



National Coordinator for Security and Counterterrorism
Ministry of Justice and Security

National Crisis Centre (NCC)

Tasks and responsibilities

February 2018

A crisis is an event that can cause rapid social disruption and requires decisions and measures to be taken under extreme time constraints and uncertainty. In the Netherlands, crises are normally handled by local or regional authorities, such as municipalities and designated safety regions. In the event of a crisis extending beyond a region or a national crisis, such as a terrorist attack or a flu pandemic, the central government plays an important role.

The Minister of Justice and Security is the minister in charge of coordinating crisis management, a duty which is delegated to the National Coordinator for Security and Counterterrorism (NCTV), under which the National Crisis Centre (NCC) falls. The NCC oversees the national crisis management structure and facilitates information management and crisis communication at the national level. During the 'warm phase' of a crisis – the time when a crisis is occurring or imminent – the NCC is the backbone of the national crisis organisation.

Tasks of the NCC

The NCC supports decision-making processes when a crisis has occurred or is imminent, such that designated parties can carry out their responsibilities effectively and efficiently.

1. The front office is a 24-hour information desk and single point of contact for national and international crisis management. In the face of a real or imminent crisis, the NCC acts as an information hub for the safety regions, departments and a myriad of other partners. If the scope of a crisis affects multiple government ministries, the scaled-up NCC serves as the central government's main contact and coordination centre for all crisis partners.
2. The NCC invests in information management, collates incident and crisis-related information from various sources, and makes information available to various users in good time. The resulting picture of the national situation is shared with safety regions, departments and others, serving as a basis for decision-making in bodies within the national crisis management structure.
3. During the warm phase of a crisis, the NCC functions as the backbone of the national crisis management structure and in this role supports the partners responsible for taking action in cases of threats, incidents and crises.
4. In the cold phase (when there is no crisis), the NCC works to professionalise and strengthen national and regional crisis communication by proposing policies (for example on supraregional collaboration) and sharing knowledge and experience (in the form of research, newsletters, presentations and training). In the warm phase it facilitates, directs or guides

coherent crisis communication by the ministries and safety regions (as required by the situation and scope of the crisis). The NCC, or if activated the National Core Team Crisis Communication (NKC), is in charge of all crisis communication from the national government and functions as a single point of contact for all municipalities, regions and departments. It also develops and supplies communication tools such as www.crisis.nl, 0800-1351 and NL-Alert.

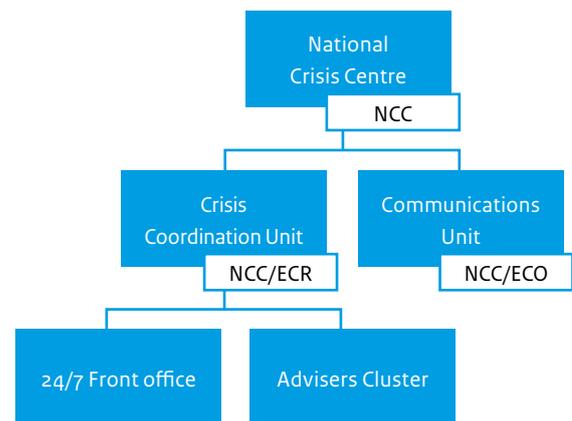
5. The NCC maintains ties with an extensive network of government organisations as well as civil society organisations, sector organisations and key suppliers, and brings these parties together both proactively and reactively.
6. The NCC provides nationwide crisis management coordination during major events and incidents or threats with a national impact. Upon request, the NCC can convene the various administrative, operational and external partners, and synchronise the necessary measures in order to ensure coordinated government action and a coherent message. The main aim is to act as government coordinated and to speak with one voice.
7. The NCC provides partners with advice and resources as needed, for example, to aid in crisis communication. In a crisis situation where responsibility does not rest primarily with the Ministry of Justice and Security or the NCTV, the NCC can support the responsible department and/or safety region by:
 - a. making available crisis management and crisis communication facilities, knowledge and expertise;
 - b. supplying advisers or crisis management liaisons from its staff;
 - c. facilitating information exchange and communication between partners as needed for decisions or other situations (including through official letters, situation reports, coordinating meetings, National Crisis Management System (LCMS)).
8. The NCC supports the professionalisation of crisis management by contributing training content for the National Academy for Crisis Management (NAC), organising expert meetings and sharing knowledge with partners in the security and safety domain.
9. The NCC prepares for possible incidents together with government ministries and safety regions by conducting simulations aimed at perfecting existing plans and processes.

Structure of the NCC

The NCC falls under the direct authority of the National Coordinator for Security and Counterterrorism and has two divisions: the Crisis Coordination Unit and the Communications Unit.

The Crisis Coordination Unit (ECR) consists of two clusters.

- The front office is a first-line contact centre and single point of contact for national and international crisis management.
- The advisers share general and specialist knowledge and experience on decision-making in crisis situations and crisis management. They also advise on national events, formulate and contribute to plans, and provide support in the activation of the national crisis management structure.



The Communications Unit (ECO) is responsible for the development and implementation of risk and crisis communication by the NCC and the government, as well as for corporate and policy communication on behalf of the NCTV and its domains.

As a 24/7 crisis centre, the NCC is the linchpin for other divisions (of the NCTV) such as the National Operational Coordination Centre (LOCC), the Counterterrorism Department, the Analysis and Strategy Department, the Cyber Security Department and the Surveillance, Protection and Civil Aviation Security Department.

Contacting the NCC

The NCC has a single information desk for all central government crisis coordination and crisis communication, which can be reached via a single telephone number and email address:
 +31 (0)70 751 54 00 /
 FrontofficeNCC@nctv.minvenj.nl.