



Deliverable D3.1

Formation of the Civil Society Advisory Board

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Project details

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Consortium – List of partners

Partner no.	Short name	Name	Country
1	UIC	UNION INTERNATIONALE DES CHEMINS DE FER (COORDINATOR)	France
2	CBRNE	CBRNE LTD	UK
3	PPI	POPULATION PROTECTION INSTITUTE (MINISTRY OF THE INTERIOR OF THE CZECH REPUBLIC)	Czech Republic
4	DB	DEUTSCHE BAHN AG	Germany
6	UMU	UMEA UNIVERSITET	Sweden
7	DHPOL	DEUTSCHE HOCHSCHULE DER POLIZEI	Germany
8	RINISOFT	RINISOFT LTD	Bulgaria
9	WMP	WEST MIDLANDS POLICE AND CRIME COMMISSIONER	UK
10	ETICAS	ETICAS RESEARCH AND CONSULTING SL	Spain
11	SESU	STATE EMERGENCY SERVICE OF UKRAINE	Ukraine
12	PHE	DEPARTMENT OF HEALTH	UK
13	SPL	STATE POLICE OF LATVIA	Latvia
14	AGS	AN GARDA SÍOCHÁNA – NATIONAL POLICE FORCE IRELAND	Ireland
15	FFI	FORSVARETS FORSKNINGSINSTITUTT	Norway
16	NPH	KOMENDA GŁÓWNA POLICJI	Poland

Executive summary

Deliverable 3.1 describes the “Formation of the Civil Society Advisory Board (CSAB)” due by the end of M4 (August 2019) and includes as Appendices the CSAB Terms of Reference.

During the early months, the CSAB focused on continuing to seek signed Non-Disclosure Agreements (NDAs) from all those organisations who have signed Letters of Intent (LoI).

Several meetings with the CSAB members have been organised since then, and the recruitment process is ongoing. As of M18 (October 2020), the PROACTIVE CSAB counted 34 members.

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1. INTRODUCTION

The European Union (EU) has developed an action plan to enhance the preparedness of First Responders, Government agencies, other interested parties and the public against chemical, biological, radiological and nuclear (CBRN) security risks. Another aspect of the action plan is to increase the overall Security Union approach to fighting crime and terrorism. The EU funded project PROACTIVE (PReparedness against CBRNe threats through cOmmon Approaches between security praCTItioners and the Vulnerable civil society) aims to enhance societal CBRNe preparedness by increasing practitioner effectiveness in managing large, diverse groups of people in a CBRNe environment.

There is a potential disconnect between how Practitioners treat affected individuals and members of the public during and after a major incident of whatever nature, and the expectations of the public in the modern social media conscious world we live in. Practitioners may adopt a lowest common denominator attitude, thereby failing to take account the needs of specific societal groups. This can lead to discord and conflict between the groups, difficulties in managing the events and challenging public enquiries.

There are many instances of this, particularly around major incidents and terrorist atrocities. There may be an expectation from some members of the public that answers are forthcoming within minutes, first aid can be administered within a very short space of time, and that armed response teams will arrive immediately and neutralise the perpetrators within minutes.

The realities are very different, so this project seeks to bring together Practitioners and Civilians. The latter will include the vulnerable such as individuals with a disability, young, infirm, senior citizens and even non-native speakers who cannot speak or comprehend the local language. The objective will be to understand each of their expectations and perspectives, and to look to develop real world understanding and strategies to resolve any differences. To facilitate this process a Civil Society Advisory Board (CSAB) is being formed and this Deliverable 3.1 sets out the structure and profile of the CSAB.

2. THE STRUCTURE OF THE CIVIL SOCIETY ADVISORY BOARD (CSAB)

The PROACTIVE consortium partners have exploited their significant access to a network of civil society stakeholders across the EU in order to populate the CSAB. This network of contacts includes organisations for the blind, the deaf, senior citizens, children¹, the physically disabled, mental health organisations, local authorities, resilience teams, etc., who may be affected in the event of a CBRNe incident.

The CSAB will be maintained during the whole duration of the project and will have an ancillary role in advising and providing inputs to various key tasks of the project.

3. CSAB RECRUITMENT

There is a three phased approach to the creation of the CSAB, for which all members of the consortium will be involved:

Phase 1: Letters of Intent signed prior to submission;

Phase 2: Following the project start date, an initiative is ongoing for all consortium partners to encourage additional organisations to join the CSAB;

Phase 3: Organisations are encouraged to sign a Non-Disclosure Agreement, to ensure official acknowledgement of an organisation's wish to participate in the CSAB.

3.1. Phase 1

During the proposal phase of the project, many civil society organisations already disclosed their support for PROACTIVE by signing a Letter of Intent to participate in the project. The initial list of organisations who signed a Letter of Intent can be seen in Table 1.

Table 1 Organisations who signed Letters of Intent

	Organisation Name	Country	Vulnerable group represented
1	Czech Blind United (SONS)	Czech Republic	Blind

¹ In PROACTIVE a child means a human being below the age of eighteen years.

2	European Blind Union (EBU)	France	Blind
3	German Federation of the Blind and Partially Sighted (DDSV)	Germany	Blind
4	BAGSO Bundesarbeitsgemeinschaft der Senioren-Organisationen	Germany	Senior Citizens
5	BVKM Bundesverband für körper- und mehrfachbehinderte Menschen	Germany	Persons with Disabilities
6	Deutsche Kinderhilfe e.V.	Germany	Children
7	Hungarian Federation of the Blind and Partially sighted	Hungary	Blind
8	Blindrafelagio Icelandic Association of the Visually impaired (BIOVI)	Iceland	Blind
9	Union of the Blind Montenegro	Montenegro	Blind
10	Spanish International Federation of Persons with Physical Disability (FIMITIC)	Spain	Persons with Physical Disabilities
11	Spinal Cord Injury Foundation (FLM)	Spain	Persons with Physical Disabilities

3.2. Phase 2

Following the commencement of the project new organisations have been contacted in order to get them to participate in the CSAB. The organisations that have been contacted on a European level have also been asked to indicate national organisations who may be interested to join. In particular, organisations in countries where PROACTIVE exercises are planned to be conducted (Italy, Germany, Poland and Belgium) have been targeted. Partners in the project have been encouraged to look for organisations in their different networks.

3.3. Phase 3

Firstly, those parties that signed a Letter of Intent (LoI) were contacted and informed of the successful bid and invited to confirm their continued support to the project by signing a Non-Disclosure Agreement (NDA), with a view to acknowledging their participation for the three-year life span of the project. An example of the confirmation letter is shown in Appendix A.

Then, the new organisations who were contacted by consortium partners to join the CSAB and responded positively were also asked to sign the NDA.

Presently there are three organisations that have signed the NDA. The figure is expected to expand, from not only the outstanding members from the LoI list as well as new contacts, but also as knowledge of the project permeates the EU and more interest groups seek to participate.

Table 2 Organisations that have signed a Non-disclosure Agreement (NDA) by M4

	Organisation Name	Country	Vulnerable group represented
1	CNSE (National Confederation of the Deaf of Spain)	Spain	Deaf
2	Hungarian Federation of the Blind and Partially Sighted	Hungary	Blind
3	Union of the Blind Montenegro	Montenegro	Blind

Two challenges have arisen regarding the participation of the organisations: legal signatories as a representative for the organisation and the inclusion of assistants within the NDA.

With regards to legal signatories, the main question concerned the designation of a singular person to the advisory board. The PROACTIVE NDA does indeed ask for a single person to be assigned to the role of “advisor to the advisory board.” This was not what certain organisations intended, as they wanted to be able to send any representative from their organisation to participate in PROACTIVE activities. After consulting with PROACTIVE legal experts, it has become clear that an NDA covers the entire organisation and all their members/employees. Thus, the individual person who is declared “advisor” is not the only person who is benefiting from the NDA and the PROACTIVE opportunities.

The question concerning the inclusion of assistants was raised because certain organisations would like to send a representative with a disability and some of those representatives require of a personal assistant. Whether the assistant needs to sign an NDA was then queried and it was agreed that this depends on whether the assistants are an employee within the organisation. If they are part of the organisation, then the assistants are covered by the organisational NDA. However, if they are a third party, they will also need to sign an NDA. At the present, two organisations have asked the question

about assistants and we believe solving this issue is important in order to increase the CSAB membership.

For members of the CSAB to fully understand their participatory role and required activity in the project, Terms of Reference (ToR) for the CSAB have been drawn up and circulated to the Members. These ToRs are set out in Appendix B.

4. THE CSAB SUB-GROUP

Due to the limited number of members in the CSAB at present, no sub-groups have been formed, however if the number of members increases, it will be necessary to create sub-groups for more effective participation. The purpose of the sub-groups is to provide a clear representative for each of the categories identified, for example, the elderly, the deaf, the vision impaired etc. It is expected that during different stages of the project, in particular the planned exercises, the CSAB will be more active and their participation will be invaluable.

5. THE WORK OF THE CSAB

Within PROACTIVE there will be suggestions for developments and improvements in the way practitioners or first responders interact with public citizens as part of CBRNe incident response. Such suggestions will be discussed with the CSAB via e-mail, online focus groups, questionnaires and/or physical meetings in order to ensure PROACTIVE outcomes are in line with the expectations and needs of vulnerable groups of citizens.

PROACTIVE will ensure the active engagement of civil society organisations and representatives of vulnerable groups well before the joint exercises. The engagement will be achieved through at least one major pre-exercise workshop involving representatives of vulnerable groups from the countries that will host the exercises (Italy, Germany, Belgium and Poland). Teleconferencing or similar technology may be used for the workshop in order to reduce the burden of travel on representatives of vulnerable citizens.

Further, work within PROACTIVE will also use a survey approach, undertaken by members of the consortium in their own countries, to analyse the needs and expectations of vulnerable citizens. The survey will be conducted in different European countries, focussing upon those represented in the PROACTIVE consortium. Since representative multinational surveys among vulnerable groups face a lot of severe methodological problems and challenges (vulnerable groups often also being hard-to-reach populations at the same time), surveys will be addressed to representatives from civil society organisations and experts from relevant professions (such as health care or social work) that can represent these vulnerable categories in a standardised survey. The survey will focus on:

- Vulnerable citizens' needs/perceived needs regarding information in the preparedness stage;

- Vulnerable citizens' needs/perceived needs with regards to information in a situation of response to an imminent CBRNe threat situation;
- Vulnerable citizens' (perceived) information needs in a recovery situation after a CBRNe incident;
- Vulnerable citizens' (perceived) needs with regards to scene management, evacuation, etc.;
- Tools preferred for communicating information; access to a mobile device, internet connection, audio required, sign language videos required, etc.;
- Perceived gaps between LEAs / First Responders approaches and vulnerable citizens' needs; and
- Evaluation of approaches to close gaps between existing approaches and (perceived) needs.

Lastly, in the PROACTIVE field exercises the CSAB will play an important role. The aim is to have 10-15% vulnerable participants out of total participants in the planned exercises and the vulnerable participants will be able to be recruited via the CSAB (non-exclusively). These Field Exercises will also provide systematic feedback and steering advice to the consortium Work Packages (WPs) where required. The CSAB will be involved in evaluating the field exercises and play an important role in the iterative approach to the project outcomes.

6. FREQUENCY OF MEETINGS

CSAB meetings will coincide with the exercises conducted in PROACTIVE. This means that meetings will be conducted at least once a year. The purpose of the meetings will be to primarily provide an update on the work ongoing in the project and to receive feedback/input as required.

7. CONCLUSIONS

The key to the successful delivery and conclusion of this project will be the development of common approaches between European civil society organisations, including vulnerable groups of citizens, as reflected in the European Security Model. The policies and procedures and technology that emerge from PROACTIVE will be put before the CSAB, via surveys, focus groups, workshops and the field exercises. Their approval will be one mechanism by which project success will be measured.

The existence of the CSAB, as set out in this document, demonstrates the necessity for a civil society organisations to participate in the project. The CSAB members will provide a key role in the initial requirements, ongoing development and evaluation of the project outcomes and will play a key role in the dissemination and exploitation activities.

8. APPENDICES

- A:** CSAB Letter of Invitation
- B:** CSAB Terms of Reference
- C:** Update following mid-term review

APPENDIX A – CSAB LETTER OF INVITATION

Dear XX,

I'm writing to you as a representative for XX regarding the EU Funded Project PROACTIVE.

Project PROACTIVE is described in the attached information documents as is the so called Civil Society Advisory Board (CSAB). We would like to invite you to participate in the PROACTIVE CSAB. In order to do that and to make it possible for the project to reimburse your travel costs you also need to sign the Non-disclosure Agreement (NDA), also attached to this e-mail.

Please complete the NDA form, print it and sign it and then mail a pdf-document of it to my e-mail. We would like to receive your answer asap but no later than 14 August 2019.

Best regards,

Emil Strand

Civil Society Advisory Board (CSAB): Purpose & Opportunities

There is an issue between how Practitioners treat victims and members of the public during and after a major incident of whatever nature, and the expectations of the public in the modern social media conscious world we live in.

The realities are very different, so this project seeks to bring together Practitioners and Civilians. The latter will include the vulnerable such as the disabled, young, infirm, senior citizens and even foreigners who cannot understand the local language. The objective will be to understand each of their expectations and perspectives and look to develop real world understanding and strategies to resolve these differences. To this end the Civil Society Advisory Board (CSAB) has been created.

Thus, the role of the CSAB is to assist in developing mutual understandings and expectations on how things can be improved and what is the art of the possible. This is ground-breaking research as, for once, those in power seek to consult with the public, with a view to guiding Practitioners to be more effective and improve the consequences for civilians and especially vulnerable members of society.

PROACTIVE will organise several opportunities for CSAB members to provide input into the project, including:

- Virtual focus groups to discuss current research in the field of CBRNe,
- 1 pre-exercise workshop to provide input before PROACTIVE engages in field exercises,



- Responding to a survey regarding needs and expectations of practitioners during a CBRNe incident
- Attending as observers and/or participants at the 3 planned field exercises in Italy, Germany and Poland and provide evaluations and
- Review and comment on PROACTIVE deliverables.

However, CSAB members are not expected to contribute to all these activities and we are happy to welcome you as a member with whatever effort you are able to provide. We want the project outcomes to be in line with practitioner needs and expectations and your input will be of great help.

The project anticipates to be able to reimburse your travel and accommodation expenses. This will be confirmed upon invitation to one of our events.

We look forward to having you on board!

The PROACTIVE consortium

APPENDIX B – CSAB TERMS OF REFERENCE

Task 3.1 Civil Society Advisory Board (CSAB) Terms of Reference

Aims and Objectives

1. The CSAB will have oversight of Project PROACTIVE whilst providing feedback on the activities and outcomes of the project, give advice, share knowledge and best practices, and communicate with the consortium throughout the project lifetime. The list of activities is detailed in Appendix A.
2. Provide guidance and assistance into the design of the three demonstrations in which the CSAB will have observer status to ensure the outcomes meet the needs of LEAs, and civilians including those that are vulnerable
3. The CSAB will act as an information conduit between the project and other stakeholders and assist in developing mutual understanding and an expectation on how things can be improved and what is the art of the possible.
4. The CSAB is aware that PROACTIVE represents ground-breaking research as, for once, those in power seek to consult with the public and will guide Practitioners to be more effective and improve the consequences for civilians and especially vulnerable members of society.
5. The CSAB will bring its members' knowledge and experience to identify factors associated with effective pre-incident public information campaigns for CBRNe terrorism.
6. The CSAB will liaise with the Practitioner and Stakeholder Advisory Board (PSAB) to ensure "joined up thinking" and to help resolve differences in opinion where they may exist and ensure that the PROACTIVE outcomes meet both the needs of LEAs and of the vulnerable members of society.
7. The CSAB will meet at least once a year.

Membership

The Advisory Board will comprise an international panel of experts from different areas of knowledge and Civil Society (CSAB): Organisations of blind, deaf, senior citizens, children, physically disabled, mental health organisations, resilience teams and foreigners (i.e. those that do not speak the local language, etc).

The Chair for the CSAB will be provided by Umea University.

APPENDIX A

Civil Society Advisory Board (CSAB) activities linked to the Board's Terms of Reference

PROACTIVE will organise opportunities for CSAB members to provide input into the project including:

1. The formation of the CSAB (Task 3.1) This is led by Umea University and will constitute a Report D3.1 by M4 (August 2019).
2. The CSAB will contribute to Task 3.2 (Identification and organisation of the vulnerable groups participation) led by CBRNE Ltd to create a network of potential collaborators and will manage / co-ordinate their inclusion in the action.
3. To contribute to Task 3.3 to actively engage with vulnerable groups of citizens. This task will be led by Public Health England (PHE) in order to make sure that the views of vulnerable citizens is well taken care of in the preparation and execution of the field exercises.
4. Providing input on commonalities in approaches between the vulnerable members of civil society, linked to Task 3.4.
5. To contribute help and advice to Task 4.3 Development of an updated mobile app for LEAs and Responders.
6. To contribute help and advice to Task 4.4 Policy making toolkit based on recommendations of citizens and LEAs.
7. To provide input regarding needs and expectations of vulnerable groups in order to develop the scenarios for the field exercises as part of Task 6.2 led by PHE by M15.
8. To attend as observers and potentially as participants in three Field Exercises. The first exercise will be held at Rieti, Italy and hosted by the University of Rome Tor Vergata (UNITOV) and the Italian Joint NBC Defence School. The second will be in Dortmund, Germany, hosted by the Dortmund Fire Department (FDDO) and the third will be in Jozefow, Poland, hosted by the Scientific and Research Centre for Fire Protection – National Research Institute (CNBOP-PIB) and the Akademia Sztuki Wojennej (WSU). Campus Vesta an exercise facility in Belgium is a fourth possibility for exercises if any one of the others does not work out for different reasons.
9. Evaluate the acceptability and usability of both existing procedures and new tools developed within PROACTIVE

Security Classification Level

This will vary, depending upon the activity, information and documentation produced by the project. Given the very nature of the project, most of the outputs will not have any security classification restrictions, but there may be a case that a small number of the outputs will be at the security classification 'EU Restricted'.

Secretariat

Umea University

APPENDIX C – UPDATE FOLLOWING MID-TERM REVIEW

As of M18, 31-10-2020, the active members of the PROACTIVE Civil Society Advisory Board were as follows:

No.	Organisation name	Participated in the CSAB workshop on October 1 st , 2020
1	Czech Blind United (SONS)	
2	BAGSO (Bundesarbeitsgemeinschaft der Senioren-Organisationen)	Yes
3	(MVGYOSZ) Hungarian Federation of the Blind and Partially sighted	
4	Union of the Blind Montenegro	
5	CNSE (National Confederation of the Deaf of Spain)	Yes
6	German Deaf Federation	
7	Individual wheelchair/physical disability expert	
8	Youth ambassador	
9	Institut für Autismusforschung Hans E. Kehrler e.V. (IFA)	
10	Emergenza Sordi APS	Yes
11	Risk and Crisis Research Center, Mid Sweden University	
12	Save the Children Italy	

13	DHR - Delaktighet Handlingskraft Rörelsefrihet (physical disability org.)	Yes
14	The Red Cross, Umeå	
15	Astragal (aids for children with autism)	
16	FOR Berufsverband Kinderkrankenpflege Deutschland (BeKD) e. V.	
17	Deutsche Alzheimer Gesellschaft e.V.	
18	Polish Association of the Blind	Yes
19	Central Council of Muslims in Germany	
20	SPF Seniorerna Rönne	
21	Center for Risk Studies, Space Modeling and Dynamics of Terrestrial and Coastal Systems (CRMD), Bucharest University	
22	Flood Hazard Research Centre (FHRC) Middlesex University London	
23	Institute of Rescue Engineering and Civil Protection, THKöln	Yes
24	Laurea University of Applied Sciences	Yes
25	Individual expert, Universidad Tor Vergata	Yes
26	Individual expert representing ethnic minorities	

27	Women's health expert	Yes
28	The Swedish Association of Midwives	
29	St Stephen's Branch (Physically disabled)	
30	DARUL SUNETULUI (Parents of deaf children)	
31	Ambigrama (anthropology)	
32	Idaho State University Gender Resource Center	

All active members, i.e. those who had signed the NDA prior to the October 1st 2020 workshop were invited to attend the CSAB workshop on October 1st 2020. The invitation was sent by email to the CSAB also shared on social media (Twitter and LinkedIn) and other communication channels such as the UIC eNews. The CSAB members who registered, participated and offered their input are indicated in the table above. Following the CSAB workshop, an open call was arranged where participants from the workshop, along with CSAB members unable to attend, were invited to ask further questions, give extra feedback and interact with project members in a more casual format. Two CSAB members joined the open call. One had participated in the workshop and wanted to listen to the discussion, the other had been unable to attend and was more interested in a summary.

Modalities of engagement for the CSAB workshop, particularly with audio and visually impaired persons

To accommodate communication and interaction with those members of the CSAB affected by audio and visual impairments, the following measures were taken. First of all, prior to the event, during the online registration process, participants were asked to list any aids or features that would assist/facilitate their participation in the workshop. The question was not limited to audio/visual tools but the answers received were all relating to audio impairments. For those audio impaired participants, the entire event featured live captioning in English by an agency recommended by the European Disability Forum, who used the TextOnType online app (Figure 1). One participant expressed a wish for a sign interpreter in Flemish, which was also arranged. There were no requests made by the vision impaired. Nevertheless, all presenters were told in advance to prepare slides not too laden with text, and rather have more slides with less text on each slide, as not to provide attendees with any information through text-on-slide only. All presenters were also asked to make sure not to add or mention any information or materials which were not also visually presented.

Figure 1 – Screenshot from the workshop

The screenshot shows a presentation slide with the following content:

- Communication should aim to reduce anxiety, by providing information to enhance self-efficacy.
- Communication should: 1) inform the public about loved ones' whereabouts in relation to family, friends and pets; 2) provide information about active police and security efforts to apprehend terrorists; 3) provide information on the importance of complying with instruction (including health specific information to address public health concerns; 4) and be delivered by a credible spokesperson (e.g. local resources, hazard groups and health departments).
- The use of FAQs should be incorporated into communication efforts to reduce stress on authorities.

01/12/2020

information that has been [inaudible] but if all types are available, never -- difficulty to get information first

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