CARISMAND Newsletter #4
April 2017 – June 2017
CARISMAND has been implemented for more than 18 months under the coordination of the University of Groningen, the Netherlands and with the active involvement of its 19 project partners from 11 countries.

For this year and a half, the CARISMAND Consortium has successfully implemented a line of public events, workshops, and consortium meetings and has advanced in the research on key topics such as actors and policies in disaster management, risk perception and risk cultures, risk communication, citizens’ rights and empowerment, and the use of technologies in case of disaster.

We are now a step closer to fulfilling the CARISMAND Toolkit – a main output of the project which will assist both formal and informal actors in disaster management, as well as citizens.

Check our progress at [http://www.carismand.eu/](http://www.carismand.eu/)
Building up CARISMAND Knowledge on Risk Perception and Risk Cultures

As a key task under CARISMAND Work Package 4, “Risk Perception and Risk Cultures”, the team of the University of Novi Sad has been developing a multi-disciplinary overview of the existing knowledge about the individual and cultural factors that may shape and influence citizens’ risk perceptions in the context of man-made, natural and technical disasters.

In June 2016 they shared their advance in assessing the concepts of risk perception and building the theoretical foundations of their work. They have discussed the influence of various individual factors on citizens’ risk perception in the context of different disasters. (You could find the report D4.1 “Mapping Risk Perception Concepts in the Context of Disasters” here).

Their second report, completed in October 2016, takes the team’s research a step further and looks from a broader cultural perspective. It is considered that when exposed to certain risks or disasters, people tend to employ local, culturally specific, processes in their preparedness, response and recovery from a disaster and these processes are not always adaptive. Therefore, in order to understand citizens’ behaviours in the context of disasters, the report aims to provide understanding on the socio-cultural factors that guide those behaviours and affect people’s risk perception.

Find out more in the full text of the Summary of Report D4.2 ‘Report on ‘risk cultures’ in the context of disasters’, available here.

The University of Novi Sad Team looks into several cultural factors in this context, such as:

- social vulnerability, which refers to the social groups’ susceptibility to the impact of hazards, as well as their ability to adequately recover from them (Cutter & Emrich, 2006);
- values and beliefs which also affect risk perception; for example, the team has identified a number of studies showing that stronger religious beliefs are related to a lower level of perceived risk (Billing, 2006; Sachdeva, 2016);
- trust in authorities - an important factor that influences public communication about risk.

This project has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 653748.
Best Practices in Disaster Risk Reduction Technological Tools Tested by EMSC

Technology has become key to disaster management and disaster risk reduction. The team of the Euro-Mediterranean Seismological Centre (EMSC) has been investigating on the use of technology by citizens and disaster managers in disaster situations and the cultural factors related to the technology adoption and use. Their most recent work is focused on best practices to improve disaster risk reduction technological tools, particularly used in the events of earthquakes, and support disaster management that is culturally aware.

After an earthquake, quickly accessing information is necessary for citizens. The EMSC has developed a mobile application, LastQuake, as part of their earthquake rapid detection and information system. LastQuake provides users with timely information about felt earthquakes around the world and allows eyewitnesses to share their experience. As such it is useful for the scientific community (looking for situation awareness and effects) but also for citizens and disaster managers.

The EMSC has also developed post-earthquake safety tips which were identified through a benchmark of commonly agreed upon safety rules and presented in a visual way thanks to cartoons.

Another best practice tested by the EMSC is a safety check feature of LastQuake which was designed after a study of pre-existing similar tools such as Facebook’s safety check and Google’s Person Finder. The goal was to develop a complementary tool to them, as not all citizens use social media and instead focus on text messaging of SMS. In result, safety checks have been triggered for 19 earthquakes during the four-month testing period. 141 users took advantage of this feature to send SMS to their relatives to reassure them.

Other findings shared by the EMSC Team could be found in the summaries of their deliverables published here.
Risk Communication and the Role of Media

CARISMAND research on “Risk communication and the role of the media in risk communication” is led by the “Mihai Viteazul” National Intelligence Academy (MVNIA) undertaking Work Package 8. MVNIA Team has already delivered their first report which provides a multi-disciplinary overview of existing knowledge on cultural factors that shape and influence citizens’ risk perceptions, emotions, and risk behavior in the context of man-made, natural, and technical disasters.

The aim of their study was to explore to what extent the effect of culturally-informed risk perceptions are known and taken up by disaster managers in their risk communication, and how – in turn – their own cultures (i.e. cultural aspects within disaster management units) influence the effectiveness of disaster preparedness, response and recovery. The report also explores cultural dimensions and cultural variables that are, or can be, used for capacity building, defining, and enhancing the specific cultural ties between disaster managers and disaster victims.

MVNIA Team has identified that most important cultural features of the 21st century risk society that communication strategies during risk and crisis situations should take into account include the lack of trust in established authority (that especially youth in urban environments seem to share in many parts of the globe), the way cultures of disaster become cultures of resilience based on coping strategies displayed by target population through participation, grass-root initiatives, family self-help, or the fact that cultural frames we share encourage a fictional presence of crisis and disaster in our everyday lives through the entertainment industry etc.

It was concluded that there is a considerable interplay between the culture of disaster managers, the internal culture of organizations, and the culture of the target groups.

At the current stage of their work, the MVNIA Team is focused on the role of the media in risk communication. Quite a lot of information is already collected and focus is placed on a particular case from the recent history of Romania.
Synthesis of CARISMAND Results

CARISMAND research results are being synthesised over the project’s life-time in order to create an active feedback-loop between disaster management stakeholders and citizens and facilitate the establishing, testing and refining of solutions for culturally informed best practices in disaster management. This task is undertaken by the team of Law and Internet Foundation (LIF), Bulgaria within Work Package 11.


WP11 team is also engaged in the preparation of Briefs for Citizen Summits and Stakeholder Assemblies. They have already provided updates for the upcoming Third Citizen Summit in Rome (17 June 2017) and Fourth Citizen Summit in Frankfurt (24 June 2017).

Each Citizen Summit brief contains a summary of CARISMAND project’s development up to the current point and the relevant stages to the respective Citizen Summit, based on partners’ feedback and submitted deliverables. Then the significant findings from previous Summits are emphasized. For example, significant results from the First Citizen Summit (09 July 2016, Bucharest) include:

- strong lack of awareness about disaster guidelines and procedures;
- distrust amongst some of the participants towards authorities which may hinder authorities’ ability to respond effectively to the disaster, and undermine individuals’ willingness to help;
- identified need for education and awareness of disasters with the use of simulations and provision of information campaigns and training courses, not only from an early age but also for adults who show an interest in this; and other findings.

Among the significant findings of the Second Citizen Summit (16 July 2016, Malta) are:

- strong lack of knowledge about what to do in case of disaster;
- perception of preparedness as a shared responsibility between authorities and citizens;
- identified higher risk of man-made disasters than of natural disasters due to unknown and unintended side effects of new technologies in combination with an increasing population density as being likely causes of man-made disasters; and more.

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The findings under WP11 are available on the CARISMAND project website.
CARISMAND Toolkit Evolutionary Design Completed

Following two dedicated workshops (in Vienna, 15-16 May 2017, and Rome, 23-24 January 2017) with brainstorming sessions and months of research work and contribution from all partners, the evolutionary design of CARISMAND Toolkit is now completed.

CARISMAND Toolkit is a key output of the project. It will be composed of two main components:

- a formal set of recommendations for stakeholders at all levels (disaster managers, policy makers, citizens) that include the implementation and/or improvement of policies and guidelines, educational measures, and a roadmap for further knowledge transfer activities;

- a comprehensive “cultural map” for formal and “informal” disaster managers as well as for interested citizens which is available online, downloadable, and adaptable to their individual or institutional needs; all together referred to as the CARISMAND Toolkit.

To achieve its goals, the toolkit will take the form of a web portal on the Internet. All the contents of the web portal will be searchable and search engine optimization techniques will be applied to the portal. The Cultural Map, the recommendations and as much of the web portal functionality as feasible will also be made available in an off-line form capable of being stored on a CARISMAND-branded USB memory stick or other memory device which can be physically given to stakeholders during dissemination events.

The design of the CARISMAND Toolkit also includes a plan of dissemination and exploitation activities and measures, designed to target each stakeholder group separately, in accordance with its needs, thus ensuring the long-term sustainability of the CARISMAND Toolkit.

The Toolkit has been developed under CARISMAND Work Package 9 lead by SMURD Foundation, Romania.

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**Toolkit Workshops So Far**

- **23-24 January 2017, Rome**
- **15-16 May 2017, Vienna**
CARISMAND Presence at a GFDRR Workshop

CARISMAND project was represented at a workshop which took place on 3 April 2017 in Rome and was dedicated to a GFDRR flagship report, Unbreakable: Building the Resilience of the Poor in the Face of Natural Disasters, and the latest GFDRR initiative: The City Resilience Program.

The Unbreakable report proposes a “resilience policy” package that would help poor people cope with the consequences of adverse weather and other extreme natural events. This includes early warning systems, improved access to personal banking, insurance policies, and social protection systems (like cash transfers and public works programs) that could help people better respond to and recover from shocks.

CARISMAND was presented by Gabriele Quinti from the Laboratory of Citizenship Sciences (LSC), Italy who briefly explained highlights of the project.

Source: GFDRR

Note: The Global Facility for Disaster Reduction and Recovery (GFDRR) is a global partnership that helps developing countries better understand and reduce their vulnerability to natural hazards and climate change.

Find more at: https://www.gfdrr.org/

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CARISMAND Presented at the ENNA Conference 2017

CARISMAND partners presented the project at the European Emergency Number Association Annual Conference which took place on 5-7 April 2017 in Budapest, Hungary.

During his presentation, Rémy Bossu from the EMSC showed the importance of timely detection for earthquake risk reduction and explained how EMSC’s system works. He demonstrated the benefits of the development of the LastQuake smartphone app. The key findings from LastQuake developments within CARISMAND Task 3.3 ‘Testing Best Practices: the Case of Earthquake’ (implementation of the safety check and of the safety tips) were also presented.

The EMSC Team shared some of the findings of CARISMAND project and enjoyed the networking opportunity to meet interesting actors, emergency managers, researchers, as well as tech companies and authorities’ representatives. (Key Correspondent - Laure Fallou, European-Mediterranean Seismological Centre (EMSC), France)

CARISMAND was represented also by the Romanian Special Telecommunications Service - the central specialised structure, with legal status, which organises and coordinates the activities in the special telecommunications field for the Romanian public authorities and other users.
Events in April and May Organised by the Civil Protection of Municipality of Florence

In April the Civil Protection of Municipality of Florence organised a line of interesting events specifically designed to raise awareness on good practices in civil protection among local residents, students, and foreign visitors in Florence.

- **School Awareness Campaign on civil protection, 7 April 2017** at Marconi primary school in Florence - helping students gain knowledge on good practices in civil protection through information leaflets in Italian language.

- **Scoppio del carro, 16 April 2017** - a historical event (“Explosion of the Cart”) held on Easter Sunday on which a cart, packed full of fireworks and other pyrotechnics, is lit and provides a historic spectacle in the civic life of the city. The team of the Civil Protection of Municipality of Florence, together with volunteers, presented good practices in civil protection to local citizens and visitors.

- **Awareness campaign on civil protection, 17-21 April 2017 and 24-28 April 2017** - informative leaflets of the Civil Protection of Municipality of Florence distributed in the main squares and streets of the old town of Florence, encouraging good practices in civil protection.

On 30 May 2017 the Civil Protection of Municipality of Florence organised an **earthquake drill** for primary schools in Florence.

The drill simulating earthquake emergency took place at the premises of the “Compagni” and “Carducci” schools. A total of 1500 people - students, teachers, and staff from the schools – took part in the drill.

Such simulations are important part of the civil protection’s risk communication with the local population. In May 2016 they have organised a **flood drill** with the residents of the Romito-Vittoria-Statuto zone which received great interest from the community.

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For more details, follow the [website](#) of the Civil Protection of Municipality of Florence.
CARISMAND Toolkit and Cultural Map are key outputs of the project implementation. They will provide formal and “informal” disaster managers as well as interested citizens with recommendations and practical guidelines for incorporating the knowledge on citizens’ cultural specifics into disaster preparedness, crisis response and recovery. The products will be made available online, downloadable, and adaptable to the individual or institutional needs of the stakeholders.

The development of CARISMAND Toolkit is undertaken by SMURD Foundation, leader of Work Package 9, and supported by all project partners.

The Second Toolkit Workshop consisted of a series of brainstorming sessions and was joined by 15 team members who contributed for the advance of the Toolkit development by sharing most recent research results, observations, and recommendations.

CARISMAND Steering Committee Meeting in Brussels, June 2017

The meeting aimed to monitor the project progress, discuss on any matters arising from individual work packages, and prepare for the milestones to come. This Steering Committee Meeting preceded the two Citizen Summits which took place in the following weeks. Final matters on the organisation of the events were discussed. Furthermore, the project team advanced also on the development of CARISMAND Toolkit and Cultural Map – key outputs of the project.

The meeting was attended by 23 team members.

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The next SCM is planned to take place in November in Sofia, Bulgaria.
CARISMAND Third Citizen Summit
Rome, 17 June 2017

The third out of six Citizen Summits planned within CARISMAND project took place in Rome on 17 June 2017. The event followed the format of the First and Second Citizen Summits which were held in July 2016 in Bucharest and Malta.

Participants were first introduced to the concept of CARISMAND project and the three phases of disaster management – preparedness, response, and recovery. Then they were invited to share their experience and opinion on a set of questions, using a voting system for real-time response. The questions related both to attendees’ past experience and to their risk perception, and attitudes towards the use of different technologies in the case of disaster.

In the second half of the day participants were allocated into 10 discussion groups within which specific cases of disaster management practices were tackled in depth.

The Citizen Summit in Rome was finalised with a recap of the day and summary of the voting results from the morning session which were compared with the results from the Citizen Summits in Bucharest and Malta.

The event was chaired by Prof. Noellie Brockdorff and Dr. Sandra Appleby-Arnold from the University of Malta, and Celia Callus from Nutcracker Research Ltd, UK.

CARISMAND Citizens Summits are events which seek the opinion of local residents in different parts of Europe on disaster-related topics. The discussed topics in focus are based upon particular disaster risks that are prevalent in the respective locations. They place at the centre of attention specific aspects that affect culturally informed disaster risk perceptions. The main purpose of each event is to collect enough quantitative and qualitative data in order for CARISMAND team to undertake a comprehensive analysis of the citizens’ reactions and opinions on the topics discussed.
CARISMAND Fourth Citizen Summit, 24 June 2017, Frankfurt

Each Citizen Summit deals with a number of specific topics related to different types of disasters and places at the centre of attention particular aspects that affect culturally informed disaster risk perceptions. During each event quantitative and qualitative data is also collected which will allow the CARISMAND team to undertake a comprehensive analysis of the citizens’ reactions and opinions on the topics discussed.

In 2017 CARISMAND project has reached to the Third and Fourth Citizen Summits. The Third Citizen Summit was held on 17 June 2017 in Rome and gathered 106 local residents around topics of crucial importance in crisis situations.

A week later - 24 June 2017, the Fourth Citizen Summit invited people in Frankfurt to share their experience and opinion on issues of disaster preparedness, response, and recovery. Following the format of the previous Citizen Summits, the event combined presentations with real-time voting system to receive instant responses from the audience, and also engaged the attendees in group discussions focused on particular cases of disaster situations.

In the end of the day participants were informed on the results of their voting, and could compare them with the answers received in previous Citizen Summits.

A total of 109 citizens took part in the Frankfurt Summit.

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The event was chaired by Prof. Noellie Brockdorff and Dr Sandra Appleby-Arnold from the University of Malta, and Celia Callus from Nutcracker Research Ltd, UK.

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Follow CARISMAND News and Views section for information on all upcoming public events and most recent findings.
PAST EVENTS
- Second Toolkit Workshop, 15-16 May 2017, Vienna
- Steering Committee Meeting, 5-6 June 2017, Brussels
- Third Citizen Summit, 17 June 2017, Rome
- Fourth Citizen Summit, 24 June 2017, Frankfurt

UPCOMING EVENTS 2017
- Steering Committee Meeting, 9-10 November 2017, Sofia

STAY TUNED FOR EVENTS IN 2018
- Third Stakeholder Assembly
- Fifth and Sixth Citizen Summits
- CARISMAND Final Conference

For more information please contact us at: office@carismand.eu