

ANDALUSIA, 3 SEPTEMBER 2024

## Antonio Sanz Signs Agreement to Integrate Enagás into the 112 Emergency Services Helpline System

The agreement optimises response times for emergencies at gas infrastructures in Andalusia.

Antonio Sanz, the Regional Minister of the Presidency, Interior, Social Dialogue, and Administrative Simplification of the Andalusian Regional Government, and Claudio Rodríguez, the Chief Executive Officer of Enagás Infrastructures, have signed an agreement today to integrate the energy company into the 112 Andalusia emergency services helpline system.

Antonio Sanz explained that this agreement “improves the procedures, response times, and resources for attending people in emergency situations within the gas infrastructure in Andalusia”. The signed agreement aims to optimise communication between Call 112 Andalucía Emergency Services Helpline and the Enagás control room. This will ensure that emergency interventions at Enagás facilities in the region, requiring action from healthcare, public safety, civil protection, firefighting, and rescue services, will be even faster and more efficient.

The agreement aims to promote the exchange of information, experience, and knowledge, as well as collaboration in the performance of its roles and capabilities in planning, preparedness, and emergency response.

Antonio Sanz stated that “the agreement with the main natural gas transport company guarantees immediate and direct communication between the gas company and 112 emergency services helpline, which directly contributes to more efficient emergency response”. He also added that “public-private collaboration is essential for improving social welfare, especially when it concerns people's safety. The signing of this agreement is yet another example of the Andalusian government's commitment to enhancing this collaboration in emergency matters”.

Claudio Rodríguez highlighted that “this is a very positive agreement and will further enhance the effectiveness of the action protocols in place for potential emergency situations, as well as in the coordination of communication between the parties”. He added that “Andalusia is a strategic hub for gas infrastructure, with two interconnections to North Africa in Almería and Tarifa, a regasification plant in Huelva, two compression stations in Seville and Córdoba, and a transport network of nearly 2,000 kilometres. It



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# Service Note

**Ministry of the Presidency, Interior,  
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Regional Government of Andalusia**

also plays a key role in developing the future map of renewable hydrogen infrastructure in the Andalusian region”.

The agreement, which will have a duration of four years, is based on various lines of work and establishes that 112 will be the single emergency contact number for Enagás in Andalusia. There is a mutual commitment to report incidents between the two parties. The 112 emergency services will inform Enagás of all known incidents that occur at its infrastructure or that may affect it. While Enagás will inform the 112 emergency services of any incidents requiring external health care, public safety, civil protection, fire fighting, or rescue services. The gas company will also report incidents where the gas supply within the specified territorial area is affected and could have a significant public impact.

The signing of the agreement also entails the launch of a training programme at the Andalusian Institute of Emergencies and Public Safety (IESPA). This programme will cover the Spanish Gas System and its transmission networks and infrastructures and is intended for acting personnel from the relevant administrative bodies. In a mutual agreement and coordination with the Institute, Enagás, will provide the necessary personnel to deliver this training.



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