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Stakeholders' acceptability in CBRNe preparedness and response:

assessing differential impact through PROACTIVE project

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INTRODUCTION

Preparedness against and response to Chemical, Biological, Radiological, Nuclear and explosive (CBRNe) incidents require a robust harmonization of procedures between various categories of practitioners and a better articulation with the needs of vulnerable citizen groups [1] [2].

Based on the results of the H2020 PROACTIVE EU project comprehensive fieldwork (which is still ongoing), this poster is the outcome of an exploratory and preparatory analysis on how **acceptability of end users and vulnerable groups is considered in guidance documents and integrated into technologies deployed for response.**

THEORICAL APPROACH

Acceptability can be framed as an **"evaluative judgement"** concerning new technologies or policy initiatives [3] [4]. As in other fields, in the case of public safety strategies, policy formation involves the selection of one option among a set of alternatives. However, this process also entails assessing several factors that can be far from identifying actual policy problems, such as intelligibility, emotional response or ease of use [5] [6]. These factors fall under the acceptability of specific communities and social groups, identified as an **essential framework for CBRNe policy implementation**. In PROACTIVE, we assess four main dimensions of guidance and technologies used in CBRNe preparedness and response:

1 PUBLIC ENVIRONMENT AND MEDIA

2 KNOWLEDGE TRANSFERENCE & CULTURAL CAPITAL

3 PERCEIVED EFFICIENCY OF CBRNe POLICIES & ACCEPTABILITY

4 TECHNOLOGY ACCEPTANCE

METHODS

This poster is based on a **mixed methodology** combining a thorough review of the literature with the examination of other PROACTIVE deliverables and results from **project fieldwork addressing end-user and vulnerable groups' acceptability**, including:

Workshop with practitioners	Tabletop exercises with practitioners	Interviews with European LEAs	Delphi based study	Workshop with CSAB members	Questionnaire of Civil Society Organizations of CBRNe Preparedness & Response
31 organizations and Consortium representatives	12 LEAs, ethics experts, practitioners	18 interviewees	33 PSAB members	16 CSAB members	32 CSAB members

VULNERABLE GROUPS AND END USERS' VIEWS

Vulnerable groups [7] and **end users** [8] were asked how they judge **guidelines and technologies for preparedness and response:**

END USERS
concentrate their worries on communication, policies and **inclusion** issues.

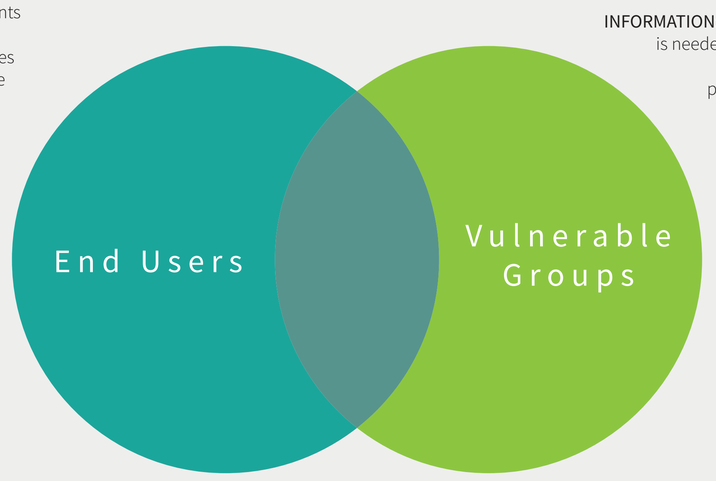
VULNERABLE GROUPS
concentrate their worries on information, technology and **inclusion** issues.

ACCEPTABILITY RELATED ASSESSMENT

COMMUNICATION: Social media channels should be available to respond ro CBRNe events effectively. Use of visual support for communication (such as pictograms) facilitates the management of minorities and vulnerable groups during events. Official sources, quick communication and credibility are crucial for CBRNe's response and fighting fake news.

POLICIES: Guidelines for CBRNe response concerning vulnerable populations should be better harmonized (i.e. communication, language and technical aspects)

INCLUSION: Cultural awareness is essential to handle CBRNe events (i.e. managing religious differences, in particular concerning decontamination), integrating older adults and other non-IT skilled people into communication is needed (i.e. having a hard copy of instructions)



INFORMATION: Education for protecting groups is needed, aimed at facilitating response, combating misinformation, protection their personal data etc.

TECHNOLOGY: Technology is not adapted to specific conditions.

INCLUSION: Need for intersectional approach for languages, pictographic forms, print forms and sign language.

ACCEPTABILITY TENSION AND DILEMMAS

This analysis provides relevant data which can be used to analyze the main **divergences to be addressed in real scenarios**. In this regard, the following main acceptability related tensions have been identified in PROACTIVE:

Procedural harmonization (including EU transference)	Group-based management
Transparency goals manifested in communication policies for public awareness	Security requirements for event management
Integration of specific vulnerable groups	Respect for intersectional aspects
Increased technological accessibility	Digital divide (concerning the elderly and other protected groups)

CONCLUSION

Acceptability factors need to be considered in policies concerning preparedness and response to CBRNe events targeting vulnerable populations.

Main acceptability drivers to consider by these policies include:

- Inclusive education
- Targeted and inclusive communication
- Attention to intersectionality

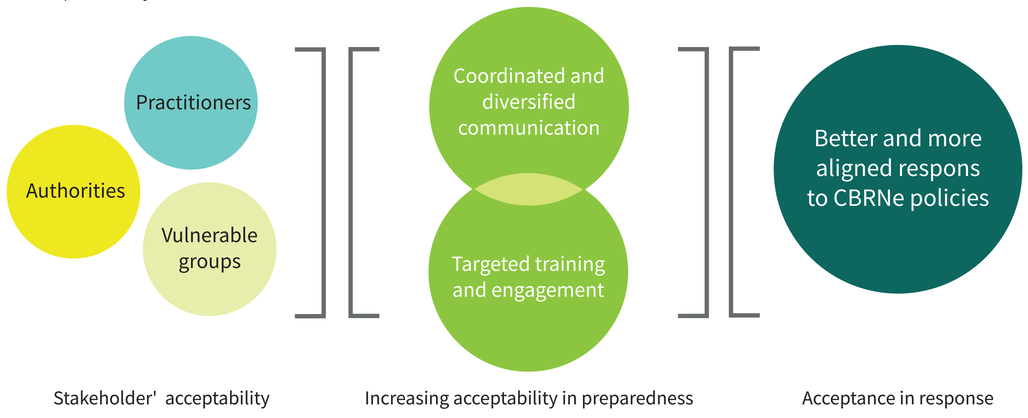
DISCUSSION

Acceptability has shown to be a core driver for target behaviours, cultural capital and capabilities in several fields, including security policies and disasters management [9][10]. Along these lines, **disseminating the effectiveness of CBRNe policies through effective communication** seems to be critical to enhancing vulnerable populations' acceptability.

However, **targeted strategies and communication should diversify to ensure the inclusion of vulnerable groups**, assuming **intersectionality** and structurally **counter-acting misinformation and fake news**. Two main tension-solving strategies must be implemented by authorities during the preparedness phase to achieve this:

1. **Develop and test public/confidential information** management to properly segment messages corresponding to vulnerable populations in response scenarios.

2. Provide **targeted training to vulnerable populations** through specific materials and public campaigns. This can boost the development of skills needed to acquire group related messages and increase these groups' acceptability.



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