

# EUROPEAN 112 DAY

Enhancing the Resilience and Future  
Readiness of Montenegro's Operational  
Communication Centre 112 Workshop

**TAFF** Technical Assistance Financing Facility  
for Disaster Prevention and Preparedness



Funded by  
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**GFDRR**  
Global Facility for Disaster Reduction and Recovery



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## SUMMARY

**Celebrating European 112 Day, the Enhancing the Resilience and Future Readiness of Montenegro's Operational Communication Centre 112 Workshop** was held in Podgorica, Montenegro on February 11th, 2026. Organized by the World Bank and Global Facility for Disaster Reduction and Recovery (GFDRR), in partnership with the European Commission DG ECHO, under the Technical Assistance Financing Facility (TAFF), this workshop brought over 50 participants, including representatives of the Government of Montenegro, specifically from the Ministry of the Interior, the Directorate for Protection and Rescue, Operational Communication Centre 112 (OCC 112) and other relevant organizations.

**Montenegro faces high exposure to earthquakes, floods, and wildfires, with national assessments highlighting significant vulnerability of critical infrastructure, particularly the Operational Communication Centre 112 (OCC 112), to natural and man-made hazards.** To strengthen preparedness and ensure continuity of emergency communications, the World Bank/GFDRR, in partnership with the EU (DG ECHO), through the Technical Assistance Financing Facility (TAFF), is supporting Montenegro to enhance the resilience, functionality, and reliability of the 112 system. This includes a diagnostic-type gap and needs assessment, knowledge exchange events and technical training, and development of a modernization roadmap and Business Continuity Plan. These efforts contribute to stronger preparedness, risk-informed decision-making, and improved protection of citizens and visitors, supporting the transition toward Public Warning System (PWS) capacity and future Next Generation 112 (NG112) compliance.

**The workshop served as a kick-off point for ongoing efforts to strengthen the resilience, functionality, and continuity of Montenegro's OCC 112 in line with national and EU requirements.** It revealed emerging findings from the ongoing diagnostic of Montenegro's 112 emergency operations, informed by the 2020 Ready to Respond (R2R) assessment and recent operational experience. It presented information regarding system gaps, operational challenges, institutional coordination, and priorities for business continuity, public warning system integration, and preparedness for Next Generation 112 (NG112). A key objective present emerging findings from the ongoing diagnostic work, informed by the 2020 R2R assessment, and recent operational experience; facilitate a targeted discussion on gaps, operational challenges, and institutional coordination related to OCC 112; showcase relevant EU and international good practices applicable to Montenegro's context; and support a forward-looking dialogue on modernization priorities, including business continuity, public warning system integration, and preparedness for Next Generation 112 (NG112).

**The workshop was structured in two parts: a technical session and a high-level discussion.** The technical session presented emerging findings from the ongoing diagnostic work, relevant EU and international good practice, and stakeholder input to engage stakeholders and further inform the diagnostic assessment. The high-level discussion addressed modernization priorities, institutional requirements, and follow-up actions. It also informed the next phase of work, including a Business Continuity Plan and a modernization roadmap for OCC 112.





**+50** PARTICIPANTS

**18** INSTITUTIONS

**8** PRESENTATIONS

## KEY TAKEAWAYS

Findings from the workshop indicate that Montenegro is progressing in civil protection and disaster risk management, with increasing focus on strengthening emergency communications, system resilience and alignment with EU requirements.

- Montenegro is fully integrated into the Common Emergency Communication and Information System (CECIS), enabling real-time information exchange during emergencies or disaster response operations.
- Strong practices were identified in call handling and disaster response coordination.
- Legal gaps remain across institutions, particularly in clarifying roles, responsibilities, and resource allocation.
- Facilities supporting OCC 112 and national coordination functions require improvement as non-resilient facilities may adversely affect both existing operations and the planned expansion of these functions.
- An integrated disaster management information system (DMIS) could support multiple functions more effectively.
- Staffing and training gaps remain at national and local levels.
- Gaps persist in the early warning system, particularly in communication and community response.
- Further progress will depend on stronger inter-agency cooperation and targeted investment.



## WORKSHOP OVERVIEW

**Block 1 presented preliminary findings from the ongoing diagnostic of Montenegro's 112 emergency operations.** OCC 112 presented its structure, mandate, and operational procedures, providing an overview of how the system functions in practice, including coordination mechanisms, information flows, and emergency response processes. The session further covered the legal and institutional framework, information and warning systems, facilities, equipment, staffing, and coordination related to OCC 112. The session drew on the 2020 Ready to Respond (R2R) assessment, stakeholder consultations, desk review, and relevant EU and international practice. It provided an opportunity to review early findings, discuss operational challenges, and identify priority areas for follow-up. A flood scenario exercise was also included, supporting discussion on response coordination, early recovery, recovery coordination, and capacity-building needs. In addition, the session launched the 112 awareness video titled, "**Happy European 112 Day! Strengthening the Lifeline: One Number, Every Emergency**"<sup>1</sup>.

**Building on the findings and discussion under Block 1, Block 2 combined opening remarks with high-level discussion on policy implementation, institutional needs, and priority directions for strengthening and resilience in OCC 112.** **Salih Burğa Erdurmuş**, Senior Disaster Risk Management (DRM) specialist at the World Bank Group, introduced the Technical Assistance Financing Facility (TAFF) and its support to Montenegro, including the objectives of the current project. **Miodrag Bešović**, Director General of the Directorate for Protection and Rescue at the Ministry of the Interior, emphasized the importance of DRM and the relevance of the project for the Directorate. The opening remarks outlined TAFF's role in supporting the strengthening of OCC 112 as part of Montenegro's broader DRM and resilience agenda.

With contributions from **Novica Obradović**, State Secretary at the Ministry of the Interior, **Gaetano Vivo**, Deputy Head of Unit for the Prevention and Preparedness Programme at DG ECHO, European Commission, and **Milan Radulović**, Head of Council at the Agency for Telecommunications, addressed the policy, institutional, and operational context for strengthening OCC 112. It covered Montenegro's disaster risk management framework, preparedness measures, early warning and public alert systems, training and exercises, the role of OCC 112 in emergency coordination, the strategic relevance of TAFF, Montenegro's engagement in the Union Civil Protection Mechanism (UCPM), the role of telecommunications, and modernization priorities including business continuity, public warning system integration, preparedness for Next Generation 112, and follow-up actions based on the diagnostic findings.

<sup>1</sup> GDFRR. "Happy European 112 Day! Strengthening the Lifetime: One Number, Every Emergency". YouTube video, 2:14. February 11, 2026. <https://www.youtube.com/watch?v=56d7h-nD7vc>



## LESSONS LEARNED

The workshop had three prominent points.

- **First**, strengthening OCC 112 requires action across governance, infrastructure, systems, and staffing.
- **Second**, technical improvements need to be matched by clear institutional coordination, decision-making, and responsibility. The flood scenario exercise demonstrated that coordination needs extend beyond immediate response.
- **Third**, future reforms should be aligned with relevant EU requirements, particularly in relation to business continuity, public warning systems, and critical infrastructure resilience.

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