Norway and Southern Sweden
- NOSE-PS-5–6 are used in Northern Norway and Northern Sweden
- NOSE-PS-7–8 are back-up talk groups which can be used when the other talk groups are unavailable.

Mountain Rescue in the border region: NOSE-MR (Mountain Rescue)

The NOSE-MR talk groups are used by Norwegian and Swedish mountain rescue resources in the areas close to the border in the Swedish counties of Norrbotten, Västerbotten, Dalarna, Jämtland, Värmland and in the Norwegian mountain areas which border these counties.

The Norwegian and Swedish mountain rescue teams have access to both the NOSE-MR talk groups and the NOSE-CO talk groups. When rescue resources from Sweden are required in other mountain areas (away from the border) in Norway, NOSE-CO will be used.

The mountain rescue organisation in Sweden is led by the Swedish police and belongs to the police organisation. Mountain rescue in Sweden is carried out by civilians in accordance with the Civil Protection Act. The mountain rescue organisation in Sweden has access to the Rakel talk groups BLÅ and Samverkan ALLA for the Nord og Bergslagen police region.

The mountain rescue organisation in Norway is led by the police, but carried out by voluntary rescue operations. These have their own talk groups for operations, but they do not have access to the Nødnett talk group BAPS. However, they do have access to the SAMVIRKE talk groups in Nødnett, which correspond to Rakel's talk groups Samverkan ALLA, giving access to NOSE-CO.

Voluntary rescue organisations in Norway have specific groups which specialise in mountain rescue, corresponding to the Swedish mountain rescue organisation, and which operate in the mountain regions along the border. Such groups, with their specialist expertise and equipment will, subject to certain conditions, be given access to MR talk groups and permission to migrate to Rakel.

How are the NOSE-MR talk groups used?

The Swedish Police's control room in Umeå manages the allocation of all NOSE-MR talk groups.

SWEDISH EXAMPLES

Swedish mountain rescue is searching for a person who has disappeared on the border with Norway and requests reinforcements from Norwegian mountain rescue resources.

Swedish mountain rescue is searching for a person who has disappeared on the border with Norway in an area without Rakel coverage. However, Swedish mountain rescue has access to Nødnett and therefore uses NOSE-MR in order to carry out the operation.

NORWEGIAN EXAMPLES

Norwegian mountain rescue is searching for a person who has disappeared on the border with Sweden and requests reinforcements from Swedish mountain rescue resources.

Norwegian mountain rescue is searching for a person who has disappeared on the border with Sweden and lacks Nødnett coverage. However, Norwegian mountain rescue has access to Rakel and therefore uses NOSE-MR in order to carry out the operation.

JOINT

Swedish or Norwegian mountain rescue is carrying out preventive rescue work in the border area and is working on both sides of the border.

The groups can use Nødnett or Rakel, depending on coverage.

Geographic distribution of NOSE-MR talk groups

- NOSE-MR-1–4 are used in the Norwegian mountain areas close to the border with Sweden
- NOSE-MR-5–6 are used in the Swedish mountain areas close to the border with Norway
- NOSE-MR-7–8 are back-up talk groups which can be used when the other talk groups are unavailable
- NOSE-MR-9-10 are used in connection with operations and exercises in Norway and Sweden.

Norwegian health service/Swedish ambulance service: NOSE-H (Health)

The NOSE-H talk groups are used by the following user organisations:

- Swedish and Norwegian ambulance services
- Preparedness officials (in Sweden only)
- Norwegian emergency medical communication centres (AMK)
- Control rooms
- Accident and emergency departments (in Norway only, similar to the Swedish local emergency departments)
- Health service groups

How are the NOSE-H talk groups used?

The NOSE-H talk groups are used for communication and cooperation when resources and reinforcements from the neighbouring country are required in order to manage an incident. The talk groups correspond to Nødnett's action talk groups and Rakel's medical response talk groups.

SCENARIO

A Swedish ambulance drives to Halden in Norway in order to assist in connection with a road traffic accident. At the scene of the accident, there are already two ambulances, one from Halden and one from Fredrikstad.

The emergency control room in Oslo (Oslo AMK) tells them to switch from the local talk group OSLO-17 to NOSE-H-1, because the incident occurred in Norway.

If a similar incident occurs in Sweden, SOS Alarm will link the talk groups, e.g. talk group 354 SjvIns-41 with NOSE-H-2.

Geographic distribution of NOSE-H talk groups

- NOSE-H-1–4 are used in Southern Norway and Southern Sweden
- NOSE-H-5–6 are used in Northern Norway and Northern Sweden
- NOSE-H-7–8 are back-up talk groups which can be used when the other talk groups are unavailable.

The talk groups NOSE-H-10–70 are used in connection with operations and cross-border cooperation

The talk groups NOSE-H-10–70 are used by Norwegian and Swedish ambulances and by Norway's emergency medical communication centres (AMK).

The talk groups are used as and when necessary for cooperation with the emergency medical communication centres (AMK), e.g. in connection with transport assignments across the national border and when ambulances deliver patients to the neighbouring country under an agreement.

How will the talk groups be used?

Talk groups for call-out are monitored by the emergency medical communication centres (AMK). The ambulance connects to the relevant talk group and calls the control room when necessary.

SCENARIO: NEED FOR COLLABORATION WITH OSLO EMERGENCY MEDICAL COMMUNICATION CENTRE (OSLO AMK)

A Swedish ambulance drives from Oslo towards the Swedish border. In the Moss area, they come across a health-related incident. The personnel have talk group NOSE-H-10 (Oslo AMK) set on their radio terminal. They call Oslo AMK and request assistance from a Norwegian ambulance.

Oslo AMK assigns the Swedish ambulance talk group NOSE-H-1. Ambulances from the local area are assigned NOSE-H-1 for cooperation with the Swedish ambulance.

SCENARIO: NEED FOR COOPERATION WITH SOS ALARM, GÖTEBORG

A Norwegian ambulance drives from Uddevalla towards the Norwegian border. In the Strömstad area, they come across a road traffic accident.

SOS Alarm assigns talk group NOSE-H-2, and the Norwegian ambulance uses this talk group throughout the operation in order to be able to report on the incident. Ambulances from the local area are assigned talk group 354 SjvIns-43. SOS Alarm links talk group 354 SjvIns-43 to NOSE-H-2.

Norwegian Customs/Swedish Customs Service: NOSE-CU (Customs)

The NOSE-CU talk groups are used by Norwegian Customs and the Swedish Customs Service in connection with border crossings.

How are the NOSE-CU talk groups used?

These talk groups are used in the daily cooperation between the Swedish and Norwegian customs services and when Norwegian Customs or the Swedish Customs Service carries out an assignment on both sides of the border. The border customs office at the border crossing concerned administers the talk group which is used.

SCENARIO

Norwegian Customs attempts to stop a van near the border crossing at Hån. The vehicle refuses to stop and drives at very high speeds on small forest roads back towards Sweden. Norwegian Customs no longer has control over the vehicle, but wants the Swedish Customs Service to find and stop the vehicle.

Swedish and Norwegian customs will cooperate at a control point on highway 61/Riksvei 2 between Charlottenberg and Kongsvinger.

Customs surveillance groups: NOSE-CUS (Customs Surveillance)

The NOSE-CUS talk groups are used by the Norwegian and Swedish customs services' surveillance groups in their daily collaboration.

How are the NOSE-CUS talk groups used?

The surveillance officer or project manager determines which talk group or groups are to be used.

SCENARIO

At a ferry terminal in Gothenburg, a sniffer dog marks a bag. The owner of the bag turns out to be a well-known drug dealer. The man is searched, but no drugs are found. Customs officers suspect that the man has let someone else carry drugs across the border for him, and monitor the man after the check to see whether he makes contact with anyone else. The man buys a bus ticket to Norway. The man and surveillance officers from the Swedish Customs Service get on the bus and travel to Norway. Norwegian Customs is contacted and surveillance officers from Norwegian Customs connect to surveillance when the bus reaches Norway.

Geographic distribution of NOSE-CUS talk groups

- NOSE-CUS-1–4 are used in Southern Norway and Southern Sweden
- NOSE-CUS-5–6 are used in Northern Norway and Northern Sweden
- NOSE-CUS-7–8 are back-up talk groups which can be used when the other talk groups are unavailable.

Cooperation between customs services and the police: NOSE-CUP (Customs Police)

The NOSE-CUP talk groups are used by the Norwegian/Swedish police forces and Norwegian Customs/Swedish Customs Service for cross-border cooperation between the customs services and the police.

How are the NOSE-CUP talk groups used?

The user organisation which leads the operation reserves a talk group for the assignment.

SCENARIO

A two-week operation is planned, during which passing vehicles will be checked on both the Swedish and Norwegian sides of the border at three border crossings. The focus is on the smuggling of goods and alcohol from Sweden to Norway. The police are especially prepared to act against vehicles that turn around and attempt to escape.

Norwegian and Swedish group officers or equivalent determine in advance which NOSE-CUP talk group is to be used.

- NOSE-CUP-1–4 are used in Southern Norway and Southern Sweden
- NOSE-CUP-5–6 are used in Northern Norway and Northern Sweden
- NOSE-CUP-7–8 are back-up talk groups which can be used when the other talk groups are unavailable.

Customs surveillance and police surveillance: NOSE-CUPS (Customs Police Surveillance)

The NO-SE-CUPS talk groups are used by the Norwegian/Swedish police and Norwegian Customs/ Swedish Customs Service.

How are the NOSE-CUPS talk groups used?

The talk groups are used in connection with surveillance operations where it is necessary to limit the number of people who can monitor the communication because it may be necessary to send sensitive information. The user in the police or customs service which leads the operation reserves a talk group for the assignment.

SCENARIO

After a period of phone tapping, information has been obtained about a person in Sweden who plans to smuggle a large consignment of narcotics by car to an unknown recipient in Southern Norway. Several surveillance units from customs and police in the two countries collaborate operationally in NOSE-CUPS talk groups because of the high level of secrecy.

Geographic distribution of NOSE-CUPS talk groups

- NOSE-CUPS-1–4 are used in Southern Norway and Southern Sweden
- NOSE-CUPS-5–6 are used in Northern Norway and Northern Sweden
- NOSE-CUPS-7–8 are back-up talk groups which can be used when the other talk groups are unavailable.

Talk groups prepared for future use

The talk groups listed below have been created for cooperation between public authorities at national and regional level. The talk group structure will be developed as user organisations connect to the service.

National public authorities: NOSE-AUTH

NOSE-AUTH talk groups can be used by national public authorities and organisations with regulatory responsibility which have a requirement for cooperation across the border.

How are the NOSE-AUTH talk groups used?

The talk groups can, for example, be used for cooperation meetings in order to exchange information between user organisations.

- NOSE-AUTH-1–2 are used in Southern Norway and Southern Sweden
- NOSE-AUTH-3–4 are used in Northern Norway and Northern Sweden.

Regional actors: NOSE-REG

The NOSE-REG talk groups are used by user organisations at regional level which are involved with crisis management where there is a need for cooperation across the border.

How are the NOSE-REG talk groups used?

The talk groups can, for example, be used for cooperation meetings in order to exchange information between user organisations across the border.

- NOSE-REG-1–2 are used in Southern Norway and Southern Sweden
- NOSE-REG-3–4 are used in Northern Norway and Northern Sweden.

EURO DMO talk groups

In Europe, frequencies are used in both the Norwegian and Swedish networks which are known as EURO DMO. At these frequencies, it is possible to collaborate in direct mode (DMO) across national borders or in another country.

Euro DMO 1–10. These talk groups can be used by competent organisations which cooperate across national borders or in another country. The talk groups use predetermined frequencies. Public authorities or organisations using these talk groups must enter into agreements with the countries concerned. In the Nordic region, there is an agreement concerning how they are to be used.

International 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

National DMO cannot be used for cross-border cooperation between Rakel and/or Nødnett users, as the DMO frequencies in the two countries are different.

Other ISI functions

Other ISI functions

When a radio terminal is migrated to the neighbouring country's network, not all functions will work in the same way as when the terminal is operating in the domestic network. This is due to the way in which Norway and Sweden have implemented the TETRA standard in their networks, and the technical solution used to connect the networks. However, Norwegian radio terminals may be able to use Swedish functions, and Swedish radio terminals can sometimes use Norwegian functions which are not available in the domestic network.

Emergency calls/security alarms

Sweden

The way in which an emergency call works depends on the parameter settings on the radio terminal you are using and the network to which the radio terminal is connected. Operators at the control room and radio users in the neighbouring country's network can participate in the emergency call. Emergency calls can also be transmitted via local talk groups in one of the networks. It is therefore important that your organisation defines in advance who will receive emergency calls in Nødnett and Rakel.

Emergency calls in the network are given the highest priority. If one of the networks has insufficient resources, local group calls or one-to-one calls may be disconnected.

Norway

When a Norwegian user in Sweden initiates an emergency call, it will be transferred to a Norwegian control room or the nearest control room in Sweden. The way in which the radio terminal transmits the emergency call will depend on how the organisation has opted to program the radio terminals. It is therefore important that you find out exactly how your organisation has opted to handle emergency calls. An emergency call from a migrated radio terminal will lose its priority when it leaves Sweden and is sent to Norway.

Encryption

The ISI standard supports end-to-end encryption (E2EE). This means you can use E2EE when you are connected to the neighbouring country's network. The standard also supports the sending of encryption keys via the ISI link. E2EE between user groups assumes that the same keys are used.

Status messages

Status messages are preprogrammed numerical codes which translates to something in plain text. They are used to improve communication with the control room.

You can send group-addressed status messages between Nødnett and Rakel. The way in which status messages are handled will depend on the parameter settings in the controlling group and the network to which the controlling group belongs.

SDS messages

Many services in TETRA use SDS, e.g. the positioning service. ISI makes it possible to send group-addressed and person-addressed SDS messages between Nødnett and Rakel. However, who receives SDS messages via ISI is influenced by a number of factors, e.g. the controlling group's parameter settings. You should therefore not use SDS to transmit important information - use speech instead.

Text messages

A text message consists of free text and is sent between radio terminals and/or control rooms. A Norwegian user in Sweden can use the ISSI number to send text messages to other Norwegian radio terminals, regardless of the network they are connected to, and vice versa. When you send a text message to a radio terminal belonging to the neighbouring country, you must use the full ITSI number.

Unavailable functions

Calls to the public network

The option to call the public network is not included in the additional service for cross-border cooperation. If your subscription normally allows you to make public calls, this will continue to work in your home country, but you will not be able to make public calls when you are using the neighbouring country's network.

Positioning

It is possible to send positioning information from radio terminals with ISI support by using the same recipient address or a parallel recipient address.

There is no support for positioning in visiting networks in the ISI standard.

Rakel

Swedish users of control rooms will continue to receive the positions in the same way as at present, but with the addition of the desired organisation block (where Norwegian users are located). It is also possible to use a different, agreed recipient address for the positions. This means that it is possible to obtain the position of Norwegian users. The user organisation must reach agreement with the Norwegian organisation(s) to gain access to the position information.

Nødnett

When a Norwegian radio terminal is migrated to Sweden, positioning data will be transmitted back to predefined recipients of positioning data in Norway.

DGNA (Dynamic Group Number Assignment)

Dynamic Group Number Assignment does not work via the ISI link, because Nødnett cannot assign group membership dynamically to visiting users, and because Rakel's dynamic assignment depends on numerous other factors.

The ISI standard does not currently support DGNA via ISI.

Cooperation across the border – essential information

Cooperation across the border – essential information

Participating user organisations require knowledge and understanding if the cooperation is to function smoothly and effectively. The more those involved know about each other's activities, roles, responsibilities, mandates and working principles, the easier it will be to avoid misunderstandings and time-consuming explanations.

Anyone who cooperates with user organisations in their neighbouring country must therefore know how accidents, crises and other incidents are managed - in both Sweden and Norway. In this chapter, you can read about the similarities and differences between the Norwegian and Swedish management of accidents, crises and other incidents.

Norwegian and Swedish crisis management is based on similar principles

Crisis preparedness in both Norway and Sweden is based on three fundamental principles: the principle of responsibility, the principle of equivalence and the principle of proximity. These principles are formulated in similar ways and largely have the same meaning in the two countries.

Sweden's three principles

The principle of responsibility	The party that is responsible for an activity under normal circumstances will also be responsible in a crisis situation.
The principle of proximity	Crises must be managed where they occur and by those who are the nearest affected and responsible.
The principle of equivalence	Insofar as is possible, the activities performed during a crisis shall be carried out in a similar manner to those carried out under normal circumstances. Wherever possible, the activities shall also be managed from the same place as under normal circumstances.

Norway's four principles

The principle of responsibility	The authority, activity or organisation which has daily responsibility for an area will also be responsible for essential preparedness in connection with crises and disasters.
The principle of proximity	Crises shall be managed at the lowest possible organisational level.
The principle of equivalence	The organisation which manages a crisis should be as similar as possible to the ordinary organisation.
The principle of collaboration	All authorities, enterprises and organisations have an independent responsibility to ensure the best possible collaboration with relevant actors and enterprises in preventive, preparedness and crisis management work.

In Norway, in addition to the principles of responsibility, equivalence and proximity, there is also an explicit *collaboration principle*, which requires all actors to collaborate with other actors as and when necessary in order to prevent and manage accidents, crises and other incidents.

The collaboration principle means that all Norwegian authorities, including the military, have a duty to participate in rescue operations with appropriate and available resources. Private and voluntary resources which are appropriate for emergency responses may also be mobilised in order to save lives.

There is no explicit collaboration principle in Sweden. Instead, the responsibility to collaborate with others follows from the principle of responsibility and preparatory legislative work.
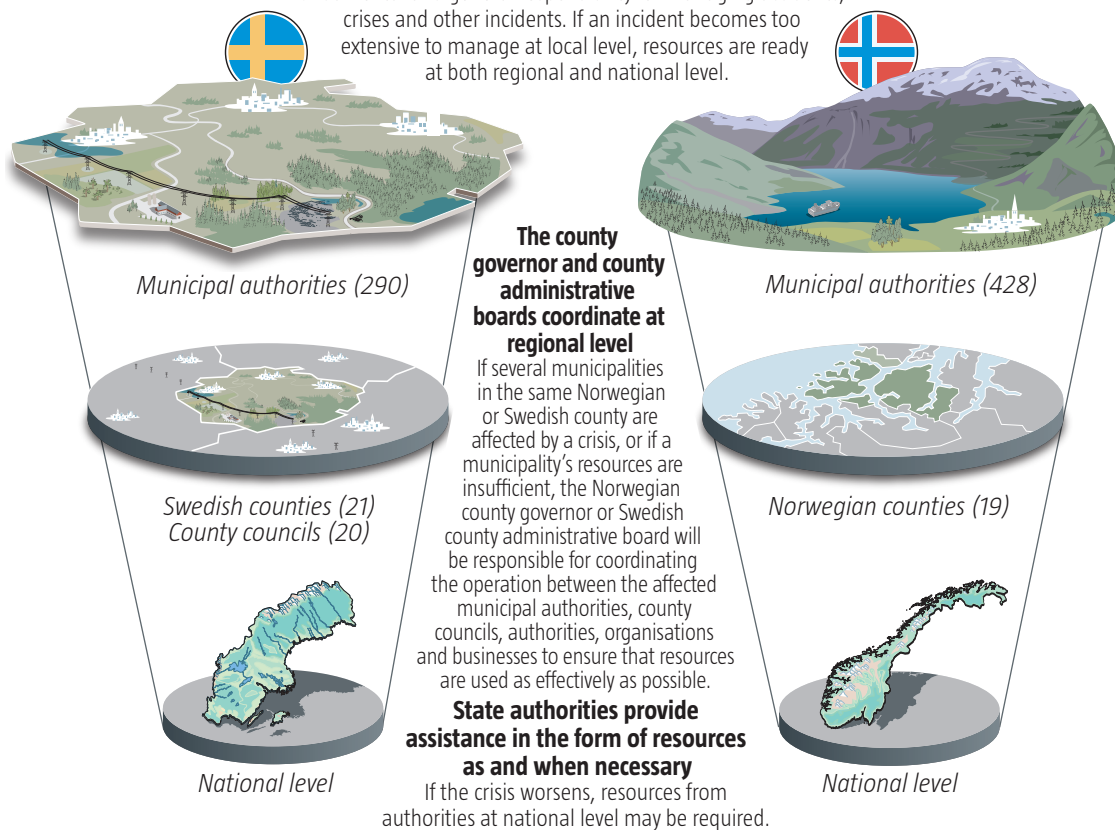
Both countries manage accidents, crises and other events at three levels

Both Norway and Sweden manage crises at three levels, which largely correspond to each other:

- Local level: the municipalities
- Regional level: county governor in Norway, the county council and county administrative board in Sweden
- National level: state authorities in the respective countries

The municipal authorities have a fundamental responsibility

Both Norwegian and Swedish municipal authorities have a fundamental and general responsibility for managing accidents, crises and other incidents. If an incident becomes too extensive to manage at local level, resources are ready at both regional and national level.

Municipal authorities (290)

Municipal authorities (428)

The county governor and county administrative boards coordinate at regional level

If several municipalities in the same Norwegian or Swedish county are affected by a crisis, or if a municipality's resources are insufficient, the Norwegian county governor or Swedish county administrative board will be responsible for coordinating the operation between the affected municipal authorities, county councils, authorities, organisations and businesses to ensure that resources are used as effectively as possible.

Swedish counties (21)
County councils (20)

Norwegian counties (19)

State authorities provide assistance in the form of resources as and when necessary

If the crisis worsens, resources from authorities at national level may be required.

National level

National level

Similarities and differences between the Swedish and Norwegian emergency services (blue light services)

The emergency services of Norway and Sweden have similar assignments, tasks and working methods. Units who cross the border can therefore expect to recognise the working methods of their colleagues. However, it is useful to be aware of some important differences between the countries.

Norway: joint coordination apparatus for all forms of rescue services

In Norway, all types of rescue services are coordinated by a joint coordination apparatus which is responsible for land, sea and air rescue operations. The heart of the Norwegian rescue service on land is formed by the police, the municipal fire and rescue service and the health service, which carry out rescue operations together with the public sector, private sector and voluntary organisations as necessary.

Voluntary rescue operations are a vital resource in the Norwegian rescue service. Many Norwegian voluntary organisations have trained local people, e.g. in mountain rescue, cave rescue and rescue operations in other challenging terrain.

Sweden: Certain specific forms of rescue service are the responsibility of the municipal authority, while others are the responsibility of the state.

In Sweden, various organisations are responsible for different types of rescue service, and a distinction is made between rescue services which are the municipal authority's responsibility and those which are the state's responsibility.

Most rescue services in Sweden are managed by the municipal rescue service. This applies, for example, to 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 necessary.

However, the following six forms of rescue service are the responsibility of the state:

- Mountain rescue (responsible authority: Police Authority)
- Air and sea rescue (responsible authority: Swedish Maritime Administration)
- Searches for missing persons in situations which are not mountain rescue, air rescue or sea rescue (responsible authority: Police Authority)
- Environmental rescue at sea (responsible authority: Swedish Coastguard)
- Rescue services in connection with the release of radioactive substances (responsible authority: County Administrative Board)

Norway: The Police coordinate the response

In Norway, it is the police who are responsible for organising, coordinating and leading search and rescue operations where human life or health is at risk. The exception is search and rescue at sea or on lakes and searches for missing aircraft. Such rescue operations are always led and coordinated by the Joint Rescue Coordination Centres (HRS).

The Norwegian police retain their leadership and coordination responsibility throughout the emergency phase of the operation, unless another authority takes over this responsibility. This means that rescue operations in Norway will normally be led by an incident commander from the police. If the Norwegian police are not present, fire and rescue services will have command and coordination responsibilities and act as incident commander until the police arrive at the scene. Under the incident commander is a team of sub-leaders from the police, fire and health/medical care services.

If a Swedish police patrol arrives at the scene before the Norwegian police, the incident commander or operations commander at the police control room can appoint a Swedish police officer to take command of the operation.

Sweden: Which party coordinates the operation will depend on what has happened

In Sweden, there is always one actor that has overarching responsibility for organising, coordinating and leading the rescue operation, but which specific user will depend on whether it concerns a municipal or state rescue service.

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. From the ambulance service, there is also a medical director responsible for medical decisions. At the

scene of the incident, the incident commander makes a decision which gives both the rescue services and other actors guidelines for the work involved in the operation. However, every actor is under the direction of their own organisation in accordance with their work instructions, and no actor has a mandate to issue orders to any other actors.
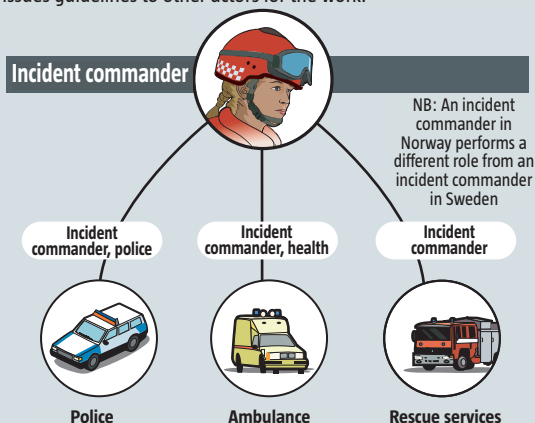
In the case of state rescue services, the incident commander will come from the authority that is in charge of the rescue operation. In certain rescue operations such as sea or air rescue, the incident commander will lead the operation from a control room. In such cases, the incident commander appoints a commander at the scene to lead the work at the scene of the incident.

In Sweden, there is no formal support to give Norwegian personnel a mandate to take command during an operation.

Rescue operations in Sweden

In Sweden, a distinction is made between rescue services which are the responsibility of the municipal authority and those which are the responsibility of the state. The municipal rescue service is responsible for managing fire-fighting, road traffic accidents, diving accidents, large-scale oil fire-fighting and chemical accidents. Rescue operations are normally led by an incident commander from the Swedish rescue services who cannot issue orders to other actors, but who issues guidelines to other actors for the work.

Incident commander

NB: An incident commander in Norway performs a different role from an incident commander in Sweden

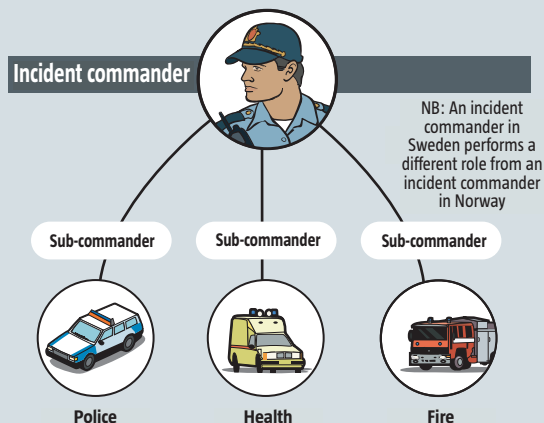| Incident commander, police	Incident commander, health	Incident commander
Police	**Ambulance**	**Rescue services**

Specific incidents are managed at state level by organisations which are ready to respond. In such cases, the rescue leader will usually be located centrally, in the managerial staff, and will designate a so-called On-scene coordinator, who will act at the scene of the incident.

Rescue leader

On-scene coordinator

Police	Actor
Mountain rescue	**Police authority**
Search for a missing person	**Police authority**
Aviation incident	**Swedish Maritime Administration**
Maritime incident	**Swedish Maritime Administration**
Environmental rescue at sea	**Swedish Coastguard**
Radioactive incident	**County Administrative Board**

Rescue operations in Norway

In Norway, no distinction is made between municipal and state rescue operations. A joint coordination apparatus is responsible for land, sea and air rescue operations.

Incident commander

NB: An incident commander in Sweden performs a different role from an incident commander in Norway

Sub-commander	Sub-commander	Sub-commander
Police	**Health**	**Fire**

In Norway, an incident commander from the police will be responsible for organising rescue operations, unless another authority takes over the responsibility.

If the Norwegian police are not present, fire and rescue services will have command and coordination responsibilities until the police arrive at the scene.

Norway: three emergency numbers

In Norway, there are three emergency numbers depending upon the nature of the incident:
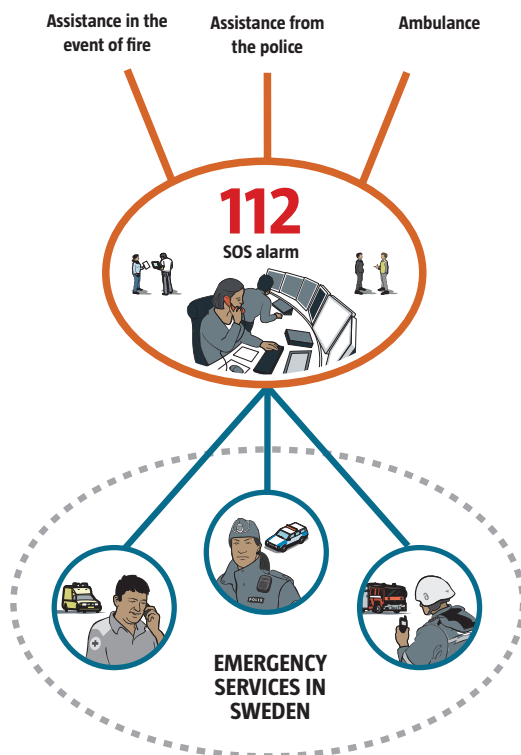
- 110 for emergency calls that concern fire or accidents
- 112 for emergency calls that concern police matters
- 113 for emergency calls that involve medical and ambulance matters

In the case of incidents involving all the emergency services, the control rooms will notify each other through a so-called 'triple warning'. If only two blue light services are needed at the scene, a so-called 'inter-warning' will be issued.
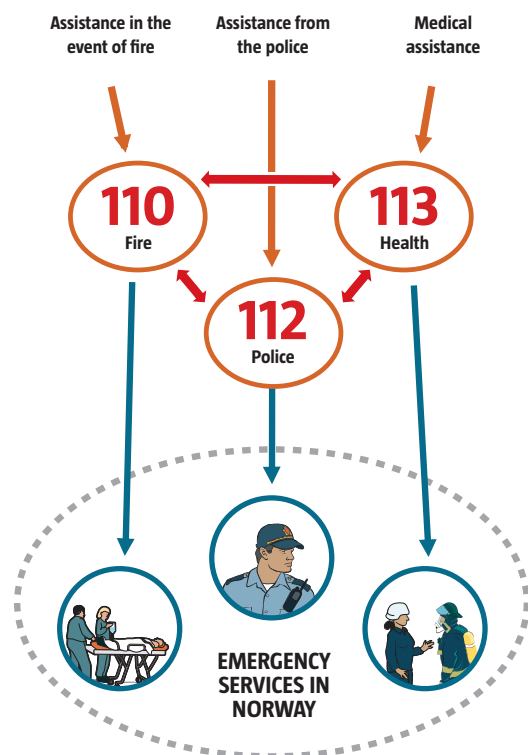
Sweden: one emergency number

In Sweden, one emergency number is used, regardless of what the incident concerns: 112. Through a single phone call to 112, which will forward the matter, you can reach all help resources that are available such as ambulance, police, fire and rescue services, poison information, emergency on-call priest, sea rescue and mountain rescue.

Calling for help in Sweden

Assistance in the event of fire   Assistance from the police   Ambulance

112
SOS alarm

EMERGENCY SERVICES IN SWEDEN

Calling for help in Norway

Assistance in the event of fire   Assistance from the police   Medical assistance

110 Fire   **113** Health

112 Police

EMERGENCY SERVICES IN NORWAY

Confidentiality in connection with cross-border cooperation

Both Norway and Sweden have legislation that regulates how personal information can be handled. The laws of Norway and Sweden are very similar. The essence of the legislation is that it is not permitted to communicate personal information to people who do not require the information in order to do their job. Communication within talk groups is sensitive. It is difficult to know who is monitoring the talk and may therefore overhear personal information.

However, confidentiality need not be an obstacle to efficient and effective collaboration between authorities, provided each authority is aware of the confidentiality provisions that apply when they disclose information to other authorities.

The easiest way to handle this issue is to follow these simple rules of thumb:

- 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

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 important.

Training means testing and developing the knowledge and skills of individuals. Exercises are activities which include one or more actors, and which are aimed at identifying deficiencies as well as testing and developing skills. Exercises must have overarching goals for assessing the skills of all participating actors, as well as secondary goals for each participating organisation. These goals must be evaluated after the exercise.

Each actor is responsible for building up and maintaining its own capacity regarding cross-border operations. Activities that increase knowledge shall be carried out together with other actors in order to improve the users' cross-border capabilities.

Working together also requires established networks and good relations between the relevant actors. Openness, trust, knowledge and respect are of primary importance, as is nurturing an atmosphere that encourages participants to benefit from both their own experience and that of others.

How to communicate
in Rakel and Nødnett
in connection
with cross-border
cooperation

How to communicate in Rakel and Nødnett in connection with cross-border cooperation

Norwegian and Swedish actors who communicate across the national border primarily do so in their own language. In order to avoid misunderstandings and time-consuming discussions, it is therefore necessary to ensure that all actors who collaborate across the border are familiar with a number of basic words and terms in the neighbouring country's language. This chapter contains a brief overview of spellings and translations of Norwegian and Swedish words/terms concerning crisis management.

NATO phonetic alphabet

When you need to spell out a word, you should use English terms in accordance with NATO's standard (see the table below). Start with the phrase "I am spelling" (Jeg bokstaverer"/ "Jag bokstaverar".

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	Åse
M	MIKE	Ä/Æ	ALFA-ECHO	Ærlig
N	NOVEMBER	Ö/Ø	OSCAR-ECHO	Østen
O	OSCAR			

You should say the digits in English (Norwegian/Swedish) in accordance with the table below.

DIGIT	DESIGNATION	DIGIT	DESIGNATION
1	ONE (EN/ETT)	6	SIX (SEKS/SEX)
2	TWO (TO/TVÅ)	7	SEVEN (SJU)
3	THREE (TRE)	8	EIGHT (ÅTTE/ÅTTA)
4	FOUR (FIRE/FYRA)	9	NINE (NI/NIO)
5	FIVE (FEM)	0	ZERO (NULL/NOLL)

SCENARIO

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

Norwegian–English glossary for user organisations within crisis management

NORWEGIAN EXPRESSION	ENGLISH EXPRESSION	ENGLISH EXPLANATION
110-sentral	110 emergency coordination centre	Alarm control room which receives and handles emergency calls, accidents and pollution.
112-sentral	112 emergency coordination centre	Alarm control room which receives and handles emergency calls concerning police matters.
113-sentral/Akutt-medisinsk kommunikasjonssentral (AMK-sentral)	113 emergency coordination centre/Norwegian emergency medical communication centres (AMK)	Alarm control room which receives and handles emergency calls concerning medical cases.
Akuttmedisinsk kommunikasjonssentral (AMK-sentral)	Norwegian emergency medical communication centres (AMK)	Emergency medical communication centre, alarm control room which receives and handles emergency calls concerning medical cases.
Beslutningstaker	Decision-maker	Decision-maker.
Brann- og rednings-vesenet	Norwegian fire and rescue service	The Norwegian fire and rescue service, corresponds to Räddningstjänsten in Sweden.
Etat	Public authority	Public authority.
Evakuert- og pårø-rendesenter, EPS	Evacuation and family centre	Evacuation and family centre, corresponds to muster, evacuation and reception sites in Sweden.
Fag	Discipline	Discipline within a rescue service, e.g. fire, medical care and police.
Innsatsleder brann	Incident commander fire	Person responsible for managing incidents involving fire, corresponds to the Swedish rescue service's skade-platschef.
Innsatsleder helse	Incident commander health	Person responsible for the provision of ambulance services, corresponds to medicinskt ansvarig and sjukvårds-ledare in Sweden.

NORWEGIAN EXPRESSION	ENGLISH EXPRESSION	ENGLISH EXPLANATION
Innsatsleder politi	Incident commander police	Person responsible for police operations, corresponds to the Swedish Police's insatschef.
Fredsinnsatsgruppe, FIG	Voluntary response group	A voluntary response group from the Norwegian Civil Defence which can assist municipal authorities in the event of accidents and extraordinary incidents during peace time.
Fylkesmannen	County governor	County governor, corresponds to the county administrative board in Sweden.
Helsevesenet	Health service	The health service, corresponds to ambulanssjukvården in Sweden.
Hovedredningssentral, HRS	Joint Rescue Coordination Centre (JRCC)	Joint Rescue Coordination Centre (JRCC), has overall responsibility for coordinating all sea, air and land rescue services. The rescue services' supreme operational command and coordinating body in Norway. There are two JRCCs in Norway - one in Sola and one in Bodø.
Innsatsleder	Incident commander	Incident commander, corresponds to räddningsledare in Sweden. In Norway, the incident commander usually comes from the police.
Innsatslederko, ILKO	Incident command centre	Management centre (command centre).
Lege	Doctor	Doctor.
Legevakt	Accident and emergency department	Accident and emergency department, corresponds to the Swedish närakut or primärvårdcentral.
Lokal redningssentral, LRS	Control room at local level	Control room at local level in Norway. LRSs are responsible for leading and coordinating rescue services at local level.
Luftambulanse	Air ambulance	Air ambulance.
Operasjonssentral	Operations centre	Operations centre, corresponds to the Swedish Police's management centre.
Operativ leder helse	Person responsible for operational medical services	Responsible for operational medical services at the incident scene and for communication between the person responsible for medical care and the incident commander. Roughly equivalent to sjukvårdsledare in Sweden.
Politi	Police	Police.
Pårørende	Relative	Relative, relation.
Redningstjeneste	Rescue service	Rescue service, search for and rescue of people in distress or imminent danger, also known as "search and rescue". Corresponds to Search and Rescue (SAR) in Sweden.
Situasjonsbilde	Situation awareness	Situation awareness.
Skadested	Incident scene	Incident scene.
Sykepleier	Nurse	Nurse.
Toll	Customs	Customs.
Varsling	Alarm	Alarm, notification.

Glossary

WORD	EXPLANATION
Actor	Organisation/agency which takes actions.
Direct call (DMO)	A type of simplex call between two radio terminals.
Fallback/Local Site Trunking Mode	A technical function which means that a base station which has lost contact with the network will establish a local network.
	Radio terminals connected to a base station in Local Site Trunking Mode can communicate with each other, but not with radio terminals outside the range of the base station.
Cross-border	When actors on both sides of the border are involved.
	Scenario:
	Cross-border communication is communication which takes place between two countries (i.e. Norway and Sweden).
	Cross-border cooperation is cooperation which takes place between units from both Sweden and Norway.
Individual call	Voice call between two radio terminals.
ITSI number	Individual TETRA Subscriber Identity.
	ISSI number with country code and network code.
ISSI number	Individual Short Subscriber Identity.
Joint Rescue Coordination Centre, HRS	Sea and air rescue centre covering the whole of Sweden which receives alarm calls and leads sea and air rescue operations.
Control room	Collective term for all centres which perform the functions of coordination and communication.
Encryption	Manipulation of data with the aim of preventing unauthorised persons from accessing the content.
Local Site Trunking Mode/Fallback	A technical function which means that a base station which has lost contact with the network will establish a local network.
	Radio terminals connected to a base station in Local Site Trunking Mode can communicate with each other, but not with radio terminals outside the range of the base station.
MCC number	Mobile Country Code. The country code in the TETRA system's numbering. 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. The network code in the TETRA system's numbering. Forms part of the ITSI number.
MNI number	Mobile Network Identity. The MNI number consists of a country code (MCC) and a network code (MNC).
Personal information	Any kind of information which can either directly or indirectly identify a physical, living person. The key factor determining whether information is considered to constitute personal information is therefore whether it is possible to identify a person using the information.
Linking of talk groups	Collective term for all methods used to link talk groups: linking, group combination and patching.
Cooperation	Communication, coordination and collaboration with the aim of performing a task.
SAR	Search and rescue.
TETRA terminal	A transmitter/receiver for communication in the TETRA networks.

Abbreviations

Abbreviations

WORD	EXPLANATION
SKC	The Swedish Security Service's Control room (Säkerhetspolisens kommunikationscentral)
O-PST	The Norwegian Police Security Service's Operations Centre (Operasjonssentre i Politiets sikkerhetstjeneste)
ISI	Inter System Interface
MSB	Swedish Civil Contingencies Agency (Myndigheten för samhällsskydd och beredskap)
DSB	Norwegian Directorate for Civil Protection (Direktoratet for samfunnssikkerhet og beredskap)
HRS	Hovedredningssentral (Joint Rescue Coordination Centre) in Norway
JRCC	Joint Rescue Coordination Centre (Sjö- och flygräddningscentralen) in Sweden
SDS	Short Data Service
GPRS/LTE	General Packet Radio Service / Long Term Evolution
DGNA	Dynamic Group Number Assignment

References

References

Personuppgiftslag (1998:204), Sweden

Riktlinjer för samverkan i Rakel, MSB

Felles sambandsreglement for nødetater og andre beredskapsbrukere

Gemensamma grunder för ledning och samverkan vid samhällsstörningar, MSB, 2014

www.krisinformation.se/detta-gor-samhallet/samhallets-ansvar

www.regjeringen.no/no/dokumenter/stmeld-nr-22-2007-2008-/id510655/?q=&ch=6