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ROADMAP2

euROpean observAtory on Disaster risk and crisis MAnagement best Practices: way ahead

Deliverable D2.4
CEO supporting activity and lessons learned

Grant Agreement number: 101101690 – ROADMAP2 – UCPM-2022-KN
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1. INTRODUCTION

1.1 Goal of the deliverable

The Goal of the deliverable 2.4 CEO Supporting Activity and Lessons Learned is to report activities that contributed to the fulfillment of one of the ROADMAP2 project main objectives "Establishing a Community for the European Observatory (CEO) of good practices, to improve the knowledge, understanding and replicability of GPs in DRM". The activities reported in the deliverable also contributed to the outcome 1.3 "Thematic communities/centres of expertise generate, test, exchange and disseminate expertise, knowledge, skills and good practices in prevention, preparedness and response." The deliverable reports CEO supporting activities (T2.3), led by ICPD (all partners involved), aimed to contribute to the design and planning of the knowledge sharing activities of WP5 (i.e. webinars, workshops, exercises), advising on criteria to define GPs and feedback on scenarios created within WP3, and filling of GPs into the Solutions Explorer (SE) within WP4. This report describes main results of CEO support for different activities of other WPs and lessons learned. Primarily the support from CEO was gained via six meetings with the CEO during ROADMAP2. These meetings with the CEO are described in more detail in this report. We conclude by outlining some lessons learned and challenges in working with the CEO to fulfil the project objectives and outcomes.

1.2 The CEO and its role in ROADMAP2

The CEO was organised following the Union Disaster Resilience Goals – UDRGs (European Commission Recommendation of 8 February 2023 on Union Disaster Resilience Goals (2023/C 56/01). Potential candidates of CEO were listed based on inputs from the ROADMAP2 consortium and taking into account the experience made with the Advisory Group of the previous ROADMAP project. The selection of the experts was based on the following ideal criteria:

1. Various kinds of expertise related to the UDRGs.
2. Work in international settings.
3. In each DRG-thematic panel, at least one academic/researcher.
4. Gender balance.
5. Expertise also related to new and relevant disaster risks and management principles.

In Spring 2023, 20 experts agreed to become members of the CEO; a good balance between academics/researchers and practitioners/decision-makers was guaranteed.

The CEO played a key role in supporting ROADMAP2 activities concerning WPs 3-5 by advising and giving input. For instance, the CEO contributed to:

1. advising on criteria to define and assess good practices in DRM within WP3
2. proposing good practices following the established criteria in DRM to feed the flash reports (WP5) and the ROADMAP2 Solution Explorer web-platform (WP4)
3. the content of flash reports about good practices in DRM within WP5
4. the content of local exercises about good practices in DRM within WP5.

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1.3 Organisation of the meetings

The ROADMAP2 consortium planned and organised 6 meetings with the CEO. Two of them were online and four were hybrid. Hybrid meetings were organised in Italy, Estonia and Norway. Each meeting agenda was sent one week before the meeting, at latest. The table 1 below presents the CEO activity/meeting plan.

Table 1 - CEO activity/meeting plan

Meetings	Deliverables	Expected content	Expected results
1st meeting *25.05.23 online*	D2.4	Presentation of ROADMAP2, expectations, mandate, work ahead, presentation of what ROADMAP2 means for GPs and of the Knowledge Network	Get to know each other Make the CEO familiar with the work of ROADMAP2 Clarify roles and expectations
2nd meeting *11.09.23 Naples, Italy*	D2.4 / D3.1 / D4.1	Discussion of D3.1, the Framework, and proposal of GPs from the CEO and from ROADMAP2 Discussion about the Solutions Explorer (SE)	Receive good input from CEO about the Framework and SE Exchange of ideas about how to improve the SE, harvesting of GPs and what to feed in the SE
3rd meeting *31.01.24 online*	D2.4 / D4.2	Discussion about GPs by applying the Framework	Suggestions of GPs from the CEO
4th meeting *6-7.05.24 Tartu, Estonia*	D2.4 / D3.2 / D4.2 / D5.2	First collaborative workshop	Exchange of ideas about practices of engaging and empowering individuals and communities for crisis preparedness
5th meeting *16-18.10.24 Stavanger, Norway*	D2.4 / D5.2	Second collaborative workshop	Discussing Good Practices to support the Union Disaster Resilience Goals
6th meeting *10.12.24 Rome, Italy*	D2.4	Final seminar in Rome, Italy	Main achievements and key messages from the project, suggestions for future activities

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2. MEETINGS WITH THE CEO DURING ROADMAP2

2.1 First meeting with the CEO

Where: online
When: May 25th, 2023
Participants: ROADMAP2 consortium and CEO members, primarily
Aim: inform the CEO about the ROADMAP2 project, explain the role distribution and expectations to CEO, and present the CEO Activity Plan (D2.2)

2.1.1 Agenda

The first CEO meeting was a two hour long online meeting, described more in detail in table 2 below.

Table 2 - First CEO meeting agenda

TIME	TOPIC	SPEAKER	CONTENT
15:00 – 15:20	Round table presentations	Daniela Di Bucci - ICPD	The CEO members and the ROADMAP2 consortium will greet each other
15:20 – 15:35	ROADMAP2 project	Daniela Di Bucci - ICPD	Presentation of the project
15:35 – 15:45	Presentation of KN	Juha-Pekka Jäpölä - DG ECHO European Commission	What is the Knowledge Network (KN) and ROADMAP2 contribution to the KN, also via the CEO
15:45 – 16:10	Role of the CEO	Claudia Morsut - UiS	Presentation of the CEO's activities in ROADMAP2
16:10 – 16:20	What ROADMAP2 means for GPs in DRM	Claudia Morsut - UiS	Presentation of what GPs are, ROADMAP2 context, building of the Framework to collect them
16:20 – 16:50	Discussion in plenum	Moderator: Andrea Prota - CI3R	Exchange of views about experiences with GPs
16:50 – 17:00	Conclusion	Daniela Di Bucci - ICPD	Few words about next meeting on line 11.09.23

2.1.2 Minutes and main takes from the first meeting

The first CEO meeting allowed the CEO members and the ROADMAP2 consortium to better getting to know each other. The ROADMAP2 coordinator Daniela Di Bucci introduced ROADMAP and ROADMAP2 projects, including their rationale, objectives, consortium, WPs and their tasks. Juha-Pekka Jäpölä, the PO of the project, presented the Union Civil Protection Knowledge Network (UCPKN), including its online collaborative platform, and his thoughts about ROADMAP2 contribution to the UCPKN, also via the CEO, such as, how to establish a e CEO structure in the UCPKN website.
Claudia Morsut, WP2 leader, explained the role and activity/meeting plan of CEO more in detail, including activities where CEO can advise and give input. She introduced the idea of ROADMAP2 Framework for identifying and evaluating GPs in DRM and CEO as the main tool to help identifying GPs by (1) giving

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feedback/advice on project consortium's draft of Framework and (2) proposing actual GPs according to the Framework and/or indicating sources that ROADMAP2 consortium could use to retrieve GPs. The meeting ended with exchange of views about experiences with GPs, and giving information about next CEO meeting.

2.2 Second meeting with the CEO

Where: Italy, Naples (hybrid)
When: September 11th, 2023
Host: University of Naples Federico II (Italy)
Participants: ROADMAP2 consortium and CEO members, primarily
Aim: discuss D3.1, the Framework, for identifying and assessing GPs and the Solutions Explorer (SE)

2.2.1 Agenda

The second CEO meeting was a 2,5-hour long hybrid meeting described more in detail in table 3 below.

Table 3 - Second CEO meeting agenda

TIME	TOPIC	SPEAKER	CONTENT
13:30 – 13:35	Welcome and goals of the meeting	Daniela Di Bucci - ICPD Andrea Prota - CI3R	Goals of the meeting
13:35 – 13:45	Expectations on GPs	Juha-Pekka Jäpölä - DG ECHO European Commission	Comments on the activity related to the GPs
13:45 – 14:05	Presentation of D3.1, the Framework, and proposal of GPs from the CEO and ROADMAP2	Claudia Morsut - UiS	Presentation of the Framework (D3.1) Proposal of GPs from the CEO
14:05 – 15:00	Discussion: Input from CEO about the Framework and proposal of GPs	Moderator: Andrea Prota - CI3R	Discussing CEO feedback to the Framework (D3.1) and proposition of GPs with the help of the Framework.
15:00 – 15:15	The Solutions Explorer (SE): advances	Nicola Rebora - CI3R	Presentation of the advances of the SE
15:15 – 15:55	Discussion: Exchange of ideas about how to improve the SE, harvesting of GPs and what to feed in the SE	Moderator: Andrea Prota - CI3R	Discussion of ideas about how to improve the SE, harvesting of GPs and what to feed in the SE
15:55-16:00	AOB and final remarks	Daniela Di Bucci - ICPD	

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2.2.2. List of participants

There were 20 participants (see table 4 below).

Table 4 - List of participants in the second CEO meeting

Name	Role
Maria Polese	Consortium
Giulia Fagà	Consortium
Juha-Pekka Jäpölä	DG ECHO
Merilyn Viin	CEO
Tone Njølstad Slotsvik	Consortium
Domingos Viegas	Consortium
Alexandre Oliveira Tavares	CEO
Hafsae Lamsaf	Consortium
Geir Ellingsen	CEO
Sten Hansson	Consortium
Kati Orru	Consortium
Arvi Uustalu	CEO
Peter Daly	CEO
Carlos Mendes	CEO
Gavrill Xantoupoulos	CEO
Bjørn Ivar Kruke	Consortium
Chiara Casarotti	Consortium
Claudia Morsut	Consortium
Daniela Di Bucci	Consortium
Alberto Gotti	Consortium

2.2.3 Minutes and main takes from the second meeting

Before the meeting, CEO members got a draft of the Deliverable 3.1 and were asked to give feedback in the following form (table 5 below).

Table 5 - Feedback form for Deliverable 3.1

REPORT	QUESTION	COMMENT
1.1 Goal of the deliverable	Is the goal of the Report clearly stated?	
2. Background information about the ROADMAP2 Framework	Is it something missing here? Do we overlook some important reports/publications?	
3.1 Definition of Good Practices from ROADMAP2	What is your opinion about the definition of GPs from ROADMAP2?	

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3.2 Building the ROADMAP2 Framework – Phase IDENTIFICATION	What is your opinion about this phase? Do we overlook something? Is the procedure clear enough?	
3.2 Building the ROADMAP2 Framework – Phase ASSESSMENT	What is your opinion about this phase? Do we overlook something? Is the procedure clear enough?	
3.2.3 Documentation of GPs	Do you have any suggestion in this regard?	
	Any extra comments	

At the meeting, a draft version of the Framework was presented to CEO members, allowing them to comment and give suggestions for its improvement. Figure 1 below synthesises the two phases (Identification and Assessment) of the Framework described in D3.1 as well as their building blocks.

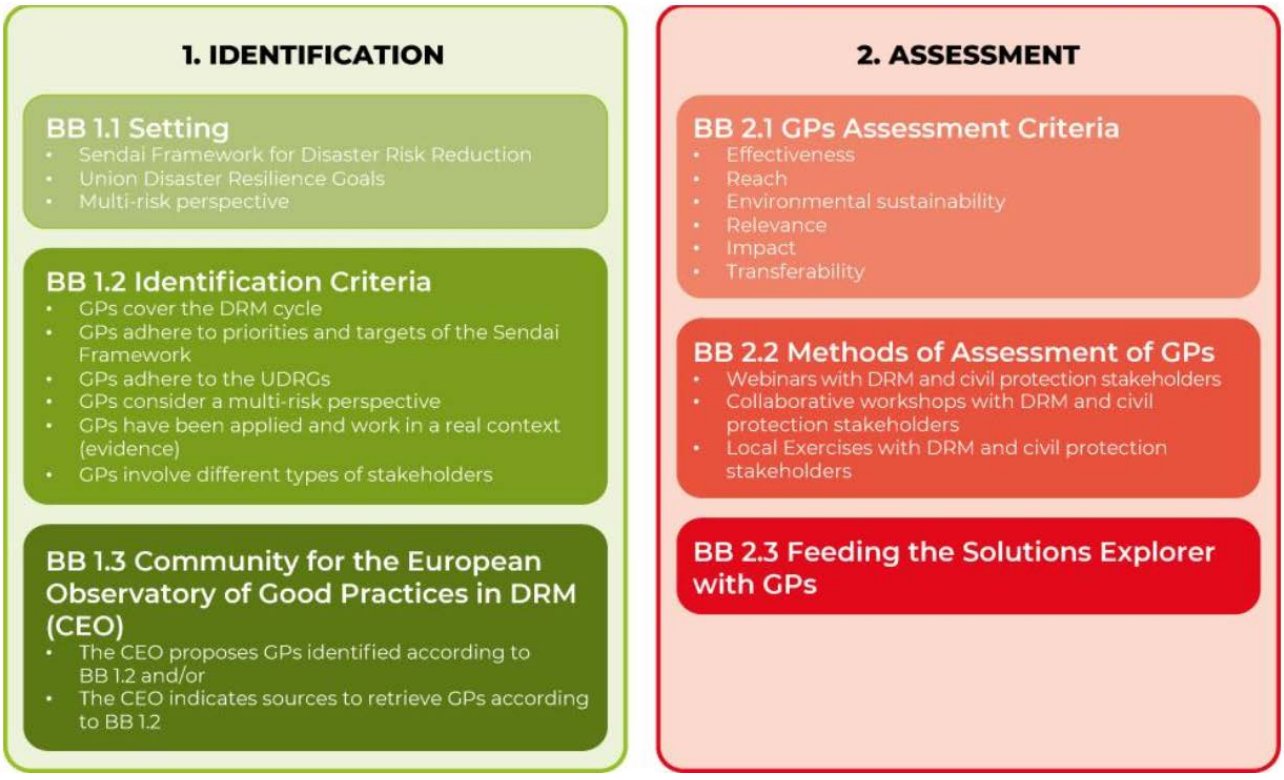

Figure 1 - Building blocks of the Framework (D3.1)

Feedback and discussion with CEO about the Framework (D3.1). Mostly CEO members gave feedback that the goal of the D3.1 report was clearly stated. Regarding background information about the Framework, it was mostly considered comprehensive. Some suggestions were made concerning search strategies and existing tools/reports that already identify some GPs relevant for the DRM cycle were cited.

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The definition of GPs from ROADMAP2 was mostly considered to be well-constructed and comprehensive. One CEO member stated that the presence of multiple frameworks, criteria, and areas of relevance may require careful management to ensure that the process remains manageable, and that relevant GPs are not overlooked. In one case, CEO members stated that the implementation of GPs should not be limited to civil protection actors but should be everybody's business. Another CEO member stressed that actions must be accepted and recognized by communities.

In the Framework, the procedure of identification phase was mostly clear for CEO members (see Figure 1). However, one member did not understand the limitation to "multi-risk perspective", stated that the GPs definition was not fully in line with the identification criteria, and identification criteria regarding the UDRG were not clear. Another member proposed to consider identifying the knowledge of communities and their experiences in Building block 1 Setting. In one case, it was suggested that the procedure for identifying GPs may benefit from additional details or visual aids. The involvement of the CEO was considered a strength. However, one CEO member stated that the need to source GPs from various experts and sources may be resource intensive.

In the Framework, the evaluation phase was mostly clear and considered well-conceived by CEO members. Discussion about the use of term "evaluation" or "assessment" arose. The chosen assessment criteria were considered comprehensive. One CEO member proposed that it was important to identify the degree of knowledge and confidence that the potentially affected population had in emergency support resources. Another member suggested that "the identification of limits" of GP could be important, e.g. to understand when/where/which case a GPs was not working. The involvement of stakeholders, scenario testing, and local exercises were considered as strengths. However, for one CEO member it was not clear why evaluating the GPs was needed. The provided template for documenting GPs was considered comprehensive and structured. One CEO member asked if it would be possible to add in the format a "note" about possible critical experimented aspects of the described GP (e.g. what went wrong). One CEO member outlined that ensuring clarity in the procedure, resource allocation, feedback mechanisms, and a well-defined timeline would be important to the successful execution of assessment phase.

Regarding the documentation of GPs, it was referred to previous EU projects that had been completed over the past few years and had collected and/or collated good practices or lessons learned or good policies and procedures.

Solutions Explorer. Nicola Rebora, WP4 leader, introduced the SE developed previously in ROADMAP but also advancements planned in ROADMAP2 project to CEO members. In ROADMAP2, the SE improvements aim at providing a user experience in line with the needs of the communities engaged in the project (CEO) and with the theoretical requirements described in the Framework (D3.1), including the Union Disaster Resilience Goals.

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2.3 Third meeting with the CEO

Where: online
When: January 31st, 2024
Participants: ROADMAP2 consortium and CEO members, primarily
Aim: practical application of the Framework in identifying and assessing GPs to feed SE and Flash Reports

2.3.1 Agenda

The third CEO meeting was 2-hour long online meeting, described more in detail in table 6 below.

Table 6 - Third CEO meeting agenda

TIME	TOPIC	SPEAKER	CONTENT
15:00 – 15:10	Introduction	Daniela Di Bucci - ICPD	Goals of the meeting
15:10 – 15:20	Using the Framework to select GPs	Claudia Morsut - UiS	Use of the Framework to select GPs
15:20 – 15:30	GPs from the CEO, state-of-the-art	Daniela Di Bucci - ICPD	Good Practices from the CEO members
15:30 – 16:30	Discussion with the CEO		Discussion on practical use of the Framework and examples of GPs by applying the Framework within DRGs 2 and 5
16:30 – 16:40	Feeding the Solutions Explorer with GPs	Nicola Rebora - CI3R	Relation between the Framework and SE
16:40 – 17:00	Final remarks	Daniela Di Bucci - ICPD	

Before the meeting, CEO members were asked to try to identify and assess a couple of GPs in their area of expertise by applying the Framework and the tables 7 and 8 below. These tables were developed by consortium with the help of CEO (e.g. CEO feedback to the Framework also discussed in the second CEO meeting).

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Table 7 - Template Phase 1. Identification. Identification criteria from Building Block 1.2

GP source	*Provide link or reference and find a short name to identify the GP*
Short description	*Provide information about the GP: geographical scale, temporal scale governance level, which results/outcomes it achieves, institutional and financial support, beneficiaries, type - e.g., ITC tool, legislation -, time frame of the GP etc.*
DRM cycle	*Indicate which phase(s) of the DRM cycle the GP meets*
Compliance with Sendai priority/target	*Indicate which priorities and targets the GP meets*
Compliance with EU legal framework and UDRGs	*Indicate references to documents of the EU legal framework and/or which UDRGs goal and area(s) of relevance the GP addresses*
Multi-risk	*Indicate which risk(s) the GP addresses*
Stakeholders	*Describe which types of stakeholders are involved in the GP*
Evidence	*Provide information about research and/or practice in which the GP is applied and works in a real context in achieving outcomes and results*
Extra notes	*Describe possible critical aspects and/or challenges of the GP*

Table 8 - Template Phase 2. Assessment. Assessment criteria from Building Block 2.1

GP source	*Report as above*		
Short description	*Report as above*		
Assessment criteria	**Question**	**Answer**	**Self-Assessment**
Effectiveness	To what extent does the GP achieve the desired result/outcome?		Low Medium High
Reach	To what extent does the GP affect the intended and critical target population?		Low Medium High
Environmental sustainability	To what extent does the GP address environmental issues and climate change challenges?		Low Medium High
Relevance	To what extent does the GP respond to a persistent/dramatically felt problem and to population's needs and priorities? Is the GP doing the right thing?		Low Medium High
Impact	To what extent has the GP broader or longer-term positive effects of social, environmental, and economic character? What difference does the GP make?		Low Medium High
Transferability	To what extent can the GP be adapted and transferred to other socio-economic contexts?		Low Medium High

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2.3.2 Minutes and main takes from the third meeting

The focus of the meeting was on the practical application of the Framework in identifying and assessing GPs to feed SE. During the discussion of the application of Framework, Good practices were analysed following the UDRGs.

Concerning UDRG n. 2 “Prepare: increase risk awareness and preparedness of the population”, following areas of relevance were brought out to look for GPs:

- Civil protection campaigns for the improvement of population risk awareness for prevention and preparedness.
- Risk awareness campaigns where the population engages and participates.
- Improved public access to disaster risk information and improved population’s understanding and capacity to react upon disaster risk information, considering also vulnerable people.

Concerning UDRG n. 5 “Secure: ensure a robust civil protection system”, these areas of relevance were brought out to look for GPs:

- National cross-sectoral coordination among the operational rooms of civil protection authorities, service providers, scientific institutions, etc.
- Cross-border coordination between national civil protections and the Emergency Response Coordination Centre (ERCC).
- Bilateral and multilateral cooperation among national civil protections.
- Dissemination and implementation of lessons-learnt after a disaster strikes, covering the entire DRM cycle.
- Civil protection authorities fostering partnerships with civil society and volunteers to ensure a robust Civil Protection System.

Ten GPs were collected from the CEO in the form of filled identification and assessment phase tables. These GPs included:

- Training within the European Union Civil Protection Mechanism
- The EU Host Nation Support Guidelines
- Actors mapping (version 2.0 of the UN-CMCoord Field Handbook 2018)
- Establishment of relationships during preparedness and maintaining of relationships until recovery (after actors mapping, see previous GP)
- INEGMA-E: Evaluation of procedures, exercises, and training
- Norwegian risk awareness/preparedness campaign Du er en del av Norges beredskap/You are a part of the Norwegian preparedness
- Italian risk awareness/preparedness campaign Io non rischio/I do not take risks
- Early warning system applied in the Federal State of Salzburg, Austria https://www.zamg.ac.at/cms/de/aktuell/news/amas_initiative
- Major emergency management framework https://www.gov.ie/en/collection/ca182-a-framework-for-major-emergency-management/?referrer=https://www.mem.ie/#
- Forest fire prevention involvement https://www.mdpi.com/2071-1050/14/2/594

In many cases, not all fields in identification and assessment tables were filled.

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Some relevant topics were discussed:

- **Issue of transferability of the GPs:** Project partners and CEO members discussed transferring the GPs to different contexts. In the discussion the importance of trying the Good Practice in various countries and contexts was stressed. Participants highlighted differences between Northern and Southern Europe, such as centralised equipment provision in Italy versus local needs in Estonia.
- **Operational cooperation mechanisms were highlighted:** Insights from the Austrian CEO member included the Austrian multi-hazard service addressing provincial/regional level emergency services. One of the solutions revolved around the weekly meetings for situation awareness and threat assessment. This practice emphasized the network approach among first responders. However, some other participants raised the issue of stakeholders' participation and resistance within organisations for such more comprehensive situation awareness by engaging broader range of stakeholders (e.g. social care domain or civil society perspectives).

Other relevant insights from the CEO concerned:

- The importance of an all-hazards approach.
- The need for training and working with communities. Examples from Estonia were highlighted by the CEO member Arvi Uustalu from Estonia.
- Monetary mechanisms were highlighted as a possible way to incentives preparedness actions - insurance discounts can be an incentive for preparing your property.

Nicola Rebora addressed the relation between the Framework and SE. Figures 2, 3 and 4 below illustrate how to feed SE based on Framework's GPs identification and assessment tables.

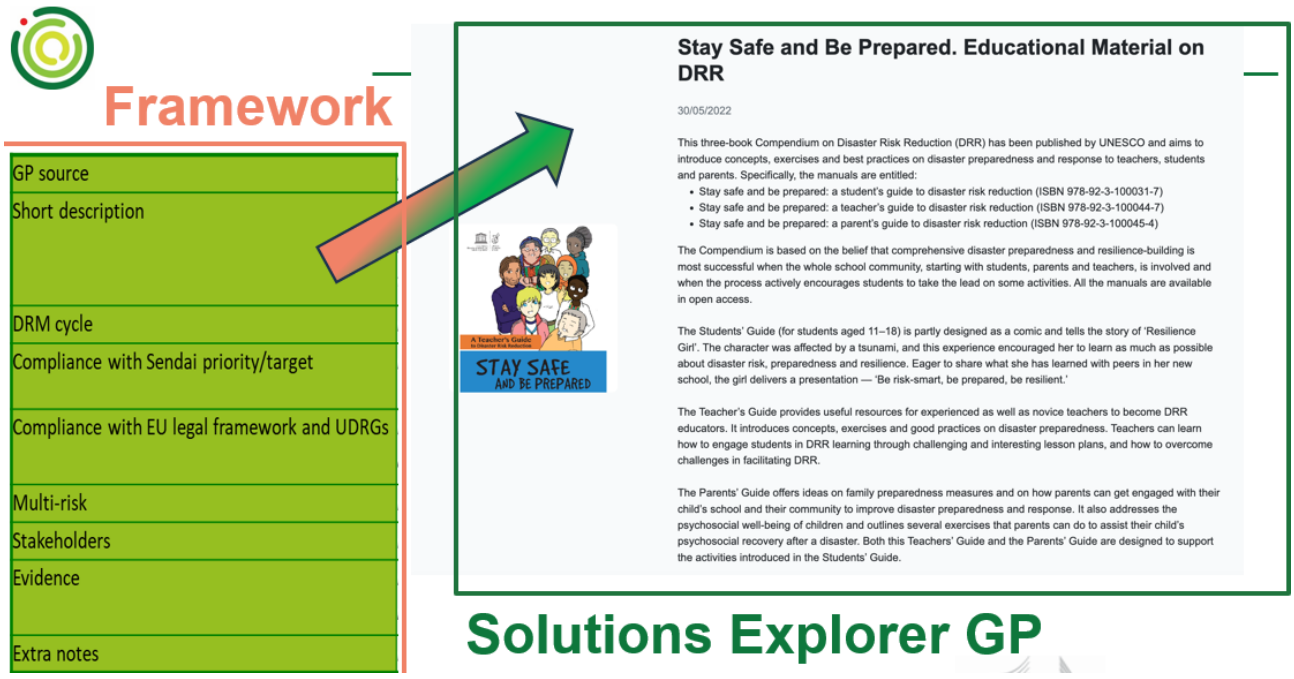

Figure 2 - How to feed SE based on Framework's GPs identification table

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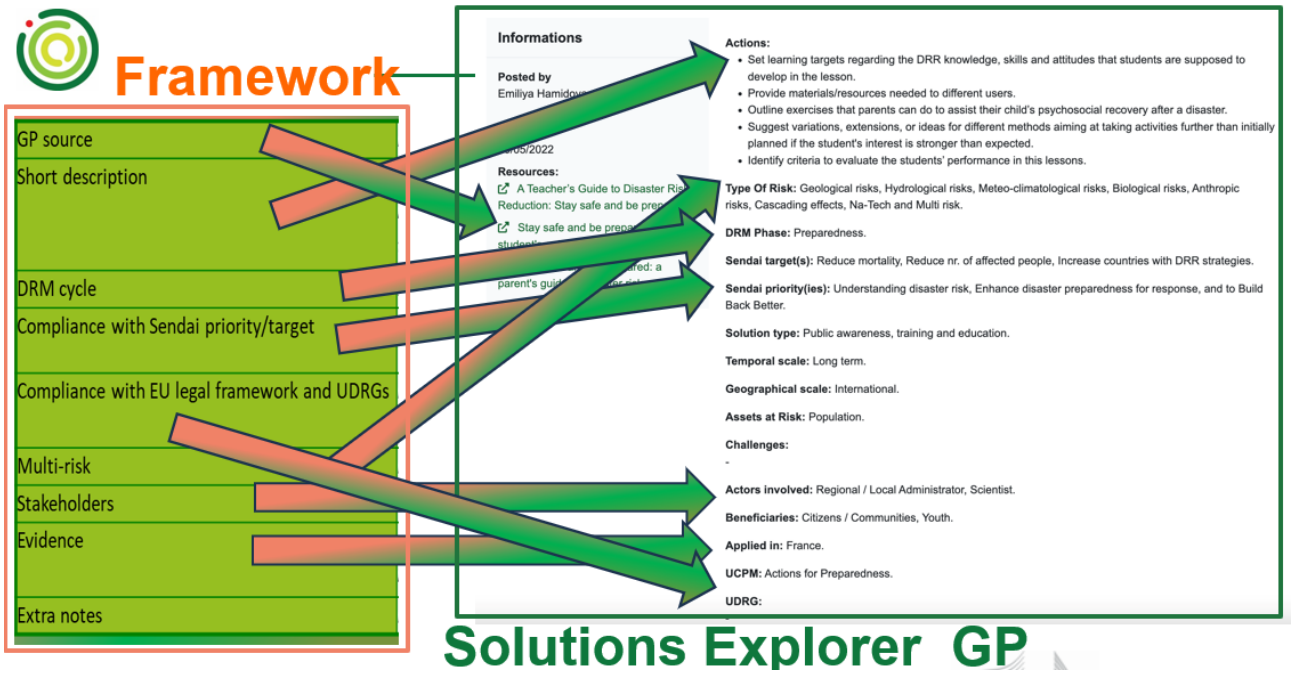

Figure 3 - How to feed SE based on Framework's GPs identification table

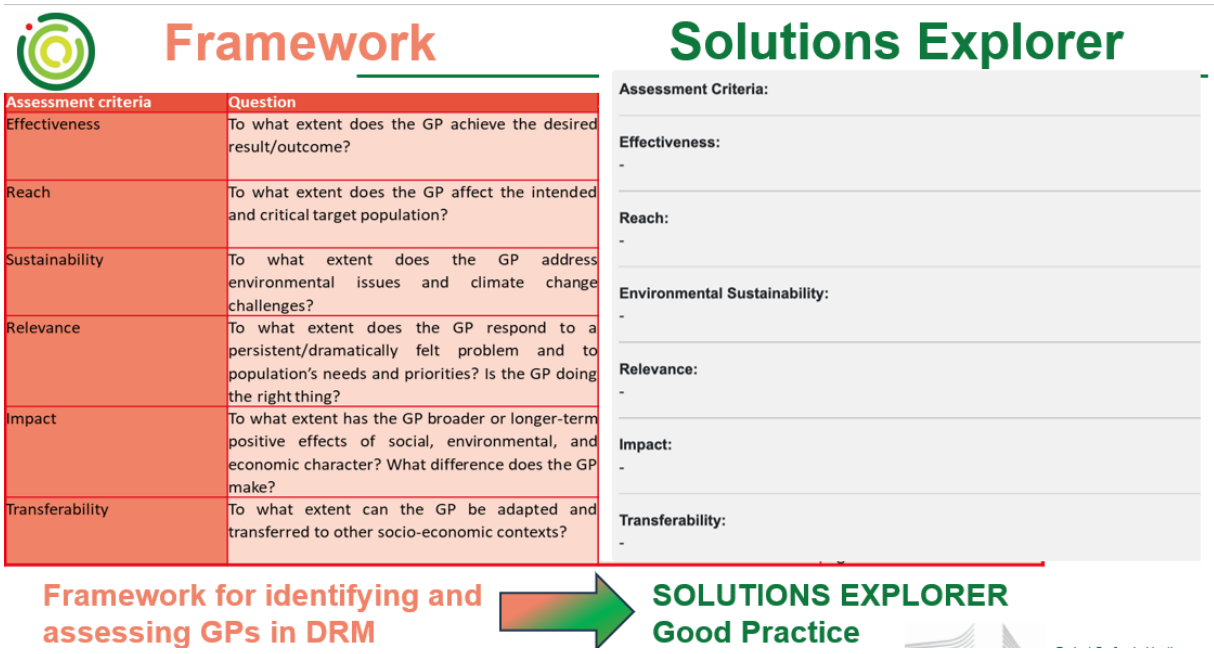

Figure 3- How to feed SE based on Framework's GPs assessment table

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2.4 Fourth meeting with the CEO in the first *collaborative workshop in Tartu (Estonia)*

Where: Estonia, Tartu, the Cultural Capital of Europe 2024 – theme "Arts of Survival"
When: May 6-8th, main full working day **7th May**
Host: University of Tartu Risk & Resilience Research Group (Dr Kati Orru et al.), Estonian Rescue Board Preparedness Bureau (Arvi Uustalu, member of ROADMAP2 CEO)
Participants: ROADMAP2 consortium partners from research institutes and expert stakeholders from Italy, Portugal, Norway and Estonia. ROADMAP2 CEO members and other stakeholders
Aim: explore the GPs identified in the earlier phases of the ROADMAP2 project and to discuss their applicability in the example scenarios for GPs assessment

The first collaborative workshop was titled "Practices of engaging and empowering individuals and communities for crisis preparedness". Thematically, the workshop focused on the **practices of engagement and empowerment of civil society as a partner to civil protection authorities**, in building preparedness and response capacities to disasters. The meeting addressed questions about practical ways to engage members of civil society, particularly those in vulnerable situation (e.g. elderly, minors, individuals with impairments, marginalised), and civil society organisations (e.g. umbrella organisations for communities, individuals with impairments, social care etc) in disaster management planning and response.

2.4.1 Agenda

The fourth CEO meeting was carried out within the collaborative workshop, and it is described more in detail in table 9 below.

Table 9 - Fourth CEO meeting agenda

9.15-09.30	Welcome **Daniela Di Bucci** – ICPD, Project Coordinator **Juha-Pekka Jäpölä** – DG ECHO, Project Officer **Kati Orru** – University of Tartu **Arvi Uustalu** – Estonian Rescue Board
9.50-10.10	Practices of engagement and empowerment of civil society in Italy. **Daniela Di Bucci** – ICPD
09.30-9.50	Practices of engagement and empowerment of civil society in Estonia. **Marten Lauri** – Estonia, Ministry of Interior
10.10-10.40	Suggestions of good practices by participants.
10.40-11.55	*Break*
11.55-13.15	Testing good practices in a disaster scenario: Vulnerability assessment in communities. **Kati Orru**, **Arvi Uustalu** - Estonian Rescue Board
13.15-14.15	Lunch at Chez André Restaurant, Küütri 3, Tartu

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14.15-15.05	Panel discussion - practitioner experiences and needs in engagement of communities in vulnerable situation. **Kadi Soome** – Tartu Care Home **Monica Lõvi** – Estonian Blind Union **Helen Kari** – Community Developer
15.05-15.45	Group discussion: good practices and lessons learned from engaging those in vulnerable situations in different country contexts.
15.45-16.10	Joint discussion and conclusions
16.10-16.30	*Break and transfer to buses. Address Jakobi 1 – behind main building*
16.40	Bus ride to Estonian Rescue Board
17.00-18.30	Visit at Estonian Rescue Board **Arvi Uustalu** and **Anni Alev** – Board's practices of engagement in crisis preparedness.
18.45-21.00	Dinner and social event outdoors. Comfortable clothing.

2.4.2 List of participants

Table 10 - Participants in the fourth CEO meeting

Name	**Surname**	**Organisation**
Anni	Alev	Estonian Rescue Board
Christina	Andersson	Swedish Civil Contingencies Agency (MSB) - CEO
Alessandro	Armanetti	CI3R - Eucentre Foundation
Daniela	Di Bucci	Italian Civil Protection Department
Giulia	Fagà	CI3R - Eucentre
Sten	Hansson	Tartu Ülikool
Lucia	C. Herrera	University of Agder - CEO
Piret	Jansons	Maarja Küla SA
Ida	Joao-Hussar	Tartu Ülikool
Juha-Pekka	Jäpölä	European Commission (DG ECHO)
Helen	Kari	Community Developer
Marten	Lauri	Ministry of the Interior
Monica	Lõvi	Estonian Blind Union
Marju	Metsaots	Estonian Rescue Board
Leane	Morits	Estonian Rescue Board

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Oliver	Nahkur	University of Tartu
Kristi	Nero	University of Tartu
Kaisa	Niilo	Estonian Rescue Board
Kati	Orru	University of Tartu
Karmen	Paavel	Elva Municipality
Jaanika	Palm	Women's Defense League
Elo	Paluoja	Estonian Rescue Board
Terje	Partsioja	Estonian Rescue Board
Beatrice	Peetsalu	Estonian Rescue Board Ida päästekeskus
Maria	Polese	CI3R - ReLUIS
Chaim	Rafalowski	Magen David Adom Israel - CEO
Kerstin	Rei	Kodanikuühiskonna Sihtkapital SA
Tiago	Rodrigues	ADAI
Ingeliis	Siimsen	University of Tartu
Kadi	Soome	Tartu Care Home
Margus	Suvi	Estonian Evangelic Lutheran Church
Tanel	Talve	Eesti Külaliikumine Kodukant
Domingos	Viegas	ADAI
Merilyn	Viin	Development Centre of Voru County - CEO

2.4.3 Minutes and main takes from the fourth meeting

Morning session presentations on engagement and empowerment practices. The presentations 'Practices of engagement and empowerment of civil society in Italy' by Daniela Di Bucci, and 'Practices of engagement and empowerment of civil society in Estonia' civil engagement by Marten Lauri are enclosed in Appendix 2. Some of the key points from the discussion of the presentations concern:

- **Knowledge-Action Gap**: People know what to do but fail to take action. Despite high knowledge levels, practical implementation is zero (e.g., family contingency plans). Chaim Rafalowski stressed that we should not overemphasise the vulnerability of audience of the risk communication messages, as this will diminish their motivation for positive action.
- **Communication Challenge**: Daniela Di Bucci emphasised that the initial focus was on improving communication, involving experts. The real issue is understanding and influencing population behaviour, without frightening it. More studies are necessary from social sciences, behavioural sciences, and psychology in understanding and influencing public disaster preparedness and response capacities.
- **Incentive Limitations**: Chaim Rafalowski stressed that monetary incentives may prompt one-time actions but aren't effective for ongoing preparedness. Preparedness needs to become a social norm. He

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brought as an example that defibrillators were becoming social norms due to positive stories, and they are starting to be a requirement in new apartment buildings.

- **Daily Routine Integration**: **Christina Andersson stressed that there are efforts to change mindsets to include preparedness in daily routines. Example: "Get to know your neighbour" message to foster community preparedness.**

Testing good practices in a disaster scenario: vulnerability assessment in communities. The aim of this part was to test a social vulnerability triage approach tailored by Orru et al. (2023) in collaboration with Estonian Rescue Board, to foster systematic consideration of societal aspects of vulnerability, prioritising the affected groups and their support needs to better targeted planning and disaster response. The overarching scheme for the exercise is presented in Figure 5.

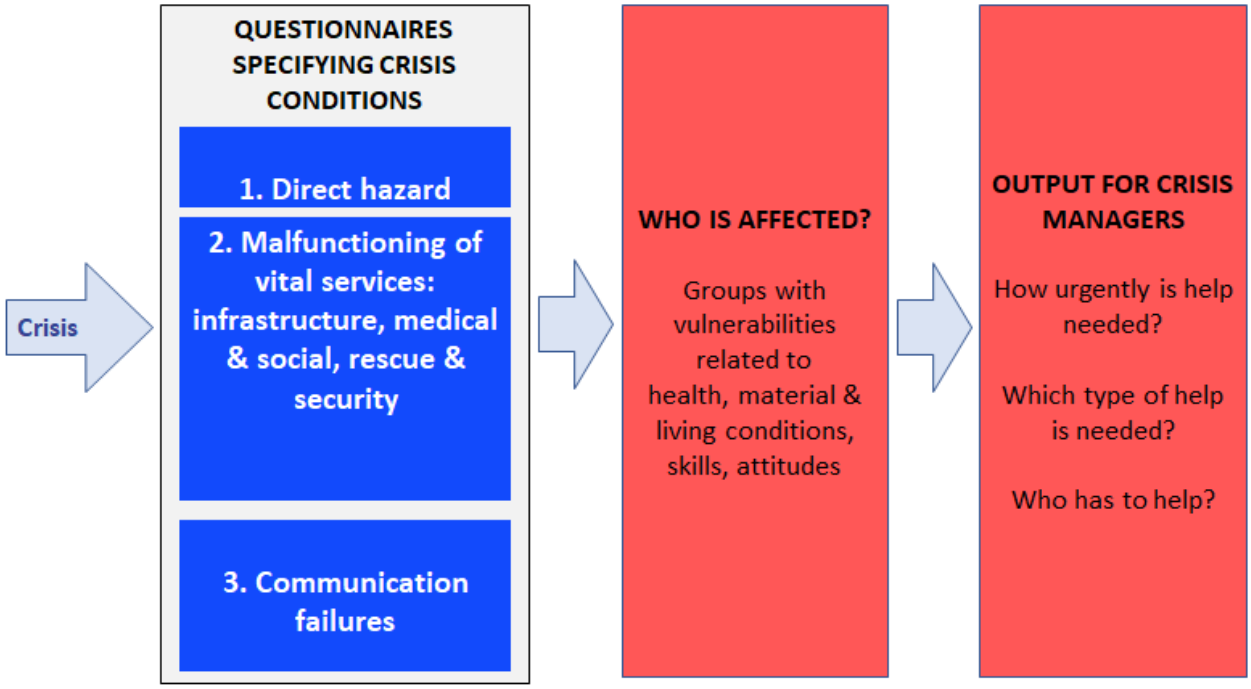

Figure 4 - Phases of the vulnerability triage applied in a worst-case scenario analysis (Orru et al., 2023)

Exercise revolved around a CBRNE scenario: Collision of freight trains carrying dangerous chemicals (liquid fuel, LNG) on the railway (leakage, ignition and explosion of dangerous cargo). Collision happened near a port, where large quantities of dangerous chemicals (ammonium nitrate fertilizer, ammonia, liquid fuels) were stored. This may lead to explosion, bleve, spread of toxic chemicals or combustion gases. People's lives and health would be endangered (breathing difficulties, skin irritation, injuries) and several vital services would be disrupted.

Danger zone - in 3,000 meters radius around the accident site, from where people needed to be evacuated. The danger zone covered 90% of the territory of municipality.

Complication due to misinformation: two members of the city council posted an erroneous message on social media claiming that the smoke from the fire was not dangerous and people could continue their normal activities.

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Characterisation of the area: Permanent residents - 35,000, during workdays - 43,000 people

- Apartment buildings (mostly stone and panel houses built in 1960, some newer apartment buildings)
- 40% of households in the region are elderly people living alone
- Nursing home (elderly and mentally disabled people, 200 clients
- Day centre for people with special physical needs (150 visitors per day)
- Tourist centre with people from France, Japan, China, etc. - 3000 people
- 2 mobile operators
- 1 hospital
- 4 ambulance brigades
- 1 rescue command
- 1 police station
- Possibilities for communication: SMS emergency notification system (in local language and English), emergency sirens, national crisis hotline, media - national FM radio stations and national television, social media (X, Twitter, Instagram, etc.).

The exercise was held in 5 groups of maximum 7 people per group. Groups worked for 1,5 hours, followed by a joint discussion.

Key findings from the exercise: Key findings deal with the vulnerabilities in the discussed scenario, as reported below.

Vulnerabilities stemming from disruptions of services:

- Potential traffic issues during evacuation, including traffic jams hindering movement and access to gas stations.
- Potential hazards of mass evacuation with personal vehicles, such as traffic chaos and endless jams with thousands of cars.
- Discussions about who should be responsible for evacuation transport; rescue services lack the necessary fleet, and local governments' capacity is questioned.
- Individuals needing daily assistance likely require help during evacuation.
- Social departments may know about vulnerable individuals but might not reach them in time.

Affected groups discussed in more detail:

- Socioeconomic status was considered crucial for survival, more so than household composition.
- Concerns about misinformation affecting youth through social media.

Allocation of responsibilities for providing support and self-coping:

- Relatives and the community were often suggested as primary helpers.
- Local governments do not have sufficient information about individuals' vulnerabilities. It was added that in such situations local governments have significant responsibilities, and the exercise highlighted the gap between what is on paper and real-life capabilities.

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- Discussions on individual responsibility if notifications and instructions are provided by the rescue service.
- Trust issues noted as critical to address before a crisis, as it's difficult to tackle during a crisis.
- Questions were raised concerning the compliance with evacuation orders and how local authorities' measure. Chaim Rafalowski stressed that sometimes if people do not follow evacuation orders, first responders should not be sent to risk their lives.

Feedback regarding the tested practice of vulnerability triage:

- Some participants felt that for a more focused discussion on vulnerabilities, scenario description needed a better specification about the timeframe and specific events occurring.
- Several participants stressed that scenario was not sufficiently informative regarding logistics. Questions were raised regarding evacuation planning and crisis managers' evacuation capabilities. Inquiry if an official evacuation order was given at that point and what was analysed in the vulnerability assessment.
- It was suggested that conducting such analysis needs to be spanned across different crisis phases. The triage approach could be used in various stages, like during COVID-19, to monitor the evolvement of vulnerabilities and coping.
- The tool could be particularly useful for pre-crisis phases, such as risk analysis. The tested approach was recommended for participatory planning at the local level.
- Another participant highlighted the importance of knowing the location of vulnerable groups and preparing data for geographic input. However, also cybersecurity concerns were raised regarding a comprehensive database where all sorts of vulnerabilities would be mapped.
- An Italian participant agreed the tool was better for planning.
- The European Commission representative commented on the complexity of the topic and recommended multiple runs of such exercises.

Discussion on experiences and needs in engaging and empowering individuals in vulnerable situations: the aim of the discussion in this section was to explore experiences in engaging the people in vulnerable situations in building preparedness to respond to crises in your area. Also, questions revolved around the opportunities or also risk factors in engagement.
In five discussion groups, several important opportunities for engaging and empowering those in vulnerable situations were addressed as follows.

Creating a community crisis plan. This involves mapping out those in need, such as individuals living alone, young families, and young adults leaving care. This initiative often originates from the community and can be coordinated by the civil protection authority.

Community representatives as liaison persons for engagement. The community representatives (also people in vulnerable situations, e.g. elderly care) are very much shaping the attitudes of the care recipients of community members. Their convictions about crisis preparedness will determine a lot the extent to which preparedness actions are taken.

Assigning appropriate crisis roles and actions. Mapping vulnerabilities needs to be complemented with assigning appropriate crisis roles to individuals as resources rather than just aid recipients. It is important that

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beyond the acknowledgment of vulnerabilities also the person is recognised as a resource (e.g. some light physical work in resilience centre, spreading information door-to-door).
High interest for preparedness topics. There's a high demand for training on crisis preparedness topics among the hearing impaired and elderly.

Monetary incentives for communities. An innovation fund (supported by Ministry of Interior Affairs of Estonia, also in Finland) allows for communities to apply for project funding that could support also purchasing equipment for people with various needs.

Some risks or barriers to engagement

Lack of resources to work with people that are in vulnerable situations. There is lack of expertise to tailor campaigns and exercises following the needs of the vulnerable people. Even consulting them can be difficult.

Stigmatisation of people in vulnerable situations. Acknowledgement of them as people with capacities and needs and equal rights would facilitate their engagement.

Data protection issues. In targeting preparedness building actions or response, it would be necessary to know what are the barriers that any of the people are facing, who they are and where they live. But due to data protection issues, more detailed information (e.g., whether they have limited mobility) cannot be shared. Thus, civil protection authorities must act based on random selection.

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2.5 Fifth meeting with the CEO in the second *collaborative workshop in Stavanger (Norway)*

The second collaborative workshop was titled **Discussing Good Practices to support the Union Disaster Resilience Goals**

Where: Stavanger (Norway)

When: October 16th-18th, 2024, main full working day 17th October 2024

Host: University of Stavanger (Claudia Morsut and Bjørn Ivar Kruke)

Participants: ROADMAP2 consortium and ROADMAP2 CEO members

Aim: The goal of the second ROADMAP2 collaborative workshop was to engage the participants in discussions about GPs that serve the goals and objectives of the UDRGs. The discussion was sustained by applying the ROADMAP2 Framework for identifying and assessing GPs in DRM.

2.5.1 Agenda

The fifth CEO meeting was carried out within the collaborative workshop, and it is described more in detail in Table 11 below.

Table 11 - Fifth CEO meeting agenda

Thursday 17.10.2024 (working day)

TIME	EVENT	RESPONSIBLE
09:00 – 09:10	Welcome	Daniela Di Bucci - ICDP, Project Coordinator and Claudia Morsut - University of Stavanger
09:10 – 09:15	Short presentation of ROADMAP2 definition of Good Practices and EU Disaster Resilience Goals	Claudia Morsut - University of Stavanger
09:15 - 10:30	Following the short presentation, round table on the topic: Relevance of working with Good Practices for Disaster Risk Management	3 CEO members share their expertise and thoughts Lucia Castro Herrera - University of Agder Norway Geir Ellingsen - DSB Norway Marco Lombardi - Università Cattolica del Sacro Cuore Moderator: Bjørn Ivar Kruke - University of Stavanger Minutes taker: Claudia Morsut - University of Stavanger
10:30 – 10:45	*Break*	
10:45 – 11:15	Good practices in climate change adaptation in the Stavanger Municipality Included Q&A	Stine Bjerga Haga - Department of Preparedness Stavanger Municipality Minutes taker Giulia Fagà - CI3R-Eucentre

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11:15 – 11:45	Main takes from round table and the morning presentation	Discussion in plenum moderated by Bjørn Ivar Kruke - University of Stavanger Minutes taker: Kati Orru – University of Tartu
	Presentation of the afternoon group work	Claudia Morsut – University of Stavanger
11:45 – 12:45	*Lunch*	
13:00 – 13:45	First round of group discussions	
13:45 – 14:00	*Break*	
14:00 – 14:45	Second round of group discussions	
14:45 – 15:00	*Break*	
15:00 – 15:45	Discussion in plenum	Moderator: Daniela di Bucci ICDP, Project Coordinator Minutes taker: Sten Hansson – Univeristy of Tartu
	Filling the Solutions Explorer	Giulia Fagà - CI3R-Eucentre Minutes taker: Armanetti Alessandro - CI3R-Eucentre
15:45– 16:00	Final remarks and end of the workshop	Claudia Morsut - University of Stavanger and Daniela Di Bucci - ICDP, Project Coordinator

2.5.2 List of participants

Table 12 - Participants in the second collaborative workshop

Name	**Surname**	**Organisation**
Merilyn	Viin	Development Centre of Voru County (CEO)
Arvi	Uustalu	Estonian Rescue Board (CEO)
Marco	Lombardi	Univeristà Cattolica Sacro Cuore (CEO)
Gavriil	Xanthopoulos	Research Director at Hellenic Agricultural Organization DEMETER, Inst. of Mediterranean Forest Ecosystems
Geir	Ellingsen	DSB Norway (CEO)
Christina	Andersson	Swedish Civil Contingencies Agency-MSB (CEO)
Lucia	Castro Herrera	University of Agder (CEO)
Massimiliano	Pittore	Eurac Research (CEO)
Alessandro	Armanetti	CI3R-Eucentre

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Daniela	Di Bucci	Italian Civil Protection Department
Giulia	Fagà	CI3R-Eucentre
Sten	Hansson	Tartu Ülikool
Kati	Orru	University of Tartu
Domingos	Viegas	ADAI
Claudia	Morsut	University of Stavanger
Bjørn Ivar	Kruke	University of Stavanger
Stine	Bjerga Haga	Stavanger municipality
Irene	Casarico	Expert in communication and problem solving in areas of crisis

2.5.3 Minutes and main takes from the fifth meeting

After few welcome words by Daniela di Bucci, Claudia Morsut introduced the D3.1 ROADMAP2 Framework and the definition of GPs. The floor was then left to three members of the CEO who had the task to discuss the relevance of working with GPs for DRM by addressing four questions:

1. In your work how much are GPs relevant?
2. What are the sources of the GPs you use or work with (i.e.: experiences from the field, scientific research, guidelines from your institution or external guidelines?)
3. How do you think academia can contribute to shape a common understanding of GPs among practitioners? Which challenges do you deem are the most difficult to overcome in achieving a common understanding? Is this the only "problem" (common understanding)?
4. How do you think academia can increase GPs sharing among practitioners? Which means do you deem can be effective?

The main takes of the round table are the following:

- Use of a practice concerns not only for the target population, but also for the institution that uses the practice.
- Need to learn more from what went wrong, rather than from what went well.
- GPs should be actionable principles that people can adapt since they are context dependent.
- Trust is a key element when implementing a practice.
- Need to share a common understanding of crisis.
- Focus more on the planning process where there is a lot of learning. Planning involves people and different actors, and they need to be involved in one way or another.
- Need to constantly test plans, conduct simulations.
- Focus more on cultural dimensions of a population to customize a GPs to be used in a specific environment.
- Understand relations and culture and the expertise a population can bring in the crisis.
- Reflect more on the sources of good practices.
- Need to go on the field with a theoretical idea on how to manage the situation, but at the same time it is important to acknowledge when to be more practical and when to be more theoretical.
- Avoid the divide academia/practitioner, since it sounds so black and white. It is more an issue of intersectionality; need of different competences and mindsets including thinkers.

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- Need to empower diversity in the teams and different backgrounds and a different perspective to have a more competent team and responsible organisations.
- Good definition of GPs in ROADMAP2 as effective, reachable and environmentally sustainable, but how to also cover diversity?
- Information sharing is the basis of a GP.

After a break, Stine Bjerga Haga gave an introduction on the Stavanger Municipality in terms of extension, population and then explaining the Municipality structure. Stavanger is ranked in Norway as the most climate adaptive municipality. Climate change is identified as a big challenge for the municipality and climate change adaptation is a goal under the so-called Green Spear Heads strategy, which sets the goal for the whole organisation. Stavanger has a department that works on climate change adaptation (Department of Preparedness). The main climate risks for Stavanger are: (i) the sea level rise and (ii) the more frequent and severe rainfall. Some preventive measures implemented are:

- Land use plan with some provisions that consider nature-based solutions, special planning, analyses from experts and frequent discussions.
- Permanent protection solutions such as flood walls.
- Mobile flood protections to protect the main square (Torget).

In the afternoon the work was organised by dividing the participants in 3 groups according to three UDRGs: goal 1 Anticipate; goal 2 Prepare; goal 4 Respond.

In Round 1, each group was presented with: one EU DRG and the areas of relevance from ROADMAP2, ROADMAP2 definition of GPs, template to document GPs, 1 example of GPs compiled according to the template.
The goal of the group work was discussing, gathering, formulating GPs related to the UDRG and discussion using the template, especially the assessment part.
The moderator (member of the consortium) kicked off the discussion, while the minutes taker (member of the consortium) took notes of the discussion and compiled the documents.

In Round 2, the moderators and the minutes takers changed group to present the results of the discussion to another group. The group change allowed discussing about the work done in each group according to the following:

1. The minutes taker presented the work done
2. The moderator kicked the discussion along these lines:
    a. Is there something missing in the GPs?
    b. Are there other GPs that can be proposed?
    c. Reflections, comments, feedback etc.

The minutes takers continued to take notes.

Main takes of the meeting of Group 1 on EU DRG 1 Anticipate (both round 1 and round 2)

For the Anticipation goal it was proposed that possible future and unexpected threats, including multi risk and cascading effects, should be assessed considering and involving the persons potentially affected. A suggested GP would be to promote a group of experts thinking out of the box to assess such risks.

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Anticipation was associated to the practice of early warning that can be risk specific, as the capacity to predict or anticipate a storm, a fire or a flood is different from that to forecast a volcanic eruption or the impacts of an earthquake. The anticipation should involve preparedness of the communities to react adequately to the early warning according to the level of hazard.

It is recognized that a good understanding of the risk is a pre-condition to prevent or mitigate the adverse consequences of disasters. Therefore, it was recommended that a GP would be the analysis of the main risks in all its components of hazard, impact, resilience and recovery, as well all the main factors that affect them and how they can be modified of managed to reduce the risk. A recommended GP was performed in the FirEUrisk project in the assessment of wildfire risk in a very general form, including all temporal and spatial scales.

Main takes of the meeting of Group 2 on EU DRG 2 Prepare (both round 1 and round 2)

Much of the discussions were about citizen engagement and involvement, to nurture and make use of the massive capacity of the community and citizen engagement and a participatory approach. However, in a risk-based approach, there is the need to start off with actor and resource mappings to raise awareness among response actors of the capacities of the citizens. Citizens need to be involved in preparedness planning and exercises and included in communication systems, in order to become a valuable resource in a contingency. Citizens' engagement was also a matter of sharing expectations among relevant actors and communicating public expectations in citizen preparedness engagement in contingencies. Knowledge was considered a vital resource in contingencies. The so-called expert knowledge is often thought of, whereas citizen knowledge is not discussed to the same degree. Another important aspect related to knowledge are the arenas where local and expert knowledge could meet.

Main takes of the meeting of Group 3 on EU DRG 4 Respond (both round 1 and round 2)

The discussion revolved around the challenge to work with different civil protection systems and different organisation of different states. Coordination, support mechanisms, understanding who the relevant actors are, given the different organisation of different states, was considered very relevant. To understand how different civil protections can work together, there is the need to have a kind of state-of-the-art profile for each member of the EU Civil Protection Mechanism to enhance cooperation, a sort of overview of the structure and the system of the host country, when response comes from several teams from other countries. In addition to the organisation of the State, it could be necessary to include a profile of the equipment available, in order to be able to cooperate more closely. Operational Integration Courses (OIC) were considered a GP in this sense. Another GP mention was updates on country profile, fact sheets with information to include also pictures and visualisations which can overcome language barriers. In response, Situational Awareness Information Systems were considered a GP as well. Their integration across States should be a task of the Mechanism. The use of international accepted standards like INSARAG were deemed a GP to promote cooperation and create general guidelines that everyone can follow. However, it was discussed that too much standardisation could lead to a loss of specific knowledge on the issues that characterise a country. Cross-border exercises were considered essential to enhance cooperation and mitigate communication problems due to contextual and cultural differences.

2.6 Sixth meeting with the CEO

The sixth CEO meeting was carried out within the final meeting of the ROADMAP2 project, and it is described more in detail in table 15 below.

Where: Rome (Italy)
When: December 9th-10th, main full working day **10th December**
Host: Italian Civil Protection Department (project Coordinator Daniela Di Bucci)
Participants: ROADMAP2 consortium partners from research institutes and expert stakeholders from Italy, Portugal, Norway and Estonia. ROADMAP2 CEO members and other stakeholders, DG-ECHO members.
Aim: Review of ROADMAP2 outcomes, ensure sustainability, and plan for future actions and project ideas in collaboration with the consortium and the established well-functioning CEO.

At the final meeting of the ROADMAP2 project, the consortium and the CEO members gathered to review and assess the outcomes, celebrating their achievements and discussing the challenges faced. Detailed documentation and reporting were completed, ensuring all key outcomes were highlighted and references to records of achievements were pin-pointed. Much of the discussion revolved around the strategies for sustainability and continuity of the project's success, demonstration of knowledge sharing and dissemination activities. The wish of integration of the project's findings into existing policies and practices was emphasized, with clear recommendations provided. Future planning discussions identified new research areas and potential follow-up projects. CEO feedback was collected to inform future efforts. Overall, the meeting marked a culmination of hard work and collaborative effort, paving the way for more resilient disaster risk management practices.

2.6.1 List of participants

Table 13 - Participants in person

Name	Surname	Organization
Margherita	Andreaggi	CI3R-CIMA
Alessandro	Armanetti	CI3R-EUCENTRE
Chiara	Casarotti	CI3R-EUCENTRE
Daniela	Di Bucci	ICPD
Mauro	Dolce	CI3R-ReLUIS
Giulia	Fagà	CI3R-EUCENTRE
Raffaello	Fico	CEO (USRC)
Fabio	Germagnoli	CI3R-EUCENTRE
Antonio	Gioia	CI3R-CIMA
Bjørn Ivar	Kruke	UiS
Marco	Lombardi	CEO (UniCatt)
Claudia	Morsut	UiS
Kati	Orru	UTA
Rui	Pinho	CI3R-EUCENTRE
Maria	Polese	CI3R-ReLUIS
Lara	Polo	CI3R-CIMA

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Nicola	Rebora	CI3R-CIMA
Tiago	Rodrigues	ADAI
Domingos Xavier	Viegas	ADAI
Marilyn	Viin	CEO (Devel. Centre Vöru)

Table 14 - Participants online

Name	**Surname**	**Organization**
Daniela	Alves	ADAI
Maria	Bongi	ICPD
Peter	Daly	CEO (ICEM)
Geir	Ellingsen	CEO (DSSP of Norway)
Veronica	Grasso	CEO (WMO)
Sten	Hansson	UTA
Oliver	Nahkur	UTA
Luis Mario	Ribeiro	ADAI
Maria Teresa	Viegas	ADAI
Irene	Zucconi Galli Fonseca	ICPD

2.6.2 Agenda

Table 15 - Sixth CEO meeting agenda

Time CET	Duration	Title	Name/surname	Institution
09:00 – 09:10	10’	Welcome	Daniela Di Bucci	ICDP -Project Coordinator
09:10 – 09:30	20’	Institutional opening	• Fabio Ciciliano (TBC) • Erwan Marteil (online)	• ICDP – Head of the Department • DG-ECHO
09:30 – 09:50	15’	ROADMAP2 project overview	Daniela Di Bucci	ICDP – Project Coordinator
09:50 – 10:10	15’	Comments by DG-ECHO	J-P Japola (online)	DG-ECHO - Project Officer
10:10 – 10:30	30’	*Conversation* with the CEO members	Viegas leads the *Conversation*	ADAI
10:30 – 11:00	30	Coffee break		
11:00 – 11.10	10’	WP2 achievements	Claudia Morsut	UiS Topics: CEO, meetings, 3 takes from CEO
11:10 – 11:30	20’	WP3 achievements	Maria Polese	CI3R Topics: Framework, Scenarios
11:30 – 11:45	15’	WP4 achievements	Nicola Rebora	CI3R Topics:

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				Solutions Explorer, Good Practices
11:45 – 12:05	20’	WP5 achievements	Kati Orru	UTA Topics: Webinars, Collaborative Workshops, Flash reports, Local exercises
12:05 – 12:45	40’	*Round table*: general discussion on future perspectives	Kruke leads the *Round table*	General discussion with all
12:45 - 13:00	15	Closing remarks	Daniela Di Bucci	ICPD - Project Coordinator
13:00 - 14:30	90’	Lunch		
14:30 – 15:30	60’	SEC meeting	Chiara Casarotti	CI3R (only for partners)

2.6.3 Minutes and main takes from the sixth meeting

Key achievements of the ROADMAP2 project highlighted in the discussion

- Robust methodology to analyse and design good practices. It ensures a legacy for the DRM community created by the ROADMAP2 consortium and CEO members.
- Focusing on successful practices and understanding why they work. Geir Ellingsen reiterated the importance of customizing GPs for practical implementation and understanding of what worked during responses and why. He also stressed the project consortium’s effective actions to ensure they are well-disseminated, explained, and followed.
- The value of collaborative ties created in the project. Marco Lombardi highlighted the inclusive nature of risk management, which spans from local to strategic levels, and that dictates the need of broad-based engagement also in projects like ROADMAP2. Veronica Grasso too celebrated the spirit of collaboration that brought together knowledge from various fields. Furthermore, Geir Ellingsen emphasized the importance of uniting thinkers and doers—both academics and practitioners.
- Concrete achievements in adopting the multi-risk perspective in test exercises, collaborative workshops and webinars. The uniqueness of the project’s multi-risk perspective was highlighted as a timely input that was given throughout the various project activities to interpret the multi-risk scenarios and management needs.
- Significant learning opportunities coming from comparing different countries and contexts. Andrea Prota underscored the need to involve representatives of citizens, especially those closer to social and economic issues.
- Having a common European perspective of disaster risks and management practices that are well accustomed to cultural and socio-economic context. Marco Lombardi stressed that Europe should function as one entity also in the disaster management practices.
- The value of local exercises, webinars and collaborative workshops in bringing groups together and providing feedback. Merilyn Viin pointed out that while many practices have been collected, they need to be tested in peacetime to ensure their effectiveness during crises. Without prior experience, it is crucial to have people practice GPs through exercises.

CEO members also stressed the ways ROADMAP2 could develop further:

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- Merilyn Viin highlighted the importance of integrating civil society representatives in addition to the disaster management practitioners and academics already involved in the project, stressing that combining different groups is essential for cohesive risk management. This was actually achieved in collaborative workshops, e.g. in Tartu, as well as in local exercises of the ROADMAP2 project. It was emphasised that such inclusive approach should be followed in future collaborations.
- Marco Lombardi spoke about customization of the selected GPs as a collaborative effort, calling for a common European perspective on practices. He highlighted that, in the face of common risks, Europe should function as one entity.
- Geir Ellingsen reiterated the importance of customizing GPs for practical implementation and understanding what worked during responses and why.
- Veronica Grasso also suggested a stronger focus on climate risks and the involvement of national meteorological services.
- Bjørn Ivar Kruke concluded by emphasizing the need for GPs to be internalized by experts in the field through national courses and Civil Protection Mechanism (CPM) courses. The gathered practices should become knowledge in action, and one way to achieve this is training courses.

3. CONCLUSION

Deliverable 2.4 “CEO Supporting Activity and Lessons Learned” reflects on the meetings that contributed to the fulfilment of ROADMAP2 project main objective “Establishing a Community for the European Observatory (CEO) of good practices, to improve the knowledge, understanding and replicability of GPs in DRM”. The support given by the CEO has been of great value for the ROADMAP2 project. The variety of profiles and expertise among the 20 CEO members guaranteed several different inputs and unique feedback. Different viewpoints on the same issue were regarded to enrich the content of the deliverables and allowed the consortium to include several more ideas than the ones provided by the consortium alone. The exchange of views during the six meetings has been characterized by open and frank discussions, genuine engagement on the topics presented and availability of giving support to the project.
The ROADMAP2 consortium was aware that the CEO members regarded the activities in the project in addition to their daily duties and their busy working schedules. Some CEO members were more active than others due to these two issues. Some others did not participate actively in the meetings but sent written feedback via mail.
CEOs contribution was valuable in these key areas of the project:

- **Robust Methodology and Legacy**: In collaboration with the CEO, the project developed a strong methodology to analyse and design GPs, leaving a lasting legacy for the DRM community.
- **Customization and Dissemination of GPs**: CEO gave invaluable feedback in tailoring framework for identifying and analysing GPs for practical implementation and ensuring they are well-disseminated, explained, and followed to enhance effectiveness during responses.
- **Collaboration and Inclusivity**: The CEO experts contributed to collaborative ties and broad-based engagement in DRM, uniting thinkers and doers from various fields to create inclusive and effective strategies.

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- **Adoption of Multi-Risk Perspective**: CEO helped in achieving concrete results in adopting a multi-risk perspective through test exercises, collaborative workshops and webinars, to better interpret and manage complex disaster scenarios.
- **Learning from Diverse Contexts**: CEOs helped to expand the pool of expertise and country contexts to highlight the significant learning opportunities from comparing different countries and contexts. The discussions stressed the need for a common European perspective in DRM practices.

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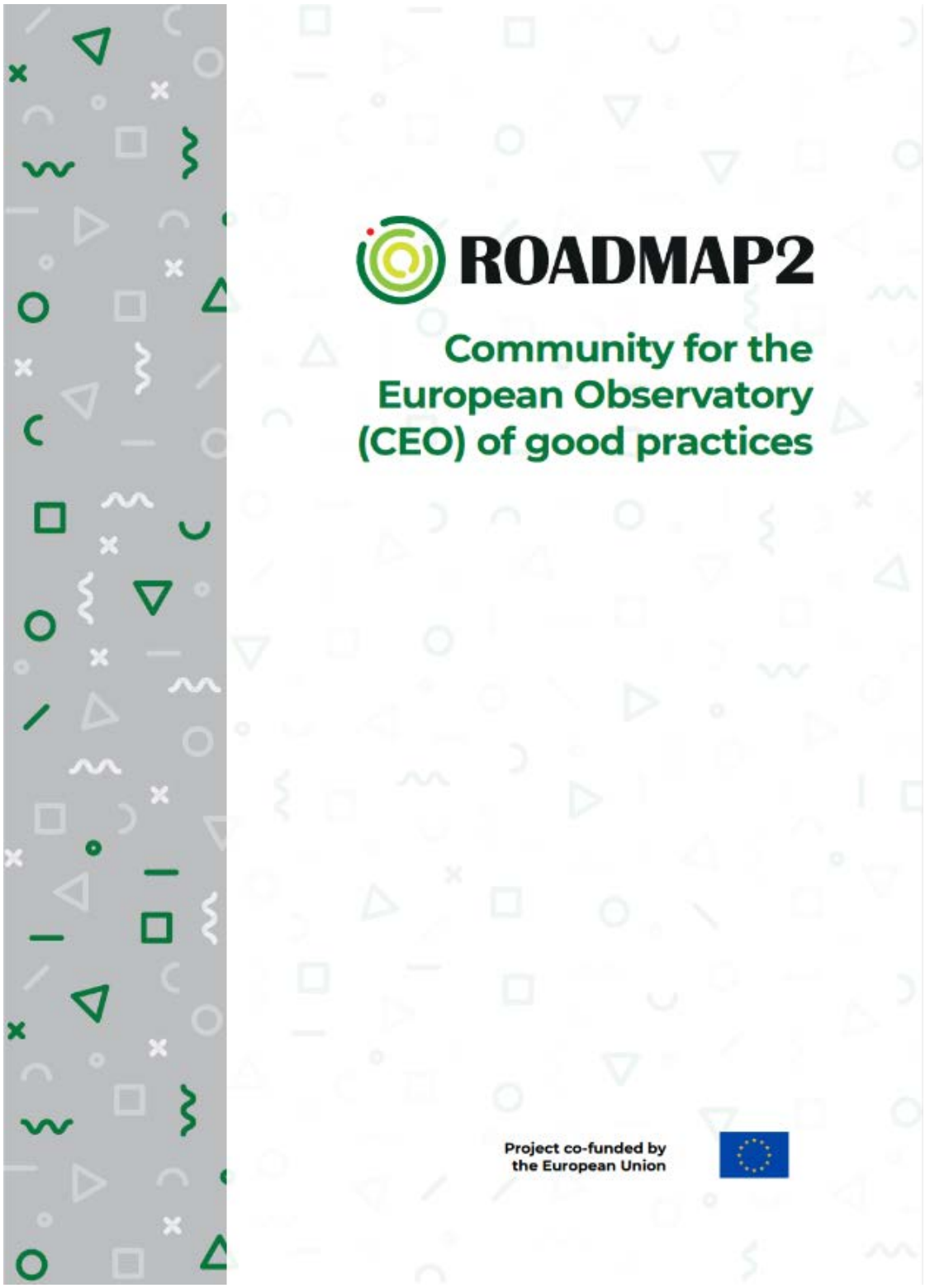
APPENDIXES

Appendix 1: Members of the CEO



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MEMBERS



Christina Andersson

Crisis Response

Christina Andersson is a risk and crisis communication strategist. She has worked with questions related to public risk awareness and preparedness for crisis for almost 15 years and is the project manager for the Swedish booklet "If Crisis or War Comes" as well as for the annual Swedish Emergency Preparedness Week and for national information campaigns during the pandemic in 2021.



Chi Brouwer

Chi Projectmanagement & Advies

Chi Brouwer is the project manager and advisor of her own company. She has experience in disaster management, crisis management and integrated safety. She was closely involved in, for example, the realization of the Security Region in the Netherland, the merging of control rooms and the coordination of the national COVID-19 information hub, as well as the reception of Ukrainians. From the start to the realization of projects involving both regional and (inter)national stakeholders, she brings together various parties, interests, and cultures.



Adrian Bucałowski

National Headquarters of the State Fire Service of Poland

Adrian Bucałowski is Deputy Director of Civil Protection Department at National Headquarters of the State Fire Service of Poland. He started his career in the NGO sector by coordinating civic volunteering and youth empowerment projects. He joined the State Fire Service in 2010 and since beginning he was responsible for international cooperation. He represents Poland at the EU Civil Protection Committee and in the Knowledge Network Board and is also the Polish focal point for the Policy Area SECURE of the EU Strategy for the Baltic Sea Region.



Peter Daly

ICEM Irish Centre for Emergency Management

Peter Daly is Responsible for Emergency Management in the Health Service Executive. Post Grad Qualifications in Science and Engineering. Line Manager for Interagency Office. Joined HSE from the Military in rank of Commandant. While with the DF was seconded to UNSCOM as a weapons inspector.



Geir Ellingsen

Department of Societal Security and Preparedness of Norway

Geir Ellingsen is a special advisors of the International Office of the Department of Societal Security and Preparedness. His background stems from the Military and civil protection, and he has been an active expert in the UCPM since 2011. He was a trainer for UCPM experts in training courses and exercises over several years, and he was the project officer for Civil Protection exercises. Geir has deployed within the UCPM both as Team leader and ERCC Liaison Officer. One of his latest deployment was to Moldova, related to the refugee influx from Ukraine. Geir has also deployed with the International Humanitarian Partnership (IPH) in support of WFP, and he is an UNDAC member.



Raffaello Fico

Abruzzo region

Raffaello Fico is an expert engineer in post-earthquake reconstruction. He was responsible for the ReLUIS (Rete dei Laboratori Universitari di Ingegneria Sismica) that operated in the emergency phase after the Abruzzo earthquake of 6 April 2009, until 2013. Since then he has been responsible for the private reconstruction of the Special Office for the Reconstruction of the Crater Municipalities (USRC), as coordinator of the reconstruction of 56 small historic centres in 3 provinces of Abruzzo.



Carmine Galasso

University College London / Scuola Universitaria Superiore

Carmine Galasso, PhD, is an Associate Professor. His research focuses on the development and application of probabilistic and statistical methods and tools for catastrophe risk modelling and disaster risk reduction. He investigates risks to building portfolios and infrastructure exposed to multiple natural hazards, including earthquakes, strong winds, and flooding, with special emphasis on developing countries. The ultimate goal is to provide society with a sustainable, safe, and resilient built environment.



Veronica Grasso

World Meteorological Organization

Veronica Grasso is the Scientific and Programme Officer oat the World Meteorological Organization. She is a civil engineer with more than 15 years' experience in disaster risk reduction and adaptation both at national and international levels. Her work on early warning systems has been recognized in the 2010 edition of Who's Who in America. Before joining WMO, she worked as Programme Specialist in the Disaster Risk Reduction and Recovery Team at the United Nations Development Programme (UNDP), providing technical support to UNDP country offices on disaster risk reduction.



Jon Hall

Resilience Advisors Network

Jon Hall is the managing director of Resilience Advisors Network. He is a emergency & disaster specialist, former Chief Fire Officer and head of UK fire & rescue resilience and government advisor. More recently, Jon headed organisational development for Capita following their purchase of the blue light training facility at Moreton-in-Marsh and was responsible for corporate training and creation of the 'School of Resilience'. Jon left in 2015 to establish Resilience Advisors Ltd, a new company with 'the Network' at its heart! The aim of the Network is simply to spread the knowledge of some of the most experienced resilience practitioners into the business sector. His early career saw early roles managing high-risk operations in the marine oil & gas industry which led to a long & successful career within the emergency services and as the government's first resilience adviser.



Lucia Castro Herrera

University of Agder

Lucia Castro Herrera is a PhD candidate at the Information Systems department at the University of Agder, Norway. Her research interests include crisis, disaster and risk management, social media in the context of crisis communications, logistics, and process improvement. Apart from academia, Lucia counts with professional experience in process improvement and emergency management with international, private, and public organizations in multicultural and multidisciplinary environments.



Marco Lombardi

Università Cattolica del Sacro Cuore

Marco Lombardi, director of Italian Team for Security, Terroristic Issues & Managing Emergencies (ITSTIME) research center, is full professor at the Catholic University of Sacred Heart, where he teaches Crisis management and risk communication, Mass Communication theory, Sociology, Intelligence and counter terrorism, Security policies. He is member of the scientific board of the School of Doctorate, the masters in Cultural Diplomacy and the School of Journalism. He managed several EU founded research projects mainly focused on terrorism, security and crisis management.

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Carlos Mendes

Portuguese National Authority for Emergency and Civil Protection

Carlos Mendes is the Head of Department for risk analysis and emergency planning in the Portuguese National Authority for Emergency and Civil Protection. His activities are currently mainly focussed on prevention and preparedness, at a strategic level, including the implementation of the National Disaster Risk Reduction Strategy. Other fields of action are risk assessment, emergency planning. His activities are currently mainly focussed on prevention and preparedness, at a strategic level, Increase citizens' risk awareness in the face of new risks including the implementation of the National Disaster Risk Reduction Strategy.



Massimiliano Pittore

Eurac Research

Massimiliano Pittore is the research group leader of Center for Climate Change and Transformation. He dedicates his skills, collected throughout a heterogeneous working experience, to devising new approaches and methodologies to consistently, continuously and reliably model and validate exposure, vulnerability and risk (impact) models in the framework of natural hazards. A particular focus of his research lines is on the collection and integration of multi-source information and the probabilistic modelling of physical and societal exposure and vulnerability models over multiple spatial and temporal scales.



Chaim Rafalowsky

Magen David Adom Istrael

Chaim Rafalowsky is in charge of the coordination with the International movement of the Red Cross, preparing for and responding to major disaster, globally and in Israel (e.g. a major earthquake, being Israel a seismic prone area). Specifically, Magen David Adom is working with the Israeli authorities on preparing for receiving international health units in the case of a major EQ affecting the region, with the ambition of reducing the obstacles for these units and their personnel to enter and operate in country. As part of Magen David Adom's preparedness activities we have volunteers trained in need's assessment and the use of the tools of the red Cross movement for disaster management.



Zuzana Stanton-Geddes

The World Bank

Zuzana Stanton-Geddes is a Disaster Risk Management Specialist with the Europe and Central Asia (ECA) region, leading and co-leading regional and country-specific projects in Bulgaria, Croatia, Greece, and Romania. Zuzana has over 10 years of experience working on development projects and analytics related to urban resilience, critical infrastructure, seismic and flood risk management, and post-disaster recovery. While working in the East Asia and the Pacific region (2010-2020), Zuzana has worked on countries including Cambodia, Lao PDR, Myanmar, Indonesia, and China.



Alexandre Oliveira Tavares

Centre for Social Studies University of Coimbra

Alexandre Oliveira Tavares is an associate professor with Agregation in the School of Sciences and Technology. He is a researcher at the Centre for Social Studies, where he has been working in Risk Analysis and Management, Landscape Evolution and Land Use Planning, with focus on susceptibility mapping, natural resources management and public policies. He is a researcher of the Observatory of Risk (OSIRIS) of the Centre for Social Studies. Teacher in the interfaculty Mater in Social Dynamics, Natural and Technological Risks course and in the PhD interuniversity course in Territory, Risk and Public Policies.



Arvi Uustalu

Estonian Rescue Board

Arvi Uustalu works at Estonian Rescue Board, Southern Regional Rescue Service as head of Prevention Bureau. Prevention activities at the regional level cover training and raising awareness of population and communities in the field of fire safety and water safety. Additionally due to the Ukrainan war is lately the main priority for us civil protection, resilience and preparedness activities among civil population and communities in case of massive power outages or war. Estonian Rescue Board is conducting several civil protection information campaigns, early warning system and SMS-alert and sheltering development, crisis planning and formation of crisis teams in communities, survival centers development and other projects. There is good cooperation with University of Tartu in the field of vulnerability of population during crisis for example Builders project.



Merilyn Viin

Development Centre of Võru County

Merilyn Viin is the Welfare Project Manager at the Development Center of Voru, being responsible for the development and coordination of the security field at the county level. Through the work of the county crisis committee, the focus is on increasing cooperation between local governments, solving welfare and security issues. Various projects are carried out in the region, which aim is to raise the general level of crisis preparedness, by doing preventive work through trainings, seminars, and exercises at the level of the local government, communities, and villages. Recent projects: participation in the BuildERS project; contribution to the development of an interactive crisis vulnerability assessment tool; member of the research network Connect4Resilience.



Gerhard Wotawa

GeoSphere Austria

Gerhard Wotawa currently works as Austrian GEO/GEOSS coordinator at the Central Institute for Meteorology and Geodynamics (ZAMG). He is also senior verification expert at the Austrian CTBTO National Data Centre hosted by ZAMG. During recent environmental crisis situations (Eyjafjallajökull volcano and nuclear crisis in Japan), Gerhard Wotawa was responsible for the management of the ZAMG response.

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Gavriil Xanthopoulos

Institute of Mediterranean Forest Ecosystems, Hellenic Agricultural Organization "DEMETER"

Gavriil Xanthopoulos is an associate researcher specializing in forest fires at the Institute of Mediterranean Forest Ecosystems of the Hellenic Agricultural Organization "Demeter". He has been active in European forest fire research for more than 25. His research interests include forest fire policy, fire prevention, fire danger rating, fire behavior, fuel management, firefighting, post-fire rehabilitation, forest fires and climate change, and new technologies in fire management.

Appendix 2: Daniela Di Bucci and Marten Lauri presentations in the fourth CEO meeting

Daniela Di Bucci presentation



1



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Citizens and Civil Protection in Italy



Civil Protection Code (art. 31) → innovative:

- the right of citizens to be informed is recognised → the Components of the NCPS must provide information on risk scenarios and on the organisation of civil protection services in their territory, also to allow the adoption of self-protection measures in emergencies;



- it is stated that, in the same emergency situations, citizens have 'the duty to comply with the provisions issued by the civil protection authorities in accordance with what is provided for in the planning tools'.

3

The Italian experience – some examples

- **not talking about products that the citizen benefits from, but about a citizen involved**

A **roundup** of examples (among many other activities):

- some novelties
- some updates

- «I don't take risks» communication campaign
- 2023 - The comic strip
- Earthquakes in Italy – a travelling Exhibition
- Citizens and Volunteers
- Citizens and IT-ALERT
- Contact Center
- Ukraine emergency
- Disabilities and social vulnerabilities
- Participatory planning

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«I don't take risks»

Io non rischio (I don't take risks, IDTR) is a communication campaign that promotes the sharing of information between citizen and citizen. It is a training process which, through a cascade model, potentially involves all citizens.

Experts → Trainers → Volunteers → Citizens

Volunteers live and work on their own territory, they know it and in turn are known by local institutions and citizens.





The campaign aims to do prevention activities all year round, with many initiatives in the area, through IDTR365

This closeness and sharing represents one of the main values of **Io non rischio** campaign.

5

«I don't take risks» objectives



Two main objectives →

- to **inform and involve citizens** in the process of knowledge and risk mitigation; and, in the process,
- to **expand the training** of civil protection volunteers.

13 editions →

- **tens of thousands** of volunteers trained,
- **hundreds of thousands** of citizens involved.

And thanks to the digital approach these numbers could grow much faster.

The evolution of the campaign



2023 campaign
754 squares
588 municipalities
927 associations
7000 volunteers

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Earthquakes in Italy – a travelling Exhibition

Contents

- The earthquake: what it is and how it is measured
- The major Italian earthquakes from the last century to today
- The prevention of seismic risk
- Civil protection and seismic risk
- Seismic simulators







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Earthquakes in Italy – a travelling Exhibition

- Link with IDTR: in the classic exhibition route → IDTR space
- Space for local government + space to present local plans + customisable spaces for insights from hosts (universities, etc.)
- Basic text to tell how an exhibition helps a community + video
- Before the exhibition → meetings in the territories with civil protection authorities, associations, Region, and school offices; shared calendar of visits

Most recent developments



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Citizens and Volunteers



Civil protection **volunteers** are an important component of the NCPS; **they ensure knowledge of the territory, tools and availability for the community and the common good**. Their role is defined in the Civil Protection Code (Lgs. D. 1/2018).

Voluntary Organisations must be registered:

- to the **Central Directory** (more than 800,000 volunteers in 57 national Associations, with their own local sections; Organisations of national interest);

- to one of the **territorial Directories** of the 21 Regions and Autonomous Provinces (local Associations and municipal, inter-municipal and provincial Groups).

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Citizens and Volunteers

Most recent developments

Future studies:
strategic foresight →role of volunteers
Techniques:
Strategic interviews and Backcasting



Outcomes: priority themes and actions to move closer to desirable scenarios and away from dystopian scenarios



tavolo di lavoro
ESERCIZI DI FUTURO

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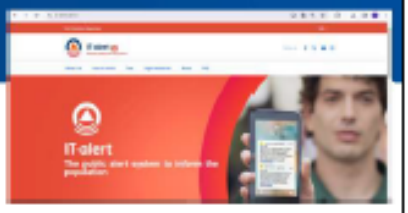
Citizens and IT-ALERT

IT-alert →new **public alert system** that provides immediate information to the population.

It broadcasts alert messages to mobile phones in a specific geographical area in case of upcoming or ongoing major emergencies or disasters.

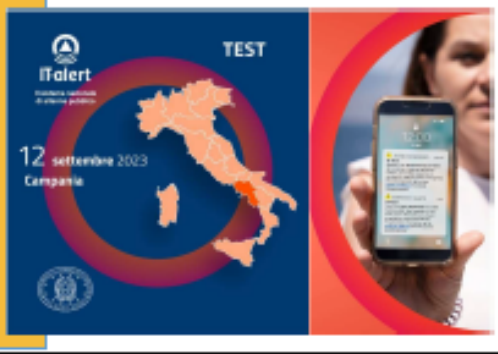
IT-alert is currently in the experimental phase.



Already tested in all Regions
For highlighted risks, operational from February 2024

Risks that will be covered:

- **nuclear accidents** or radiological emergencies;
- major accidents in **SEVESO** plants;
- collapse of a large **dam**;
- **volcanic activity**, relating to the volcanoes Vesuvius, Campi Flegrei, Vulcano and Stromboli;
- **tsunami** generated by an earthquake;
- **heavy rainfall**.



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Citizens and IT-ALERT

IT-alert
Sistema nazionale di allarme pubblico

- Communication campaign → example of citizen integration → test Region by Region
- Involvement of local media
- FAC available
- Questionnaires: the citizen as an active part to improve the service
- Linked to a call for action since the beginning
- Capillarity on the territory
- Risk and emergency communication: also in the materials, videos, etc. the contents to learn the behaviour after the IT-ALERT notification refer to IDTR campaign

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Contact Center 800 840 840

citizen response service



The Contact Centre is an information service for citizens and does not replace the traditional emergency numbers (112, 113, 115,118)

It integrates several contact tools:

- toll-free number 800 840 840
- web form "Write to the Contact Centre"
- email
- certified email
- letter

Monday to Saturday, 8 a.m. to 8 p.m.
In crisis or emergency situations → h24/7
Also from abroad → 0039 0662289766 (chargeable)

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Contact Center 800 840 840



Since 2009 in the L'Aquila emergency
Since 2011 as Civil Protection service

Example of queries in ordinary time

October 2023 - Total: 1456

- ✓ **Toll-free number → 1.083**
- ✓ **Web form → 192**
- ✓ Email → 73
- ✓ Certified email → 33
- ✓ Voicemail → 25
- ✓ Letter → 1

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Ukraine emergency

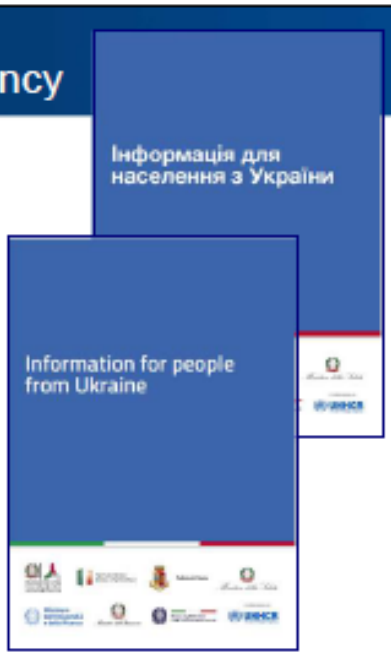
Ukraine citizens in Italy

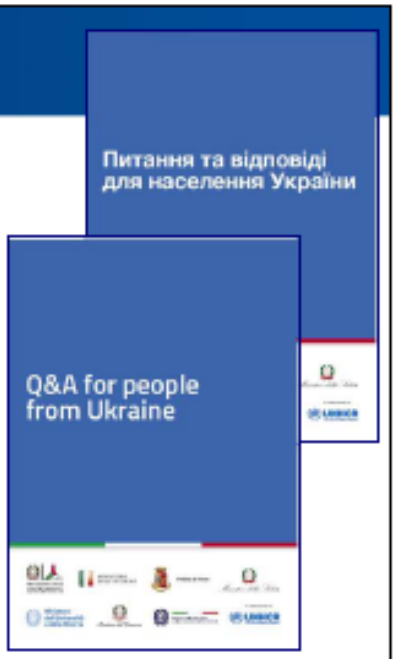
Information

- Reception
- Temporary protection
- Assistance
- Health care
- Education
- Work
- Utility numbers

Frequently Asked Questions







https://emergenze.protezionecivile.gov.it/it/umanitarie/

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Disabilities and social vulnerabilities

Abili a Proteggere (Able to Protect) is a project of the Civil Protection Department aimed at study, research and planning activities on the theme of disability in the field of Civil Protection

- *Implemented with the collaboration of the Social Cooperative Europe Consulting Onlus*
- *Since 2004*





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https://www.abiliaproteggere.net/

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Disabilities and social vulnerabilities

Abili a Proteggere - Examples

Translation into Sign-Language of the "I don't take risks" campaign and subsequent production of specific videos

Disability-inclusive Phlegrean Fields Bradisism Communication Plan

Participatory planning project in **Bagnara Calabra** municipality (Southern Italy) with a focus on the most vulnerable population groups



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Participatory planning

Lgs.D. 1/2018 Italian *«Civil Protection Code»*

Art. 13 →
The National Service promotes initiatives aimed at **increasing the resilience** of the communities, **encouraging the participation** of citizens, individuals and associates, including through professional training, civil protection planning [..], and the dissemination of knowledge and of civil protection culture.

Art. 18 →
The participation of citizens, individual or associated, **is ensured in the process of civil protection planning** [..]

Land management and protection and restoration plans and programmes and other areas of **strategic territorial planning must be coordinated with civil protection plans** in order to ensure consistency with the risk scenarios and operational strategies contained therein.

Methodology for participatory processes


1 Information


2 Participatory risk mapping and walks


3 Shared actions

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cima
OBSERVE TO PREDICT
PREDICT TO PREVENT

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Participatory planning

- application to a municipality: Bagnara Calabra (Southern Italy)
- involvement of the population
- active contribution of local community knowledge
- building of collaboration between administration and stakeholders
- content related to the theme of disability
- strengthening of local resilience through the development of support and community networks



Most recent developments



https://www.abiliaproteggere.net/2023/10/13/bagnara-calabra-tre-giorni-per-la-pianificazione-di-protezione-civile-partecipata/

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Final remarks



How can citizens be further involved?

- Improving the **communication strategy** → bringing civil protection to citizens' places (e.g., Book Fair, Science Festival, etc.)
- Finding points of contact between civil protection and **cultural topics** → general culture books as a link to/with civil protection topics
- Investigating the contribution of **social sciences** (sociology, psichology, behavioural science, etc.) in understanding social dynamics and the participation of individual citizens in the civil protection system



Food for thoughts...

Thank you for your kind attention

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Marten Lauri presentation

REPUBLIC OF ESTONIA
MINISTRY OF THE INTERIOR

CIVIL SOCIETY & CRISIS

Practices of engagement and empowerment of civil society in Estonia

2024

The story in 2020



27.02
1st COVID diagnosis

12.03
State of emergency

15.03
Hack the Crisis hackathon

Many in need,
even more offering help, but

1. Which platforms are safe and recommendable by the state?
2. How to ensure thought-through volunteer engagement?
3. How to ensure the safety of volunteers and the people in need?

Photo: Tartu Postimees, Lii Rannik

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Variety of choices: some examples

Vabatahtlike Värav
- Volunteering opportunities
- Guidelines to volunteers and organisations

Helpific (Community Helps)
- Bringing together people in need and volunteers

Victim Support
- Help from counselling and family therapy to women's support centres and helplines

Sinuabi
- Christian spiritual help

Child helpline
- Social and crisis councelling to children in need

Pakun abi
- Database of businesses offering help to Estonia

Peaasi
- Mental health advice

National helpline 1247
- Psychological first aid

Armastan aidata
- Donation platform

VAAB
- Temporary help to hospitals

Estonian Refugee Council
- Peer-to-peer opportunities for housing, working etc

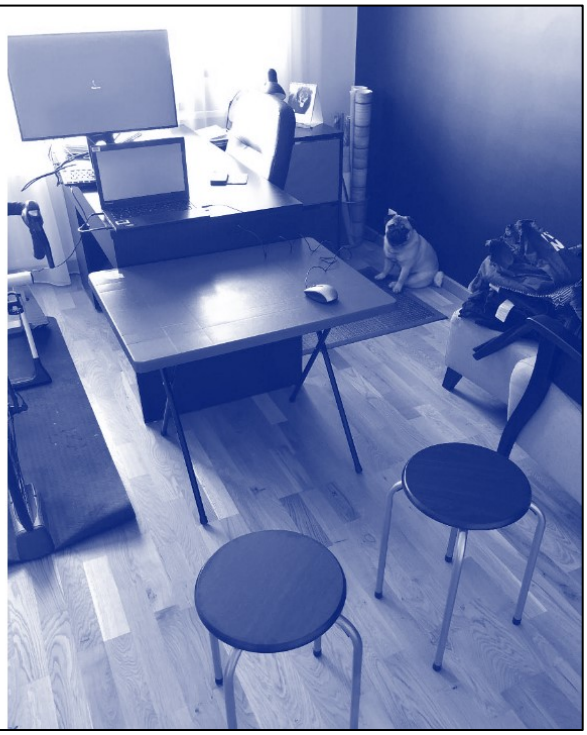
And many others...

Ministry of the Interior

3

Solution 1: Crisis Network

- Weekly civil society crisis network meetings the next week since the state of emergency
  - Estonian Red Cross
  - Estonian Rescue Association
  - Estonian Rescue Board
  - Estonian Village Movement Kodukant
  - Network of Estonian Nonprofit Organisations
  - Police and Boarder Guard etc
- Valid and controlled weekly information regarding COVID-19 situation
- Talking points regarding engaging volunteers
- Model on engaging civil society into crisis management
- Focus on UA refugee crisis 2022–2023



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Solution 1: Crisis Network





Ministry of the Interior

The story in 2022

- Volunteers helping refugees arrive to Estonia
- Volunteer information points in different regions
- Volunteers collecting computers for refugees
- Facebook group for helping refugees



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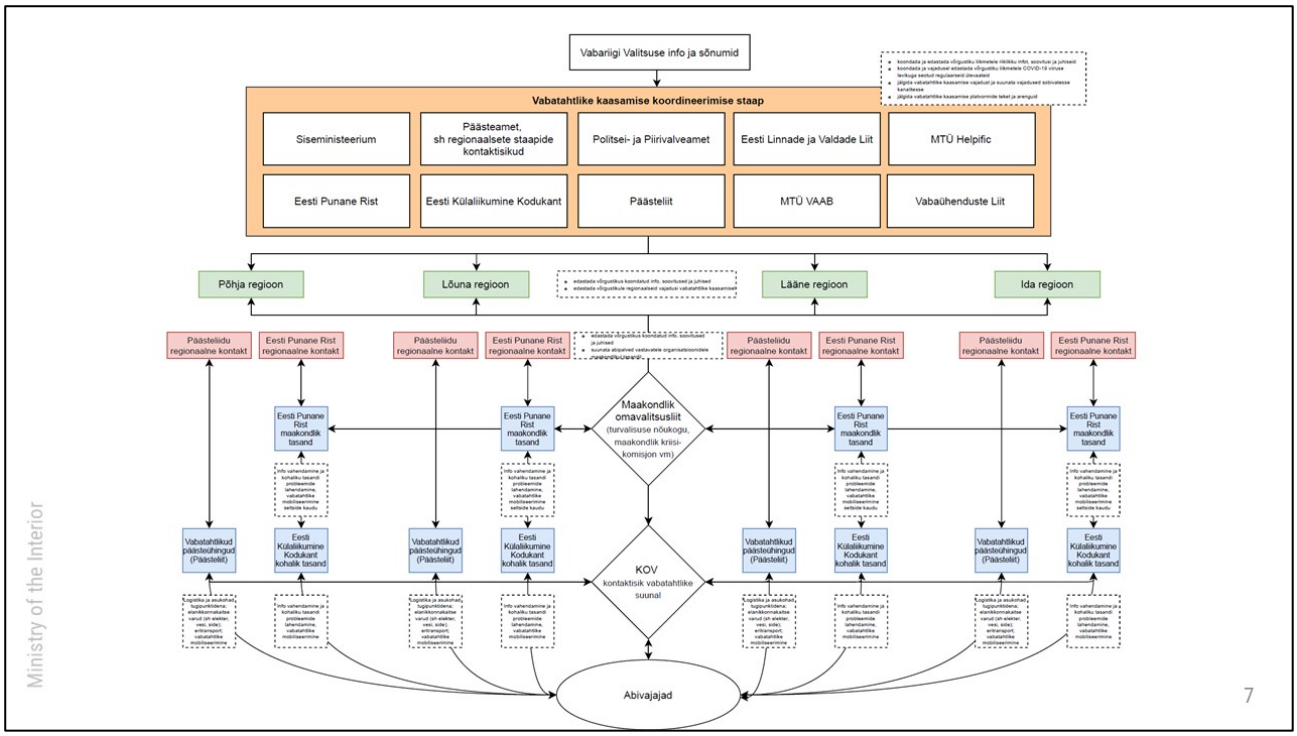

Solution 2: Strategic partnership

- Estonian Village Movement Kodukant
  - Filling in the local and regional (county) level responsibilities in crisis network
  - Finding and naming community representatives participating at local and regional level
  - Rising awareness of individuals on community level (in partnership with Rescue Board)
- The Association of Estonian Folk High Schools in co-operation with Network of County Development Centres
  - Filling in the coordinator responsibilities in crisis network
  - Rising the preparedness of communities
  - Rising the awareness of members of local or regional crisis committees

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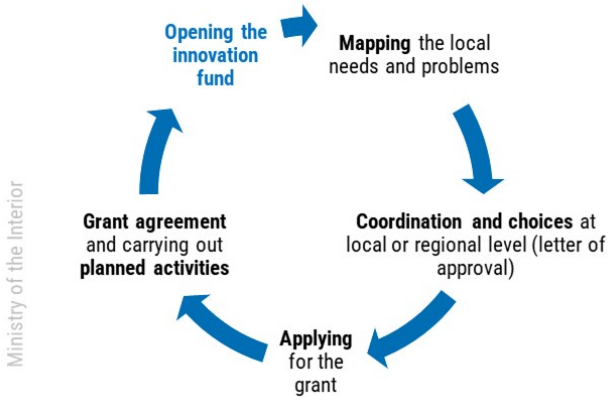
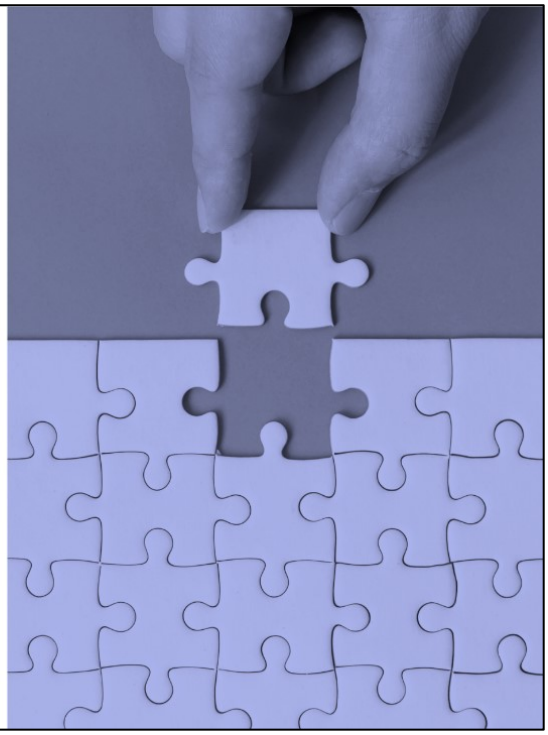
Solution 3:
Civil society innovation fund

- Aims to implement community-based approach at local level
- Focus in 2023–2024:
  - Mapping the needs for civil protection
  - Solving the needs at local level



Ministry of the Interior



Examples from 2023:
Civil society innovation fund



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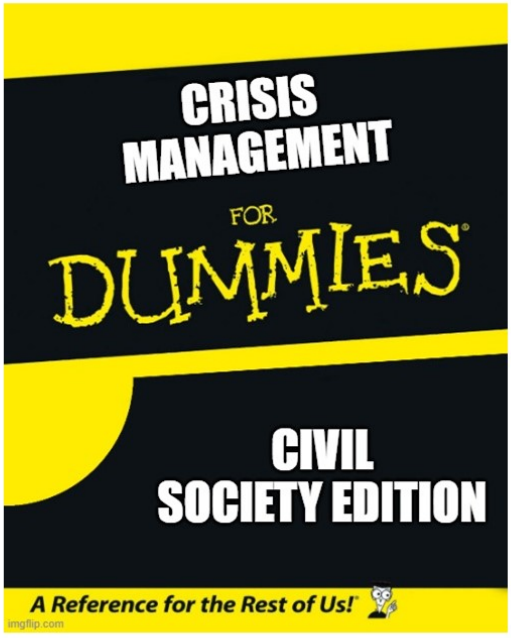
Key challenges: How to…

- … encourage civil society organisations to take responsibility?
- … motivate civil society organisations between crisis?
- … keep the „phone-book“ up to date?



Ministry of the Interior

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Thank you!

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