



Deliverable D3.3

Report on the Workshop with Vulnerable Citizens

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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

The following deliverable reports on the workshop held with Civil Society Advisory Board (CSAB) members as part of WP3 - Engagement of the civil society including vulnerable citizens. The workshop aimed to ensure that the needs, views, and requirements of vulnerable groups are enshrined within each exercise. To allow this to take place, the workshop provided an opportunity for the CSAB to have active involvement prior to the joint exercises taking place (WP6).

CSAB active involvement consisted of:

- 1) Taking part in a discussion on the exercise scenario developed within D6.2. CSAB members were asked: 'What do you think of the scenario?', 'Is there anything you think is missing?', 'If this happened what requirements might you, others you represent, or others you know, have in this situation?', and 'If this happened, what information would you like to get as soon as possible?'
- 2) Taking part in a discussion to provide feedback on the recommendations produced within D1.3. CSAB members were asked: 'Which of the recommendations do you think are the most important?', 'Which of the recommendations do you think are the least important?', 'Are there any recommendations that should not be there?', and 'Is there anything you think is missing?' The process followed is very similar to elements of the Practitioner Stakeholder Advisory Board (PSAB) engagement detailed in D2.2.

By carrying out active involvement of the CSAB in both the scenario development and recommendation discussion, we have been able to ensure that the PROACTIVE toolkits and exercises meet the needs of the wide range of groups (including vulnerable groups) within society. The outcomes from this task will therefore provide input for WP5 Toolkit for Civil Society Organisation and WP6 Joint Exercises, Evaluation, and Validation of the Tools.

To ensure optimal accessibility, the information gathered in this report will be considered for future public involvement with the CSAB to shape appropriate interaction formats that meet the requirements and needs of vulnerable groups. Furthermore, there will be opportunity to feed outputs from field exercises into the design and evaluation of future workshops and exercises.

Acronym Table

Acronym	Definition
CBRNe	Chemical, Biological, Radiological, Nuclear and explosive
CSAB	Civil Society Advisory Board
D	Deliverable
eNOTICE	European Network Of CBRN Training Centers
EU	European Union
LEA	Law Enforcement Agencies
PSAB	Practitioner Stakeholder Advisory Board
SOP	Standard Operating Procedure
WP	Work Package

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1. INTRODUCTION

1.1. Background to the workshop

Work Package 1 of the PROACTIVE project concerned “human factors analysis of preparedness and response” relating to “CBRNe terrorism in Europe and beyond”. Within this work package, two systematic reviews were conducted, focusing on: 1) academic literature relating to public perceptions of pre-incident preparedness, and during-incident response (e.g., management strategies), for CBRNe events (D1.1; Hall et al., 2019), and; 2) a review of guidance documents which facilitated insight into current policy and practice relating to CBRNe incident management, strategies for communicating with the public and the impact of current policy and practice on vulnerable populations (D1.2; Davidson, Weston, Amlôt & Carter, 2019). These documents were then synthesised together to produce a list of key outcomes and clear recommendations for CBRNe preparedness and response (D1.3; Hall, Weston, Long, O’Sullivan, Amlôt & Carter, 2020). Subsequent stakeholder engagement using these deliverables was planned with both the Practitioner Stakeholder Advisory Board (PSAB) within Work Package 2 (reported in D2.2, Hall, Carter, Amlôt & Weston, 2020), and as part of a major, pre-exercise workshop with the Civil Society Advisory Board (CSAB; detailed within Task 3.2).

In addition, through the activities of Work Package 6, a scenario development process was undertaken involving input from the PSAB; this is detailed within D6.2 (Hall, Nicholson, Carter, Long, Amlôt, & Weston, 2020). Subsequent engagement with the CSAB to ensure “that the needs, views, and requirements of vulnerable groups are enshrined within each exercise” was also planned as part of the workshop detailed in Task 3.2.

As per the Description of Action, this report provides a summary of the major pre-exercise workshop involving representatives of vulnerable groups, with a particular focus on 1) a discussion of the template scenario, and 2) the focus group discussion of the recommendations from Work Package 1.

1.2. Workshop attendance

This workshop had been planned for June 2020 in Malmö, Sweden at the kind invitation of the European CBRNE Center at Umeå University (UMU), but in light of the global COVID-19 context, it was postponed and subsequently adapted to be an online meeting which took place in October 2020.

The workshop was held online via teleconference using an online videoconferencing system and was hosted by UMU. Sixteen¹ CSAB member from 14 organisations took part in the workshop (further details can be found in Table 1). Additionally, 19 project partners attended the workshop

¹ In addition, there was one further member of the CSAB who took part in this workshop but who did not identify themselves.

from nine organisations (see Table 2). An external partner, VELOTYPE, who provided live closed captioning subtitles also attended. The workshop agenda can be found in Table 3.

1.3. Ensuring inclusive participation: Ethics and Workshop accessibility

During the design of the workshop research activities, D8.3 (Materials and briefing for the PROACTIVE exercises), and D10.1 (Recruitment) requirements were observed to establish and implement the selection and informed consent protocols. This includes confirming all participants' voluntariness and decisional capacity, establishing safeguards to ensure respect for their privacy rights, including treating their data according to the standards reflected in D7.4. The workshop was mediated by PHE, whose research activities are carried out within the framework of national and European data protection guidelines for security research. Therefore, all data was handled securely in line with the UK's national data protection legislation and the General Data Protection Regulation (GDPR) of the European Union.

During the registration process, the participants electronically agreed to an informed consent form that explained all aspects of data handling and research ethics. The used consent form includes all elements required by the GDPR, including an exhaustive description of the activity, an explicit reference to the processing goals, and a statement on voluntary participation. The document is also intelligible and easily accessible as requested in Article 7 GDPR and follows the rest of the requirements established in D8.3.

During the registration for the workshop, everyone was encouraged to indicate any additional needs in a comments box in order to be considered prior to the workshop. Whilst there were no requests made by individuals with a visual impairment, this protocol was used by one participant who requested access to any presentations in advance, and another participant who requested Flemish sign language interpretation. The workshop organisers worked with the CSAB organisation to link a Flemish sign language interpreter for their organisation.

Before the workshop, presenters were asked to keep the use of images to a minimum and to send the slides to the organisers ahead of time so that the individual undertaking the closed captioning could see the nature of the presentations.

During the workshop, the entire event featured live captioning in English by an agency recommended by the European Disability Forum, who used the TextOnType online app and there was a Flemish sign language interpreter for those who had requested this support. Individuals were also able to contribute to discussions/ provide feedback both verbally and through the chat box function (which was monitored throughout) in order to ensure accessibility. All the questions written in the chat were read out and answered verbally where possible during the workshop. Lastly, presenters were asked to describe images in their presentation, with attendees being asked to comment in the chat if they required more description to understand the image. The seven-minute video about live exercises (see Section 1.4) was live captioned during the workshop, and in-video captioning was added afterwards.

Collected personal data is being treated and secured according to the data management requirements reflected in D7.4 and D10.2, including specific data storage standards and (pseudo)anonymization protocols.

Table 1: Known members of the CSAB who participated in the workshop

Organisation	Number of Attendees	Country
Doof Vlaanderen	2	Belgium
Flemish Agency for Persons with Disabilities	1	Belgium
Independent	1	Belgium
National Crisis Center	2	Belgium
Laurea University of Applied Sciences	1	Finland
Bundesarbeitsgemeinschaft der Seniorenorganisationen	1	Germany
TH Köln	1	Germany
EMERGENZA SORDI APS	1	Italy
Independent	1	Lebanon
Polish Association of the Blind	1	Poland
The Centre for Linguistic Normalization of Spanish Sign Language	1	Spain
SUMMA112	1	Spain
Arena Motion & Rehab	1	Sweden

DHR	1	Sweden
Total	16	

Table 2: Project partners who participated in the workshop

Organisation	Number of Attendees	Country
UIC	2	France
CBRNE	3	United Kingdom
DB	1	Germany
UMU	3	Sweden
DHPOL	2	Germany
RINISOFT	1	Bulgaria
National CBRN Centre (WMP)	1	United Kingdom
PHE	4	United Kingdom
FFI	2	Norway
Total	19	

Table 3: Workshop agenda

10:00 – 10:10	Welcome and introduction to project PROACTIVE (UIC)
10:10 – 10:35	What is CBRNe? Intro, video and Q&A – the role of the CSAB (UMU)
10:35 – 10:55	Short introduction of attending CSAB members (PHE)
10:55 – 11:20	Exercise scenario discussion (PHE)
15 min coffee/tea/stretch break	
11:35 – 12:35	Discussion on project outcomes: Recommendations for mitigation & management of CBRNe terrorism (PHE)
12:35 – 12:50	Involvement of CSAB members in the next PROACTIVE activities: <ul style="list-style-type: none"> • Questionnaire for Civil Society Organisations on CBRNe preparedness & response (DHPOL, 5 mins) • PROACTIVE App (RINI, 5 mins) • PROACTIVE Field Exercises (CBRNE, 5 mins)
12:50 – 12:55	Q&A
12:55 – 13:00	Conclusion (UMU)

1.4. Introduction to CBRNe

After a short introduction about PROACTIVE provided by the project coordinator (UIC), project partner UMU led on an introductory session to familiarise the CSAB with CBRNe events and incidents. The session began with a summary of the definition and context of CBRNe incidents or events (e.g. events that are rare, potentially very harmful, the substance/agent is often invisible, it requires special actions from Law Enforcement Agencies (LEAs), and special actions from the general public). Next, a seven-minute video, commissioned by CBRNE Ltd for PROACTIVE and prepared by Ian Cameron Media & Communications Ltd., was shown to the workshop participants. The video talked about live exercises and the public’s perception of them (e.g. children were shown making posters at school relating to a chemical spill at Portishead). The video stated that in order to help reduce anxiety towards CBRNe events, educating and informing the public is key, which reiterates the aims of the PROACTIVE project. Following the video, UMU provided the CSAB with definitions (e.g. Standard Operation Procedures – SOP) and context (e.g. communication is only effective if it is understood by all). Lastly, there was a Q&A session, giving the CSAB the opportunity to ask any questions.

2. EXERCISE SCENARIO DISCUSSION

In the following section, we provide an account of the CSAB discussion relating to the template exercise scenario developed within D6.2. The aim of this discussion was “to ensure that the needs, views, and requirements of vulnerable groups are enshrined within each exercise” and to enable the exercises to “meet the needs of the wide range of groups within society, in a non-discriminatory way” (as reported in the PROACTIVE Description of Action).

2.1 Introduction to the exercise scenario

This section of the workshop was led by PHE and began with an overview of the purpose of the scenario and how it had been developed in collaboration with the PSAB (see D2.2). The scenario was subsequently presented to the CSAB:

On a cold, wet late evening, you are travelling alone to meet a family member. As you are standing on the platform of an unfamiliar train station, someone wearing dark clothing and a backpack runs through the crowd spraying people with liquid. You look down and realise that your clothing is wet. Your eyes sting and you start to cough. You look around and see that other members of the crowd are also starting to suffer.

Members of the workshop were then asked a series of discussion points which included: ‘What do you think of the scenario?’, ‘Is there anything you think is missing?’, ‘If this happened what requirements might you, others you represent, or others you know, have in this situation?’, and ‘If this happened, what information would you like to get as soon as possible?’. A summary of the discussion is presented in the subsequent sections.

2.2 Exercise scenario discussion

Overall, the discussions from the CSAB indicated that there were various ways in which the realism of the scenario could be improved. Discussion centred on five topics: timing of the scenario, weather, location, individuals within the scenario, and the language used. These will now be discussed in turn.

2.2.1 Timing of the scenario

The first area of discussion was the time of the scenario. Members queried why the scenario was set in the late evening. One CSAB member asked whether the purpose of setting at this time was because it was dark. They commented that “*in Sweden and Finland at least it doesn’t have to be late evening [to be dark]*” and suggested changing late evening into describing darkness would add flexibility to the scenario. However, others felt that the time was appropriate and if it was late at night it might lead to a longer response time by emergency responders, or they might not be at the train station already. The consensus was that darkness rather than late evening would be a better setting for the scenario. Related to the time, members of the CSAB questioned whether it was likely that there would be a crowd on the platform late at night, with one member commenting that, “*I’m out late*

evening... there will not be a crowd". Other members reflected that rush hour would be a more reasonable time to have a crowd on a platform, *"yeah, scenario should probably change to rush hour"*. The exact timing of the scenario will be discussed further with eNOTICE and will be contingent upon conditions during the exercise.

2.2.2 Weather described in the scenario

The second discussion point centred around the weather. A CSAB member raised the point that *"chemical warfare agents and biological warfare agents need special weather conditions ... water usually neutralize chemical agents and biological warfare agents"*. Discussions centred on setting the scenario in dry conditions or using radiological agents. It was also mentioned that a spray would be a more effective dispersal method in a closed setting rather than outdoors, but that windy conditions could *"help the perpetrators for dissemination purposes"*. PHE noted that the weather conditions will be dependent on what happens on the day of the exercise, but there is scope to explore this further.

2.2.3 Scenario location

The third discussion centred on the location of the scenario (on a railway platform) and whether or not the scenario could include a train carriage. One CSAB member highlighted that placing the scenario on the train could create more challenges with evacuation, especially for individuals with mobility issues. The increased harmful effects of the spray in an enclosed environment rather than outside were also mentioned. Furthermore, CSAB members suggested that this setting might be more interesting as it would have more people moving around the platform, i.e. people leaving the train carriage. CBRNE Ltd raised that the purpose of the exercises is to train first responder's responses rather than mimic a live attack situation and so it was important that the attacker was not still on scene. Members of the CSAB posited that the train could be stopped at the platform, with the attacker entering a train carriage and then leaving again via the platform, or an attack could happen on a train entering a platform, with the attacker escaping in the chaos of the crowd. It was agreed that this aspect of the scenario would be explored further through ongoing exercise planning with eNOTICE.

2.2.4 Individuals within the scenario

The fourth discussion focused on individuals within the scenario and whether or not there was a need to be explicit that the crowd included vulnerable members of society, with one member of the workshop saying *"if we want to get all the attention towards vulnerable groups, if it's already worthwhile to mention their being there in the scenario"*. However, it was countered that *"Don't we all have to take for granted that a crowd will include persons with disabilities and altered functions in different form?"* and that mentioning a vulnerability might bias the reaction of first responders. Furthermore, it was suggested that mentioning one distinct group in the scenario might lead others to feel excluded, especially groups who have hidden disabilities. While there is scope to reflect on this further, the general consensus from workshop members was that the scenario should avoid mentioning specific characteristics of the crowd. This will also ensure that the scenario is flexible enough to cope with any changes on the day of the exercise.

Members of the workshop also suggested that the scenario could include other participants, e.g. tourists or refugees as they might not be able to speak the language of the country which would lead

to a more natural simulation for first responders. A member of the CSAB also asked if “*We could include a baby with the person, child e.g. my son or daughter makes me feel more scared*”. The PROACTIVE consortium mentioned that discussions were ongoing with local schools about the possibility of involving school children in the exercise in Rieti. It was also mentioned that homeless people can seek shelter at train stations, and these might be vulnerable people to consider in the scenario. One member of the CSAB asked if it would be possible to include someone filming what is happening. The exact nature of the type of individuals from civil society involved in the exercise will continue to be discussed with eNOTICE.

2.2.5 Language used within the scenario

The final discussion point was that the language used to describe an individual’s response might not be appropriate for everyone, i.e. ‘you look down and realise’ excludes individuals with limited eyesight. However, it was agreed that most people could feel if their clothing was wet. One CSAB member raised the point that it would be hard to feel if your clothes were wet from the spray if the weather was wet and windy, suggesting that the weather of the scenario needs adapting. It was agreed that the weather description will be reviewed (see also point 2.2.2 above).

3. D1.3 RECOMMENDATION DISCUSSION

Meeting attendees were provided with the full D1.3, a summary of the Deliverable and overview of the work conducted within Work Package 1 and final list of recommendations the day prior to the Workshop. During the workshop, the CSAB were presented with the recommendations (which can be found in Appendix A) which were grouped by category (communication, information dissemination, increasing knowledge, education, planning, best practice and guidance) on a series of PowerPoint slides. It is necessary to note that the majority of available time was spent discussing recommendations which related directly to the CSAB (e.g. not recommendations relating to guidance, planning or best practice).

Discussions were centred around providing feedback on these relevant recommendations, focusing on the following questions: ‘What do you think of the scenario?’, ‘Is there anything you think is missing?’, ‘If this happened what requirements might you, others you represent, or others you know, have in this situation?’, and ‘If this happened, what information would you like to get as soon as possible?’. This process is very similar to elements of the PSAB engagement detailed in D2.2. A summary of the key themes arising from the discussion is presented in the subsequent sections.

3.1 Information needed during the incident

A member of the CSAB commented that the recommendation² which provided four points of priority (in no specific order) for communication with the public could be reordered in accordance with importance. It was suggested that the list should be in the following order: 1) what the public must do (i.e. instructions); 2) why compliance is important; 3) provide information and updates about ongoing security efforts; 4) provide details about loved one's whereabouts (e.g. be clear about which platform and which train was targeted). It was reiterated that the first communication should be to establish public compliance. Additionally, it was also mentioned that the first on the platform are the first responders and they must inform the public quickly. A credible spokesperson should be used to speak to the media and public outside of the scene. Another CSAB member added that instructions on emergency decontamination, doffing, and the closest source of water are also very important factors that should be communicated to the public.

In relation to the same recommendation another member of the CSAB established that it may be beneficial to think of this recommendation in terms of layers, or a matrix. For example, on-site communication should have clear instructions and provide information on why compliance is important (e.g. take off clothes, as they might be contaminated). For wider communication (i.e., individuals not directly involved in/ affected by the incident), it should be aimed to direct people away from the scene and close off the area. There should also be layers consisting of: public announcements and social media response; a news and media level; and a political level.

Another CSAB member commented that the public, specifically the elderly, should be made aware that there can be a case of terrorism or a disaster (e.g. a fire) in railway stations and on platforms, and that "*we are living in another world from 20 or 30 years ago*". Additionally, in general, awareness regarding these incidents must be supported by information (e.g. how to manage such a situation).

3.1.1 Implications for information during an incident

Information provided by the CSAB under the theme of 'information needed during the incident' supported the proposed recommendations, for example:

- Official communication should be honest, empathic, assertive and reliable.
- Responders should communicate effectively and demonstrate respect for public needs.

² 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).

- It is necessary to establish whose duty it is to inform the public of CBRNe events, and who should be responsible in communicating during incident information.
- Information campaigns and education to build CBRNe public knowledge should be implemented.
- Communication should aim to reduce anxiety, by providing information to enhance self-efficacy.

Additional requested information (e.g. closest water source and the doffing process) and the importance of providing the public with reasons why compliance is important fall within the recommendations for ensuring efficacy, reducing anxiety and increasing knowledge. However, these specific considerations will be further considered when discussing scenario development with eNOTICE for part of WP6 Joint Exercises, Evaluation, and Validation of the Tools.

3.2 Methods of communicating during an incident

The CSAB then discussed methods of communication that should be used in the event of a CBRNe incident. There was a suggestion of displaying a sign language interpreter on a digital screen to enhance accessibility to information for those who are hearing impaired. Another CSAB member stressed the importance of communicating information in different ways, particularly, for example, for those who are deaf; information that is made available to help protect the public should be accessible to everyone. Providing information in other languages, pictographic forms (with a preference for real photos in comparison to icons or diagrams), and using cartoon characters to appeal to children, were all additional methods of enhancing communication suggested by the CSAB.

In terms of logistics, one CSAB member noted that “*there is only so much first responders can have with them*” as these resources would have to be in every vehicle used and therefore inexpensive. With this in mind, clear and easy to use pictorial aids, translators in case of emergency, and training in nonverbal communication could be preferable. One CSAB member stated that at least 5% of responders should know foreign languages, in this respect technology was also mentioned as having potential to aid communication.

One CSAB member stated that press conferences should not exceed five minutes and being honest and trustworthy is important. Additionally, the spokesperson should be an expert in the field and not a politician.

One CSAB member questioned the level of communication skills needed to communicate with the public, as in one of the presented recommendations³ it reads as it is necessary to have a low level

³ Risk communication cannot assume a scientifically ignorant public, and institutions should not exaggerate the superiority of their knowledge and judgment.

of communication skills. However, it was reiterated that this communication seeks to advise that official communication sources should not exaggerate their knowledge of incidents when communicating with the public, nor should they assume that the public is naive. This specific recommendation has been reworded following this discussion (see subsequent section).

3.2.1 Implications for communication methods during an incident

Information provided by the CSAB under the theme of ‘Methods of communicating during an incident’ supported the proposed recommendations, for example:

- Information should be provided in multiple languages, pictographic form, and sign language.
- Messages should be pitched at an appropriate level (in terms of language and complexity).
- Multiple platforms should be used to communicate with the public, with consistent information being provided across platforms.
- Information should be available in writing (i.e. print form), where possible, using non-complex language.

Furthermore, one recommendation² was rewritten following feedback from the CSAB workshop:

- Institutions should not exaggerate the superiority of their knowledge and judgement during risk communication and should not assume that the public will not understand important messages when they are communicated clearly and explicitly.

The importance of communicating effectively and using multiple methods to do so will be considered when discussing the scenario development with eNOTICE as part of WP6 Joint Exercises, Evaluation, and Validation of the Tools.

3.3 Pre-incident information

One CSAB member stated that people who live near a chemical facility should be educated on shelter in place, evacuation and wind direction as a matter of importance. It was also stated that people who live near nuclear power plants should have potassium iodide pills in their home first aid kits to counter radiation effects if there were to be an incident.

One CSAB member stated the importance of building resilience towards misinformation (i.e. fake news). This was agreed upon by the CSAB, and one member stated they have had first-hand experience trying to educate the public with social media and information sessions on CBRNe incidents; but the public are not retaining information or changing their behaviour as they do not perceive CBRNe incidents to be an apparent risk. Methods to educate the public were then discussed. Suggestions included: creation of a communication matrix (i.e. “1. *on-site*, 2. *off-site incident related*, 3. *inform the public*, 4. *inform the media etc*”) to allow information to be pre-prepared and have guidelines on all communication levels; have easily accessible information available in community centres for the elderly; and to disseminate information about ongoing campaigns to community stakeholders as a way of reaching the community.

Additionally, there was discussion around pre-incident information and CBRNe education having potential to induce anxiety and catastrophising thoughts, especially for children. However, there was preference from other CSAB members that teaching children in schools on how to react during CBRNe incidents and educating them on important factors (e.g. the CBRNe acronym and logos, the decontamination process through an exercise, and importance of stay in place), will be highly beneficial as they will hopefully also transfer the information to their family.

One CSAB member stated that general data protection regulation issues should be investigated, as during the COVID-19 pandemic some cities/communes were asked for addresses of disabled people in their area, to allow them reach out to provide aid; however, their company were not allowed to pass on these details. If this is wanted, special contracts are required to make this possible.

3.3.1. Implications for pre-incident information

Information provided by the CSAB under the theme of 'Pre-incident information' supported the proposed recommendations, for example:

- Where there is increased risk (e.g. where a town or city is located where there is a chemical facility or nuclear reactor), people should receive in advance what to do in the case of a CBRNe incident, which will reduce anxiety and worry.
- The public should be educated on how a CBRNe incident may play out, e.g. procedures may be delayed.
- Information should be available on how to distinguish fake news, i.e. which sources are correct, and which are not.
- The public should be educated on who to turn to for support and further information in the event of an incident.
- It would be beneficial to prepare pro-active social media campaigns and get people to know where to go for good information during events.

The creation of public pre-incident information forms the basis for some of the work within Work Package 5 of the PROACTIVE project; this discussion will also be helpful to inform this work.

4 INVOLVEMENT OF CSAB MEMBERS IN THE NEXT PROACTIVE ACTIVITIES

The next section of the workshop focused on introducing forthcoming activities that members of the CSAB could be involved in.

4.1 Questionnaire of Civil Society Organisations of CBRNe Preparedness and Response

DHPol introduced their questionnaire that was sent out in early October 2020. The survey aims to analyse special needs and expectations of vulnerable citizens in a CBRNe incident. The speakers commented that all views are important and that they are seeking the views of wider civil society, not just experts in the field. The presentation highlighted how the questionnaire will be hosted on an online server and so there would be no need to download any files. DHPol also showed workshop members how to select one of the nine different languages for the survey. Lastly, the presentation described the sections and types of questions that would be asked, including questions on communication, disaster management, and what to expect in a CBRNe scenario.

4.2 PROACTIVE mobile application for vulnerable citizens

RINI gave an overview of the mobile app RINI is developing for PROACTIVE which will provide a central hub to citizens for CBRNe related information. The app is designed for civil society, and as such is focused on ease of use for vulnerable citizens. This approach means that there will be no need to register to use the app. A key feature of the app is the incident map that will notify users of a CBRNe incident and allow users to receive live updates from emergency organisations. RINI also discussed education functions for schools and explained how RINI are exploring how to tailor the app for e-learning purposes. RINI will be sending out a link to the app over the next month and there will be a chance for CSAB members to provide feedback.

4.3 PROACTIVE field exercises

CBRNE Ltd gave a presentation on the planned field exercises. They explained how the exercises are run in collaboration with eNOTICE and that 10 -15% of participants will be members of vulnerable groups within civil society. CBRNE Ltd also explained one key purpose of the exercise; to evaluate the usefulness and effectiveness of tools developed within the project. They clarified the new timings of the three exercises following the delays caused by the COVID-19 pandemic. Lastly, a brief description of the three exercises was presented to the workshop. The first exercise is re-planned for 28th April 2021 in Rieti, Italy. This exercise will involve a CBRNe incident in a railway scenario and will focus on the initial response and will include 35 civilians. The second exercise is planned for September 2021 in Dortmund, Germany and will focus on specialist decontamination response in a railway scenario. The final exercise is planned for May 2022 in Ranst, Belgium.

5 CONCLUSIONS

This deliverable reports on the Pre-Exercise Workshop held with CSAB members as part of WP3 - Engagement of the civil society including vulnerable citizens. In line with the requirements of D3.3, this deliverable reports primarily on the discussions with vulnerable citizens within the workshop (Task 3.3).

Work within Task 3.3 aimed to ensure that the work undertaken in WP1 and Task 6.2 met the needs and requirements of vulnerable groups. This objective was met through a workshop with CSAB members, providing qualitative reviews of the outcomes from the WP1 reviews and discussions around the exercise scenario.

The first section of the workshop was dedicated to a focus-group style discussion of the exercise scenario. Through this process the needs, views, and requirements of vulnerable groups were captured and so will feed into subsequent exercise scenario development. The discussions in the workshop centred around changes to the location, time and weather of the scenario as well as the type of individuals used in the scenario and the language used within the scenario to describe the readers actions.

The second section of the workshop involved focus-group style consultations with the CSAB members around the outcomes from WP1 based on the full report. This discussion helped to identify gaps and to further develop recommendations for onward use within the PROACTIVE project. Discussions in this section focused on prioritising communications, different communication types, and how best to educate and inform members of civil society about the risks of a CBRNe event.

5.1 Next steps: Future involvement of the CSAB, public involvement, and identifying the needs of vulnerable groups

As per Task 3.3, the information gathered from this pre-exercise workshop will feed into the development of the WP5 Toolkit for Civil Society Organisation and WP6 Joint Exercises, Evaluation, and Validation of the Tools. This will help to ensure that these outcomes meet the needs of a range of groups within civil society, with particular focus on how specific requirements from vulnerable groups can be met.

Broadly speaking, public involvement within the project includes interaction with the organisations comprising the CSAB, the volunteers participating in the field exercises, and members of focus groups used by PHE. Interaction formats will vary depending on the groups and purpose of the interaction. The purpose of the Pre-Exercise Workshop held with the CSAB members (reported in this document) was to engage members in two specific discussions, one concerning the exercise scenario within D6.2 and the other concerning the recommendations presented in D1.3. Additional work within T5.1 has involved running focus groups with representatives from the civil society (including representatives from vulnerable groups) to get feedback on the first draft of the public information material (reported in D5.1).

Upcoming interactions with the CSAB will also include more open-ended discussions regarding the diversity within the vulnerable civil society and best practices in eliciting feedback from

representatives of the vulnerable groups. Outputs from such discussions may in turn affect the design of the post-exercise workshops with the civil society volunteers. For example, the Virtual Tabletop and Incident Led Discussion with members from the CSAB organised on 26 February 2021 focussed on a discussion of likely responses during an incident, information needs, and perceptions of the PROACTIVE app, with outcomes informing future work developing the App for citizens (WP5), public information materials (WP5) and the field exercises (WP6). This event had a more open interaction format compared to the CSAB workshop reported in this deliverable are represented an essential co-creation step in the PROACTIVE App development. This approach will continue in the forthcoming workshops involving members of the civil society.

For the field exercises, there will also be civilian volunteers, as well as members of the CSAB participating as observers. These individuals will be involved in the evaluation of the field exercises and so will be instrumental in ensuring that learning from each exercise is captured and communicated; in this way, the exercise program should be thought of as an iterative process of development in which recommendations and best practice (both from the exercises themselves and from WP1 deliverables) are refined ahead of the final project outputs. The evaluation methodology for the field exercises is initially scoped in D6.2 and will be iteratively developed throughout T6.2 as the exercises take shape. The D8.1 (section 3 Ethical Framework) has identified the ethical impact assessment framework where the impact, effect and the outcome of the tools and procedures used during the field exercises are taken into consideration in regards to vulnerable people.

For the recruitment of volunteers a similar process will be adopted as for T3.2. In terms of ensuring accessibility, for logistical reasons, the majority of the civilian volunteers will be local to the region set to host each of the field exercises. It cannot be assumed these volunteers are comfortable receiving directions and information in English, nor that they are comfortable providing their feedback in English. Interpreters will be used to facilitate communication between project members not fluent in the local language and the volunteers. Vulnerable volunteers in need of additional resources, such as sign interpreters, personal assistant, etc. will be asked to inform the project team what resources they need, and the project will do what is needed to ensure all volunteers are able to participate in a safe, practical, and respectful manner. All the additional resources and the measures to accommodate the needs of civilian volunteers, including the vulnerable, will follow the protocols established in the D8.3 and D6.1. For the deliverables D6.3, D6.4 and D6.5, the specific requirements of vulnerable groups will be explored prior to the exercises, and described in detail for each of the reports.

The CSAB comprises representatives of persons with one or more vulnerability, alongside experts and researchers in relevant fields. Whether the CSAB members themselves belong to any category of vulnerability is not something project representatives will ask them to disclose. However, as per the accessibility methodology described within section 1.3, participants at all future events, both online/remote as well as hybrid or in-person, will be offered to state what accessibility features they wish to have provided to facilitate their participation. The project team will do their best to accommodate these requests to ensure all participants are able to attend events and share and receive information on an equal basis.

6 REFERENCES

- Davidson, L., Weston, D., Amlôt, R, and Carter, H., (2019). Findings from systematic review of current policy for mitigation and management of CBRNe terrorism. PROACTIVE. Deliverable 1.2.
- Hall, C., Weston, D., Long, F., O'Sullivan, F., Amlôt, R, and Carter, H., (2020). Guidelines and Recommendations for Mitigation and Management of CBRNe Terrorism. PROACTIVE. Deliverable 1.3.
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7 APPENDIX

7.1 Appendix A: List of Recommendations

The public should be educated on who to turn to for support and further information in the event of an incident.

It would be beneficial to prepare pro-active social media campaigns and get people to know where to go for good information during events.

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).

Information should be available on how to distinguish fake news, i.e. which sources are correct, and which are not.

Staff working in highly public places (i.e. railway stations) should be educated on CBRNe preparedness.

Where there is increased risk (e.g. where a town or city is located where there is a chemical facility or nuclear reactor), people should receive in advance what to do in the case of a CBRNe incident, which will reduce anxiety and worry.

Guidance documents should provide evidence-based advice on communicating with the public which can be followed by authorities in the event of a CBRNe incident.

Information should be provided in multiple languages, pictographic form, and sign language.

The use of FAQs should be incorporated into communication efforts to reduce stress on authorities.

Countries should compare their CBRNe procedures with one another to enable a 'best practice' blanket approach to CBRNe incidents. This could also be done through the creation of sample scenarios for each type of incident.

It should be noted who the recommendation is addressed to in terms of stakeholders.

Messages should be pitched at an appropriate level (in terms of language and complexity).

Guidance documents should seek to be uniform in instruction, particularly when released in the same country.

Three dimensions of disaster communication should be used when creating pre-incident information (strategic, contextual and personal).

Guidance documents and SOPs should inform responders about the needs of vulnerable groups and include plans for dealing with such groups in the case of a CBRNe incident.

Clinicians should have time allocated to be educated about CBRNe events, to allow them to appropriately engage with the material.

Official communication should be honest, empathic, assertive and reliable.

Guidance documents should provide evidence-based advice about likely public behaviour, emphasising that the way in which practitioners manage an incident will affect the way in which members of the public behave.

More consideration should be given to developing policy and procedures to assist those with mobility issues (e.g. relating to service animals and essential mobility aids) during CBRNe incidents.

Information provided by authorities should be pre-planned, where applicable, to ensure prioritisation and consistency, provide uniformity and advocate cohesion.

Communication should aim to reduce anxiety, by providing information to enhance self-efficacy.

Guidance should consider individual countries operation methods, i.e. health care system structure, cultural differences.

Multiple platforms should be used to communicate with the public, with consistent information being provided across platforms.

Responders should communicate effectively (in-line with recommendations in the communication section, above) and demonstrate respect for public needs.

Local radio should be used to disseminate information.

Information campaigns and education to build CBRNe public knowledge should be implemented.

Harmonising guidance documents across countries is important (e.g. by sharing best practice across the EU incorporated with local adaptation, uniformity could be achieved), perhaps agreement at policy making level is required.

Guidance documents should provide evidence-based advice on strategies to increase public compliance in the event of a CBRNe incident.

The use of displays, simulations, and online games should be used to engage the public and educate them in CBRNe matters.

It is necessary to establish whose duty it is to inform the public of CBRNe events, and who should be responsible in communicating during incident information.

Information should be available in writing (i.e. print form), where possible, using non-complex language.

The public should be educated on how a CBRNe incident may play out, e.g. procedures may be delayed.

Risk communication cannot assume a scientifically ignorant public, and institutions should not exaggerate the superiority of their knowledge and judgment.