



# TACTIC

TOOLS, METHODS AND TRAINING FOR COMMUNITIES  
AND SOCIETY TO BETTER PREPARE FOR A CRISIS

## Organisational self-assessment with a focus on risk communication

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## Document Information

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## Preamble

The overall aim of the **TACTIC** project is to increase preparedness to large-scale and cross-border disasters amongst communities and societies in Europe. Therefore TACTIC based its work on the state-of-the-art literature related to risk perception and preparedness, developed a self-assessment both for organisations responsible for managing such different risks as flooding, earthquakes, terrorism and epidemics as well as the general public exposed to these hazards. It also created a catalogue of good practices in education and communication. Rather than taking a top-down approach to preparedness, TACTIC pursues a collaborative project strategy by including different user and stakeholder groups in the development, testing and validation of tools and materials throughout the project by conducting four case studies focusing on terrorism, floods, pandemics and earthquakes. This ensures that the outcomes of the project reflects the needs of end users and ensures that the project's outcomes have a life span after the project has officially ended.

All these findings and outputs are presented in an online learning platform which aims to ensure the sustainability of the use of the projects outcomes after the project has come to an end.

This document provides the final versions of the self-assessment for organisations that aim at self-assessing their risk communication activities as they are included in the online platform TOSAP

The online platform can be accessed by following this link: <https://www.tacticproject.eu/tosap/>

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	<b>Terrorism</b>	<b>Floods</b>	<b>Epidemics</b>	<b>Earthquakes</b>
	<p>Welcome to the <b>TACTIC</b> Self-Assessment on “Terrorism” for Organisations!</p> <p>Do you want to know how well you are communicating with the public? Do you want to have a feedback on your risk communication practices? Then we welcome you on the TACTIC online platform and ask you to take some time - about 20 to 30 minutes - to answer the next set of questions.</p> <p>We will ask you, among others, about your working context, about the goals you want to achieve with your risk communication activities and what methods you use.</p> <p>Based on your answers, a feedback report will be generated. This report gives you an overview about strengths and potentials of your organisation’s risk communication strategy. In addition, we will link you to our <b>TACTIC Library of good practices</b></p>	<p>Welcome to the <b>TACTIC</b> Self-Assessment on “Floods” for Organisations!</p> <p>Do you want to know how well you are communicating with the public? Do you want to have a feedback on your risk communication practices? Then we welcome you on the TACTIC online platform and ask you to take some time - about 20 to 30 minutes - to answer the next set of questions.</p> <p>We will ask you, among others, about your working context, about the goals you want to achieve with your risk communication activities and what methods you use.</p> <p>Based on your answers, a feedback report will be generated. This report gives you an overview about strengths and potentials of your organisation’s risk communication strategy. In addition, we will link you to our <b>TACTIC Library of good practices</b> and provide you with specific examples that can be inspiring and might be helpful to learn more about how you might improve your</p>	<p>Welcome to the <b>TACTIC</b> Self-Assessment on “Epidemics” for Organisations!</p> <p>Do you want to know how well you are communicating with the public? Do you want to have a feedback on your risk communication practices? Then we welcome you on the TACTIC online platform and ask you to take some time - about 20 to 30 minutes - to answer the next set of questions.</p> <p>We will ask you, among others, about your working context, about the goals you want to achieve with your risk communication activities and what methods you use.</p> <p>Based on your answers, a feedback report will be generated. This report gives you an overview about strengths and potentials of your organisation’s risk communication strategy. In addition, we will link you to our <b>TACTIC Library of good practices</b></p>	<p>Welcome to the <b>TACTIC</b> Self-Assessment on “Earthquakes” for Organisations!</p> <p>Do you want to know how well you are communicating with the public? Do you want to have a feedback on your risk communication practices? Then we welcome you on the TACTIC online platform and ask you to take some time - about 20 to 30 minutes - to answer the next set of questions.</p> <p>We will ask you, among others, about your working context, about the goals you want to achieve with your risk communication activities and what methods you use.</p> <p>Based on your answers, a feedback report will be generated. This report gives you an overview about strengths and potentials of your organisation’s risk communication strategy. In addition, we will link you to our <b>TACTIC Library of good practices</b></p>

<p>and provide you with specific examples that can be inspiring and might be helpful to learn more about how you might improve your communication activities.</p> <p>Of course, you are also free to have a look in the <b>TACTIC Library of good practices</b> without conducting the assessment [Link].</p> <p>If you would like to learn more about risk communication after having conducted the assessment, we recommend having a look at the <b>TACTIC Handbook of Social Learning and Risk Communication</b>. This document gives you a detailed overview about general principles of risk communication and provides you with a step-by-step approach which aims in enabling you to develop a long-term risk communication strategy. [Link].</p> <p><i>If you need information about the options, please place the mouse on them. If a question mark appears, you will get more information when you click on it.</i></p>	<p>communication activities.</p> <p>Of course, you are also free to have a look in the <b>TACTIC Library of good practices</b> without conducting the assessment [Link].</p> <p>If you would like to learn more about risk communication after having conducted the assessment, we recommend having a look at the <b>TACTIC Handbook of Social Learning and Risk Communication</b>. This document gives you a detailed overview about general principles of risk communication and provides you with a step-by-step approach which aims in enabling you to develop a long-term risk communication strategy. [Link].</p> <p><i>If you need information about the options, please place the mouse on them. If a question mark appears, you will get more information when you click on it.</i></p>	<p>and provide you with specific examples that can be inspiring and might be helpful to learn more about how you might improve your communication activities.</p> <p>Of course, you are also free to have a look in the <b>TACTIC Library of good practices</b> without conducting the assessment [Link].</p> <p>If you would like to learn more about risk communication after having conducted the assessment, we recommend having a look at the <b>TACTIC Handbook of Social Learning and Risk Communication</b>. This document gives you a detailed overview about general principles of risk communication and provides you with a step-by-step approach which aims in enabling you to develop a long-term risk communication strategy. [Link].</p> <p><i>If you need information about the options, please place the mouse on them. If a question mark appears, you will get more information when you click on it.</i></p>	<p>and provide you with specific examples that can be inspiring and might be helpful to learn more about how you might improve your communication activities.</p> <p>Of course, you are also free to have a look in the <b>TACTIC Library of good practices</b> without conducting the assessment [Link].</p> <p>If you would like to learn more about risk communication after having conducted the assessment, we recommend having a look at the <b>TACTIC Handbook of Social Learning and Risk Communication</b>. This document gives you a detailed overview about general principles of risk communication and provides you with a step-by-step approach which aims in enabling you to develop a long-term risk communication strategy. [Link].</p> <p><i>If you need information about the options, please place the mouse on them. If a question mark appears, you will get more information when you click on it.</i></p>	<p>and provide you with specific examples that can be inspiring and might be helpful to learn more about how you might improve your communication activities.</p> <p>Of course, you are also free to have a look in the <b>TACTIC Library of good practices</b> without conducting the assessment [Link].</p> <p>If you would like to learn more about risk communication after having conducted the assessment, we recommend having a look at the <b>TACTIC Handbook of Social Learning and Risk Communication</b>. This document gives you a detailed overview about general principles of risk communication and provides you with a step-by-step approach which aims in enabling you to develop a long-term risk communication strategy. [Link].</p> <p><i>If you need information about the options, please place the mouse on them. If a question mark appears, you will get more information when you click on it.</i></p>
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1	<p><b>Where is your organisation located?</b></p>	<p><b>Where is your organisation located?</b></p>	<p><b>Where is your organisation located?</b></p>	<p><b>Where is your organisation located?</b></p>
2	<p><b>What type of organisation are you working for?</b></p> <ul style="list-style-type: none"> <li>a) Government body</li> <li>b) Private company</li> <li>c) Non-profit organisation</li> <li>d) Other</li> </ul>	<p><b>What type of organisation are you working for?</b></p> <ul style="list-style-type: none"> <li>a) Government body</li> <li>b) Private company</li> <li>c) Non-profit organisation</li> <li>d) Others</li> </ul>	<p><b>What type of organisation are you working for?</b></p> <ul style="list-style-type: none"> <li>a) Government body</li> <li>b) Private company</li> <li>c) Non-profit organisation</li> <li>d) Others</li> </ul>	<p><b>What type of organisation are you working for?</b></p> <ul style="list-style-type: none"> <li>a) Government body</li> <li>b) Private company</li> <li>c) Non-profit organisation</li> <li>d) Others</li> </ul>
3	<p><b>Which hazard do you think is most relevant for your organisation? (first question, 5 buttons)</b></p> <ul style="list-style-type: none"> <li>a. Floods</li> <li>b. Earthquakes</li> <li>c. Epidemics (animal- and human-transmitted disease, e.g. mad cow disease and influenza)</li> <li>d. Terrorism</li> </ul>	<p><b>Which hazard do you think is most relevant for your organisation? (first question, 5 buttons)</b></p> <ul style="list-style-type: none"> <li>a. Floods</li> <li>b. Earthquakes</li> <li>c. Epidemics (animal- and human-transmitted disease, e.g. mad cow disease and influenza)</li> <li>d. Terrorism</li> </ul>	<p><b>Which hazard do you think is most relevant for your organisation? (first question, 5 buttons)</b></p> <ul style="list-style-type: none"> <li>a. Floods</li> <li>b. Earthquakes</li> <li>c. Epidemics (animal- and human-transmitted disease, e.g. mad cow disease and influenza)</li> <li>d. Terrorism</li> </ul>	<p><b>Which hazard do you think is most relevant for your organisation? (first question, 5 buttons)</b></p> <ul style="list-style-type: none"> <li>a. Floods</li> <li>b. Earthquakes</li> <li>c. Epidemics (animal- and human-transmitted disease, e.g. mad cow disease and influenza)</li> <li>d. Terrorism</li> </ul>

	<b>HAZARD EXPERIENCE AND HAZARD PERCEPTION</b>	<b>HAZARD EXPERIENCE AND HAZARD PERCEPTION</b>	<b>HAZARD EXPERIENCE AND HAZARD PERCEPTION</b>	<b>HAZARD EXPERIENCE AND HAZARD PERCEPTION</b>
<b>4</b>	<p><b>Has your community/city/region ever experienced the consequences of a terrorist attack (e.g. disruption to daily life)?</b></p> <p>a) Yes b) No (continue with question 9)</p>	<p><b>Has your community/city/region ever experienced the consequences of a flood event (e.g. disruption to daily life)?</b></p> <p>a) Yes b) No (continue with question 9)</p>	<p><b>Has your community/city/region ever experienced the negative consequences of an epidemic event (e.g. disruption to daily life)?</b></p> <p>a) Yes b) No (continue with question 9)</p>	<p><b>Has your community/city/region ever experienced the negative consequences of an earthquake event? (e.g. disruption to daily life)</b></p> <p>a) Yes b) No (continue with question 9)</p>
<b>5</b>	<p><b>If you answered yes to Question 4, when did a terrorist attack last occur in your community?</b></p> <p>a) Less than one year ago b) Between one and ten years ago c) More than ten years ago</p>	<p><b>If you answered yes to Question 4, when did a flood event last occur in your community?</b></p> <p>a) Less than one year ago b) Between one and ten years ago c) More than ten years ago</p>	<p><b>If you answered yes to Question 4, when did an epidemic event last occur in your community?</b></p> <p>a) Less than one year ago b) Between one and ten years ago c) More than ten years ago</p>	<p><b>If you answered yes to Question 4, when did an earthquake event last occur in your community?</b></p> <p>a) Less than one year ago b) Between one and ten years ago c) More than ten years ago</p>
<b>6</b>	<p><b>Has your organisation drawn out lessons from the most recent terrorist attack?</b></p> <p>a) Yes b) No c) I don't know</p>	<p><b>Has your organisation drawn out lessons from the most recent flood event?</b></p> <p>a) Yes b) No c) I don't know</p>	<p><b>Has your organisation drawn out lessons from the most recent epidemic event?</b></p> <p>a) Yes b) No c) I don't know</p>	<p><b>Has your organisation drawn out lessons from the most recent earthquake event?</b></p> <p>a) Yes b) No c) I don't know</p>

7	<p><b>If yes, has your organisation systematically documented these lessons and developed recommendations for improvement?</b></p> <p>a) Yes b) No c) I don't know</p>	<p><b>If yes, has your organisation systematically documented these lessons and developed recommendations for improvement?</b></p> <p>d) Yes e) No f) I don't know</p>	<p><b>If yes, has your organisation systematically documented these lessons and developed recommendations for improvement?</b></p> <p>g) Yes h) No i) I don't know</p>	<p><b>If yes, has your organisation systematically documented these lessons and developed recommendations for improvement?</b></p> <p>j) Yes k) No l) I don't know</p>
8	<p><b>If yes, have these recommendations been implemented?</b></p> <p>a) Yes, we have implemented all of our recommendations b) Yes, we have implemented some of the recommendations and are in the process of implementing the others c) We plan to implement our recommendations in the future</p>	<p><b>If yes, have these recommendations been implemented?</b></p> <p>a) Yes, we have implemented all of our recommendations b) Yes, we have implemented some of the recommendations and are in the process of implementing the others c) We plan to implement our recommendations in the future d) No, we will not implement our recommendations</p>	<p><b>If yes, have these recommendations been implemented?</b></p> <p>a) Yes, we have implemented all of our recommendations b) Yes, we have implemented some of the recommendations and are in the process of implementing the others c) We plan to implement our recommendations in the future</p>	<p><b>If yes, have these recommendations been implemented?</b></p> <p>a) Yes, we have implemented all of our recommendations b) Yes, we have implemented some of the recommendations and are in the process of implementing the others c) We plan to implement our recommendations in the future</p>



	d) No, we will not implement our recommendations		d) No, we will not implement our recommendations	d) No, we will not implement our recommendations
9	<p>Risks and actions to mitigate risks can be perceived differently (e.g. the organisation may perceive the risk of terrorism as being very low but the general public may believe that it is high). Are you aware of differences in how your organisation perceives the risk of terrorism and how members of the public perceive the risk of terrorism?</p> <p>a) Yes b) No c) I don't know</p>	<p>Risks and actions to mitigate risks can be perceived differently (e.g. the organisation may believe that it is not possible to create 100% protection against flooding but the general public may believe that it is possible). Are you aware of differences in how your organisation perceives the risk of flooding and how members of the public perceive the risk of flooding?</p> <p>a) Yes b) No c) I don't know</p>	<p>Risks and actions to mitigate risks can be perceived differently (e.g. the organisation may believe that the risk of an epidemic is very high but the general public may believe that the risk is low). Are you aware of differences in the perception of risk by your organisation/your personal perception of risk and that of members of the public?</p> <p>a) Yes b) No c) I don't know</p>	<p>Risks and actions to mitigate risks can be perceived differently (e.g. the organisation may believe that human action can reduce the damage that an earthquake causes but the general public may believe that an earthquake is a natural event or an event sent by God and do not believe that human actions can make a difference). Are you aware of differences in the perception of risk by your organisation/your personal perception of risk and that of members of the public?</p> <p>a) Yes b) No c) I don't know</p>
10	Did conflicts arise out of	Did conflicts arise out of differences in	Did conflicts arise out of	Did conflicts arise out of

	<b>differences in risk perception?</b>  a) Yes b) No, not yet - but I am sure that conflicts will arise c) No, the difference in risk perception is rather minor d) I don't know	<b>risk perception?</b>  a) Yes b) No, not yet - but I am sure that conflicts will arise c) No, the difference in risk perception is rather minor d) I don't know	<b>differences in risk perception over epidemics?</b>  a) Yes b) No, not yet - but I am sure that conflicts will arise c) No, the difference in risk perception regarding epidemics is rather minor d) I don't know	<b>differences in risk perception?</b>  a) Yes b) No, not yet - but I am sure that conflicts will arise c) No, the difference in risk perception is rather minor d) I don't know
<b>11</b>	We are interested in how you perceive the given hazard. The answers that you give will feel subjective but this is the point. Much research has highlighted that there is a difference in the way that risk managers and those at risk perceive the given risk. Please answer the following questions quickly based on your opinion and first thoughts.	We are interested in how you perceive the given hazard. The answers that you give will feel subjective but this is the point. Much research has highlighted that there is a difference in the way that risk managers and those at risk perceive the given risk. Please answer the following questions quickly based on your opinion and first thoughts.	We are interested in how you perceive the given hazard. The answers that you give will feel subjective but this is the point. Much research has highlighted that there is a difference in the way that risk managers and those at risk perceive the given risk. Please answer the following questions quickly based on your opinion and first thoughts.	We are interested in how you perceive the given hazard. The answers that you give will feel subjective but this is the point. Much research has highlighted that there is a difference in the way that risk managers and those at risk perceive the given risk. Please answer the following questions quickly based on your opinion and first thoughts.
	<b>To what extent is the risk of terrorism voluntary (e.g. do people's choices put them at greater risk of terrorism) or not?</b>	<b>To what extent is the risk of flooding voluntary (e.g. do people's choices put them at greater risk of flooding ) or not?</b>	<b>To what extent is the risk of epidemics voluntary (e.g. do people's choices put them at greater risk of epidemics ) or not?</b>	<b>To what extent is the risk of earthquake voluntary (e.g. do people's choices put them at greater risk of earthquakes) or not?</b>

	1 voluntarily 2 3 4 5 involuntarily	1 voluntarily 2 3 4 5 involuntarily	1 voluntarily 2 3 4 5 involuntarily	1 voluntarily 2 3 4 5 involuntarily
		<b>To what extend is the risk of flooding natural or human-made?</b>  1 natural 2 3 4 5 human-made	<b>To what extend is the risk of epidemics is natural or human-made?</b>  1 natural 2 3 4 5 human-made	<b>To what extend is the risk of an earthquake event natural or human-made?</b>  1 natural 2 3 4 5 human-made
	<b>To what extend is the risk of terrorism threatening or unthreatening?</b>  1 threatening 2 3 4 5 unthreatening	<b>To what extend is the risk of flooding threatening or unthreatening?</b>  1 threatening 2 3 4 5 unthreatening	<b>To what extend is the risk of epidemics threatening or unthreatening?</b>  1 threatening 2 3 4 5 unthreatening	<b>To what extend is the risk of an earthquake event threatening or unthreatening?</b>  1 threatening 2 3 4 5 unthreatening
	<b>How familiar or unfamiliar is the risk of terrorism?</b>  1 familiar 2 3	<b>How familiar or unfamiliar is the risk of flooding?</b>  1 familiar 2 3	<b>How familiar or unfamiliar is the risk of epidemics?</b>  1 familiar 2 3	<b>How familiar or unfamiliar is the risk of earthquakes?</b>  1 familiar 2 3

	4 5 unfamiliar	4 5 unfamiliar	4 5 unfamiliar	4 5 unfamiliar
	<b>To what extend is the risk of terrorism manageable or unmanageable?</b>  1 manageable 2 3 4 5 unmanageable	<b>To what extend is risk of flooding manageable or unmanageable?</b>  1 manageable 2 3 4 5 unmanageable	<b>To what extend is the epidemic risk manageable or unmanageable?</b>  1 manageable 2 3 4 5 unmanageable	<b>To what extend is the risk of an earthquake event manageable or unmanageable?</b>  1 manageable 2 3 4 5 unmanageable
		<b>To what extend is the risk of flooding distributed fairly or unfairly among members of society?</b>  1 fairly 2 3 4 5 unfairly	<b>To what extend is the risk of epidemics distributed fairly or unfairly among members of society?</b>  1 fairly 2 3 4 5 unfairly	<b>To what extend is the risk of earthquakes distributed fairly or unfairly among members of society?</b>  1 fairly 2 3 4 5 unfairly
		<b>To what extend is the knowledge about the community's risk of flooding scientifically certain or uncertain?</b>  1 certain 2 3 4 5 uncertain	<b>To what extend is the knowledge about the community's risk of an epidemic event scientifically certain or uncertain?</b>  1 certain 2 3 4	<b>To what extend is the knowledge about the community's risk of an earthquake event scientifically certain or uncertain?</b>  1 certain 2 3 4

			5 uncertain	5 uncertain
12	<p><b>Does your organisation treat preparedness to terrorism differently to preparedness to other hazards?</b></p> <p>a) No, preparing for terrorism is not different to preparing for other types of hazards</p> <p>b) Yes, terrorism has unique characteristics that require particular considerations</p> <p>c) I am not sure whether this has been considered</p> <p>d) not applicable</p>	<p><b>Does your organisation treat preparedness to floods differently to preparedness to other hazards?</b></p> <p>a) No, preparing for floods is not different to preparing for other types of hazards</p> <p>b) Yes, floods has unique characteristics that require particular considerations</p> <p>c) I am not sure whether this has been considered</p> <p>d) not applicable</p>	<p><b>Does your organisation treat preparedness to epidemics differently to preparedness to other hazards?</b></p> <p>a) No, preparing for epidemics is not different to preparing for other types of hazards</p> <p>b) Yes, epidemics has unique characteristics that require particular considerations</p> <p>c) I am not sure whether this has been considered</p> <p>d) not applicable</p>	<p><b>Does your organisation treat preparedness to earthquakes differently to preparedness to other hazards?</b></p> <p>a) No, preparing for earthquakes is not different to preparing for other types of hazards</p> <p>b) Yes, earthquakes has unique characteristics that require particular considerations</p> <p>c) I am not sure whether this has been considered</p> <p>d) not applicable</p>
13	<p><b>How often do you collaborate with the following organisations in your day-to-day business? (regularly, from time to time, never)</b></p> <p>a) public</p> <p>b) private</p> <p>c) public/private</p> <p>d) non-profit</p> <p>e) others</p>	<p><b>How often do you collaborate with the following organisations in your day-to-day business? (regularly, from time to time, never)</b></p> <p>a) public</p> <p>b) private</p> <p>c) public/private</p> <p>d) non-profit</p> <p>e) others</p>	<p><b>How often do you collaborate with the following organisations in your day-to-day business? (regularly, from time to time, never)</b></p> <p>a) public</p> <p>b) private</p> <p>c) public/private</p> <p>d) non-profit</p> <p>e) others</p>	<p><b>How often do you collaborate with the following organisations in your day-to-day business? (regularly, from time to time, never)</b></p> <p>a) public</p> <p>b) private</p> <p>c) public/private</p> <p>d) non-profit</p> <p>e) others</p>

	Many hazards have cross-border impacts. Therefore, it is important to have networks across national borders to ensure that risk-related messages reach members of the public at risk.	Many hazards have cross-border impacts. Therefore, it is important to have networks across national borders to ensure that risk-related messages reach members of the public at risk.	Many hazards have cross-border impacts. Therefore, it is important to have networks across national borders to ensure that risk-related messages reach members of the public at risk.	Many hazards have cross-border impacts. Therefore, it is important to have networks across national borders to ensure that risk-related messages reach members of the public at risk.
14	<p>How regularly are you in contact with organisations from neighbouring countries?</p> <p>a) Regularly b) From time to time c) Never (proceed with question 17)</p>	<p>How regularly are you in contact with organisations from neighbouring countries?</p> <p>a) Regularly b) From time to time c) Never (proceed with question 17)</p>	<p>How regularly are you in contact with organisations from neighbouring countries?</p> <p>a) Regularly b) From time to time c) Never (proceed with question 17)</p>	<p>How regularly are you in contact with organisations from neighbouring countries?</p> <p>a) Regularly b) From time to time c) Never (proceed with question 17)</p>
15	<p>Do you have communication plans with organisations from your neighbouring countries that might be affected by a terrorist attack?</p> <p>a) Yes b) No c) I don't know</p>	<p>Do you have communication plans with organisations from your neighbouring countries that might be affected by a flood event?</p> <p>a) Yes b) No c) I don't know</p>	<p>Do you have communication plans with organisations from your neighbouring countries that might likewise be affected by a large epidemic event?</p> <p>a) Yes b) No c) I don't know</p>	<p>Do you have communication plans with organisations from your neighbouring countries that might likewise be affected by a large earthquake event?</p> <p>a) Yes b) No c) I don't know</p>
16	<p>Do you face language barriers in communicating with your neighbouring countries?</p> <p>a) No, we don't face language barriers b) Yes, we have taken actions</p>	<p>Do you face language barriers in communicating with your neighbouring countries?</p> <p>a) No, we don't face language barriers b) Yes, we have taken actions to</p>	<p>Do you face language barriers in communicating with your neighbouring countries?</p> <p>a) No, we don't face language barriers b) Yes, we have taken actions</p>	<p>Do you face language barriers in communicating with your target audience?</p> <p>a) No, we don't face language barriers b) Yes, we have taken actions</p>

	<p>to minimize barriers</p> <p>c) Yes, we face language barriers, but we have not taken actions yet.</p> <p>d) I don't know</p>	<p>minimize barriers</p> <p>c) Yes, we face language barriers, but we have not taken actions yet.d) I don't know</p>	<p>to minimize barriers</p> <p>c) Yes, we face language barriers, but we have not taken actions yet.</p> <p>d) I don't know</p>	<p>to minimize barriers</p> <p>c) Yes, we face language barriers, but we have not taken actions yet.</p> <p>d) I don't know</p>
	<p>Now we would like to learn more about your risk communication activities for terrorism. We are particularly interested in your organisation's previous experience with risk communication. We have identified four potential communication aims. By answering questions related to these aims, TACTIC is able to provide you with feedback in regards to your organisation's strengths and weaknesses that exist in regards to meeting your aims. You will also be provided with suggestions for improvement upon completion of the self-assessment survey.</p>	<p>Now we would like to learn more about your flood risk communication activities for flood events. We are particularly interested in your organisation's previous experience with risk communication. We have identified four potential communication aims. By answering questions related to these aims, TACTIC is able to provide you with feedback in regards to your organisation's strengths and weaknesses that exist in regards to meeting your aims. You will also be provided with suggestions for improvement upon completion of the self-assessment survey.</p>	<p>Now we would like to learn more about your flood risk communication activities for epidemics. We are particularly interested in your organisation's previous experience with risk communication. We have identified four potential communication aims. By answering questions related to these aims, TACTIC is able to provide you with feedback in regards to your organisation's strengths and weaknesses that exist in regards to meeting your aims. You will also be provided with suggestions for improvement upon completion of the self-assessment survey.</p>	<p>Now we would like to learn more about your earthquake risk communication activities for earthquake events. We are particularly interested in your organisation's previous experience with risk communication. We have identified four potential communication aims. By answering questions related to these aims, TACTIC is able to provide you with feedback in regards to your organisation's strengths and weaknesses that exist in regards to meeting your aims. You will also be provided with suggestions for improvement upon completion of the self-assessment survey.</p>
17	<p>How important is risk communication in your organisation in comparison to other activities that your organisation is responsible for?</p> <p>a) Important</p>	<p>How important is risk communication in your organisation in comparison to other activities that your organisation is responsible for?</p> <p>a) Important</p> <p>b) Unimportant</p>	<p>How important is risk communication in your organisation in comparison to other activities that your organisation is responsible for?</p> <p>a) Important</p>	<p>How important is risk communication in your organisation in comparison to other activities that your organisation is responsible for?</p> <p>a) Important</p>

	<p>b) Unimportant c) I don't know</p>	<p>c) I don't know</p>	<p>b) Unimportant c) I don't know</p>	<p>b) Unimportant c) I don't know</p>
18	<p><b>In your opinion, how well are you and your organisation equipped with resources to communicate risk in your community/city/region?</b></p> <p>Well equipped Poorly equipped I don't know</p> <p>a. Finances (money, sources of funding, etc.) b. Staff (personnel) c. Knowledge (knowledge about risk and risk reduction, risk communication knowledge, etc.) d. Skills (e.g., designing information material, communicating prevention measures) e. Motivation (desire to actively reduce the risk of terrorism in your community/increase preparedness for terrorism)</p>	<p><b>In your opinion, how well are you and your organisation equipped with resources to communicate risk in your community/city/region?</b></p> <p>Well equipped Poorly equipped I don't know</p> <p>a. Finances (money, sources of funding, etc.) b. Staff (personnel) c. Knowledge (knowledge about risk and risk reduction, risk communication knowledge, etc.) d. Skills (e.g., designing information material, communicating prevention measures) e. Motivation (desire to actively reduce the risk of flooding in your community/increase preparedness for flooding)</p>	<p><b>In your opinion, how well are you and your organisation equipped with resources to communicate risk in your community/city/region?</b></p> <p>Well equipped Poorly equipped I don't know</p> <p>a. Finances (money, sources of funding, etc.) b. Staff (personnel) c. Knowledge (knowledge about risk and risk reduction, risk communication knowledge, etc.) d. Skills (e.g., designing information material, demonstration of health protection measures) e. Motivation (desire to actively promote health in your community) f. Built infrastructure (in good condition meeting safety and regulatory standards)</p>	<p><b>In your opinion, how well are you and your organisation equipped with resources to communicate risk in your community/city/region?</b></p> <p>Well equipped Poorly equipped I don't know</p> <p>a. Finances (money, sources of funding, etc.) b. Staff (personnel) c. Knowledge (knowledge about risk and risk reduction, risk communication knowledge, etc.) d. Skills (e.g., designing information material, communicating earthquake protection measures) e. Motivation (desire to actively increase earthquake preparedness in your community)</p>
19	<p><b>Does your organisation have a risk communication strategy</b></p>	<p><b>Does your organisation have a risk communication strategy covering</b></p>	<p><b>Does your organisation have a risk communication strategy?</b></p>	<p><b>Does your organisation have a risk communication strategy</b></p>



	<p><b>covering communicating the risk of terrorism?</b></p> <p>a) Yes, and I think it is excellent in practice  b) Yes, but it needs improvement  c) No  d) I don't know</p>	<p><b>communicating the risk of flooding?</b></p> <p>a) Yes, and I think it is excellent in practice  b) Yes, but it needs improvement  c) No  d) I don't know</p>	<p><b>covering communicating earthquake risk?</b></p> <p>a) Yes, and I think it is excellent in practice  b) Yes, but it needs improvement  c) No  d) I don't know</p>	
20	<p><b>Do you believe that the general public trusts the information that your organisation is communicating?</b></p> <p>a) Yes  b) No  c) I don't know</p>	<p><b>Do you believe that the general public trusts the information that your organisation is communicating?</b></p> <p>a) Yes  b) No  c) I don't know</p>	<p><b>Do you believe that the general public trusts the information that your organisation is communicating?</b></p> <p>a) Yes  b) No  c) I don't know</p>	<p><b>Do you believe that the general public trusts the information that your organisation is communicating?</b></p> <p>a) Yes  b) No  c) I don't know</p>
21	<p><b>Please specify which of the following aims are relevant for your organisation's risk communication activities related specifically to the risk of terrorism. Please tick all that apply.</b></p> <p><i>Although, in practice, these four aims of risk communication overlap, they are still conceptually different. Therefore, based on the research evidence and in order to simplify the task ahead, we will only focus on these four aims.</i></p>	<p><b>Please specify which of the following aims are relevant for your organisation's risk communication activities. Please tick all that apply.</b></p> <p><i>Although, in practice, these four aims of risk communication overlap, they are still conceptually different. Therefore, based on the research evidence and in order to simplify the task ahead, we will only focus on these four aims.</i></p>	<p><b>Please specify which of the following aims are relevant for your organisation's risk communication activities. Please tick all that apply.</b></p> <p><i>Although, in practice, these four aims of risk communication overlap, they are still conceptually different. Therefore, based on the research evidence and in order to simplify the task ahead, we will only focus on these four aims.</i></p>	<p><b>Please specify which of the following aims are relevant for your organisation's risk communication activities. Please tick all that apply.</b></p> <p><i>Although, in practice, these four aims of risk communication overlap, they are still conceptually different. Therefore, based on the research evidence and in order to simplify the task ahead, we will only focus on these four aims.</i></p>

a) Raising risk awareness (i.e. informing

a) Raising risk awareness (i.e.

	<p>a) Raising risk awareness (i.e. informing people about risks well before an event occurs)</p> <p>b) Strengthening capacities to act (informing people about what to do in case of an emergency, knowing how to prevent terrorism, etc. before an event)</p> <p>c) Warning in case of emergency (what is known about an impending attack, how should the population respond, etc.)</p> <p>d) Resolving conflicts and building trust (e.g. disputes about appropriate measures, tensions between different groups of the community, etc.)</p>	<p>people about risks well before an event occurs)</p> <p>b) Strengthening capacities to act (informing people about what to do in case of an emergency, building houses with earthquake protection and mitigation measures etc. before an event)</p> <p>c) Warning in case of emergency (when and where the epidemic threat is identified, what needs to be done by the population etc.)</p> <p>d) Resolving conflicts and building trust (e.g. disputes about appropriate measures, tensions between different groups of the community, etc.)</p>	<p>a) Raising risk awareness (i.e. informing people about risks well before an event occurs)</p> <p>b) Strengthening capacities to act (informing people about what to do in case of an emergency, building houses with earthquake protection and mitigation measures etc. before an event)</p> <p>c) Warning in case of emergency (when and where the epidemic threat is identified, what needs to be done by the population etc.)</p> <p>d) Resolving conflicts and building trust (e.g. disputes about appropriate measures, tensions between different groups of the community, etc.)</p>	<p>informing people about risks well before an event occurs)</p> <p>b) Strengthening capacities to act (informing people about what to do in case of an emergency, building houses with earthquake protection and mitigation measures etc. before an event)</p> <p>d) Resolving conflicts and building trust (e.g. disputes about appropriate measures, tensions between different groups of the community, etc.)</p>
	<p><b><u>Aim: Raising risk awareness</u></b> Raising risk awareness involves informing the public about the different types of terrorist threat (e.g., bombings, firearms attack, chemical attack, cyber-terrorism) well before such an event occurs.</p>	<p><b><u>Aim: Raising risk awareness</u></b> Raising risk awareness involves informing the public about the type, the expected intensity, probability and the anticipated consequences of the hazard event well before such an event occurs.</p>	<p><b><u>Aim: Raising risk awareness</u></b> Raising risk awareness involves informing the public about the type, the expected intensity, probability and the anticipated consequences of the hazard event well before such an event occurs.</p>	<p><b><u>Aim: Raising risk awareness</u></b> Raising hazard awareness involves informing the public about the type, the expected intensity, probability and the anticipated consequences of the event well before such an event occurs.</p>

<p>22</p>	<p>Do you provide information about the risk of terrorism to your community/city/region (e.g. the likelihood of certain types of terrorism occurring in the community/city/region perhaps through examples that have taken place in the past)?</p> <p>a) Yes, regularly b) Yes, from time to time c) No d) I don't know</p>	<p>Do you provide information about the risk of flooding to your community/city/region (e.g. Information about the probability of flooding occurring in the future in the community/city/region and what the consequences might be/have been in the past)?</p> <p>a) Yes, regularly b) Yes, from time to time c) No d) I don't know</p>	<p>Do you provide information about epidemic risks to your community/city/region (e.g. information about the types of epidemics that could occur at what time of year and how they spread)?</p> <p>a) Yes, regularly b) Yes, from time to time c) No d) I don't know</p>	<p>Do you provide information about earthquake risks to your community/city/region (information about the probability of earthquakes occurring in the community (city/region and what the consequences might be/have been in the past)?</p> <p>a) Yes, regularly b) Yes, from time to time c) No d) I don't know</p>
<p>23</p>	<p>In order to raise risk awareness of terrorism, do you use?:</p> <p>a) simple, graphical, and factual materials (yes/no/ I don't know) b) Simple language (yes/no/ I don't know) c) Vivid examples and stories that communicate on a personal level (yes/no/ I don't know)</p>	<p>In order to raise risk awareness of floods, do you use....?:</p> <p>a) simple, graphical, and factual materials (yes/no/ I don't know) b) Simple language (yes/no/ I don't know) c) Vivid examples and stories that communicate on a personal level (yes/no/ I don't know)</p>	<p>In order to raise risk awareness of epidemics, do you use....?:</p> <p>a) simple, graphical, and factual materials (yes/no/ I don't know) b) Simple language (yes/no/ I don't know) c) Vivid examples and stories that communicate on a personal level (yes/no/ I don't know)</p>	<p>In order to raise risk awareness of earthquakes, do you use....?:</p> <p>a) simple, graphical, and factual materials (yes/no/ I don't know) b) Simple language (yes/no/ I don't know) c) Vivid examples and stories that communicate on a personal level (yes/no/ I don't know)</p>

24	<p><b>Which methods do you use for raising awareness of the risk of terrorism? (multiple answers possible)</b></p> <p>Mass media  a) Website  b) Publication in local/regional newspapers (incl. official gazettes)  c) Television</p> <p>Information materials  d) Brochures, Leaflets, etc.  e) Movies, Podcasts</p> <p>Technology-assisted communication  f) Automatic Voice/Phone Notification System</p> <p>Social media  g) Twitter  h) Facebook  i) Other</p> <p>Face-to-face communication</p>	<p><b>Which methods do you use for raising awareness of the risk of floods? (multiple answers possible)</b></p> <p>Mass media  a) Website  b) Publication in local/regional newspapers (incl. official gazettes)  c) Television</p> <p>Information materials  d) Brochures, Leaflets, etc.  e) Movies, Podcasts</p> <p>Technology-assisted communication  f) Automatic Voice/Phone Notification System</p> <p>Social media  g) Twitter  h) Facebook  i) Other</p> <p>Face-to-face communication  j) Public meetings/hearings  k) Public workshops</p>	<p><b>Which methods do you use for raising awareness of epidemic risk? (multiple answers possible)</b></p> <p>Mass media  a) Website  b) Publication in local/regional newspapers (incl. official gazettes)  c) Television</p> <p>Information materials  d) Brochures, Leaflets, etc.  e) Movies, Podcasts</p> <p>Technology-assisted communication  f) Automatic Voice/Phone Notification System</p> <p>Social media  g) Twitter  h) Facebook  i) Other</p> <p>Face-to-face communication  j) Public meetings/hearings</p>	<p><b>Which methods do you use for raising awareness of the risk of earthquake? (multiple answers possible)</b></p> <p>Mass media  a) Website  b) Publication in local/regional newspapers (incl. official gazettes)  c) Television</p> <p>Information materials  d) Brochures, Leaflets, etc.  e) Movies, Podcasts</p> <p>Technology-assisted communication  f) Automatic Voice/Phone Notification System</p> <p>Social media  g) Twitter  h) Facebook  i) Other</p> <p>Face-to-face communication</p>

	<ul style="list-style-type: none"> <li>j) Public meetings/hearings</li> <li>k) Public workshops</li> <li>l) Round table discussion</li> <li>m) Theatre plays</li> </ul> <p>Stakeholder participation</p> <ul style="list-style-type: none"> <li>n) Role-playing</li> <li>o) Simulations (e.g. emergency exercise)</li> </ul> <p>Visualisation of risk</p> <ul style="list-style-type: none"> <li>p) Photos</li> <li>q) Posters and displays</li> <li>r) Direct advertising</li> <li>s) Videos</li> <li>t) Others</li> </ul>	<ul style="list-style-type: none"> <li>l) Round table discussion</li> <li>m) Theatre plays</li> </ul> <p>Stakeholder participation</p> <ul style="list-style-type: none"> <li>n) Role-playing</li> <li>o) Simulations (e.g. emergency exercise)</li> </ul> <p>Visualisation of risk</p> <ul style="list-style-type: none"> <li>p) Photos</li> <li>q) Posters and displays</li> <li>r) Direct advertising</li> <li>s) Videos</li> <li>t) Others</li> </ul>	<ul style="list-style-type: none"> <li>k) Public workshops</li> <li>l) Round table discussion</li> <li>m) Theatre plays</li> </ul> <p>Stakeholder participation</p> <ul style="list-style-type: none"> <li>n) Role-playing</li> <li>o) Simulations (e.g. emergency exercise)</li> </ul> <p>Visualisation of risk</p> <ul style="list-style-type: none"> <li>p) Photos</li> <li>q) Posters and displays</li> <li>r) Direct advertising</li> <li>s) Videos</li> <li>t) Others</li> </ul>	<ul style="list-style-type: none"> <li>j) Public meetings/hearings</li> <li>k) Public workshops</li> <li>l) Round table discussion</li> <li>m) Theatre plays</li> </ul> <p>Stakeholder participation</p> <ul style="list-style-type: none"> <li>n) Role-playing</li> <li>o) Simulations (e.g. emergency exercise)</li> </ul> <p>Visualisation of risk</p> <ul style="list-style-type: none"> <li>p) Photos</li> <li>q) Posters and displays</li> <li>r) Direct advertising</li> <li>s) Videos</li> <li>t) Others</li> </ul>
25	<p><b>Do you reach out to different groups in your community/city/region (people who use other languages, special communication needs, etc.)?</b></p> <ul style="list-style-type: none"> <li>a. Yes</li> <li>b. No</li> <li>c. I don't know</li> </ul>	<p><b>Do you reach out to different groups in your community/city/region (people who use other languages, special communication needs, etc.)?</b></p> <ul style="list-style-type: none"> <li>a. Yes</li> <li>b. No</li> <li>c. I don't know</li> </ul>	<p><b>Do you reach out to different groups in your community/city/region (people who use other languages, special communication needs, etc.)?</b></p> <ul style="list-style-type: none"> <li>a. Yes</li> <li>b. No</li> <li>c. I don't know</li> </ul>	<p><b>Do you reach out to different groups in your community/city/region (people who use other languages, special communication needs, etc.)?</b></p> <ul style="list-style-type: none"> <li>a. Yes</li> <li>b. No</li> <li>c. I Ddon't know</li> </ul>
26	<p><b>Communication habits and information needs to differ between groups (e.g. some people may prefer to receive information via email, newspaper, etc.)? Do you take such difference into</b></p>	<p><b>Communication habits and information needs to differ between groups (e.g. some people may prefer to receive information via email, newspaper, TV, etc.)? Do you take such difference into</b></p>	<p><b>Communication habits and information needs to differ between groups (e.g. some people may prefer to receive information via email, newspaper,</b></p>	<p><b>Communication habits and information needs to differ between groups (e.g. some people may prefer to receive information via email, newspaper,</b></p>

	<p>TV, etc.)? Do you take such difference into account in your risk communication?</p> <p>a. Yes b. No c. I don't know</p>	<p>account in your risk communication?</p> <p>a. Yes b. No c. I don't know</p>	<p>TV, etc.)? Do you take such difference into account in your risk communication?</p> <p>a. Yes b. No c. I don't know</p>	<p>TV, etc.)? Do you take such difference into account in your risk communication?</p> <p>a. Yes b. No c. I don't know</p>
27	<p>Does your organisation have a key message which is communicated to reach the aim of raising risk awareness? One example could be: "Citizens should be aware of the risk of terrorist attacks."</p> <p>a) Yes b) No c) I don't know</p>	<p>Does your organisation have a key message which is communicated to reach the aim of raising risk awareness? One example could be: "Citizens are responsible for reducing flood risk at their property."</p> <p>a) Yes b) No c) I don't know</p>	<p>Does your organisation have a key message which is communicated to reach the aim of raising risk awareness? One example could be: "Citizens are responsible for informing themselves about the risk of an epidemic outbreak."</p> <p>a) Yes b) No c) I don't know</p>	<p>Does your organisation have a key message which is communicated to reach the aim of raising risk awareness? One example could be: "Citizens are responsible for reducing earthquake risk at their property."</p> <p>a) Yes b) No c) I don't know</p>
28	<p>Are you actively collecting feedback on your communication practices related to the aim of raising awareness?</p> <p>a) Yes b) No c) I don't know</p>	<p>Are you actively collecting feedback on your communication practices related to the aim of raising risk awareness?</p> <p>a) Yes b) No c) I don't know</p>	<p>Are you actively collecting feedback on your communication practices related to the aim of raising risk awareness?</p> <p>a) Yes b) No c) I don't know</p>	<p>Are you actively collecting feedback on your communication practices related to the aim of raising risk awareness?</p> <p>a) Yes b) No c) I don't know</p>
29	<p>If yes: Are you using the feedback to improve your communication practices designed to raise awareness of the risk of terrorism?</p>	<p>If yes: Are you using the feedback to improve your communication practices designed to raise awareness of the risk of flooding?</p>	<p>If yes: Are you using the feedback to improve your communication practices designed to raise awareness of the risk of epidemics?</p>	<p>If yes: Are you using the feedback to improve your communication practices designed to raise awareness of the risk of earthquakes?</p>

	a) Yes b) No c) I don't know	a) Yes b) No c) I don't know	a) Yes b) No c) I don't know	a) Yes b) No c) I don't know
	<p><b><u>Aim: Strengthening capacities to act</u></b></p> <p>Strengthening capacities to act involves, for instance, providing information on how communities can take action well in advance of a terrorist attack to enhance their response.</p>	<p><b><u>Aim: Strengthening capacities to act</u></b></p> <p>Strengthening capacities to act involves, for instance, providing information on how communities can take action well in advance of a flood event to enhance their response or mitigate the consequences.</p>	<p><b><u>Aim: Strengthening capacities to act</u></b></p> <p>Strengthening capacities to act involves, for instance, providing information on how communities can take action well in advance of an epidemic event to enhance their response or mitigate the consequences.</p>	<p><b><u>Aim: Strengthening capacities to act</u></b></p> <p>Strengthening capacities to act involves, for instance, providing information on how communities can take action well in advance of an earthquake event to enhance their response or mitigate the consequences.</p>
30	<p><b>Do you provide information about how residents in your community/city/region can prepare themselves for a terrorist attack?</b></p> a) Yes, regularly b) Yes, from time to time c) No d) I don't know	<p><b>Do you provide information about how residents in your community/city/region can prepare themselves for a flood event?</b></p> a) Yes, regularly b) Yes, from time to time c) No d) I don't know	<p><b>Do you provide information about how residents of your community/city/region can prepare themselves for epidemics?</b></p> a) Yes, regularly b) Yes, from time to time c) No d) I don't know	<p><b>Do you provide information about how residents of your community/city/region can prepare themselves for earthquakes?</b></p> a) Yes, regularly b) Yes, from time to time c) No d) I don't know

<p>31</p>	<p><b>In order to raise the capacity to act, how regularly does your organisation inform your community/city/region about the following issues?</b></p> <p>Regularly From time to time Never I don't know</p> <p>a) Preventing terrorism (e.g., vigilance and reporting suspicious activities or packages, security measures to protect electronic items from cyber-terrorism) b) Avoiding certain activities to reduce the risk of terrorism (e.g., avoiding travelling to certain countries) c) Preparation of an individual/family emergency plan including how to respond to a terrorist attack d) Preparation of an emergency kit including medical supplies and copies of important documents</p>	<p><b>In order to raise the capacity to act, how regularly does your organisation inform your community/city/region about the following issues?</b></p> <p>Regularly From time to time Never I don't know</p> <p>a) How to read and understand flood hazard and risk maps b) Rain water management on individual property c) How to insure buildings against damage from natural disasters d) Preparation of individual flood emergency / evacuation plan for family, small firm or farm e) Emergency kit: Appropriate behaviour in case of emergency (e.g. store important documents, medicine, phone numbers ready, evacuation procedures) f) Financial aid for reconstruction after floods? g) Elevation of furnace, water heater and electrical panel h) Installation of „check valves“ i) Construction of barriers (concrete walls / earth levees) to stop floodwater from entering the</p>	<p><b>In order to raise the capacity to act, how regularly does your organisation inform your community/city/region about the following issues?</b></p> <p>Regularly From time to time Never I don't know</p> <p>a) Preparing your home for an epidemic b) How to interpret epidemic risk communications c) Infectious disease control measures and policies d) Information about keeping individuals/families/ animals healthy during an epidemic e) Preparation of epidemic emergency plans for families, small business or farms f) Emergency kits: Appropriate behaviour in case of emergency (e.g. store important documents, emergency supplies, medicines, phone numbers ready, evacuation procedures) g) Insurance against epidemic-related damages</p>	<p><b>In order to raise the capacity to act, how regularly does your organisation inform your community/city/region about the following issues?</b></p> <p>Regularly From time to time Never I don't know</p> <p>a) Earthquake-safe construction or about earthquake protection in buildings b) How to read and understand earthquake hazard and risk maps c) Safe evacuation and emergency escape routes d) Information about earthquake resistance/building codes e) Non-structural risk mitigation on individual property (e.g. good practise in stabilizing and arranging furniture) f) How to insure buildings against damage from natural disasters g) Preparation of individual earthquake emergency / evacuation plan for family, small firm or farm</p>
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	<p>e) Information about local emergency plans covering terrorism</p>	<p>building</p> <p>j) Preparation of mobile barriers on basement windows and doors</p> <p>k) Appropriate floor material on the ground floor</p> <p>l) Sealed walls in the basement with waterproofing compounds</p>	<p>h) Financial aid for recovery after epidemics</p>	<p>h) Preparation of an earthquake family reunion plan</p> <p>i) Information about what to put into an earthquake emergency kit (e.g. store important documents, medicine, phone numbers, evacuation procedures)</p> <p>j) Appropriate behaviour for emergency (e.g. store important documents, medicine, phone numbers ready, evacuation procedures)</p> <p>k) Concrete example of what to do in the case of an earthquake event (e.g. “drop, cover and hold on”)</p>
32	<p><b>In order to strengthening the capacities of residents to act, do you use ...? (multiple answers possible):</b></p> <p>a) simple, graphical, and factual materials (yes/no/I don't know)</p> <p>b) Simple language (yes/no/I don't know))</p> <p>c) Vivid examples and stories that communicate on a personal level (yes/no/I</p>	<p><b>In order to strengthening the capacities of residents to act, do you use...? (multiple answers possible):</b></p> <p>a) simple, graphical, and factual materials (yes/no/I don't know))</p> <p>b) Simple language (yes/no/I don't know))</p> <p>c) Vivid examples and stories that communicate on a personal level (yes/no/I don't know)</p>	<p><b>In order to strengthening the capacities of residents to act, do you use...? (multiple answers possible):</b></p> <p>a) simple, graphical, and factual materials (yes/no/I don't know))</p> <p>b) Simple language (yes/no/I don't know))</p> <p>c) Vivid examples and stories that communicate on a personal level (yes/no/I</p>	<p><b>In order to strengthening the capacities of residents to act, do you use...? (multiple answers possible):</b></p> <p>a) simple, graphical, and factual materials (yes/no/I don't know))</p> <p>b) Simple language (yes/no/I don't know)</p> <p>c) Vivid examples and stories that communicate on a personal level (yes/no/I</p>

	don't know)		don't know))	don't know))
33		<p><b>When you communicate with the general public, does your organisation emphasise the potential benefits of taking these actions?</b></p> <p>a) Yes b) No c) I don't know</p>	<p><b>When you communicate with the general public, does your organisation emphasise the potential benefits of taking these actions?</b></p> <p>a) Yes b) No c) I don't know</p>	<p><b>When you communicate with the general public, does your organisation emphasise the potential benefits of taking these actions?</b></p> <p>a) Yes b) No c) I don't know</p>
34	<p><b>Do you communicate your roles and responsibility as an organisation for managing the risk of terrorism to the general public?</b></p> <p>a) Yes b) No c) I don't know d) No – we are legally not allowed to share this information with the public</p>	<p><b>Do you communicate your roles and responsibility as an organisation for managing the risk of flooding to the general public?</b></p> <p>a) Yes b) No c) I don't know</p>	<p><b>Do you communicate your roles and responsibility as an organisation for managing the risk of epidemics to the general public?</b></p> <p>a) Yes b) No c) I don't know</p>	<p><b>Do you communicate your roles and responsibility as an organisation for managing the risk of earthquakes to the general public?</b></p> <p>a) Yes b) No c) I don't know</p>
35	<p><b>Do you communicate the responsibilities and rights of the general public with regards to terrorism?</b></p> <p>a) Yes</p>	<p><b>Do you communicate the responsibilities and rights of the general public with regards to flooding?</b></p> <p>a) Yes b) No</p>	<p><b>Do you communicate the responsibilities and rights of the general public with regards to epidemics?</b></p> <p>a) Yes</p>	<p><b>Do you communicate the responsibilities and rights of the general public with regards to earthquakes?</b></p> <p>a) Yes</p>

	<p>b) No c) I don't know</p>	<p>c) I don't know</p>	<p>b) No c) I don't know</p>	<p>b) No c) I don't know</p>
36	<p><b>Do you actively involve members of the general public in discussions about how to prepare for terrorism?</b></p> <p>a) Yes b) No c) No, we legally are not allowed to d) I don't know e)</p>	<p><b>Do you actively involve members of the general public in discussions about how to prepare for floods?</b></p> <p>a) Yes b) No c) I don't know</p>	<p><b>Do you actively involve members of the general public in discussions about how to prepare for epidemics?</b></p> <p>a) Yes b) No c) I don't know</p>	<p><b>Do you actively involve members of the general public in discussions about how to prepare for earthquakes?</b></p> <p>a) Yes b) No c) I don't know</p>
37	<p><b>When you communicate with the public in order to strengthen capacities with regard to terrorism, which methods do you use? (Multiple answers possible)</b></p> <p>Stakeholder participation a) Role-playing b) Simulations (e.g. emergency exercise)</p> <p>Face-to-face communication c) Public meetings/hearings d) Public workshops e) I Round table discussion f) Theatre plays</p> <p>Technology-assisted communication g) SMS h) Automatic Voice/Phone Notification System</p>	<p><b>When you communicate with the public in order to strengthen capacities with regard to the risk of flooding, which methods do you use? (Multiple answers possible)</b></p> <p>Stakeholder participation a) Role-playing b) Simulations (e.g. emergency exercise)</p> <p>Face-to-face communication c) Public meetings/hearings d) Public workshops e) Round table discussion f) Theatre plays</p> <p>Technology-assisted communication g) SMS h) Automatic Voice/Phone Notification System</p> <p>Social media</p>	<p><b>When you communicate with the public in order to strengthen capacities with regard to epidemic risks, which methods do you use? (Multiple answers possible)</b></p> <p>Stakeholder participation a) Role-playing b) Simulations (e.g. emergency exercise)</p> <p>Face-to-face communication c) j) Public meetings/hearings d) k) Public workshops e) l) Round table discussion f) m) Theatre plays</p> <p>Technology-assisted communication</p>	<p><b>When you communicate with the public in order to strengthen capacities with regard to the risk of an earthquake event, which methods do you use? (Multiple answers possible)</b></p> <p>Stakeholder participation a) Role-playing b) Simulations (e.g. emergency exercise)</p> <p>Face-to-face communication c) Public meetings/hearings d) Public workshops e) Round table discussion f) Theatre plays</p> <p>Technology-assisted communication g) SMS h) Automatic Voice/Phone Notification System</p>

	<p>Social media</p> <ul style="list-style-type: none"> <li>i) Twitter,</li> <li>j) Facebook</li> <li>k) Other</li> </ul> <p>Mass media</p> <ul style="list-style-type: none"> <li>l) Website</li> <li>m) Publication in local/regional newspapers (incl. official gazettes)</li> <li>n) Television/Radio</li> <li>o) Information materials</li> <li>p) Brochures, Leaflets, etc.</li> <li>q) Movies, Podcasts</li> </ul> <p>Visualisation of risk</p> <ul style="list-style-type: none"> <li>r) Photos</li> <li>s) Posters and displays</li> <li>t) Direct advertising</li> <li>u) Videos</li> <li>v) Others</li> </ul>	<ul style="list-style-type: none"> <li>i) Twitter,</li> <li>j) Facebook</li> <li>k) Other</li> </ul> <p>Mass media</p> <ul style="list-style-type: none"> <li>l) Website</li> <li>m) Publication in local/regional newspapers (incl. official gazettes)</li> <li>o) n) Television/Radio/Information materials</li> <li>p) Brochures, Leaflets, etc.</li> <li>q) Movies, Podcasts</li> </ul> <p>Visualisation of risk</p> <ul style="list-style-type: none"> <li>r) Photos</li> <li>s) Posters and displays</li> <li>t) Direct advertising</li> <li>u) Videos</li> <li>v) Others</li> </ul>	<ul style="list-style-type: none"> <li>g) SMS</li> <li>h) Automatic Voice/Phone Notification System</li> </ul> <p>Social media</p> <ul style="list-style-type: none"> <li>i) Twitter</li> <li>j) Facebook</li> <li>k) Other</li> </ul> <p>Mass media</p> <ul style="list-style-type: none"> <li>l) Website</li> <li>m) Publication in local/regional newspapers (incl. official gazettes)</li> <li>n) Television/Radio</li> <li>o) Information materials</li> <li>p) Brochures, Leaflets, etc.</li> <li>q) Movies, Podcasts</li> </ul> <p>Visualisation of risk</p> <ul style="list-style-type: none"> <li>r) Photos</li> <li>s) Posters and displays</li> <li>t) Direct advertising</li> <li>u) Videos</li> <li>v) Others</li> </ul>	<p>Social media</p> <ul style="list-style-type: none"> <li>i) Twitter</li> <li>j) Facebook</li> <li>k) Other</li> </ul> <p>Mass media</p> <ul style="list-style-type: none"> <li>l) Website</li> <li>m) Publication in local/regional newspapers (incl. official gazettes)</li> <li>n) Television/Radio</li> <li>o) Information materials</li> <li>p) Brochures, Leaflets, etc.</li> <li>q) Movies, Podcasts</li> </ul> <p>Visualisation of risk</p> <ul style="list-style-type: none"> <li>r) Photos</li> <li>s) Posters and displays</li> <li>t) Direct advertising</li> <li>u) Videos</li> <li>v) Others)</li> </ul>
38	<p><b>Do you reach out to different groups in your community/city/region (people who use other languages, special communication needs, etc.)?</b></p> <ul style="list-style-type: none"> <li>a) Yes</li> <li>b) No</li> <li>c) I don't know</li> </ul>	<p><b>Do you reach out to different groups in your community/city/region (people who use other languages, special communication needs, etc.)?</b></p> <ul style="list-style-type: none"> <li>a) Yes</li> <li>b) No</li> <li>c) I don't know</li> </ul>	<p><b>Do you reach out to different groups in your community/city/region (people who use other languages, special communication needs, etc.)?</b></p> <ul style="list-style-type: none"> <li>a) Yes</li> <li>b) No</li> <li>c) I don't know</li> </ul>	<p><b>Do you reach out to different groups in your community/city/region (people who use other languages, special communication needs, etc.)?</b></p> <ul style="list-style-type: none"> <li>a) Yes</li> <li>b) No</li> <li>c) I don't know</li> </ul>

39	<p>Communication habits and information needs differ between groups (e.g. some people may prefer to receive information via email, newspaper, TV, etc.). Do you take such differences into account in your risk communication?</p> <p>a) Yes b) No c) I don't know</p>	<p>Communication habits and information needs differ between groups (e.g. some people may prefer to receive information via email, newspaper, TV, etc.). Do you take such difference into account in your risk communication?</p> <p>a) Yes b) No c) I don't know</p>	<p>Communication habits and information needs differ between groups (e.g. some people may prefer to receive information via email, newspaper, TV, etc.). Do you take such difference into account in your risk communication?</p> <p>a) Yes b) No c) I don't know</p>	<p>Communication habits and information needs differ between groups (e.g. some people may prefer to receive information via email, newspaper, TV, etc.). Do you take such difference into account in your risk communication?</p> <p>a) Yes b) No c) I don't know</p>
40	<p>Do you take psychological factors (e.g. risk perceptions and motivations) into account when providing information about preparedness actions?</p> <p>a) Yes b) No c) I don't know</p>	<p>Do you take psychological factors (e.g. risk perceptions and motivations) into account when providing information about preparedness actions?</p> <p>a) Yes b) No c) I don't know</p>	<p>Do you take psychological factors (e.g. risk perceptions and motivations) into account when providing information about preparedness actions?</p> <p>a) Yes b) No c) I don't know</p>	<p>Do you take psychological factors (e.g. risk perceptions and motivations) into account when providing information about preparedness actions?</p> <p>a) Yes b) No c) I don't know</p>
41	<p>Does your organisation have a key message which is communicated to reach this aim? This could for example be something like "Create an emergency plan for responding to a terrorist attack!/to avoid a cyber-attack, ensure that your firewalls are updated regularly."</p> <p>a) Yes</p>	<p>Does your organisation have a key message which is communicated to reach this aim? This could for example be something like "Your actions can reduce flood-related damage."</p> <p>a) Yes b) No c) I don't know</p>	<p>Does your organisation have a key message which is communicated to reach this aim? This could for example be something like "Washing your hands regularly can reduce your chances of becoming infected with influenza."</p> <p>a) Yes b) No</p>	<p>Does your organisation have a key message which is communicated to reach this aim? This could for example be something like "In the event of an earthquake, drop, cover and hold on."</p> <p>a) Yes b) No c) I don't know</p>

	b) No c) I don't know		c) I don't know	
42	<b>Are you actively collecting feedback on your communication practices related to the aim of strengthening the public's capacity to respond to a terrorist attack?</b> a) Yes b) No c) I don't know	<b>Are you actively collecting feedback on your communication practices related to the aim of strengthening the public's capacity to respond to a flood event?</b> a) Yes b) No c) I don't know	<b>Are you actively collecting feedback on your communication practices related to the aim of strengthening the public's capacity to respond to an epidemic?</b> a) Yes b) No c) I don't know	<b>Are you actively collecting feedback on your communication practices related to the aim of strengthening the public's capacity to respond to an earthquake?</b> a) Yes b) No c) I don't know
43	<b>If yes, are you using the feedback to improve your communication practices related to terrorism?</b> a) Yes b) No c) I don't know	<b>If yes, are you using the feedback to improve your communication practices related to floods?</b> a) Yes b) No c) I don't know	<b>If yes, are you using the feedback to improve your communication practices related to epidemics?</b> a) Yes b) No c) I don't know	<b>If yes, are you using the feedback to improve your communication practices related to earthquakes?</b> a) Yes b) No c) I don't know
	<u><b>Aim: Warning in case of emergency</b></u> Timely and clear warning in case of a terrorist attack can reduce its impact and might even save lives.	<u><b>Aim: Warning in case of emergency</b></u> Timely and clear informing in case of emergency can reduce flood-related damage and might even save lives in case of an emergency.	<u><b>Aim: Warning in case of emergency</b></u> Timely and clear warning in case of emergency can slow the spread of an epidemic and might even save lives in case of an emergency.	
44	<b>Did you warn people in the past about a likely terrorist attack?</b> a) Yes b) No (continue with 46)	<b>Did you warn people about an epidemic event in the past?</b> a) Yes b) No (continue with 46)	<b>Did you warn people about an epidemic event in the past?</b> a) Yes b) No (continue with 46)	

	c) I don't know	c) I don't know	c) I don't know	
45	<p><b>Please state whether you agree with the following statements:</b></p> <p>Yes No I Don't know</p> <p>a) The warning was very precise (e.g. time and location) b) The warning provided no contradictory information c) The warning was very timely d) People have received too many false warnings in the past and therefore did not trust our last warning e) We have used multiple channels to reach out to the general public in the event of an emergency f) We did not reach our audience since our communication channels were insufficient g) others</p>	<p><b>Please state whether you agree with the following statements:</b></p> <p>Yes No I don't know</p> <p>a). The warning was very precise (e.g. time and location) b) The warning provided no contradictory information c) The warning was very timely d) People have received too many false warnings in the past and therefore did not trust our last warning e) We have used multiple channels to reach out to the general public in the event of an emergency f) We did not reach our audience since our communication channels were insufficient g) others</p>	<p><b>Please state whether you agree with the following statements:</b></p> <p>Yes No I don't know</p> <p>a) The warning was very precise (e.g. time and location) b) The warning provided no contradictory information c) The warning was very timely d) People have received too many false warnings in the past and therefore did not trust our last warning e) We have used multiple channels to reach out to the general public in the event of an emergency f) We did not reach our audience since our communication channels were insufficient g) others</p>	
46	<b>Which methods will you use for</b>	<b>Which methods will you use for</b>	<b>Which methods will you use for</b>	

<p><b>warning the population about a likely terrorist attack in the future?</b> [multiple answers possible]</p> <p>Technology-assisted communication</p> <ul style="list-style-type: none"> <li>a) SMS</li> <li>b) Automatic Voice/Phone Notification System</li> <li>c) Sirens</li> </ul> <p>Social media</p> <ul style="list-style-type: none"> <li>d) Twitter</li> <li>e) Facebook</li> <li>f) Other</li> </ul> <p>Visualisation of risk</p> <ul style="list-style-type: none"> <li>g) Photos</li> <li>h) Posters and displays</li> <li>i) Direct advertising</li> <li>j) Videos</li> </ul> <p>Mass media</p> <ul style="list-style-type: none"> <li>k) Website</li> <li>l) Publication in local/regional newspapers (incl. official gazettes)</li> <li>m) Television or Radio</li> </ul> <p>Information materials</p> <ul style="list-style-type: none"> <li>n) Brochures, Leaflets, etc.</li> <li>o) Movies, Podcasts</li> </ul> <p>Face-to-face communication</p> <ul style="list-style-type: none"> <li>p) Public meetings/hearings</li> <li>q) Public workshops</li> <li>r) Round table discussion</li> </ul>	<p><b>warning the population about a likely flood event in the future?</b> [multiple answers possible]</p> <p>Technology-assisted communication</p> <ul style="list-style-type: none"> <li>a) SMS</li> <li>b) Automatic Voice/Phone Notification System</li> <li>c) Sirens</li> </ul> <p>Social media</p> <ul style="list-style-type: none"> <li>d) Twitter</li> <li>e) Facebook</li> <li>f) Other</li> </ul> <p>Visualisation of risk</p> <ul style="list-style-type: none"> <li>g) Photos</li> <li>h) Posters and displays</li> <li>i) Direct advertising</li> <li>j) Videos</li> </ul> <p>Mass media</p> <ul style="list-style-type: none"> <li>k) Website</li> <li>l) Publication in local/regional newspapers (incl. official gazettes)</li> <li>m) Television or Radio</li> </ul> <p>Information materials</p> <ul style="list-style-type: none"> <li>n) Brochures, Leaflets, etc.</li> <li>o) Movies, Podcasts</li> </ul> <p>Face-to-face communication</p> <ul style="list-style-type: none"> <li>p) Public meetings/hearings</li> <li>q) Public workshops</li> <li>r) Round table discussion</li> </ul> <p>Stakeholder participation</p> <ul style="list-style-type: none"> <li>s) Role-playing</li> </ul>	<p><b>warning the population about a likely epidemic in the future?</b> [multiple answers possible]</p> <p>Technology-assisted communication</p> <ul style="list-style-type: none"> <li>a) SMS</li> <li>b) Automatic Voice/Phone Notification System</li> <li>c) Sirens</li> </ul> <p>Social media</p> <ul style="list-style-type: none"> <li>d) Twitter</li> <li>e) Facebook</li> <li>f) Other</li> </ul> <p>Visualisation of risk</p> <ul style="list-style-type: none"> <li>g) Photos</li> <li>h) Posters and displays</li> <li>i) Direct advertising</li> <li>j) Videos</li> </ul> <p>Mass media</p> <ul style="list-style-type: none"> <li>k) Website</li> <li>l) Publication in local/regional newspapers (incl. official gazettes)</li> <li>m) Television or Radio</li> </ul> <p>Information materials</p> <ul style="list-style-type: none"> <li>n) Brochures, Leaflets, etc.</li> <li>o) Movies, Podcasts</li> </ul> <p>Face-to-face communication</p> <ul style="list-style-type: none"> <li>p) Public meetings/hearings</li> <li>q) Public workshops</li> <li>r) Round table discussion</li> </ul>	
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	Stakeholder participation s) Role-playing t) Simulations (e.g. emergency exercise) u) Others	t) Simulations (e.g. emergency exercise) u) Others	Stakeholder participation s) Role-playing t) Simulations (e.g. emergency exercise) u) Others	
47	<b>Do you reach out to different groups in your community/city/region (people who use other languages, special communication needs, etc.)?</b>  a. Yes b. No c. I don't know	<b>Do you reach out to different groups in your community/city/region (people who use other languages, special communication needs, etc.)?</b>  a. Yes b. No c. I don't know	<b>Do you reach out to different groups in your community/city/region (people who use other languages, special communication needs, etc.)?</b>  a. Yes b. No c. I don't know	
48	<b>Do you take into account the preferred methods of communication of different groups in your community/city/region when warning the general public (e.g. some people may prefer to receive information via email, SMS, TV, etc.)?</b>  a. Yes b. No c. I don't know	<b>Do you take into account the preferred methods of communication of different groups in your community/city/region when warning the general public (e.g. some people may prefer to receive information via email, newspaper, SMS, TV, etc.)?</b>  a. Yes b. No c. I don't know	<b>Do you take into account the preferred methods of communication of different groups in your community/city/region when warning the general public (e.g. some people may prefer to receive information via email, newspaper, SMS, TV, etc.)?</b>  a. Yes b. No c. I don't know	
49	<b>Does your organisation have a key message which is communicated to reach this aim? This could for</b>	<b>Does your organisation have a key message which is communicated to reach this aim? This could for example</b>	<b>Does your organisation have a key message which is communicated to reach this aim? This could for</b>	

	<p>example be something like “In the event of a terrorist attack, run and hide!”</p> <p>a. a) Yes b. No c. I don’t know</p>	<p>be something like “Your actions can reduce flood-related damage.”</p> <p>a. Yes b. No c. I don’t know</p>	<p>example be something like “Washing your hands regularly can reduce your chances of becoming infected with influenza.”</p> <p>a. Yes b. No c. I don’t know</p>	
50	<p>Are you actively collecting feedback on your communication practices related to the aim of warning?</p> <p>a. Yes b. No c. I don’t know</p>	<p>Are you actively collecting feedback on your communication practices related to the aim of warning?</p> <p>a. Yes b. No c. I don’t know</p>	<p>Are you actively collecting feedback on your communication practices related to the aim of warning?</p> <p>a. Yes b. No c. I don’t know</p>	
51	<p>If yes, are you using the feedback to improve your communication practices?</p> <p>a. Yes b. No c. I don’t know</p>	<p>If yes, are you using the feedback to improve your communication practices?</p> <p>a. Yes b. No c. I don’t know</p>	<p>If yes, are you using the feedback to improve your communication practices?</p> <p>a. Yes b. No d. Don I don’t know</p>	
	<p><u>Aim: Resolving conflicts and building trust</u> Resolving problems and conflicts</p>	<p><u>Aim: Resolving conflicts and building trust</u> Resolving problems and conflicts related</p>	<p><u>Aim: Resolving conflicts and building trust</u> Resolving problems and conflicts</p>	<p><u>Aim: Resolving conflicts and building trust</u> Resolving problems and conflicts</p>

	related to risk communication and consequently rebuilding trust before and after events are key elements of a functioning and effective communication strategy	to risk communication and consequently rebuilding trust before and after events are key elements of a functioning and effective communication strategy	related to risk communication and consequently rebuilding trust before and after events are key elements of a functioning and effective communication strategy	related to risk communication and consequently rebuilding trust before and after events are key elements of a functioning and effective communication strategy
52	<p><b>Are you aware of any conflicts concerning potential terrorist threats in your community/city/region?</b></p> <p>a) Yes b) No (continue with first question from the next aim chosen or to the end of the assessment) c) I don't know (continue with first question from the next aim chosen or to the end of the assessment)</p>	<p><b>Are you aware of any conflicts between your organisation and the general public concerning the management of potential flood events in your community/city/region?</b></p> <p>a) Yes b) No (continue with first question from the next aim chosen or to the end of the assessment) c) I don't know (continue with first question from the next aim chosen or to the end of the assessment)</p>	<p><b>Are you aware of any conflicts between your organisation and the general public concerning the management of epidemic risk in your community/city/region?</b></p> <p>a) Yes b) No (continue with first question from the next aim chosen or to the end of the assessment) c) I don't know (continue with first question from the next aim chosen or to the end of the assessment)</p>	<p><b>Are you aware of any conflicts between your organisation and the general public concerning the management of earthquake risk in your community/city/region?</b></p> <p>a) Yes b) No (continue with first question from the next aim chosen or to the end of the assessment) c) I don't know (continue with first question from the next aim chosen or to the end of the assessment)</p>
53	<p><b>Have you taken efforts to understand what the actual source of the conflict is (e.g. diverging interests and world-views)?</b></p>	<p><b>Have you taken efforts to understand what the actual source of the conflict is (e.g. diverging interests, exclusion of stakeholder from the decision-making process etc.)?</b></p>	<p><b>Have you taken efforts to understand opposing viewpoints in the conflict (e.g. diverging interests, exclusion of stakeholder from the decision-making process</b></p>	<p><b>Have you taken efforts to understand what the actual problem of the conflict is (e.g. diverging interests, exclusion of stakeholder from the decision-</b></p>

	a) Yes b) No c) I don't know	a) Yes b) No c) I don't know	<b>etc.)?</b> a) Yes b) No c) I don't know	<b>making process etc.)?</b> a) Yes b) No c) I don't know
54	<b>In order to solve the conflict, did you involve members of the general public from the beginning of the decision-making process?</b>  a) Yes b) No c) I don't know	<b>In order to solve the conflict, did you involve members of the general public from the beginning of the decision-making process?</b>  a) Yes b) No c) I don't know	<b>In order to solve the conflict, did you involve members of the general public from the beginning of the decision-making process?</b>  a) Yes b) No c) I don't know	<b>In order to solve the conflict, did you involve members of the general public from the beginning of the decision-making process?</b>  a) Yes b) No c) I don't know
55	<b>In order to solve a conflict, the process needs a clear objective that is agreed upon by all relevant stakeholders from the outset. Have you agreed on the overall objective of the conflict solving process?</b>  a) Yes b) No c) I don't know	<b>In order to solve a conflict, the process needs a clear objective that is agreed upon by all relevant stakeholders from the outset. Have you agreed on the overall objective of the conflict solving process?</b>  a) Yes b) No c) I don't know	<b>In order to solve a conflict, the process needs a clear objective that is agreed upon by all relevant stakeholders from the outset. Have you agreed on the overall objective of the conflict solving process?</b>  a) Yes b) No c) I don't know	<b>In order to solve a conflict, the process needs a clear objective that is agreed upon by all relevant stakeholders from the outset. Have you agreed on the overall objective of the conflict solving process?</b>  a) Yes b) No c) I don't know
56	<b>In many cases it is vital for the process that it is lead, moderated and facilitated by an independent and experienced external moderator. Have you involved an external moderator?</b>	<b>In many cases it is vital for the process that it is lead, moderated and facilitated by an independent and experienced external moderator. Have you involved an external moderator?</b>	<b>In many cases it is vital for the process that it is lead, moderated and facilitated by an independent and experienced external moderator. Have you involved an external moderator?</b>	<b>In many cases it is vital for the process that it is lead, moderated and facilitated by an independent and experienced external moderator. Have you involved an external moderator?</b>

	a) Yes b) No c) I don't know	a) Yes b) No c) I don't know	a) Yes b) No c) I don't know	a) Yes b) No c) I don't know
57	<b>Agreement on specific actions is essential for the sustainability of the conflict-solution. Have you agreed on specific follow-up steps that different actors need to take?</b>  a) Yes b) No c) I don't know	<b>Agreement on specific actions is essential for the sustainability of the conflict-solution. Have you agreed on specific follow-up steps that different actors need to take?</b>  a) Yes b) No c) I don't know	<b>Agreement on specific actions is essential for the sustainability of the conflict-solution. Have you agreed on specific follow-up steps that different actors need to take?</b>  a) Yes b) No c) I don't know	<b>Agreement on specific actions is essential for the sustainability of the conflict-solution. Have you agreed on specific follow-up steps that different actors need to take?</b>  a) Yes b) No c) I don't know
58	<b>Are you in contact with the media in order to ensure that messages are clear and concise in order to avoid conflict being instigated by the media (e.g. mass media/ press)?</b>  a) Yes b) No c) I don't know	<b>Are you in contact with the media in order to ensure that messages are clear and concise in order to avoid conflict being instigated by the media (e.g. mass media/ press)?</b>  a) Yes b) No c) I don't know	<b>Are you in contact with the media in order to ensure that messages are clear and concise in order to avoid conflict being instigated by the media (e.g. mass media/ press)?</b>  a) Yes b) No c) I don't know	<b>Are you in contact with the media in order to ensure that messages are clear and concise in order to avoid conflict being instigated by the media (e.g. mass media/ press)?</b>  a) Yes b) No c) I don't know