



CARISMAND

Culture And RiSk management in
Man-made And Natural Disasters

H2020-DRS-21-2014

HORIZON 2020 PROGRAMME

Secure societies – Protecting freedom and security of Europe and its citizens

Collaborative and Support Action

Grant Agreement Number 653748

CARISMAND

**Culture And RiSk management in Man-made And
Natural Disasters**

CARISMAND CULTURAL MAP

Frequently Asked Questions (FAQ)





Contents

What is the CARISMAND Toolkit about?	4
What is the CARISMAND Toolkit?	4
What is the CARISMAND Toolkit about?.....	4
What type of information the CARISMAND Toolkit provides?	5
Is the CARISMAND Toolkit evidence-based?	6
How was the Toolkit designed?	7
How is the Toolkit maintained?	8
Who benefits from the Toolkit?.....	9
Who are the beneficiaries of the Toolkit?	9
I am a policy maker. How can I benefit from the Toolkit?.....	9
I am a disaster practitioner. How can I use the Toolkit?	10
I am a citizen. Are there any recommendations for me?	10
How can one use the Toolkit?.....	11
Is there a user guide?	11
Does the toolkit use a specific terminology I may not be familiar with?	11
I am not sure I can find the information I am looking for. What can I do?	12
What is the functionality of the Toolkit Recommendations Section?.....	13
Pre-defined search option.....	13
Tailored search option	13
Free search based on key words	14
What is a recommendation?	14
What is an ‘umbrella’ recommendation?	15
Download of recommendations	15
Review of recommendations	17
Recommendations’ grading	18
Submitting third parties’ recommendations?.....	18





What is the CARISMAND Cultural Map?	20
What is the Cultural Map about?	20
What is the difference between the Toolkit Recommendations Section and the Cultural Map?	21
What is the link between the Toolkit and the Cultural Map?	22
What are cultural factors?	22
Who can use the Cultural Map?	24
Who are the beneficiaries of the Cultural Map?	24
I am a policy maker. How can I benefit from the Cultural Map?	24
I am a disaster practitioner. How can I use the Cultural Map?	25
I am a citizen. Are there any Cultural Map entries that may help me deal with disaster situations?	25
What is the functionality of the Cultural Map?	26
Pre-defined search option	26
Tailored search option	26
Free search based on key words	27
Review of Cultural Map entries	27
List View of Cultural Map entries	29
Table View of Cultural Map entries	30
Download of Cultural Map entries	33
Cultural Map entries' grading	35
Personalizing the Cultural Map	36





What is the CARISMAND Toolkit about?

What is the CARISMAND Toolkit?

The CARISMAND Toolkit is conceived as a ‘born-digital’ product. While it is capable of being delivered and accessed as a traditional paper document, it is, in essence, an electronic tool designed from the ground up to be accessed primarily and even, as may be convenient to the user, exclusively through electronic means. Indeed, it - to a very considerable extent - consist of print-out of all the various pages and documents that are placed in electronic format in both a structured and unstructured manner. Moreover, the paper version understandably cannot deliver the functionality embedded into the electronic version which, thanks to extensive use of hyperlinks and structured database functionality, would enable searches to be carried out both in free text and keyword mode options.

In terms of content, the Toolkit is composed of two main components:

- a formal set of **recommendations** for stakeholders at all levels (disaster managers, policy makers, citizens) that include the implementation and/or improvement of policies and guidelines, educational measures, and a roadmap for further knowledge transfer activities (Recommendations Section, available at <http://toolkit.carismand.eu>); and
- a comprehensive “**cultural map**” for formal and “informal” disaster managers as well as for interested citizens, which is available online, downloadable, and adaptable to their individual or institutional needs (Cultural Map, available at <https://culturalmap.carismand.eu/>);

all together referred to as the CARISMAND Toolkit.

What is the CARISMAND Toolkit about?

The CARISMAND Toolkit seeks to meet the needs of various cultural groups during disaster relief, towards improving reaction time and reducing fatalities and, ultimately, increasing the overall effectiveness of those who respond to disasters. For this reason, identifying which cultural factors, important insights, and specific communication styles for a given cultural group should be taken into consideration during disaster situations is essential.

Furthermore, specific focus is put on exploring how to anticipate and identify solutions to cultural problems that may arise in the event of an emergency. By analysing how emotional, psychological





and social needs, as well as communal strengths and coping skills that arise in disasters, can affect the way urban, peri-urban and rural communities prepare, respond, engage in and recover from disaster, the project (via the Toolkit) provides a framework for improving disaster management policies and practices through proactively targeting the needs of citizens and communities as well as disaster managers such as first responders and local security agencies.

With respect to the above, the purpose of the CARISMAND Toolkit is to develop carefully formulated information, education and dissemination materials and strategies which will help avoiding stereotyping and building upon social cohesion within, and across cultures.

What type of information the CARISMAND Toolkit provides?

CARISMAND's overall project objective is to identify cultural factors in disaster prevention, preparedness, response and recovery, reveal existing gaps and explore opportunities for using these cultural factors to improve disaster policies, guidelines, processes and procedures. Accordingly, the Toolkit represents a key deliverable of the CARISMAND project, as it develops a comprehensive knowledge base for practitioners, citizens and policy-makers which provides concrete ideas, examples and recommendations for culturally-aware practices in disaster contexts.

To achieve this goal, the Toolkit development follows a broad, multi-disciplinary approach. On the one hand, it incorporates proposed solutions developed within the continuous feedback-loop between disaster management stakeholders and citizens throughout the project's life cycle. On the other hand, it is shaped and informed by the ongoing research carried out by project partners with expertise in a large variety of fields, ranging from Cognitive Science, Anthropology, Psychology and Sociology to IT and Law, effectively collating a wide range of viewpoints, knowledges and approaches. Together with the expertise of disaster management practitioners – project partners as well as participants of the three stakeholder assemblies – and the experiences and expectations of citizens collected during the six citizen summits, this collation of practical, scientific and “lay” knowledge provides both the backbone and the multiple layers of the CARISMAND Toolkit.

There are already a number of toolkits in existence which focus on disaster planning. However, very few of these, if any, take into consideration cultural factors or the needs of specific cultural groups to/by whom such toolkits, or the included tools, may be applied. The CARISMAND Toolkit differs in that it focuses specifically on cultural factors which may vary in their impact depending on the respective actors involved, the specific types of hazards or disasters, and the respective disaster phases (prevention, preparedness, response and recovery). In addition, it is not restricted





to preventative risk management and/or immediate disaster response but also takes into consideration long term actions that are aiming to enable different communities to be more disaster resilient. Accordingly, the CARISMAND Toolkit allows interested parties (disaster managers, citizens, policy-makers) to search and access information which may be relevant to a specific cultural context, to their specific area of expertise, to different disaster situations, or a combination of choices.

The information, of which the Toolkit is composed, is structured in four pillars:

1. **Actors** involved in disaster management;
2. **Hazard type**;
3. **Disaster phases**: mitigation, preparedness, response and recovery; and
4. **Cultural factors**: the CARISMAND team was able to extract, group and agree on cultural and socio-demographic factors that are involved in altering the expected response in population for disaster management.

The information obtained was then linked between the four pillars of information in order to set up a relational tree between actors – disaster (type and phase) – cultural factors. Not all actors are concerned with a specific disaster phase, not all disaster managing procedures will be influenced in the same way by a certain cultural factor, thus enabling the toolkit to be customizable so it can target the specific information needed.

Is the CARISMAND Toolkit evidence-based?

The team leaders of each of the CARISMAND areas of research – disaster management processes, information technologies, legal aspects and human rights protection, quantitative and qualitative sociological research, citizens empowerment, risk perception and risk cultures, risk communication and the role of the media in risk communication; provides statements in the form of recommendations derived from their knowledge domain within the CARISMAND research. These statements followed specific rules with regards to content and format, i.e. each statement must be evidence based, statements must summarise a well research objective from the project deliverable, the research for the purpose of formulating a statement should follow the “PICO” model for research¹, etc. The content on each statement should be formulated in such a way that the strength of the recommendation should be linked to the certainty of the evidence is based

¹ The PICO model for research seeks to answer four main questions: (1) how would I describe a population similar to mine?; (2) which main intervention, prognostic factor, or exposure am I considering?; (3) what is the main alternative to compare with the intervention?; and (4) what can I hope to accomplish, measure, improve, or affect?





upon. Also, the statement should focus or be derived on at least one of the cultural factors² identified within the CARISMAND research, or if is regarded an additional cultural factor that is not yet identified, steps were taken to ensure its discussion and potential acknowledgement by the CARISMAND team.

One of the tasks in achieving the objectives for the CARISMAND project was of course to study the common practices, laws and guidelines used in different countries for disaster prevention, response and recovery measures, and so, when providing the recommendations for the CARISMAND Toolkit, this was also an issue that weighted heavily in the final outcome.

Each of these statements was then evaluated and served as a basis for the final set of recommendations currently being part of the Recommendations Section. For more information on the methodology of designing the Toolkit, please check ‘How was the Toolkit designed?’ below (also available at <http://toolkit.carismand.eu/c/faq-what-is-the-carismand-toolkit-about>).

How was the Toolkit designed?

Each statement, provided by the respective team leaders of each of the CARISMAND areas of research,³ underwent an initial process of “peer review” (step 1) by disaster management practitioners in the CARISMAND team. After the content of more than 450 recommendations was documented and agreed upon, they were further graded (step 2) based on WHO (World Health Organization) scale for medical recommendations that was tweaked in order to meet the needs on the CARISMAND project. In general, the grading scale followed two main goals for each recommendation: the format of the recommendation, and the level of evidence that supports the recommendation.

Once graded, the recommendations were divided in topics (step 3) and in levels of implementation and/or significance (step 4). The selection process produced the so called main recommendations and their implementation steps. Those recommendations that gave a clear and documented statement on “how to” were considered main recommendations. Those recommendations that provided more general statements and/or specific implementations steps

² Cultural factors consist of beliefs, attitudes, values and their associated behavior, that are shared by a significant number of people in hazard-affected places as previously stated in this deliverable. The following list provides a number of cultural factors which have either been found, or hold the potential, to play an important role in disaster prevention, preparedness, response and recovery: norms/values, customs/traditions/rituals, worldviews, open-mindedness, individual/collective memory, local knowledge, languages, communication, livelihoods, rule of law, power relations, attitudes toward authorities, attitudes toward the media, attitudes toward environmental issues, gender roles, age-related roles, ethnicity, socio-economic status, educational system, density of active citizenship, social networks, social control, social exclusion, and access and use of infrastructures/services. Full description of each cultural factor is provided in the Toolkit Glossary (available at <https://toolkit.carismand.eu/c/glossary>).

³ For more information, please check ‘Is the CARISMAND Toolkit evidence-based?’ available at <http://toolkit.carismand.eu/c/faq-what-is-the-carismand-toolkit-about>.





were listed as such. A process of linking main recommendation to the proper implementation steps took place.

Once selected, the main recommendations for concerned stakeholders, together with the implementation steps that should clarify the process of applying the Toolkit to a specific population, formed the basis of the first layer of the Toolkit. The selected general recommendations and implementation steps, in the end, also went through a peer review to ensure the quality of the information provided (step 5).

The final step of the Toolkit development (step 6) concerned the accessible and user friendly representation of the recommendations in a unified format (i.e. 'wiki page' format) online format. The wiki page contains the general recommendations and their implementation steps, but it also includes beneficiaries (stakeholders) and actors concerned, disaster phase and type, applicable cultural factors as well as the source of the recommendations and additional reading concerning topic of the recommendations.

During the last three steps the correlations between recommendations and cultural factors (or specific short findings related to a certain cultural factor, also known as a Cultural Map entries) were identified and this provided the links between the Recommendations Section and the Cultural Map.

How is the Toolkit maintained?

The CARISMAND Grant Agreement's requirements foreseen the extension the life of the [CARISMAND platform](#) and the related tools (Toolkit and Cultural Map) for a minimum of 10 (ten) years after the project's closure.

Following an evaluation of the overall structure of the tools and the potential use by third parties, [SMURD Foundation](#) – a partner in the CARISMAND project, committed to undertake the necessary means to ensure the support for the continuous maintenance of the CARISMAND Platform and the related tools within the years to come upon the formal project end being 30 September 2018.

A board of experts, i.e. the Toolkit Editorial Board, has been designated to be responsible with the assessment of the further research input and the overall guidance on the CARISMAND Toolkit continuous development and the sustainable exploitation of its results.

New research input, links to crowd-sourced information and up-to-date information sources related to disaster management will help populate this online platform and be continuously refreshed over its lifespan.





Who benefits from the Toolkit?

Who are the beneficiaries of the Toolkit?

The CARISMAND Toolkit aims at raising general cultural awareness in disaster management.

Recommendations guides **disaster managers** to successfully include cultural factors in their everyday practice and standard operating procedure (SOPs). Then, they should be able to use these tools to lead, for instance, a cultural audit in their respective institution.

Policy makers are able to use both the Cultural map and specific recommendations to better understand how they can include cultural factors in disaster related policy, for all types of hazards and during all phases of the disaster cycle.

Finally, the different tools also provide detailed information for **citizens** on how they can use their individual and communal strengths for empowerment. They can find in the CARISMAND Toolkit information on how to better prepare themselves in relation to their personal cultural background, how to interact and cope with authorities and disaster managers, but also how to take actions themselves during the response and recovery phases.

I am a policy maker. How can I benefit from the Toolkit?

The information provided in the Recommendations Section of the Toolkit is organized around the three main categories of beneficiaries; thus, **policy makers** can easily search for recommendations suitable to their needs if they:

1. Use the pre-defined search [‘Recommendations for Policy Makers’](#) – it shows all recommendation categories by the CARISMAND team as useful for policy makers;
2. Tailor their search with respect to their current interest by using the Filter menu on the left side of the screen.

Policy makers can also follow the links to cultural factors or specific Cultural Map entries (or directly use the Cultural Map; for more information please check [‘What is the CARISMAND Cultural Map?’](#) or [‘What is the functionality of the Cultural Map?’](#)) to better understand how they can include cultural factors in disaster related policies, for all types of hazards and during all phases of the disaster cycle.





I am a disaster practitioner. How can I use the Toolkit?

The information provided in the Recommendations Section of the Toolkit is organized around the three main categories of beneficiaries; thus, **disaster practitioners** can easily search for recommendations suitable to their needs if they:

1. Use the pre-defined search [‘Recommendations for Disaster Managers’](#) – it shows all recommendation categories by the CARISMAND team as useful for disaster practitioners;
2. Tailor their search with respect to their current interest by using the Filter menu on the left side of the screen.

Disaster practitioners can also follow the links to cultural factors or specific Cultural Map entries (or directly use the Cultural Map; for more information please check [‘What is the CARISMAND Cultural Map?’](#) or [‘What is the functionality of the Cultural Map?’](#)) to successfully include cultural factors in their everyday practice and standard operating procedure (SOPs). Then, they should be able to use these tools to lead, for instance, a cultural audit in their respective institution.

I am a citizen. Are there any recommendations for me?

The information provided in the Recommendations Section of the Toolkit is organized around the three main categories of beneficiaries; thus, **citizens** can easily search for recommendations suitable to their needs if they:

1. Use the pre-defined search [‘Recommendations for Citizens’](#) – it shows all recommendation categories by the CARISMAND team as useful for the general public;
2. Tailor their search with respect to their current interest by using the Filter menu on the left side of the screen.

CARISMAND Toolkit provides information on how citizens can better prepare themselves in relation to their personal cultural background, how to interact and cope with authorities and disaster managers, but also how to take actions themselves during the response and recovery phases.

Citizens can also follow the links to cultural factors or specific Cultural Map entries (or directly use the Cultural Map; for more information please check [‘What is the CARISMAND Cultural Map?’](#) or [‘What is the functionality of the Cultural Map?’](#)) to further explore how they can use their individual and communal strengths for empowerment.





How can one use the Toolkit?

Is there a user guide?

The CARISMAND team has provided users with a simple guide providing a quick overview of the main functionality of the Toolkit Recommendations Section: pre-defined, tailored and key-words search options; download, review and grading of a recommendation; and submission of third party's recommendation; being available both [online](#) and in [a downloadable .pdf version](#). For more information on the Recommendations Section, please check [‘What is the CARISMAND Toolkit about?’](#) and [‘What is the functionality of the Toolkit Recommendations Section?’](#) guidelines.

In addition, a [Cultural Map User Guide](#) is also available going through the main functionalities of the CARISMAND Cultural Map: pre-defined, tailored and key-words search options; list and table views of search results; download, review and grading of a Cultural Map entry; and personalization of the Map for registered users (.pdf version is also available). For more information on the Cultural Map, please check [‘What is the CARISMAND Cultural Map?’](#) and [‘What is the functionality of the Cultural Map?’](#) guidelines.

Does the toolkit use a specific terminology I may not be familiar with?

The CARISMAND Toolkit provides a Glossary, at that reflects both the needs of the Recommendations Section and the Cultural Map and can be reached through both platforms; being available both [online](#) and in [a downloadable .pdf version](#).

It covers the CARISMAND Team understanding of hazards, disaster phases, and actors concerned in the disaster processes, what cultural factors might be and also explaining the different cultural factors identified during the project lifetime; and could be used as a reference point to a user.





I am not sure I can find the information I am looking for. What can I do?

The CARISMAND Toolkit provides a [Frequently Asked Questions \(FAQ\) Section](#) that reflects both the needs of the Recommendations Section and the Cultural Map and can be reached through both platforms; being available both online and in a downloadable .pdf version.

It covers the following aspects:

- [What is the CARISMAND Toolkit about?](#)
- [Who benefits from the Toolkit?](#)
- [How can one use the Toolkit?](#)
- [What is the functionality of the Toolkit Recommendations Section?](#)
- [What is the CARISMAND Cultural Map?](#)
- [Who can use the Cultural Map?](#)
- [What is the functionality of the Cultural Map?](#)

If you cannot find the answer you are looking for, please get in contact with us using the [Contact Section](#).





What is the functionality of the Toolkit Recommendations Section?

Pre-defined search option

The CARISMAND Toolkit Recommendations Section provides the results of the CARISMAND project and its findings in the form of recommendations, consisting information on the applicable categories of actors, hazards, and disaster stages, the main implementation steps of the respective recommendation (or sub-recommendations in case of a more generic 'umbrella' recommendation), sources and further reading.

Based on the project findings, **the recommendations are designed around the needs of the three main stakeholder groups within the project** – policy makers, disaster managers, and citizens. Thus, each recommendation belongs to one or more of these groups, depending on the content and findings it reflects upon.

Each user can **search** the information using the pre-defined search options provided by the CARISMAND team, which are based on type of stakeholder:

- If a user is interested in **recommendations benefiting policy makes**, they can use the pre-defined search results under [‘Recommendations for Policy Makers’ Section](#) [marked in blue colour].
- If a user is interested in **recommendations benefiting disaster managers**, they can use the pre-defined search results under [‘Recommendations for Disaster Managers’ Section](#) [marked in orange colour].
- If a user is interested in **recommendations benefiting citizens**, they can use the pre-defined search results under [‘Recommendations for Citizens’ Section](#) [marked in green colour].

The search results will be limited to all recommendation belonging to the selected stakeholder type.

Tailored search option

The CARISMAND Toolkit Recommendations Section provides the results of the CARISMAND project and its findings in the form of recommendations, consisting information on the applicable





categories of actors, hazards, and disaster stages, the main implementation steps of the respective recommendation (or sub-recommendations in case of a more generic 'umbrella' recommendation), sources and further reading. Based on the project findings, the recommendations are designed around the needs of the three main stakeholder groups within the project – policy makers, disaster managers, and citizens. Thus, each recommendation belongs to one or more of these groups, depending on the content and findings it reflects upon.

A user can design their own **tailored search results** by using the Filter menu located in the left side of the screen and selecting one or more of the following categories:

- stakeholder;
- hazard type (to collapse all subcategories, please use the '+'/'-' buttons);
- disaster phase; and
- type of actors concerned.

The result will show all recommendations that cover all of the selected categories.

Free search based on key words

If a user is not sure what they are looking for they can also use the [free search option](#) using key words. The result will show all subpages that includes the respective key words the user is looking for.

Suggestions are provided by the pre-defined search options and tailored search options designed by the CARISMAND Team. For more information please check 'Pre-defined search option' or 'Tailored search option' guidelines above.⁴

What is a recommendation?

The CARISMAND Toolkit Recommendations Section provides the results of the CARISMAND project and its findings in the form of recommendations that provide practical, scientific and "lay" knowledge for culturally-aware practices in disaster contexts.

Each recommendation gives the users information on:

- applicable categories of actors, hazards, and disaster stages,
- main implementation steps,

⁴ Available online at <https://toolkit.carismand.eu/c/faq-what-is-the-functionality-of-the-toolkit-recommendations-section>





- sources, and
- further reading.

Based on the project findings, the recommendations are designed around the needs of the three main stakeholder groups within the project – policy makers, disaster managers, and citizens. Thus, each recommendation belongs to one or more of these groups, depending on the content and findings it reflects upon.

What is an ‘umbrella’ recommendation?

In some cases the topic a recommendation is concerned with is quite broad. However, due to ways people search for information and refer to specific disaster management aspects, the CARISMAND Team decided not to divide the recommendation into bits and pieces, but to provide it in a more complex way – by creating the so called ‘umbrella’ recommendation. It consists of sub-recommendations and implementation steps related to the sub-recommendations; thus, providing the knowledge on 3 levels instead of 2 levels as in a ‘normal’ recommendation. This reflects upon the volume of information provided and the more complicated way the practical advices are organized. At the same time the user may fully reflect on a certain topic following all related aspects within a single web page.

Download of recommendations

Each recommendation can be **downloaded as file in a PDF format** for further use as a local resource (using the ‘Download as PDF’ Button).

The screenshot displays the CARISMAND web application interface. At the top, there are three tabs: 'RECOMMENDATIONS FOR POLICY-MAKERS', 'RECOMMENDATIONS FOR DISASTER MANAGERS', and 'RECOMMENDATIONS FOR CITIZENS'. The 'CITIZENS' tab is selected. On the left, there is a 'Filter' sidebar with sections for Stakeholders (Policy Makers, Disaster Managers, Citizens), Hazards (Natural hazards, Man-made non-intentional hazards or emergency situations, Industrial hazards, Transport accidents, Miscellaneous accidents, Man-made intentional hazards), and Disaster Phases (Prevention). The 'Citizens' stakeholder and 'Industrial hazards' and 'Transport accidents' hazard filters are checked. The main content area is titled 'RECOMMENDATIONS' and shows a list of recommendations. The first recommendation is 'Develop a personal "culture of preparedness"', dated 30.09.2018. It lists Stakeholders as 'Citizens', Disaster Phases as 'Preparedness, Response, Recovery', and Types of Actors Concerned as 'Non-active citizens, Active citizens, National civil protection bodies, Local authorities, Red Cross, Healthcare and emergency services, Media'. Hazards listed include 'Natural hazards, Man-made non-intentional hazards or emergency situations, Man-made intentional hazards'. At the bottom of the recommendation card, there are two buttons: 'Details' and 'Download as PDF', which are circled in green.





Same option appears, when the recommendation is displayed in 'full view' (upon clicking the 'Details' Button).

Limit cases of power abuse by protecting whistle-blowers and encouraging the formation of advocacy and/or pressure groups

Usefulness: 👍 0 👎 0

[Download as PDF](#)

🕒 30.09.2018 • CARISMAND

Disaster inquiries must include a thorough examination of events, including negative acts such as bypassed procedures and undue risks taken. In some cases, the individuals who would have spoken up have been prevented to do so because of a wide variety of reasons. For these inquiries to be effective and implicitly reduce the chance that such events would occur again and/or to limit the impact of the disaster it is important for individuals to speak up external to the organisations, therefore becoming whistle-blowers. To ensure that this occurs, such individuals must benefit from protection.

If a user wants to download more than one recommendation at a time, they can use the **Select option** at the left corner of the 'bio', followed by clicking on **'Download selected as ZIP' Button**. This way the user can select as many recommendations as they want. There are also the **'Select All'** or **'Select None'**, located at the top of the search result, to further ease the user. The **'Download selected as ZIP' Button** also support the user by showing **the number of selected recommendations for download** (Example: **'Download selected as ZIP (1)'**).

RECOMMENDATIONS FOR POLICY-MAKERS | RECOMMENDATIONS FOR DISASTER MANAGERS | RECOMMENDATIONS FOR CITIZENS

Filter

Stakeholders

- Policy Makers
- Disaster Managers
- Citizens

Hazards

- Natural hazards
- Man-made non-intentional hazards or emergency situations
- Industrial hazards
- Transport accidents
- Miscellaneous accidents
- Man-made intentional hazards

Disaster Phases

- Prevention
- Preparedness
- Response

RECOMMENDATIONS

Select All (4) None

Develop a personal "culture of preparedness"

🕒 30.09.2018

Stakeholders: Citizens

Disaster Phases: Preparedness, Response, Recovery

Types of Actors Concerned: Non-active citizens, Active citizens, National civil protection bodies, Local authorities, Red Cross, Healthcare and emergency services, Media

Hazards: Natural hazards, Man-made non-intentional hazards or emergency situations, Man-made intentional hazards

Select

[Details](#) [Download as PDF](#)

Social media can be a useful alternative communication channel in all stages of disaster management

🕒 30.09.2018

[Download selected as ZIP \(1\)](#)





Review of recommendations

Each search result provides a list of recommendations linked to the categories – part of the tailored search. The initial result list shows only the **‘bio’ of the recommendation** – the title and the correlations to the four toolkit pillars.

The screenshot shows the 'RECOMMENDATIONS FOR CITIZENS' section. On the left is a 'Filter' sidebar with categories: Stakeholders (Policy Makers, Disaster Managers, Citizens), Hazards (Natural hazards, Man-made non-intentional hazards or emergency situations, Industrial hazards, Transport accidents, Miscellaneous accidents, Man-made intentional hazards), and Disaster Phases (Prevention, Preparedness, Response). The main area displays a list of recommendations. The first recommendation is 'Develop a personal "culture of preparedness"' dated 30.09.2018. A green circle highlights this recommendation's 'bio', which includes: Stakeholders: Citizens; Disaster Phases: Preparedness, Response, Recovery; Types of Actors Concerned: Non-active citizens, Active citizens, National civil protection bodies, Local authorities, Red Cross, Healthcare and emergency services, Media; Hazards: Natural hazards, Man-made non-intentional hazards or emergency situations, Man-made intentional hazards. Below the bio are buttons for 'Select', 'Details', and 'Download as PDF'. A 'Download selected as ZIP (1)' button is also visible at the top right of the recommendations list.

Then, each recommendation can be **reviewed in details** (using the ‘Details’ Button).

This screenshot shows the 'Details' view of the recommendation 'Develop a personal "culture of preparedness"'. The 'bio' information is expanded, showing the same details as in the previous screenshot. At the bottom right, the 'Details' and 'Download as PDF' buttons are circled in green, indicating they are the focus of this view.

Once a user click on the ‘Details’ Button go familiarize themselves with the full content of a certain recommendation, the recommendation is shown in ‘full view’:

- Recommendation’s body;
- Categories of stakeholders, hazards, disaster phases, and type of actors concerned, the recommendation is linked to;





- All Cultural Map Entries applicable to the recommendation (if applicable);
- All cultural factors associated with the recommendation (if applicable);
- Implementation steps;
- Sources of information on which the recommendation is based upon;
- Further reading applicable to the recommendation (if applicable).

Recommendations' grading

Users can grade the usefulness of the recommendation the CARISMAND team have provided them with using the functionality showed below and giving a general approval (thumbs up) or disapproval (thumbs down) of the quality of the recommendation.

However, if the user would like to comment on specific aspects or further discuss the recommendation with the CARISMAND Team, they should use the [Contact Section](#) to get in touch with us.

Limit cases of power abuse by protecting whistle-blowers and encouraging the formation of advocacy and/or pressure groups

Usefulness: 0 0

[Download as PDF](#)

© 30.09.2018 • CARISMAND

Disaster inquiries must include a thorough examination of events, including negative acts such as bypassed procedures and undue risks taken. In some cases, the individuals who would have spoken up have been prevented to do so because of a wide variety of reasons. For these inquiries to be effective and implicitly reduce the chance that such events would occur again and/or to limit the impact of the disaster it is important for individuals to speak up external to the organisations, therefore becoming whistle-blowers. To ensure that this occurs, such individuals must benefit from protection.

Submitting third parties' recommendations?

Users can provide their input in the form of a new recommendation. It can be submitted to the CARISMAND Team via the ['Submit your recommendation' Button](#), located under the Filter menu on the left side of the screen.





Once submitted, the recommendation will be reviewed by the Toolkit Editorial Board (i.e. the advisory board; for more information, please check [‘How is the Toolkit maintained?’](#)) and if approved, it will appear as a recommendation within the CARISMAND Toolkit; however, it will be clearly shown who the respective author is.

The recommendation template for third parties follows the general template of the recommendations provided by the CARISMAND team. If the information is arranged in such a way that it reflex the complexity of an ‘umbrella’ recommendation, the CARISMAND team urges the users to briefly describe the recommendation and provided the full description in a separate file.





What is the CARISMAND Cultural Map?

What is the Cultural Map about?

The [Cultural Map](#) is one of the final results of the CARISMAND project and represents a structured framework of a knowledge base, but with an intuitive and dynamic frontend that follows the equally dynamic 'nature' of culture and its connections with other factors such as socio-economic and environmental factors.

The Cultural Map is composed of specific findings referring to at least one disaster phase, involved actor, hazard type or cultural factor. These are the core pillars around which the information within the Cultural Map is organized.

- Each disaster goes through four **disaster phases**: (1) **prevention** – the identification of natural and human-related threats; (2) **preparedness** – the development of plans to carry out if a disaster occurs as well as the proper equipping of emergency services, training, exercising and involvement of the population in the process of preparedness through education and exercising; (3) **response** – the mobilization of emergency services and first responders involving as well the population/community and the civil society based on previous exercises and training; and (4) **recovery** – the restoration of the affected area and community to its normal functioning state including new measures of prevention based on lessons learnt when possible and feasible.
- **Hazards** are dangerous phenomena, substances, human activities or conditions that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage. The hazards are classified into three major types: (1) **natural hazards**, defined as natural event that overwhelm local capacity, necessitating a request for assistance from national or international levels, (2) **man-made non-intentional hazards or emergency situations** like people transportation and goods carrying, industrial, mining, nuclear and radiological accidents, threats to critical infrastructure, cyber vulnerabilities, massive fires and environmental threats that result in loss of life, disorders, social, economic and environmental deteriorations that occur as a result of human activities and triggering of natural disasters, (3) **man-made intentional hazards** are hazards where the cause is intentional but also complex. Each of the three hazard categories has been divided according to more in-depth subcategories including all types of hazards covered by the CARISMAND project.





- The Cultural Map is also built according to several **types of actors** involved in the disaster management processes that emerged out of the CARISMAND research. They play different roles, have perceptions, and may have needs that differ. The Cultural Map is designed to capture these differences. Sixteen sub-categories were used in this category based on the findings and the research carried out in the project and further refined to include actors that may differ in the type of response they provide (e.g., emergency responders subdivided into fire service, law enforcement agencies, emergency medical services, local emergency management authorities, the military) and may be affected differently by cultural factors.
- Taking account of individual experience in the disaster management policy, development is essential as objective strategies of prevention, preparedness, intervention and recovery can face different cultural barriers. Disaster management policies should, therefore, consider that different groups have different vulnerabilities when a hazard bursts. Hazards can be seen as cultural products of specific societies; similar hazards can induce different outcomes according to cultural specificities of different social groups. These processes are shaped by previous cultural factors of each demographic category resulting in structural differences between groups and can be differently experienced by them. Vulnerabilities are also considered products of cultural specificities of these societies. Accordingly, twenty-four **cultural factors** were identified throughout the CARISMAND project lifetime influencing hazard related policies: norms/values, customs/traditions/rituals, worldviews, open-mindedness, individual/collective memory, local knowledge, languages, communication, livelihoods, rule of law, power relations, attitudes toward authorities, attitudes toward the media, attitudes toward environmental issues, gender roles, age-related roles, ethnicity, socio-economic status, educational system, density of active citizenship, social networks, social control, social exclusion, and access and use of infrastructures/ services. Each cultural factor could be shaping specific disaster phase and actor's response for each hazard type. Cultural factors are the *raison d'être*, and lie at the core of the Cultural Map.

Each finding composing the Cultural Map ("Cultural Map entry") has been assigned to at least one specific disaster stage, hazard type, actor and cultural factor.

What is the difference between the Toolkit Recommendations Section and the Cultural Map?

The Recommendations Section and the Cultural Map are two different elements of the Toolkit:

- [Recommendations Section](#) refers to a formal set of **recommendations** for stakeholders at all levels (disaster managers, policy makers, citizens) that include the implementation





and/or improvement of policies and guidelines, educational measures, and a roadmap for further knowledge transfer activities; while

- [Cultural Map](#) is a comprehensive database to be used by formal and “informal” disaster managers as well as by interested citizens - it explores the cultural aspects that affect the way urban, peri-urban and rural communities prepare, respond, engage in and recover from disaster.

The Cultural Map introduced cultural factors and specific findings related to these factors that may be used independently in building culturally-aware disaster management policies, or in correlation with the specific recommendations provided in the Toolkit Recommendations Section. Thus, the Cultural Map complements the latter by linking the recommendations and their implementations to a specific cultural context that could further enhance their use by policy makers, disaster practitioners and citizens.

What is the link between the Toolkit and the Cultural Map?

Each Toolkit recommendation is linked to all Cultural Map entries applicable to and all cultural factors associated with the respective recommendation (if applicable). This way a user can easily review the cultural aspects that may affect their decision in a specific disaster situation and modify their behaviour accordingly.

The connection is two-fold meaning that each Cultural Map entry is then linked to the recommendations that applied to it.

What are cultural factors?

Cultural factors consist of beliefs, attitudes, values and their associated behavior, that are shared by a significant number of people in hazard-affected places⁵ as previously stated in this deliverable.

The following list provides a number of cultural factors which have either been found, or hold the potential, to play an important role in disaster prevention, preparedness, response and recovery: norms/values, customs/traditions/rituals, worldviews, open-mindedness, individual/collective memory, local knowledge, languages, communication, livelihoods, rule of law, power relations, attitudes toward authorities, attitudes toward the media, attitudes toward environmental issues,

⁵World Disasters Report 2014





gender roles, age-related roles, ethnicity, socio-economic status, educational system, density of active citizenship, social networks, social control, social exclusion, and access and use of infrastructures/ services.

They build upon the broad definition of culture generally used within the CARISMAND project. However, the list also includes a number of socio-cultural factors (e.g., socio-economic status, educational system, social control, and social exclusion) as these are densely related to attitudes and perceptions and can, often, provide the “structural” conditions for shaping cultural factors that are of concern in disaster management. Additionally, the decision to include these socio-cultural factors explicitly respects the fact that, in the past, most studies conducted valuable research on these factors, and whilst CARISMAND aims to go beyond state-of-the art and provide a stronger focus on culture, integrating social aspects which have been found to be influential (and linked to cultural aspects) benefits and enriches the Toolkit.





Who can use the Cultural Map?

Who are the beneficiaries of the Cultural Map?

The CARISMAND Cultural Map is designed as a structured framework of a knowledge base, but with an intuitive and dynamic frontend that follows the equally dynamic 'nature' of culture and its connections with other factors such as socio-economic and environmental factors.

The Cultural Map guides **disaster managers** to successfully include cultural factors in their everyday practice and standard operating procedure giving them context based on specific findings i.e. best practices, etc. Then, they should be able to use this information to lead, for instance, a cultural audit in their respective institution.

Policy makers can use the Cultural map to better understand how they can include cultural factors in disaster related policy, for all types of hazards and during all phases of the disaster cycle.

Finally, the Cultural Map also provide detailed information for **citizens** on how they can use their individual and communal strengths for empowerment giving them background information on how their cultural environment can help them in different disaster situations.

I am a policy maker. How can I benefit from the Cultural Map?

The information provided in the Cultural Map is not organized around the three main categories of beneficiaries: policy makers, disaster managers, and citizens; as the Toolkit recommendations are. Thus, **policy makers** can tailor their search with respect to their current interest or explore different [combinations of hazards, disaster phases, actors and cultural factors](#) by using the Filter menu on the left side of the screen; or they can review the pre-defined correlations between these categories using the [Cultural Map Table View](#).

Policy makers can also follow the links from specific Cultural Map entries to the respective Toolkit recommendations to better understand how the latter can include cultural factors in disaster related policy, for all types of hazards and during all phases of the disaster cycle.





I am a disaster practitioner. How can I use the Cultural Map?

The information provided in the Cultural Map is not organized around the three main categories of beneficiaries: policy makers, disaster managers, and citizens; as the Toolkit recommendations are. Thus, **disaster managers** can tailor their search with respect to their current interest or explore different [combinations of hazards, disaster phases, actors and cultural factors](#) by using the Filter menu on the left side of the screen; or they can review the pre-defined correlations between these categories using the [Cultural Map Table View](#).

Disaster practitioners can also follow the links from specific Cultural Map entries to the respective Toolkit recommendations to successfully include cultural factors in their everyday practice and standard operating procedure (SOPs). Then, they should be able to use these tools to lead, for instance, a cultural audit in their respective institution.

I am a citizen. Are there any Cultural Map entries that may help me deal with disaster situations?

The information provided in the Cultural Map is not organized around the three main categories of beneficiaries: policy makers, disaster managers, and citizens; as the Toolkit recommendations are. Thus, **citizens** can tailor their search with respect to their current interest or explore different [combinations of hazards, disaster phases, actors and cultural factors](#) by using the Filter menu on the left side of the screen; or they can review the pre-defined correlations between these categories using the [Cultural Map Table View](#).

Citizens can also follow the links from specific Cultural Map entries to the respective Toolkit recommendations to further explore how they can use their individual and communal strengths for empowerment.





What is the functionality of the Cultural Map?

Pre-defined search option

The information provided in the Cultural Map is not organized around the three main categories of beneficiaries: policy makers, disaster managers, and citizens; as the Toolkit recommendations are. However, each cultural factor is linked to at least one hazard type, one disaster phase and one actor, creating a complex matrix of information.

Each user can review the pre-defined correlations between a cultural factor and the other three categories by using the [Cultural Map Table View](#) (for more information please check 'Table view of Cultural Map entries' below⁶), where the rows reflect all possible subcategories of hazard types, disaster phases and actors, and the columns – all cultural factors included in the Map.

Each 'crossroad' (a crossing point between a row and a column) of the matrix provides information of how many results are listed under each correlation (cultural factor – hazard type; cultural factor – disaster phase; or cultural factor – actor).

The search results will be limited to all Cultural Map entries belonging to the selected correlation.

Tailored search option

The information provided in the Cultural Map is not organized around the three main categories of beneficiaries: policy makers, disaster managers, and citizens; as the Toolkit recommendations are. However, each cultural factor is linked to at least one hazard type, one disaster phase and one actor, creating a complex matrix of information. Each user can explore different [combinations of hazards, disaster phases, actors and cultural factors](#) by using the Filter menu on the left side of the screen.

The search results will be limited to all Cultural Map entries belonging to the combination of selected categories.

⁶ Available online at <https://toolkit.carismand.eu/c/faq-what-is-the-functionality-of-the-Cultural-Map>





Free search based on key words

If a user is not sure what they are looking for they can also use the [free search option](#) using key words. The result will show all subpages that includes the respective key words the user is looking for.

Suggestions are provided by the pre-defined search options and tailored search options designed by the CARISMAND Team. For more information please check [‘Pre-defined search option’ or ‘Tailored search option’ guidelines](#) related to the Cultural Map.

Review of Cultural Map entries

Each search result provides a list of Cultural Map entries linked to the categories selected during a pre-defined or tailored search. The initial result list shows only **the ‘bio’ of the entry** – the title and the correlations to the four Cultural Map categories.

The screenshot displays the 'ENTRIES' section of the CARISMAND interface. On the left, a 'Filter' sidebar lists various 'Cultural Factors' such as 'Open-mindedness', 'Local knowledge', 'Languages', 'Communication', 'Livelihoods', 'Rule of law', 'Power relations', 'Attitudes toward authorities', 'Attitudes toward the media', 'Gender roles', 'Age-related roles', 'Ethnicity', 'Socio-economic status', 'Educational system', 'Density of active citizenship', 'Social networks', and 'Social control'. The 'Languages' filter is selected. The main content area shows a list of entries. The first entry, 'Bulgarian warning systems in disaster situations', is circled in green. It includes a date '30.09.2018', a 'Select' button, and a 'Details' button. Below the entry, it lists 'Cultural Factors: Languages, Communication', 'Hazards: Cultural Factors, Norms/values, Natural hazards', and 'Disaster Phases: Response'. The second entry, 'Differences in risk exposure due to gender roles', also includes a date '30.09.2018', a 'Select' button, and a 'Details' button. Below it, it lists 'Cultural Factors: Communication, Languages, Attitudes toward the media, Gender roles, Educational system, Social exclusion' and 'Hazards: Natural hazards, Cultural Factors, Norms/values'. At the top right of the entries section, there is a 'Download selected as ZIP (0)' button.

Then, each entry can be **reviewed in details** (using the ‘Details’ Button).





Once a user click on the 'Details' Button go familiarize themselves with the full content of a certain entry, the entry is shown in 'full view':

- Entry's body;
- Categories of cultural factors, hazards, disaster phases, and type of actors concerned, the entry is linked to;
- All Toolkit recommendations applicable to the entry (if applicable);
- Sources of information on which the recommendation is based upon – the link leads to a specific page of a CARISMAND deliverable (if this browser option is not applicable, the browser initiate the downloading of the document and the user should check the entry for further guidelines on the page number);
- Further reading applicable to the recommendation (if applicable).





Bulgarian warning systems in disaster situations

Usefulness: 0 0

[Download as PDF](#)

🕒 30.09.2018

According to the Bulgarian disaster management framework, warning the population in case of disaster is provided via audible signalling devices (sirens), as well as via the Bulgarian National Television and Bulgarian National Radio. The public electronic media, including the operators distributing radio and television programmes with national coverage provide up-to-date information at any time of the day via direct reportages and broadcasts. The National Plan for Disaster Protection provides the messages to be broadcasted in English in order the foreign residents to be notified efficiently about the disaster situation. Messages distributed by the Bulgarian National Television, where possible, should be accompanied with sign language / translation.

Applicable to:

Cultural Factors: [Languages](#), [Communication](#)

Hazards: [Cultural Factors](#), [Norms/values](#), [Natural hazards](#)

Disaster Phases: [Response](#)

Types of Actors Concerned: [Media](#)

Source

[Deliverable D2.3 "Report on national and regional policies in disaster management"](#)

Usefulness: 0 0

[Download as PDF](#)

List View of Cultural Map entries

The 'List View' Button is located just above the Filter menu, on the left side of the screen. It provide the user with a quick way to list of all Cultural Map entries.

It could be used as a starting point for a tailored search; or as an exit from a tailored search (clearing the filter of all previously selected categories).





ENTRIES

Select All (51) None Download selected as ZIP (0)

Security values and communication in risk perception
30.09.2018

Cultural Factors: Communication, Norms/values
Hazards: Norms/values
Disaster Phases: Prevention, Preparedness
Types of Actors Concerned: Non-active citizens

Table View of Cultural Map entries

The information provided in the Cultural Map is not organized around the three main categories of beneficiaries: policy makers, disaster managers, and citizens; as the Toolkit recommendations are. However, each cultural factor is linked to at least one hazard type, one disaster phase and one actor, creating a complex matrix of information.

Each user can review the pre-defined correlations between a cultural factor and the other three categories by using the [Cultural Map Table View](#), where the rows reflect all possible subcategories of hazard types, disaster phases and actors, and the columns – all cultural factors included in the Map.

The 'Table View' Button is located just above the Filter menu, on the left side of the screen. It provide the user with a quick way to list all Cultural Map correlations between the Cultural Map categories: cultural factor – hazard type; cultural factor – disaster phase; or cultural factor – actor.





The screenshot displays the 'ENTRIES' section of the CARISMAND application. A 'Table view' button is highlighted with a green circle. The interface includes a filter sidebar on the left and a main content area on the right. The filter sidebar lists 'Cultural Factors' with checkboxes for 'Open-mindedness', 'Local knowledge', 'Languages', 'Communication', 'Livelihoods', 'Rule of law', 'Power relations', and 'Attitudes toward authorities'. The main content area shows a search result for 'Security values and communication in risk perception' dated 30.09.2018, with associated metadata for Cultural Factors, Hazards, Disaster Phases, and Types of Actors Concerned.

Each cross-reference (a crossing point between a row and a column) in the matrix provides information of how many results are listed under each correlation. For example, if the user is interested in the correlation between cultural factor 'livelihoods' and actor 'government', they would find there are exactly 26 correlations with respect of the present state of play of the Cultural Map.

Each of the 'blue dots' with a number inside is a button leading to a predefined search list – in this particular example: to all Cultural Map entries where there is a connection between the cultural factor 'livelihoods' and the actor 'government'.

If the user click on the 'blue dot' button, it will lead them to a list view with already applied tailored search.





	Cultural Factors						
	Open-mindedness	Local knowledge	Languages	Communication	Livelihoods	Rule of law	Power relations
Hazards							
Natural hazards	46	104	40	172	36	22	41
Man-made non-intentional							
Disaster Phases							
Response	30	63	35	148	27	16	23
Recovery	17	56	11	75	29	8	23
All disaster stages	4	5	2	11		4	14
Types of Actors Concerned							
Local authorities	29	58	22	110	31	14	27
Non-active citizens							
Active citizens	20	36	6	48	13	5	17
Entrepreneurs	2	7	1	8	2	4	7
Media	7	6	7	50	2		7
Government	22	45	12	85	26	18	31
National research bodies	5	18	1	13	7	2	4
Red Cross	9	26	6	45	21	3	13
NGOs	16	41	14	73	21	4	16
Military	8	25	4	43	21	4	15
LEAs	8	25	4	44	20	4	13

Due to the size of the table, it is often difficult to follow all columns and rows at one at the same time. For this purpose, a just-in-time message shows the user guidelines every time the user move the mouse over a cross-reference of Cultural Map categories (for example, 'Click to follow cross-references between: Livelihoods & Red Cross').





Types of Actors Concerned									
Local authorities	30	59	23	110	29	14	27	84	21
Active citizens	19	35	7	48	13	5	17	21	6
Entrepreneurs	2	7	1	8	2	4	7	3	1
Media	7	6	7	50	2		7	19	23
Government	23	45	12	8	8		31	74	18
National research bodies	5	18	2	1	2		4	6	5
Red Cross	10	27	6	45	19	3	13	32	12
NGOs	17	42	14	73	19	4	16	37	19
Military	9	26	4	43	19	4	15	30	9
LEAs	9	26	4	44	18	4	13	29	9
Healthcare and emergency services	19	31	15	71	19	4	15	40	14
European civil protection mechanism	5	25	1	32	15	5	8	7	6
UN and other international organisations	6	27	2	33	15	8	12	7	6
National Civil Protection	24	40	22	102	21	13	20	56	18
Non-active citizens	24	83	19	94	30	11	32	48	27
All types of actors		1		3		3	8	2	

Click to follow cross-references between: Livelihoods & Red Cross

Download of Cultural Map entries

Each Cultural Map entry can be **downloaded as file in a PDF format** for further use as a local resource (using the 'Download as PDF' Button).

The screenshot shows the CARISMAND TOOLKIT interface. On the left is a 'Filter' sidebar with categories: Cultural Factors, Hazards, Disaster Phases, and Types of Actors Concerned. The main area is titled 'Entries' and shows a list of entries. The selected entry is 'Cultural impact on the general use of the LastQuake app' with a date of 30.09.2018. Below the title, it lists 'Cultural Factors: Norms/values, Worldviews, Communication', 'Hazards: Natural hazards', 'Disaster Phases: Response', and 'Types of Actors Concerned: Non-active citizens, NGOs'. At the bottom of the entry view, there are two buttons: 'Details' and 'Download as PDF', which are circled in green in the image.

Same option appears, when the recommendation is displayed in 'full view' (upon clicking the 'Details' Button).





Cultural impact on the general use of the LastQuake app

Usefulness: 0 0

[Download as PDF](#)

🕒 30.09.2018

Culture had been found to impact on general use of the app. The conversion rate and the comments left by the users for instance vary along with cultural factors. Testimonies conversion rate are found to be higher in regions where earthquakes are rare, compared to highly seismic regions. The importance of local histories for the use of LastQuake was also demonstrated (in Deliverable report 3.1 of Work Package 3). Moreover, religious culture was found to impact the content of the testimonies. The monitoring of safety tips and safety check use also revealed variations due to cultural factors.

Applicable to:

Cultural Factors: [Norms/values](#), [Worldviews](#), [Communication](#)

Hazards: [Natural hazards](#)

Disaster Phases: [Response](#)

Types of Actors Concerned: [Non-active citizens](#), [NGOs](#)

If a user wants to download more than one entry at a time, they can use the **Select option** at the left corner of the 'bio', followed by clicking on '**Download selected as ZIP**' Button. This way the user can select as many entries as they want. There are also the '**Select All**' or '**Select None**', located at the top of the search result, to further ease the user. The 'Download selected as ZIP' Button also support the user by showing **the number of selected entries for download** (Example: 'Download selected as ZIP (1)').





The screenshot shows a web interface with a header 'ENTRIES' and a 'Filter' sidebar. The main content area displays two entries. The first entry is 'Bulgarian warning systems in disaster situations' with a date of 30.09.2018. It lists 'Cultural Factors: Languages, Communication', 'Hazards: Cultural Factors, Norms/values, Natural hazards', 'Disaster Phases: Response', and 'Types of Actors Concerned: Media'. Below the entry title is a 'Select' radio button, which is circled in green. To the right of the entry is a 'Download selected as ZIP (1)' button, also circled in green. The second entry is 'General rules for evacuation addressing religious and cultural rights' with a date of 30.09.2018. It lists 'Cultural Factors: Ethnicity, Languages' and 'Hazards: Natural hazards, Cultural Factors, Norms/values'. A 'Details' button and a 'Download as PDF' button are visible to the right of the first entry.

Cultural Map entries' grading

Users can **grade** the usefulness of an entry the CARISMAND team have provided them with using the functionality showed below and giving a general approval (thumbs up) or disapproval (thumbs down) of the quality of the recommendation.

However, if the user would like to comment on specific aspects or further discuss the recommendation with the CARISMAND Team, they should use the [Contact Section](#) to get in touch with us.

The screenshot shows the details of the entry 'Bulgarian warning systems in disaster situations'. At the top, there is a 'Usefulness:' section with a thumbs up icon and '0' next to it, and a thumbs down icon and '0' next to it. This section is circled in green. To the right of this section is a 'Download as PDF' button. Below the usefulness section is the date '30.09.2018' and a paragraph of text: 'According to the Bulgarian disaster management framework, warning the population in case of disaster is provided via audible signalling devices (sirens), as well as via the Bulgarian National Television and Bulgarian National Radio. The public electronic media, including the operators distributing radio and television programmes with national coverage provide up-to-date information at any time of the day via direct reportages and broadcasts. The National Plan for Disaster Protection provides the messages to be broadcasted in English in order the foreign residents to be notified efficiently about the disaster situation. Messages distributed by the Bulgarian National Television, where possible, should be accompanied with sign language / translation.'





Personalizing the Cultural Map

The Cultural Map is developed as a platform with a personalized component, i.e. the Private Area of the Cultural Map. The personalized version of the database is accessible only to the respective registered user. Other users have no access to the registered user's developments.

Each user could [register](#) in the platform and create a personalized version of the database by adding new Cultural Map entries. At the same time they also see all CARISMAND Cultural Map entries and may use if needed.

ABOUT CARISMAND CULTURAL MAP USER GUIDE GLOSSARY FAQS NEWS CONTACTS TOOLKIT

Log in

Email

Password

Remember me

Log in

Forgotten password?

Register

Once a user register, they could further edit their **profile**.





The user could **develop** the Cultural Map in several ways:

- 1) **New entries could be added via '+Add Entry' button following the original entry template** (the Cultural Map administrator may use the full functionality of the platform to structure and present entries; however, a registered user is limited to a simplified template based on the CARISMAND team overall experience);





The screenshot displays the CARISMAND Cultural Map website interface. At the top, there is a navigation bar with the CARISMAND logo and the text 'CULTURAL MAP'. Below this, a secondary navigation bar contains links for 'ABOUT CARISMAND CULTURAL MAP', 'USER GUIDE', 'GLOSSARY', 'FAQS', 'NEWS', 'CONTACTS', and 'TOOLKIT'. A user profile dropdown menu is visible, showing 'LIBRE ALEX...' and social media icons for YouTube, Twitter, and LinkedIn. The main content area features a '+ Add entry' button and a sidebar with user options: 'My entries' (0), 'Edit My Profile', 'Change Password', 'Sign out', and 'Storage limit (Use: 0%)'. The central form includes fields for 'Entry Title *', 'Description *', 'Disaster Type', 'Disaster Phases', 'Cultural Factors', and 'Types of Actors Concerned'. There is also a 'Source *' section with 'Title' and 'Page number' fields, a file upload area with 'Choose File' and 'No file chosen' options, and an 'Add images' section. A 'Save' button is located at the bottom right of the form. The footer contains copyright information, a policy legal notice, and logos for the SMURD Foundation and the Romanian Government.

2) New entries could also be added by copying (and revising) existing CARISMAND Cultural Map entries;





Conclusions of the LastQuake app case study

🕒 23.10.2018 [\[copy\]](#)

Cultural Factors: Norms/values, Worldviews, Customs/traditions/rituals, Local knowledge, Languages, Communication, Attitudes toward the media, Gender roles, Age-related roles, Ethnicity, Social networks, Socio-economic status, Access and use of infrastructure/services

Hazards: Natural hazards

Disaster Phases: Response, Recovery

Types of Actors Concerned: Entrepreneurs, NGOs, Non-active citizens

[Details](#) [Download as PDF](#)

3) Users' entries may be edited or deleted at any time by the respective registered user.

[+ Add entry](#)

- My entries 1
- Edit My Profile
- Change Password
- Sign out
- Storage limit (Use: 0%)

ALEXANDRA TSVETKOVA

Cultural impact on the general use of the LastQuake app

🕒 Today, 19:05 • by [Alexandra Tsvetkova](#) [\[edit\]](#) [\[delete\]](#)

Cultural Factors: Norms/values, Worldviews, Communication

Hazards: Natural hazards

Disaster Phases: Response

Types of Actors Concerned: Non-active citizens, NGOs

Select

[Details](#) [Download as PDF](#)

This way, the **registered user could continue to develop independently and dynamically the database by including new entries based on his/her own experience**. All registered user's entries are explicitly marked as such, including in the Table View (as 'orange dots'). Same Table View functionality applies as listed above.





Cultural impact on the general use of the LastQuake app

Today, 19:05 • by Alexandra Tsvetkova [edit] [delete]

Cultural Factors: Norms/values, Worldviews, Communication

Hazards: Natural hazards

Disaster Phases: Response

Types of Actors Concerned: Non-active citizens, NGOs

Details

Download as PDF

Cultural impact on the general use of the LastQuake app

23.10.2018 [copy]

Cultural Factors: Norms/values, Worldviews, Communication

Hazards: Natural hazards

Disaster Phases: Response

Types of Actors Concerned: Non-active citizens, NGOs

Details

Download as PDF

	Cultural Factors									
	Open-mindedness	Local knowledge	Languages	Communication	Livelihoods	Rule of law	Power relations	Attitudes toward authorities	Attitudes toward the media	
Hazards										
Natural hazards	46	104	40	172 1	36	22	41	93	37	
Man-made non-intentional										
Disaster Phases										
Response	30	63	35	148 1	27	16	23	84	34	
Recovery	17	56	11	75	29	8	23	60	15	
All disaster stages	4	5	2	11		4	14	6		
Types of Actors Concerned										
Local authorities	29	58	22	110	31	14	27	85	20	
Non-active citizens										
Active citizens	20	36	6	48	13	5	17	20	6	
Entrepreneurs	2	7	1	8	2	4	7	3	1	
Media	7	6	7	50	2		7	19	23	
Government	22	45	12	85	26	18	31	75	17	
National research bodies	5	18	1	13	7	2	4	6	4	
Red Cross	9	26	6	45	21	3	13	33	11	
NGOs	16	41	14	73 1	21	4	16	38	18	
Military	8	25	4	43	21	4	15	31	8	
LEAs	8	25	4	44	20	4	13	30	8	
Healthcare and emergency services	18	30	15	71	21	4	15	41	13	

