



CARISMAND

Culture And RiSk management in
Man-made And Natural Disasters

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CARISMAND

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

CARISMAND CULTURAL MAP

GLOSSARY





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Access and use of infrastructure/services [Cultural factor]

Access and use of road/transport infrastructure (e.g. accessibility of settlements in isolated areas, general quality of public transport systems) and access to health services (quality and availability) play a particularly important role in disaster management.

Examples

- (1) Poor road/transport infrastructure in isolated areas are not only a problem in themselves, but may also lead to perceptions of autonomy (and reduced willingness to relocate) amongst local populations. If such areas become inaccessible due to a disaster, this can impede an adequate response in particular for the evacuation of, e.g., physically disadvantaged people.
- (2) Limited access to health services may lead to perceptions of health discrimination (e.g. of people living in certain areas, or belonging to certain cultural groups) and distrust. In case of a disaster, this can impede a timely recovery for injured individuals amongst such groups.

Active citizens [Type of actor]

Active citizens are members of the communities that are, or could be, part of local disaster management networks. They develop different roles concerning each disaster phase and are essential for delivering information or intervene as they are highly trusted by other members of their social group.

Age-related roles [Cultural factor]

A set of behavioural norms that are generally considered appropriate for individuals of a specific age in a society or group. In many cultures, they are related to stereotypes of aging, depicting e.g. later life as a time of loneliness, dependency, and poor physical and mental health. Other cultures place more emphasis on age related wealth, wisdom and rational behaviour, and acknowledge older people as the main “owners” of a local community’s collective history.

Examples

- (1) Active pensioners: Members of active retirement groups (see, e.g. Active Retirement Ireland Associations) provide peer support and set up networks for capacity building and information sharing. These groups can play an important role as intermediaries for information and training in disaster preparedness and response.





- (2) Older people as holders of collective memory: In Italy, these have been shown to be the members of a community who best know the potential effects of a landslide and how to avoid such disasters.

Attitudes toward authorities [Cultural factor]

In its broadest sense, attitude towards authority indicates the degree of approval or disapproval with which an individual views different institutional authorities. More specifically, these attitudes can be characterized by, e.g., acceptance of authoritarianism, trust, distrust, prejudice or hostility, and they can differ depending on the type of institution (e.g. police, military, church, NGO, local, national, international).

Examples

- (1) In societies with a history of authoritarian regimes, people may distrust certain institutions but will still follow their guidance rather than question instructions and take up own initiatives. However, some groups of the population may come from a different historical background and will follow guidance, e.g. in case of a disaster, only if they trust the respective disaster management authority.
- (2) In complex democratic societies, it may be difficult for citizens to understand which authorities, actually, hold authority in a given situation.
- (3) Beyond the “formal” level, a local mayor may hold authority from a legal point of view, but in the local context he is unable to exercise it, because there are other powers (which may be informal) that are stronger.

Attitudes toward environmental issues [Cultural factor]

The way people view issues such as climate change (and related environmental effects), settling in earthquake-prone zones or flood plains, and related measures such as embanking.

For example, an attitude which incorporates the belief that it is important to inform oneself about the effects of climate change on people’s everyday lives will allow for better preparedness, e.g. for more frequent heat-waves or avalanches. Additionally, it may help encourage civic activism, i.e. informing and helping others, e.g. elderly family members or senior citizens in their neighbourhood when a heat-wave (or other natural hazards) occurs.





Attitudes toward the media [Cultural factor]

Attitudes towards the media may depend on the respective type of media, i.e. “traditional” such as print media, radio, television, or social media, but also on the situation the respective media channel is used for.

For example, whereas, in some societies, the “traditional” media used to be linked to public institutions and, therefore, are not trusted, social media may be perceived as “democratic” information networks which do not claim to exclusively transmit truth, but are seen to be more immune against one-sided political propaganda. For disaster management, making use of social media not as a mere one-directional information channel but as a “democratic information platform” that allows authority-citizen, citizen-authority and citizen-citizen communication may hold the potential of more trustful relationships.

Communication [Cultural factor]

Communication encompasses the provision, sharing and exchange of information, using different means/media.

Examples

- (1) Communication style: Whereas, in disaster management, a more linear and direct style may be applied, in certain cultural groups it may be more effective to use relational engagement and contextual discussion, in particular for engagement in preparedness measures.
- (2) Communication type: Non-verbal communication, i.e. body language and gestures, can lead to misinterpretation if the recipient is not aware of its culture-specific meaning. E.g., slowly shaking one’s head back and forth sideways does not always mean “no” but, rather signals “I’m listening” in some Indian communities.
- (3) Communication channel: Using social media may seem not be the first choice for disaster risk communication in areas with a high proportion of elderly citizens, but if, e.g., such local communities are active in offering specific computer courses for senior citizens, it may be possible to suggest to the organisers to use the social media sites of emergency services as practical examples in their courses.





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 places¹ 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.

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.

Customs / traditions / rituals [Cultural factor]

A *tradition* is a belief or behaviour with origins in the past, passed down within a group or society, with symbolic meaning or special significance. It can have evolved and persisted for a long period of time, but it can also have been invented on purpose over short periods of time, e.g. for political reasons.

Customs are habits that are common and followed by members of a group or a society. If a custom is handed over from generation to generation over a period of time it becomes a tradition.

Rituals are ceremonial customs or traditions in a, usually (but not necessarily), religious context.

For example, traditional “machoism” may prevent young men in certain groups or societies from heeding hazard warnings in order not to appear weak amongst their peers. At the same time, actively using mobile phone technology is a “new tradition” and a status symbol amongst these

¹World Disasters Report 2014





peers. Therefore, implementing mobile hazard alert apps may positively affect these groups' risk acceptance and risk behaviour.

Demographic variables

Demographic variables refer to data that are statistically socio-economic in nature such as population, race, income, education and employment, which represent specific geographic locations and are often associated with time².

Density of active citizenship [Cultural factor]

The density of active citizenship shows how many citizens take up an active role in their local community or society. Such initiatives and responsibility can range from small campaigns of cleaning up roads in the neighbourhood to regular volunteering in charitable organisations.

Examples

- (1) Girls/Boys Scouts: In cooperation with emergency services, the leaders of Girls/Boys Scouts groups may incorporate disaster response training in their activities.
- (2) Presence of many civil society organizations (CSOs): In communities where there are many citizens involved in CSOs, it has been found that citizens tend to be also more "active" in disaster management activities and more "responsive" to input from disaster managers.

Disaster

Disaster is regarded as a serious disruption (a crisis situation) of the functioning of a community or a society involving widespread human, material, economic or environmental losses and impacts, which exceeds the ability of the affected community or society to cope using its own resources.³

Early warning systems

The set of capacities needed to generate and disseminate timely and meaningful warning information to enable individuals, communities and organizations threatened by a hazard to prepare and to act appropriately and in sufficient time to reduce the possibility of harm or loss.⁴

² <https://www.techopedia.com/definition/30326/demographic-data>

³ Red Cross Foundation

⁴ <https://www.unisdr.org/we/inform/terminology>





Educational system [Cultural factor]

An educational system commonly comprises several phases: primary education, secondary education, further education and higher education. It also encompasses the availability of public and private schooling, entry level requirements, minimum years of compulsory schooling, possibilities of home schooling etc.

Examples

- (1) In countries where it is legal for parents not to send their children to school but can educate them at home, these children may miss out on extra-curricular activities and training offered by schools that focus on disaster response.
- (2) In some educational systems, the organisation of and participation in emergency first response courses during primary and/or secondary education is compulsory and free of charge.

Emergency medical services [Type of actor]

Emergency medical services, also known as ambulance services or paramedic services are a type of emergency service dedicated to providing out-of-hospital acute medical care, transport to definitive care, and other medical transport to patients with illnesses and injuries which prevent the patient from transporting themselves⁵.

Entrepreneurs [Type of actor]

Entrepreneurs are economic actors active at the local level that could be involved in local disaster management networks. They can provide economic and human support accordingly to the nature of activity, size and level of involvement. Ownership and area of operation can be local, national or international.

Ethnicity [Cultural factor]

Ethnicity denotes groups that share a common identity-based ancestry, and it is often based on race, religion, beliefs, and customs as well as memories of migration or colonisation.

For example, some ethnic minority groups have been found to be less prepared for disasters, e.g. having insufficient medication supplies or no emergency evacuation plan. However, such hazard

⁵ NHTSA. Retrieved 2008-08-09





vulnerability has been found to be more linked to minority-related socio-economic inequalities (e.g. education) rather than to ethnicity itself.

European Civil Protection Mechanism [Type of actor]

The European Civil Protection Mechanism was established in 2001 to foster cooperation among national civil protection authorities across Europe. It enables a more rapid and effective response to emergencies by coordinating the delivery of civil protection teams and assets to the affected country and population⁶.

Fire service [Type of actor]

Fire service is described as any organization consisting of personnel, apparatus, and equipment which has as its purpose protecting property and maintaining the safety and welfare of the public from the dangers of fire.⁷

Gender roles [Cultural factor]

A set of behavioural norms that are generally considered appropriate for either a man or a woman in a society, group, or interpersonal relationship. Gender roles are, typically, not based on inherent or natural gender differences, but more on stereotypes about the attitudes, traits, or behavioural patterns of women or men.

For example, in some groups or societies women are not allowed to leave their home without being accompanied by a male family member. This can place them in a vulnerable position if, due to a disaster, it is not safe to stay in the house but there is no male family member present to accompany them (e.g. to a rescue/assembly point) outside, and they feel they violate expected norms if they leave, e.g., with a male emergency worker. Conversely, women in some other groups or societies may be more sensitive than men towards societal/community concerns in general and, therefore, may be able (or available) to play a more active role in disaster prevention, preparedness and recovery.

Government [Type of actor]

Government is referred to national authorities responsible for the developing and functioning of

⁶ Taken from CARISMAND WP2 'Actors, Systems, Processes, Policies in Disaster Management', Task 2.1 'Actors in Disaster Management'. For more information, please follow the [link](#).

⁷ <https://definitions.uslegal.com/f/fire-service/>





disasters intervention institutions and structures.

Hazards

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.⁸ The hazards are classified into three major types: natural hazards, man-made non-intentional hazards, and man-made intentional and complex hazards/disasters.

Healthcare

Healthcare is the act of taking preventative or necessary medical procedures to improve a person's well-being. This may be done with surgery, the administering of medicine, or other alterations in a person's lifestyle. These services are typically offered through a health care system made up of hospitals and physicians. For this toolkit we will refer to healthcare as the network of hospital and afferent medical and administrative staff.

Individual & collective memory [Cultural factor]

Individual memory is, usually, based on personal experience. In contrast, collective memory can be based on the shared individual memory (or memories) amongst a group's members, but it may also refer to memories shared by a collective which recall events that are much older than any of the members of the group. Such memories are transferred from generation to generation and can represent an important element of a group's collective identity.

For example, social cohesion based on collective memory of wartimes: whereas only the oldest members of a local community may still have first-hand experience of the Second World War, family stories of helping neighbours to safety in bomb shelters, of destruction and communal rebuilding, pictures in the media commemorating the anniversary of specific local events, "physical" experience through visiting local museums etc. keep these memories alive and shape a local sense of belonging. Such social cohesion, based on collective memory, may be called upon for the benefit of promoting disaster preparedness.

⁸ <https://www.unisdr.org/we/inform/terminology>





Languages [Cultural factor]

A language can be international, national, or regional, it can be a state's official language or a (e.g. forbidden) minority language. Languages also comprise local dialects, slang and vernacular speak, e.g. of teenagers or of specific professional groups. Additionally, it refers to specific language use in specific media, e.g. in mobile phone texts.

For example, knowing, and speaking, the language of a group at risk will not only help to convey the correct content of a message in disaster risk communication, but it can also reinforce acceptance, given that sharing the same language can be seen as sharing a collective identity.

Law enforcement agencies [Type of actor]

Law enforcement agencies is a government agency that is responsible for the enforcement of the laws.⁹ Law enforcement agencies have powers, which other government subjects do not, to enable the law enforcement agency to undertake its responsibilities. These powers exercised by law enforcement agencies include:

- exemptions from laws;
- intrusive powers, for search, seizure, and interception;
- legal deception;
- use of force and constraint of liberty;
- jurisdictional override; and
- direction.

Livelihoods [Cultural factor]

A livelihood is the way people earn a living, i.e. it comprises an individual's or a group's capabilities, assets and activities required for a means of living.

For example, economic migration into locations unsuitable for settlement: Groups of people move from rural to urban areas hoping to escape poverty, but due to a lack of financial means and education (to take up well-paid jobs) they settle in hazardous areas, e.g. prone to flooding or industrial zones with increased environmental risks. In such case information about disaster risks and "adequate" behaviour may be rejected, because it causes cognitive dissonance (clash between beliefs about risks and beliefs related to livelihood needs).

⁹ <https://definitions.uslegal.com/l/law-enforcement-agency/>





Local authorities [Type of actor]

Local authorities, or Local Emergency Management Authorities (LEMA), are understood as regional or local forms of government responsible with disaster management. From one country to another their impact on disaster intervention can differ accordingly to national institutional structures. In the category the following agencies are represented in most cases:

- Fire service,
- Law-enforcement agency, and
- Emergency medical service.

Local knowledge [Cultural factor]

Local knowledge entails the knowledge an individual or a group holds about a specific location, e.g. related to its physical characteristics (access, infrastructure etc.), but also to its intangible characteristics (knowledge of local social networks, local value systems etc.).

For example, awareness of local disaster risks and/or local procedures in case of a disaster. Such awareness can be based on personal experience (e.g. learning processes from previous experiences) and/or local education and information. Individuals or groups who are new in a local community (e.g. due to migration) may not have this local knowledge and may not know, e.g., which areas in a city are flooded first. They also may not know which institution to contact (and how) in case of an emergency, or they may not know escape routes and/or assembly points. Conversely, though, they might come from more vulnerable areas and are the bearers of (previously local) knowledge that can be also be useful in the new environment.

Man-made intentional hazards

Man-made intentional hazards are hazards where the cause is intentional but also complex, i.e.

- famine;
- displacement of population;
- mass shootings;
- civil disobedience;
- terrorism and conflicts;
- weapons of mass destruction; and
- cyber-attacks.





Man-made non-intentional hazards or emergency situations

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. The man-made non-intentional hazards could be divided into:

- **industrial hazards** - technological accidents of an industrial nature involving industrial buildings, i.e.
 - chemical spill occurring during the production, transportation or handling of hazardous chemical substances,
 - collapse of industrial building or structure,
 - explosion involving industrial buildings or structures,
 - fire involving industrial buildings or structures,
 - gas leak involving industrial buildings or structures,
 - poisoning of atmosphere or water courses due to industrial sources, and
 - radiation involving industrial buildings or structures;
- **transport accidents** - transport accidents involving all mechanized modes of transportation:
 - road accidents;
 - air accidents;
 - rail accidents; and
 - water accidents;
- **miscellaneous accidents** - other accidents of a non-industrial or transport nature as collapse involving non-industrial buildings or structures, explosions involving non-industrial buildings or structures and fires involving non-industrial buildings and structures.

Media [Type of actor]

Media are public or private institutions or individuals that are responsible for spreading information about risk to the lay public. When assessing risk, people include in their expectancies about the typical severity of an event, personal subjectivities that can be influenced by media





discourses. The CARISMAND Toolkit includes in this category both classical media and new channels of information dissemination (e.g. social networks, apps, blogs etc.).

Military [Type of actor]

Military is represented, for the purpose of disaster management, by all army personnel and infrastructure involved in disaster response and recovery.

National civil protection body [Type of actor]

National civil protection body is a national institution developed for providing immediate assistance in case of disaster. They may include search and rescue teams, medical posts, basic necessities, equipment decontamination in case of chemical or biological accidents, and aircraft and firefighting teams¹⁰.

National research bodies [Type of actor]

National research bodies are research organizations and individuals addressing hazard related issues. This category includes universities, independent laboratories, researchers, NGOs and all other bodies identified throughout CARISMAND producing knowledge and state of the art scientific data.

Natural hazards

Natural hazards, defined as natural event that overwhelm local capacity, necessitating a request for assistance from national or international levels. The natural hazards could be divided into:

- **geophysical hazards** - hazards originated from solid earth as earthquakes, dry mass movements or volcanic activity;
- **meteorological hazards** - hazards caused by short-lived, micro - to meso - scale extreme weather and atmospheric conditions that last from minutes to days as extreme temperatures, fog or storms;
- **hydrological hazards** - floods, landslides or wave actions are hazards caused by the occurrence, movement, and distribution of surface and subsurface freshwater and saltwater;

¹⁰ Taken from CARISMAND WP2 'Actors, Systems, Processes, Policies in Disaster Management', Task 2.1 'Actors in Disaster Management'. For more information, please follow the [link](#).





- **climatological hazards** - hazards caused by long-lived, meso - to macro-scale atmospheric processes ranging from intra-seasonal to multi-decadal climate variability. This includes drought, glacial lake outbursts or wildfires;
- **biological hazards** - hazards represented by the exposure to living organisms and their toxic substances or vector-borne diseases that they may carry, and can be caused by animal incidents, epidemics or insect infestations;
- **hazards of extra-terrestrial origin** - hazards caused by asteroids, meteoroids, and comets as they pass near-earth, enter the Earth's atmosphere, and/or strike the Earth, and by changes in interplanetary conditions that affect the Earth's magnetosphere, ionosphere, and thermosphere; this subgroup includes meteoroid, asteroid or comet impacts and space weather.

NGO [Type of actor]

NGOs are independent non-profit organizations, local or international, whose main mission are not commercial but focused on humanitarian, social, cultural, environmental, educational and similar issues. Most of the NGOs are engaged in disaster management, being of primary importance in the early warning mechanisms, filling the gaps left by "official" actors in case of a large-scale emergency, giving an essential help in disaster response and recovery¹¹.

Non-active citizens [Type of actor]

Non-active citizens are individuals living inside hazard area that are subject to potential risk situations; cultural specificities shape different social groups inhabiting the area. Furthermore, the category includes outsiders present in the area at the moment of the disaster that should be targeted by disaster management policies accordingly to specific cultural traits (e.g. tourists, migrants).

Norms and values [Cultural factor]

Norms are socially and/or culturally established rules which describe the expected, and accepted, behaviour within a group or society. Values represent a set of general beliefs of an individual or a group what is deemed to be good or bad, right or wrong, acceptable or unacceptable.

Examples

¹¹ The categorization follows the one used in WP2 'Actors, Systems, Processes, Policies in Disaster Management', Deliverable D2.1 'Report on Actors in Disaster Management'





- (1) Charitable behaviour (e.g. helping in reconstruction; hospitality) in the disaster recovery phase.
- (2) Family value: In case of a disaster, people may contact first their family members and close friends to ensure their safety rather than contacting emergency services.
- (3) Respect for elders: Children may have a better knowledge of adequate response in disaster situations, e.g. due to drills at school, than their parents. This knowledge can only be activated for “children educating parents” if an overly strong (expected) respect for elders is overcome.
- (4) Civic value: In case of a disaster, people may contact as many people as possible (independently from family/ friendship ties) to ensure their safety; moreover, they also contact the emergency services.

Open-mindedness [Cultural factor]

The way how people approach the views and knowledge of others and are receptive to new ideas. It also includes the willingness, and capability, to deal with conflicting information.

Examples

- (1) Openness to innovation: The willingness of disaster managers to use new information channels (e.g. social media) or alternative methods of disaster preparedness training (e.g. using serious games). The willingness of people to do the same, independently from technology acceptance (see below).
- (2) Technology acceptance: The ability and the willingness of people to use mobile phone apps and the Internet to inform themselves and their family/friends in case of a disaster. The ability and the willingness of people to use mobile phone apps to inform disaster managers of “signals” that could represent a potential alert.

Power relations [Cultural factor]

How different groups interact with and/or control other groups. Power relationships can be horizontal or vertical, and they can relate to institution-institution, institution-citizen or citizen-citizen relations. They also depend on the strength of power, i.e. contexts where local authorities and/or central government authorities are weak versus contexts where local authorities and/or central government authorities are strong.

Examples

- (1) Power relationships between government institutions and NGO’s, or between civil and military institutions, in disaster response.





- (2) “Father State” discourse: It may be seen by citizens, or groups of citizens, as the government’s/local authorities’ sole responsibility to take care of disaster preparedness and response.
- (3) Disasters can reinforce existing power relations if specific groups within a population use the situation to strengthen their social status and/or economic power.

Preparedness [Disaster phase]

The goal of emergency preparedness programs is to achieve a satisfactory level of readiness to respond to any emergency situation through programs that strengthen the technical and managerial capacity of governments, organizations, and communities. These measures can be described as logistical readiness to deal with disasters and can be enhanced by having response mechanisms and procedures, rehearsals, developing long-term and short-term strategies, public education and building early warning systems. Preparedness can also take the form of ensuring that strategic reserves of food, equipment, water, medicines and other essentials are maintained in cases of national or local catastrophes.

Prevention [Disaster phase]

Prevention/mitigation activities actually eliminate or reduce the probability of disaster occurrence, or reduce the effects of unavoidable disasters. Mitigation measures include building codes; vulnerability analyses updates; zoning and land use management; building use regulations and safety codes; preventive health care; and public education.

Recovery [Disaster phase]

Recovery measures, both short and long term, include returning vital life-support systems to minimum operating standards; temporary housing; public information; health and safety education; reconstruction; counselling programs; and economic impact studies. Information resources and services include data collection related to rebuilding, and documentation of lessons learned.

Red Cross [Type of actor]

The Red Cross represents 29 Red Cross National Societies in the European Union and Norway, and the IFRC. Activities concentrate on: Social Inclusion, Asylum and Migration, International Development Aid and Disaster Management (Civil Protection and Humanitarian Aid). The Red Cross EU Office's core mandate includes information capturing and sharing, advocacy and





positioning, coordination and fund-raising. European Red Cross Societies are auxiliaries to the public authorities. Indeed, they can be called by national authorities to accomplish specific tasks in humanitarian field. Their levels of engagement, in terms of types of civil protection activities and emergency services, change from country to country depending on the national context and the civil protection mandate that the National Society holds¹².

Resilience

Resilience is the ability of individuals, communities, organizations and states to adapt to and recover from hazards, shocks or stresses without compromising long-term prospects for development¹³. According to the Hyogo Framework for Action, disaster resilience is determined by the degree to which individuals, communities and public and private organizations are capable of organizing themselves to learn from past disasters and reduce their risks to future ones, at international, regional, national and local levels.

Response [Disaster phase]

The aim of emergency response is to provide immediate assistance to maintain life, improve health and support the morale of the affected population. Such assistance may range from providing specific but limited aid, such as assisting refugees with transport, temporary shelter, and food, to establishing semi-permanent settlement in camps and other locations. It also may involve initial repairs to damaged infrastructure. The focus in the response phase is on meeting the basic needs of the people until more permanent and sustainable solutions can be found.

Rule of law [Cultural factor]

The “rule of law” is based on a number of principles of which we here list four: Firstly, the existence of laid-down rules in a country; secondly, these rules must be applied and enforced; thirdly, disputes about these rules must be resolved effectively and fairly; Fourthly these rules must be provided for by statutory law in a way which minimises ambiguity and maximises legal certainty such that a citizen can foresee the legal consequences of his/her behaviour.

For example, effectiveness / acceptance of the judicial system: If a judicial system is perceived as ineffective and/or is not accepted by groups within the population, this may also affect the effectiveness of disaster response and recovery. Disaster managers may have to deal with

¹²<https://redcross.eu/about>

¹³<http://www.gsdrc.org/topic-guides/disaster-resilience/concepts/what-is-disaster-resilience/>





anarchism in certain areas, but also with groups of citizens who use alternative or informal systems (e.g. church council, family council, and mafia) to “solve” conflicts or to seek justice.

Social control [Cultural factor]

Societal and/or political mechanisms or processes that regulate individual and group behaviour, aiming to achieve conformity and compliance to the rules of a given society or group. Social control can be enforced using formal or informal sanctions, the latter comprising, e.g., shame, ridicule, sarcasm, criticism or disapproval.

Examples

- (1) Positive effect: Strong social control/strong regulation may facilitate awareness of and compliance with disaster management rules.
- (2) Negative effect: At certain stages of disaster management (in particular in the response phase) it may be necessary to go beyond these rules and benefit from the activism of everybody. A strong social control/strong regulation may not be helpful in such context.

Social exclusion [Cultural factor]

Social exclusion involves the lack or denial of resources, rights, goods and services, and the inability to participate in relationships and activities that are normally available to the majority of people in a society or group.

Examples:

- (1) Social exclusion/lack of social integration due to recent migration: Asylum seekers who have not yet an approved visa (or that are approved on a formal basis but not integrated in the receiving community) may not be allowed to work and, therefore, cannot gain the financial means to settle in a local community, and they may first need to learn the local language to participate in education activities and understand local hazards and procedures in case of a disaster.
- (2) Social exclusion of stigmatised groups: Members of stigmatised groups, e.g. (in some societies) gay or transgender people, may not gain access to neighbourhood networks which, in case of a disaster, can also function as information networks.





Social networks [Cultural factor]

Networks of social interactions and personal relationships. They can comprise, e.g., family networks, neighbourhood networks or professional networks, they are characterized by their extent, density and stability, and they can be physical and/or virtual (online social networks).

Example

Dense social networks are commonly understood to be advantageous in disaster situations as they facilitate mutual support. For example, research suggests that online social networks may also provide a basis for support networks in disaster situations, albeit subordinate to, e.g., family networks. Dense social networks can be seen as an “indicator” of social cohesion, and disaster management is easier in a community with strong rather than weak social cohesion.

Socio-economic status [Cultural factor]

Socioeconomic status is conceptualised as the social standing or “class” of an individual or group. It is often measured as a combination of education level, income and occupation.

Examples

- (1) Education level: may impact an individual’s capability to understand complex hazard information and to play an active role in disaster management.
- (2) Income: Some disaster preparedness measures, e.g. training courses for the general public, may not reach out to people with a low income, because they cannot afford the time to participate as they need it for generating sufficient income (often by working in several and/or after-hour jobs).
- (3) Occupation: Individuals or groups who work in isolated or noisy workplaces may be vulnerable because they do not receive, or simply do not hear, alerts.

Tags

Tags are specific selected keywords used for highlighting information that will support the development of the Cultural Map. The tag list was developed during the First Toolkit Workshop within the CARISMAND Project (Rome, 23-24 Jan 2017) and agreed upon by all project partners. The tags are arranged in four categories: (1) actors, (2) hazard types, (3) disaster stages, and (4) cultural factors.





Worldviews [Cultural factor]

The way an individual, or a group of individuals, thinks about the world; this can encompass, e.g., a specific philosophical, ethical or religious outlook, and it builds the framework of ideas and beliefs through which the respective individual or group watches the world and interacts with it.

Examples

- (1) Fatalism (i.e. the belief that an event is predetermined and therefore inevitable): A fatalistic attitude may prevent people from preparing themselves in case of a disaster risk.
- (2) Belief in experts: A belief that expert knowledge is infallible may prevent people from preparing themselves unless there is a scientifically based warning (e.g. of seismic risk).

