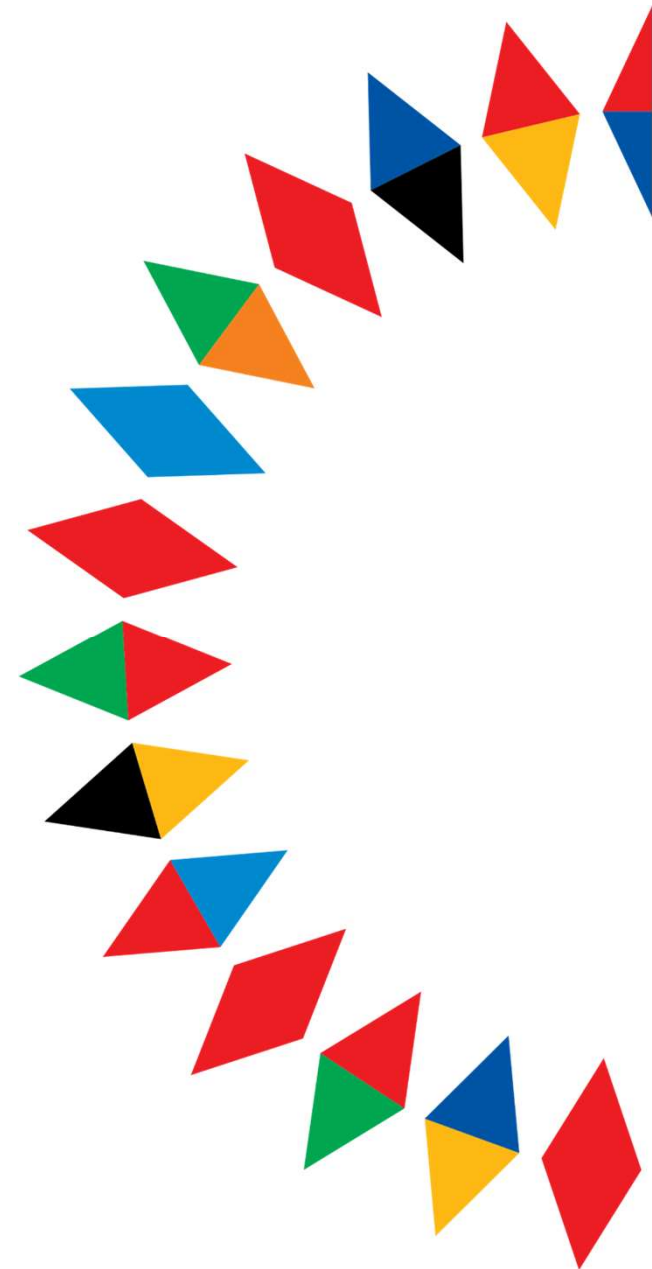


# Working Group 1, block I

## *Population preparedness*

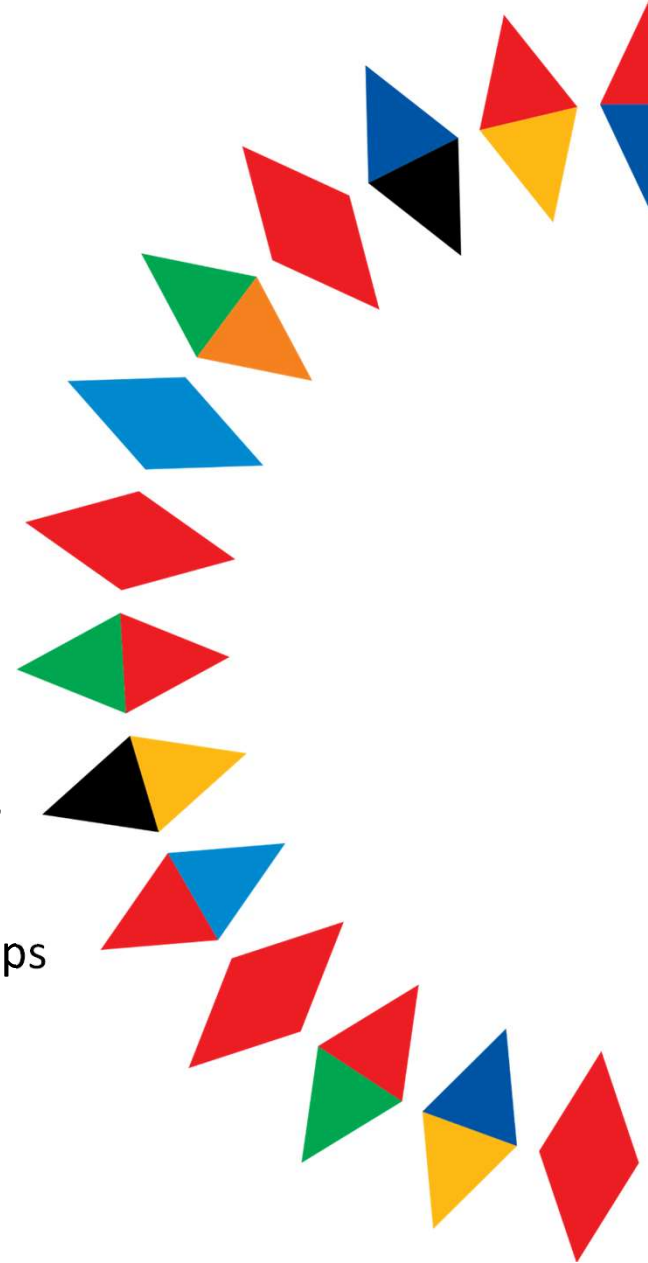


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# Conclusions

- Preparing the population for situations when the most important societal functions are not available/essential services are disrupted
- Using population preparedness policies including e.g. national campaigns, formal and informal education and training of children, youth and adults
- Risk communication could be all-hazard, but also related to specific risks
- Varying timespans for recommended household preparedness (72h, one week, 10 days) in MS/PS
- Ensuring available and tailored risk communication to different groups of society including different languages



- The need to address disinformation and the risks in relation to this, authorities need to invest heavily in communication with its inhabitants including in a rapid manner
- Importance of trust and confidence from population in the authorities
- Improve cooperation with media
- Training and involvement of children as a way to strengthen resilience and preparedness
- World of rescuers a best practice that can be replicated
- Encourage more exchange between MS/PS on good examples
- Suggestion on a European preparedness week/preparedness day

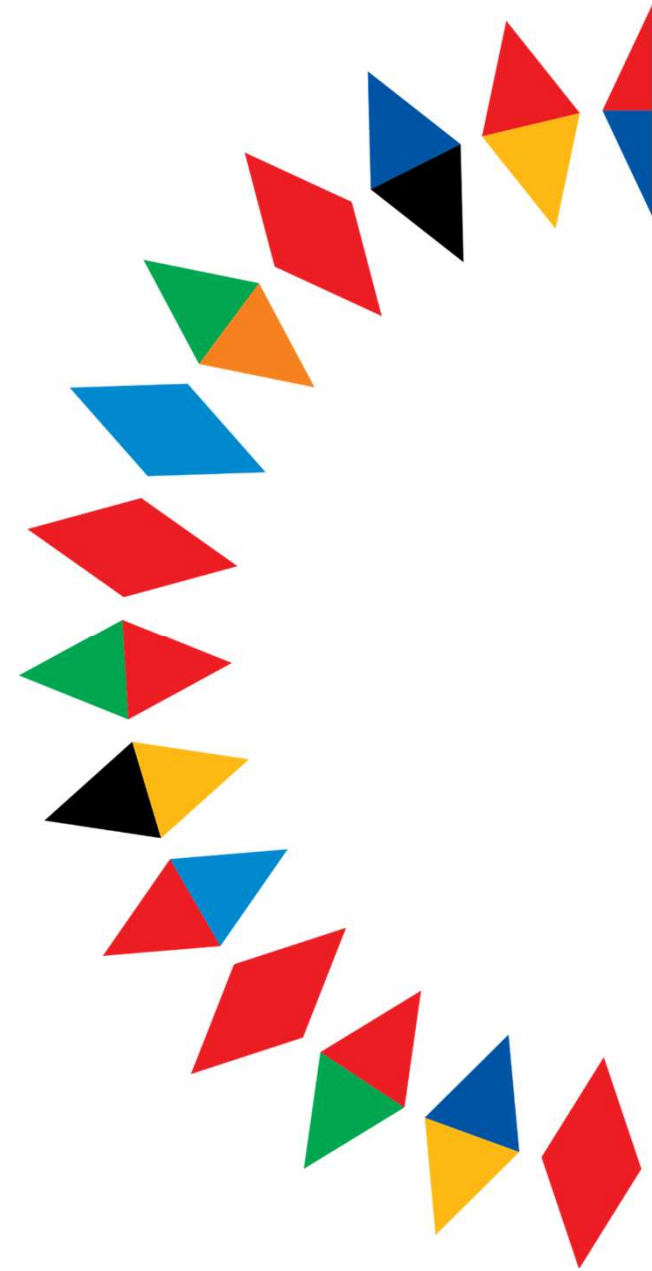


# Working Group 1, block II

## *Communication in emergencies and informing citizens*

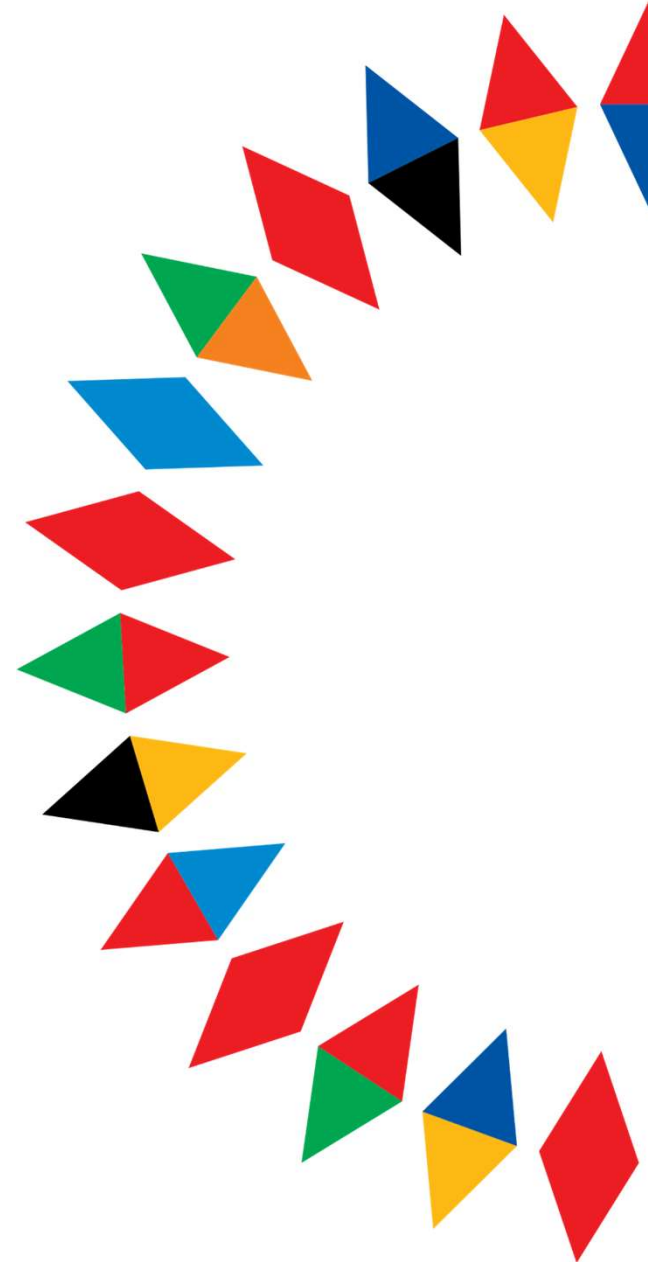


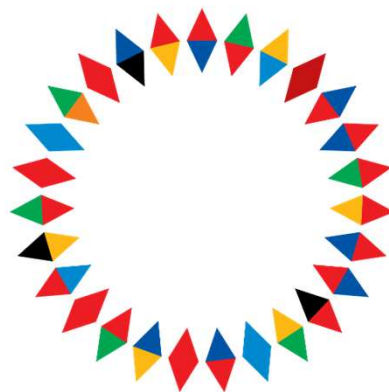
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# Conclusions

- Tailoring crisis communication to needs, ensuring reaching all groups of society
- Ability of authorities to give fast, continuous, verified and relevant information
- Integration of psychological support
- Crisis communication in relation to long term emergencies
- Mix of information systems needed
- Understanding behaviour, importance of research
- Plan for when our established crisis communication systems may not be working





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