



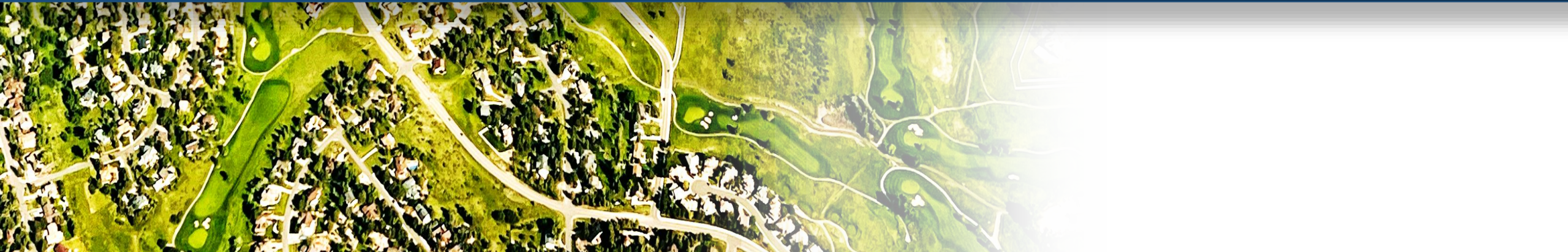
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# Open government: Social resilience to crises. The emergency response system in Poland

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# **The Mazovia Region: Crisis management AS FOR A MEDIUM-SIZED EUROPEAN COUNTRY**



# About the Mazovia Region

**Over 20 %** of Poland's GDP

**5.5 million inhabitants**  
(15% of Poland)

**Over 35,500 sq. km**  
(11% of the area of Poland)

**42**

districts and cities on district rights

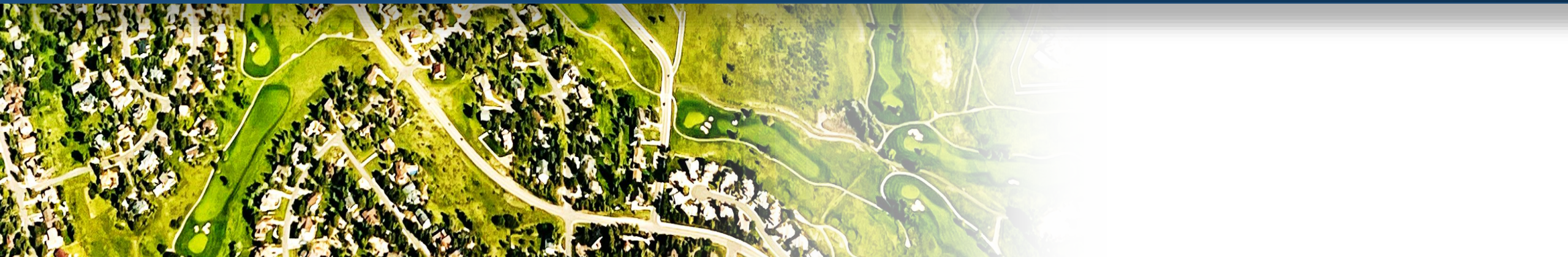
**314**

municipalities



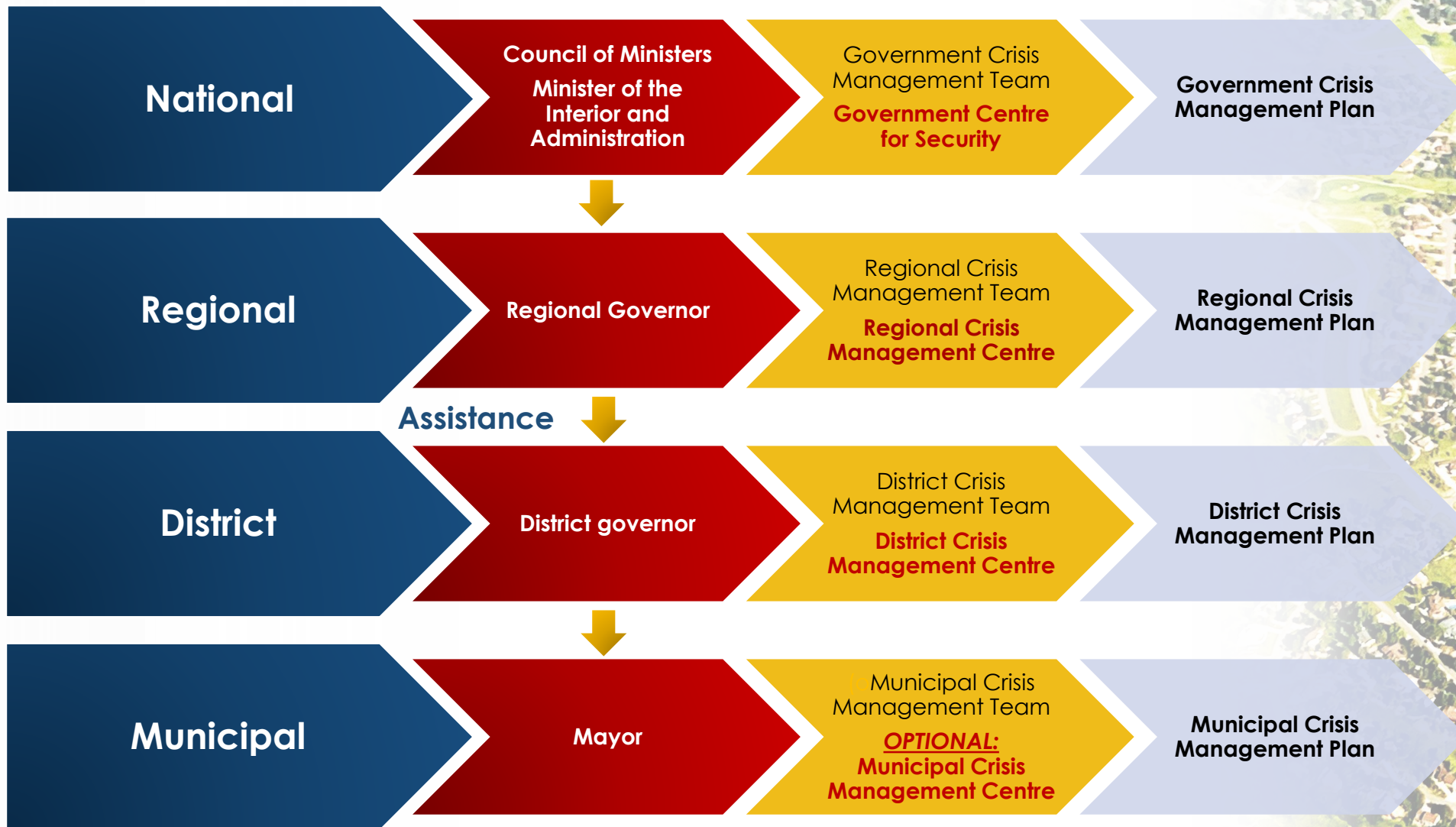


# Crisis management system in Poland based on The Act on Crisis Management




# Crisis management system in Poland

Communication





# Regional Crisis Management Centre

- 
- **24/7 emergency assistance** for local governments
  - **Reporting** of incidents and crisis situations
  - Ongoing **cooperation** with the police, firefighting service, border guards
  - **Coordination** of the work of the regional crisis management team
  - Maintaining stocking of **regional warehouses**
  - **Requesting** for the military assistance
  - Requesting for the equipment and humanitarian aid from the national strategic reserve
  - Supervision over the **warning system** for the population
  - **Tests and trainings** (e.g. connectivity tests)
  - Reporting on **accommodation centres for refugees** from Ukraine, cooperation with local governments and NGOs

- **Crisis management in practice:**
- **Water treatment plant failure**

15 days

5 days without drinking and sanitary water

Almost 60,000 residents affected

Threats to human health and life, including epidemic risks



Fot. DWOT



### Communication & Coordination

- **SMS alerts** sent to **more than 230,000 residents**
- **extraordinary** meetings of the crisis management team
- **ongoing communication** between the regional governor, the local authorities and regional services
- **requests for assets** from the national strategic reserve
- **requests for military assistance**
- crucial role of **on-site cooperation** between firefighters from the national (PSP) and voluntary fire brigades, Territorial Defence Forces, and the police services (delivering water, public security)

### Government support for local communities:

- over **500,000 litres** of bottled water
- over **1 000 litres** of disinfectant liquid
- **15 portable water tankers** from the National Firefighting Service and Territorial Defence Forces
- support of soldiers in maintaining continuity of **hospital** operation
- **interregional cooperation** (additional portable water tankers from PSP from the neighbouring region)



Civil protection  
and defense



# Building a comprehensive civil protection and defence system based on the Act on Civil Protection and Civil Defense

# Preparedness and responding to threats and crises

- Threats of war (Poland as an external border of the EU)
- Terrorist incidents
- Natural disasters and impacts of climate change
- Chemical, biological, radiation and nuclear hazards





Civil protection  
and defense

## 1st comprehensive system increasing social resilience to threats and crises

- Developed **in cooperation** with local authorities and other stakeholders (public consultation)
- Focus on the **safety of citizens** (system for citizens and with their involvement)
- Crucial role of local governments and National Firefighting Service
- **Utilizing the potential of existing structures** (National Firefighting and Rescue System, crisis management structures, emergency notification system, national medical rescue system)
- **Completing and developing the system** (coordination by minister of internal affairs and administration, civil defense, shelters, evacuation plans, warehouses)





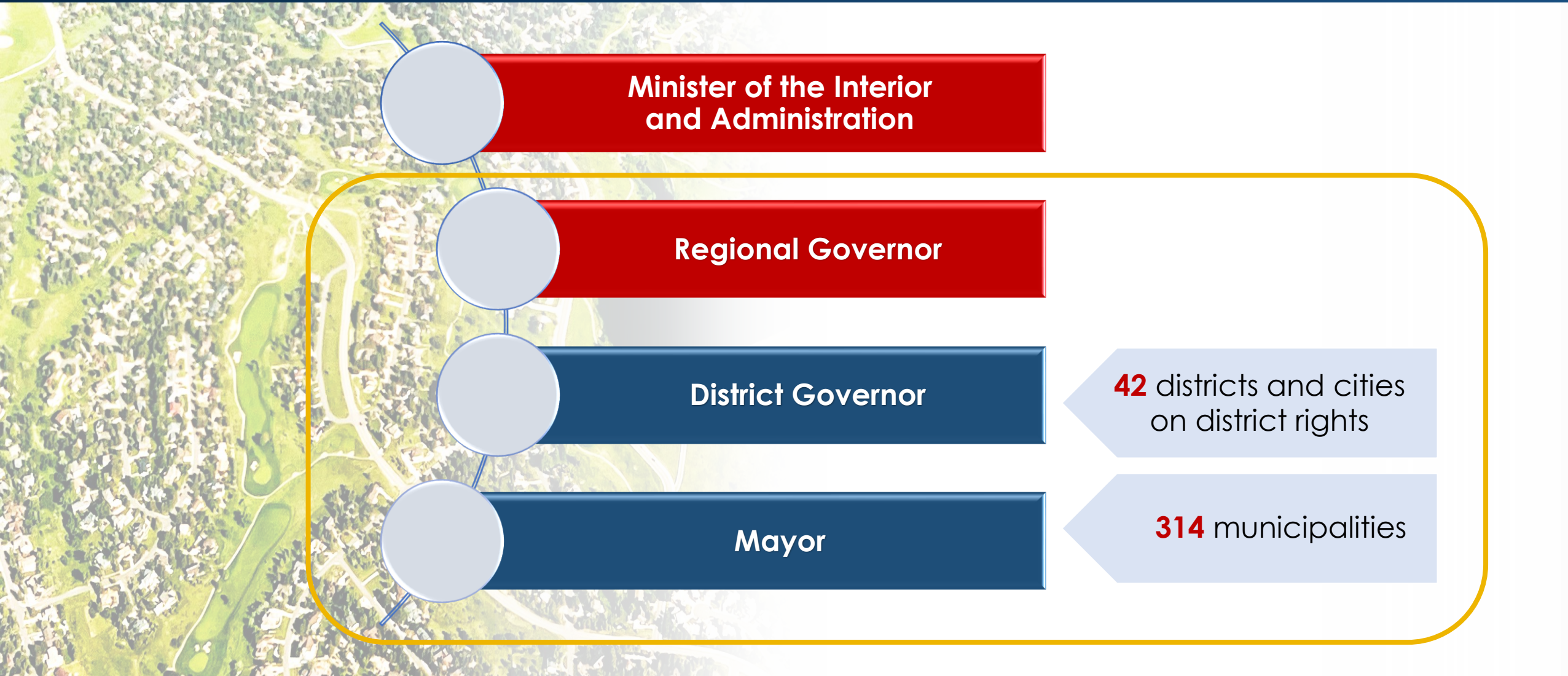
Civil protection  
and defense

## Financing: At least 0,3% of Poland's GDP annually

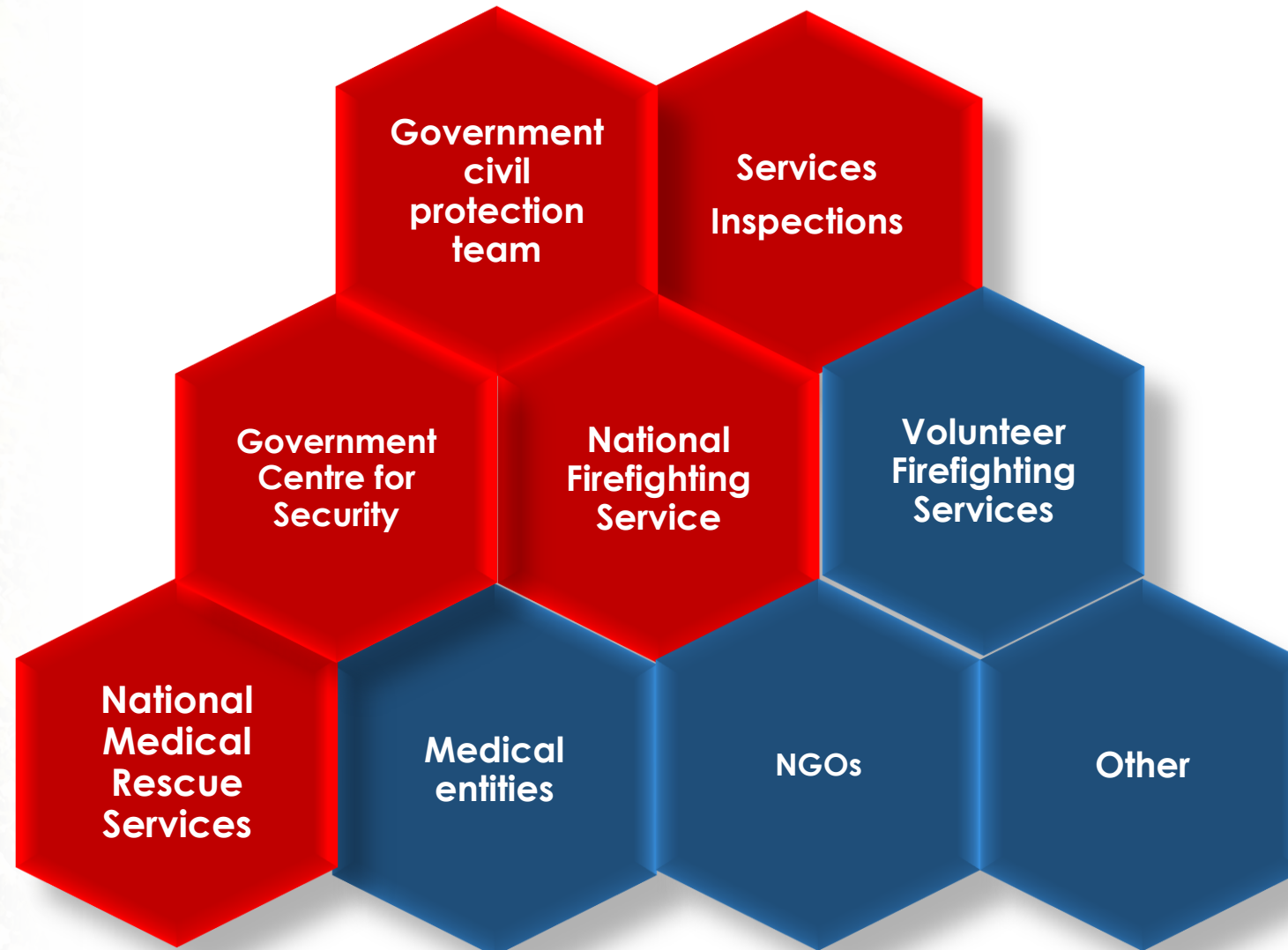
- Civil protection **assets** (f.ex. development of the national rescue and firefighting system)
- **Equipment**, including ICT
- **Supply warehouses**
- Infrastructure for civil protection, including **shelters, places of concealment and places of temporary shelter**
- **Training and education**



- Cascading system.
- Local governments as a crucial partner



# Cross-sectoral cooperation



# National Firefighting and Rescue System as a unique system in the world

- The system is **based on the State Fire Service** (funded by the state budget) and **Volunteer Fire Brigades** (maintained through local government budgets and state subsidies).
- **More than 5154 units** of volunteer firefighters included in the the National Firefighting and Rescue System at the national level.
- A total of **653 Volunteer Fire Brigades in the Mazovia Region** have been incorporated into the National Firefighting and Rescue System.
- Additionally, **1282 Volunteer Fire Brigades operate outside the system within the region**



# Competencies of the Governors



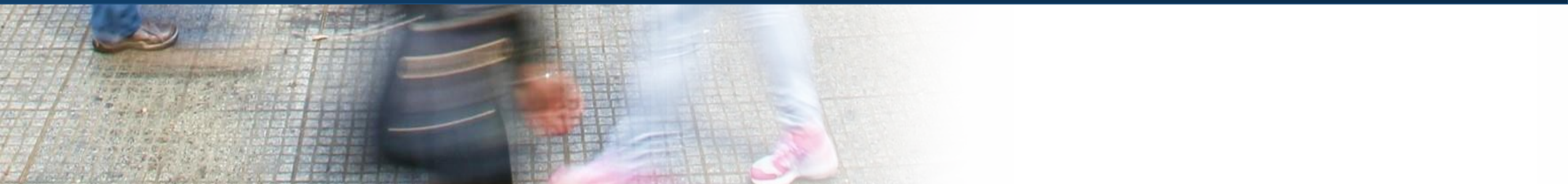
Civil protection  
and defense

- **constant cooperation** with the Government Center for Security and local government bodies of civil protection in the field of obtaining and exchanging information on threats
- creation and maintenance of **civil protection** and **civil defense resources**, as well as **infrastructure** and **ensuring access to water**
- organizing, coordinating and **providing humanitarian and emergency assistance in the region**
- development of a **regional plan for evacuation**
- granting and revoking **mobilization assignments of civil defense**
- **appointment to civil defense** service through voluntary recruitment
- organizing and co-financing **detection, notification, warning and alert systems for the people in the region** in emergency situations, as well as evaluating their functioning
- **countering disinformation** that lowers social resilience



Civil protection  
and defense

# Transparency and countering disinformation



# Informing and alerting on threats

Supervision on the side of the territorially competent authority for civil protection and defense



- Acoustic and visual alarms
- ALERT message from the National Center for Security
- Regional Warning System message, transmitted via mobile application
- Publications in media (daily newspapers, websites, TV, radio)
- Involvement of Polish Press Agency

A person is shown from the side, interacting with a laptop. The laptop screen displays a world map. The person's hand is pointing at a specific location on the map. The background is bright and slightly blurred, suggesting an indoor setting with natural light.

## Countering disinformation: Education as a core issue

- 3-4 day training sessions for local, regional, and national administration, which must be conducted no later than June 30, 2025.
- Trainings for inhabitants
- Cooperation on the crisis guide for residents with the Ministry of Internal Affairs with the crisis management center, the Military Technical Academy and Administration and the University of Science and Technology. The guide will be based on the experience of struggling Ukraine and the Swedish and Finnish systems
- Strengthening risk awareness among municipal and district councillors, local community representatives, children and young people, senior councils

# Countering disinformation



627,000 reported cyber threats in 2024 in Poland (64 % more)  
1.671 reports per day  
1,300 cyber incidents last year

- Combating disinformation and cybercrime by the police and special services, e.g. Internal Security Agency
- Important role of the Government Centre for Security (crisis communication, sending RCB alerts, source of verification of fake alerts)
- Reporting of suspicious emails, websites, text messages to NASK – National Research Institute (by phone, online form on dedicated website <https://www.nask.pl/dezinfo> or in the „Mobywatel” mobile application used by 9.3 mln people).
- Public awareness campaigns, education materials, handbooks for teachers



**Thank you for your attention,**

Mariusz Frankowski  
Governor for the Mazovia region, Poland



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