Driving Innovation in Crisis Management for European Resilience

D952.12 – DISSEMINATION AND COMMUNICATION ACTIVITIES – PROGRESS REPORT - 1

SP95 - IMPACT, ENGAGEMENT AND SUSTAINABILITY

AUGUST 2018 (M52)

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Contact:	coordination@projectdriver.eu

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The DRIVER+ project

Current and future challenges, due to increasingly severe consequences of natural disasters and terrorist threats, require the development and uptake of innovative solutions that are addressing the operational needs of practitioners dealing with Crisis Management. DRIVER+ (Driving Innovation in Crisis Management for European Resilience) is a FP7 Crisis Management demonstration project aiming at improving the way capability development and innovation management is tackled. DRIVER+ has three main objectives:

1. Develop a pan-European Test-bed for Crisis Management capability development:
    a. Develop a common guidance methodology and tool, supporting Trials and the gathering of lessons learnt.
    b. Develop an infrastructure to create relevant environments, for enabling the trialling of new solutions and to explore and share Crisis Management capabilities.
    c. Run Trials in order to assess the value of solutions addressing specific needs using guidance and infrastructure.
    d. Ensure the sustainability of the pan-European Test-bed.
2. Develop a well-balanced comprehensive Portfolio of Crisis Management Solutions:
    a. Facilitate the usage of the Portfolio of Solutions.
    b. Ensure the sustainability of the Portfolio of Solutions.
3. Facilitate a shared understanding of Crisis Management across Europe:
    a. Establish a common background.
    b. Cooperate with external partners in joint Trials.
    c. Disseminate project results.

In order to achieve these objectives, five Subprojects (SPs) have been established. **SP91** ***Project Management*** is devoted to consortium level project management, and it is also in charge of the alignment of DRIVER+ with external initiatives on crisis management for the benefit of DRIVER+ and its stakeholders. In DRIVER+, all activities related to Societal Impact Assessment are part of SP91 as well. **SP92** ***Test-bed*** will deliver a guidance methodology and guidance tool supporting the design, conduct and analysis of Trials and will develop a reference implementation of the Test-bed. It will also create the scenario simulation capability to support execution of the Trials. **SP93** ***Solutions*** will deliver the Portfolio of Solutions which is a database driven web site that documents all the available DRIVER+ solutions, as well as solutions from external organisations. Adapting solutions to fit the needs addressed in Trials will be done in SP93. **SP94** ***Trials*** will organize four series of Trials as well as the final demo. **SP95** ***Impact, Engagement and Sustainability***, is in charge of communication and dissemination, and also addresses issues related to improving sustainability, market aspects of solutions, and standardization.

The DRIVER+ Trials and the Final Demonstration will benefit from the DRIVER+ Test-bed, providing the technological infrastructure, the necessary supporting methodology and adequate support tools to prepare, conduct and evaluate the Trials. All results from the Trials will be stored and made available in the Portfolio of Solutions, being a central platform to present innovative solutions from consortium partners and third parties, and to share experiences and best practices with respect to their application. In order to enhance the current European cooperation framework within the Crisis Management domain and to facilitate a shared understanding of Crisis Management across Europe, DRIVER+ will carry out a wide range of activities. Most important will be to build and structure a dedicated Community of Practice in Crisis Management, thereby connecting and fostering the exchange of lessons learnt and best practices between Crisis Management practitioners as well as technological solution providers.

Executive summary

The overarching objective of the DRIVER+ project is to improve the way capability development and innovation management are tackled, by testing and validating (in realistic environments) solutions that are addressing the operational needs of practitioners dealing with Crisis Management. The success of this project will greatly depend on an adequate, proactive and fruitful engagement approach with stakeholders. The potential benefits are multiple: increasing the project impact and relevance; facilitating the sustainability or exploitation of the outcomes by the stakeholders; obtaining endorsement, to name a few. Stakeholder engagement must be considered from the onset of the project and throughout. Therefore, the new phase of the project has been designed to take stakeholders' perspectives on board in order to make its outcomes as useful and fit-for-purpose as possible, hence, contributing to their sustainability.

While **D952.11** ***Dissemination and Communication strategy and action plan*** aimed at introducing the overall engagement approach the DRIVER+ project should follow by laying down the foundations of the Dissemination and Communication (D&C) Strategy and related action plan, the present deliverable aims at providing the readers with a detailed overview of the concrete D&C actions taken to implement the plan since the restart of the project. The main purpose of this document is to showcase how, when, to who and through which channels the current project outputs have been disseminated thus far, also reflecting on the impact achieved through the assessment of the conducted activities. To do so, the deliverable has been structured to report around the two main phases of the engagement roadmap which have started during the period, as identified under D952.11.

Therefore, the deliverable first details the activities conducted during the initial first phase of the roadmap (START-UP PHASE) which has been and is still dedicated to **inform** and raise awareness about the project to start attracting interest from the targeted stakeholders. It is the first and most important step towards the early engagement of external stakeholders in the project activities, necessary to lay down solid and sound foundations to conduct the work under the other phases, which in return should support maximising the engagement of relevant stakeholders throughout the project duration (Section 2). The deliverable then focuses on the activities carried out under the second stage of the roadmap (DEMONSTRATION PHASE) whose main objective is to **consult** and to **interact** with stakeholders to obtain their feedback on the initial project results and achievements. This two-way communication will contribute greatly towards DRIVER+ achieving all of its objectives and to ensuring that the Trials, Test-bed and Portfolio of Solutions are optimised from a practitioner's perspective (Section 3). This document also serves as an evaluation framework to report on the performance and impact of the D&C activities carried out, also reflecting best practices and lessons learnt during the execution of the project. Section 4 thus provides an analysis and update of the Key Performance Indicators (KPIs) based on the ones defined in **D952.11 *Dissemination and Communication strategy and action plan***. Finally, Section 5 details the objectives and respective timeline for the next period (M53-M64), whose results will be reflected in the next version of the progress report (D952.13).

In summary, all the planned D&C activities have been realised. The identity of the project has been built and heavily promoted via all tools and channels identified in the D&C strategy: the DRIVER+ website, the DRIVER+ social media accounts, DRIVER+ newsletter, the support to DRIVER+ events and the participation to third party events and the mass media relations. The website is regularly updated with new information about the project, the visitors are interested in staying on the website and visited multiple pages per visit, but the absolute number of visitors is to be improved, up to 400 per month. This will be one of the challenges to be performed during the next period: to attract more people on the website.

Finally, it is to be noted that the current deliverable should serve as a guideline to the Consortium for the D&C activities to be carried out in the context of the DRIVER+ project for the next period. The final iteration of the progress reports (D952.14) will reflect the activities and results achieved by the project with regards to D&C activities and throughout the project duration.

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List of Acronyms

Acronym	Definition
CM	Crisis Management
CMINE	Crisis Management Innovation Network Europe
CMT	Community Management Tool
CoU	Community of Users
D&C	Dissemination and Communication
DG ECHO	Directorate General for Humanitarian aid and Civil Protection
DoW	Description of Work
DRMKC	Disaster Risk Management Knowledge Center
ECM	External Cooperation Manager
ERCC	Emergency Response Coordination Center
EU	European Union
I4CM	Innovation for Crisis Management
IFAFRI	International Forum to Advance First Responder Innovation
KPI	Key Performance Indicator
NGO	Non-Governmental Organisations
PoS	Portfolio of Solutions
WP	Work Package

1. Introduction

This section aims at presenting the objectives of the Dissemination and Communication activities as stated in D952.11, present WP952 on Dissemination and Communication activities and the present deliverable's scope and structure.

1.1 Missions of DRIVER+ Dissemination and Communication activities

The main purpose of D&C activities identified by the DRIVER+ project is to increase the level of visibility and outreach of the project through the wide dissemination of the project objectives, activities and outcomes towards a well-defined target audience.

The main Dissemination and Communication objective of the period was to effectively implement the activities, following the **D952.11 *Dissemination and Communication strategy and action plan***, to (1) promote and increase the visibility of major activities carried out by DRIVER+; and (2) foster participatory engagement with key stakeholder groups to maximise the project's impact and ensure the uptake of its outcome.

As stated in the Engagement roadmap of the deliverable mentioned above, the levels of engagement differ along the duration of the project and three main phases of the Engagement strategy have been identified:

- START-UP PHASE: Building awareness and interest in the wider Crisis Management community.
- DEMONSTRATION PHASE: Engagement in the project and information about the results of the project.
- SUSTAINABILITY PHASE: Evaluating, sustaining and disseminating the final results.

Only the first two phases are concerned by this reporting period. Progress with respect to the planned activities in these phases is presented in Section 2 and Section 3.

1.2 WP952 – Dissemination and Communication

WP952 – Dissemination and Communication, led by ARTTIC is the specific building block of DRIVER+ aiming at supporting the realisation of the dissemination and communication activities. The successful implementation of this WP objectives and tasks is highly dependent on the coherent, effective and fruitful collaboration of the WP partners as well as on their individual active roles.

As clearly stated in the DoW, it aims to:

- This work package is dedicated to defining a Dissemination and Communication (D&C) strategy and an overall action plan for the subproject, and accordingly to implement a series of D&C activities in order to ensure optimal visibility and highest impact of DRIVER+.
- Building on the achievements of the past periods, the specific objectives of WP952 for the remaining project duration are the following:
    - To define a Dissemination and Communication strategy and an according action plan and to keep it up to date throughout the entire project duration;
    - To create/update the Dissemination and Communication support material;
    - To foster awareness of DRIVER+ in the Crisis Management community and to increase public understanding of evolving work at EU level on strengthening European resilience and the contribution of the DRIVER+ project in this respect, using on-line media, mass media relations, events organised by DRIVER+ and contributions to external events;
    - To organise a large conference to present promising innovations in the CM domain and in particular the results delivered by the DRIVER+ project.

In this context, WP952 has designed and is in charge of implementing the overall Dissemination and Communication strategy, while it is also responsible for coordinating and reporting on these activities.

The implementation of WP952 is structured around the following tasks:

- **Task 952.1** ***Dissemination and Communication strategy and Action Plan*****.**
- **Task 952.2** ***Dissemination and Communication support material*****.**
- **Task 952.3** ***Dissemination and Communication via online media*****.**
- **Task 954.4** ***Mass media relations*****.**
- **Task 952.5** ***Dissemination and Communication support to Trials and Final Demonstration*****.**
- **Task 952.6** ***DRIVER+ partners contributions to events and publications*****.**
- **Task 952.7** ***DRIVER+ Final Conference*****.**

It is to be mentioned that close cooperation between WP952, WP953 but also WP912 is realised, with the aim to manage that the messages carried out by the D&C activities are in line with the conceptualisation and development of the CMINE and the engagement with external stakeholders. ARTTIC being leader partner for these work packages is helping in the realization of the synergies.

1.3 The scope and structure of the document

The scope of this deliverable is to present the first yearly report related to Dissemination and Communication activities of the project performed by project partners. It outlines the objectives and strategy of the reporting period and presents the tools and activities that were undertaken to accomplish the objectives set. The report informs on the implementation of the strategy and action plan defined in **D952.11** ***Dissemination and Communication strategy and Action Plan***.

The following table defines the intended audience of the current deliverable:

Table 1.1 Intended audience of the deliverable

Intended audience	Reasons
DRIVER+ consortium partners	To be informed on the D&C activities performed by the consortium during the reporting period.
European Commission	To review and assess this deliverable as a required report.
Identified stakeholders	To be informed about the D&C activities performed within the period, raise awareness about the project, announce project objectives as well as to find out how they could partake in the activities.
Other related projects	To share knowledge, information, best practices and activities that could be used in their projects as well and to find a common ground to establish potential collaboration of cross-dissemination.

This deliverable is intended to be a living document, which means it will be continuously updated and enriched throughout the DRIVER+ project duration, taking into account continuous feedback and developments within as well as those outside of the project DRIVER+. Therefore, the defined D&C Strategy and Action Plan is not set in stone but is expected to evolve over time, taking into account feedback received from an increasing community of practitioners and other stakeholders from various disciplines.

Two updates of this deliverable are foreseen:

- **D952.13** ***Dissemination and Communication activities - Progress report – 2*** (M64).
- **D953.14** ***Dissemination and Communication activities – Final report*** (M70).

These deliverables will reflect the activities and results achieved by the project and its contributing partners at the respective point of time and will inform on the adjustment of the strategy and its corresponding activities. This will align future actions with the dynamics of the actual project workflow and ensure the right measures are taken at the right time to maximize the project's impact. The revision will benefit from dedicated monitoring and evaluation tools and mechanisms applied in DRIVER+ and detailed in the present report.

The sections 2 and 3 are presenting the progress and achievements of the Dissemination and Communication activities, following the strategy and objectives defined in the Action Plan. Section 4 informs the reader about the monitoring and evaluation of the implemented actions and how WP952 performed during the period. Based on the previous sections and appropriate lessons learnt, section 5 presents the DRIVER+ Dissemination and Communication objectives for the next reporting period (M53-M62).

2. START-UP PHASE: Building awareness and interest in the wider Crisis Management community

The first phase of the roadmap defined in **D952.11** ***Dissemination and Communication strategy and action plan*** was to inform about the project. This implies to reshape the visual identity of the project and then to ensure that the vision, objectives, activities and results of the project become as widely known and understood as possible through dedicated messages by the identified stakeholders: practitioners, scientific and research community, public bodies, related projects and initiatives, private sector, volunteer networks, specialised and general media and civil society. That is why this section is divided into two sub-sections: the activities involving the reshape of the DRIVER+ identity are described in 2.1 and the ones informing about the project are presented in 2.2.

Planned activities for the period of concern included:

- Providing information about the project through DRIVER+ communication tools and channels:
  - Project website.
  - Distribution of promotional materials (leaflet, roll-up, posters).
  - Partner's network.
  - Contribution to third party events and publications.
- Regularly engaging targeted audience through:
  - Social network.
  - Press releases.
  - Newsletters.
  - National and international conferences.
  - Networking events, with research community, policy makers and related projects.

These activities intend to address all DRIVER+ stakeholders.

Table 2.1: Indicative timeline for the D&C activities on promoting and increasing the visibility of DRIVER+

Timing	Tools and channels	Task	Responsible
M41	Promotional material.	Design the project logo and visual identity.	ARTTIC
M41	Social networks.	Update social networks with the new visual identity.	PSCE
M41	Social networks.	Identify existing influent hashtags/Twitter accounts and expert profiles in Crisis Management.	PSCE
M41 to M72	Social networks.	Implement regular and consistent social media content to communicate on the project objectives and activities.	PSCE
M41	Press releases.	Produce the initial press release to inform about the restart of the project and ensure its widest circulation to media, making also use of the partners' internal networks.	PSCE
M41	Mailing lists and contact database.	Set up a stakeholder database, consisting of the original DRIVER one and extending it with contacts from the consortium.	Ecorys
M43	Promotional material.	Produce the first set of promotional materials, including a project flyer, roll-up banner and standard PowerPoint presentation.	ARTTIC
M43	Project website.	Design and development of an intuitive and responsive public website.	ARTTIC

M45	Promotional material.	Design, release and promote a video containing visually engaging infographics in order to simplify complex messages to viewers and especially, practitioners.	ARTTIC (design) PSCE (promotion)
M44 to M72	Newsletters.	Quarterly newsletters informing stakeholders and interested parties about the project's progress issued. Each newsletter will build upon the previous one to provide follow-up information, but also to report on project results and inform on Sustainability topics in the next two phases.	PSCE
M43	Mailing lists and contact database.	Map and prioritise stakeholders. Liaison and synergies to foster collaborative partnerships with global community.	Ecorys
M41 to M72	Contributions to third party events and publications.	Identify speaking opportunities at national and international conferences and other networking events.	All partners

2.1 Promote and increase the visibility of DRIVER+

In order to inform about the DRIVER+ project, the first step was to reshape its identity. The visual identity of the previous phase of the project (DRIVER) had to be changed in order to clearly mark the transition from before the suspension of DRIVER to the start of DRIVER+. This re-enforced the fact that the necessary changes and improvements have been implemented across all aspects of the project.

2.1.1 Reshape the identity of the project

Building upon the **new visual identity**, there was a need to produce a **comprehensive set of communication materials** (project leaflet, project roll-up banner and a standard PowerPoint presentation). Specific material has been created in order to support the promotion at project and third-party events.

2.1.1.1 DRIVER+ visual identity and support materials

The idea behind reshaping the project identity was also to offer tailored tools and appropriate channels to support the partners in reaching the targeted audiences and creating awareness about the project activities and results in the Crisis Management community. In addition, the goal was to increase the public understanding of the evolving work at EU level on strengthening European resilience and how DRIVER+ contributes to this objective.

The creation process and objectives of the DRIVER+ new visual identity and logo have already been described in D952.11. Building upon the visual identity of the project, a packaged set of promotional material for the project has been developed and distributed through various mass media channels for publicity use. This promotional kit, designed by ARTTIC, includes a project leaflet, a standard PowerPoint presentation, and roll-up banners, giving the partners the tools to reach large audiences in a short period of time. It is also made available on the project website for any media wishing to have access to straightforward and simple to understand information about the project.

- A **project leaflet** has been designed to promote DRIVER+ key concepts and messages. It includes clear and appealing infographics, which can also be distributed on the web (social media, communities, partners' networks, external blogs, etc.). The project leaflet can be found in Annex 2 of the present report.
- A **project roll-up banner** has been created to be used at events organised by the project or at events, to which the project has contributed. It can be found in Annex 3 of the present report.

- A **standard PowerPoint presentation** has been elaborated about the project providing a more detailed overview about the rationale, objectives, approach, events and expected outcomes of the project. The project's partners have access to a PowerPoint version in the collaborative workspace for them to adapt it for specific presentations. The presentation is available in both classic and animated template. This presentation is available in Annex 4.

All these elements are accessible in the project workspace and have been updated once, taking into account the changes in the project's timeline.

Being a large project with a set of diverse experts from different fields and backgrounds and in order to coordinate a large distributed team, a Project Handbook has been created. It provides the consortium partners with the internal procedures in terms of management, collaboration but also communication structures, methods and procedures. A detailed set of D&C guidelines and processes to guide all partners in the effective and efficient management (validation and monitoring) of the actions taken to disseminate and communicate on the results of their work within the project have been created (see Figure 2.1). These step-by-step processes and related templates/monitoring tools are all available via the internal collaborative workspace, presented as a "one-stop-shop" where partners can easily find any useful document they may need to communicate towards external parties and ensure that the graphical charter and procedures are respected.

Figure 2.1: DRIVER+ Dissemination and Communication processes and guidelines in the project Handbook, available on the project collaborative workspace

2.1.1.2 Logos for CMINE and I4CM

Based on the DRIVER+ graphical charter and visual identity, specific logos for the Innovation for Crisis Management events (I4CM) and the Crisis Management Innovation Network Europe (CMINE) have been created. As the I4CM events and the CMINE should continue existing after the end of the project, it appeared relevant to create specific visual identity (see Figure 2.2 and Figure 2.3 respectively).

Figure 2.2: I4CM logo

Figure 2.3: CMINE logo

2.1.1.3 DRIVER+ promotional videos

The DRIVER+ video trailer has been released on 21st March 2018 and provides a comprehensive overview of the project. It contains visually engaging infographics in order to simplify complex messages to viewers and especially, to the practitioners to stimulate their interest. The video is available on the project's website and on the DRIVER+ YouTube account (see Figure 2.4). The video has been heavily promoted via different communication channels. On YouTube, the DRIVER+ video trailer has been viewed more than 860 times.

Figure 2.4: DRIVER+ Video trailer

On 27th June 2018, a video interview of Marcel van Berlo, the DRIVER+ Technical Coordinator has been released (Figure 2.5). It emphasizes the three main objectives of the project, the Test-bed, the Portfolio of Solutions (PoS) and the shared understanding in Crisis Management and invites practitioners, solution providers and policy makers to take part in the project's activities and join the Community. This video is available on YouTube.

Figure 2.5: DRIVER+ project presented by the Technical Coordinator

The same day (27/06/2018) a video was also published, focusing on DRIVER+ external cooperation (Figure 2.6). On the occasion of DRIVER+ Trial 1 in Warsaw, a statement from Michael Löscher, DRIVER+ External Cooperation Manager (ECM) was filmed. The objective of this video is to invite practitioners, solution providers, Crisis Management experts and other projects and initiatives to take part in the project's activities. This video will be use as a communication material when external cooperation would need to be promoted. The video is available here.

Crisis Management Practitioners and Solution Providers, Get in touch with DRIVER+!

Figure 2.6: DRIVER+ External cooperation video

Three other videos have also been released, one is dedicated to the promotion of the 3rd I4CM and two relate to Trial 1. The context and objectives of these videos are further explained in the specific sections of this report on D&C for Trial 1 and the 3rd I4CM.

2.2 Inform about the project

An overview of the D&C tools and channels and activities created and performed to inform about the DRIVER+ project is provided in this section.

2.2.1 Creation of the DRIVER+ website

The project website, serving as a main Dissemination and Communication tool, is used as the main gateway to diffuse project information as widely as possible. The objective for the period was to set up this website and manage it in a dynamic way by connecting it to social networks and the Community Management Tool (CMT), the online community platform of the project.

The new project public website (www.driver-project.eu) (T952.3) is designed and maintained by ARTTIC. It was decided to revamp it in order to improve the users experience, align it with the new visual identity of DRIVER+, and better highlight the project activities, findings and expected outcomes.

The main purpose of the website is to be the public image of the project as well as the main online access point for the different target groups. As essential part of the strategy for raising awareness, the DRIVER+ website constitutes an information source for highlighting projects objectives, outcomes, collaboration opportunities and relevant updates in the field of Crisis Management. This website is a means to convey all information pertained to the project for a range of audiences.

The initial version of the website has been publicly launched on 7th December 2017 and is regularly updated with relevant information on the project to maintain a sustained interest in the project's activities. News are published on a weekly basis, promoting DRIVER+ events and Calls for application, announcing third party events and calls for papers, and sharing some general news on Crisis Management.

The main website features are:

- A homepage providing the latest news about the project, information on the project's objectives and events (Figure 2.7).

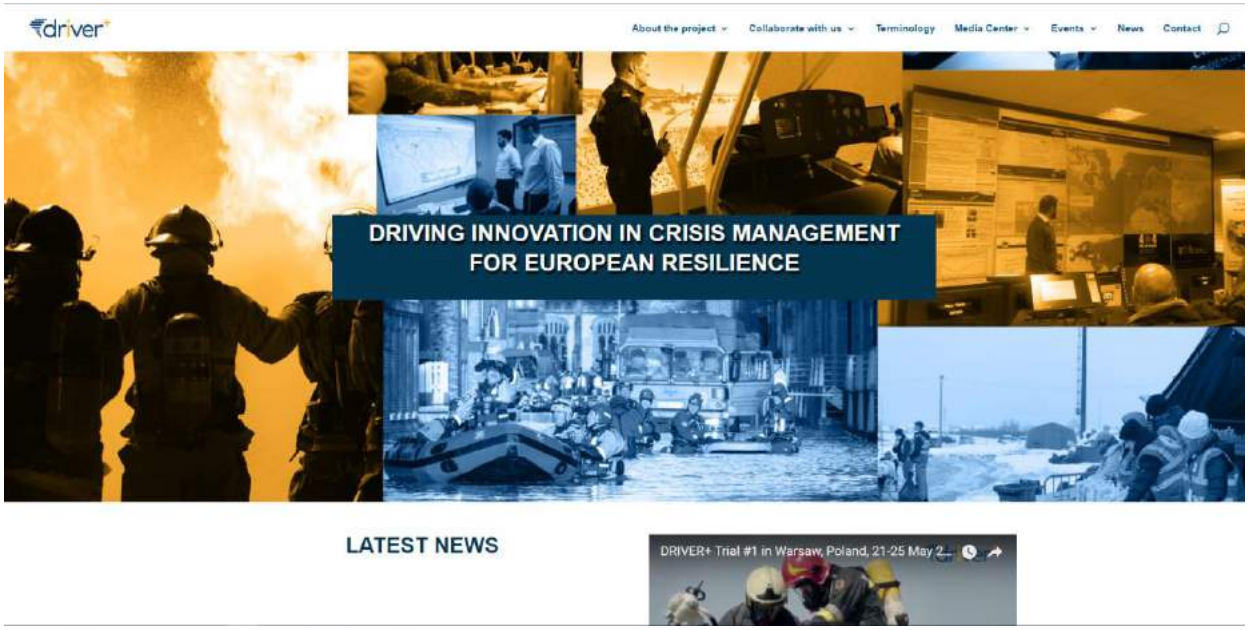


Figure 2.7: Homepage of the DRIVER+ website

- "About the project": A section presenting the project, its objectives and activities and the consortium (Figure 2.8).

Figure 2.8: About the project's section of the website

- "Collaborate with us": A section dedicated to external collaboration (Figure 2.9)

In this section, the visitor will find information on the various DRIVER+ Calls for Application and on the External Cooperation Platforms developed by the project.

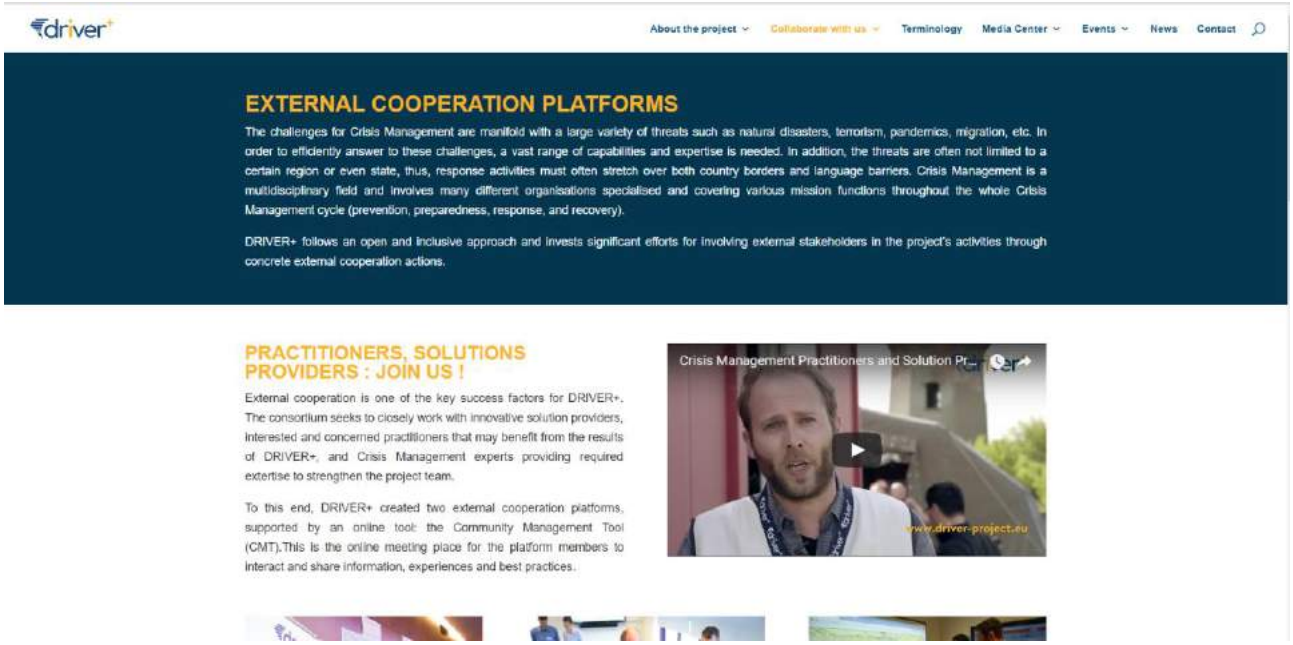


Figure 2.9: "Collaborate with us section of the website"

- A section on the Crisis Management Terminology developed by the project and applied during its implementation (Figure 2.10).

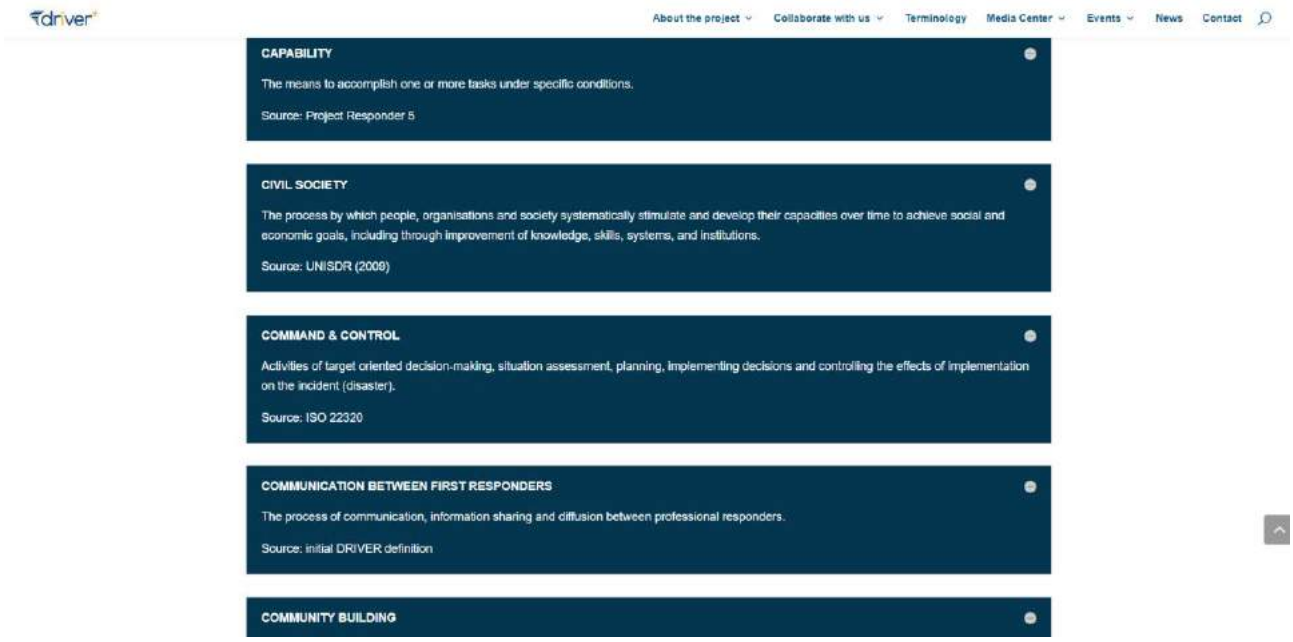


Figure 2.10:Overview of a part of DRIVER+ Terminology on the website

- A Media Centre providing (i) a media kit of the project, (ii) publications and presentations on DRIVER+, (iii) DRIVER+ public reports/deliverables, (iv) the project's image library and (v) the project video library (Figure 2.11).

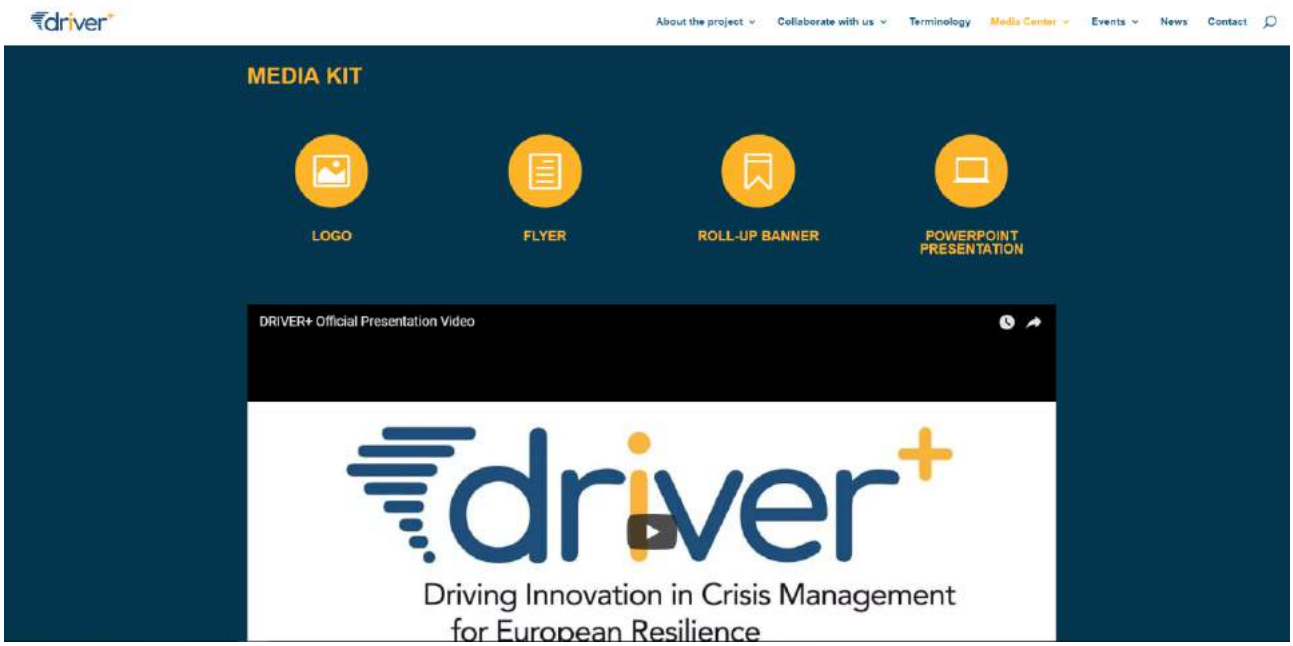


Figure 2.11: DRIVER+ website Media Kit

- An Event section giving information on DRIVER+ events

For now, pages have been created on DRIVER+ Trials in general, DRIVER+ Trial 1, DRIVER+ Trial 2 and the 3rd I4CM. These specific pages and their development will be further explained in Section 3.2.1 of this document.

- A news section with the possibility to subscribe to the newsletter (Figure 2.12)

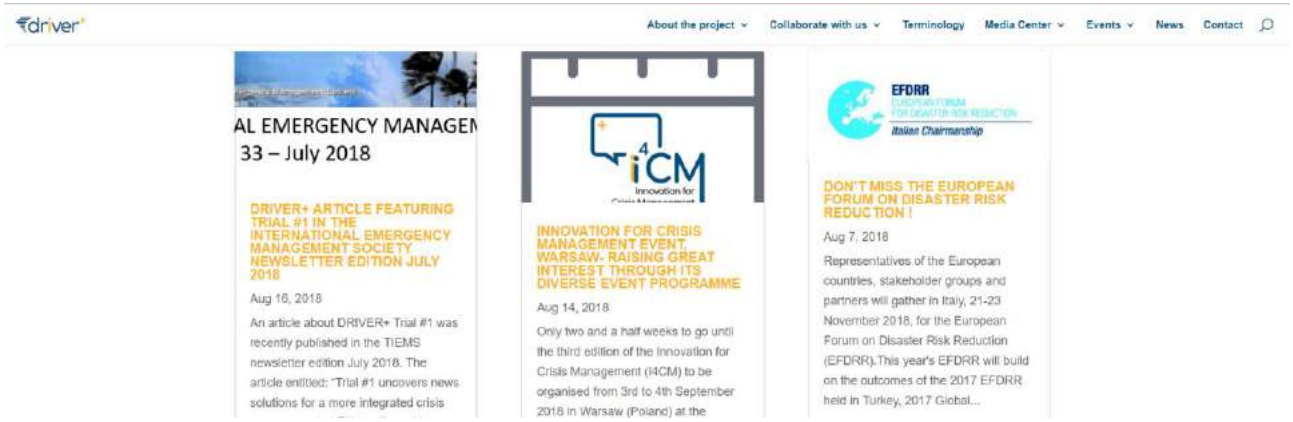


Figure 2.12: Some news items on the DRIVER+ website

- A contact section, to raise interaction with the visitor, redirecting to the communication mailing list of the project: communication@driverproject.eu involving all WP952 Dissemination and Communication Tasks leaders.

A Google analytics account has been created and data are collected on a monthly basis. The visit and statistics presented in this section cover the period from the project website launch, on 07/12/2017 to August 2018. They are presented in Figure 2.13 below.

Figure 2.13: Total visit and page views on DRIVER+ website (as of August 2018)

The visitors are from across Europe and the world with the US represented within the top-10 (see Figure 2.14).

Country	Acquisition			Behavior	
	Users	New Users	Sessions	Bounce Rate	Pages / Session
	1,494 % of Total: 100.00% (1,494)	1,496 % of Total: 100.00% (1,496)	2,376 % of Total: 100.00% (2,376)	63.51% Avg for View: 63.51% (0.00%)	1.83 Avg for View: 1.83 (0.00%)
1. Netherlands	**210** (13.70%)	209 (13.97%)	342 (14.39%)	59.65%	1.94
2. Germany	**202** (13.18%)	201 (13.44%)	415 (17.47%)	47.47%	2.44
3. United States	**117** (7.63%)	117 (7.82%)	126 (5.30%)	88.89%	1.10
4. France	**113** (7.37%)	108 (7.22%)	284 (11.95%)	70.77%	1.52
5. Poland	**110** (7.18%)	103 (6.89%)	156 (6.57%)	74.36%	1.53
6. Belgium	**89** (5.81%)	83 (5.55%)	152 (6.40%)	62.50%	2.11
7. Italy	**74** (4.83%)	71 (4.75%)	107 (4.50%)	64.49%	1.80
8. United Kingdom	**70** (4.57%)	69 (4.61%)	110 (4.63%)	59.09%	1.48
9. Spain	**63** (4.11%)	63 (4.21%)	81 (3.41%)	49.38%	2.58
10. Sweden	**45** (2.94%)	43 (2.87%)	59 (2.48%)	61.02%	1.71

Figure 2.14: Origin of website visitors

More data based on the website analytics can be found in the KPIs section (4.1) of this document.

2.2.2 Presence in social media

Social media account and profiles play a promotional role for the project and it was planned to extensively use them to enhance the project online presence in a way that complements the other communication channels. The objectives for social media for the reporting period have been defined as twofold:

- Build relationship and effectively engage with relevant stakeholders on a frequent and sustained basis to inform them about the DRIVER+ latest activities and achievements while stimulating dialogue between the project consortium and the outside world.
- Provide relevant stakeholders and the Crisis Management community at large with the latest news and issues in the field of innovation in Crisis Management in Europe, to be perceived as an entry point channel in the field.

Project related social media networks were available online, starting September 2017, and specific efforts have been made to develop the project presence on Twitter and LinkedIn. They are fed with eye-catching content about DRIVER+ events and achievements on a regular basis.

Twitter

A Twitter account gives the public a glimpse of the DRIVER+ current activities, namely when publishing articles, giving interviews, organising or participating at events or conferences (Figure 2.15). The DRIVER+ account is run under the name @DRIVER_PROJECT and is active since September 2017.

Figure 2.15: DRIVER+ Twitter account

A list of hashtags used by Crisis Management stakeholders has been identified and used in order to gain visibility, while the main actors on social media have been listed and followed.

At the time of writing, DRIVER+ has released 1000 tweets, engages 564 followers and follows 268 Twitter accounts of related stakeholders. More data based on the twitter analytics can be found in the KPIs section 4.1 of this document.

LinkedIn

A LinkedIn account aims to promote the project's activities in relation with professional network, policy-makers, practitioners and industry representatives. It is used to raise awareness about DRIVER+ main achievements as well as to target experts and professionals in Crisis Management and collect their feedback on specific issues.

To enhance synergies among the DRIVER+ community and widen the dissemination of the project's activities, the consortium is using the DRIVER+ LinkedIn group to share new items with the community (https://www.linkedin.com/groups/8161096). With over 270 members and a mixture of both DRIVER+ project members and other person involved in the Crisis Management domain, the group is a good coverage of related individuals and potential community networks.

In order to raise interest and discussions on the LinkedIn group (Figure 2.16), Crisis Management projects and initiatives have been invited to post news on their own activities on the DRIVER+ group.

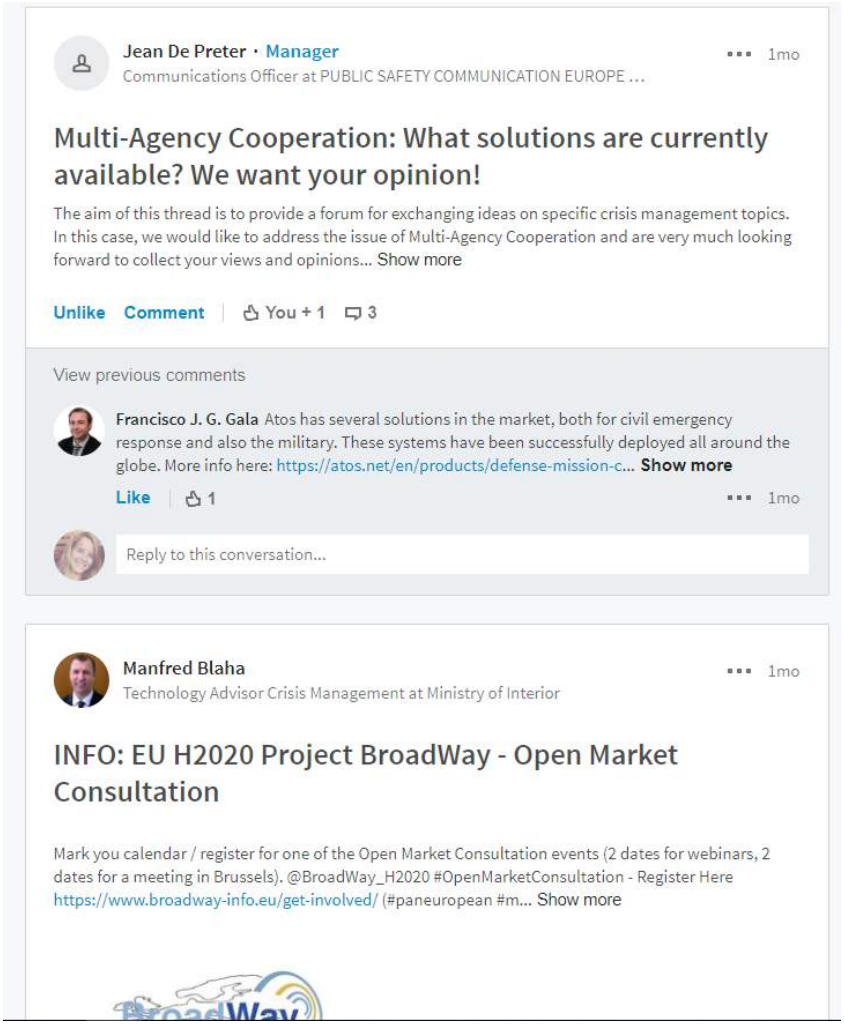


Figure 2.16: Discussions on the DRIVER+ LinkedIn group

YouTube

Finally, a YouTube channel serves to disseminate the project videos. The objective is to further use the video capabilities for effectively promoting projects activities and outputs. DRIVER+ established a channel on YouTube (https://www.youtube.com/channel/UCPcaVPfylkukpg938YOAZgg). It aims at providing any interested party with videos related to the project's developments and the promotion of activities. Since September 2017, 6 videos have been added to the channel:

- DRIVER+ official video presentation.
- DRIVER+ Trial #1 in Warsaw, Poland, 21-25/05/2018.
- EURONEWS report on DRIVER+ Trial#1 in Warsaw, Poland, 21-25/05/2018.
- The DRIVER+ project.
- DRIVER+ external cooperation.
- Innovation for Crisis Management (I4CM) 3rd Edition 03-04/09/2018 in Warsaw.

2.2.3 DRIVER+ Newsletter

The objective of the **DRIVER+ newsletter** is to raise interest in the project achievement, stimulate the dialogue with external stakeholders, drive traffic to the website and ultimately provide an overview of the latest development in the field of innovation for Crisis Management in Europe.

It was agreed between task members to release the first quarterly newsletter towards MailChimp after the project website has gone live and when there were enough news items drafted to give a satisfying level of information to the stakeholders.

- the first edition of the newsletter was released on 22/12/2017, announcing the restart of the project, the launch of the DRIVER+ website, the opening of the first Call for Application and some other DRIVER+ highlights , upcoming events and conferences.
- The second edition of the newsletter was released on 17/04/2018, promoting the DRIVER+ video trailer and the upcoming Trial 1 as well as partner's participation in third party events and some news on key EU development in the field of Security and Crisis Management.
- The third edition of the newsletter was released on 26/07/2018, announcing the 3rd I4CM event and providing information on Trial 1, Trial 2 and the launch of CMINE as well as an overview of interested events on Disaster Response and Crisis Management.

2.2.4 DRIVER+ contacts list

A communication stakeholder list database of 213 persons was set up on MailChimp. This list is also directly linked to the DRIVER+ website on the News section, with a possibility to subscribe to the list. 68 subscriptions were then received until the publication of the second DRIVER+ newsletter. In May 2018, the list was composed of 281 subscribers.

To implement the project's compliance with GDPR regulation, a form has been sent to this list. This form requested to opt-in to stay on the DRIVER+ newsletter dissemination list. A very large majority of the people who have opened the email requests to stay in the list and to continue receiving information about the project. However, half of the recipients have not opened the email, thus we cannot include them anymore in the distribution list for the newsletter. The list counts 115 subscribers in August 2018. Efforts will be made during the next period to promote the DRIVER+ newsletter and to raise subscription interest.

2.2.5 Projects deliverables and publications

Project public deliverables are key documents for disseminating the project findings. Once approved by the EC, they are published on the project website, to make the results of the project accessible to the public at large (see Figure 2.17).

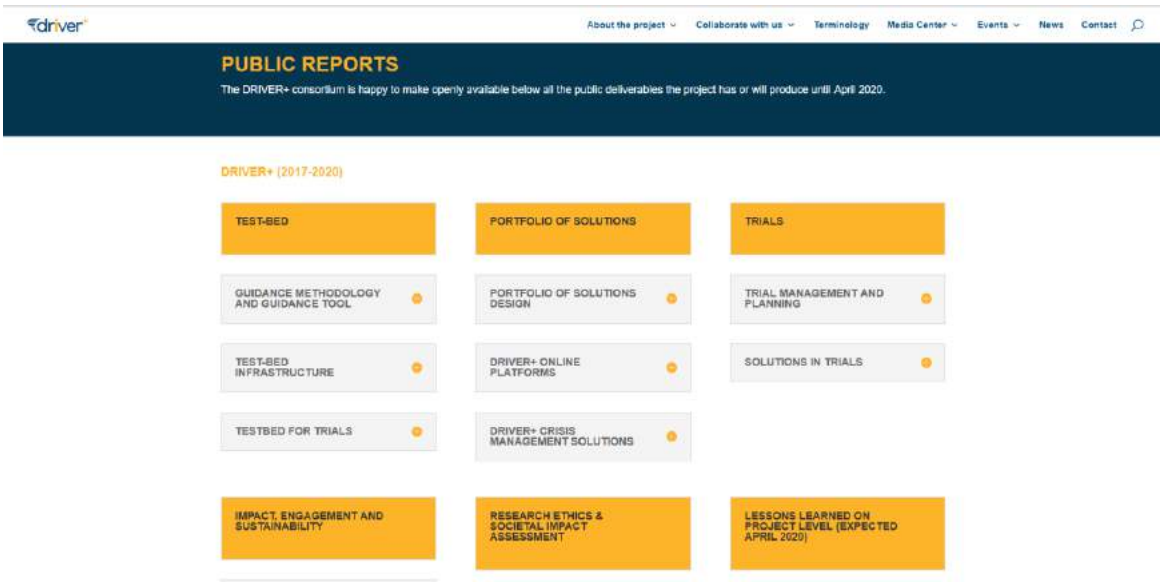


Figure 2.17: Project public reports on the DRIVER+ website

Project publications present results published in open access and peer-reviewed journals or specialised magazines. These are prepared and published when the project has key findings to disseminate (see Figure 2.18). The WP952 leader and Task leaders are responsible for coordinating the partners' contributions to publications, to present the DRIVER+ objectives and outputs, interact with targeted audiences and thus further increase the impact of the project.

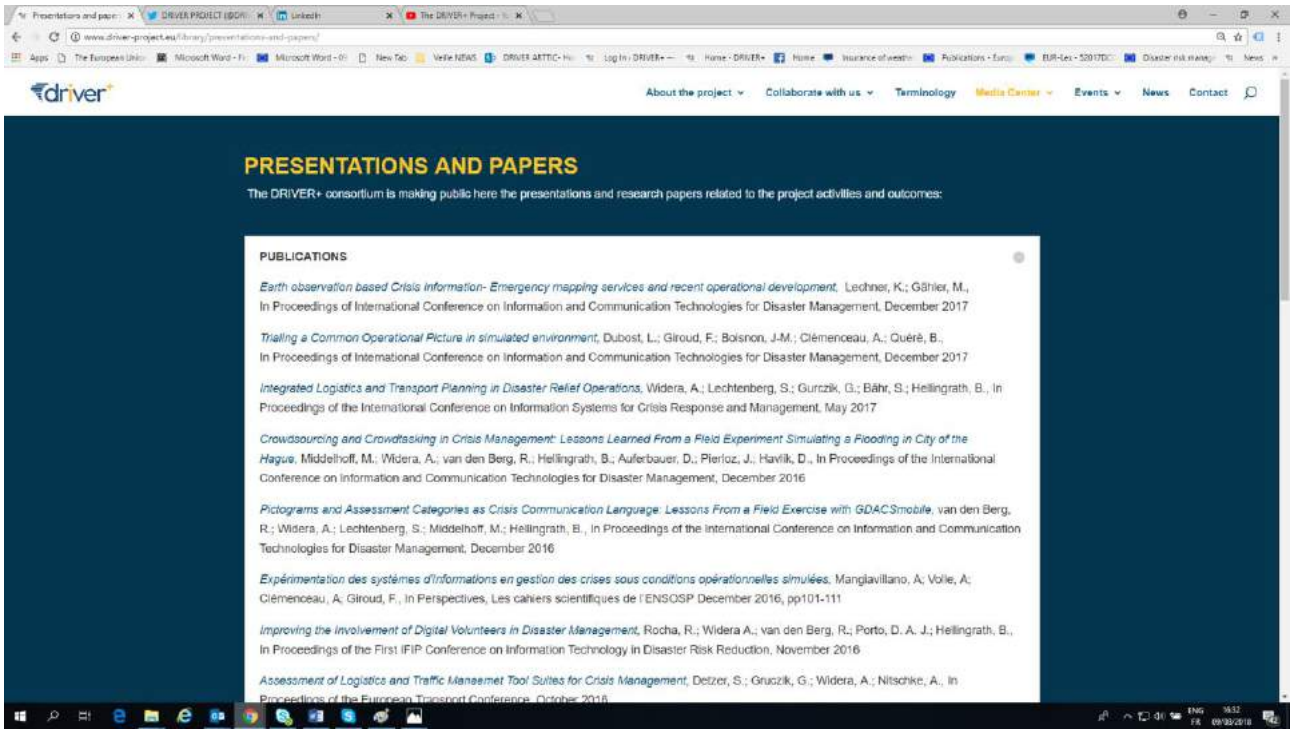


Figure 2.18: Project publications on the website

Since the restart of the project, the following publications have been produced:

- "Optimal Allocation of Volunteers requires Realistic Distances" (AIT) has been accepted at the "Data Science for Emergency Management" Workshop (part of the IEEE Big Data Conference) held in Boston on 11-14/12/2017 in Boston, USA.

- "Trialling a Common Operational Picture in simulated environment" has been accepted at the ICT-DM 2017 conference and won best paper award.
- "Earth Observation based Crisis Information - Emergency mapping services and recent developments" has been accepted at the ICT-DM 2017 conference.
- An article written in prevision of the ISCRAM 2018 event to take place in Rochester (US) in November 2018: Measuring Innovation in Crisis Management, jointly written by the University of Münster (WWU) and the Joint Research Center (JRC).
- "Approaches on how to analyse terms and definitions applied in the domain of crisis and disaster management" in prevision of IDIMT 2018.

Furthermore, it is to be noted that Todor Tagarev (CSDM) application to contribute to the DRMKC "Science for DRM 2030 as one of the Coordinating Lead Authors has been approved in April 2018.

2.2.6 Relations with media

A specific mass media strategy has been conducted. It consisted first to establish a list of interested media and media capabilities of the project and then to initiate the contact with the identified media. An initial list of both general and specialised media at international, EU and national level has been created at the restart of the project and was shared with all partners in order to further expand it, especially at local and national levels. These media were further contacted and informed about the restart of the project and its objectives. Publications within each partner's organisation have also been identified to increase the diffusion channels and potential outreach of the information. Finally, an additional list has been added dedicated to related initiatives, such as DRMKC and preventionweb.org that have offered their support to relay information through their own channels, which are important multipliers of the information sharing capability. Through the DRMKC account, DRIVER+ is able to post news on the DRMKC website and add events on the calendar.

The list is available on the collaborative workspace and regularly updated as the project unfolds and more synergies are identified.

A DRIVER+ list of topics and information with potential for general and specialised media dissemination was produced. It is thematically organised:

- Civil society, societal resilience and Risk perception.
- Strengthened Responders/ Professional Response.
- Evolved learning.
- CM institutions and capabilities.
- CM policy context and recommendation.
- Governance.
- Standardisation.
- Societal environment and impact assessment.

To kick-start the mass media activities, the initial DRIVER+ Press release has been produced and circulated to the full list of contact as well as through DRIVER+ communication channels. Press releases will be produced throughout the project's lifetime and their purpose is the media engagement in the dissemination of the project's achievements and milestones. The first DRIVER+ Press release is available in Annex 5 of the present report.

In addition to Press releases, dedicated and comprehensive articles about the project were published:

- International Fire Fighter Magazine, DRIVER+, the Next Stage of Innovation in Crisis Management for European Resilience, October 13, 2017..
- Disaster Risk Management Knowledge Centre, Driving Innovation in Crisis Management for European Resilience: the DRIVER+ project, Newsletter #11 (December 2017.
- Industrial Fire Journal, A driver for resilience, May 21, 2018.

- Disaster Risk Management Knowledge Center, DRIVER+ Trial #1 uncovers new solutions for a more integrated crisis management at EU level, July 2018.
- The International Emergency Management Society (TIEMS), DRIVER+ project announcement, July 2018.
- UK Fire Magazine, Driver+- Driving Innovation for Crisis Management, August 2018.
- UK Fire Magazine, Third edition of the Innovation for Crisis Management (I4CM) event, 3-4 September 2018, Warsaw – DRIVER+ announces programme, August 17, 2018.

All the press clippings are available on the public website.

Two articles are currently being drafted. One is for the International Firefighter Magazine September issue and will focus on DRIVER+ second Trial and the other one, on the DRIVER+ project as a whole, will be published in Q4 2018 in the Crisis Prevention Magazine, in German. Marcel van Berlo, the project's Technical Coordinator, has been also been interviewed by the editor of Government Europe Quarterly for an article to be published in Q4 2018.

3. DEMONSTRATION PHASE: Fostering participatory engagement with key stakeholder group

The second phase of the Engagement roadmap is to start engaging with identified stakeholders, consult them, and involve them in project's activities to finally collaborate with them. Consultation is used to interact with stakeholders to obtain their feedback on project results and achievements. This two-way communication contributes towards DRIVER+ achieving all of its objectives and to ensuring that the Trials, Test-bed and Portfolio of Solutions are optimised from a practitioner's perspective. Involving them is more intensive since it encompasses the direct involvement and active contribution of stakeholders in the project activities. Dissemination activities will become even more focused and targeted during this phase with an increasing amount of discussions with key stakeholders. Opportunities are explored with the specialised and general media via press releases, project articles for their online and printed publications.

Planned activities for the period of concern included:

- Gaps Assessment Workshop: support the organisation of the workshop (invitation, registration, and agenda) and communicate about the event and the results of the workshop once published.
- Workshop 0: support the organisation of the workshop (registration page), create the support materials to be distributed during the workshop and communicate about the event and its outcomes.
- Trial 1: elaborate, implement and monitor the D&C strategy and action plan for the first Trial.
- 3rd I4CM event: elaborate, implement and monitor the D&C strategy and action plan for the I4CM event. The 3rd I4CM, initially planned in May 2018 (M49), will be organised in September 2018 (M53). This explains the changes in the timing of the dedicated activities in the timeline compared to what has been initially planned in **D952.11** ***Dissemination and Communication strategy and Action Plan***.
- Trial 2: based on the lessons learnt from Trial 1, elaborate, implement and monitor the D&C strategy and action plan for the second Trial.

The targeted stakeholders, based on the classification established in D952.11, for these activities are:

Tier 1 stakeholders: Practitioner organizations, Researchers and scientists, related projects and initiatives.

Tier 2 stakeholders: Industry representatives, policy makers.

Tier 3 stakeholders: Specialised media.

Table 3.1 describes the indicative timeline for the D&C activities on fostering engagement.

Table 3.1: Indicative timeline for the D&C activities on fostering engagement

Timing	Tools and channels	Activity	Responsible
Gaps Assessment Workshop: France			
M43-M45	Promotional tools	Create and send invitation letter and logistics pack to prospective invitees (practitioners and experts).	Trial owners and End User Coordinators
M44-M45	Project Website	Information about Gaps Assessment Workshop on public website.	ARTTIC
M44-M45	Social networks	Social media campaign around the Workshop.	PSCE
M45	Promotional Tools	Advisory Board – invitation packs.	TNO
M45	Mailing lists and contact database	Externals invited to join the Online Community Platform during workshop.	Trial owners and End User Coordinators
M45	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC

Timing	Tools and channels	Activity	Responsible
M45	Promotional material	Show new video to externals during workshop.	ARTTIC
M45	Press releases	Issue press release announcing results of Gaps Assessment Workshop.	PSCE
M46	Promotional Material	Follow up with all workshop delegates.	Valabre
Workshop 0: Poland			
M44-M45	Promotional tools	Invite external end users to attend Workshop 0.	ARTTIC
M45	Project Website	Information about Workshop 0 on public website.	ARTTIC
M45-46	Social networks	Social media campaign around Workshop 0.	PSCE
M46	Mailing lists and contact database	Externals invited to join the Online Community Platform during Workshop 0.	All Partners
M46	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC
M46	Promotional material	Show video during Workshop 0.	ARTTIC
M46-M47	Press releases	Issue press release announcing results of Workshop 0.	PSCE
M47	Promotional Material	Follow up with all workshop delegates.	SGSP
Trial 1: Poland			
M45	Project Website	Information about Trial 1 on public website.	ARTTIC
M47	Press releases	Issue press release announcing dates and venue.	PSCE
M47	Promotional tools	Invite external end users to attend Trial 1.	ARTTIC/Trial Owners/End User Coordinators
M47	Mailing lists and contact database	Externals invited to join the Online Community Platform during Trial 1.	All Partners
M50	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC
M50	Promotional material	Show new video during Trial 1.	ARTTIC
M51	Press releases	Issue press release – outcomes of Trial 1.	PSCE
I4CM Event 3: Poland			
M49	Project Website	Information about I4CM event on public website.	ARTTIC
M50-53	Press Article	Negotiate trade press articles about project.	ARTTIC/PSCE
M51	Press releases	Issue press release announcing dates and venue.	PSCE
M51	Promotional tools	Invite external end users to attend I4CM event.	ARTTIC
M52	Press releases	Issue second press release announcing dates and venue.	PSCE
M52	Press Article	Write trade press article about project and I4CM event.	ARTTIC/PSCE
M53	Mailing lists and contact database	Externals invited to join the Online Community Platform during I4CM event.	All Partners
M53	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC
M53	Promotional material	Show new video during I4CM event.	ARTTIC
M53	Press releases	Issue press release announcing outcomes of I4CM event.	PSCE
M54	Promotional Material	Follow up with all I4CM delegates.	SGSP
Trial 2: France			
M49	Project Website	Information about Trial 2 on public website.	ARTTIC
M51-52	Press releases	Issue press release announcing dates and venue.	PSCE

Timing	Tools and channels	Activity	Responsible
M51	Promotional tools	Invite external end users to attend Trial 2.	ARTTIC/Trial Owners/End User Coordinators
M54	Mailing lists and contact database	Externals invited to join the Online Community Platform during Trial 2.	All Partners
M54	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC
M54	Promotional material	Show new video during Trial 2.	ARTTIC
M55	Press releases	Issue press release – outcomes of Trial 2.	PSCE

It is to be noted that the first and second Policy Research Dialogue Roundtable was planned for the period but have been delayed to next period. The reason for this delay and the planning for the next period are detailed in **D953.12** ***Enhancing the shared of CM- Progress report 2***.

As the "DEMONSTRATION PHASE" has been divided in **D952.11** ***Dissemination and Communication activities*** in two distinct objectives: consult and involve. this section is therefore dividing into two sub-sections. The first one is dedicated to D&C activities that have raised interactions with stakeholders while the second one focuses on D&C activities to involve stakeholders in the project.

3.1 Consult: Interact with stakeholders to obtain their feedback on project results and achievements

In this section an overview of DRIVER+ events and third-party events where DRIVER+ participated is presented. The purpose is to highlight the interactions with stakeholders.

3.1.1 DRIVER+ events

3.1.1.1 DRIVER+ Gaps Assessment Workshop

The DRIVER+ Gaps Assessment Workshop, organized in Entente Valabre, France on 16-17/01/2018, constituted the first activity of the project involving active consultation with practitioners. It has gathered more than 40 practitioners and Crisis Management experts coming from all over Europe (cf. Figure 3.1).

Figure 3.1: Project publications on the website

DRIVER+ is a practitioner driven project ultimately aiming at providing added value to Crisis Management. To serve this purpose, the understanding of Crisis Management practitioners' needs appears as one building block of paramount importance, on which future activities should be developed. The elaboration of a consolidated view on the current and future capability gaps in Crisis Management was carried out in DRIVER+. The conducted work specifically aimed at identifying, better understanding and describing such gaps. The DRIVER+ project has first set an initial list of gaps through an in-depth analysis of the available literature in this field yet needed to consult practitioners in order to validate these gaps. That is why the Gap Assessment Workshop was organized.

The event aimed at reviewing and detailing what gaps exist today between the existing capabilities of responders and what is expected for effective and timely response. Participants were invited to share lessons

learned and experiences in order to help DRIVER+ prioritize the most important gaps on which its future work should focus and ensure that no important gap is missed.

The WP952 involvement in the workshop concerned two types of activities: the support of the organisation of the event and the communication on the event.

With regards to organisation, WP952 provided help for the workshop organiser (Valabre) with the invitation, the agenda and registration.

The Community Management tool has been used for the registration to the event (See Figure 3.2).

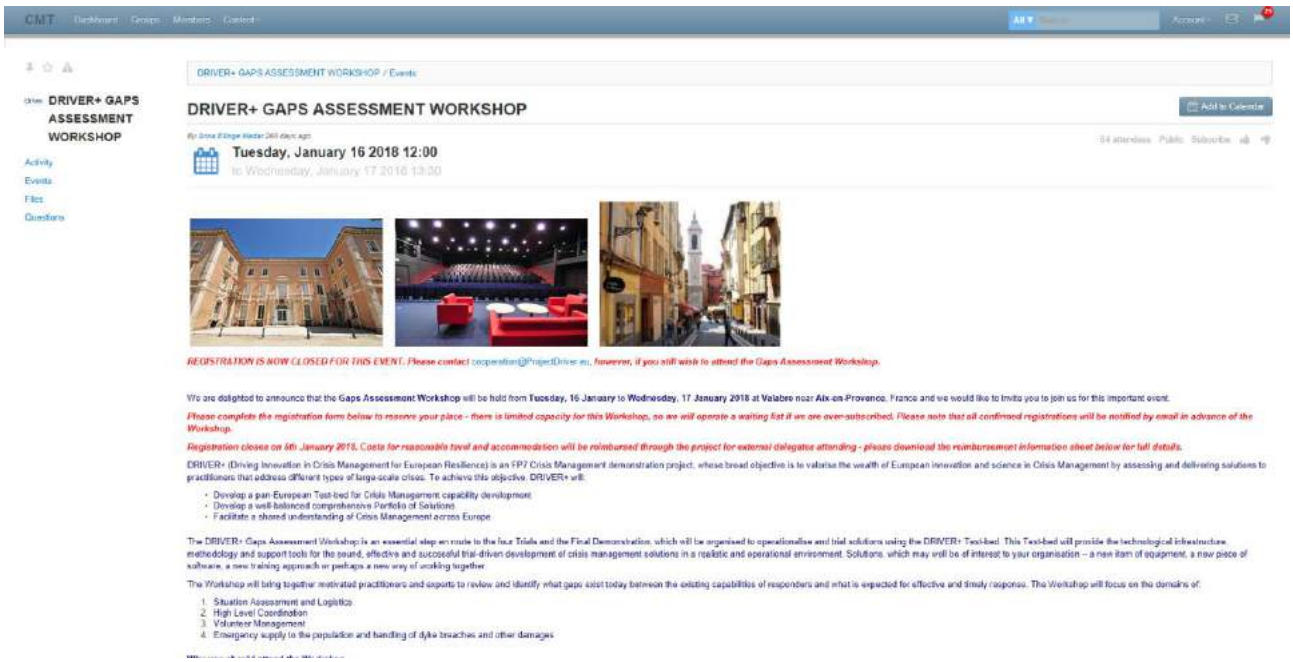


Figure 3.2: Gaps Assessment Workshop registration page

Altogether, 61 people participated in the GAW. Among those participants, 38 were external stakeholders (i.e. not members of DRIVER+ consortium), coming from: France, the Netherlands, Germany, Italy, Sweden, Portugal, Poland, Greece, ERCC (Emergency Response Coordination Center); the two most represented being France (due to the workshop location) and the Netherlands (thanks to a very active participation of the Dutch partners in engaging with external end-users). Contacts from Hungary (Department for Water Diplomacy and Tied Aid Credits Division for the Danube Region Strategy, Ministry of Foreign Affairs and Trade of Hungary) and Spain (Civil Protection General Directorate) confirmed their interest in the workshop, but were unable to attend on these dates. A lack of representatives from Austria is to be noted, not because of a lack of interest, but rather because of the internal delay in the organisations to appoint the right persons.

The participants were almost exclusively practitioners, incident commanders from bronze to gold levels (mainly fire-fighters officers, but also military officers) as well as police officers. NGOs were represented, in particular Red-Cross societies from several countries, together with national authorities (responsibilities for CBRNE issues notably), Water boards also participated. Table 3.2 contains the list of external organisations represented at the workshop and their geographical coverage (which is also available in D922.11).

Table 3.2: List of external organization represented and their geographical coverage

Country	Organisations
DE	Nordrhein-Westfalen Feuerwehr
	Johanniter-Unfall-Hilfe e.V
	Hamburg Fire and Rescue Service
EU	ERCC
FR	Conseil Régional Provence Alpes Côtes d'Azur (Regional Council PACA)
	ENSOSP (French academy for fire rescue and civil protection officers)
	Prefecture de la zone de défense et de sécurité sud (South Zone Interministerial Defense and Security Headquarter)
	SDIS 06 (departmental fire-fighter unit)
	SDIS13 (departmental fire-fighter unit)
	SDIS 30 (departmental fire-fighter unit)
	SDMIS 69 (departmental fire-fighter unit)
	DREAL PACA (French regional authority of the Ministry of Environment)
	Centre national civil et militaire de formation et d'entraînement NRBC-E (CBRNE National Training Center)
	SAFE cluster
	BMPM (Marseille military fire brigade)
GR	Hellenic Rescue Team
IT	Government Administration Genova, Liguria
	Universita' Cattolica del Sacro Cuore
	Italian Red Cross
	Plinius study center university of Naples
NL	The Netherlands Institute for Safety NIFV
	Ministry of Defence Netherlands
	Safety Region Haaglanden Ambulance and medical emergency services
	Safety Region Haaglanden, Fire Brigade
	Hoogheemraadschap Noord Holand Noorderkwartier Waterboard
	Hoogheemraadschap van Delfland
	City of The Hague
	The Netherlands Red Cross
	Safety Region Hollands Midden

Country	Organisations
	IFV -Institute for Safety
PL	Industrial Chemistry Research Institute
PT	Escola Nacional de Bombeiros
	Autoridade Nacional de Proteçao Civil (ANPC)
SE	MSB - Swedish Civil Contingencies Agency
	Brandkåren Attunda

Regarding communication activities, information on the workshop have been relayed on social media and the outcomes of the workshop promoted on the DRIVER+ website. The event has been announced in the first DRIVER+ newsletter and the outcomes highlighted in the second one. Two tweets were issued during the event to relate the ongoing work and tweets are still issued on the results of the workshop. The dedicated deliverable (**D922.11 *List of CM gaps***) has been published in M52 on the DRIVER+ website. Two posts have been published on the LinkedIn group, one before the workshop and the second one after.

It has been decided not to write a Press release announcing the results of the workshop as the related deliverable was due two month after the workshop and we had to wait for the EC approval before published it on the website. However, this particular deliverable will be used in further publications.

The results and validated list of CM gaps are described in **D922.11 *List of CM gaps***.

3.1.1.2 DRIVER+ Workshop 0

The DRIVER+ Workshop 0 took place in Warsaw from 26th February to 2nd March 2018. The purpose of the meeting was to develop a common understanding on the preparation and execution of DRIVER+ Trials and present the pre-selected solutions to be tested in Trial 1. Following a call for applications, 13 solution providers have been invited to present their solutions to the attendants and make demonstrations of their products in an interactive manner, allowing practitioners to come in close contact with the solutions. A mini Trial was also organised to stimulate the organisation of a Trial and present a series of potential problems that can emerge. The purpose was to put into practice the methodological steps, described in the DRIVER+ Trial Guidance Methodology. Each of the four Trial committees met in order to discuss their respective organisation, the scenario they have to define and the Crisis Management gaps and research questions to address. Workshop 0 was also the occasion to launch the second Call for Applications, an open registration available for solution providers.

Again, the Community Management Tool was used for the registration to the event, a social media campaign organized around the event as well as to poll several news on the DRIVER+ website.

For this Workshop, the following DRIVER+ promotional materials have been produced:

- 1000 DRIVER+ folders.
- 1000 DRIVER+ notepads.
- 1000 DRIVER+ pens.
- 500 DRIVER+ USB keys.
- 1000 DRIVER+ bags.

All these materials will be reused during future DRIVER+ events.

Almost 90 participants from 29 organisations took part in Workshop 0. This workshop was intended for project partners only. However, selected external solution providers have been invited to present their solution during the workshop. The analysis of these stakeholders is available in the 3.2.1.1 section dedicated to DRIVER+ Calls for application of this document.

Photos were taken and have been used to communicate online (website and social media) about the project. They are stored in the collaborative workspace and accessible to all partners. A video shooting has also taken place and will be used for a general promotional video of DRIVER+ activities to be released at the end of the project.

3.1.2 DRIVER+ participation in third party events

A list of third party events has been created and circulated to all partners. This list is regularly updated and shared with partners on a monthly basis.

The DRIVER+ project has been represented and presented at the following events:

- SRIEE2017 event in Tallinn, Estonia: booth, DRIVER+ presentation and participation in workshop on practitioners´ innovation (with participation of pan-EU practitioner network representatives).
- TIEMS Annual Conference 2017 6-8/12/2017 in Kiev, Ukraine: DRIVER+ presentation and workshop on external cooperation.
- ICT-DM17, on 11-13/12/2017 in Münster (Germany): DRIVER+ presentation and booth.
- IGNIS project Final Conference on 10/01/2018 in Marseille (France): booth.
- IPREAD V event on 14-17/01/2018 in Tel Aviv (Israel): poster session.
- Innovation of security and transport on 20/02/2018, Madrid (Spain): PPT presentation.
- IN-PREP Workshop on 21-22/02/2018, Berlin (Germany): Presentation “DRIVER+ Cooperation in Crisis Management Research.
- Civil Protection Forum, 05-06/03/2018, Brussels, Belgium: DRIVER+ presentation.
- National conference on EU programmes organised by the Polish Ministry of Infrastructure and Development, 05/04/2018, Warsaw, Poland: booth.
- Innovation in Transport and Security, 10/04/2018, Madrid, Spain: DRIVER+ presentation in Spanish.
- INACHUS exploitation workshop, 18-19/04/2018, Weeze, Germany: DRIVER+ presentation.
- DRMKC 3rd Annual Scientific Seminar, 27/04/2019, Sofia, Bulgaria: DRIVER+ presentation.
- Official Conference of the Bulgarian Presidency organised alongside of the HEMUS 2018 defense exhibition, 31/05/2018, Sofia, Bulgaria: DRIVER+ presentation.
- PSCE Conference, 23/05/2018, Brussels, Belgium: DRIVER+ presentation.
- 11th CoU meeting, 04-07/06/2018, Brussels, Belgium: DRIVER+ presentation, CMINE presentation and poster area.
- International Forum to Advance First Responder Innovation (IFAFRI), 08/06/2018, Brussels, Belgium: DRIVER+ presentation.
- BMBF Forum Zivile Sicherheit, 18/06/2018, Berlin, Germany: flyer.

In order to monitor DRIVER+ participation to third party events, a document has been created and is accessible on the project’s CoW (See Table 3.3). Its purpose is to identify the type of activities conducted for each specific event: a presentation of the project, the organization of a booth, a participation to a third-party workshop, the distribution of flyers, for example, as well as the title of the intervention and the name of the DRIVER+ partner involved. Then the table gives information on the event itself: the organiser, name of the event and date and location. The type (scientific community, practitioners, industry, civil society, policy makers, media), size and geographical information of the audience is also mentioned.

Table 3.3: Follow-up document on DRIVER+ participation to third party events

Type of activities	Main leader	Title	Date	Place	Name of the event	Type of audience - tick the relevant group(s)						Size of audience	Countries addressed
						Scientific community (higher education, Research)	Practitioners	Industry	Civil Society	Policy makers	Medias		
Booth and presentations	Michael Löscher (ARTTIC), Marcel van Berlo (TNO), Stéphanie Albiero (ARTTIC)	DRIVER+ presentation in a third party event	14-16/11/ 2017	Tallinn, Estonia	SRIEE 2017	x	x	x	x	x	x	30	
Oral presentation to a wider public	Peter Petiet (TNO), Michael Löscher (ARTTIC), Stéphanie Albiero (ARTTIC)	External cooperation workshop	04-06/12/ 2017	Kiev, Ukraine	TIEMS Annual Conference		x			x			
Publication	Laurent Dubost (Thales)	Trialling an operational picture in a simulated environment	12/12/ 2017	Muenster Germany	ICT-DM 2017 International Conference	x	x	x				40	Germany, Netherlands, France, New Zealand, Algeria, Japan, Chili, USA, Canada, Nepal, Australia

Type of activities	Main leader	Title	Date	Place	Name of the event	Type of audience - tick the relevant group(s)						Size of audience	Countries addressed
						Scientific community (higher education, Research)	Practitioners	Industry	Civil Society	Policy makers	Medias		
Publication	Konstanze Lechner (DLR)	Earth Observation based Crisis Information - Emergency mapping services and recent developments	12/12/ 2017	Muenster Germany	ICT-DM 2017 International Conference	x	x	x				40	Germany, Netherlands, France, New Zealand, Algeria, Japan, Chili, USA, Canada, Nepal, Australia
Posters	Chaim Rafalowski (MDA)	DRIVER+ poster in an international conference	16-17/01/ 2018	Tel Aviv, Israel	IPRED V	x	x	x	x	x		500	International conference-worldwide
Flyers	Alice Clémenceau	DRIVER+ presentation in a third party event BarCamp	10/01/ 2018	Gardanne France	IGNIS Project Final Conference		x					65	France, Portugal, UK, Italy
Publication	Chaim Rafalowski (MDA)	Introdution of DRIVER+ to other EU project (EMETNET)	07/02/ 2018	online									
Oral presentation to a wider public	Jesús Poveda (CITET)	DRIVER+ presentation in a third party event	20/02/ 2018	Madrid, Spain	Innovation in transport and security organised by the Spanish Logistic and Transport Business Association			x			x	70	Spain

Type of activities	Main leader	Title	Date	Place	Name of the event	Type of audience - tick the relevant group(s)						Size of audience	Countries addressed
						Scientific community (higher education, Research)	Practitioners	Industry	Civil Society	Policy makers	Medias		
Oral presentation to a wider public	Michael Löscher (ARTTIC) Chiara Foni o (JRC)	DRIVER+: Cooperation in Crisis Management Research	22/02/ 2018	Berlin, Germany	IN-PREP 2nd End-User Workshop		x	x					
Oral presentation to a wider public	Marcel van Berlo (TNO)	DRIVER+ Presentation in a third party event	05-06/03/ 2018	Brussels, Belgium	Civil Protection Forum 2018	x	x	x	x	x	x	300	EU
Oral presentation to a wider public	Marcel van Berlo (TNO)	INACHUS exploitation Workshop	18-19/04/ 2018	Weeze, Germany								20	
Exhibitions	Krzysztof Samp (ITTI), Piotr Tyczka (ITTI)	DRIVER+ stand at the exhibition on EU programmes organised by the Polish National Contact Point	05/04/ 2018	Warsaw, Poland	National conference on EU programmes organised by the Polish Ministry of Infrastructure and Development	x					x		Poland
Oral presentation to wider public	Jesús Poveda (CITET)	DRIVER+ presentation (open event, CITET)	10/04/ 2018	Madrid, Spain	Innovation in Transport Safe and Security	x		x			x	80	Spain

Type of activities	Main leader	Title	Date	Place	Name of the event	Type of audience - tick the relevant group(s)						Size of audience	Countries addressed
						Scientific community (higher education, Research)	Practitioners	Industry	Civil Society	Policy makers	Medias		
Oral presentation to wider public	Todor Tagarev (Bas)	DRIVER+ Presentation in a third party event under the title "Driver+ Taxonomy of Crisis Management Functions: A Tool for Comprehensive Exploration of Requirements and Solutions".	05-06/06/ 2018	Sofia, Bulgaria	CMDR COE Annual Conference "Interagency Interaction & Security Capability Development"	x	x		x				Bulgaria, NATO countries
Presentations	Marcel van Berlo (TNO)	First Responder Capability Development: contributions from the DRIVER+ project"	08/06/ 2018	Brussels, Belgium	The International Forum to Advance First Responder Innovation	x	x		x	x	x	30	EU+ Japan, Canada, Israel, Mexico etc.
Posters	Joanna Tyminska (SRC)	DRIVER+ Trials	05/06/ 2018	Brussels, Belgium	11th CoU meeting	x	x	x	x	x	x	200	EU
Oral presentation to a wider public	Peter Petiet (TNO)	The DRIVER+ project	05/06/ 2018	Brussels, Belgium	11th CoU meeting	x	x	x	x	x	x	50	

Type of activities	Main leader	Title	Date	Place	Name of the event	Type of audience - tick the relevant group(s)						Size of audience	Countries addressed
						Scientific community (higher education, Research)	Practitioners	Industry	Civil Society	Policy makers	Medias		
Posters	Stephanie Albiero (ARTTIC)	CMINE	06/06/ 2018	Brussels, Belgium	11th CoU meeting	x	x	x	x	x	x	200	EU
Oral presentation to wider public	Alexandra Schmid (Ecorys)	CMINE	06/06/ 2018	Brussels, Belgium	11th CoU meeting	x	x	x	x	x	x	200	EU
Flyers	René Lindner (DIN)	Workshop zur Integration von Normung und Standardisierung in Forschungsprojekten	18/06/ 2018	Berlin, Germany	BMBF Forum Zivile Sicherheit	x	x	x	x	x	x		Mainly Germany+ EU
Oral presentation to a wider public	Marie Christine Bonnamour (PSCE)	PSCE binnual Conference	23/05/ 2018	Brussels, Belgium	Industry Committee during PSCE Conference			x				20	France, Austria, Luxembourg, Belgium, Nederlands....
Oral presentation to a wider public	Marie Christine Bonnamour (PSCE)	PSCE bi-annual Conference	23/05/ 2018	Brussels, Belgium	General Assembly during Activity report	x	x	x				70	EU countries
Presentations	Todor Tagarev, Valeri Ratchev (CSDM)	Driver+ Taxonomy of Crisis Management Functions: A Tool for Comprehensive Exploration of Requirements and Solutions	06/06/ 2018	Sofia, Bulgaria	Annual Conference of the "Crisis Management and Disaster Response" CoE	x	x	x		x		60	EU countries, US

On the occasion of the IPREADV, a poster was created to present the DRIVER+ project, available in Annex 6 of this document. On the occasion of the 11th CoU meeting two posters have been produced. The first one is showcasing the added value of DRIVER+ Trials while the second one presents the new CMINE community; they are available in Annex 7 and 8 of this report, respectively.

All these events have been relayed on social media and have their dedicated news on the DRIVER+ website. All the presentations made on these occasions are accessible on the project website.

3.2 Involvement of stakeholders in the project activities

In this section, the D&C activities related to DRIVER+ events are presented, involving stakeholders in the project's activities.

3.2.1 Dissemination and Communication support to Trials

During the concerned period, D&C activities in support to the Trials have been focused on the promotion of three Calls for Application, Trial 1 as a whole and the preparation of Trial 2. For the Trials, a D&C audit template has been prepared and shared with Trial leaders before Workshop 0. The objective was to gather all the relevant information and contacts to maximise the dissemination and communication activities before, during and after the Trials and make sure that any dissemination and communication materials focus on the key messages about the Trials.

3.2.1.1 Promotion of the Calls for Application

To increase the visibility of the DRIVER+ Calls for application, WP952 partners have created dedicated pages on the "Collaborate section" of the public website and news items and have established adequate social media promotion.

Figure 3.3: Pictures used to promote the Calls for application in the news section of the website

The webpages are all following the same structure:

A short introduction is addressed to the solutions providers. Then, a section is emphasizing on the reasons why they should apply to DRIVER+ Calls for Applications. The expected benefits of participation are explained by e.g. stating that participating in the DRIVER+ project features a great opportunity to present their products to the European Crisis Management community.

The rest of the webpage focuses on the call itself: "what we are looking for", "the Trial setup and scenario" and "how to participate".

After the two first calls, it appeared that participants would have needed more information on what would follow this type of call, the selection process and what participating in a DRIVER+ Trial means. That is why a new document has been provided for the third call called "Trial process overview".

The **DRIVER+ first Call for application** has been opened on the DRIVER+ website from 07/12/2017 until 09/01/ 2018. 25 submissions have been received in total from which 16 originate from external providers and 9 from the DRIVER+ consortium internal solutions providers. Based on the assessment of the review criteria, 13 solutions have been pre-selected for further investigation by the Trial 1 Committee during individual solutions' presentations session during Workshop 0. Among the pre-selected there were seven external and six internal solutions.

This analysis of stakeholder's participation is also available in **D943.11** ***Report on Trial Action Plan- Trial 1***.

During the period when the Call was opened, the dedicated page was the second most visited page of the website after the home page with average of more than 5 minutes spent on the page (See Figure 3.4).

Page	Pageviews ↓	Unique Pageviews	Avg. Time on Page
	668 % of Total: 100.00% (668)	578 % of Total: 100.00% (578)	00:02:05 Avg for View: 00:02:05 (0.00%)
1. /	185 (27.69%)	167 (28.89%)	00:01:21
2. /collaborate-with-us/call-for-applications/	81 (12.13%)	77 (13.32%)	00:05:38
3. /news/	54 (8.08%)	34 (5.88%)	00:01:34
4. /driver-project/	51 (7.63%)	44 (7.61%)	00:01:39
5. /driver-project/objectives-and-activities/	47 (7.04%)	36 (6.23%)	00:00:51
6. /post-4/	34 (5.09%)	30 (5.19%)	00:00:30
7. /driver-project/who-are-we/	32 (4.79%)	30 (5.19%)	00:03:40
8. /post-3/	31 (4.64%)	28 (4.84%)	00:03:51
9. /library/project-public-reports/	28 (4.19%)	24 (4.15%)	00:08:11
10. /contact/	23 (3.44%)	19 (3.29%)	00:01:54

Figure 3.4: Analytics for the website during the first Call for Application

A social media strategy was set up in order to promote the call with a post in the LinkedIn group and one tweet a week.

Trial 2 Call for Application was open from 26/02-26/03/2018. The announcement was published on the project's website, relayed on the project's social media channels and disseminated through the partners own networks. 23 applications where submitted. 35% of the applications (8) have been submitted by providers that are partners of the DRIVER+ consortium, while the others (15) come from organisations that are external to DRIVER+ consortium. 9 solutions have been invited to participate in a Solution Demonstration Workshop in Valabre on 15-17/05/2018, 4 of them were internal solutions, 5 externals. Among these pre-selected solutions invited to participate in the meeting, only seven decided to participate to the workshop. Two external solutions have declined the invitation due to the short delay between the announcement of the results and the date of the workshop. 4 solutions will be tested during Trial 2 (3 internals, 1 external). A detailed analysis and description of the solution process is available in **D944.11** ***Report on Trial Action Plan- Trial 2***.

During the period when the Trial 2 Call for Application was opened on the website, the webpage was the second most consulted page of the website for an average time spent on it of 6:27 minutes (See Figure 3.5).

Page	Pageviews	Unique Pageviews	Avg. Time on Page
	486 % of Total: 100.00% (486)	426 % of Total: 100.00% (426)	00:02:53 Avg for View: 00:02:53 (0.00%)
1. /	177 (36.42%)	158 (37.09%)	00:01:59
2. /collaborate-with-us/call-for-applications-2/call-applications-2/	83 (17.08%)	70 (16.43%)	00:06:27
3. /driver-project/	38 (7.82%)	29 (6.81%)	00:01:40
4. /collaborate-with-us/external-cooperation-platforms/	34 (7.00%)	27 (6.34%)	00:07:35
5. /driver-project/who-are-we/	29 (5.97%)	26 (6.10%)	00:04:13
6. /driver-project/objectives-and-activities/	28 (5.76%)	23 (5.40%)	00:02:23
7. /contact/	21 (4.32%)	21 (4.93%)	00:01:31
8. /news/	13 (2.67%)	12 (2.82%)	00:00:43
9. /collaborate-with-us/	10 (2.06%)	8 (1.88%)	00:00:14
10. /collaborate-with-us/call-for-applications-2/call-for-applications/	8 (1.65%)	8 (1.88%)	00:04:12

Figure 3.5: Google analytics during the second Call for Application

For this call WP952 has intensified the promotion with several discussions opened on the LinkedIn group and tweets, especially during the last week the call was opened with one tweet a day (cf. Figure 3.6).

Figure 3.6: Example of a tweet during the third Call for application

The third Call for application was opened from 04/06-09/07/2018. The results are not yet available but the google analytics show an increasing audience for the DRIVER+ calls. Whereas respectively 81 and 83 persons consulted the pages for the first two calls, 150 people consulted the one for the third call and they have spent an average of 6:19 minutes on the page (see Figure 3.7). This can be explained by an intensification of the

promotion, an engagement of the Trial owner (DLR) who promoted extensively the Call for Application on social media. Another explanation to this success is that the call was launched just after Trial 1 and has been supported by an improved and concrete communication on what DRIVER+ Trials are.

Page	Pageviews	Unique Pageviews	Avg. Time on Page
	1,106 % of Total: 100.00% (1,106)	966 % of Total: 100.00% (966)	00:02:27 Avg for View: 00:02:27 (0.00%)
1. /	299 (27.03%)	264 (27.33%)	00:01:42
2. /collaborate-with-us/call-for-applications-2/call-for-application-trial-the-netherlands/	150 (13.56%)	123 (12.73%)	00:06:19
3. /events-2/3rd-i4cm/	148 (13.38%)	123 (12.73%)	00:04:34
4. /driver-project/	75 (6.78%)	60 (6.21%)	00:01:05
5. /news/	40 (3.62%)	32 (3.31%)	00:00:49
6. /driver-project/objectives-and-activities/	39 (3.53%)	33 (3.42%)	00:02:22
7. /driver-project/who-are-we/	35 (3.16%)	32 (3.31%)	00:01:26
8. /contact/	27 (2.44%)	22 (2.28%)	00:00:54
9. /events-2/trials/trial-1/	22 (1.99%)	22 (2.28%)	00:03:16
10. /library/project-public-reports/	22 (1.99%)	22 (2.28%)	00:06:18

Figure 3.7: Google analytics during the third Call for application

3.2.1.2 DRIVER+ Trial 1

Based on the D&C audit template shared with the Trial 1 owner, a specific D&C strategy and action plan was prepared for Trial 1. This action plan is composed of the list of activities to be done before, during and after the Trial integrating a detailed budget, and stating the roles and responsibilities of the partners for each of the identified actions. Several categories of activities have been identified, such as: General D&C requirements, Support materials, Website, Social media and Mass media. In the strategy, activities have been separated according to the period in which they were planned to be realised: Before, During and After the Trial.

These categories are presented below: first, the main activities performed are detailed and then the detailed action list of the category per period (Before, During and After the Trial) is presented.

- **General D&C requirements**

The validation process to communicate about the Trial has been agreed between WP952, Trial owner and project coordinator, the D&C materials would have been validated by SGSP as Trial owner and TNO as project coordinator. To implement the strategy, weekly teleconferences have been organised between ARTTIC (as WP952 and T952.2, T952.3 and T953.5 leader), PSCE as responsible for social media and mass media activities (T952.3 partner and T952.4 leader) and SGSP D&C Point of Contact (as Trial 1 owner - WP943 leader). Such teleconferences were held to monitor the implementation of the strategy, report on the progress made, and define the next steps as well as to identify any potential delay or risk.

The D&C team for Trial 1 attended Dry Run 1, Dry Run 2 and Trial 1 itself to coordinate, implement and monitor the communication activities, while gathering further information to disseminate and promote the outcomes of the event.

Below are presented the tables of activities planned to be performed before the Trial (the general D&C concerned activities only during the period preceding the Trial) (Table 3.4 – Table 3.7).

Table 3.4: General D&C activities/ BEFORE the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Budget	Budget follow-up to be prepared	done	ARTTIC (Marion)	23/03/2018	See budget section
TRIAL 1 organisation	To define the rele of the D&C team during the Trial (Press PoC, social media responsible etc…)	done	ALL	27/04/2018	To be discuss during Trial 1 D&C meetings: Rob responsible for journalists (with help from SGSP students and Mariola for Polish journalists); Joao responsible for Social media; Piotr and Marion responsible for promotional materials and Marion to support all activities
Validation process	Question to be answered: who has to validate what?	done	ALL	28/03/2018	Tomasz will be doing validation as project chief from SGSP side. TNO and SRC to put in CC.
Registration process	To create registration page. Questions to be answered: For which event do we want a registration page? (DR1, DR2, Trail 1) What would be the registration process? Is the registration public? If it is public: Is there a limited number of participant? Do we want to link the registration page to the website (both Trial page and news) and have dedicated social media post on how to register?	done	SGSP (Piotr)	28/03/2018	SGSP has decided not to use a registration page for Trial 1
Weekly teleconference		done	ARTTIC (Marion)	26/03/2018	26/03/2018: Launch of the strategy 13/04/2018: weekly teleconference 20/04/2018: weekly teleconference

- **Support materials**

The number of generic DRIVER+ support materials to be used during the Trial has been defined. In addition to that, a catalogue has been produced, describing the 3 solutions to be tested during the Trial, the scenario and organisation of the event but also information about the DRIVER+ Test-bed and Portfolio of Solutions in the context of the DRIVER+ Trials. This "Catalogue of solution" (see Figure 3.8) is available in Annex 9 of this document, as a flipbook and downloadable on the DRIVER+ website.

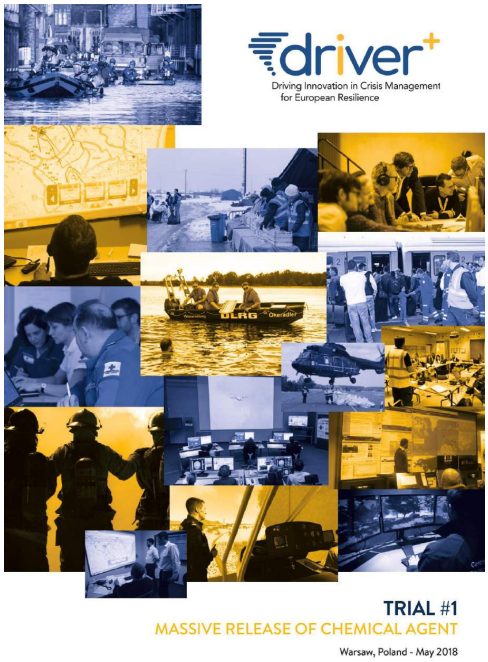


Figure 3.8: Cover page of the DRIVER+ Catalogue of solutions for Trial 1

To produce this catalogue, DRIVER+ consortium was consulted: SP92 for inputs on DRIVER+ Test-bed, SP93 for the double page on the Portfolio of Solutions as well as SP94 for the Trials part. The D&C Team for Trial 1, present during Dry Run 1 and Dry Run 2 has established direct contact with the solution providers to better understand their solution and to find out the best way to present them.

A photographer was engaged during the Trial and the photos have been made available in the DRIVER+ image library on the website. A video related to Trial 1 has also been realized and published on 26th June 2018 (see Figure 3.9). More than 500 have seen this video (status M52).

Figure 3.9: DRIVER+ Trial 1 video

Table 3.5: Support materials activities/BEFORE the Trial

Support materials	To establish the list (what do we already have, what do we need, what do we have to send and when, when to use it: DR2 and Trial 1)	done	ARTTIC (Marion)	26/03/2018	A proposed list of support materials to be used during DR1, DR2 and Trial have been sent for approval.
Support materials	To send the missing support materials to SGSP	done	ARTTIC (Marion)	16/04/2018	Notepads, USB sticks and pens have been send to SGSP, as planned in the list mentionned in previous line
Support materials	To create DRIVER+ jersey	done	ARTTIC (Marion)	16/04/2018	Piotr to provide more information on the number of vests needed and colours per categories. 8 colours of vests for 111 vests total have been ordered by ARTTIC on 25/04/2018. They will be directly sent to SGSP by the provider.
Support materials	Badges and leashes for DR2 and Trial 1	done	SGSP (Piotr) + ARTTIC	23/04/2018	SGSP for badges, ARTTIC for leashes. SGSP to ask for ARTTIC approuval before printing the badges. Lanyards have been ordered by ARTTIC on 25/04/2018, the provider will send them directly to SGSP
Support materials	To update the generic DRIVER+ materials (roll-up and leaflet) and send them to be print	done	ARTTIC (Marion)	28/03/2018	Materials have been updated and have been sent to be print
Support materials	General support materials to be sent to Poland	done	ARTTIC (Marion)	16/05/2018	3 Roll ups and flyers have been sent to Piotr by Marion on 16/05
Solutions catalogue	To be ready for Trial 1 (template, input, print and send to Poland)	done	ARTTIC (Marion)	05/05/2018	The catalogue has been finilised on 3rd May. Sent to be printed the same day, SGSP will directly receive the printed version.
Trial Video	Storyboard and preproduction, List of people to be interviewed, List of questions	done	ARTTIC (Rob)	13/04/2018	
Trial photography	Shot list to be prepared for photographer for 23rd and 24th May after DR2	done	ARTTIC (Rob) + SGSP (Piotr/Karolina)	04/05/2018	Karolina sourcing estimate for photographer for two days from local photo agency
Trial Video	Agree who should be interviewed and confirm their willingness to particpate	done	ARTTIC (Rob)	13/04/2018	Likely to include minimum of Marcel, Michael, Tomasz + solutions provider(s) Tomasz asked on 050418 and agreed
Trial Video	List of interviews questions to be circulated	done	ARTTIC (Rob)	13/04/2018	
Trial video and photo shooting	To make sure consent forms have been prepared and signed by all participants	done	SGSP (Piotr)	23/04/2018	ARTTIC (Rob) can assist with previosuly used consent forms - best to combine photo/video consent into general DR and T consent form.

Table 3.6: Support materials activities/ DURING the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Trial Video	Video shoot - two days' booked for videographer (Elisa Cucinelli) for 23rd (tabletop) and 24th May (physical exercise).	done	ARTTIC (Rob)	23-4/05/2018	Onsite assistance/art direction if needed from Rob, Piotr
Trial Video	Interviews to be filmed	done	ARTTIC (Rob)	23-4/05/2018	Rob to agree times with interviewees, but aware of flexibility likely to be needed during Trial
Trial photography	Stills photographer - requested for two days for 23rd and 24th May.	done	ARTTIC (Rob)	23-4/05/2018	Onsite assistance/art direction if needed from Rob, Piotr.
Trial photography	Stills images for social media output	done	PSCE (Joao); SGSP (Piotr)	23-4/05/2018	Selection of images edited during the day for social media

Table 3.7: Support materials activities/ AFTER the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Promotional material	Infographics to be develop	done	ARTTIC (Rob)	08/06/2018	A task force will be set up with ARTTIC D&C team and infographics available for next Trials.
Trial Video	Final short and dynamic one	done	ARTTIC (Rob)	20/06/2018	Trial 1 video released JUNE 26th
Trial photos	To be available on website/CoW	done	ARTTIC (Rob)	13/06/2018	Cow: Ok Website: Rob to select 30 best photos and Marion to create space on website DONE
Promotional materials	Marion to investigate how to bring them back+ ¨Piotr to give final number how many do we still have	done	ARTTIC (Marion and SGSP (Piotr)	08/06/2018	

- **Website**

A dedicated webpage was created for Trial 1 (see Figure 3.10). It was realized in its first version in April 2018 and constantly updated since then. It includes a paragraph describing the aim of the Trial and where, when and by whom it has been organized. Then, the "Catalogue of solutions" and the Trial 1 video are featured, before more information on the Trial scenario and how it has been prepared.

Dedicated news items have been written on a regular basis. During the Trial, news items have been published each day:

Day 1: Announcing the beginning of Trial 1.

Day 2: Focusing on the table-top exercise.

Day 3: Focusing on the field exercise.

Day 4: What will happen after the event?

Figure 3.10: DRIVER+ Trial 1 webpage

Table 3.8: Website activities/ BEFORE the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Website Trial page	To launch the first version of Trial and Trial 1 page on the DRIVER+ public website, including information on DR1 and DR2. To update it when necessary	done	ARTTIC (Marion)	03/04/2018	First version of the page launched.
Website News page	First general news on Trial 1 to be published	done	ARTTIC (Marion)	16/04/2018	First news published
Website News page	News to be published: News on solutions to be tested, Scenario of the Trial, Presentation of the host, Gaps to be addressed, Test-bed and Trial, PoS nad Trial, Expected outcomes of the Trial, DR1/DR2, External participants invited, Catalogue of solutions to be annouced.	done	ARTTIC (Marion)	21/05/2018	To be published on a biweekly basis. To be validated by involved partners when necessary. News on JRC report on floods published.
Website News page	Whenever relevant, partners to relay the news on their website and channels	done	ALL	21/05/2018	
Website News page	Solutions providers to relay the news on their channels (news on solutions)	done	ARTTIC (Rob)	05/05/2018	Rob is liaising with solution providers
Website Trial 1 page	Catalogue to be available as a flipbook	done	ARTTIC (Marion)	15/05/2018	Catalogue available on the website (15/05)

Table 3.9: Website activities/ DURING the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Website News page	To be published: Announce the beginning of the event, description of indoor and outdoor activities, End of the event	done	ARTTIC (Marion)	25/05/2018	

Table 3.10: Website activities/ AFTER the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Website News page	To be published: Results of the Trial, Promotion of the Final Video	open	ARTTIC (Marion)	Once results available	
Website Trial 1 page	To be updated with outcomes and Infographics	done	ARTTIC (Marion)	Once results available	
Website Trial 1 page	Output to be available for download	open	ARTTIC (Marion)	Once results available	

- **Social media**

Information on Trial 1 and the solutions to be tested have been disseminated on DRIVER+ Twitter and LinkedIn accounts (see Table 3.11 – Table 3.13). All material from the DRIVER+ website has been relayed on Twitter. A list of relevant accounts (especially the solution provider´s ones) and hashtags have been established.

It has been agreed that a list of 15 tweets to go out during the Trial would have been drafted before the Trial, to be able to easily manage the flow of information during the Trial and being able to react properly on social media.

Table 3.11: Social media activities/BEFORE the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Twitter	Relay all Trial-related content from the DRIVER+ website on Twitter	done	PSCE (Jean)	21/05/2018	
Twitter	General promotion of Trial 1	done	PSCE (Jean)	20/04/2018	Twice a week, started week of 16/04/2018
Twitter	Tweets durign DR2	done	PSCE (Joao)	27/04/2018	
Twitter	Promote the solutions to be tested, mentioning the solution provider if applicable (@) and using appropriate hashtags	done	PSCE (Jean)	04/05/2018	Agreed during DR1 to increase use of hashtags, incl. links to key media, partners and organisations involved in Trial
Twitter	List of tweets to be planned for the Trial	done	PSCE (Jean+Joao)	07/05/2018	
LinkedIN	Create polls to raise interest and interaction on LinkedIn group (about gaps)	done	PSCE (Jean)	03/05/2018	First draft expected for 27/04/2018
LinkedIN	Comprehensive posts announcing the Trial and informations on the solutions	done	PSCE (Jean)	10/05/2018	

Table 3.12: Social media activities/DURING the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Twitter	Live follow-up of the event and solutions tested using appropriate mentions and hastags and supported by eye-catching material (pictire, video)	done	PSCE (Joao)	25/05/2018	
Twitter	Closing tweet at the end of the Trial thanking all participants	done	PSCE (Joao)	25/05/2018	

Table 3.13: Social media activities/ AFTER the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Twitter	Relay all Trial-related content from the DRIVER+ website	done	PSCE (Jean)	20/06/2018	
Twitter	General tweet announcing the (successful) completion of Trial 1	done	PSCE (Jean)	28/05/2018	
LinkedIn	Comprehensive post announcing the (successful) completion of Trial 1	done	PSCE (Jean)	31/05/2018	
Twitter	Link end of Trial 1 with lead into Trial 2	done	PSCE (Joao)	25/05/2018	
Twitter	Announcement of the results	open	PSCE (Jean)	Once results available	
LinkedIn	Announcement of the results	open	PSCE (Jean)	Once results available	

- **Mass media**:

One of the main achievements of the Mass media strategy for Trial 1 has been to have EURONEWS filming and reporting on the event. ARTTIC has been liaising with EURONEWS to have the Trial featured in the FUTURIS programme. Several teleconferences have been organized to plan how they would film the event. The dedicated report is "DRIVER+ and the art of managing a crisis". The film lasts 4 minutes and has been broadcasted 25 times during the week of June 18th 2018 and is available on their website in all European languages. It is also available on DRIVER+ YouTube channel.

Two press releases have been published on Trial 1, the first one announcing the event and the second one, after the Trial, to present what has been realized during the event. They are available in Annex 10 and 11 of this deliverable and on the public website.

In addition, journalists have been invited to attend the event and a Press Conference was planned on the 4th day of the event. However, given the short timeframe to send out the invitations, most of the press declined the invitation to attend due to other commitments. It is however to be noted that they expressed their willingness to receive more information following the event and that some of them already expressed their interest in attending Trial 2 in October 2018.

An article about the Trial (800 words) has been published in the Industrial Fire Journal (printed and online version).The mass media activities are highlighted in Table 3.14 – Table 3.16.

Table 3.14: Mass Media activities/ BEFORE the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Euronews (FUTURIS)	Contact Denis Loctier for a second call	done	ARTTIC (Marion)	16/03/2018	Denis Loctier was very enthusiaste about filming Trial 1, still has to have approval from is hierarchy.
Identify media	Liaise with DRIVER+ partners from Poland to identify and approach media partners (generalist, media, radio, tv, etc)	done	PSCE (Joao)	09/04/2018	
Approach media (specialised)	Approach the identified specialised media partners in the field of Crisis Management and which correspond to the solutions to be tested	done	PSCE (Joao)	09/04/2018	Rob suggested in DR1 to contact 'friendly' media that are very likely to publish information; also to invite them (singly initially) to attend the Trial. We will have to pay for travel and accommodation of course.
Mass media	Invite Polish media to attend Trial 1 on 24th May only	done	PSCE (Joao); SGSP (Piotr)	27/04/2018	Mariola to coordinate within SGSP with Piotr 11 May - deadline for acceptances requested by Tomasz - may be too early for Polish press
Mass media	Organise press conference for 10:00 on 24th May	not applicable	SGSP (Piotr)	20/04/2018	Piotr to check if separate room is available for up to 20 people. No media.
Mass media	Press conference - table, chairs, tablecloth, name tent cards, microphones, name badges for all attendees, chairs for media, wifi code on name badges, separate area for individual interviews (internally/externally)	not applicable	SGSP (Piotr)	18/05/2018	
Mass media	Press conference - translation of questions and answers by Tomasz or hold press conference Q&A twice (in English with additional opportunity for specific questions from Polish media)	not applicable	SGSP (Piotr)	23/04/2018	
Mass media	Send invitations to Getty Images and Reuters for 24th May	not applicable	ARTTIC (Rob)	27/04/2018	
Mass media	Send invitations to selected specialist press - 23rd and 24th TBC	done	PSCE (Joao)	20/04/2018	Is there sufficient travel budget to invite specialist press to attend for 23rd and 24th May or 24th only?
Mass media	Establish a timeline for all mass media activity	not applicable	PSCE (Joao)	20/04/2018	
Mass media	Set up spreadsheet on the CoW to maintain a record of all media invitations and acceptances	done	PSCE (Joao); SGSP (Piotr)	20/04/2018	
Mass media	Press release to be publish before the Trial	done	PSCE (Joao)	02/05/2018	To have it ready (=validated by PMB and Trial Committee) for beginning of May. Draft to be send by 25/04/2018 published 15/05
Mass media	Press release for the end of the Trial to be prepared	done	PSCE (Joao)	16/05/2018	To have the structure and some already available information ready and validated a week before the Trial
Mass media	to send Julian (euronews) the link to the images of the SGSP Training Ground	done	ARTTIC Rob)	07/05/2018	
Mass media	To check with SGSP to ensure EURONEWS access to SGSP premises and to the field	done	ARTTIC (Marion)	14/05/2018	
Mass media	To establish a list with contacts for journalists	done	ARTTIC (Marion+Rob)	14/05/2018	
Mass media	To send the media package	not applicable	PSCE (Joao)	16/05/2018	

Table 3.15: Mass media activities/ DURING the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Mass media	Coordinate with SGSP and ARTTIC to determinate if any actions are required on the spot (mass media, if there are journalists covering the event, etc)	not applica	PSCE (Joao)	25/05/2018	
Mass media	Press conference 10 am 24th May to be held	not applica	All	25/05/2018	
Mass media	EURONEWS Coordination 23rd 24th	done	ARTTIC (Rob) PSCE (Joao)	25/05/2018	

Table 3.16: Mass media activities /AFTER the Trial

Categorie	Description	Status	Responsible	Deadline	Comments
Articles	Prepare news-worthy contributions emphasizing the results of the exercice and that put Trial 1 in perspective	open	PSCE (Joao)	Once results available	
Follow-up	Disseminate internally to the D&C PoC within the consortium (push the partners into disseminating the information as widely as possible)	ongoing	PSCE (Joao)		

3.2.1.3 DRIVER+ Trial 2

Based on the strategy and action plan for Trial 1 and taking into consideration the lessons learnt derived from Trial 1, a specific D&C strategy and action plan has been set up for Trial 2.

- Lessons learnt from Trial 1

A Trial 1 Lessons learnt meeting was organised on 19th June 2018 at TNO premises. On this occasion, WP952 provided a presentation on the lessons learnt in a D&C perspective. The slides of the presentation are available in Annex 12 of this document. It has been highlighted:

Regarding **general aspects of the D&C strategy**: the weekly teleconference should be maintained, a D&C liaison officer with seniority and authority from the Trial owner organisation should be appointed, the need for a better communication on-site and proactivity of all concerned partners, SP95 should be involved at the earliest stage possible and all relevant information shared with WP952 to ensure a good promotional coverage.

Regarding **the promotional material strategy**: The catalogue should be ready earlier and the description of the Test-bed and the PoS should be revised so as to better reflect how they are integrated in the context of the Trial; A questionnaire will be circulated directly to the solution providers to receive more accurate information on their solutions following a specific template to receive harmonise inputs directly from the sources**;** A set of infographics should be developed in an attempt to simplify the messages and more easily promote the activities (and results) (Trials in general, Trial 1, 2, 3, 4, Test-bed, PoS, Project in numbers, etc.).

Regarding **the social media strategy:** Simple guidelines & best practices on Social Media ("The 10 commandments") to be prepared and sent to the consortium before the event, including information on the # of the Trial, the main # to be included, etc.; Specific poster with these commandments to be printed and hanged onsite; Benchmark of the social media to use to disseminate information on the Trial (Facebook would have been relevant for Trial 1).

Regarding the **mass media strategy**: First and foremost make sure to receive the official greenlight from the Trial owner that the press can be invited on-site to cover the event (written, radio, TV); Need to update the list of media and benchmark media of relevance that could be interested in the scenario (at EU level though priority should be given to the national/local level as they are more susceptible to come). Invite also bloggers, TV and radio and not only the printed press; Invitations to be sent to the media should be done together with the PR department of the Trial owner, if any; Invite long enough in advance: journalist have their agenda blocked for months! When journalists are contacted, the invitation should contain further information about the upcoming events to raise awareness and possibly secure their participation at a later stage.

All these identified lessons learnt have been taken into account elaborating the strategy and action plan for Trial 2.

- Trial 2 D&C strategy and action plan

The Trial 2 D&C activities have been kick started with a teleconference on 8th June 2018 with Valabre as Trial owner, ARTTIC as T952.5 Leader and PSCE as social media and mass media responsible. Trial owner agreed to reuse the table template created for Trial 1 to follow up on the implementation of the strategy and action plan for Trial 2. During this teleconference it has been decided that the activities should have started for DR1 that were held from 26th to 28th June.

The Trial 2 webpage (Figure 3.11) has been published in its first version on 21/06/2018 and the social media promotion has started. Discussions are taking place between the D&C team and the solution providers to create an improved catalogue of solutions.

Figure 3.11: DRIVER+ Trial 2 webpage

An article about the Trial has already been drafted and is going to be published in the September issue of the International Fire-Fighter magazine.

The Trial 2 D&C Strategy and Action Plan will be further detailed in the D&C Progress Report n°2 with extensive details on the results and a comparison with Trial 1 with regard to the implementation of the lessons learnt following Trial 1.

3.2.2 3rd I4CM Dissemination and Communication

WP952 has been solicited by WP953 to organise, support and implement the D&C activities for the 3rd I4CM organised in Warsaw on 3rd-4th September 2018. An action plan to carry out this request has been created in May 2018 and is highlighted in Table 3.17.

Table 3.17: D&C Action plan for the 3rd I4CM

Timing	Task, Tools and channels	Action	Responsible
General strategy			
May 2018		**Mass media strategy ready** • Press release(s). • Press article (s). • Broadcast media strategy. **Social media strategy ready** **Mitigation measures**	PSCE
May 2018		**Website strategy ready** KPIs in the D&C strategy: Number of hits on the event page: 100-200 (good).	ARTTIC (Marion)

		Number of downloads of Trial output: 30-60 (good). **Promotional material strategy ready**	
June 2018	Budget	To be elaborated.	ARTTIC
June 2018	Validation process of information to be communicated.		ARTTIC
August 2018	Role of the Communication team during the event.	Press PoC. Social media responsible.	ARTTIC PSCE
Website strategy			
BEFORE the I4CM			
May 2018	Registration process	To invite stakeholders to the event using the Community Management tool.	ARTTIC (Marion + Myriam)
May 2018	Website page	To launch the first version of 3rd I4CM webpage.	ARTTIC (Marion)
Every week	Website page	To update the information. Information on the hosts (slide posts, partners involved "event supported by etc. with logo).	ARTTIC (Marion)
May 2018	Website News page	First general news to announce the event to be published.	ARTTIC (Myriam + Marion)
Every week	News items	To be published: • Call for volunteers. • Call for presentations. • Agenda. • Speakers. • Standardisation. • Interoperability.	ARTTIC (Myriam+ Marion)
Every week (once a week)	News items	Whenever relevant, programme committee partners to relay the news on their website and channels.	ARTTIC (Marion? Myriam?) to ask I4CM partners
DURING the I4CM			
	News items	To be published: • Announce the beginning of the event and programme. • Wrap up of session. • Something on workshops? • End of the event.	ARTTIC (Myriam + Marion)
AFTER the I4CM			

September 2018	News items	To be published: • Announce next edition in Copenhagen. • Outcomes of the event.	ARTTIC (Marion)
Promotional materials strategy			
BEFORE the I4CM			
July 2018	Support material – LIST	• Name badges + lanyards. • Banner flags (as used at Workshop 0). • Posters? • Roll up banner stands. • Signage. • Folders (with gusset - check how many items to be included in folder), notebooks. • Give away (USB sticks, pens). • Brochure for agenda, sessions´ description and speaker's presentations. • Goodies with the I4CM logo on it?	ARTTIC (Marion + Myriam)
August 2018	DRIVER+ Support material	Materials to be printed.	ARTTIC (Marion, Myriam)
July 2018		To liaise with Hugo (agenda brochure).	ARTTIC (Marion, Myriam)
August 2018	Support materials	To be ready to be sent to Warsaw.	ARTTIC (Marion, Myriam)
August 2018	Programme Template	To be created.	ARTTIC (Marion)
May 2018	Photos and video	To book the photographer.	ARTTIC (Rob)
DURING the I4CM			
	Photos + videos	To manage the photograph.	ARTTIC (Rob)
	Support materials to organize	To deal with the logistics of the different rooms.	ARTTIC (Marion+ Myriam)
AFTER the I4CM			
September 2018	Support materials	To be send back to Paris (remaining ones).	ARTTIC (Marion)
Social Media strategy			
BEFORE I4CM			
Until I4CM	Twitter	Relay all I4CM-related content from the DRIVER+ website on Twitter.	PSCE (Jean and Joao)

Until I4CM	Twitter and LinkedIn	General promotion of I4CM.	PSCE (Jean and Joao)
Week before I4CM	Twitter	Present the topics to be discussed and tag the external partners involved.	PSCE (Jean and Joao)
DURING I4CM			
03-04/09	Twitter	Live follow-up of the event and topics discussed using appropriate mentions and hashtags and supported by eye catching material (picture, video).	PSCE (Joao)
04/09	Twitter	Closing tweet at the end of I4CM thanking all participants.	PSCE (Joao)
AFTER the I4CM			
First days following I4CM	Twitter	Relay all I4CM-related content from the DRIVER+ website's dedicated I4CM page on Twitter.	PSCE (Jean and Joao)
05/09	Tweet	General tweet announcing the end of I4CM.	PSCE (Jean and Joao)
First days following I4CM	LinkedIn	Comprehensive post announcing the end of I4CM and announcement of upcoming Trial 2.	PSCE (Jean)
Mass media strategy			
BEFORE the I4CM			
Until mid-July	Approach media (general)	Liaise with ITTI to contact Polish television journalists who had been approached for Trial 1.	PSCE + ITTI
Until mid-July	Identify media (specialized)	Identify publications in the field of crisis management which would have an interest in following I4CM.	PSCE (Joao)
Until mid-July	Approach media (specialized)	Follow up on the identified specialized publications contacted for Trial 1, inform them of I4CM and promote the interest of publishing a story about the event.	PSCE (Joao)
	News writing	Story-telling: put the information in a way that is news-worthy.	PSCE (Joao)

		• Disseminate internally to the D&C points of contact within the consortium (push the partners into disseminating the information as widely as possible) Disseminate externally to identified media.	
Until I4CM begins	Follow up	• Make sure that the partners have disseminated the information through their own channels. • Keep track of mass media coverage.	PSCE (Joao)
DURING the I4CM			
03-04/09	Follow up	Coordinate with ITTI and ARTTIC to determine if any actions are required on the spot (mass media, if there are journalists covering the event, etc.).	PSCE (Joao)
AFTER the I4CM			
During the week following I4CM	News writing	Prepare news-worthy contributions emphasizing the value of I4CM for the crisis management community.	PSCE (Joao)
During the week following I4CM	Follow up	• Disseminate internally to the D&C points of contact within the consortium (push the partners into disseminating the information as widely as possible). • Disseminate externally to media identified.	PSCE (Joao)

The 3rd I4CM webpage has been published on 14/05/2018 (see Figure 3.12). The objectives of the webpage have been clearly defined: to inform about the concept of the I4CM events with dedicated information towards dedicated stakeholders and invite them to subscribe via the registration page created by the Community Management Tool.

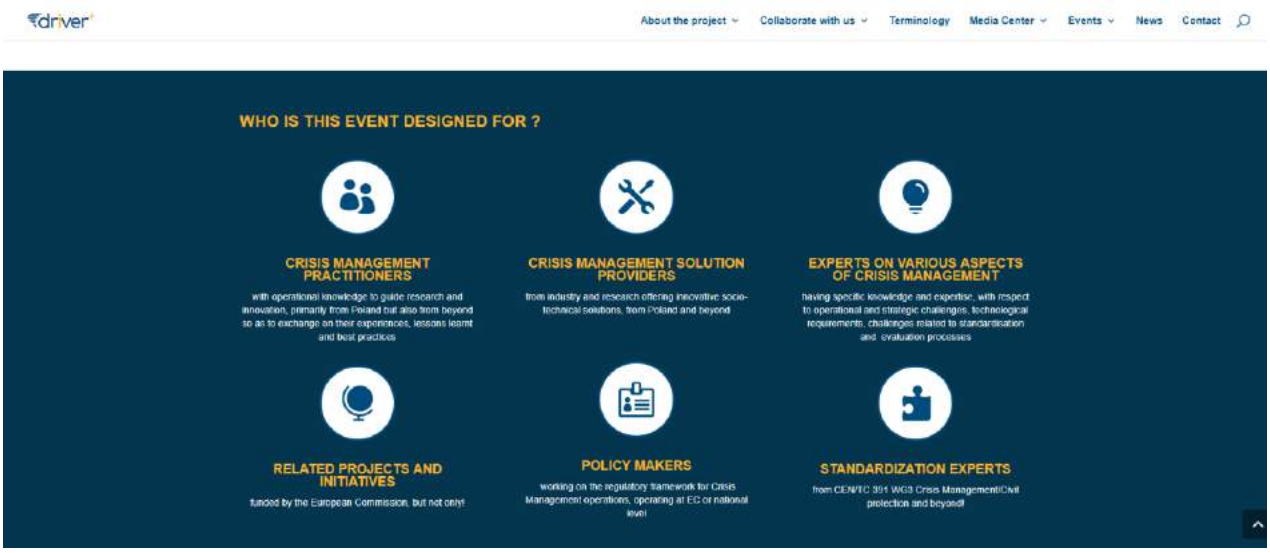


Figure 3.12: Extract from the 3rd I4CM page on the DRIVER+ website

Since its launch, the webpage has been constantly updated with information on the agenda and identified speakers. Relevant feedbacks from WP953 have also been received and allow partners involved in T952.3 and in charge of the maintenance of the website to implement changes and updates. News items to announce and promote the event have also been published (3 in total).

Once the webpage was published, the social media activities could start. In order to best promote the event and registration, one tweet a day has been planned on the I4CM from June to mid-July 2018 (cf. Figure 3.13).

Figure 3.13: I4CM announcement on Twitter

Since its publication the 3rd I4CM webpage is the most consulted page of the DRIVER+'s website after the home page (see Figure 3.14). The fact that the visitors are staying 4:29 minutes in average on the page shows that they are willing to read information about the event.

	Page	Pageviews	Unique Pageviews	Avg. Time on Page
		1,930 % of Total: 100.00% (1,930)	1,669 % of Total: 100.00% (1,669)	00:02:22 Avg for View: 00:02:22 (0.00%)
1.	/	559 (28.96%)	497 (29.78%)	00:01:46
2.	/events-2/3rd-i4cm/	239 (12.38%)	201 (12.04%)	00:04:29
3.	/collaborate-with-us/call-for-applications-2/call-for-application-trial-the-netherlands/	158 (8.19%)	130 (7.79%)	00:06:06
4.	/driver-project/	117 (6.06%)	96 (5.75%)	00:01:23
5.	/news/	80 (4.15%)	59 (3.54%)	00:00:37
6.	/events-2/trials/trial-1/	66 (3.42%)	62 (3.71%)	00:03:28
7.	/driver-project/who-are-we/	61 (3.16%)	58 (3.48%)	00:02:25
8.	/driver-project/objectives-and-activities/	60 (3.11%)	52 (3.12%)	00:01:49
9.	/library/project-public-reports/	55 (2.85%)	38 (2.28%)	00:02:35
10.	/contact/	46 (2.38%)	39 (2.34%)	00:02:15

Figure 3.14: Google analytics since the publication of the I4CM webpage

A Press release to announce the event has been realised in July 2018. It is available in Annex 13 of this document and on the DRIVER+ website.

It has been decided to create the following promotional materials:

- A brochure of the I4CM events containing information on the I4CM events and on each session and workshop that are to be organised with short descriptions of what is to be expected and short biographies for the speakers. This brochure is already available on the DRIVER+ website and in Annex 14 of this document.
- A poster "Venue floorplan", available in annex 15 of this document.
- 8 Posters "Agenda": one for the agenda of the two days of the events and one per room where sessions, workshop and exhibitions are organised. The general agenda poster is available in Annex 16 of this document.
- Badges and lanyards for participants.
- A specific roll-up for the event.

The generic DRIVER+ promotion materials, such as the roll-up, the USB keys, bags, notebooks and pens will be used for the event as well.

By mid-August 2018, almost 200 registered attendees are expected the D&C strategy implemented before the event can be considered as a success, as the target for attendees was between 100 and 150.

The results and evaluation of this action plan will be presented in the next progress report on the D&C activities and lessons learnt will be taken into account for the activities for the 4th I4CM.

4. Monitoring and evaluating the D&C activities

In order to warrant the success and achievements of the different Dissemination and Communication actions towards engagement, a variety of solid monitoring and evaluation measures have been defined. This enables to manage possible deviations from the initial strategy and to control all actions being developed in the corresponding time and form.

4.1 Monitoring

The KPI table (Table 4.1) is providing information on how WP952 performed during the first year of the project.

Compared to the KPIs provided in **D952.11** ***Dissemination and Communication Strategy and Action Plan***, related to the entire Engagement Strategy and not only to Dissemination and Communication purposes, the KPIs related to "Liaison activities and synergies", "Online Community Platform and CMINE", "Link to the Community of Users", "Policy Research Dialogue Roundtables", "Impact towards Policy Makers", "Annual Reports", organizational aspects of the I4CM events are not presented in this report. These activities, their results and proper evaluation are taken into account in **D953.12** ***Enhancing the shared understanding in Crisis Management Progress report 2***. Close cooperation between WP952, WP953 and WP912 is realised, with the aim to align the activities and manage that the messages carried out by the D&C activities are in line with the conceptualisation and development of the CMINE and the engagement with external stakeholders. ARTTIC, leading the above-mentioned work packages, is helping in the realization of the synergies.

The KPIs for the DRIVER+ Final Demonstration and Final Conference have also been removed from this report as they do not concern any activities performed during the period.

The table below is taking into account the general KPI update (detailed in **D911.71** ***Quality and KPI plan***). As the KPIs have been revised recently, there was no revision of the measures needed for this reported period.

Table 4.1: Dissemination and Communication KPIs

KPI		Target at M53			Measure	Analysis
		Level of performance				
Dissemination and Communication tools	Definition of the indicator	**Poor**	**Good**	**Excellent**		
Project Website	Number of visits per month	Less than 300 per month	300-499 per month	More than 500	280 per month	Poor performance. The website has been launched in its first version and it is expected that the number of visitors will increase as soon as new pages related to DRIVER+ forthcoming activities are published. It is to be noted that the average number per month is increasing month after month and that the targeted KPIs are reached within the last months of the period.
	Page views per month	Less than 600	600-799	More than 800	630	Good performance.
	Average time spent on website	Less than 1 min	1min-2min	More than 2min	2 min	Good performance.
	Number of posts published	Less than 7 per month	7-10 per month	More than 10 per month	8	Good performance.
Social Media Strategy	Size of the LinkedIn Group	Less than 250	250-300	More than 300	270	Good performance.
	Number of posts on LinkedIn	Less than 30	30-40	More than 40	40	Good performance.

KPI		Target at M53			Measure	Analysis
		Level of performance				
	Number of Twitter followers	Less than 550	550-600 at M53	More than 600	558	Good performance.
	Number of tweets per month	Less than 40	40-60	More than 60	55	Good performance.
	Number of retweets per month	Less than 40	40-60	More than 60	50	Good performance.
	Number of tweets liked per month	Less than 100	100-110	More than 110	120	Excellent performance.
Quarterly Newsletter	Number of Newsletters published	Less than 4 (project duration)	4-8 (project duration)	More than 8 (project duration)	3	Excellent performance. The three newsletters planned for the period have been published.
	Number of clicks to open newsletter (for each newsletter)	Less than 100	100-120	More than 120	77 (average)	Poor performance. More efforts are to provide for the next edition of the newsletter.
	Number of subscriptions obtained after each Newsletter release	Less than 20	20-40	More than 40	6	Poor performance. More efforts are to be provided for the next edition of the newsletter.
	Size of the dissemination list	Less than 200	200-400	More than 400	115	Poor performance. To implement the project's compliance with GDPR regulation, a form has been sent to the dissemination list. This form requested to opt-in to stay in the DRIVER+ newsletter dissemination list. From the people who have opened the email we have received a very large majority of requests to stay in the list. However, half of the people have not opened the email, thus we cannot count them anymore in the dissemination list for the newsletter.

KPI		Target at M53			Measure	Analysis
		Level of performance				
Media campaign, including publications in scientific journals, e-Newsletters and other media	Number of articles, publications, abstracts and papers submitted and selected	Less than 7	7-10	More than 10	10	Good performance.
Contributions to external events	Number of external events in which D+ participate	0-1 per month Less than 10 at M53	1-2 per month 10-20 at M53	More than 2 per month More than 20 at M53	1,3 per month 16 at M53	Good performance.
	Copies of the brochure/factsheet distributed	Less than 500 at M53	500-1000 at M53	More than 1000 at M53	670	Good performance.
DRIVER+ Trials	Number of applications received answering the Call for Applications for each Trial	Less than 5	5-10	More than 10	24	Excellent performance. 25 for Trial 1 and 23 for Trial 2.
	Number of Tweets during the event	Less than 10	10-15	More than 15	40	Excellent performance.
	Number of hits on the event page (each Trial)	Less than 100	100-200	More than 200	84 (Trial 1)	Poor performance. More efforts needed for upcoming Trials.
	Number of Downloads of Trials outputs	Less than 30	30-60	More than 60	N/A	The results of the Trial are not yet published.

KPI		Target at M53			Measure	Analysis
		Level of performance				
I4CM events	Number of Tweets during the event	Less than 20	20-30	More than 30	N/A	The I4CM will take place on 03-04/09/2018.
	Number of press releases (including webpages where the PRs appear)	2	2-4	4	N/A	The I4CM will take place on 03-04/09/2018. One Press release to announce the event has been published already, in July 2018

4.2 Evaluation and lessons learnt

In this section, based on the KPIs analysis, the objective is to identify the success of the D&C activities, to identify where improvement is needed but also to explain the issues that have been faced during the period and the lessons learnt that have been identified and to be implemented.

First, all the planned D&C activities have been realised. The identity of the project has been built and heavily promoted via all tools and channels identified in the D&C strategy: the DRIVER+ website, the DRIVER+ social media accounts, DRIVER+ newsletter, the support to DRIVER+ events and the participation to third party events and the mass media relations.

The DRIVER+ website is a great achievement. The evaluation shows a very good average time spent on the website, which is an indicator that DRIVER+ succeeds in raising interest about the project. However, what it still missing is a better promotion of the website: it is clearly stated in the analytics: the website is regularly updated with new information about the project, the visitors are interested in staying on the website and visited multiple pages per visit, but the absolute number of visitors is to be improved, up to 400 per month. This will be one of the challenges to be performed during the next period: to attract more people on the website. A more intensive work could be realised for Search Engine Optimisation.

Website objective for next period: Increase the number of visitors

The strategy regarding social media is also a success. The activities have slowly started at the beginning of the period, with one tweet per week and a LinkedIn post published when relevant information need to be disseminated. WP952 leader has requested early in the period to improve the number of tweets released and discussions on LinkedIn, first of all because there was a need to be present on social media to promote the project as a whole but also a need to increase interactions with external stakeholders on these platforms. Tweets are now realised at least once a day. Tweets programming is scheduled every week to plan tweets to be issued during the following week. This system has proven its efficiency: with the planification, the twitter responsible organisation, PSCE, is able to react better on new items without focusing too much on what should be relayed. Posts on LinkedIn providing information about the project are regularly published. What was found is mainly a lack of interaction between the members of the group. To tackle this issue, it has been decided during one of the weekly WP952 follow-up meeting to try to directly ask feedbacks from the group members on a specific topic. Members were asked to share any innovative solution they have in their country with the group. Other projects and initiatives have been invited to promote their own activities on the DRIVER+ group.

Social media objectives for next period: Increase interactivity with external stakeholders, promote the DRIVER+ website and newsletters

The planned number of newsletters have been released and encouraging feedbacks from project's partners have been received. However, this activity suffers from a lack of subscriptions, explained partially with the GDPR compliance and the fact that the contact list has lost members (as explained in section 2.2.4). From a content-related perspective, it has been decided to create a task force (composed of ARTTIC and PSCE) for the next edition of the newsletter and to do an intensive work on how to better organise the newsletters, to prioritise the information and find the best way to promote them. From a subscription perspective, the first three newsletters will be available on the DRIVER+ website (as well as an invitation to subscribe), the newsletter will be promoted via social media channels and during DRIVER+ event, especially the 3rd I4CM.

DRIVER+ newsletter objective for next period: Having more people subscribed

Regarding the mass media relations, the results are good. The activities have started slowly but are growing especially since the launch of the D&C strategy for Trial 1. As the project had more to showcase, it was easier to raise the interest of the media.

Mass media objectives for next period: Engaging long-term relation with the media identified and contacted during the period of this report

The measures regarding the participation of DRIVER+ to third party events are good. WP952 and especially T952.6 seeks to ensure a good coverage and information on relevant events and to help the partners with any promotional materials they might need for an event. Now the project starts to have more and more results to share, third party events will constitute an ideal way of meeting audience to share and interact.

Participation to third party events objective for next period: maintain the interactions initiative of the first period

Except from the website KPIs, which is linked to what has been mentioned for the overall website KPIs, the results are excellent for the D&C support to the Trials. The D&C activities carried out for Trial 1 were successful and the room for improvement concerns mainly on how to balance the workload for the DRIVER+ Trials: to better prepare, to get in touch with Trial owner, Trial Management committee and solution providers in advance for them to be involved in the definition of messages to be communicated. The D&C team also needs/has to be informed as much as possible on the organisation of the Trial especially regarding the scenario and how the solutions to be trialled will be integrated.

D&C support to Trials objectives for next period: make the D&C activities for Trial 2 and the third Trial a success to better prepare the last one and the Final Demonstration

Table 4.2 details the KPIs measures for the next period. The changes are related especially the social media measures, as we intend to raise more and more interest.

Table 4.2: Dissemination and Communication KPIs for next period

KPI		Target at M62			Changes
		Level of performance			
Dissemination and Communication tools	Definition of the indicator	Poor	Good	Excellent	
Project Website	Number of visits per month	Less than 300 per month	300-499 per month	More than 500	
	Page views per month	Less than 600	600-799	More than 800	
	Average time spent on website	Less than 1 min	1min-2min	More than 2min	
	Number of posts published	Less than 7 per month	7-10 per month	More than 10 per month	
Social Media Strategy	Size of the LinkedIn Group	Less than 300	300-350	More than 350	We expect the size of the group to raise during next period. (270 at M52)
	Number of posts on LinkedIn (during the period)	Less than 30	30-40	More than 40	
	Number of Twitter followers	Less than 650	650-700	More than 700	We expect to have more and more followers. (558 at M52)
	Number of tweets per month	Less than 40	40-60	More than 60	

KPI		Target at M62			Changes
		Level of performance			
	Number of retweets per month	Less than 40	40-60	More than 60	
	Number of tweets liked per month	Less than 100	100-110	More than 110	
Quarterly Newsletter	Number of Newsletters published	Less than 4 (project duration)	4-8 (project duration)	More than 8 (project duration)	
	Number of clicks to open newsletter (for each newsletter)	Less than 100	100-120	More than 120	
	Number of subscriptions obtained after each Newsletter release	Less than 20	20-40	More than 40	
	Size of the dissemination list	Less than 200	200-400	More than 400	
Media campaign, including publications in scientific journals, e-Newsletters and other media	Number of articles, publications, abstracts and papers submitted and selected	Less than 7	7-10	More than 10	
Contributions to external events	Number of external events in which D+ participate	0-1 per month	1-2 per month	More than 2 per month	
	Copies of the brochure/factsheet distributed	Less than 500	500-1000	More than 1000	

KPI		Target at M62			Changes
		Level of performance			
DRIVER+ Trials	Number of applications received answering the Call for Applications for each Trial	Less than 5	5-10	More than 10	
	Number of Tweets during the event	Less than 40	40-50	More than 50	40 tweets during Trial 1, we expect to do at least as good as this measure
	Number of hits on the event page (each Trial)	Less than 100	100-200	More than 200	
	Number of Downloads of Trials outputs	Less than 30	30-60	More than 60	
I4CM events	Number of Tweets during the event	Less than 20	20-30	More than 30	
	Number of press releases (including webpages where the PRs appear)	2	2-4	4	

5. Dissemination and Communication plan for the next period

Based on the overall Dissemination and Communication strategy and the corresponding Action Plan and the evaluation of the activities detailed in the KPIs part of this document, this section details the plan for the next period (M53-M64).

5.1 START-UP PHASE – Part 2

This phase focusing on informing about the DRIVER+ project is still relevant for the period M53-M64 and will actually remain relevant during the entire project duration. This is mainly because DRIVER+ seeks to open up for interested and motivated stakeholders, who wish to engage with the project. The WP952 should always be looking to engage with them about DRIVER+ at all stage of the project's duration. The publicly available D&C materials will continue to be updated throughout the project.

The activities carried out under this phase are intended to address all DRIVER+ stakeholders. The activities to be carried out are very similar to the ones conducted during the first phase. They are composed of:

1. Providing information about the project through DRIVER+ communication tools and channels:
   - Project website.
   - Promotional material (including videos).
   - Partners' networks.
   - Mailing lists and contacts database (with close relation with network of interest – T953.1).
   - Contributions to third party events and publications.

2. Regularly engaging target audiences through:
   - Social networks.
   - Press releases and media releases.
   - Newsletters.
   - Speaking opportunities at national and international conferences.
   - Attending networking events, including with other crisis management projects.

Compared to the "Start-up phase indicative timeline" provided in D952.11 no changes are foreseen; the activities to be carried out during the next period should be realised as planned.

5.2 DEMONSTRATION PHASE- Part 2

As mentioned in D952.11, three different levels of interaction and objectives are to be performed during this phase: Consult, Involve and Collaborate. Only the first two concerned this period of reference and the third will start in the next period.

5.2.1 Planned activities for "Consult"

As described earlier, consulting is used to interact with stakeholders to obtain their feedback on project results and achievements. This contributes to the DRIVER+ objectives especially in fostering a shared understanding in Crisis Management and to ensure that the ideas developed by DRIVER+ are optimised from an end-user's perspective.

The identified stakeholders for these activities have been identified in D952.11 and remain unchanged: practitioner organisations, researchers and scientists, related projects and initiatives, industry representatives, policy makers and volunteer network.

According to the original timeline, the planned activities for the next period should have been the Policy Dialogue Roundtable 2 - Denmark. However, the updated Workshop 0 to be held in November 2018 (M55) was missing in the action plan and the timeline had to be revised for the Policy Dialogue Roundtable, following **D953.12** ***Enhancing the shared understanding in Crisis Management Progress Report 2***.

The table 5.1 below represents an updated timeline for the concerned activities for next period (M53-M62).

Table 5.1: Demonstration phase -Part 2 indicative timeline (consult)

Timing	Tools and channels	Activity	Responsible
Policy Dialogue Roundtable 1: Brussels, Belgium			
M53	Promotional tools	Invite policy and decision-makers to attend roundtable meeting.	ARTTIC
M53	Project Website	Information about Policy Dialogue Roundtable on public website.	ARTTIC
M54-55	Social networks	Social media campaign around the Workshop.	PSCE
M55	Mailing lists and contact database	Externals invited to join the Online Community Platform during Policy Dialogue Roundtable.	Trial owners and End User Coordinators
M55	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC
M55	Promotional material	Show new video during Roundtable.	ARTTIC
M56	Press releases	Issue press release announcing results of Policy Dialogue Roundtable.	PSCE
M56	Promotional Material	Follow up with all Roundtable attendees.	ARTTIC
Updated Workshop 0: The Hague, The Netherlands			
M53	Promotional tools	Invite external end users to attend updated Workshop 0.	ARTTIC
M53	Project Website	Information about Updated Workshop 0 on public website.	ARTTIC
M54-55	Social networks	Social media campaign around Updated Workshop 0.	PSCE
M55	Mailing lists and contact database	Externals invited to join the Online Community Platform during the Updated Workshop 0.	All Partners
M55	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC
M55	Promotional material	Show video during Updated Workshop 0.	ARTTIC
M55	Press releases	Issue press release announcing results of Updated Workshop 0.	PSCE

5.2.2 Planned activities for "Involve"

The activities to be carried out under the "Involve" objectives should encompass the direct involvement of stakeholders in the project 'activities.

The identified stakeholders for these activities have been identified in D952.11: practitioner organisations, researchers and scientists, related projects and initiatives, industry representatives, policy makers and specialised media. For the period M53-M62, volunteer networks have to be added to the list because the 4th I4CM will focus on volunteer management.

According to the original timeline, the planned activities should be: Trial 2 France, I4CM event 4 Denmark, Trial 3 Austria and Trial 4 the Netherlands. However, the DRIVER+ timeline has been updated: the 3rd I4CM will be held in September 2018 and the 4th one in June 2019. They both have to appear in the next period timeline. In addition, Trial 3 and 4 dates have interchanged.

The table 5.2 below represents an updated timeline for the concerned activities for the next period (M53-M62).

Table 5.2: Demonstration phase – Part 2 indicative timeline (involve)

Timing	Tools and channels	Activity	Responsible
I4CM Event 3: Poland			
M53	Press Article	Write trade press article and press release about project and I4CM event.	ARTTIC/PSCE
M53	Mailing lists and contact database	Externals invited to join the Online Community Platform during I4CM event.	All Partners
M53	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC
M53	Promotional material	Show new video during I4CM event.	ARTTIC
M53	Press releases	Issue press release announcing outcomes of I4CM event.	PSCE
M54	Promotional Material	Follow up with all I4CM delegates.	SGSP
Trial 2: France			
M53	Press releases	Issue press release announcing dates and venue.	PSCE
M53	Promotional tools	Invite external end users to attend Trial 2.	ARTTIC/Trial Owners/End User Coordinators
M54	Mailing lists and contact database	Externals invited to join the Online Community Platform during Trial 2.	All Partners
M54	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC
M54	Promotional material	Show new video during Trial 2.	ARTTIC
M55	Press releases	Issue press release – outcomes of Trial 2.	PSCE
Trial 4: The Netherlands			
M57	Project website	Information about Trial 4 on public website.	ARTTIC
M59	Press releases	Issue press release announcing dates and venue.	PSCE
M59	Promotional tools	Invite external end users to attend Trial 4.	ARTTIC/Trial Owners/End User Coordinators
M61	Mailing lists and contact database	Externals invited to join the Online Community Platform during Trial 4.	All Partners
M61	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC
M61	Promotional material	Show new video during Trial 4.	ARTTIC
M62	Press releases	Issue press release – outcomes of Trial 4.	PSCE
I4CM Event 4: Denmark			
M62	Mailing lists and contact database	Externals invited to join the Online Community Platform during I4CM event.	All Partners
M57	Website	Information on 4th I4CM available on public website.	ARTTIC
M59	Press release	Issue Press release to announce the event.	PSCE
M61	Press release	Second Press release with detailed programme.	PSCE

Timing	Tools and channels	Activity	Responsible
M61	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC
M61	Promotional material	Show new video during I4CM event.	ARTTIC
M62	Press releases	Issue press release announcing outcomes of I4CM event.	PSCE
M62	Promotional Material	Follow up with all I4CM delegates.	SGSP
Trial 3: Austria			
M61	Project Website	Information about Trial 3 on public website.	ARTTIC
M63	Press releases	Issue press release announcing dates and venue.	PSCE
M63	Promotional tools	Invite external end users to attend Trial 3.	ARTTIC/Trial Owners/End User Coordinators
M65	Mailing lists and contact database	Externals invited to join the Online Community Platform during Trial 3.	All Partners
M65	Promotional tools	Utilise branded display material and signage at venue.	ARTTIC
M65	Promotional material	Show new video during Trial 3.	ARTTIC
M66	Press releases	Issue press release – outcomes of Trial 3.	PSCE

5.2.3 Planned activities for "Collaborate"

During the next period, the collaboration activities will kick start. Here, stakeholders are asked to participate in each step of the project activities. These activities are evolving from the "involve" ones and the stakeholders identified in the Engagement Strategy remain unchanged: practitioners organisations, research and scientists, related projects and initiatives, industry representatives, policy makers, volunteer network.

The activities to be carried out during the next period will be to start preparing the D&C activities for the Final Demonstration. The D&C strategy and action plan that has been put in place for the Trials will be used for the Final Demonstration as well.

The indicative timeline from **D952.11** ***Dissemination and Communication strategy and Action plan*** remains unchanged for this period.

5.3 SUSTAINABILITY PHASE

The Sustainability Phase will start at the beginning of the next reporting period (M53 - M64). In this phase, emphasis will be put on disseminating and exploiting the results of the project and building interest in their usage or uptake. To this end, DRIVER+ will identify and set up the mechanisms needed to ensure persistent and long-lasting visibility of the outcomes. The main activities to be carried out are the Final Demonstration and the Final Conference, serving at informing about the project's results and outcomes but also paving the way through the post DRIVER+ period and make the outcomes living after the end of the project.

There is no change foreseen compared to what have been planned in **D952.11** ***Dissemination and Communication Strategy and Action Plan***. During the period from M53 to M64, the D&C strategy for the events should be drafted, agreed and implemented in its first stages.

Annexes

Annex 1 – DRIVER+ Terminology

In order to have a common understanding within the DRIVER+ project and beyond and to ensure the use of a common language in all project deliverables and communications, a terminology is developed by making reference to main sources, such as ISO standards and UNISDR. This terminology is presented online as part of the Portfolio of Solutions and it will be continuously reviewed and updated[1]. The terminology is applied throughout the documents produced by DRIVER+. Each deliverable includes an annex as provided hereunder, which holds an extract from the comprehensive terminology containing the relevant DRIVER+ terms for this respective document.

Table A5.3: DRIVER+ Terminology

Terminology	Definition	Source
Civil Society	The process by which people, organisations and society systematically stimulate and develop their capacities over time to achieve social and economic goals, including through improvement of knowledge, skills, systems, and institutions.	UNISDR (2009)
Community building	Practices directed toward the creation or enhancement of community among individuals within a regional area (such as a neighbourhood) or with a common interest.	**D934.16 *Community engagement tool***
Community of Practice	An (online) platform that facilitates and fosters cooperation and synergies among Crisis Management professionals. A broad variety of stakeholders including practitioners, researchers, industry representatives and policy makers can exchange knowledge and best practices and initiate cooperation on Crisis Management topics.	Initial DRIVER definition
Crisis Management	Holistic management process that identifies potential impacts that threaten an organization and provides a framework for building resilience, with the capability for an effective response that safeguards the interests of the organization's key interested parties, reputation, brand and value creating activities, as well as effectively restoring operational capabilities. Note 1 to entry: Crisis management also involves the management of preparedness, mitigation response, and continuity or recovery in the event of an incident, as well as management of the overall programme through training, rehearsals and reviews to ensure the preparedness, response and continuity y plans stay current and up-to-date.	ISO 22300

[1] Until the Portfolio of Solutions is operational, the terminology is presented in the DRIVER+ Project Handbook and access can be requested by third parties by contacting coordination@projectdriver.eu.

Terminology	Definition	Source
Crisis Management Professionals	Persons with relevant knowledge or ability needed to effectively and timely respond to a crisis to in order to minimize damage to society.	D934.17 Measuring resilience and dashboard
Need	Prerequisite identified as necessary to achieve an intended outcome, implied or stated.	ISO/TR 21245-1:2016(en) Railway applications — Rail project planning process — Part 1: Stakeholders and their needs/interests, 3.6
Practitioner	End-users: Individual person who ultimately benefits from the outcomes of the system.	ISO/IEC 25010:2011(en) Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — System and software quality models, 4.4.3
Public	general public: people having all possible variations of user characteristics, usually within a particular geographical area.	ISO 20282-1:2006(en) Ease of operation of everyday products — Part 1: Design requirements for context of use and user characteristics, 3.10
Societal impact	Dimension of crisis management that refers to its unintended positive or negative impacts on different societal groups or society as a whole, as well as on its core values and societal principles as captured for example in fundamental rights, constitutional laws, but also in public debate.	initial DRIVER definition
Volunteer	Spontaneous volunteer: Individual who is not affiliated with an existing incident response organization or voluntary organization but who, without extensive preplanning, offers support to the response to, and recovery from, an incident.	ISO 22319:2017(en) Security and resilience — Community resilience — Guidelines for planning the involvement of spontaneous volunteers, 3.1

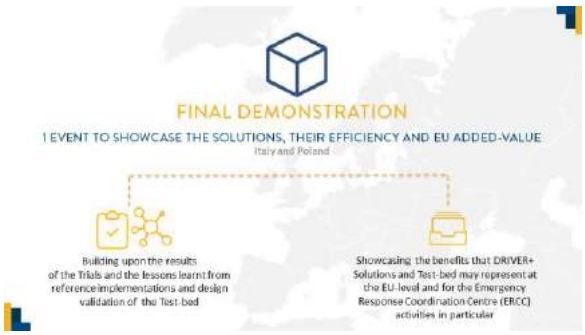
Annex 2 – DRIVER+ Leaflet

Annex 3 – DRIVER+ Roll-up banner

Annex 4 – DRIVER+ standard PowerPoint presentation


HOW WILL WE REACH THE OBJECTIVES?
To develop a pan-European Test-bed for Crisis Management capability development
TRIALS
Poland, France, Austria, The Netherlands
FINAL DEMO
Poland/Italy
To develop a comprehensive Portfolio of Crisis Management Solutions
To facilitate a shared understanding in Crisis Management across Europe


TRIALS
4 EVENTS TO OPERATIONALISE AND TEST BOTH THE SOLUTIONS AND THE TEST-BED COMPONENTS
Poland, France, Austria, The Netherlands
Based on updated Crisis Management gaps and practitioner needs
Benefiting from the DRIVER+ Test-bed components
Testing the potential benefits of DRIVER+ Solutions and Test-bed at EU-level
All results to be made available in the Portfolio of Solutions


FINAL DEMONSTRATION
1 EVENT TO SHOWCASE THE SOLUTIONS, THEIR EFFICIENCY AND EU ADDED-VALUE
Italy and Poland
Building upon the results of the Trials and the lessons learnt from reference implementations and design validation of the Test-bed
Showcasing the benefits that DRIVER+ Solutions and Test-bed may represent at the EU-level and for the Emergency Response Coordination Centre (ERCC) activities in particular

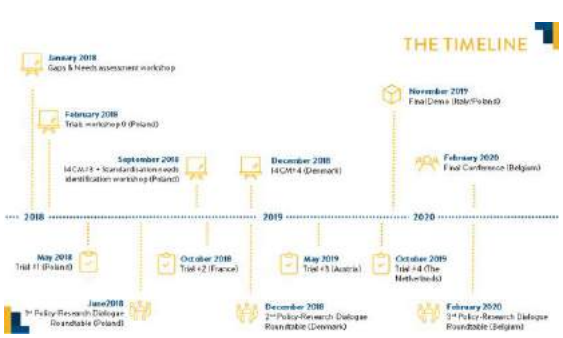

HOW WILL WE INCREASE THE IMPACT?
Test-bed
TRIALS
Poland, France, Austria, The Netherlands
FINAL DEMO
Poland/Italy
Portfolio of Solutions
Shared understanding
I4CMs
Poland, Denmark
POLICY DIALOGUE ROUNDTABLES
Poland, Denmark, Belgium
EXTERNAL COOPERATION
An inclusive approach


INNOVATION FOR CRISIS MANAGEMENT (I4CM) EVENTS
UNIQUE LOCAL EXCHANGE FORUMS ON PRACTITIONERS' NEEDS AND SOLUTIONS
Poland and Denmark
To address pressing regional issues to be solved, identify best practices, foster synergies, and address issues of common interest
To exchange on (future) needs of practitioners, already available promising solutions to address them and those that are still to be developed
To provide a relay towards the European level


POLICY-RESEARCH DIALOGUE ROUNDTABLES
STRENGTHENING THE POLICY-RESEARCH DIALOGUE ON RESEARCH AND DEMONSTRATION ACTIVITIES IN CRISIS MANAGEMENT
Poland, Denmark and Belgium
Two before the trials and final demonstration to allow exchanges on the potential EU policies to be addressed and the involvement of DG HOME, DG ECHO /ERCC staff
One after the events to allow exchanges on the results and the potential policy implications


EXTERNAL COOPERATION
A PROJECT OPENING UP TO THE WORLD
Identify external innovative solution providers and interested practitioners
Enable their participation and direct technical contribution to DRIVER+ trials, to ensure their high quality, relevance and appropriateness


PARTICIPATION OF PRACTITIONERS AND SOLUTION PROVIDERS
HOW?
To identify and update needs and gaps in Crisis Management
To develop scenarios as a basis for the DRIVER+ trials
To integrate solutions for the trials
To prepare and conduct the trials
To evaluate the solutions and derive lessons learnt
To participate in workshops, conferences and dialogue roundtables
To join the Online Community Platform to exchange on best practices, future trends etc.
To prepare reference documents, guidelines and standards


THE TIMELINE
January 2018
Gaps & Needs assessment workshop
February 2018
Trials workshop 0 (Poland)
September 2018
I4CM/P+ Standardisation needs identification workshop (Poland)
December 2018
I4CM#4 (Denmark)
November 2019
Final Demo (Italy/Poland)
February 2020
Final Conference (Belgium)
2018
2019
2020
May 2018
Trial #1 (Poland)
October 2018
Trial #2 (France)
May 2019
Trial #3 (Austria)
October 2019
Trial #4 (The Netherlands)
June 2018
1st Policy-Research Dialogue Roundtable (Poland)
December 2018
2nd Policy-Research Dialogue Roundtable (Denmark)
February 2020
3rd Policy-Research Dialogue Roundtable (Belgium)


Atos
TNO
THALES
ARTTIC
ECORYS
DLR
PRIO
EDISOFT
CBK
FREQUENTIS
HKV
iTTi
XVR
PSCEurope
DIN
AIT
SDM
VALABRE
ARMINES
gmv
CITET


CONTACT
REACHUS
@DRIVER_project
Groupe
DRIVER Project
DRIVER Project
More information about the project
Interested in collaborating with us?
Communication and media contact

Annex 5 – DRIVER+ initial Press release

DRIVER+ Project

Driving innovation in Crisis Management for European Resilience

Project Contact
coordination@projectdriver.eu

Project External Cooperation Contact
cooperation@projectdriver.eu

Project Communication and Media Contact
communication@projectdriver.eu

DRIVER+, the Next Stage of Innovation in Crisis Management for European Resilience

PRESS RELEASE - For immediate release
Brussels, October 2017

Launched in May 2014, DRIVER (Driving Innovation in Crisis Management for European Resilience) is a project funded under the 7th Framework Programme of the European Commission, whose main aim is to cope with current and future challenges due to increasingly severe consequences of natural disasters and terrorist threats, by the development and uptake of innovative solutions that are addressing the operational needs of practitioners dealing with Crisis Management. Having implemented necessary improvements and taking the needs of Crisis Management practitioners better into account, the project has returned in September 2017 with a facelift: new name, new leadership, new partners, new visual identity, and a project team more committed than ever to drive the next stage of innovation in Crisis Management for European Resilience.

To inaugurate the start of this new phase of the project, which is relaunched as "DRIVER+", all partners met in Rotterdam on 25-27 September for a fruitful Kick-off Meeting. The event was the occasion to set the stage for the next years of activities, and to exchange with invited EU-funded projects, initiatives and practitioner organisations on concrete opportunities for collaboration in the near future.

What are the project's objectives?

To achieve its overarching objective, DRIVER+ is committed to deliver and make sustainable by April 2020 (end date of the project):

- **A pan-European Test-Bed for Crisis Management capability development** enabling practitioners to create a space in which stakeholders can collaborate in testing and evaluating new products, tools, processes or organisational solutions.
- **A Portfolio of Solutions (PoS)** in the form of a database-driven website that aims at documenting all DRIVER+ solutions. These will be tested via trials during the project lifetime. Ultimately, the PoS will be opened up to any external organisations willing to share data and experiences of solutions.
- **A shared understanding in Crisis Management across Europe**, through the enhancement of the cooperation framework. This will be achieved, amongst others, by building a dedicated Community of Practice in Crisis Management (CoPCM), closely aligned to and supporting the Community of Users (CoU) initiative from DG HOME and the Disaster Risk Management Knowledge Centre (DRMKC).

What lies ahead and what type of activities are to come?

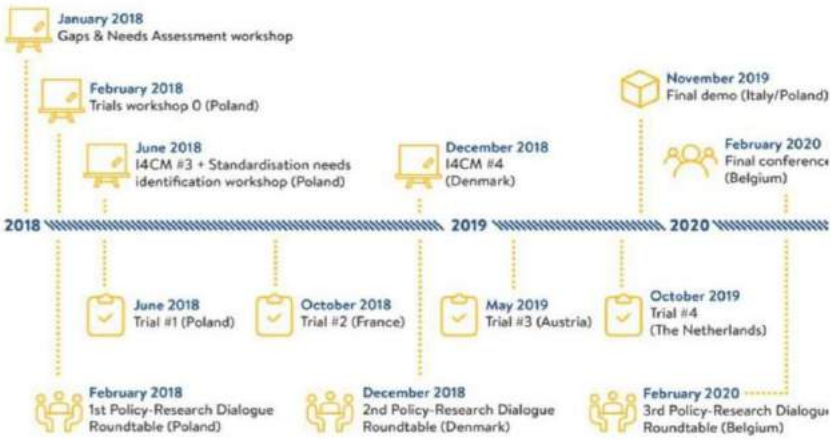
To achieve the above, a series of events, each serving a particular set of objectives, will be organised during the project's lifetime.

Benefiting from the DRIVER+ Test-bed components, **four trials** will be organised to operationalise and test the solutions, whose results will be stored in the PoS. These trials are based on updated Crisis Management gaps and practitioner needs, whose

main ones identified so far relate to: (i) Cross-Border Tasking and Resource Management, (ii) High Level Coordination, (iii) Volunteer Management and (iv) Situation Assessment and Logistics. Towards the end of the project, a final demonstration will showcase the selected solutions and demonstrate the added value, when the European-level is brought into operation.

Also, in order to strengthen the Policy-Research Dialogue on research and demonstration activities in Crisis Management and to increase the EU added value of the DRIVER+ trials, **three Policy-Research roundtables** will be organised to involve policymakers (i) before the trials and final demonstration, to allow exchanges on the potential EU policies to be addressed and the involvement of DG HOME, DG ECHO /ERCC staff members; and (ii) after the events to allow exchanges on the results and the potential policy implications.

To complement the aforementioned activities, **two editions of the Innovation for Crisis Management** (I4CM) events will be organised in Warsaw and Copenhagen so as to address the Crisis Management practitioners and stakeholders at regional level, therefore providing a relay towards the EU level and complementing initiatives such as the Community of Users. A final conference will be organized in Brussels to communicate on the project final results.



From DRIVER to DRIVER+, what has changed?

The project structure was simplified to more clearly link the objectives and the results of the project and to improve the path towards successful implementation of the project plans. To reflect the new architecture of the project, the leadership and project management team have changed, some partners have left and new partners were introduced to the consortium.

In addition, the involvement of external stakeholders, Crisis Management experts, practitioners and solution providers has been significantly enhanced. DRIVER+ is resolutely opened to the external world and its success will largely depend on its capacity to develop strong links with external collaborators. To achieve this, DRIVER+ will foster the formation of a **Community of Practice on Crisis Management** (CoPCM), linking existing Crisis Management networks and organising events especially tailored for that purpose.

Support DRIVER+ and Join the Crisis Management Community!

To increase the relevance of the project results, and ensure that the DRIVER+ trials are conducted taking into account the technological state-of-the-art and relevant knowledge available outside of the consortium, the project events will be opened up to additional innovative solution providers, experts and practitioners; these will have, in return, the opportunity to use the expertise generated as part of the project to support their own initiatives.

Your expertise, lessons learnt and best practices from past experience are of great value to the consortium, so that we can jointly progress in the critical areas of Crisis Management and create acceptance for new solutions and approaches towards the successful introduction of innovation in the field.

If you are interested to get involved in the DRIVER+ activities to offer your solutions to the trials or to get your hands on innovative technology and share best practices and experiences, you are cordially invited to contact us at:
cooperation@projectdriver.eu

For any other questions, please contact: coordination@projectdriver.eu

Want to know more about the project? Follow us on:

This project has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798

Annex 6: DRIVER+ poster presented at IPRED V

Annex 7: DRIVER+ Trials poster presenting during 11th CoU Meeting

The added value of TRIALS

DRIVER+ will evaluate Crisis Management solutions in realistic environments.
What are the reasons behind this approach?

A need for a better evidence-based for Crisis Management capability investments decisions

There is a strong innovation momentum present in the Crisis Management community, but an inertia to change, preventing the establishment of sustainable innovation.

A need for addressing complex challenges and delivering modular, flexible and adaptable solutions

Many crises involve interfacing diverse Crisis Management systems and solutions and frequently involve more than one country or region, which may have differing regulations, actors, infrastructures and cultures.

A need for testing, benchmarking, and evaluating solutions in realistic environments

The complexity of Crisis Management makes it hard predicting the potential benefits of new solutions, particularly considering the wide scope of potentially relevant contingencies, and even harder doing this in a way that convinces end-users of investing into those.

A series of four Trials and one Final Demonstration will be conducted

The aim is to investigate innovative solutions under simulated crisis conditions making use of the DRIVER+ Test-bed, by gradually adapting them to operational constraints, as well as creating acceptance among users through their active involvement and by providing evidence to decision makers that they are cost-effective.

These solutions need to be tested and validated in realistic environments, to show the added value and potential barriers for implementation, before being purchased.

Are you a solution provider driving innovation in Crisis Management?

Participating in the Trial will enable you to:

- Test the integration of your solution into a broader Crisis Management context, based on a scenario developed by experts
- Get a better understanding of the needs of the Crisis Management practitioners
- Get first hand feedback from practitioners who have tested your solution in a controlled environment and scientifically sound setting
- Get new insights to advance in the development of your solution

We need you to share your innovations with the Crisis Management community!

Are you a Crisis Management practitioner?

Participating in the Trial will enable you to:

- Share lessons learned and experiences with peers throughout Europe
- Learn about new and innovative solutions supporting your operations
- Test and evaluate Crisis Management solutions addressing your operational needs
- Support the identification of practitioners' needs at the European level

We need you to contribute in testing solutions selected for DRIVER+ Trials!

DRIVER+ Trials and Final Demonstration

Are you interested to participate?
Find more information on DRIVER-PROJECT.EU

@DRIVER_PROJECT | Groups: Driver Project | Driver Project | Contact us now ! cooperation@projectdriver.eu

The DRIVER+ project has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement n°607798

Annex 8: DRIVER+ CMINE poster presenting during 11th CoU Meeting

CMINE
Crisis Management Innovation Network Europe

Initiated by the DRIVER+ project, the Crisis Management Innovation Network Europe (CMINE) is a Community of Practice in the field of Disaster Risk Reduction whose goal is to serve as an overarching body aiming to connect existing networks and initiatives to better synchronise their work and increase efficiency.

Supported by an online tool and in-person gatherings, the initiative will connect Crisis Management stakeholders and allow them to exchange on challenges at all levels of the Crisis Management cycle. This will facilitate the implementation of policies and the uptake of research and innovation by practitioners and other end-users.

The CMINE has three objectives:

Strengthen technical support and facilitate engagement within the Crisis Management landscape

Many initiatives and projects have already been launched in the field of Crisis Management. However, coordination and cooperation between the various entities often remain limited. On of the main objectives behind the creation of the CMINE is therefore to reduce and eventually overcome this fragmentation by acting as an umbrella and connecting the actors in the Crisis Management field.

Address capability needs and opportunities for practitioner's and other professionals in Crisis Management

Identifying challenges jointly is the first step towards solving them. To this end, the aim is to provide stakeholders with a fertile ground for new ideas, enabling them to work jointly on identifying needs, defining gaps and the sharing of lessons learnt. The synergies that stem from the CMINE offer stakeholders an excellent opportunity to discuss challenges on all levels and encourages them to come up with novel and innovative solutions.

Improve market uptake of Crisis Management solutions

For the time being, only a small number of solutions are transformed into actual services or products that can be used by Crisis Management practitioners. While the uptake of solutions in the security domain is better than elsewhere, it is still insufficient considering the investments made. By fostering the exchange of knowledge, insights, and best practices, the CMINE aims to reduce the gap in market uptake.

ACTIVITIES

The CMINE will meet regularly to discuss issues and exchange knowledge in the Crisis Management domain. This in-person aspect of the community is complemented by an online platform that will allow members of the CMINE to connect, interact and exchange online, at any point in time and from any desired location.

- ✓ Are you a practitioner in the field of Crisis Management?
- ✓ Are you a researcher in the field of Crisis Management?
- ✓ Are you from the private sector and active in the field of Crisis Management?
- ✓ Are you from a public institution and dealing with Crisis Management?
- ✓ Are you involved in projects and initiatives in the field of Crisis Management?

JOIN THE CMINE

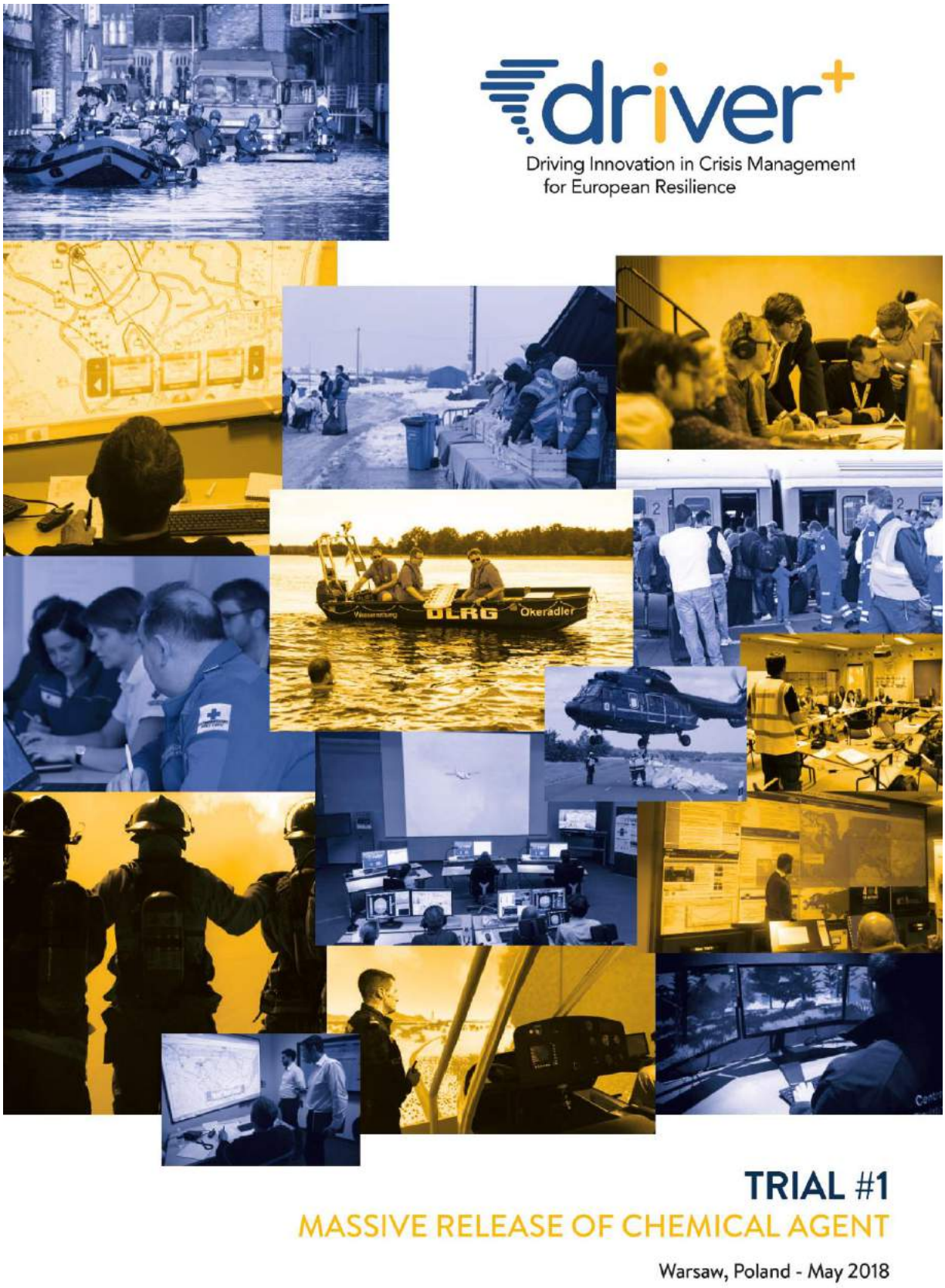
Your expertise, lessons learnt and best practices from past experience are of great value to us, so that we can jointly progress in the critical areas of Crisis Management and create acceptance for new solutions and approaches towards the successful introduction of innovation in the field.

Find more information on DRIVER-PROJECT.EU

@DRIVER_PROJECT | Groups: Driver Project | Driver Project | Contact us now ! communication@projectdriver.eu

The DRIVER+ project has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement n°607798

Annex 9: DRIVER+ Trial#1 Catalogue of solutions




Research
Operational needs
Lessons learned
Shared Understanding
Trials
Guidance
Methodology
Knowledge base
Reference implementation
Tools
Pragmatic
European
Test-bed
Crisis
Virtually connected facilities
Unpredictability
Management
Challenges
Innovative solutions
Cooperation
Experience
Innovation
Disasters
Crisis Labs
Analysis
Trial-driven development
Portfolio of Solutions
Practitioners

DRIVER+
IN A NUTSHELL

WHAT IS DRIVER+?
A EUROPEAN PROJECT TO DRIVE INNOVATION IN CRISIS MANAGEMENT

The scale and pace of crises pose enormous challenges for the Crisis Management (CM) sector, with new threats emerging all the time. An already complex field must also strive to integrate new technologies and methods, cope with a rapidly changing infrastructure, understand evolving risks, be effective across cultural, administrative and national boundaries and engage with populations to enhance their resilience. Innovation is therefore critical but will only be successful if it is relevant and accessible to practitioners and operators. Many crises involve interfacing diverse CM systems and solutions. Major crises can also frequently involve more than one country or region, which may have differing CM infrastructures and cultures. It is also highly likely that this will necessitate interfacing different systems and combining different solutions. CM innovation must therefore be capable of meeting these multifaceted challenges and delivering solutions that are modular, flexible and adaptable.

These solutions must be tested and validated in realistic environments; they must be evaluated to assess their true benefits and for their overall suitability, before being adopted by end-users. Failure to meet these needs could result in less than perfect solutions being introduced or in the increased costs of CM capability development, due to the imperfect management of ever more complex crises.

In May 2014, dedicated practitioners' organisations, research institutes, industries and SMEs teamed up to support the European Union to tackle this issue. Until April 2020 the broad aim of the DRIVER+ project, funded under the European Union's 7th Framework Programme, will be to improve the way capability development and innovation management are addressed, by assessing and delivering solutions that can be used, and combined, to address different types of large-scale crises.

A pan-European Test-bed

To develop a pan-European Test-bed for Crisis Management capability development enabling practitioners to create a space in which stakeholders can collaborate in testing and evaluating tools, processes or organisational solutions.

A Portfolio of Solutions

To set up a Portfolio of Solutions in the form of a database-driven website documenting several Crisis Management solutions, open to any external organisations willing to share data and experiences of solutions.

A shared understanding

To foster a shared understanding in Crisis Management across Europe, through the enhancement of the cooperation framework.

WHAT IS IN THIS BOOKLET?

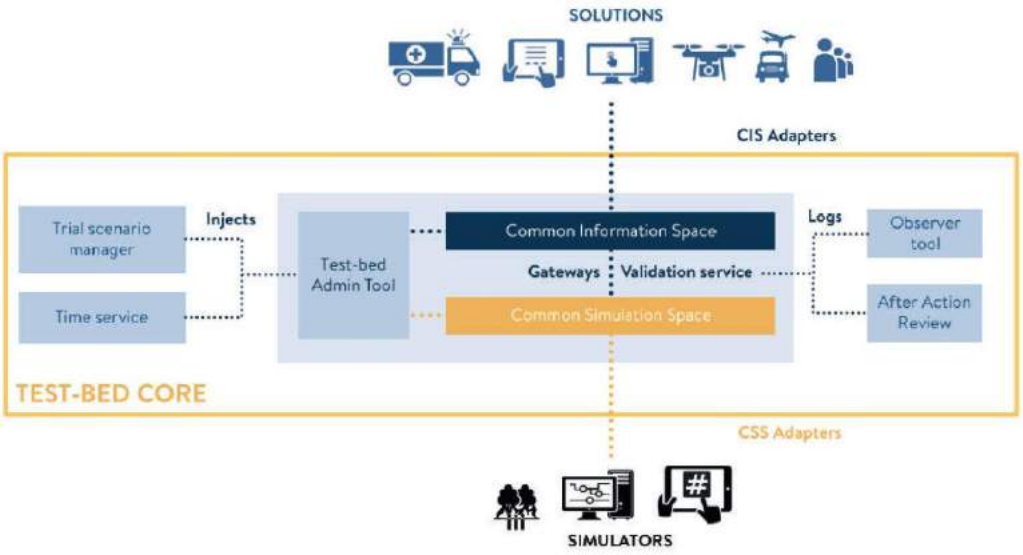
TABLE OF CONTENTS

TEST-BED
A PAN-EUROPEAN INFRASTRUCTURE

WHY A TEST-BED?
TO CREATE A SPACE FOR TRIALLING

For DRIVER+, an approach based on Trials is a prerequisite for making improvements and avoiding potentially dangerous mistakes in Crisis Management innovation. This approach itself is a very difficult activity. It requires significant resources and becomes more effective the stronger that the experience and knowledge base it builds upon is. DRIVER+ will create a unique opportunity for a transformative change in this regard, developing a coherent infrastructure for trialling. This will open up the pooling and sharing of resources across Europe, allowing experience from trialling in different contexts to cross-fertilise: the DRIVER+ pan-European Test-bed.

The Test-bed will provide an arena of virtually connected facilities and crisis labs. It will deliver a pragmatic step-by-step guidance to conducting trials, a reference implementation for all DRIVER+ Trials and general guidance and technical infrastructure to support the Trials. It will also offer a demonstration infrastructure, where stakeholders can collaborate in trialling and evaluating new tools, processes or organisational solutions. It will also provide the technological infrastructure, the necessary supporting methodology, adequate support tools and last but not least, strong communities needed for effective and successful trial-driven development.



Overview of the technical components of the Test-bed

TRIAL GUIDANCE METHODOLOGY

A SET OF GUIDELINES AND BEST PRACTICES TO SUPPORT PRACTITIONERS

The Trial Guidance Methodology (TGM) is designed for high-level crisis managers as it facilitates the investigation of innovative capabilities, leading to improved crisis management operations. It focuses on a step-by-step approach to carrying out Trials in a pragmatic, yet sound and ethical, way. It addresses the nature of the operational context and optimum ways of working. Integrating the perspectives and expertise from different types of stakeholders in the design of a Trial is essential to stimulating innovation and true capability development within the Crisis Management domain.

The methodology consists of three phases: preparation, execution and evaluation. The preparation phase results in a Trial design with multiple elements that are captured in the Trial Action Plan.

The main outcome – the design of the Trial methodology – will be applied and executed in the second phase. The Trial committee ensures the feasibility of realising all the decisions taken in the first phase. Three main elements of each Trial are: the specific adaption of the Test-bed in accordance with the Trial design; the finalisation and simulation of the identified scenario within the DRIVER+ Test-bed; the ability to run the evaluation approach covering the three DRIVER+ performance measurement dimensions (CM, Trial, solutions). The last step of the execution phase is the actual Trial run: the defined scenario is simulated; the potential innovative solutions are applied and the relevant data is collected. In addition to the data collected during the Trial, additional feedback from external stakeholders (participating actively as Trial actors or passively as observers) is gathered after the main event.

Overview of the Trial Guidance Methodology: Phases, Tasks and Results

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PORTFOLIO OF SOLUTIONS
SHARING INFORMATION ABOUT INNOVATION

WHAT ARE WE LOOKING FOR?
CRISIS MANAGEMENT SOLUTIONS

A solution is a building block that contributes to a Crisis Management function. Solutions can be technologies, tools, methods, concepts, or recommendations that regard potential technical, organisational, procedural, legal, policy, societal, or ethical improvements to the European Crisis Management legacy. It may be a new piece of software or training approach, a new item of equipment or a new way of collaborating.

In the context of the DRIVER+ Portfolio of Solution, a solution is presented as a coherent set of tools and methods to use them which can be used "as is" in the trials and which addresses specific needs of the stakeholders by providing matching functionality.

WHY A PORTFOLIO OF SOLUTIONS?
THE RATIONALE

The scale and pace of crises pose enormous challenges for the Crisis Management sector, with new threats emerging all the time. An already complex field must also strive to integrate new technologies and methods, cope with a rapidly changing infrastructure, understand evolving risks, be effective across cultural, administrative and national boundaries and engage with populations to enhance their resilience. Innovation will be successful if it is relevant and accessible to practitioners and operators. Many crises involve interfacing diverse Crisis Management systems and solutions. Major crises can also frequently involve more than one country or region, which may have differing Crisis Management infrastructures and cultures.

It is also highly likely that this will necessitate interfacing different systems and combining different solutions. Crisis Management innovation must therefore be capable of meeting these multifaceted challenges and delivering solutions that are modular, flexible and adaptable.

Practitioners need to know that any new solution has been tried and tested and proven to be valuable in a realistic and challenging environment. These solutions must be tested, validated and evaluated to assess their true benefits and for their overall suitability, before being adopted by end-users.

HOW IS THE PORTFOLIO OF SOLUTIONS ORGANISED?

A DATABASE-DRIVEN WEBSITE TO DOCUMENT CRISIS MANAGEMENT SOLUTIONS

The Portfolio of Solutions (PoS) is a database driven website describing the capabilities of all the available DRIVER+ solutions. It includes information on the experiences with a solution (i.e. results and outcomes of Trials), but also the needs it addresses, the type of practitioner organisations that have used it, the regulatory conditions that apply, the societal impact considerations, a glossary, and the design of the trials. It will be extended with third-party solutions when required by the Trials, allowing for the introduction of solutions already used by practitioners or relevant to the Crisis Management field. Ultimately, it will be opened up for any external organisation to share data and experiences on solutions, which should in turn ease the successful implementation and usage of solutions by other practitioners.

In the DRIVER+ context, a PoS has distinctive meanings:

It includes a set of building blocks (DRIVER+ Solutions) that can be used in trials and beyond. These solutions are adapted to the DRIVER+ Test-bed and the Trials. This includes the integration of the tools in the Test-bed, the integration testing, resolving of the technical issues and the documentation of the solutions in a trial-independent manner.

The PoS is a database driven website aiming at documenting all the available DRIVER+ Solutions. It will contain many of the information that is being gathered while applying the Trial Guidance Methodology.

The results of the assessment of the solutions and outcomes of the Trials will be stored and made accessible via the PoS database, downloadable in PDF format.

TRIALS
TOWARDS INNOVATIVE SOLUTIONS

WHY ORGANISE TRIALS?
ASSESSING AND EVALUATING SOLUTIONS IN REALISTIC ENVIRONMENTS

The DRIVER+ approach takes as a starting point the fact that there is a strong innovation momentum present in the Crisis Management community. At the same time, there is inertia to change, which can prevent this momentum from resulting in sustainable improvement. This points to the need for a better evidence base for Crisis Management capability investment decisions.

Innovation is critical but will only be successful if it is relevant and accessible to practitioners and operators. Many crises involve interfacing diverse Crisis Management systems and solutions. Major crises can also frequently involve more than one country or region, which may have differing Crisis Management infrastructures and cultures. It is also highly likely that this will necessitate interfacing different systems and combining different solutions.

Crisis Management innovation must therefore be capable of meeting these multifaceted challenges and delivering solutions that are modular, flexible and adaptable.

These solutions must be tested and validated in realistic environments; they must be evaluated to assess their true benefits and for their overall suitability, before being adopted by end-users.

A series of four Trials and a Final Demonstration will be conducted. The aim is to investigate innovative solutions under simulated crisis conditions, by gradually adapting them to operational constraints, as well as creating acceptance among users through their active involvement and by providing evidence to decision makers that they are cost-effective.

IDENTIFYING THE GAPS TO BE BRIDGED
ASSESSING AND IMPROVING

DRIVER+ seeks to improve the way capability development and innovation management are tackled, by testing and evaluating solutions that address the operational needs of practitioners dealing with Crisis Management (CM). Therefore, it is of utmost importance for the project to start by understanding what are the main problems that CM practitioners are currently facing and build upcoming DRIVER+ activities on this basis, to ensure that the project results corresponds to the practitioners needs.

In January 2018, DRIVER+ has drawn a list of 21 CM gaps organised in five CM functional domains: decision support; information sharing and coordination; engaging the population; resource planning and logistics, casualty management. Starting first by identifying and describing the CM capability gaps faced by the end-users involved in the project, this initial set of gaps was then challenged and enriched through an in-depth analysis of the available literature in this field and during an assessment and validation workshop involving the wider CM community.

The four Trials to be conducted during the project duration will therefore focus on these capability gaps, i.e. "the difference between a current capability and the capability considered necessary for the adequate performance of one or more disaster management tasks", as identified by the CM practitioners.

HOW DO WE PICK THE SOLUTIONS TO BE TESTED?
DRIVER+ CALLS FOR APPLICATION

For each of the Trials, a Call for Application is launched to identify innovative solutions that address the identified gaps and which will help the emergency services manage major crisis more effectively and more efficiently. Thereby, both internal and external applicants interested to submit an application are invited to answer the same set of questions, which subsequently ensures a fair and equitable comparison. On the basis of these answers, the solutions to be tested are selected.

Mission	How does the solution contribute to crisis management?
Integration	How is it integrated into the existing crisis management operations?
Readiness	How mature is the solution and has it been tested or proved?
Motivation	How does the solution address the problems of practitioners?
References	Which references on the provider's experience and solution application exist?
Resources	Which resources are needed to operate the solution?
Know-How	What expertise is needed to operate the solution?
Platform	On which platforms (e.g. technical/organizational) is the solution available?
Technique	On which technique (or technology if applicable) is the solution based on?
Investment	Which investments are necessary to deploy the solution?

Trials selection criteria

TRIAL #1
WARSAW, POLAND - 21-25 MAY 2018

IN A NUTSHELL
WHAT? WHY?

DRIVER+ Trial 1 sets out to demonstrate the potential interest of a more integrated high-level Crisis Management system in the European Union, in terms of improved situation assessment & awareness, coordination, resource pooling & sharing and cross-border cooperation. The Trial itself provides a practical demonstration of the potential of a Common Operational Picture (COP) approach at the European level.

The aim of this Trial is to simulate coordinated actions at local, regional, national and international level, with the purpose of counteracting the effects of a major crisis and testing the selected CM solutions in a realistic environment. It will also evaluate the DRIVER+ Test-bed and methodology that has been developed. The event will be held over four days and will cover various exercises.

ORGANISATION
WHO? WHERE?

Trial #1 is organised at the Polish Main School of Fire Service (SGSP), which is a state services' national technical university, supervised by the Minister of Interior and Administration. SGSP educates crises and risk managers, security experts, fire engineers, environment protection experts, as well as fire officers at Bachelor/Engineer, Master and PhD level. Besides being a university, it is also an operational unit of the State Fire Service, which runs its own professional fire station and forms national rescue reserves ready to be deployed countrywide by General Director for Civil Protection in the case of a major disaster.

The Trial is organised around both tabletop and field exercises, which will be held both at the SGSP headquarters and SGSP's Field Training and Rescue Innovation Base.

Gap 1: Limitations in the ability to model real-time (response phase) or pre-event (preparedness phase) dynamics of the chemical and radiological threat and visualisation of obtained results in a form that can be used directly by the Head of the Rescue Operations.
Gap 2: Lack of a Common Operational Picture (COP) environment to integrate data sources and calculation of results from different models crucial for decision-making process from the perspective of Head of Rescue Operation.
Gap 3: Limitations in the cross vulnerabilities (people, property, environment) assessment to optimise task prioritisation and decision-making.
Gap 4: Insufficiencies in terms of resource management (human resources, hardware, etc.) during multi-stakeholder long-term rescue operations.
Gap 5: Lack of effective public warning system with the ability to verify whether the information has reached the recipient.

List of selected and validated gaps

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TRIAL SCENARIO
MASSIVE RELEASE OF CHEMICAL AGENT

A maintenance error causes a massive release of a chemical agent. A turncock failure results in the pump, disposing chemical waste into the reservoir, cannot be switched off. Consequently, there is a rapid inflow of a significant amount of a liquid, mud-like, toxic chemical into the retention reservoir. The reservoir's dikes are weakened after prolonged rainfall and, under great pressure, they break.

This releases approximately 2,500,000 cubic metres of toxic fluid as a massive wave that floods the surrounding area in a matter of minutes. Several village and towns are in the path of the spill – initially 15 people die and 200 people suffer from severe toxic injuries. The eventual 30 square kilometres of affected land includes a river that crosses the border into neighbouring countries.

This river is used as a water intake for various industries, agriculture and fresh water companies, resulting in destroyed crops, toxic injuries to livestock, a disturbance in the water supply, resulting in immediate water shortage.

The incident requires the deployment of evacuation forces with a large number of people injured by the toxic chemical.

Volume of the retention reservoir:
50,000,000 m^3

Content of the reservoir before the leakage:
30,000,000 m^3

Chemical substance:
"Red sludge" - a dangerous, very corrosive waste containing mainly Silica residues, oxides and hydroxides: iron (hence the red colour), calcium, magnesium, and other compounds contained in bauxite (e.g. titanium compounds)

In total 25 solutions have been received to the Call for Aplications for Trial #1. The consolidation of reviews led to a scoring of the solutions regarding their general Crisis Management support and their applicability in the Trial scenario. 13 solutions have been pre-selected and presented during a Workshop held in Warsaw on 26th and 27th February 2018. Three solutions have been selected to be tested in Trial #1, they are presented hereafter.

SOCRATES OC
GMV

ABOUT THE SOLUTION
IN A NUTSHELL

SOCRATES Operation Center (OC) sets up a Crisis Management network whose objective is twofold. It aims to improve the shared situation awareness amongst the different bodies involved in the management of a crisis events, and to help the practitioners to make well-informed decision by providing and supporting the real time exchange of information about the operational situation.

It provides a web-based tool for generating a Common Operating Picture (COP) in Crisis Management, presenting functions of monitoring assets, allocating tasks and requests for support assets and a shared situational awareness solution, which enabling the reporting and tracking of events and inter-organisational tasking and resource management.

It brings support to both vertical (local, regional, national and/or international levels of command) and horizontal (inter-agency and cross-border) coordination and cooperation. Information on events and their associated missions are displayed in a GIS (Geographic Information System).

The solution allows crisis managers to determine the magnitude of the event, assessing its impact and potential consequences as well as evaluating the needs. They are also able to access real-time information about the availability and location of resources. SOCRATES OC also provides snapshots to operational commanders of what is being taken and by/with which resources. This enables for them to establish action plans and determine further operational needs.

ABOUT THE PROVIDER
WHO ARE THEY?

GMV (Spain) is a privately-owned technology business group founded in 1984. Trading on a worldwide scale in the following sectors: Aerospace, Defence and Security, Transport, Telecommunications and IT, GMV has a revenue of more than 130 million Euros and more than 1,500 employees. The company's growth strategy is based on continual innovation; 10% of its turnover is ploughed back into R&D. GMV has achieved the level 5 of the CMMI (Capability Maturity Model Integration), the world's most prestigious business-process improvement model and holds several international patents and is currently the world's top supplier of Ground Control System for commercial telecommunication operators.

GAPS ADDRESSED
WHAT DOES THE SOLUTION BRIDGE?

· Limitations in the cross vulnerabilities (people, property, environment) assessment to optimise task prioritisation and decision making.

· Lack of a «common operational picture» environment to integrate data sources and calculation results from different models, crucial for the decision-making process from the perspective of the incident commander.

· Insufficiencies in terms of resource management (humans, resources, hardware, etc.) during multi-stakeholder long-term response operations.

CRISIS MANAGEMENT FUNCTIONS
WHAT DOES IT ADDRESS?

· Conduct coordinated tasking and resource management: The solution allows the incident commander to register existing resources, update their status and position, assign resources to missions, assign tasks to other nodes or request details of their available resources. This information can then be shared with all nodes in the Crisis Management network.

· Maintain shared situational awareness: The solution is able to gather (collect), store (sustain) and share (disseminate) operational information about the crisis situation (regarding crisis events, missions and resources) and exchange it with other nodes in the Crisis Management network.

· Support C3 decision making: The solution supports crisis managers and commanders in decision making by sustaining and sharing the COP with relevant information about crisis events, on-going missions, available (and in use) resources, etc.

PLANNED ACTIVITIES
DURING THE TRIAL

· Conducting refrenshement training for practitioners

· Setting up and integrating the solution with the DRIVER+ Test-bed

· Physically handling the solution based on practitioners' decisions/orders

· Supporting practitioners and other solution owners in their interaction with Socrates OC

· Providing feedback to the DRIVER+ Test-bed

· Evaluating solution

TECHNOLOGY READINESS LEVEL
SOLUTION TECHNOLOGY MATURITY

· TRL 8 - Navigation, Maritime and Border Surveillance domain
· TRL 6 - Crisis Management domain

ULTIMATE GOAL
SOLUTION MAIN OBJECTIVE

The aim is to have SOCRATES OC as a focal point for other solutions and to display their information in COP. This allows SOCRATES OC operators to create events and missions and to assign and/or request resources needed to perform Crisis Management tasking and track their activities.

3DI
NELEN AND SCHUURMANS

ABOUT THE SOLUTION
IN A NUTSHELL

3Di waterbeheer

3Di is a cloud-based versatile water management instrument that enables flood forecasting and risk mapping. 3Di models are fast, accurate and visual. 3Di results present flooding locations, water depths, arrival times and damages in high detail. Moreover, flood mitigation measures can be modelled for their effectiveness. Experts and decision-makers can interact with the model to simulate dike breaches, rain events and storm surges. The fact that users can create different scenario's in combination with mitigation measures makes it the go-to instrument for hydrology experts, crisis managers and policy makers working for water authorities and cities around the world.

What does 3Di provide?
The solution offers a complete package to model, simulate and analyse floods. The use-cases are: Flood risk assessments on a detail of 0.5m2; Flood early warning based on real-time measurements; Testing effectiveness of flood mitigation measures; Cost-benefit analysis supporting flood resilient strategies.

In practice, 3Di provides a cloud-based, interactive modelling on touch table, iPad and PC as well as an online documentation and training with fast computation times and a user-friendly interface which is ready-to-use. Request a demo on www.3di.nu

ABOUT THE PROVIDER
WHO ARE THEY?

Nelen & Schuurmans

Nelen & Schuurmans is a water management consultancy & IT company. Founded in 1998 the company has grown to be a multidisciplinary team of over 70 highly educated water management and programming experts. Nelen & Schuurmans operates in the private as well as public sectors across the globe.

GAPS ADDRESSED
WHAT DOES THE SOLUTION BRIDGE?

· Lack of knowledge on area for potential flood hazard/chemical spill sites (preparedness phase), limitations on forecasting of flood location and depth (response phase) and water travel time identification.

· Lack of knowledge on routes available for normal and emergency vehicles at specified times after start of flood event (not addressed directly, only after postprocessing).

CRISIS MANAGEMENT FUNCTIONS
WHAT DOES IT ADDRESS?

· Mitigation of effects through identification of vulnerabilities: The model can predict the extent and depth of the flooding/chemical spill, and thus with some postprocessing also the vulnerable roads (i.e. inaccessible to normal and/or calamity traffic), also across borders, and thereby sites with high priority for evacuation.

· Raise awareness and anticipate to support decision makers with protection and response measures: 3Di combines 'current operational status' with consequence analysis to build a real-time geospatial framework in support of effective and timely decision-making.

· Communication between stakeholders for shared situational awareness: 3Di provides an intuitive and interactive framework which shows the extent of the flooding/chemical spill, including water depths and arrival times, which can assist in clear communication between stakeholders.

· Support C3 decision making: The solution supports communication among stakeholders because of the interactive and intuitive model that helps visualise extent of hazard and provides sup¬port in decision making for evacuation sites and routes.

PLANNED ACTIVITIES
DURING THE TRIAL

· Using a realistic, ready-to-use and tailor-made 3Di-model

· Calculating different flood scenarios

· Providing training for use of 3Di-model and results

· Integrating with DRIVER+ Test bed

· Adapting 3Di-model with latest information

· Assisting with the setup of flood scenarios

TECHNOLOGY READINESS LEVEL
SOLUTION TECHNOLOGY MATURITY

· TRL 9 – Water management domain

ULTIMATE GOAL
SOLUTION MAIN OBJECTIVE

The goal of 3Di in this Trial is to inform Crisis Managers about the forecasted flood situation to simulate possible consequences and allow adequate responses.

DRONE RAPID MAPPING
HEXAGON

ABOUT THE SOLUTION
IN A NUTSHELL

Drone Rapid Mapping enables an incident or a crisis area to be mapped quickly using cloud computing. A drone operator conducts a flight over an area of interest and acquires imagery (using the on-board camera) in line with the standard operational procedures. Data is uploaded into the cloud and automatically processed.

What does Drone Rapid Mapping provide?

A very fast generation of ortophotomaps based on imagery acquired by any drone (RPAS) available to rescue or crisis management actors. The resulting maps can be viewed and analysed in the dedicated geoportal or any GIS environment already used by Crisis Management institutions.

A 3D terrain model, that can be viewed in any standard programme. It provides the practitioners with a better and more intuitive understanding of the area of interest.

The efficiency of rapid mapping requires an Internet access with sufficient bandwidth. The mapping of 10ha with 2cm pixel and LTE Internet access requires 26 minutes. This period covers all activities: mission request (crisis manager's briefing for a drone operator), flight preparation, conduct of the flight, landing, data retrieval and upload, all calculations, preparation of geoportal content. The generation of the high-quality 3D model requires additional 20+ minutes.

ABOUT THE PROVIDER
WHO ARE THEY?

HEXAGON
SAFETY & INFRASTRUCTURE

Hexagon Safety & Infrastructure provides mission-critical and business-critical solutions to governments and service providers. A global leader, proven innovator, and trusted partner, our software and industry expertise help improve the lives of millions of people through safer communities, better public services, and more reliable infrastructure. Visit hexagonsafetyinfrastructure.com. Hexagon Safety & Infrastructure is part of Hexagon (Nasdaq Stockholm: HEXAB; hexagon.com) a leading global provider of information technologies that drive quality and productivity improvements across geospatial and industrial enterprise applications.

GAPS ADDRESSED
WHAT DOES THE SOLUTION BRIDGE?

· Limitations in the ability to model real-time (response phase) or pre-event (preparedness phase) dynamics of the chemical and radiological threat and visualization of obtained results in a form that van be used directly by the incident commander).

· Lack of a Common Operational Picture environment integration of data sources and calculation of results from different models, which are crucial for the decision-making process from the perspective of the incident commander.

· Insufficiencies in terms of resource management (humans, resources, hardware, etc.) during multi-stakeholder long-term response operations.

CRISIS MANAGEMENT FUNCTIONS
WHAT DOES IT ADDRESS?

· Conduct flights to collect information & assess damage, needs and Maintain a shared situational awareness: The solution provides an up-to-date mosaic of hi-resolution (1pix=1cm) imagery in less than 30 minutes from drone start, available for every level of Crisis Management and accessible everywhere.

· Manage environmental recovery: The solution compares already existing maps and ad hoc generated orthophoto and detailed 3D model of the terrain. This facilitates the planning of decontamination and clean-up actions eye-witnessing the affected area from the safe distance of the Command Post.

· Monitor area & Provide situational awareness: The solution updates any COPs and geoportals anywhere on the world easily and quickly.

· Provide information to media, decision makers and public: Drone Rapid Mapping provides key information in a clear and easily understood way by displaying online 3D models of affected areas (including displaying the Response actions).

PLANNED ACTIVITIES
DURING THE TRIAL

· Providing some instruction materials for UAV operators in Polish

· Conducting refresher training and demonstration for practitioners in two hours

· Conducting flight missions

· Processing the data into: map layers and 3D model

· Providing feedback to the DRIVER+ Test-bed

· Evaluating solution

TECHNOLOGY READINESS LEVEL
SOLUTION TECHNOLOGY MATURITY

· TRL 7 - Initial piloting

ULTIMATE GOAL
SOLUTION MAIN OBJECTIVE

Provide ortophoto products, which can be easily viewed on a geoportal as a Web Map Services. Giving users a better understanding of the situation in the field and providing the required measurements, 3D models allow users to provide extra viewshed analysis so that they can better plan the locations of teams and assets. To sum up, Drone Rapid Mapping significantly supports the decision-making process.

FUTURE
WHAT WILL HAPPEN AFTER TRIAL #1?

Trial #1 will be the kick-off to a series of further Trials and various events. Three more Trials will be organised to operationalise and test Crisis Management solutions. They will all incorporate the lessons learnt and outcomes of Trial #1.

Trial #2
The second DRIVER+ Trial will be organised on October 2018 in Valabre, France. The objective of this Trial is to improve cooperation and coordination between different organisations, or agencies within and across different countries using innovative solutions for large scale and complex crisis. The scenario includes multiple incidents with cross-border dimension occurring on several sites. The solutions to be operationalised and tested have already been selected.

Trial #3
It will be organised on May 2019 in The Netherlands. Its main objective is to find solutions for shortcomings in managing and planning large scale evacuation of the population in urban areas and to find solutions in managing the side effects.

Trial #4
The forth DRIVER+ Trial will be held on September 2019 in Austria. It will evaluate a selection of tools contributing to international or national Crisis Management processes, especially in the fields of: volunteer management; standardisation for representation of information; flexibility and ability to interoperate; and improvement of the vertical workflow (up and down) of information.

Call for application for Trial #3: Mark your agenda!
The third Call for application will be launched in June. If you would like to share your innovations with the Crisis Management community and are developing and deploying socio-technical solutions for first responders, consult our website regularly to take part in this call.

i4CM Innovation for Crisis Management

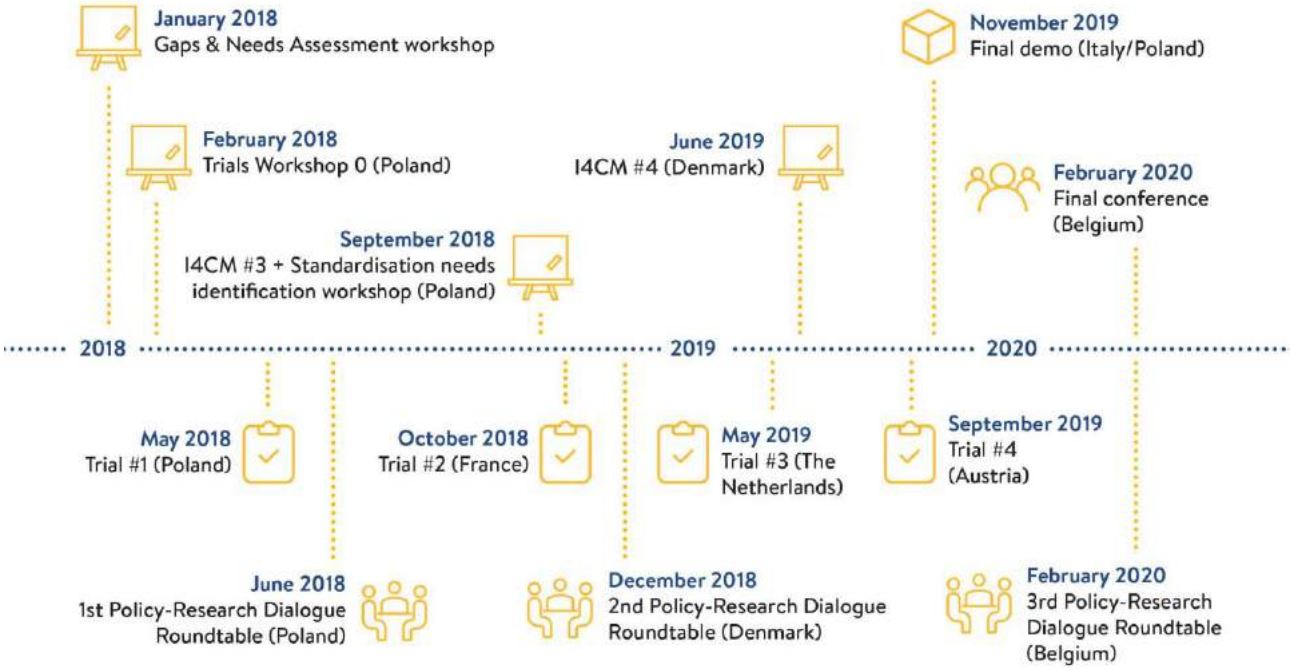
The 3rd edition of the Innovation for Crisis Management (I4CM) event
The next edition of the I4CM will be held on 3rd-4th September 2018 in Warsaw, Poland. This event will contribute towards building a shared understanding in Crisis Management across Europe. With the focus on key Crisis Management topics, I4CM will address issues of common interest, develop synergies between initiatives, and to discuss the research roadmap for Horizon 2020 and beyond. This event will also be the occasion to present the results of Trial #1. More information about this event can be found on DRIVER+ website. www.driver-project.eu/events-2/i4cm/

DRIVER+ External cooperation platforms
DRIVER+ follows an open and inclusive approach and invests significant efforts for involving external stakeholders in the project's activities through concrete external cooperation actions. The consortium seeks to closely work with innovative solution providers, interested and concerned practitioners that may benefit from the results of the project. To this end, two external cooperation platforms have been created: DRIVER+ External cooperation platform for Practitioners and DRIVER+ External cooperation platform for Solutions Providers. These platforms are supported by an online tool: the Community Management Tool (CMT). This is the online meeting place for the platform members to interact and share information, experiences and best practices. You will find more information on DRIVER+ website. www.driver-project.eu/collaborate-with-us/external-cooperation-platforms/

LET US HEAR YOUR VOICE

CONTRIBUTE TO INNOVATION IN CRISIS MANAGEMENT

Are you a Crisis Management practitioner or solution provider? Are you a policy-maker impacted by Crisis Management issues? Are you involved in a related project or initiative? Your participation in DRIVER+ activities is important to us and will help us to align with and to follow-up on relevant policies, challenges, gaps and community needs faced within the wide spectrum of thematic areas dealing with Crisis Management. To ensure that our activities are conducted taking into account your expertise and the technological state-of-the-art, we warmly invite you to take part in DRIVER+.



CONTACT US NOW!

DRIVER-PROJECT.EU

More information about the project - coordination@projectdriver.eu
Interested in collaborating with us? - cooperation@projectdriver.eu
Communication and media contact - communication@projectdriver.eu

22


Research
Operational needs
Lessons learned
Shared Understanding
Trials
Guidance
Methodology
Knowledge base
Reference implementation
Tools
Pragmatic
European
Test-bed
Crisis
Virtually connected facilities
Unpredictability
Management
Challenges
Innovative solutions
Cooperation
Experience
Innovation
Disasters
Crisis Labs
Analysis
Trial-driven development
Portfolio of Solutions
Practitioners

This project has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement n°607798

Annex 10: DRIVER + Trial#1 Press release

PRESS RELEASE - For immediate release
Brussels, May 14, 2018

DRIVER+

Driving Innovation in Crisis Management for European Resilience

Imagine 2.5 million cubic metres of a highly toxic, red, mud-like sludge, pouring out of the retainer reservoir at an industrial plant and flooding the surrounding area in a matter of minutes. A massive 2-3 metre wave of the toxic liquid inundates the surrounding villages and towns, resulting in 20 fatalities with a further 200 people suffering from severe chemical injuries. The result of a simple maintenance error in the plant, compounded by prolonged heavy rain causing the reservoir's dikes to collapse.

This is the scenario being used in the first DRIVER+ Trial in Warsaw on plant21-25 May 2018. But it happened for real in 2010 at the Ajka Alumina Plant in Hungary with 15 fatalities.

There are more than 12,000 industrial establishments in the European Union, in which dangerous substances are used or stored in large quantities – mainly in the chemical and petrochemical industry, but also in fuel wholesale & storage and other industrial plants. There are of course already many measures in place to prevent, or minimise the impact, of such incidents occurring. But we also have to prepare and plan our response for the worst.

The number and severity of natural or man-made disasters, as well as humanitarian and civilian emergencies, is increasing worldwide, causing fatalities as well as considerable economic losses. As a result, the way that we manage these crises is a constantly evolving challenge. European crisis management (CM) capabilities need to improve continuously in order to face the rising challenges and needs the practitioners meet in their day-to-day operations.

This is where the DRIVER+ initiative comes into play.

- Page 1/7 -

PRESS RELEASE - For immediate release
Brussels, May 14, 2018

DRIVER+ (Driving Innovation in Crisis Management for European Resilience) is a demonstration project funded under the European Union's 7th Framework Programme, which seeks to improve the way capability development and innovation management are addressed. It will achieve this by assessing and delivering innovative solutions that can be used, and combined, to address different types of large-scale crises. To reach this goal, a series of four Trials and a Final Demonstration will be conducted to investigate innovative solutions under simulated crisis conditions, by (1) gradually adapting them to operational constraints, as well as (2) creating acceptance among users through their active involvement and by (3) providing evidence to decision makers that they are cost-effective.

Test-bed and Portfolio of Solutions

Each of the four DRIVER+ Trials will focus on key areas of importance in Crisis Management and will be held in Poland, France, The Netherlands and Austria over the next 18 months. The Main School of Fire Service (SGSP) is hosting Trial 1 later this month at its Warsaw headquarters and also at its Field Training and Rescue Innovation Base in nearby Nowy Dwór Mazowiecki.

The challenging scenario described above will be used to evaluate several solutions in a cross-border context in terms of improved situation assessment, coordination, resource pooling & sharing, as well as cooperation between agencies.

"The Trial, which involves both tabletop and field components, will especially serve as a demonstration of how powerful approach a Common Operational Picture (COP) at the European level can potentially be for the emergency services", emphasised Major Tomasz Zweglinski, Head Internal Security Department, SGSP.

PRESS RELEASE - For immediate release
Brussels, May 14, 2018

Each Trial will deliver important feedback to the pan-European Test-bed, being developed by the project. The DRIVER+ Test-bed will create a unique opportunity for a transformative change by developing a coherent infrastructure for trialling solutions well into the future. This will open up the pooling and sharing of resources across Europe, allowing experience from trialling in different contexts to cross-fertilise.

The results of the assessment of the solutions will be stored in the Portfolio of Solutions, a database-driven website, which describes the capabilities of all the available DRIVER+ solutions. This Portfolio of Solutions will also be opened up for any external organisation to share data and experiences on their own solutions. This should in turn ease the successful implementation and usage of solutions by other practitioners.

Call for Applications

Before each Trial takes place, a transparent and practitioner-driven review and selection process of the solutions is held. There is a formal call for applications and any external or internal solutions may apply, as long as they meet the requirements of the scenario and the gaps identified for each Trial. In fact for Trial 1, two external solutions and one internal solution will be evaluated. This process has been completed for Trials 1 and 2, however the third Call for Applications will be launched in June. If you would like to share your innovations with the Crisis Management community and are developing and deploying socio-technical solutions for first responders, consult the DRIVER+ website regularly for the latest information (www.driver-project.eu).

The second DRIVER+ Trial will be held in October 2018 in Valabre (France). The Trial objective will be to improve the cooperation and coordination between different agencies within and across different countries, using innovative solutions for large scale and complex (multi-event) crises. The main event will be a significant forest fire, threatening wildland urban interfaces in a Mediterranean environment.

PRESS RELEASE - For immediate release
Brussels, May 14, 2018

If you are interested in becoming involved in the DRIVER+ activities to offer your solutions to the Trials or to get your hands on innovative technology and share best practices and experiences, please contact us at: cooperation@projectdriver.eu.

Further details of the DRIVER+ project are available from the dedicated website http://www.driver-project.eu.

*** ENDS – 876 words***

CONTACT INFORMATION

Project Coordinator
coordination@projectdriver.eu

Project External Cooperation Management
cooperation@projectdriver.eu

Project Communication and Media Contact
communication@projectdriver.eu

This project has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798

PRESS RELEASE - For immediate release
Brussels, May 14, 2018

FURTHER INFORMATION

WHAT IS DRIVER+?

Launched in May 2014, DRIVER+ (Driving Innovation in Crisis Management for European Resilience) is a project funded under the 7th Framework Programme of the European Commission, whose main aim is to cope with current and future challenges due to increasingly severe consequences of natural disasters and terrorist threats, by the development and uptake of innovative solutions that are addressing the operational needs of practitioners dealing with Crisis Management.

WHY DRIVER+?

The project starts from the experience that neither successful R&D, nor strong end-user demand, always lead to innovation in the Crisis Management domain. This is a problem since as societies become more complex, increasing scope and unpredictability of potential crises and faster dynamics of major incidents put increasingly stringent demands on Crisis Management.

DRIVER+ is not about wholesale redesign of CM capabilities. Instead it is about the simultaneous launch of an ability to adapt European Crisis Management to future demands as they emerge. Therefore, DRIVER+ focuses on augmenting rather than replacing existing capabilities.

THE CHALLENGES

The scale and pace of crises pose enormous challenges for the Crisis Management sector, with new threats emerging all the time. An already complex field must also strive to integrate new technologies and methods, cope with a rapidly changing infrastructure, understand evolving risks, be effective across cultural, administrative and national boundaries and engage with populations to enhance their resilience.

Innovation is therefore critical, but will only be successful if it is relevant and accessible to practitioners and operators. Many crises involve interfacing diverse

PRESS RELEASE - For immediate release
Brussels, May 14, 2018

Crisis Management systems and solutions. Major crises can also frequently involve more than one country or region, which may have differing Crisis Management infrastructures and cultures. It is also highly likely that this will necessitate interfacing different systems and combining different solutions.
Crisis Management innovation must therefore be capable of meeting these multifaceted challenges and delivering solutions that are modular, flexible and adaptable.

These solutions must be tested and validated in realistic environments; they must be evaluated to assess their true benefits and for their overall suitability, before being adopted by end-users. Failure to meet these needs could result in less than perfect solutions being introduced or in the increased costs of Crisis Management capability development, due to the imperfect management of ever more complex crises.

FIRST TRIAL – WARSAW (POLAND)

The first Trial will be organised in Warsaw from 21 to 25 May 2018 at the Main School of Fire Service (SGSP) in Poland, which is a state services' national technical university, supervised by the Minister of Interior and Administration. This Trial has been set up to demonstrate the potential interest of a more integrated high-level Crisis Management (CM) system in the European Union (EU), partly in a cross-border context in terms of improved situation assessment, coordination, resource pooling & sharing, as well as cooperation.

The Trial, which involves both tabletop and field components, will especially serve as a demonstration of a Common Operational Picture (COP) approach potential at the European level. To achieve this, solutions that are designed to enhance joint COP production and to improve interoperability between agencies will be assessed by practitioners coming from all over Europe. But Trial 1's ambitions are not limited to this. The Trial will also deliver important feedback to the pan-European Test-bed,

PRESS RELEASE - For immediate release
Brussels, May 14, 2018

developed by the project. With the Test-bed, DRIVER+ will create a unique opportunity for a transformative change, developing a coherent infrastructure for trialling solutions into the future. This will open up the pooling and sharing of resources across Europe, allowing experience from trialling in different contexts to cross-fertilise.

It will provide an arena of virtually connected facilities and crisis labs. Not only will it deliver a pragmatic step-by-step guidance to practitioner organisations wishing to conduct trials, but also a reference implementation, general guidance and technical infrastructure to support these Trials. It will also offer (1) a demonstration infrastructure, where Crisis Management stakeholders can collaborate in trialling and evaluating new tools, processes or organisational solutions.

It will provide the technological infrastructure, the necessary supporting methodology, adequate support tools and not least, strong communities needed for effective and successful trial-driven development. Finally, the results of the assessment of the solutions will be stored in the DRIVER+ Portfolio of Solutions, a database-driven website describing the capabilities of all the available DRIVER+ solutions. This Portfolio of Solutions will be opened up for any external organisation to share data and experiences on their own solutions. This should in turn ease the successful implementation and usage of solutions by other practitioners.

Annex 11: DRIVER+ Trial#1 Press Release n°2

PRESS RELEASE - For immediate release

Brussels, June 28, 2018

DRIVER+ underwent its first Trial in Warsaw, the first of four Trials in this ambitious project towards innovation in resilience and Crisis Management.

From 21 to 25 May, Trial 1 demonstrated the potential value of a more integrated high-level Crisis Management system in the European Union in a cross-border context in terms of improved situation assessment, coordination and resource pooling & sharing. Trial 1 brought together over sixty participants from all over Europe, including practitioners from the civil protection and crisis management sectors, solution providers, experts and observers. The activities were held at the Warsaw headquarters of Poland's Main School of Fire Service (SGSP).

After an open selection process, three solutions were trialled in the context of a chemical accident. For the trialling of the solutions, a spill over was simulated which released 2,500,000 cubic metres of toxic fluid affecting the nearby population and with the real risk of spilling over into more populated areas and neighbouring countries. Practitioners were able to trial how applicable and effective the solutions were when responding to a disaster where coordination across different countries is imperative. They could also simulate how to adapt their response to an emergency based on the changing dynamics of a flood. This involved assessing how the solutions allowed the practitioners to better respond to the accident, compared to their response without applying those solutions.
A tabletop exercise was held during which the three solutions were trialled in a virtual environment enabling the benefits of the solutions to be demonstrated. Socrates OC (developed by GMV) sets up a Common Operational Picture at a European level for emergency services. 3Di (developed by Nelen & Schuurmans) allows practitioners to simulate the dynamics of a flood in relation to the geography of the affected area. Drone Rapid Mapping (developed by Hexagon Safety & Infrastructure) enables the mapping of an affected area using cloud computing following a drone flight.

PRESS RELEASE - For immediate release

Brussels, June 28, 2018

This was followed by a field-based Trial organised at SGSP's Field Training and Rescue Innovation Base in the nearby location of Nowy Dwór Mazowiecki. The participants being first responders in the field, were in constant contact via On Site Commanding Centres with their colleagues at the SGSP Warsaw headquarters working for regional Crisis Management Centres (CMC). This field component of the Trial demonstrated the applicability and effectiveness of the Socrates OC solution, as well as of Drone Rapid Mapping, which creates orthophotos and 3D maps of an affected area from a drone flight, thus allowing practitioners to have a geometrically correct view of the area.

Practitioners' views during the Trial indicated that the solutions can certainly add value to their operations. Tarmo Kull, a fire officer and a lecturer at the Estonian Academy of Security Sciences considered that "*Socrates OC allows us to get an overview of the neighbour's resources. It's also a good sign that the private sector is supporting the public sector, which is an added value of the DRIVER+ project.*" A video illustrating Trial 1 can be found here.

Trial 1, like the upcoming three Trials and Final Demonstration, will lead to the further development of a pan-European Test-bed developed by the project, which will be a unique opportunity for a transformative change in terms of assessing the value of innovative solutions in resilience and crisis management. The Test-bed, a pan-European arena of virtually connected facilities and crisis labs, will provide guidance and infrastructure to support practitioners in their capability development.

The second DRIVER+ Trial will be held in October 2018 in Valabre (France). The main event will be a significant forest fire, threatening wildland urban interfaces in a Mediterranean environment. Crisis Management gaps, which will be addressed include *interoperability* (which comprises shortcomings in the exchange of information among agencies), *common understanding* (which refers to limits in the

PRESS RELEASE - For immediate release

Brussels, June 28, 2018

understanding by crisis managers of the information exchanged) and *coordination in response operations*, including a lack of common procedures to support international cooperation in aerial firefighting.

If you are a Crisis Management professional interested in assessing innovative solutions, or a solution provider developing and deploying socio-technical solutions for first responders, DRIVER+ would like you to become involved in the project. Further details are available at www.driver-project.eu/collaborate-with-us/external-cooperation-platforms/.

The third Call for Applications for the third call in the Netherlands is still open and you can have the opportunity to spread out your product solution to the European Crisis Management Community. Visit http://www.driver-project.eu/collaborate-with-us/call-for-applications-2/call-for-application-trial-the-netherlands/ and submit your application before July 2nd.

Further details of the DRIVER+ project are available from the dedicated website http://www.driver-project.eu.

Participants in Trial 1, Warsaw, Poland on 23-24 May 2018

Annex 12: WP952 Presentation during the Trial 1 Lessons learnt meeting

driver+
Driving Innovation in Crisis Management for European Resilience

LESSONS LEARNT & BEST PRACTICES

SP95 – IMPACT, ENGAGEMENT AND SUSTAINABILITY

Stéphanie Albiero, ARTTIC

20 June 2018, The Hague (The Netherlands)

D&C LESSONS LEARNT & BEST PRACTICES

GENERAL ASPECTS

- Weekly teleconferences
- D&C liaison officer

- D&C liaison officer with no authority to make decision (resulting in internal communication issues)
- Roles & responsibilities onsite
- CfA: SP95 not in the loop at all stages
- No Polish translation of promotional materials and any kind of media release

- Maintain **weekly teleconferences**
- Appoint **D&C liaison officer** with more seniority and **authority to make decisions**
- Need for a **better coordination onsite** and proactivity of all concerned partners
- SP95 **to be involved at an earlier stage of the CfA development** & before the official release (Trial 3!)
- **Results of the CfAs to be shared** with SP95 so that we can communicate about them.


D&C LESSONS LEARNT & BEST PRACTICES
PROMOTIONAL MATERIAL (BESIDES MEDIA & SOCIAL MEDIA)
General material (Roll up banner, flyers, giveaways) sent and received on time
Catalogue about Trial 1 well received (printed + online)
Difficulties in receiving information and coherent descriptions about the project outcomes + solutions
TAP: good source of info but some parts remain incomplete until too late to support D&C activities
Too complex messages
Difficulties to maintain a momentum with regards to D&C
The catalogue should be ready earlier and the description of the Test-bed and the PoS should be revised so as to better reflect how they are integrated in the context of the Trial
A questionnaire will be circulated directly to the solution providers to receive more accurate information on their solutions following a specific template to receive harmonise inputs directly from the sources
A set of infographics should be developed in an attempt to simplify the messages and more easily promote the activities (and results!) (Trials in general, Trial 1, 2, 3, 4, Test-bed, PoS, Project in numbers, etc.)
3
DRIVER+ Project


D&C LESSONS LEARNT & BEST PRACTICES
MEDIA RELATIONS
Good coverage and outreach of the project/event via the presence of Euronews (broadcasted 18 times over a week in various languages + Futuris website)
UK magazines already informed about Trial 2 and interest has been generated
Other trials will not benefit from the presence of Euronews.
Press releases ready too late (both before and after the end of the event)
Too little to no articles besides the PR themselves.
Contact initiated too late with the media (zero presence on the d-day besides Euronews)+ lack of coordination/follow-up with the national level
First and foremost make sure to receive the official greenlight from the Trial owner that the press can be invited onsite to cover the event (written, radio TV)
Need to update the list of media and benchmark media of relevance that could be interested in the scenario (at EU level though priority should be given to the national/local level as they are more susceptible to come). Invite also bloggers, TV and radio! Not only the printed press
Invitations to be sent to the media should be done together with the PR department of the Trial owner, if any.
Invite long enough in advance: journalist have their agenda blocked for months! When journalists are contacted, the invitation should contain further information about the upcoming events to raise awareness and possibly secure their participation at a later stage if not for the next trial.
4
DRIVER+ Project


D&C LESSONS LEARNT & BEST PRACTICES
PROMOTION VIA SOCIAL MEDIA: TWITTER
Intensive Twitter programming before the event to promote general aspects (saves time for live tweets!)
High number of live tweets
Twitter presence during the event itself was good, but there is still some room for improvement (and engagement! Few mentions to related projects and initiatives, little intention to generate interaction)
No "Live tweets", but wait for 1 hour or 2, to avoid divulgating critical information
5
DRIVER+ Project


D&C LESSONS LEARNT & BEST PRACTICES
PROMOTION VIA SOCIAL MEDIA: LINKEDIN
Lots of posts made by the partners via their own profile and relayed amongst the consortium (and networks)
Too few posts on the LinkedIn group (mainly only news items relayed. If no news items on the website, no post)
Simple guidelines & best practices on Social Media ("The 10 commandments") to be prepared and sent to the consortium before the event, including information on the # of the Trial, the main # to be included, etc.
Specific poster with these commandments to be printed and hanged onsite.
Benchmark of the social media to use to disseminate information on the Trial (Facebook would have been relevant for Trial 1)
6
DRIVER+ Project

Annex 13: 3rd I4CM Press release

PRESS RELEASE - For immediate release

Brussels, 23 July 2018

Third edition of the Innovation for Crisis Management (I4CM) event, 3-4 September 2018, Warsaw - DRIVER+ announces programme

DRIVER+, an EU-funded demonstration project in the field of Crisis Management, announced the programme and opened the registrations for the "Innovation for Crisis Management (I4CM)" event, whose third edition will take place in Warsaw (Poland) from the 3rd to the 4th of September 2018 at the Copernicus Science Centre.

This recurring event aims at building a shared understanding in Crisis Management and Disaster Risk Reduction by bringing together Crisis Management practitioners, experts, solution providers, researchers and policy makers from across Europe and beyond for a series of workshops, keynote speeches, panel discussions and demonstrations to engage in a solutions-focused dialogue. This regional forum, aiming at supporting and providing a relay to the Community of Users initiative from the European Commission (DG HOME), has been designed to establish synergies, address issues of common interest, discover new solutions and share best practices as well as lessons learnt.

Organised by the DRIVER+ project, the third edition of I4CM is co-hosted by ITTI, the German Institute for Standardization (DIN) and Public Safety Communications Europe (PSCE); the focus is on standardisation and it will address regional pressing challenges faced by the Crisis Management community.

As the I4CM intends to bring people in the Crisis Management community closer, the event will be organized along two lines: a CONFERENCE programme on the first day with dedicated panels and speakers and an OFF programme, consisting of more interactive experiences, to be held on the second day. The event language will be English, speakers making their contribution in Polish will have a simultaneous interpretation into English.

The CONFERENCE programme will include sessions on inter-agency and cross border cooperation processes and instruments, on challenges and obstacles in sharing and coordinating information during multi-agency disaster, and on the importance of standards implementation and development in case of, for example, multi-agency disaster response, including best practices which can be of help for the Crisis Management community. It will close with a forum of ideas, providing a space for initiatives in Crisis Management to inform on their activities, solutions and results.

The OFF programme will alternate between parallel workshops and hands-on sessions that will allow participants to meet, share experiences, and learn more about the activities of the

DRIVER+ project and related initiatives. Moreover, a poster area and a market place showcasing innovative Crisis Management solutions will be central to the event and will be available during the two days.

DRIVER+ wants to cultivate a culture of innovation in Crisis Management, with stakeholders working together across disciplines and borders in a Community of Practice (namely the CMINE – Crisis Management Innovation Network Europe). The CMINE enables its members to co-create and apply best practices in their organisations, and will be presented at the I4CM.

Discover the programme and register here: http://www.driver-project.eu/events-2/3rd-i4cm/

Event: 3rd Innovation for Crisis Management (I4CM) event

Date: September 3 and 4, 2018

Location: Copernicus Science Centre, Wybrzeże Kościuszkowskie 20, 00-390 Warsaw, Poland

For media queries and to arrange interviews, please contact:
communication@projectdriver.eu

The DRIVER+ project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under Grant Agreement no. 607798.

Annex 14: I4CM Brochure

This event is hosted by DIN, ITTI and PSCE.

This event is kindly supported by The Polish Platform for Homeland Security and CEN/TC 391 - Societal and Citizen Security of the European Committee for Standardisation (CEN).

ABSTRACT
DRIVER+ AND THE I4CM EVENTS

WHAT IS DRIVER+?
A RESEARCH PROJECT TO DRIVE INNOVATION IN CRISIS MANAGEMENT

In May 2014, dedicated practitioners' organisations, research institutes, industries and SMEs teamed up to support the European Union to valorise the wealth of European innovation and science in Crisis Management. Until April 2020 the broad aim of the DRIVER+ project, funded under the European Union's 7th Framework Programme, will be to improve the way capability development and innovation management are addressed by assessing and delivering solutions that can be used, and combined, to address different types of large-scale crises. In this regard, the objectives of the project are:

To develop a pan-European Test-bed for Crisis Management capability development.

To set up a comprehensive Portfolio of Solutions documenting Crisis Management solutions.

To enhance the cooperation framework for a shared understanding in Crisis Management across Europe.

WHAT ARE THE I4CM EVENTS?
FOSTERING A SHARED UNDERSTANDING IN CRISIS MANAGEMENT

The Innovation for Crisis Management (I4CM) events aim to contribute to building a shared understanding in Crisis Management through the organisation of an annual event focusing on Crisis Management topics, allowing issues of common interest to be addressed, to develop synergies between initiatives and to discuss the research roadmap for Horizon 2020 and beyond. The event allows local practitioners and solution providers to meet and exchange on best practices and lessons learnt, while providing projects and initiatives with an opportunity to increase their visibility and impact and to liaise with any interested stakeholders, including organisations developing similar projects in other regions of the world. It intends to make projects in the field of Crisis Management accessible to a wider range of external stakeholders in a specific region.

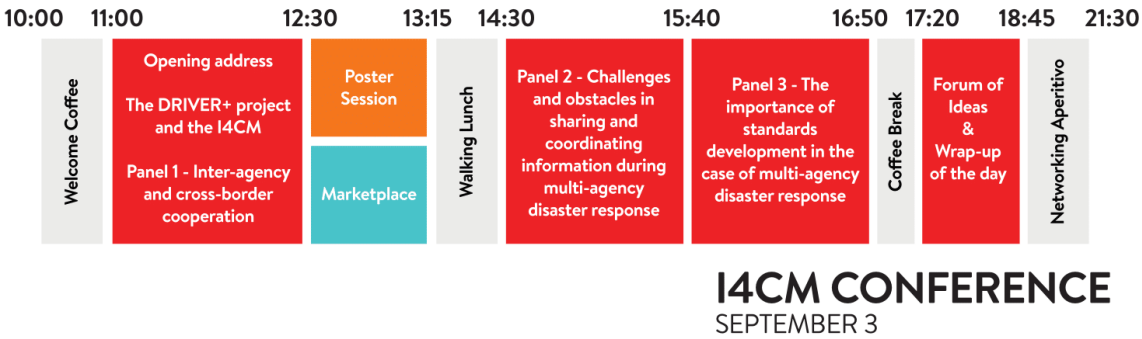
WHAT WILL BE THE FOCUS OF THIS 3RD EDITION?
STANDARDISATION & PRESSING ISSUES

This new edition will focus on standardisation and identified regional-national pressing issues faced by local practitioners such as inter-agencies cooperation and interoperability of communication systems. Furthermore, this edition will give the participants the opportunity to learn more on how to organise a Trial using the DRIVER+ tools; about CMINE, the new Community of Practice in Crisis Management and participants will also be able to partake in workshops organised by other projects in Crisis Management. A marketplace will be central to the event, allowing practitioners to discover innovative solutions.

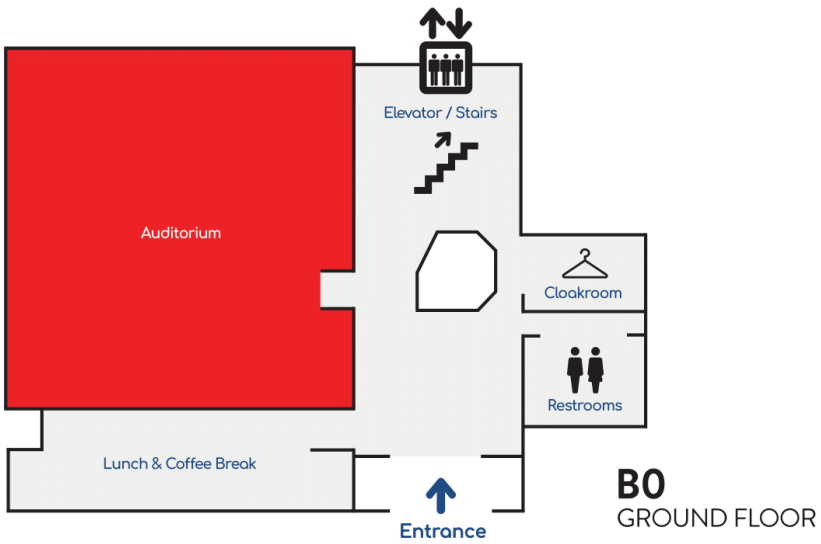
AGENDA
I4CM CONFERENCE / I4CM OFF

I4CM CONFERENCE
SEPTEMBER 3

The I4CM CONFERENCE programme will link the European Commission and its policy-makers with the national policy representatives, practitioners, solution providers and related projects so that they can interact on current challenges faced in the field of Crisis Management. The conference is composed of interactive panels (delivering a bottom-up and top-down approach) giving the floor to different stakeholders that are not often provided with a forum to interact.



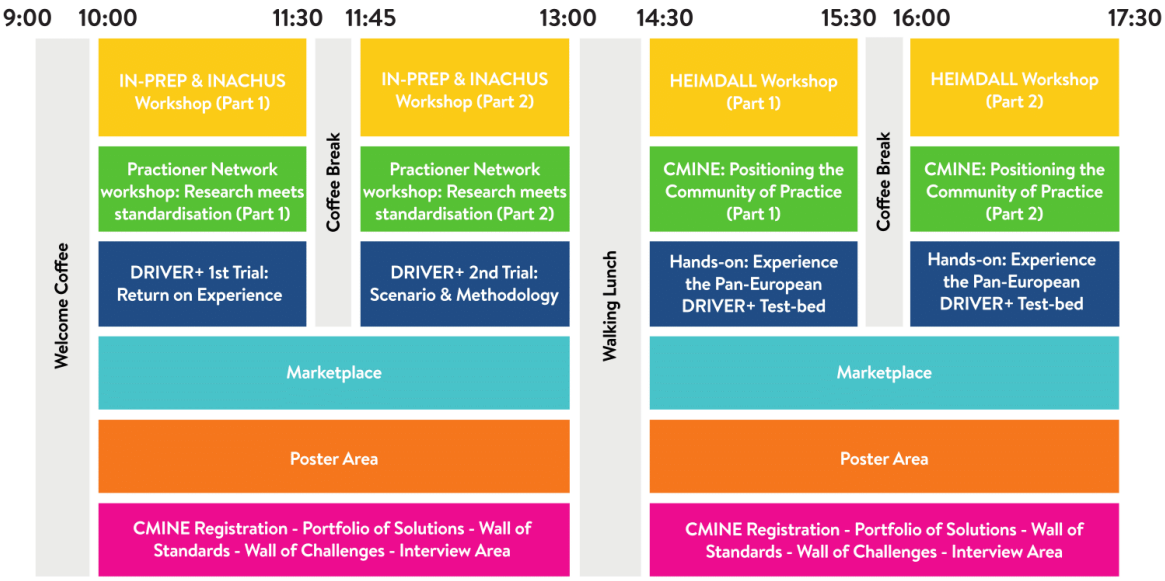
I4CM CONFERENCE
SEPTEMBER 3



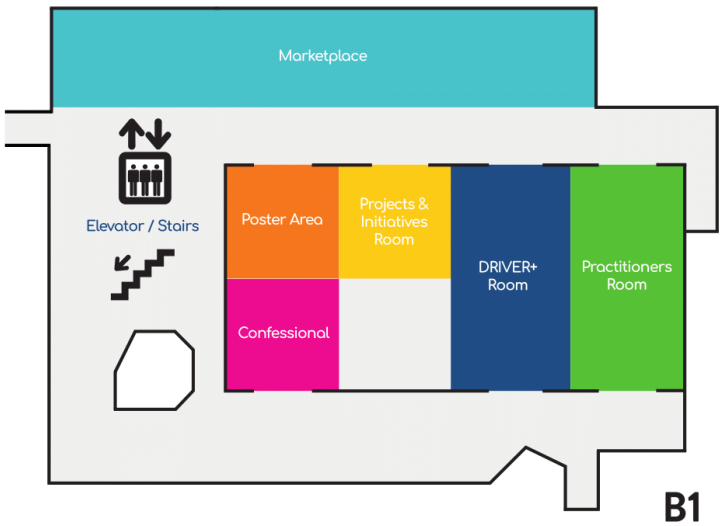
B0
GROUND FLOOR

I4CM OFF
SEPTEMBER 4

To provide a dynamic environment that is ripe for interactivity, the OFF programme alternates parallel workshops and hands-on sessions. This part of the programme allows attendees to partake in interactive sessions, to meet, share experiences and learn more about EC-funded projects as well as other ongoing Security and Crisis Management initiatives.



I4CM OFF
SEPTEMBER 4



B1
FIRST FLOOR

WHAT IS IN THIS BOOKLET?

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WELCOME
OPENING ADDRESS & KEYNOTE

September 3, 11:00
Auditorium, Floor B0

The Opening address will be delivered by Philippe Quevauviller, Policy Officer at DG HOME (European Commission) and initiator of the Community of Users initiative. It will be followed by a keynote speech to introduce the DRIVER+ project and the I4CM event by Marcel van Berlo, Technical Coordinator of the DRIVER+ project (TNO).

DRIVER+ Project Consortium - Trial #1 - Warsaw (Poland)

PHILIPPE QUEVAUVILLER
POLICY OFFICER, DG HOME (EUROPEAN COMMISSION)

Philippe Quevauviller started his career at the European Commission in 1989 as scientific officer at DG Research, then as policy officer at DG Environment, and moved to the DG Home Secure Societies Programme in 2013. He was researcher in oceanography in the years 1983-1989 at the University of Bordeaux. He obtained two PhDs (oceanography and chemistry) and the highest French University degree (HDR). Besides his work at the European Commission, he is also Associate Professor at the Vrije Universiteit Brussel (VUB) and a scientific writer and editor.

MARCEL VAN BERLO
TECHNICAL COORDINATOR, DRIVER+, TNO

Dr. Marcel van Berlo is a Program Coordinator in the field of 'Human factors in Safety and Security' at TNO, the Netherlands. He holds a Ph.D in Instructional Psychology and Technology from the University of Leuven, Belgium. Marcel is a member of the EARTO Security and Defence Working Group and is the Technical Coordinator of the European FP7 research project DRIVER+. His main topics of interest are crisis management, interaction between professional responders and citizens, radicalisation, training and serious gaming, individual/community/societal resilience and public order management.

PANEL #1
INTER-AGENCY & CROSS-BORDER COOPERATION

September 3, 11:20
Auditorium, Floor B0

Challenges and opportunities in complex Crisis Management situations: Inter-agency and cross border cooperation processes and instruments. Lessons from national experiences and research projects: Real Cases, Exercises and Good Practices.

The growing complexity of crises may often lead to severe consequences for several areas of state competence, and hence horizontal and vertical coordination between different actors from the public area, and partnerships with the private sector, may be necessary to curb such events. Furthermore, the spectrum of potential risks that may induce a crisis has increased through the integration of several dimensions (i.e. political, social, etc.) and natural or man-made disasters may lead to crises with cascade effects across national or even international systems. Against this context there is a strong need for the exchange of experiences and good practices of inter-agency crisis management and cross border cooperation. Many practitioners involved in Crisis Management and the private sector agree that the complexity of modern crises calls for the adaptation of measures in terms of interoperability and basic standards. Moreover, there is a need to meet and be acquainted with partners from national crisis management agencies and experts from the private sector, international organisations and think tanks to exchange knowledge and strengthen cooperation in crisis management.

Given the above, the aim of the session is to bring together Crisis Management experts to discuss processes and instruments, in order to share good practices that support inter-agency cooperation in complex Crisis Management situations. The session will open to a Q&A session to allow interaction with the public.

SESSION CHAIR

JAKUB RYZENKO

Jakub Ryzenko is the Head of the Crisis Information Centre of the Space Research Centre – Polish Academy of Sciences. He is an expert in space policy, use of modern technologies for security and in particular use of satellite applications and drones for crisis management. He was the Head of the Polish Space Office and a space policy advisor to the Ministry of Economy and an expert of the Polish EU Presidency in the field of use of modern technologies and satellite applications for civil security. In 2011-2013 he was involved in the accession of Poland to the European Space Agency.

PANELISTS

DUSAN ZUPKA

Dusan Zupka has more than 30 years of professional experience in integrated and comprehensive disaster management, reduction and resilience strengthening at international level, mainly as a senior manager in the United Nations disaster/crisis management and humanitarian systems and as an independent international expert. Mr. Zupka is a Goodwill Ambassador and a resource person of TIEMS (The International Emergency Management Society), Brussels and has been working on advisory boards and/or first responders/practitioners groups in more than a dozen FP7 and H2020 Projects.

TOMASZ ZWEGLINSKI

Lt. Col. Tomasz Zwęgliński has a PhD in Security Sciences, a Master of Fire Engineering and is a professional fire officer and specialist in civil protection and crises management. He is a high-level coordination expert of the European Union Civil Protection Mechanism and a CBRN expert. Fire fighter and academic, he is currently Head of the International Secutity Department at the the Main School of Fire Service (SGSP) in Poland. Dr Zwęgliński has been involved as a manager in national and international projects including EU and Official Development Assistance projects.

JAN KUIPERS

Jan Kuipers is a senior fire officer, working in the Safety Region Haaglanden (The Netherlands) as a clustercommander and is responsible for 10 fire stations and 250 firefighters. He is acting as General Commander of the Regional Fire Service, Company-commander and as Head of the multi-team at the incident. He started his career as a high school teacher and as a volunteer firefighter. In 1998 he was a Sector Commander in The Hague, became Head of Operations, Chief Fire Officer of the Fire Brigade of Delft and Rijswijk.

KRZYSZTOF SAMP

Krzysztof Samp obtained his M.Sc. from the Franco-Polish School of New Information and Communication Technologies (EFP), Poland. Since 1997 he has been working with ITTI in Poznan, currently in the position of Vice President. In 2004 he graduated from the MBA program run by Helsinki School of Economics. He took part in projects under EU Framework Programme, as well as EDA and ESA projects and NIAG studies. He is a Member of the Board of the Polish Space Industry Association.

PANEL #2
SHARING & COORDINATING INFORMATION

September 3, 14:30
Auditorium, Floor B0

Challenges and obstacles in sharing and coordinating information during multi-agency disaster response.

After the event of September 11, 2001, the attacks in Paris in 2015 and the ones in Brussels in 2016, there has been a surge of interest in developing and implementing interoperable communication systems for first responders. Such voice, data and radio interoperability are a critical need for first responders (police, fire, emergency services, etc.) at the scene of an emergency or disaster, whether of natural or man-made origin. The use of properly planned, established and applied communication tools can enable the dissemination of information among command and support elements and cooperating agencies and organisations. Shortcomings in the ability to exchange crisis-related information among agencies and organisations, also related to as interoperability, is a topic that has been identified by the DRIVER+ project with the help of practitioners as a major Crisis Management gap that the project should address. Interoperability is multi-dimensional; it can be legal, organisational, semantic or technical. Organisational and legal aspects refer to the mandate and willingness to share such information between levels of government or agencies that remain low, with confidentiality issues laid down as a limiting factor. The technical dimension of interoperability is affected by the huge amounts of available and shared information that can have adverse effects in terms of efficiency.

This panel will present the state of the art at EU level and beyond but also to provide a space for practitioners and initiatives to share best practices and lessons learnt. Finally, it will also provide a space for research projects to inform about activities carried out to improve the situation and present emerging or newly identified solutions. The session will open to a Q&A session to allow interaction with the public.

SESSION CHAIR

MANFRED BLAHA

Manfred Blaha is Chair of the User Committee and actually President of PSCE, the Public Safety Communications Europe Forum. He is contributing to EU-funded projects, with a focus on First Responder's needs, especially in the PSCE-coordinated broadband projects called "BroadMap" and "BroadWay". In his daily life, Manfred is a police officer in Austria's Ministry of Interior, with the rank of a Brigadier-General, looking back on more than 30 years of experience in Public Safety Communications.

PANELISTS

ADAM WIDERA

Adam Widera is the managing director of the Competence Center for Crisis Management at the European Research Center for Information Systems. He studied Political Science, Philosophy, and Political Economy at the University of Muenster (Germany). His research activities cover the areas of modeling, measurement and analysis of humanitarian logistics processes as well as the evaluation and design of information systems in the context of Crisis Management. He has been involved in projects in cooperation with international humanitarian and first responder organisations following an action research and human centred design approach.

SANJA HOLEN

Sanja Holen B. E. E is a graduate engineer of radiotelecommunications working in the Communication department of the Croatian Ministry of Interior. She has been involved in the MUPNet TETRA network since 1997 as a designer of the communication system, from implementing the voice service to data features, like AVL/automatic vehicle location and data query. In 2008 she was also a teacher at the Police Academy. She was the coordinator of the Broadway project for the Croatian Ministry of Interior and she is now involved as chair of the Technical Validation Committee.

DANIELE A. GALLIANO

Daniele A. Galliano, electronic engineer, has worked for the European Commission since 2007 as a developer of IT solutions for Crisis Management. This role includes the design and the implementation of facilities like Crisis Room (notably the one of the Department of Civil Protection of Haitian Republic in Port-au-Prince) and the technical responsibility of the European Crisis Management Laboratory. He is now Project Officer at the Joint Research Centre (JRC), Disaster Risk Management Unit.

STEFAN TANGEN

Stefan Tangen is a senior advisor at the Swedish Civil Contingency Agency where he works with international relations and standardisation activities. He currently serves as the Chair of the Capability Gap committee within the International Forum to Advance First Responder Innovation (IFAFRI). For the past 13 years he has been working internationally mostly with various standardisation committees related to security, crisis management and risk management both within the European Committee for Standardisation (CEN) and the International Standardisation Organisation (ISO). He holds a PhD in Production Engineering.

PANEL #3
THE IMPORTANCE OF STANDARDS DEVELOPMENT

September 3, 15:40
Auditorium, Floor B0

The importance of standards development in case of multi-agency disaster response: How can standardisation improve the capabilities of the European Union and Members States?

Standards are powerful instruments to achieve better interoperability of procedures and technology, as well as effective and efficient communication, collaboration, cooperation, and coordination between the multiple agencies involved during a disaster. Standardisation is also a valuable tool that all types of organisations can use to improve their capabilities in handling incident response in any crisis. For those who are less familiar with the standardisation area, standards in the field of Crisis Management are developed by Technical Committees (TCs) at both global and European levels. On a global level, many standards regarding disaster resilience are developed within ISO/ TC 292 Security and Resilience while at the European level, CEN/TC 391 Societal and Citizen Security develops relevant standards and decides on the adoption of ISO standards as European ones. However, developing these standards requires the involvement of those that will use them, benefit from them, and might be best equipped to describe and prioritise future standardisation needs, which is of critical importance.

This panel will present key standards (e.g., TS 17091, "Crisis management – Guidance for developing a strategic capability" or ISO 22320:2011 "Societal security - Emergency management - Requirements for incident response") and best practices which can be of help for the Crisis Management community. Experts composing the panel will exchange and inform the audience on how standardisation can establish a fertile ground to improve Crisis Management capability as well as a solid ground for cooperation. Finally, the importance of community participation in the development of standards will be discussed. The session will open to a Q&A session to allow interaction with the public.

SESSION CHAIR

PATRICIA COMPARD

Patricia Compard is a senior Police commissioner working for the French Home office, Deputy-Head of standardisation policy's governance. She has a long term intelligence background within the French security service, the French Prime Minister intelligence coordination service and the NATO office of security. Patricia Compard is also the Chair of CEN/TC 391 Societal and citizen security.

PANELISTS

PHILIPPE QUEVAUVILLER

Philippe Quevauviller started his career at the European Commission in 1989 as scientific officer at DG Research, then as policy officer at DG Environment, and moved to the DG Home Secure Societies Programme in 2013. He obtained two PhDs (oceanography and chemistry) and the highest French University degree (HDR). Besides his work at the European Commission, he is also Associate Professor at the Vrije Universiteit Brussel (VUB) and a scientific writer and editor.

DAVID ADAMSON

David Adamson is a Lead Programme Manager at the British Standards Institution (BSI) based in London (UK), active in standardisation in governance, risk, compliance, resilience, continuity and crisis management. He has been involved in a range of national, international and European projects. Prior to that, he had a fruitful career in publishing, working in editorial, production, and commissioning - capping his publishing activities at the Taylor and Francis Group where he was Marketing Manager.

PAWEŁ RYBICKI

Paweł Rybicki is the president of the European Forensic Initiatives Centre located in Warsaw (Poland). Since 2017, he has been the member of the Steering Committee of the Innovation by Law Enforcement Agencies networking project (ILEAnet). He was the initiator of the European committee for standardisation in forensic science, CEN Technical Committee Forensic Science Processes, and its first chairman in 2012-2014.

LORENZA JACHIA

Lorenza Jachia is a trade and development economist. She has been working at the United Nations since 1995, at first in the United Nations Conference on Trade and Development (UNCTAD) and then in the United Nations Economic Commission for Europe (UNECE). Since April 2008, as the Secretary of the UNECE Working Party on "Regulatory Cooperation and Standardisation Policies", she works to bring the United Nations and the "standards community" together.

RAINER KOCH

Rainer Koch is full Professor at Paderborn University, Faculty of Mechanical Engineering (Germany). He is a volunteer fire officer and for more than 40 years member of the Fire Department Dortmund. He is a technical consultant for the Dortmund Fire Department and Deputy Head of IFR (Institute for Firefighting and Rescue Technology), the research division of Dortmund Fire Department. Additionally Prof. Dr.-Ing. Rainer Koch acts as convenor of Working Group 3 "Emergency Management" of "ISO/TC 292 Security and Resilience" and is a member of the European mirror committees.

FORUM OF IDEAS
A SPACE FOR INITIATIVES IN CRISIS MANAGEMENT

September 3, 17:20
Auditorium, Floor B0

The Forum of ideas provides a space to deliver impactful presentations. Crisis Management Projects and initiatives have been invited for a 10 minutes impactful presentation to inform the audience about their respective activities, solutions and results.

The BROADWAY project: Procuring Innovation activity to enable a pan-European broadband mobile system for PPDR
Sanja Holen - Chair of the Technical Validation Committee

The DAREnet project: Developing a practitioner network to strengthen flood resilience in the Danube Region
Dr. rer. nat. Christian J. Illing - Project coordinator

The BRIGAID project: Bridging the gap Innovation in Disaster Resilience
Justyna Waysocka-Golec and Paweł Wiktor - Project partners

The IFAFRI initiative: International Forum to Advance First Responder Innovation
Stefan Tangen - Chair of the Capability Gap committee

The SOURCE project: Creating a robust and sustainable virtual centre of excellence capable of advancing societal issues in security
Dr. Irina van der Vet - Work package coordinator

The CEN: The European Committee for Standardisation
Patricia Compard - Chair of CEN/TC 391 Societal and citizen security

The SAYSO project: Standardisation of situational awareness systems to strengthen operations in civil protection
Christoph Lamers - Project partner

SESSION MODERATOR
STÉPHANIE ALBIÉRO

Stéphanie Albiéro holds an MBA in International Affairs & Development. She worked within France Expertise Internationale where she was dealing with multi- and bilateral-funded projects. Stéphanie also worked as Project Coordinator to promote international cooperation, gathering Governments Officials and Businesses, and at Sigma Orionis where she was in charge of the Asian branch of the International Cooperation Unit. She joined ARTTIC to lead the Impact, Engagement and Sustainability activities of the DRIVER+ project.

IN-PREP & INACHUS WORKSHOP

FROM RESPONSE PLANNING TO FIELD OPERATIONS

September 4, 10:00 - 13:00
Projects & Initatives Room, Floor B1

Crisis incidents may result in difficult working conditions for Urban Search-and-Rescue (USAR) crews and civil protection agencies need an accurate, real time picture of the situation on the ground as well as the bigger picture. INACHUS aims to achieve a significant time reduction related to Urban Search and Rescue (USAR) phase by providing wide-area situation awareness solutions for improved detection and localisation of the trapped victims assisted by simulation tools for predicting structural failures and a holistic decision support mechanism incorporating operational procedures and resources of relevant actors. On the other hand, IN-PREP is creating a training platform to enable responders to share their viewpoints with each other while staying connected to the control room, so that the bigger picture is always in view and immediate actions can be directed in the most effective way possible.

The purpose of the workshop will be to provide the audience with an overview of the USAR tools developed by INACHUS and elaborate on how reponse planning and training can be optimised, by reflecting the experience of the IN-PREP project. The workshop will seek to engage with the audience and exchange best practices on how collaborative response planning for transboundary crises can be enhanced. Finally, it will facilitate a discussion on the standardisation aspects in preparedness including standards for robotic platforms in Search and Rescue and different levels of interoperability.

WORKSHOP ORGANISER

EVANGELOS SDONGOS

Evangelos Sdongos is a Researcher and Scientific Project Manager at the I-SENSE Group of Institute of Communication and Computer Systems (ICCS). Evangelos has extensive experience in the Telecommunications domain, with regards to design, planning, implementation and integration phases of Mobile/Wireless Communication Networks for either Mission Critical or Public Communications and related services. He has significant knowledge of embedded systems and sensors in particular within the Security field. He has worked in several industrial projects as well as in European research projects.

ANTONIS KOSTARIDIS

Dr. Antonis Kostaridis is the Technical Director of Satways Ltd. He has extensive experience in Electrical and Computer Engineering and is leading the company products' roadmap development as well as the design and development of commercial projects including two large scale civil command and control systems as well as the National Incident Management and Computer Aided Dispatch System of the Hellenic Fire Brigade. He has been involved in multiple European research projects, including IN-PREP, in which he acts as technical partner.

HEIMDALL WORKSHOP

DECISION MAKING PRINCIPLES & SUPPORT TOOLS

September 4, 14:30 - 17:30

Projects & Initatives Room, Floor B1

In recent years wildfires in Europe have been increasing in terms of intensity, occurence and spread due to the impacts of climate change and the lack of consistent and adequate prevention strategies. While intense and complex wildfires affect Southern countries with dramatic consequences of hundreds of people killed and large economic losses, drought in Northern Europe is causing a wave of wildfires in an unprecedented way. The current wildfire situation stresses the need to re-think the decision making principles in order to avoid the collapse of the emergency services that fight wildfires everywhere in Europe. The workshop will discuss the decision-making process using a scenario from a cross-border vegetation fire in Scandinavian countries. The scenario will be designed to allow a discussion of the factors and values that should be considered in decision-making to reach the resolution scenario using the method developed by the fire services in Mediterranean countries and also the decision support tools being developed in HEIMDALL to support that process.

HEIMDALL

SPEAKERS

MONIKA FRIEDEMANN

Monika Friedemann is coordinating the research and development work performed by DLR-DFD within the EU project HEIMDALL.

JORDI VENDRELL I FLOTATS

Jordi Vendrell i Flotats is the founder of the Pau Costa Foundation where he leads the R&D Area with the aim to better define products and services for practitioners.

NÚRIA PRAT-GUITART

Núria Prat-Guitart is coordinating the research area of Pau Costa Foundation and is manager of international projects. She has experience in applied research that connects practitioners to the scientific community.

MARC CASTELLNOU

Marc Castellnou is President of the Directors Board of the Pau Costa Foundation and a Senior Expert at the European Forest Institute (EFI).

PRACTITIONER NETWORK WORKSHOP

RESEARCH MEETS STANDARDISATION

September 4, 10:00 - 13:00
Practitioners Room, Floor B1

How does research and innovation fit with standardisation? Which role does standardisation play in research projects and how can new solutions influence the standardisation work? These questions will be answered in the workshop. Members of the standardisation bodies and committees will explain the basics in standardisation on national and European levels and will present new developed standards in crisis management. Standards can be developed in research projects – why and how this happens will be explained by researchers who went through the process. An exchange of experiences from different research projects (see below) will complete the picture. Join the discussion, ask questions and feel free to share your ideas on the future standards in crisis management!

SESSION CHAIRS

PATRICIA COMPARD

Patricia Compard is a senior Police commissioner working for the French Home office, Deputy-Head of standardisation policy's governance. She has a long term intelligence background within the French security service, the French Prime Minister intelligence coordination service and the NATO office of security. Patricia Compard is also the Chair of CEN/TC 391 Societal and citizen security.

RENÉ LINDNER

René Lindner has a higher education in industrial engineering with focus on innovation management and has six years of experiences in standardisation, mainly within research and innovation projects in the field of security and smart cities. He is a senior project manager at DIN German Institute for Standardisation and coordinates the project BRIDGIT2 (raising awareness on standardisation within the research and innovation community).

DAVID ADAMSON

David Adamson is a Lead Programme Manager at the British Standards Institution (BSI) based in London (UK), active in standardisation in governance, risk, compliance, resilience, continuity and crisis management. He has been involved in a range of national, international and European projects. Prior to that, he had a fruitful career in publishing working in editorial, production, and commissioning - capping his publishing activities at the Taylor and Francis Group where he was Marketing Manager.

CMINE WORKSHOP

POSITIONING THE COMMUNITY OF PRACTICE

September 4, 14:30 - 17:30

Practitioners Room, Floor B1

As a representative network for the CoU initiative run by DG HOME, the Crisis Management Innovation Network Europe (CMINE) aims to reduce the fragmentation in the Disaster Risk Reduction (DRR) / natural hazards community, foster synergies between initiatives, facilitate knowledge exchange at regional, national and EU level, and increase the market uptake of solutions.

The goal of the workshop is to introduce the CMINE, an overarching Community of Practice for scientists, policymakers, practitioners, civil society and industry representatives working in the field of DRR in relation to natural hazards. During the workshop, participants will be invited to start a discussion about the CMINE concept and provide their initial feedback. Specifically, we will seek to investigate how CMINE can address untapped needs and gaps within the existing landscape of DRR/ natural hazards' initiatives in Europe. Some organisations (see below) have already expressed their interest to partake to this workshop. Join them to help building this promising Community of Practice!

SESSION CHAIRS

LAURA BIRKMAN

Laura Birkman MA MPA is a senior consultant at Ecorys, where she is Deputy Head of the Security and Justice Unit. Since 2014, Laura is leading advisory and support services for the European Commission concerning the building of a Community of Users in Secure, Safe and Resilient societies. In addition to the CoU, Laura is also leading the support facility for the International Forum for the Advancement of First Responder Innovation (IFAFRI), a global initiative seeking smarter and more affordable innovations for First Responders.

ALEXANDRA SCHMID

Alexandra Schmid MA is a consultant at Ecorys with a special focus on disaster risk management, migration governance, and counter-terrorism. Alexandra is working on the community building of DRIVER+. Furthermore, Alexandra is coordinating the Project Management Office of the International Forum for the Advancement of First Responder Innovation for DG HOME.

DRIVER+ 1ST TRIAL
RETURN ON EXPERIENCE

September 4, 10:00 - 11:30
DRIVER+ Room, Floor B1

DRIVER+ first Trial was held from 21 to 25 May 2018 in Warsaw (Poland). This Trial was set up to demonstrate the potential interest in a more integrated high-level Crisis Management system in the European Union, in terms of improved situation assessment and awareness, coordination, resource pooling & sharing, and cross-border cooperation. The Trial, which involved both tabletop and field components, served as a demonstration of a Common Operational Picture (COP) approach potential at the European level.

This session aims to present how the DRIVER+ Trial Guidance Methodology was carried out for Trial 1 and will be divided into two parts. First, the Trial owners will present for the first time key elements on the Trial assumption, execution, evaluation and initial results. Second, one of the solution providers selected for the Trial will present her experience and lessons learnt, while practitioners who played a role in the Trial will give feedback about their experience and impressions. Discussions with the audience will follow.

TRIAL #1 OWNERS

TOMASZ ZWEGLINSKI

Lt. Col. Tomasz Zwęgliński is Head of Internal Security Department, Main School of Fire Service, Poland.

MARCIN SMOLARKIEWICZ

Prof. Marcin Smolarkiewicz, PhD in Phys. Sc. is the Vice-Rector for Science and Education at the Main School of Fire Service, Poland.

SOLUTION PROVIDER

CISKA OVERBEEK

Ciska Overbeek is a Consultant at Nelen & Schuurmans, The Netherlands

PRACTITIONNERS

DUSAN ZUPKA

Dusan Zupka is a senior EC/UNDP expert and a Goodwill Ambassador of The International Emergency Management Society.

TARMO KULL

Tarmo Kull is lecturer at the Estonian Academy of Security Sciences, Estonia.

DRIVER+ 2ND TRIAL
SCENARIO & METHODOLOGY

September 4, 11:45 - 13:00
DRIVER+ Room, Floor B1

The Trial 2 session will present the overall preparation of a Trial following the DRIVER+ approach. The different speakers will share, in a panel discussion, their experiences as Trial 2 is now in the last preparation phase (to be held end October 2018). After a short introductory speech given by the Trial owner (VALABRE, French end-user) presenting the Trial objectives and rationale, each panelist will provide his own perspective on the trial and explain his contributions in terms of deployment of the DRIVER+ Test-bed for Trial 2, selection and technical integration of the solutions, support in implementing DRIVER+ methodology, etc.

WORKSHOP ORGANISERS

ALICE CLÉMENCEAU
Alice Clémenceau is European Project Manager at VALABRE (France) and Trial #2 owner.

RUUD VAN DEN BEUKEL
Ruud van den Beukel is the Founder and Managing Director of Merlin Software. His solution has been selected for Trial 2.

STEVEN VAN CAMPEN
Steven van Campen is MSc. Senior Designer at XVR Simulation (The Netherlands). He is the leader of the DRIVER+ Test-bed development.

NICOLA RUPP
Nicola Rupp is researcher at the University of Münster. She is responsible for the DRIVER+ Trial Guidance Methodology.

LAURENT DUBOST
Laurent Dubost is a Project Manager at Thales (France) and is Trial #2 solution coordinator.

ROB MUNRO
Rob Munro is consultant at ARTTIC. He is in involved in the external cooperation, dissemination & communication activities of DRIVER+.

DRIVER+ INSTALLATION

EXPERIENCE THE PAN-EUROPEAN TEST-BED

September 4, 14:30 - 17:30
DRIVER+ Room, Floor B1

DRIVER+ installation allows the visitors to experience the Pan-European environment developed in the project. The main assets of DRIVER+, the Test-bed, the Portfolio of Solutions and the networks that benefit from the outcomes of the project, will be presented in a museum-like setting that encourages a holistic experience. Visitors will be engaged in variety of activities according to their interests and curiosity through hands-on sessions which will offer the opportunity to explore freely as well as engaging on a number of levels. Come and join us!

Chiara Fonio, JRC
Leader of Methodology development

Adam Widera, WWU
Trial Guidance Methodology developer

Dr. Mag. Denis Havlik, AIT
Leader of the development of the PoS database

Stephanie Albiéro, ARTTIC
Leader of SP95 Impact, Engagement and Sustainability

Marcel Van Berlo, TNO
Technical Coordinator

Erik Vullings, PhD, MSc, TNO
Leader of Test-bed development

Steven van Campen, XVR
Coordinator Training and Test-bed implementation

CONFESSIONAL

INTERVIEWS, STANDARDS, CHALLENGES AND MORE...

September 4 (all day long)

Confessional, Floor B1

We need you! The confessional area is the place for you to let us hear your voice, share your views and engage on a number of tools and topics. Don't be shy, it is your time!

PORTFOLIO OF SOLUTIONS REGISTRATION BOOTH

Come, discover and play with the DRIVER+ Portfolio of Solutions, an online database-driven catalogue that will document all the DRIVER+ solutions and provide information on: the results and outcomes of their usage during the trials, the specific needs they address, the type of practitioner organisations that have used them and much more!

INTERVIEW AREA

Let us hear your voice! Come behind the screen to let us know your feedback about the event, allow us to discover more about your activities, your own research, and your ideas on standardisation. We will then use these valuable inputs to better frame the next edition of the I4CM event and make sure to include your views in our DRIVER+ activities. Don't be shy, speak up now!

CMINE REGISTRATION BOOTH

Are you a practitioner, a researcher, a policymaker or a solution provider in the field of Disaster Risk Reduction? Find out about and become a member of the Crisis Management Innovation Network Europe (CMINE)! Discover the online platform which provides a forum to meet and exchange with peers on challenges, best practices and lessons learnt in the field.

WALL OF STANDARDS

It is colorful, it is interactive, it collects ideas – it is the wall of standards. Find out what is standardised in crisis management, which kind of standard is most appropriate to your work or let us know about your ideas on standardisation.

WALL OF CHALLENGES

Come and stick your ideas, lessons learnt and success stories in the field of Crisis Management on the wall! It will help us identify additional challenges faced by the Crisis Management community, and highlight innovative solutions supporting the practitioners, to reduce the gaps they are facing on a daily-basis!

MARKETPLACE
INNOVATIVE CRISIS MANAGEMENT SOLUTIONS

September 3 (during breaks), September 4 (all day long)
Marketplace, Floor B1

A marketplace will be central to the event, allowing practitioners to discover innovative CM solutions, including the ones that have been tested during the DRIVER+ Trial 1 and selected for Trial 2. Discover them all and interact with the solution providers!

vieWTerra Mobile vieWTerra Evolution

vieWTerra Evolution, vieWTerra Mobile and vieWTerra Base provide a Common Operational Picture to both the Crisis Centre and the rescue units out in the field.

3Di waterbeheer

3Di is a cloud-based versatile water management instrument that enables flood forecasting and risk mapping. This solution is provided by Nelen & Schuurmans.

IODA, developed by Armines, supports CM decision-makers during the crisis response phase by inferring on-the-fly collaborative process that propose a way for the responders to resolve the crisis.

BRIGAID

BRIGAID clears the path to deliver Disaster Resilience innovations to the market through the assessment and improvement of Technical, Social and Market readiness.

INACHUS

The INACHUS project will present technological & methodological solutions for integrated wide area situation awareness & survivor localisation to support search and sescue crews.

HEXAGON SAFETY & INFRASTRUCTURE

Hexagon has developed Drone Rapid Mapping, enabling an incident or a crisis area to be mapped quickly using cloud computing and a drone operator.

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GMV created SOCRATES Operation Centre, a web-based tool for generating a Common Operating Picture whose objective is to improve the shared situation awareness amongst the different bodies involved in the management of a crisis events and to help the practitioners to make well-informed decisions by providing and supporting the real time exchange of information about the operational situation.

SMAP (Social Media Analysis Platform), developed by Thales, automates a user-defined collection process and proposes content mining tools able to filter down the information collected from the social media based on based on content, time, and space constraints.

PROCeed Laboratory, developed by ITTI, is a web-based analytical application for exercising crisis management and response, capable to support decision makers by simulating of materialisation of possible threats and presenting of the consequences of people's behaviour.

I-REACT (Improving Resilience to Emergencies through Advanced Cyber Technologies) is a European project funded under Horizon 2020. It integrates existing services, both local and European, into a platform that supports the entire emergency management cycle.

The AIT's CrowdTasker application enables the skill-based geolocation-aware distribution of tasks within specified target groups like pre-registered volunteers in the field. Thus, volunteers can be more effectively and efficiently integrated in the resolution of large crisis incidents.

Emergency Maps Tool (EMT), from AIT, provides end users or a network of users with a collaboration tool for representation and sharing of available geo-referenced data and information. It mashes up and displays the emergency data from a dedicated data repository, map layers and data from external services.

The web-based Crisis Information System (CIS), developed by AIT, lowers the interoperability and information exchange gap between different stakeholders during large-scale events in the crisis and disaster management (CDM) domain.

HEIMDALL will present a Multi-Hazard Cooperative Management Tool for Data Exchange, Response Planning and Scenario Building, to be used by a large variety of emergency services

MVM Tel has developed APM-40, an alternative, standalone, rapidly deployable voice communication system for emergency and disaster situations and other applications where secure and autonomous communication is necessary.

PrepSurvey is an AIT solution that offers support for the difficult assessment of resilience and vulnerability on any societal level (individual, household, regional). PrepSurvey provides an innovative approach to this important, yet difficult task in disaster preparation and mitigation.

CrisisSuite, developed by Merlin Software, is an online software application, enabling organisations to successfully manage information during a crisis. All crisis information is securely stored in the cloud and is available anytime, anywhere.

The IN-PREP project will showcase their solution enabling a reference implementation of coordination operations (Handbook of Transboundary Preparedness and Response Operations that synthesises the lessons learnt, recommendations, check-lists from past incidents) and a training platform.

POSTER SESSION

RESEARCH METHODS AND OUTCOMES

September 3 (during breaks), September 4 (all day long)

Poster Area, Floor B1

Crisis Management projects and initiatives have been invited to present a poster during the event. Get the chance to meet them!

BROADWAY: Procuring Innovation activity to enable a pan-European broadband mobile system for PPDR

ENCIRCLE: European CBRN Innovation for the Market Cluster

SOURCE: Virtual centre of excellence for research support and coordination on societal security

DAREnet: A Practitioner Network to Strengthen Flood Resilience in the Danube Region

GEO-VISION: providing required situational awareness via interactive mission-critical visual communications software.

e NOTICE: The European Network of CBRN Training Centers

i-LEAD: Innovation – Law Enforcement Agency Dialogue

FIRE-IN: Fire and Rescue Innovation Network

E2mC: Demonstrating the feasibility of the integration of social media analysis and crowdsourced information

NO FEAR: Network Of practitioners For Emergency medicAl systems and cRitical care

BRIGAID: Bridging the Gap Innovations in Disaster Resilience

SAYSO: Standardisation of situational awareness systems to strengthen operations in civil protection

PEN-CP: A Pan-European Network of Customs Practitioners

Mobnet: MOBile NETwork for people's location in natural and man-made disasters

ARCSAR: Arctic and North Atlantic Security and Emergency Preparedness Network

ILEAnet: Innovation by Law Enforcement Emergency Networking

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SOCIAL MEDIA GUIDELINES
SHARE YOUR VIEWS ON THE WEB

I4CM AND DRIVER+
BASICS

#**I4CM** events are meant to contribute to a shared understanding in Crisis Management and foster the exchange of experiences, best practices and lessons learnt. Spread the word on social media and let us know more about yours! But don't forget the #I4CM hashtag: it is easier for us to interact with you!

#**I4CM**
@DRIVER_PROJECT

JOIN THE GROUP:
DRIVER PROJECT

SUBSCRIBE TO:
DRIVER PROJECT

HASHTAGS
DIGGING DEEPER

I4CM Topics

#MultiAgency
#Interoperability
#Standardisation
#CrisisManagement

I4CM Sessions

#MarketPlace
#PosterSession
#WallOfStandards
#WallOfChallenges

DRIVER+ Components

#Trial1 / #Trial2
#TestBed
#PoS (Portfolio of Solutions)
#CMINE

MENTIONS
THEY ARE AT THE #**I4CM** TOO

Organisations

@Standards4EU (CEN)
@BSI_UK (British Standards)
@UNECE
@tudelft (TU DELFT)
@MSBse
@ententevalabre
@XVRsimulation
@TNO_research
@AITtomorrow2day
@HexagonSI
@nelenschuurmans
@infoGMV
@MvmSerazinm (MVM Tel)
@TIEMS_org

Projects

@Heimdallproject
@INPREP_EU
@InachusUsar
@Brigdaid_EU
@BroadWay_H2020
@IREACT_EU
@DRIVER_PROJECT

Hosts

@psc_e (PSCE)
@DIN_norm (DIN)

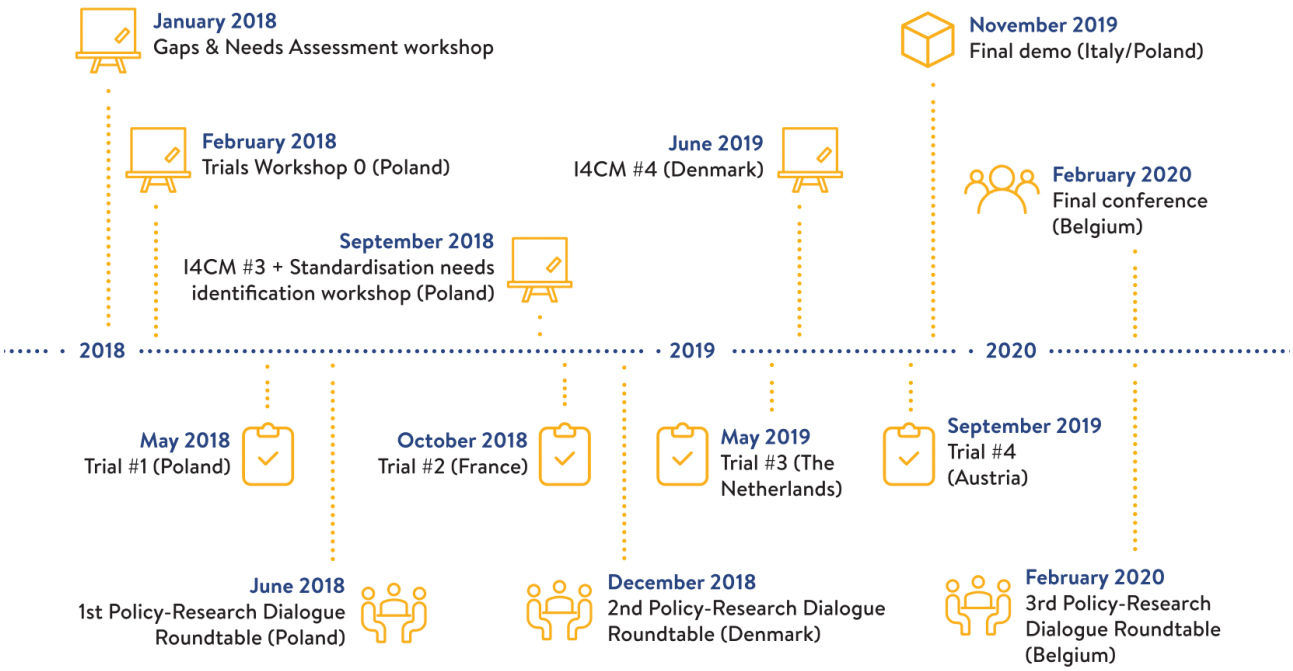
EU Entities

@eu_echo (DG ECHO)
@EUHomeAffairs (DG HOME)
@Frontex (FRONTEX)
@EU_SchienceHub (JRC)
@EU_H2020 (Horizon 2020)
@EU_Commission (EC)

DRIVER+ TERMINOLOGY

KEY TERMS AND ASSOCIATED DEFINITIONS

Mutual understanding of practitioners and other key actors involved in international crisis and disaster management turned to be a key challenge. Barriers to understanding due to different cultural, organisational and educational background were identified to be the main challenges of communication and information exchange of several activities such as border crossing cooperation. In this light, DRIVER+ decided to establish an English project terminology of key terms and associated definitions in order to enhance a common understanding within the project team and to contribute to a shared understanding within Europe. Consult the DRIVER+ website page for the entire Terminology and the rationale behind it: http://www.driver-project.eu/terminology/



CONTACT US NOW!

DRIVER-PROJECT.EU

More information about the project - coordination@projectdriver.eu
Interested in collaborating with us? - cooperation@projectdriver.eu
Communication and media contact - communication@projectdriver.eu

driver+
Driving Innovation in Crisis Management for European Resilience

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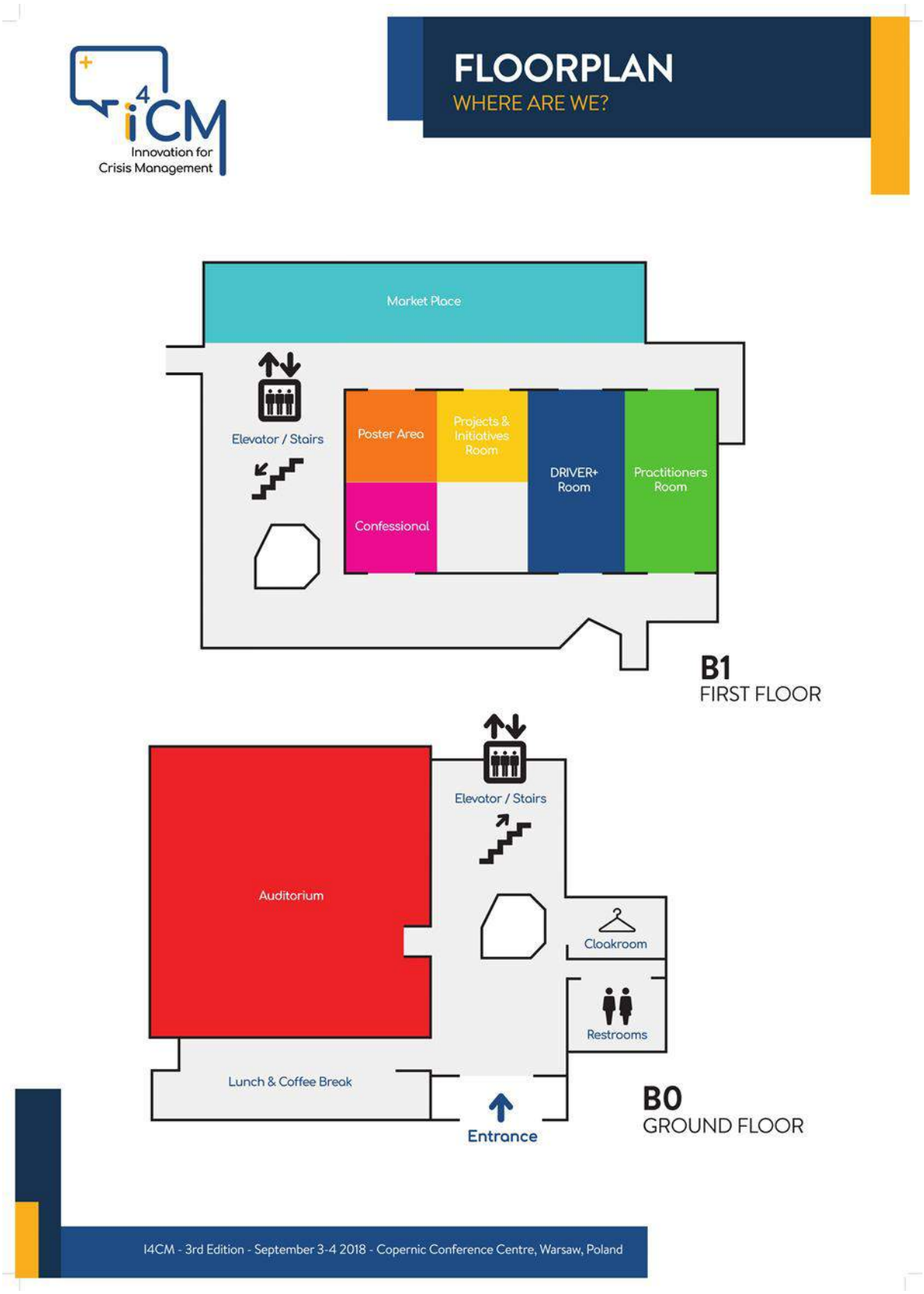
Annex 15: 3rd I4CM Venue poster



Annex 16: 3rd I4CM Agenda poster