

EN

Government crisis management plan **in the event of extreme weather and flooding**

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2. Objectives of the government crisis management plan in the event of extreme weather and flooding

This government plan, prepared under the direction of the High Commission for National Protection (Haut-Commissariat à la protection nationale, HCPN), explains how the government responds to an actual or potential crisis due to one or more of the following meteorological or hydrological events:

 WIND	 RAIN	 SNOW OR FREEZING RAIN	 STORMS
 FLASH FLOODS	 HEAT	 COLD	 FLOODING

The objectives of the plan are as follows:

- › Identifying the structures responsible for crisis management;
- › Specifying how authorities will warn the population and issue alerts;
- › Defining the emergency measures to be taken, the actions to be carried out, and the stakeholders and responsible authorities involved.

3. General points

The government plan is applied when a meteorological or hydrological event threatens to become a national crisis.

This may occur if it causes serious disruptions that threaten the vital interests or essential needs of part or all of the country and its population.

This type of situation requires quick decision-making and close coordination between the Government, ministries, public services and, if necessary, international partners.

The plan provides the responsible authorities with the necessary tools to react in a flexible and efficient manner in order to protect citizens, the sectors that are affected and the country's vital and economic interests.

The management of meteorological or hydrological phenomena is an integral part of this scheme.

4. Crisis management bodies

4.1. Weather-Flood Risk Assessment Unit (*Cellule d'évaluation des risques intempéries-inondations, CERI*)

4.1.1. The stakeholders within the assessment unit responsible for meteorological and hydrological analysis

- a) ***Air Navigation Administration (Administration de la navigation aérienne, ANA) – Meteorological Department (Département météorologique, MeteoLux)***

MeteoLux manages the activation of different awareness levels based on the evolution of weather phenomena. To this end, MeteoLux uses weather forecast models, meteorological observations from the Findel measuring station and other stations in Luxembourg, as well as weather observation and forecast products received from international organisations and partners. There is continuous collaboration and communication with the meteorological services of the neighbouring countries.

MeteoLux is the authority responsible for issuing alerts related to wind, rain, snow or freezing precipitation, thunderstorms, heat and cold weather.

Aside from activating the crisis unit, MeteoLux assesses the possible risks and dangers

related to the forecast weather situation and keeps the CGDIS (Grand-Ducal Fire and Rescue Corps) and the HCPN on-duty staff informed.

When a crisis unit is activated, MeteoLux continues to assess the situation and provides the CC with regular updates.

b) *Water management authority (Administration de la gestion de l'eau, AGE) – Department of flood forecasting (Service de prévision des crues, SPC)*

The SPC manages the activation of the various management phases based on changes in water levels at the various limnometric stations, as well as on the meteorological situation. To do this, the SPC uses a flood forecasting model based on data from the hydrometeorological measurement network and on weather forecasts. There is continuous collaboration and communication with the flood forecasting services in neighbouring countries.

Aside from activating the crisis unit, the SPC assesses the possible risks and dangers related to the predicted hydrological situation and keeps the CGDIS and the HCPN on-duty staff informed.

When a crisis unit is activated, the SPC continues to assess the situation and provides the CC with regular updates.

If necessary, other stakeholders may be consulted, including the technical group responsible for managing the Wark reservoir at Welscheid (bassin de rétention de la Wark à Welscheid, BRWW), the Luxembourg Renewable Energy Company (Société Luxembourgeoise des Énergies Renouvelables, SOLER), the Our electricity company (Société Électrique de l'Our, SEO) and the Department of Navigation (Service de la navigation, SNG).

4.1.2. Missions and composition of the assessment unit

The assessment unit is convened by the HCPN as soon as an ORANGE, RED or VIOLET awareness level is announced or triggered.

Its role is to:

- › monitor the evolution of the meteorological and hydrological situation;
- › analyse the possible impacts of weather phenomena on the environment, the population and the territory;
- › anticipate, coordinate and prepare crisis communication.

A summary report, outlining the actions and decisions taken, is prepared by the HCPN on-duty staff.

The CERI is convened by the HCPN staff on duty. It is composed of agents from the AGE, CGDIS, MeteoLux and HCPN, including the crisis communication coordinator.

If necessary, the CERI may be supported by a representative of the Public Works Administration (PCH) or any other expert competent in the field concerned by the situation.

4.1.3. Common and unique alert levels

YELLOW AWARENESS LEVEL

Be aware (low risk / potential danger)

The yellow awareness level covers the following situations:

- › A “yellow vigilance” phase indicating a potential danger in terms of meteorological risks such as wind, rain, snow or freezing precipitation, thunderstorms, heat or cold weather;
or
- › A “yellow vigilance” phase indicating a potential danger in terms of flood risk, i.e. a possible risk of rising water levels.

ORANGE AWARENESS LEVEL

Be careful (medium risk / danger)

The orange awareness level covers the following situations:

- › An “orange vigilance” phase indicating a danger in terms of meteorological risks such as wind, rain, snow or freezing precipitation, thunderstorms, heat or cold weather;
or
- › An “orange vigilance” phase indicating a danger in terms of flood risk. Risk of minor rises in water levels that could lead to local flooding and damage. Particular caution is required for seasonal and/or exposed activities.

RED AWARENESS LEVEL

Utmost vigilance (high risk / significant danger)

The red awareness level covers the following situations:

- › A “red vigilance” phase indicating a significant danger in terms of meteorological risks such as wind, rain, snow or freezing precipitation, thunderstorms, heat or cold weather;
or
- › A “red vigilance” phase indicating a significant danger in terms of flood risk. Risk of major rises in water levels, causing overflows likely to have a significant impact on people and property, even in areas that are rarely flooded.

IMMINENT DANGER (VIOLET ALERT)

Imminent danger / Immediate action

The violet alert refers to an “imminent danger” requiring immediate action from the population. This alert level could be used by MeteoLux in the event of a meteorological phenomenon of extreme intensity with imminent impact (e.g. tornado).

4.2. Crisis Unit (Cellule de crise, CC)

Based on the information reported to him by the CERI, the Prime Minister may determine that a crisis situation is present.

The decision to activate the Crisis Unit (CC), which is one of the mechanisms designed to manage this type of situation, is the responsibility of the Prime Minister or his delegate. The members of the CC are convened by the HCPN.

The CC is composed of representatives from the relevant ministries, administrations and departments concerned, depending on the nature and scale of the crisis. It must be chaired by a member of the Government.

Under the authority of the Government, the Crisis Unit initiates, coordinates and oversees the implementation of all measures intended to address the crisis and its effects, and to work towards a return to normalcy.

4.3. Joint Operational Command Post **(Poste de commandement opérationnel commun, PCO-C)**

A Joint Operational Command Post (PCO-C) is composed of representatives from entities operating on the ground, such as the CGDIS, the Army, the Grand Ducal Police (PGD) and a representative of the National Roads Administration (Administration des Ponts et Chaussées), as well as representatives from entities responsible for assessing meteorological and hydrological projections. Depending on the entities involved on the ground, the PCO-C may be expanded to include other representatives.

The PCO-C is chaired by an official from the HCPN or, alternatively, by an official from the CGDIS. It is tasked with the coordination and operational monitoring of actions carried out by tactical officials on the ground, in order to ensure that the strategic objectives set by the crisis unit (CC) are achieved. The PCO-C organises the liaison between the event sites and the CC, analysing the meteorological and hydrological situation, the impact on the ground and the needs for means and resources, with the help of experts from the assessment unit (CERI). It ensures that the actions of the various services, administrations and operators achieve the defined strategic objectives and that the decisions taken are implemented effectively.

The representatives at the PCO-C pass on the necessary instructions to their department, administration or service, and ensure their execution based on information from the ground and feedback from experts.

4.4. Advanced Command Post(s) **(Poste(s) de commandement avancé(s), PCA)**

The Advanced Command Post(s)(PCA) ensure the liaison between the event site(s) and the PCO-C. Each PCA is headed by the emergency operations commander (Commandant des opérations de secours, COS), who is designated by the Director General of the CGDIS.

The PCA can be activated independently of the CC by the person who is in charge of the operational management of the incident and directs the action of the other contributing bodies.

The PCA's mission is to direct all the operations on the ground, to centralise and make use of information, and request and distribute the necessary backup. The PCA reports on the performance of its mission to the PCO-C.

The PCA includes at least one representative of each service engaged in operations on the ground. Depending on the response plans, representatives of the municipalities, services and companies concerned by the event may also be included in the PCA.

4.5. Communication and Information Unit (Cellule communication et information, CCI)

In principle, the Communication and Information Unit (CCI) is convened in parallel with the Crisis Unit and is responsible for communicating and informing the media and the population.

The CCI is headed by the HCPN crisis communication coordinator or their substitute. With regard to the entities represented therein, the composition of the CCI reflects, as far as possible, the composition of the CERI or even the CC.

The CCI regularly informs the general public about the incident and its development, as well as about the measures taken by the national authorities. Information is disseminated through various communication channels.

Ongoing alerts are communicated via the www.lu-alert.lu website, the “LU-Alert” mobile app and, if necessary, via geo-localised SMS and Cell Broadcast messages.

Updates on the meteorological situation are provided on the www.meteolux.lu website and the “MeteoLux” mobile app.

Flood information is available on the www.inondations.lu website and the “Meine Pegel” mobile app. Flood bulletins can also be published under the “Alerts” section of the www.inondations.lu website. Current water levels for the entire country, as well as forecasts of up to 24 hours for certain stations, can be consulted at any time.

5. Glossary

6. Annexes

Awareness table: possible consequences and advice on behaviour for the general public

REMINDER: SCENARIOS AND AWARENESS LEVELS

Scénario progressif

Scénario imminent

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ORANGE AWARENESS LEVEL: WIND WARNING (90-110km/h)

Possible consequences	Advice on behaviour
› Broken tree branches; › Some fallen trees; › Damaged roofs and chimneys; › Vehicles swerving off the roads; › Localised disrupted road traffic, in particular in wooded areas.	› Limit journeys; › Limit your speed on the road, especially if the vehicle or trailer you are driving may be affected by the wind; › Do not go walking in wooded areas; › In towns, be careful of falling objects; › Tidy away or fix down any objects liable to be blown around or damaged, e.g. garden furniture, parasols, etc.); › Don't go onto a roof; › Increased vigilance.



RED AWARENESS LEVEL: WIND WARNING (> 110km/h)

Possible consequences	Advice on behaviour
› Much significant damage to housing, parks and planted areas; › Forests heavily affected (significant damage to trees / uprooted trees); › Very difficult traffic conditions throughout the network, cars forced off the road; › Air and rail traffic seriously affected; › Risk of damage to the power grid.	› If possible, remain inside; › Avoid outdoor activities; › If you need to travel, limit yourself to what is strictly necessary and avoid wooded areas; › Tell someone that you are going out and your destination; › Tidy away or fix down any objects liable to be blown around or damaged, e.g. garden furniture, parasols, etc.); › On no account go onto a roof; › Phone 112 only concerning objects obstructing public roads (trees, branches, roofing debris).



ORANGE AWARENESS LEVEL: RAIN WARNING

(31-45 l/m² /6h or 41-60 l/m² /12h or 51-80 l/m² /24h)

Possible consequences

- › Heavy rain that could cause/ generate flooding likely to affect the economic functioning of several sectors of activity;
- › Possible fast-flowing flooding, as well as slope run-off, in areas identified on the flashflood hazard maps;
- › Localised overflowing of streams and ditches;
- › Risk of sewers overflowing.
- › Difficult traffic conditions.

Advice on behaviour

- › Keep up to date with the weather forecasts on the website www.meteolux.lu;
- › Consult the flashflood hazard maps on map.geoportail.lu to see if your location may be affected;
- › Make sure your mobile phone and, if available, your power bank is fully charged, so that in an emergency you will be able to charge your mobile phone without power supply;
- › Avoid river banks and do not under any circumstances enter a submerged road (beware of the risk of aquaplaning).

In risk areas

- › Starting from the bottom to the top rooms: secure any belongings that may be damaged and keep an eye on the water levels;
- › Close windows, blinds and shutters on floors likely to be submerged and protect the house from the outside using sandbags, planks or movable protections;
- › Ensure that surface water drains are not blocked; as the case may be, check that your non-return valve is working properly;
- › As a matter of priority, remove any materials that are harmful to the environment from areas likely to be submerged;
- › In the rooms most likely to be flooded, unplug the electrical appliances, including heating;
- › Find out about the situation on the roads before travelling;
- › Respect any diversions or road closures that have been set up.



RED AWARENESS LEVEL: RAIN WARNING

(> 45 l/m² /6h or > 60 l/m² /12h or > 80 l/m² /24h)

Possible consequences

- › Very heavy rain that could cause/ generate flooding likely to affect economic life and human activities for several days;
- › Very fast-flowing significant flooding, as well as slope run-offs, even in areas that are rarely flooded;
- › Locally rapid rise in water levels in usually calm streams;
- › Very difficult traffic conditions;
- › Risk of sewers overflowing.
- › Risk of damage to the power grid.

Advice on behaviour

- › Make sure that you have implemented the orange awareness level recommendations;
- › If possible, stay inside and keep up to date with the weather forecasts on the website www.meteolux.lu;
- › Avoid all travel in the areas concerned;
- › If you have to travel, be especially careful; tell someone you are going out, and where you are going;
- › Respect any diversions or road closures that have been set up;
- › Avoid river banks and do not under any circumstances enter a submerged road (beware of the risk of aquaplaning);
- › If the electricity is cut off, use battery-operated devices such as your mobile phone, a battery-operated radio or the car radio.

In risk areas

- › In flood zones, and even in areas that are rarely flooded, take all the necessary precautions to safeguard your possessions in case the water level rises;
- › Keep away from unprotected openings;
- › Evacuate places likely to be submerged (cellar, garage, etc. – be aware of the risk of electric shocks);
- › In case of flooding, switch off the circuit breaker for the whole house;
- › Prepare a flashlight and a supply of drinking water;
- › Stay calm and composed; saving human lives takes priority over protecting material goods;
- › Make it easy for any rescue workers offering to evacuate you; pay attention to their advice, so as not to endanger your life or that of the rescuers;



**ORANGE AWARENESS LEVEL:
SNOW OR FREEZING RAIN WARNING**

(11-25 cm /12h or freezing precipitation throughout the national territory)

Possible consequences	Advice on behaviour
› Large quantities of snow or freezing rain for the region concerned, › Very difficult traffic conditions throughout the network, in particular in wooded areas (trees may fall); › Increased risk of road traffic accidents.	› Be especially careful when travelling; › Use public transport if possible; › Respect any traffic restrictions and diversions that have been set up; › Facilitate the work of road and motorway clearing vehicles by parking your vehicle off-road; › Be careful of falling objects; › Clear snow and salt the pavements in front of your house and avoid blocking water drains.



**RED AWARENESS LEVEL:
SNOW OR FREEZING RAIN WARNING**

(> 25 cm /12h or freezing precipitation throughout the national territory depending on the expected damage)

Possible consequences	Advice on behaviour
› Substantial snowfall or freezing rain which could seriously affect economic life and human activity; › Roads swiftly becoming impassable over the whole network; › Very great risk of air and rail traffic disruptions; › Risk of damage to the power grid.	› If possible, remain inside; › Only make essential journeys; › Listen to local radio stations if you need to go out; › Tell someone if you are going out and your destination; › Prepare an emergency kit for your vehicle in case you have to wait on the road (chains, shovel, blankets, provisions, etc.); › Respect any traffic diversions and advice closely; › Be careful of falling objects; › Clear snow and salt the pavements in front of your house and avoid blocking water drains; › Facilitate the work of road and motorway clearing vehicles by parking your vehicle off-road. In the event of freezing precipitation: › Protect your water pipes from freezing; › Prepare emergency lighting and keep a supply of drinking water.



ORANGE AWARENESS LEVEL: THUNDERSTORM WARNINGS

(hail 1-3 cm or gusts of wind 90-110 km/h
or rain 25-35 l/m² /h and CAPE 1000 - 2500 J/kg)

Possible consequences	Advice on behaviour
› Significant localised damage to light housing and temporary structures; › Rapid localised flooding of caves and low-lying areas; › Possibility of fires starting as a result of lightning not accompanied by rain; › Considerable material damage or risk of accidents following strong gusts of wind or hail	› When a thunderstorm is on its way, move objects likely to be blown around by the wind (garden furniture, parasols, etc.) to a safe place; › Do not take shelter under trees, especially one that is isolated; › If you are in an exposed spot, squat down as low as possible with your feet together, your head between your folded arms and pressed against your knees; › Do not go for walks in the forest; › Avoid using a landline phone or electronic devices; › Inform the authorities quickly if you witness any fires starting; › Keep updated about the meteorological situation, preferably via meteolux.lu, and adapt your behaviour according to the evolution of the situation; › Increased vigilance.



RED AWARENESS LEVEL: THUNDERSTORM WARNINGS

(hail > 3 cm or gusts of wind > 110 km/h
or rain > 35 l/m² /h and CAPE >2500 J/kg)

Possible consequences	Advice on behaviour
› Several very violent thunderstorms, with large hailstones and destructive gusts of wind; › Very significant localised damage to homes, parks, crops and plantations; › Very serious localised damage to forests; › Risk of fire following a large number of lightning strikes; › Danger for light housing and temporary structures; › Flooding of caves and low-lying areas; › Danger of falling objects; › Torrential floods near streams and small rivers; › Risk of damage to the power grid.	› Avoid unnecessary travel; › If you need to travel, make your way to a safe place quickly and stay there; › Avoid using a landline phone or electronic devices; › Tidy away or fix down objects likely to be affected by the wind, without placing yourself in danger; › Avoid outside activities (in particular on flat ground or near trees, masts, antennae, electricity pylons and metallic objects). Take refuge, until the all-clear announcement is made, in a more sheltered place or, if that is not possible, in your car; › Safeguard your possessions from the rising water if in a zone liable to be affected by torrential floods; › Inform the authorities quickly if you witness any fires starting.



ORANGE AWARENESS LEVEL: HEAT WARNING

(Average "Universal Thermal Climate Index" (UTCI)

≥ 24°C for at least 2 consecutive days)

Possible consequences

- › Risk of health problems, especially for the elderly, children, people with chronic illnesses or mental health disorders, people who need to take medication, and people who are isolated;
- › Dehydration or heatstroke (symptoms: fever above 40°C, hot, red, dry skin, headache, nausea, drowsiness, intense thirst, confusion, convulsions, loss of consciousness).

Advice on behaviour

- › Close blinds, curtains and windows during the day and open them at night;
- › Drink lots of water throughout the day (min. 1.5 l water per day);
- › Avoid going outside during the hottest time of day (11 am to 9 pm);
- › Cover your head when going out;
- › Wear light clothing;
- › Limit physical activity;
- › For more information, consult the website www.sante.public.lu;
- › Maintain contact with vulnerable members of your family and friends. Help them get to a cool place.



RED AWARENESS LEVEL: HEAT WARNING

(Average „Universal Thermal Climate Index“ (UTCI)

≥ 27°C for at least 3 consecutive days)

Possible consequences

- › General risk of health problems, even for people in good health;
- › People at particular risk include: elderly people, people with disabilities, people with chronic illnesses or mental disorders, people regularly taking medication, people who are isolated, children;
- › Dehydration or heatstroke (symptoms: fever above 40°C, hot, red, dry skin, headache, nausea, drowsiness, intense thirst, confusion, convulsions, loss of consciousness).

Advice on behaviour

- › Close blinds, curtains and windows during the day and open them at night;
- › Drink lots of water throughout the day (1.5 l water per day);
- › Avoid going outside during the hottest time of day (11 am to 9 pm);
- › Cover your head when going out;
- › Wear light clothing;
- › Limit physical activity;
- › Use fans or air conditioning to cool yourself down;
- › Try to stay in a cool or air-conditioned place (large shops, cinemas, etc.);
- › Cool down with water several times a day (mister, shower, etc.);
- › Maintain regular contact with vulnerable members of your family and friends. Help them get to a cool place;
- › For more information, consult the websites www.sante.public.lu and www.infocrise.public.lu.



ORANGE AWARENESS LEVEL: COLD WARNING

(min. temperature -11 to -15°C)

Possible consequences	Advice on behaviour
› Risk of health problems, especially for the elderly, infants, people with respiratory or heart diseases, and people who are isolated; › Possible risks for people in good health who work outside (traffic officers, builders, farmers, etc.); › Hypothermia; › Frostbite.	› Do not remain exposed to the cold and wind for too long; › Dress warmly in several layers with a wind-proof and waterproof outer layer and protect your head and hands; › Take off any wet clothes; › Drink hot drinks; › Avoid alcoholic drinks; › Air out your home for several minutes, even in winter; › Maintain contact with vulnerable members of your family and friends.



RED AWARENESS LEVEL: COLD WARNING

(min. temperature < -15°C)

Possible consequences	Advice on behaviour
› Increased risk of health problems, especially for the elderly, infants, people with respiratory or heart diseases, and people who are isolated; › Risks for people in good health who work outside (traffic officers, builders, farmers, etc.); › Hypothermia; › Frostbite.	› Keep active but avoid going out in the evening, at night and early in the morning; › Protect yourself from cold air currents and severe temperature shocks; › Dress warmly in several layers with a wind-proof and waterproof outer layer and protect your head and hands; › Take off any wet clothes; › Drink hot drinks; › Avoid alcoholic drinks; › Air out your home for several minutes, even in winter; › Keep an emergency kit in your vehicle in case you have to stop on the road (hot drinks, blankets, a fully-charged mobile phone, etc.) and keep yourself informed on the state of the roads by consulting www.cita.lu; › Maintain regular contact with vulnerable members of your family and friends.



**ORANGE AWARENESS LEVEL:
DANGER – PRE-ALERT THRESHOLD HAS BEEN
EXCEEDED, RISK OF LOCALISED FLOODING**

Possible consequences	Advice on behaviour
› Localised flooding likely to affect the economic functioning of several sectors of activity; › Possibility of flooding in areas that do not usually flood; › Difficult traffic conditions.	› Keep abreast of the flood warnings on www.inondations.lu and of the weather warnings on www.meteolux.lu or on the radio and television; › Find out if your region is affected by consulting the flood zone maps on the geoportail.lu website, water theme; › Make sure your mobile phone and, if available, your power bank is fully charged, so that in an emergency you will be able to charge your mobile phone without power supply. In areas liable to flooding: › Turn off the power to all the rooms in the house that might get flooded; › Turn off your heating, and cut off the gas or heating oil supply. Make sure that your heating oil tank is properly secure; › Gather together all your important personal documents and bring them to a safe place. Equip yourself with a sleeping bag, rubber boots, and a torch. Don't forget any medicines you may be taking; › Store any materials that might be harmful to the environment away from areas likely to be submerged; › Move your car out of the danger area (only if there is still time); › Carefully read your building's flood protection and evacuation plan (if available).



**RED AWARENESS LEVEL:
SIGNIFICANT DANGER – ALERT THRESHOLD HAS BEEN
EXCEEDED, RISK OF WIDESPREAD FLOODING**

Possible consequences	Advice on behaviour
› Widespread flooding likely to affect economic and human activities for several days; › Large-scale flooding, even in areas that are rarely flooded; › Difficult traffic conditions; › Risk of sewers overflowing. › Risk of damage to the power grid.	› Make sure that you have implemented the orange awareness level recommendations; › If possible, stay inside and keep abreast of the flood warnings on www.inondations.lu and of the weather warnings on www.meteolux.lu or on the radio and television; › Avoid all travel in the areas concerned; › If you have to travel, be especially careful; tell someone you are going out, and where you are going; › Respect any road closures or diversions that have been set up. In areas liable to flooding: › Do not under any circumstances enter a submerged road and avoid river banks; › If the electricity is cut off, use battery-operated devices such as your mobile phone, a battery-operated radio or the car radio; › Stay away from rooms likely to be submerged (cellars, garages – be aware of the risk of electric shock); › Make it easy for any rescue workers offering to evacuate you; pay attention to their advice, so as not to endanger your life or theirs; › Stay calm and composed. Saving human lives takes priority over protecting material goods; › Please note that firefighters do not empty flooded rooms during floods. Pumping during flooding could lead to different pressure levels and damage the walls.