

ACTION MATRIX — IN CASE OF AN ACTIVE AIR THREAT ALERT

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FIELD / SITUATION	PREVENTIVE MEASURES on a daily basis	PREPARATORY MEASURES ACTION IN CASE OF THE YELLOW ALERT	RESPONSE MEASURES ACTION IN CASE OF THE ORANGE ALERT	Action in case of an air threat (fall, explosion, collision) Call 112	
				CONSEQUENCE MANAGEMENT	RECOVERY MEASURES
1. OPERATORS OF CRITICAL INFRASTRUCTURE AND PROVIDERS OF ESSENTIAL SERVICES					
ENERGY SUPPLY (ELECTRICITY SUPPLY, HEAT SUPPLY, NATURAL GAS SUPPLY, FUEL SUPPLY)	<ul style="list-style-type: none"> Risk analysis of threats to facilities Measures for the physical protection of critical infrastructure Regular company and cross-sector training Developed business continuity plan / civil protection plan Provision of critical personnel with special protective equipment Equipping critical nodes with protective structures and systems 	<ul style="list-style-type: none"> Established information exchange with responsible institutions, dispatchers, and involved structural units The business continuity plan / civil protection plan is activated when necessary Processes and responsible persons for ensuring preparedness are defined Enhanced security Physical security procedures in case of threats Emergency response (rapid deployment) teams on standby Monitoring of system parameters (pressure, voltage, frequency, etc.) 	<ul style="list-style-type: none"> Established information exchange with responsible institutions, dispatchers, and involved structural units Crisis management team is activated In case of a power supply disruption, dispatchers stabilize the system and perform operations using remote control tools, minimizing the extent of the outage and additional risks Enhanced system monitoring is continued, prioritizing the use of remote control and supervision tools Planned repair and maintenance work in the affected area are suspended, and no new works are initiated until the threat is lifted or further instructions are given Emergency response teams are dispatched to the site only after a threat assessment, upon instructions from the dispatcher/crisis management team, and in coordination with responsible state services (State Police, Fire and Rescue Service, National Armed Forces/National Guard) All other personnel remain indoors in safe premises 	<ul style="list-style-type: none"> Internal and public communication is ensured regarding the impact of the incident, actions taken, and the progress of restoration Assessment of the surrounding security situation Remote system stabilization until security clearance is obtained Damage repair is carried out only once the work site has been declared safe for operations Emergency response teams assess the damage only after receiving permission from the responsible services Additional workers are engaged if necessary Alternative power supply / generators are arranged based on a separate assessment, prioritizing critical facilities if a prolonged outage is expected and if technically feasible Restoration of the system to normal operation 	<ul style="list-style-type: none"> Detailed inspection of infrastructure in the affected area Comprehensive evaluation of the incident Collection and analysis of lessons learned Identification and elimination of identified shortcomings and deficiencies Review of threat scenarios Updating the business continuity plan and civil protection plan Improvement of internal and interinstitutional cooperation Enhancement of crisis management systems and procedures
WATER SUPPLY AND WASTEWATER SERVICES	<ul style="list-style-type: none"> Mapping of key risk sites Development of threat scenarios Measures for the physical protection of critical infrastructure Regular company and cross-sector training A business continuity plan has been developed 	<ul style="list-style-type: none"> Activation of the business continuity plan / civil protection plan The operator declares an alert for personnel Enhanced security Emergency response (rapid deployment) teams on standby Monitoring of system hydraulic parameters 	<ul style="list-style-type: none"> Crisis management team is activated In the event of a water supply disruption, the system is stabilized to minimize the interruption of supply Planned repair and maintenance works are suspended Emergency response teams are dispatched to the site in case of serious operational disruptions All other personnel stay indoors in safe premises 	<ul style="list-style-type: none"> Emergency response team assesses the damage Coordinates the incident with the municipality Engages additional workforce Elimination of damage and contamination Switch to alternative power supply Restoration of the system to normal operation 	
TELECOMMUNICATIONS (LATVIAN STATE RADIO AND TELEVISION CENTRE, Mobile Network Operators, etc.)	<ul style="list-style-type: none"> Risk analysis of threats to facilities Measures for the protection of critical infrastructure Regular company and cross-sector training Developed business continuity plan / civil protection plan Equipping critical nodes with protective structures and systems 	<ul style="list-style-type: none"> Established information exchange with responsible institutions The business continuity plan / civil protection plan is activated when necessary Emergency response (rapid deployment) teams on standby Monitoring of system parameters (pressure, voltage, frequency, etc.) 	<ul style="list-style-type: none"> Telecommunication services continue, being provided remotely to the greatest extent possible Planned repair and maintenance works are suspended Emergency response teams are dispatched to the site in case of serious operational disruptions 	<ul style="list-style-type: none"> Situation assessment and evaluation Infrastructure inspection Incident documentation Assessment of consequences 	
2. HEALTH CARE AND SOCIAL CARE					
HOSPITALS AND EMERGENCY MEDICAL SERVICES	<ul style="list-style-type: none"> Institutional internal procedures and action algorithms updated Civil protection and evacuation plans updated Mapping of safe zones Available resources identified Staff training conducted Communication groups established 	<ul style="list-style-type: none"> Action algorithms activated Personnel operate in a preparedness mode (reinforced staffing) Assessment of postponing scheduled operations/procedures Healthcare institutions prepare patient lists Established information exchange with responsible institutions Clients are informed Verification of safe movement routes and safe zones 	<ul style="list-style-type: none"> Priority services are ensured Healthcare services continue Assessment of postponing scheduled operations/procedures Staff, clients, and visitors move to safe premises where possible Medical schedules continue Visits to institutionalized clients are suspended 	<ul style="list-style-type: none"> Report damages Situation assessment and evaluation Infrastructure inspection Resource assessment Incident documentation Assessment of consequences 	<ul style="list-style-type: none"> Evaluation conducted Restocking and replenishment of reserves Plans updated based on evaluation results Analysis Updating of plans Organization of training exercises
SOCIAL CARE CENTRES, NURSING HOMES					
3. EDUCATIONAL INSTITUTIONS (SCHOOLS AND KINDERGARTENS)					
SCHOOLS (PRIMARY, SECONDARY, VOCATIONAL SCHOOLS)	<ul style="list-style-type: none"> Civil protection and evacuation plans updated Action algorithms developed Mapping of safe zones Staff training conducted 	<ul style="list-style-type: none"> The head of the educational institution is responsible for student safety Personnel operate in accordance with action algorithms Students are informed Verification of safe movement routes and safe zones 	<ul style="list-style-type: none"> If a warning occurs outside school hours, a decision may be made to switch to remote learning Learning may continue indoors in safe premises Outdoor learning or learning in unsafe premises must be suspended The head of the institution ensures the safety of students 	<ul style="list-style-type: none"> Situation assessment and evaluation Building inspection Accounting for students Evacuation of staff and students to safety Analysis Updating of plans Organization of training exercises 	<ul style="list-style-type: none"> Analysis Updating of plans Organization of training exercises
HOBBY ACTIVITIES					
KINDERGARTENS (PRESCHOOL)					

HIGHER EDUCATIONAL INSTITUTIONS	<ul style="list-style-type: none"> Communication groups established (parent contact details updated) On-duty groups defined in kindergartens Adaptation of the e-class system for notifications in schools 		<ul style="list-style-type: none"> Staff, students, and visitors move to safe premises On-duty groups are activated in kindergartens Parents are informed Parents are not required to come to educational institutions during a threat, as this creates additional risks 	<ul style="list-style-type: none"> Situation assessment and evaluation Building inspection Evacuation of staff, students, and visitors to safety 	
4. CULTURAL INSTITUTIONS (MUSEUMS, LIBRARIES, THEATERS, ARCHIVES, CULTURAL CENTERS)					
MUSEUMS, LIBRARIES	<ul style="list-style-type: none"> Civil protection and evacuation plans updated Action algorithms developed Mapping of safe zones Staff training conducted Communication groups established 	<ul style="list-style-type: none"> Action algorithms activated Personnel operate in a preparedness mode Clients are informed Verification of safe movement routes and safe zones 	<ul style="list-style-type: none"> Operations are suspended; visitors remain inside Staff and visitors — proceed to the safe areas 	<ul style="list-style-type: none"> Situation assessment and evaluation Building inspection Ensuring the safety of employees and visitors – carrying out an evacuation 	<ul style="list-style-type: none"> Analysis Updating of plans Organization of training exercises
ARCHIVES			<ul style="list-style-type: none"> Facilities are being closed; staff are working remotely where possible Staff and visitors — proceed to the safe areas 		
THEATERS, CINEMAS, CULTURAL CENTERS AND OTHER VENUES FOR CULTURAL EVENTS	<ul style="list-style-type: none"> Civil protection and evacuation plans updated Action algorithms developed Mapping of safe zones Staff training conducted Communication groups established 	<ul style="list-style-type: none"> Action algorithms activated Personnel operate in a preparedness mode Clients are informed Verification of safe movement routes and safe zones 	<ul style="list-style-type: none"> Staff and visitors — proceed to the safe areas If the event is taking place in a secure venue, it may continue after assessing the risks and monitoring threat alerts 	<ul style="list-style-type: none"> Situation assessment and evaluation Building inspection Ensuring the safety of employees and visitors – carrying out an evacuation 	<ul style="list-style-type: none"> Analysis Updating of plans Organization of training exercises
OUTDOORS CULTURAL EVENTS			<ul style="list-style-type: none"> Staff and visitors—proceed to safe areas; if none are available, disperse without crowding Avoid open fields and exposed areas where no natural or manufactured cover is available and a person is easily visible from the air Increase surveillance of the airspace and surroundings; if you visually spot or hear a suspicious aircraft, take cover immediately If possible, find a building or structure to take shelter in 		
5. COMPANIES AND SERVICES					
STORES AND RETAIL OUTLETS	<ul style="list-style-type: none"> Civil protection and evacuation plans updated Updated procedures for responding to emergency situations Staff training conducted Updated notification procedures 	<ul style="list-style-type: none"> Action algorithms activated Personnel operate in a preparedness mode Clients are informed Verification of safe movement routes and safe zones 	<ul style="list-style-type: none"> Stores and retail outlets are suspending customer entry and service Staff and visitors should proceed to safe spaces or the safest location in the building 	<ul style="list-style-type: none"> Situation assessment and evaluation Building inspection Ensuring the safety of employees and visitors – carrying out an evacuation Assessment of consequences Reopen after review 	<ul style="list-style-type: none"> Analysis Updating of plans Organization of training exercises
BANKS AND FINANCIAL SERVICES, PROVISION OF SOCIAL BENEFIT PAYMENTS		<ul style="list-style-type: none"> Action algorithms activated Possible changes in the organisation of work Personnel operate in a preparedness mode Clients are informed Verification of safe movement routes and safe zones 	<ul style="list-style-type: none"> Financial services (including ATMs, cashless and cash payments) will continue Branches: customer service suspended; customers must remain inside ATMs: cash deliveries suspended 		
STATE ADMINISTRATION SERVICES		<ul style="list-style-type: none"> Action algorithms activated Possible changes in the organisation of work Personnel operate in a preparedness mode Clients are informed Verification of safe movement routes and safe zones 	<ul style="list-style-type: none"> Services related to fundamental human rights continue to be provided Other services are being provided remotely whenever possible Staff and visitors are being directed to secure areas 	<ul style="list-style-type: none"> Situation assessment and evaluation Building inspection Ensuring the safety of employees and visitors – carrying out an evacuation 	<ul style="list-style-type: none"> Analysis Updating of plans Organization of training exercises
PUBLIC TRANSPORT (CITY BUSS, REGIONAL BUSS, PASSENGER TRAIN)		<ul style="list-style-type: none"> Updated procedures for responding to emergency situations Staff training conducted Updated notification procedures Dispatcher algorithms have been developed 	<ul style="list-style-type: none"> Action algorithms activated Possible changes in the organisation of work Personnel operate in a preparedness mode Clients are informed Verification of safe movement routes 	<ul style="list-style-type: none"> City bus: Stop where there is natural or manufactured cover; open the doors Regional service (buses and trains): Do not begin service in the area at risk; Do not enter the area at risk If there is no immediate, visible threat—continue the route if you can exit the area at risk within 15–20 minutes. If you cannot leave within the specified time—proceed to the nearest place where you can take shelter (buildings, forest) If you stop, watch the sky; if there is a threat, move away For trains: Proceed at 30 km/h to the nearest station where shelter is available, then open the doors Passengers — proceed to the nearest building or take cover below window level Once the threat has ended, the journey continues 	<ul style="list-style-type: none"> Route restoration and re-planning Assessment of consequences
6. GENERAL MEASURES — FOR RESIDENTS (by location)					
WHILE AT HOME	<ul style="list-style-type: none"> Know the safe zones in your neighborhood The 112 Latvia app is installed 	<ul style="list-style-type: none"> Know the safe zones in your area Install the 112 Latvia app Keep track of family members' locations Ensure that adults are present with young children 	<ul style="list-style-type: none"> Stay indoors, keeping windows and doors closed Where possible, follow the “two-wall” principle—basement/hallway/bathroom/ground floor 	<ul style="list-style-type: none"> Check that your surroundings are safe and call 112 to report any damage Help others Stay calm 	<ul style="list-style-type: none"> Develop the family's overall preparedness for crisis situations Develop civil protection skills

	<ul style="list-style-type: none"> An action plan for communicating with family members has been developed A 72-hour emergency kit has been prepared Discuss with family members what to do in case of an emergency 	<ul style="list-style-type: none"> Follow notifications from the 112 Latvia app and social media 	<ul style="list-style-type: none"> Follow notifications from the 112 Latvia app and social media Parents arriving at educational institutions during a threat pose additional safety risks. The head of the educational institution is responsible for the safety of children at the institution If an incident has occurred nearby, do not approach it and call 112 	<ul style="list-style-type: none"> Follow the instructions of emergency services 	<ul style="list-style-type: none"> Refresh your knowledge using 112.lv and sargs.lv
WHILE ON THE ROAD (IN THE CAR)	<ul style="list-style-type: none"> Identify alternative safe routes along the daily route Identify shelter locations along the daily route 	<ul style="list-style-type: none"> Route planning Follow notifications from the 112 Latvia app and public media Identify the locations of family members Help others 	<ul style="list-style-type: none"> Go to the nearest place where you can take shelter (buildings, forest) Stop the car in a way that does not obstruct emergency services Follow notifications from the 112 Latvia app and public media Stay in place until the alert is lifted If an incident has occurred nearby, do not approach it and report it by calling 112 		
WHILE IN A STORE OR AT AN INSTITUTION	<ul style="list-style-type: none"> Know the safe areas in places you visit Know the evacuation exits 	<ul style="list-style-type: none"> Follow the instructions of the responsible person at the store or institution 	<ul style="list-style-type: none"> Follow the instructions of the person responsible at the store or institution 		
IN THE FOREST, IN THE COUNTRYSIDE	<ul style="list-style-type: none"> Route planning Know the nearest buildings/villages 	<ul style="list-style-type: none"> Follow notifications from the 112 Latvia app and public media Identify the locations of family members and inform them of your own location 	<ul style="list-style-type: none"> Avoid open fields and exposed areas where no natural or artificial cover is available and a person is easily visible from the air Closely monitor the airspace and surroundings, and if you visually notice or hear a suspicious aircraft, immediately take cover If possible, find a building/structure where you can take shelter 	<ul style="list-style-type: none"> Ensure the safety of the surrounding area and report any damage by calling 112 Help others Stay calm Follow the instructions of emergency services 	<ul style="list-style-type: none"> Develop the family's overall preparedness for crisis situations Develop civil protection skills Refresh your knowledge using 112.lv and sargs.lv
7. BORDER CROSSING POINTS ON THE EXTERNAL LAND BORDER					
ROAD BORDER CROSSING POINTS	<ul style="list-style-type: none"> Civil protection and evacuation plans updated Updated procedures for responding to emergency situations Staff training conducted Updated notification/communication procedures 	<ul style="list-style-type: none"> Action algorithms activated Personnel operate in a preparedness mode Clients are informed Verification of safe zones and safe movement routes 	<ul style="list-style-type: none"> Operation of the crossing point is suspended Staff and border crossers move to safe premises 	<ul style="list-style-type: none"> Situation assessment and evaluation Building inspection Ensuring the safety of employees and border crossers – carrying out an evacuation 	<ul style="list-style-type: none"> Analysis Updating of plans Organization of training exercises
RAILWAY BORDER CROSSING POINTS					