

ResiStand contact list gap analysis results year 2



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Author(s):	Susan Anson, Hayley Watson, Kush Wadhwa, Ying Ying Lau, Isabelle Linde-Frech, and Liisa Poussa
Responsible Project Partner:	TRI

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	Liisa Poussa		Review date:	26 May, 2017
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Project Contact

GEOWISE GEOWISE Oy, Mr. Pertti Woitsch, Rälssitie 7 A, 01510 Vantaa, Finland

ResiStand Project

Standardisation is a powerful tool to achieve better interoperability. However, it needs to overcome a lack of interest and modest participation from stakeholders. Also, promising research results are not always used as the basis for new standards.

The overall goal of ResiStand is to find new ways to improve the crisis management and disaster resilience capabilities of the European Union and individual Member States through standardisation.

ResiStand contributes to an improved disaster resilience by identifying and analysing the drivers, constraints and expectations of three main stakeholder communities: Standardisation Organisations, End-Users and Suppliers, consisting of researchers, industry and SMEs.

Based on this information, gaps in standardisation are identified and a prioritised roadmap for new initiatives will be created. The roadmap will be complemented by a critical evaluation of standards as a tool to improve disaster resilience.

ResiStand aims at implementing a pre-standardisation process that supports the development of standards. The feasibility of the process will be tested by developing a new work item. The aim is that stakeholders will continuously utilize this “ResiStand Process” in the future, and that the project delivers a better understanding of the potential of standards for contributing to an improved disaster resilience.

ResiStand will support the management of increasing threats to society such as armed conflicts, terrorism, pandemics and natural disasters, which have increasingly cross-border, even global consequences due to the on-going globalisation.

Protection of citizens through anticipation, preparedness, response and adaptation to crisis situations – i.e. maintaining disaster resilience – will be more efficient. Collaboration between national, European and international stakeholders will be improved by unified processes and management systems as well as by technical, procedural, operational and semantic interoperability.

Executive Summary

This document, the ResiStand contact list gap analysis results year 2 (D7.2) presents the findings of a second analysis of the contacts that are recognized as having engaged with ResiStand, whether they have registered to one of the projects three Stakeholder Communities (i.e., the Standards Advisory Group, End-User Community, or Supplier Community) or have connected with the project on Twitter or LinkedIn.

A year 2 analysis of the Stakeholder Community members, LinkedIn Connections, and Twitter Followers in terms of 1) the countries they represent, 2) the types of organisation represented, and 3) their gender was undertaken and the findings are presented in this deliverable. Additionally, the deliverable includes strategy documents developed by the respective manager of each community, which provides information on; 1) the aim and position of the community, 2) its relevant stakeholders, and 3) the approach adopted to involve the community in the ResiStand project.

Between January and May 2017, the Standards Advisory Group (SAG) has increased by 3 members and is now comprised of 19 members, who represent 10 countries. The SAG is well balanced with members from European/National Standards bodies (26%), governmental organisations (37%), research/academia (16%), Industry/SMEs (16%) and a Non-Governmental Organisation (5%). The SAG is the only Stakeholder Community that has a slightly higher percentage of female stakeholders, with 53% of the SAG being female.

The End-User Community (E-UC) grew by 77% between January and May 2017, increasing from 47 to 83 registered members. The End-User Community (E-UC) continues to represent 20 countries, however, there has been a growth in the number of contacts representing 12 countries. As in January 2017, just under half (47%) of the E-UC members represent governmental organisations. In line with the emergency management field, 86% of the E-UC is male, increasing by 1% since January 2017.

Between January and May 2017, the Supplier Community (SUC) grew by 43%, increasing from 54 registered members to 77. In addition, the number of countries represented by the SUC increased from 19 to 21 and the registered members of nine countries increased. Industry/SMEs (62%) and Research/Academia (31%) continue to be the most represented organisation types. As in January 2017, 74% of the SUC are male.

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List of Abbreviations

CIPRNet	Critical Infrastructure Preparedness and Resilience Research Network
CoU	Community of Users
CWA	CEN Workshop Agreement
EARTO	European Association of Research and Technology Organisations
EC	European Commission
EOS	European Organisation for Security
ERNICIP	European Reference Network for Critical Infrastructure Protection
E-UC	End-User Community
FP7	7 th Framework Programme
H2020	Horizon 2020
IMG-S	The Integrated Mission Group for Security
JRC	EU Joint Research Centre
NSB	National Standards Body
NWIP	New Work Item Proposal
PSCE	Public Safety Communication Europe Forum
SAG	Standards Advisory Group
RAF	ResiStand Assessment Framework
SME	Small Medium Enterprise
SUC	Supplier Community
TC	Technical Committee
TIEMS	The International Emergency Management Society

1 Introduction

As outlined in the ResiStand Project Handbook, Deliverable 1.1, ResiStand approaches the standardisation process through the concept of stakeholder communities, each with their own role, motivation and effect in the process. Deliverable D7.1, ResiStand contact list gap analysis results year 1, provides an overview of the project's three communities and includes information on their role and importance to ResiStand. A wide range of methods have been used to gather input from these communities in the first 13 months of the project, including (but not limited to); interviews, questionnaires, and workshops.

The results of the first year gap analysis were presented in D7.1, which highlighted how in January 2017:

- The **Standards Advisory Group (SAG)** was comprised of 16 registered members representing 10 countries. The SAG was well balanced with members from European/National Standards bodies (25%), governmental organisations (31%), research/academia (25%), and Industry/SMEs (19%), and in terms of gender.
- The **End-User Community (E-UC)** was comprised of 47 registered members representing 20 countries. Approximately half of the E-UC represented governmental organisations. Consistent with the emergency management field, 85% of the E-UC were male.
- The **Supplier Community (SUC)** was comprised of 54 registered members representing 19 countries. Of the 54 registered SUC members, 68% represented industry/SMEs and 24% research/academia. In line with industry and research/academia, 74% of the SUC were male.

This deliverable (D7.2) will perform a second analysis of the contacts that have engaged with ResiStand up to May 2017, whether they are registered to one of the three communities or have followed the project on Twitter and LinkedIn. A gap analysis has been undertaken in years 1 and 2 to ensure that 1) each community includes a representative sample of contacts across stakeholder types and European Member States and 2) that the community members continue to reflect the needs of the project. This year 2 analysis will be used to; 1) assess the extent to which the actions implemented have resulted in a reduction in the identified gaps, and 2) identify the remaining gaps that can be addressed in the remaining 11 months of the project. The deliverable begins with an update on the registered members of the three communities before moving on to report the findings of the gap analysis for each community focusing on the countries and types of organisations represented and the gender balance of the community. Information will also be included on the actions that have been taken to reduce the gaps identified in Deliverable D7.1, and the strategies developed by the Work Package 2, 3, and 4 leaders, who manage their respective community. The deliverable then moves on to present the findings of an analysis of ResiStand's contacts on the project's social media applications, Twitter and LinkedIn.

2 ResiStand’s Stakeholder Communities

Figure 1 highlights the registrations to each Stakeholder Community on 16th January 2017 and 22nd May 2017. As the figure shows there has been an increase in the number of registered contacts in each Stakeholder Community and in the contacts that preferred not to join a community but wanted to remain up-to-date on ResiStand’s activities. The most significant growth has been in the E-UC, which has grown by 77% and in the SUC, which has grown by 43%.

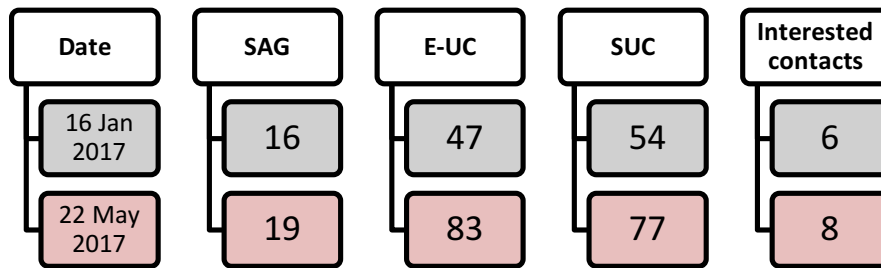


Figure 1: Registrations to each Stakeholder Community

The ResiStand communication metrics presented in Table 6 of the Description of Action¹ states that less than 200 contacts is poor, 200-300 is good, and over 500 is excellent. With 179 registered members of the three communities, ResiStand is close to achieving the number of contacts required under the good category. Additionally, the communication metrics define membership in the Standards Advisory Group (SAG), End-User Community (E-UC), and Supplier Community (SUC) from less than seven countries as poor, 7-12 countries as good and over 12 as excellent. As the analysis in the next sections show, the number of countries represented in the SAG falls under the good category and the number for the E-UC and SUC under the excellent category.

¹ European Commission, Research Executive Agency, *Annex 1 (part A), Coordination and support action, Number – 700389 – ResiStand*, 5 April 2016.

3 Analysis of the Standards Advisory Group (SAG)

The Standards Advisory Group (SAG) is comprised of European standardisation committees and organisations developing standards (e.g., technical committees, military organisations, working groups dealing with IT standards). ResiStand’s partners directly invited 36 contacts to join the SAG in the early stages of the project. On 16th January 2017, the SAG was comprised of 16 registered members. The SAG had grown by three additional members (19%) to 19 members by 22nd May 2017.

3.1 Closing the SAG gaps identified in D7.1

The SAG is different from the other ResiStand communities as it does not aim to be as large as possible, but to have the most relevant parties and persons involved. A first list of relevant parties and persons that have and will be targeted to join the SAG has been included in the SAG strategy presented in Section 3.6. In the course of Work Package 2, interviews have been held, many of these relevant parties have been personally contacted: secretaries of national committees, secretaries and chairpersons of relevant European and international Technical Committees (TCs). At the end of the interviews, these persons have been personally invited to further contribute to the ResiStand project by joining the SAG. Some have accepted, some did not find the project sufficiently relevant for their committee (this mostly refers to the TCs, not the national committees).

3.2 Countries represented by the SAG

Figure 2 illustrates the countries represented by the SAG members in year 1 (January 2017) and year 2 (May 2017). In January 2017, the SAG members represented 10 countries (Belgium, Czech Republic, France, Ireland, Norway, Poland, Spain, The Netherlands, Turkey and the UK). Whilst the number of countries represented by SAG members remains the same in May 2017, the countries have changed, with the addition of SAG members from Germany and an International organisation and one SAG member from Turkey switching to the SUC. All countries, except Norway, are EU Member States.

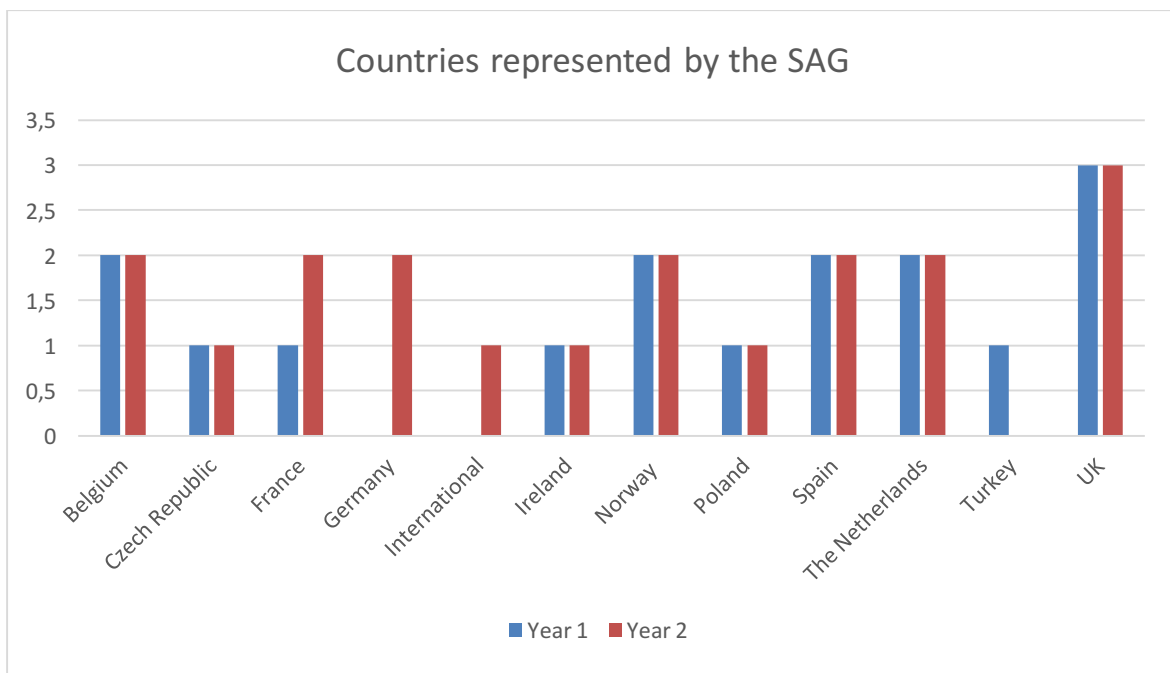


Figure 2: Countries represented by the SAG

3.3 Types of organisation represented by the SAG

Figure 3 highlights the types of organisation represented by ResiStand’s SAG in years 1 (January 2017) and 2 (May 2017). As the figure illustrates, the changes in the types of organisation represented include the addition of SAG members representing a non-governmental organisation (NGO), a national standards body (NSB), and governmental organisations, and a reduction in the number of SAG members representing research/academia as one member moved to the SUC. In year 2, the SAG continues to include a mixture of both European/national standardisation bodies and organisations developing standards.

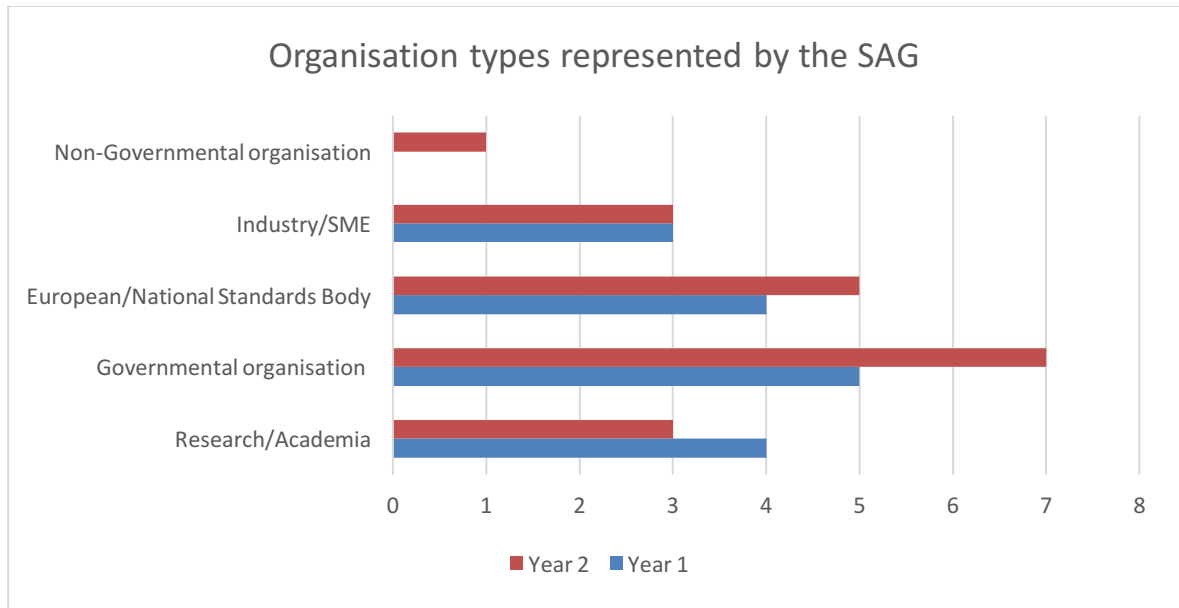


Figure 3: Organisation types represented by the SAG

3.4 Gender balance of the SAG

In January 2017, the SAG was balanced equally in terms of gender and was comprised of 50% male representatives and 50% female representatives. In May 2017, the changes in the SAG membership have resulted in a slightly higher percentage of females in the SAG, with 53% of SAG members now being female.

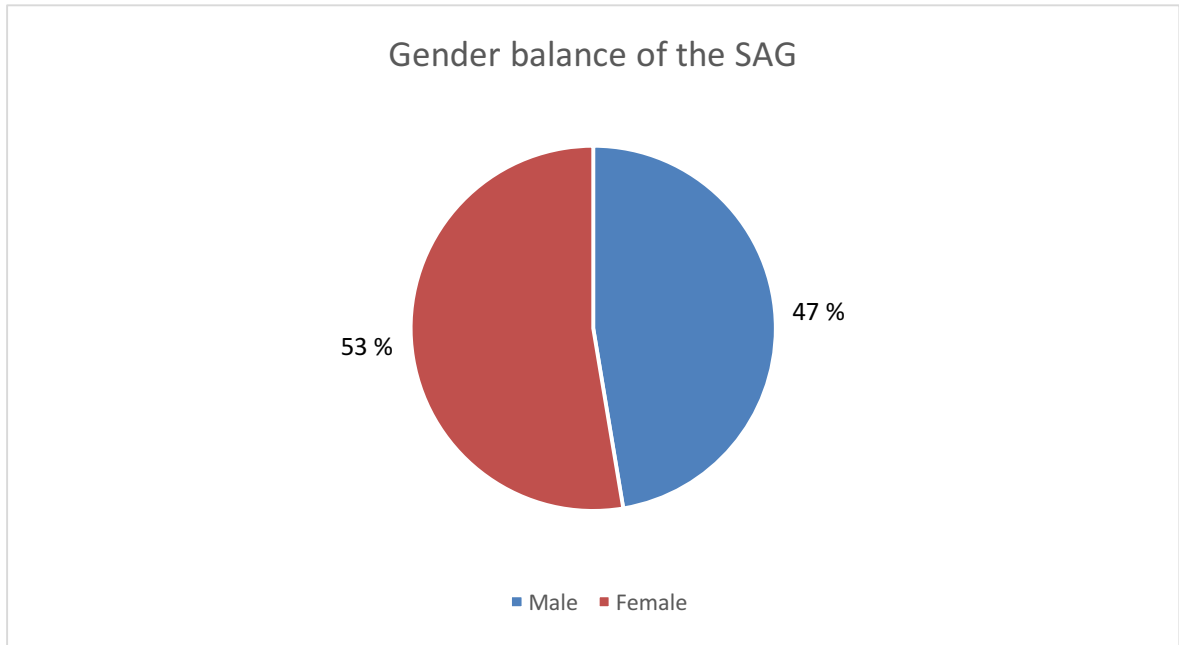


Figure 4: Gender balance of the SAG

3.5 Key findings for the SAG

The key findings of the gap analysis undertaken for the SAG include:

- With 19 members, the SAG continues to be the smallest of ResiStand’s Stakeholder Communities. However, the Work Package 2 leader NEN has and will continue to implement the strategy documented in Section 3.6, by focusing on the most suitable stakeholders (e.g., technical committee representatives).
- The efforts to reduce the gaps identified in Deliverable D7.1 has resulted in the recruitment of contacts representing Germany.
- The SAG is the only Stakeholder Community with a higher proportion of females than males. However, with 10 females and 9 males in the SAG, the difference is minimal.

3.6 Standards Advisory Group (SAG) Strategy

To understand the stakeholders relevant to the SAG, the input that they will provide, and the approach that has and will continue to be taken to build the SAG, the Work Package 2 leader, NEN, who manages the SAG, developed the strategy outlined below.

3.6.1 Aim and position of SAG

The ResiStand Standards Advisory Group (SAG) provides expertise with regards to current practices, issues and perspectives for standardisation development. They will do so (among others) through participating in interviews conducted by the ResiStand partners in T2.2. Furthermore, the SAG will provide feedback on tools developed as part of the ResiStand process, such as the ResiStand Assessment Framework for possible standardisation projects. This framework was developed in Task 1.1 of the project. The members of the SAG will benefit from better and easier planning of future standardisation initiatives through an increased knowledge of standards that are developed.

The members of the SAG will be asked to review and comment on specific ResiStand outcomes, which will become part of the sustainable ResiStand process. The main tasks in which SAG members will be involved are:

Task number	Task description	Requested input from SAG
T1.3	Review of the proposed ResiStand Assessment Framework (RAF)	Commenting RAF with respect to applicability to current practices
T5.1 and T5.2	Critical evaluation of the potential of standards to increase EU disaster resilience and validation of standardisation gaps	Participate in WP5 Joint Workshop planned for 11 September, 2017 in Brussels, Belgium
T5.3	Review of the proposed standardisation roadmap	Validating the roadmap
T6.3	Exploitation strategy and implementation plan	Contribute to the declaration regarding take-up of the ResiStand Process
T7.5	Final conference	Participate in Final conference

The first action for the SAG is currently underway where feedback will be gathered on the first ResiStand Assessment Framework (RAF) developed in T1.3. The input from the SAG is expected in June 2017 and will be further taken up in Work Package 5, which forms a roadmap for future standardisation activities, from July 2017.

In return, the ResiStand project will support standardisation developing organisations and other members of the SAG (see below) through the following means:

- Input for future work programmes
- Identification of experts to join committees
- Relevant and updated input on standardisation needs and opportunities through an implemented sustainable process

3.6.2 Members

The following stakeholder groups are considered as relevant for participation in the SAG:

- National standardisation bodies (NSBs):
 - Members of CEN/BT (or other representatives). CEN/BT is the body which controls the full standards programme and promotes its execution by the Technical Committees (TC), the CEN-CENELEC Management Centre (CCMC), and other bodies.
 - Standardisation project managers dealing with disaster resilience standardisation committees

Although the aim is to involve as many NSBs as possible, the following specific NSBs have and will continue to be targeted due to their leading roles in international disaster resilience standardisation and/or specific strategies or national situations: France, Germany, Italy, Sweden, the United Kingdom, and the United States.

- Chairs, convenors and secretaries of disaster resilience related international and European technical committees and related groups:
 - CEN/TC 391 Societal and citizen securities
 - CEN/TC 439 Private security services
 - CEN/TC 164 WG15 Security of drinking water supply
 - ISO/TC 292 Security and resilience
 - ISO/TC 262 Risk management
 - CEN/CENELEC/ETSI Cyber Security Coordination Group

- Other organisations developing standards, outside of the ‘formal’ standardisation organisations:
 - NATO Committee for standardisation
 - European Defence Agency
 - EC/DG HOME
 - EC/JRC-IRMM
 - EC/JRC-ERNICIP

- As an exception as they are not formally related to standardisation, some specific experts very active in contributing to standardisation work:
 - Berlin firefighters department
 - Technalia
 - TFC

The invitation for the SAG was sent initially to the above mentioned organisations/persons. However, membership to the SAG is not limited to these persons.

As CEN/TC 391 is of particular relevance for ResiStand, the chairperson has been approached and discussions are taking place on how to involve CEN/TC 391 in both the project and the SAG. These contributions will include the involvement in the development of the ResiStand Roadmap as well as assisting the ResiStand team in testing the ResiStand Process. For the testing of the ResiStand Process a topic of the Roadmap will be selected and prior to the CEN/TC 391 meeting at the end of 2017 drafting session of a NWIP or a CWA business plan will be conducted. For this drafting session relevant experts, e.g. from ResiStand communities, will be invited to participate, which will result in the proposal for a new standard deliverable for the specific topic of interest.

Linking the drafting session to the CEN/TC 391 meeting will provide ResiStand with access to an adequate forum for drafting such documents. In return ResiStand will actively contribute to the standard development of the TC and will (financially) support experts with required expertise that are willing to attend. These experts could become members of the Working Groups actually developing the standards and participate in the future CEN/TC 391 meetings.

3.6.3 Approach

The following steps have been undertaken or will be taken regarding the commitment of the SAG:

1. Interview chairs of relevant TCs and representatives of NSBs as part of T2.2. All these interviewees are invited to join the SAG.
2. Invite people personally known by the ResiStand partners directly, preferably through phone calls (rather than e-mails).
3. Targeted desk research to identify the potential members that partners do not know personally.
4. Ask current SAG members who they consider to be additional important stakeholders to be invited.

The following steps have been undertaken or will be taken regarding the involvement of the SAG in the project:

1. One-on-one interviews with TC chairs and NSB representatives to gather information regarding existing and planned standards, as well as standardisation strategies (as part of T2.2)
2. Regular contact with the chair of CEN/TC 391 regarding the review of documents and other ways of cooperation.
3. Regular SAG mails aimed at updating the SAG members on the specific subjects within ResiStand relevant for standardisation (in addition to the general ResiStand newsletter).
 - The first SAG mail may contain an overview of the specific tasks in which feedback from the SAG members is needed as well as events they will be invited to join.

4. Requests for feedback on specific documents and tasks, as described under “Aim and position of the SAG” (including background information and instructions).

4 Analysis of the End-User Community (E-UC)

The End-User Community (E-UC) consists of practitioners in the field of disaster management and resilience, who already benefit from standardisation, or who might benefit from standardisation in the future. The E-UC has continued to grow, increasing by 21% from 39 to 47 registered members between October 2016 and January 2017, and by 77% from 47 to 83 registered members between January and May 2017. This section will first outline the actions that have been taken to reduce the gaps identified in D7.1, before moving onto present the findings of the year 2 gap analysis of the E-UC, and the E-UC strategy.

4.1 Closing the E-UC gaps identified in D7.1

Since D7.1 was submitted in January 2017, a number of actions have been undertaken with the aim of reducing the gaps identified, including:

- ResiStand’s partners inviting new contacts to join the E-UC.
- Inviting workshop participants to join the E-UC and asking them to further distribute the invitation to their colleagues and further contacts.
- Presenting ResiStand at the 2017 European Emergency Number Association (EENA) conference in Budapest, Hungary and inviting conference participants to join the relevant Stakeholder Community.
- Inviting emergency management stakeholders in under represented countries to join the E-UC. The consortium sent e-mails to stakeholders in Austria, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, Latvia, Lithuania, Malta, Portugal, Romania, Slovenia, Spain, Sweden, and Turkey inviting them to join the E-UC.
- Inviting stakeholders representing women in emergency management to join the E-UC. This included sending e-mails to the Western Europe, Northern Europe, Central and Eastern Europe regional coordinators of the [International Association of Women Police](http://www.iawp.wildapricot.org/)² and to the [British Association for Women in Policing](http://www.bawp.org/)³. In addition, posts inviting females working in emergency management to join the E-UC were made on social media.

4.2 Countries represented by the E-UC

Table 1 highlights the countries represented by registered members of the E-UC in October 2016, January 2017 and May 2017. The highlighted cells indicate that between January 2017 and May 2017, there has been a growth in the contacts representing 12 countries, with additional contact/s registering from Austria, Belgium, Czech Republic, Finland, Germany, Greece, Israel, Italy, the Netherlands, Poland, Spain, and the United Kingdom. In total, the E-UC currently represents 20 countries, and also includes European and Worldwide organisations.

Table 1: Countries represented by E-UC Members in October 2016, January 2017, and May 2017

	October 2016 (Year 1)	January 2017 (Year 1)	May 2017 Year 2)
Austria	1	1	2
Belgium	1	1	2
Czech Republic	4	5	6

² International Association of Women Police, “Welcome”, no date. [Online] <http://iawp.wildapricot.org/> (Accessed 5 May 2017)

³ British Association for Women in Policing, “Welcome to your BAWP site”, no date. [Online] <http://www.bawp.org/> (Accessed 5 May 2017)

Denmark	1	1	1
Finland	1	1	6
France	3	4	4
Germany	3	4	7
Greece	2	2	3
Ireland	2	2	2
Israel	2	3	6
Italy	2	3	11
Latvia	1	1	1
The Netherlands	3	4	7
Poland	3	3	5
Serbia	1	1	1
Slovakia	1	2	2
Slovenia	1	1	1
Spain	1	1	4
Turkey	1	1	1
United Kingdom	1	2	4
European Organisations	2	2	2
Worldwide	2	2	2
Total	39	47	83

4.3 Type of organisations represented by the E-UC

Figure 5 highlights the organisation types represented by the members of ResiStand’s E-UC in October 2016, January 2017, and May 2017. As the figure illustrates, there has been an increase in the E-UC contacts representing all organisation types between January and May 2017. As the E-UC is comprised of practitioners working in the field of disaster management and resilience, it is unsurprising that just under half (47%) of the E-UC represent government organisations. Between January 2017 and May 2017, the E-UC has seen a 70% increase in the contacts representing government organisations. There has been a 56% increase in E-UC contacts representing research/academia and a 50% increase in contacts representing non-governmental organisations. The number of contacts representing industry/SMEs and other types of organisation have both increased by 200%. Whilst the majority of stakeholders representing Industry/SMEs and Research/Academia are members of the Supplier Community (SUC), a minority of stakeholders representing these organisation types joined the E-UC due to their organisations providing products and services directly to the emergency management community.

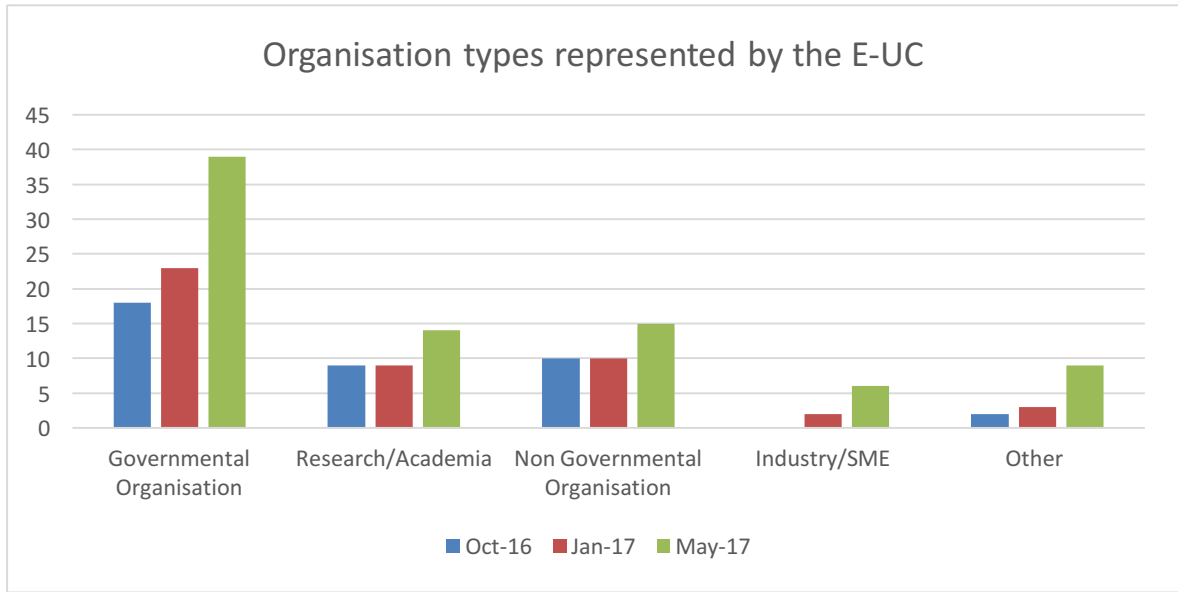


Figure 5: Organisation types represented by the E-UC

4.4 Gender balance of the E-UC

Figure 6 illustrates the gender division of the E-UC and how 86% of E-UC members are male. The percentage of male representatives in the E-UC has increased by 1% since January 2017, despite the efforts that have been made to invite female stakeholders to join the E-UC. However, as outlined in D7.1, emergency management has traditionally been a male dominated field (Trotter, 2016)⁴ meaning that ResiStand’s E-UC gender division reflects the current state of the emergency management field. In the remaining 11 months of the project, the consortium will continue to invite both female and male stakeholders to join the three communities.

⁴ Trotter, Brittany, *Diversity in Emergency Management and the new normal*, FEMA, no date. [Online] <https://www.fema.gov/blog/2016-03-18/diversity-emergency-management-and-new-normal>

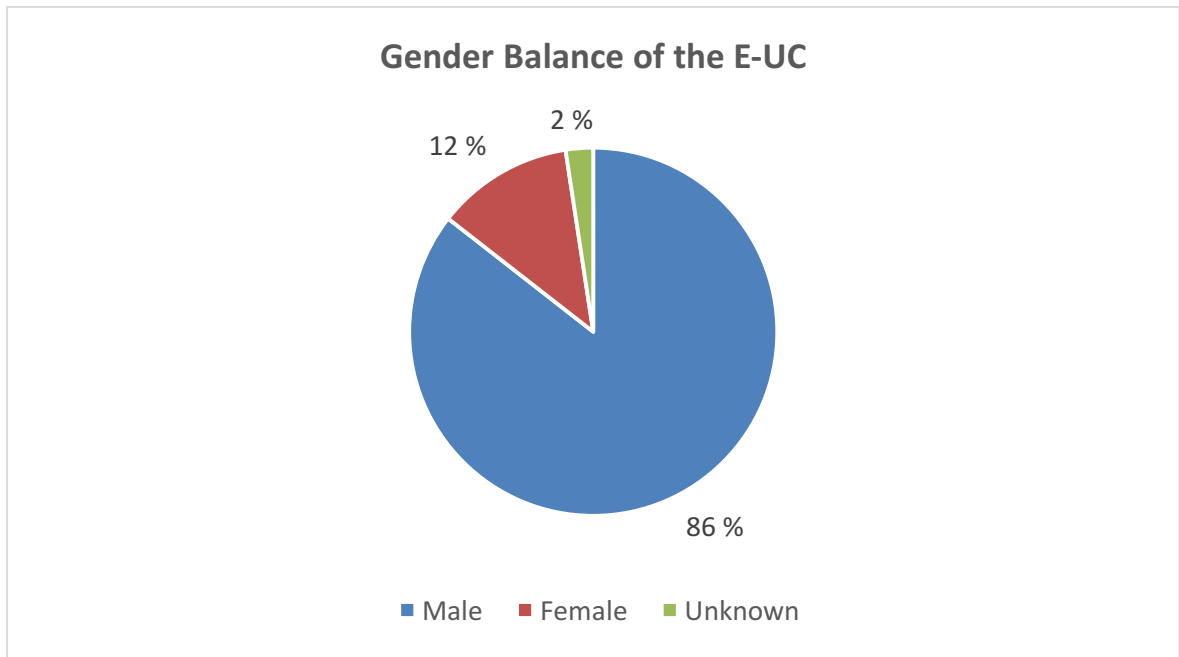


Figure 6: Gender division of the E-UC

4.5 Key findings for the E-UC

The key findings for the E-UC include:

- The E-UC continues to represent stakeholders from 20 countries. Whilst the number of countries represented has not increased since January 2017, the number of stakeholders from underrepresented countries has increased. For instance, whilst there was only one stakeholder representing Austria, Belgium, Finland and Spain in January 2017, there are now at least two stakeholders representing these countries.
- The E-UC is currently comprised of 47% of representatives from government organisations. As the E-UC was created for organisations utilizing standards in their crisis management and disaster resilience operations, it is unsurprising that government organisations is the most represented organisation type.
- The E-UC remains significantly unbalanced in relation to the gender of E-UC members. However, this is likely to be representative of emergency management traditionally being a male dominated field.

4.6 End-User Community (E-UC) Strategy

In order to drive the growth of the E-UC, the Work Package 3 leader Fraunhofer INT developed the strategy presented in this section. Whilst the majority of activities listed below have already been implemented, the consortium will continue to invite underrepresented stakeholders to join the E-UC.

4.6.1 Aim and position of E-UC

The ResiStand End-User Community (E-UC) consists of representatives/ members of organisations utilizing standards in their daily crisis management and disaster resilience operations. The members of the E-UC are thus able to provide the project with information on current and future standardisation needs, as well as with information on drivers, constraints and expectations related to their participation in standardisation activities in general. To gather this information, the ResiStand project will engage with the members of the E-UC through an online questionnaire and through conducting specific workshops, to specify and to prioritise standardisation needs articulated in the course of the project. Moreover, their feedback will be used to develop recommendations on how to improve the process of standardisation activities to increase the needed end-user involvement. ResiStand’s activities related to the engagement with the E-UC will be organized back to back with events of the ResiStand Supplier Community (SUC) and of the Standardisation

Advisory Group (SAG), thus creating a platform for networking and information exchange on current and future standardisation needs and solutions. In addition, the members of the E-UC will be kept informed about all outcomes of the project. The members of the E-UC will thus not only benefit from the project’s roadmap on future standardisation activities according to their needs, but also from an increased understanding on interests, needs and expectations of further stakeholders in standardisation processes. This way, the E-UC will significantly contribute to optimise the development of sustainable project outcomes and to publicise and raise awareness of the ResiStand project and its associated activities.

The main tasks in which E-UC members will be involved are:

Task number	Task description as performed by the ResiStand partners	Requested input from the members of the E-UC
T3.2	Initial identification of End-User’s standardisation needs as well as of drivers and constraints related to the participation in standardisation activities	To complete and submit an online questionnaire
T3.3	Consolidating, analysing, and updating needs and expectations of the E-UC through 4 dedicated workshops (in Helsinki, Brussels, Berlin and Rome)	To participate in one of the workshops and to contribute actively to the related discussions
T5.1 and T5.2	Further synthesis and prioritisation of identified standardisation needs/ Critical evaluation of potential standards (application of ResiStand Assessment Framework (RAF) of T1.3 and gap analysis)	To participate in the workshop related to these tasks, provide feedback and input
T7.5	Final conference	To participate in Final conference

In return, the ResiStand project will support standardisation through the following means:

- By proposing the development of new specific standards following the end-users needs
- By providing recommendations on how to optimise standardisation processes to enhance the active involvement of end-users
- Benefit from the results of the project: roadmap and sustainable process
- Resulting more end-user driven approach will enhance the general support to standardisation, this way supporting the tool for enhanced procurement and innovation on European level
- More standards means improved collaboration on European level and cost savings on all levels

4.6.2 Members

As outlined above, the End-User Community (E-UC) should consist of practitioners in the field of disaster management and resilience, who already benefit from standardisation, or who might benefit from standardisation in the future. Those actors might be involved in any of the Disaster Management phases and related operational tasks (see D1.1⁵). The following stakeholder groups are considered as relevant for participation in the E-UC:

- Governmental organisations (on national, state or local level), e.g.:
 - Law enforcement agencies
 - First responders (Emergency Health Care, Fire Brigades, Coast Guards, Search & Rescue etc.)
 - Civil protection
 - Related crisis and control centres

⁵ D1.1 ResiStand Handbook

- Non-Governmental Organisations (NGOs)
- Other, such as hybrid organisations like the International Committee of the Red Cross (ICRC) organisations

In addition, though their profile fits better to the SUC, members of the following types might be beneficial as well, as there are sometimes large overlaps to the end-user sector, e.g. in end-user led universities/schools or by SMEs active in search & rescue or in consulting governments and governmental bodies in realising an effective and efficient disaster response:

- Research/ Academia (e.g. Main School of Fire, Poland; National Institute for NBC Protection, Czech Republic)
- Industry/ Small-to-Medium Enterprise (SME) (e.g. glerum consultancy – international disaster management, The Netherlands)

The invitation to join the E-UC initially was sent to the above mentioned organisations/ persons via bilateral contacts of the consortium members as well as via the EC led Community of Users (CoU) in the Disaster Risk and Crisis Management sectors. In addition, the invitation was shared on the projects own dissemination channels such as Twitter, LinkedIn and the projects website as well as with other EC funded security research projects that ResiStand is liaising with through the project's activities (e.g. in Task 3.2) and further relevant networks of the consortium members. The aim is to reach an adequate representation of different types of stakeholders, based on variables including each stakeholder's country, type of organisation, and gender, which is key to ensuring that ResiStand considers different perspectives and develops outputs that are in line with the expectations of the different members that comprise each Stakeholder Community.

4.6.3 Approach

The following steps have been undertaken or will be taken regarding the involvement of the E-UC in the project:

5. Invite people of relevant organisations directly, who are personally known by the ResiStand partners.
6. Targeted desk research to identify potential members that partners do not know personally.
7. Reach out to relevant existing networks such as the EC led CoU and further EC funded relevant research projects
8. Include the invitation to join the E-UC amongst others in the widely distributed and openly accessible online questionnaire on the initial identification of standardisation needs (T3.2)
9. Share the invitation to join the E-UC via the projects dissemination channels (website, Twitter, LinkedIn, Newsletter etc.)

The following steps have been undertaken or will be taken regarding the commitment of the E-UC:

5. Keep the members of the E-UC updated about the project progress via newsletters
6. Engage with the members via a specific online questionnaire, amongst others, to prepare and conduct the subsequent E-UC workshops to best meet the expectations of the members
7. Conduct four geographically distributed specific End-User workshops
8. Conduct a fifth workshop with representatives of all stakeholder communities, to bring together the previously developed and gathered results
9. Try to maximise cross-fertilisation of the different ResiStand stakeholder communities by organising back to back events
10. Ask current E-UC members who they consider to be additional important stakeholders to be invited.

5 Analysis of the Supplier Community (SUC)

The Supplier Community (SUC) consists of industry (including SMEs) and the research community. As outlined in D7.1, 170 invitations were sent to partners' contacts to join the SUC. On 16th January 2017, the SUC was comprised of 54 registered members, which increased by 43% by 22nd May 2017 to 77 registered members. This section will present the actions that have been taken to reduce the gaps identified in Deliverable D7.1, the findings of the gap analysis of the SUC, and the SUC strategy.

5.1 Closing the SUC gaps identified in D7.1

Since D7.1 was submitted in January 2017, a number of actions have been undertaken with the aim of reducing the gaps identified, including:

- To involve more research entities from as many countries as possible, Work Package 4 (WP4) partners have contacted several relevant associations, networks and forums like EARTO Security working group, IMG-S, ERNCIP, JRC Ispra, PSCE, TIEMS, etc. These organisations have been contacted by personal invitations sent to their chairpersons and secretaries with requests to distribute the web questionnaire links and workshop information as well as the community registration link to their members.
- The list of SUC stakeholders was revisited through a second iteration round by WP4 partners with the aim of identifying those key organisations that might not yet be aware of ResiStand (and had not received the web questionnaires, or those that had not answered yet.) These organisations were contacted again through ResiStand partners' FP7 and H2020 project contacts and professional networks.
- The WP4 online surveys and the workshops were asking all respondents and participants to join the SUC. Questionnaires and workshops were publicly promoted via the project's website, Twitter, and LinkedIn. The questionnaires were promoted in more than a dozen specialised LinkedIn groups such as the National Fire Protection Association, Disaster & Emergency Management, BSI Standards Network, with a combined audience of over 200,000 professionals potentially interested in the work of ResiStand.
- Contacting organisations focusing on encouraging female participation in research and industry. This has included sending e-mails and social media posts to [The European Platform of Women Scientists \(epws\)](#)⁶, [The European Centre for Women and Technology \(ECWT\)](#)⁷, and [Academia.Net](#)⁸.

5.2 Countries represented by the SUC

Table 2 highlights the countries represented by the SUC in January and May 2017. The SUC continues to be well balanced in terms of the countries represented, with the number of countries represented by the SUC members increasing from 19 countries in January 2017 to 21 countries in May 2017. The new countries that are represented are Ireland and Lithuania. In addition to two further countries being represented, the registered members of nine countries (Belgium, Germany, Greece, Italy, Poland, Sweden, The Netherlands, Turkey, and the United Kingdom) have increased. Seven countries (Belgium, Finland, Germany, Greece, Italy, The Netherlands, and the United Kingdom) are represented by five or more stakeholders.

⁶ The European Platform of Women Scientists (epws), "Welcome to EPWS", 2017. [Online] <http://epws.org> (Accessed 11 May 2017)

⁷ The European Centre for Women and Technology (ECWT), Homepage, no date. [Online] <http://www.ecwt.eu/en/home> (Accessed 11 May 2017)

⁸ Academia.Net, Homepage, no date. [Online] <http://www.academia-net.org> (Accessed 11 May 2017)

Table 2: Countries represented by the SUC

	Jan-17	May-17
Belgium	4	5
Cyprus	3	3
Denmark	1	1
Estonia	1	1
Finland	5	5
France	3	3
Germany	6	9
Greece	1	5
Ireland	0	1
Israel	2	2
Italy	3	7
Lithuania	0	2
Poland	2	3
Slovakia	2	2
Spain	3	3
Sweden	2	3
Switzerland	1	1
The Netherlands	2	5
Turkey	1	2
United Kingdom	10	12
Unknown	1	1
USA	1	1
Total	54	77

5.3 Type of organisation represented by the SUC

Figure 7 highlights the organisation types represented by the SUC members in January 2017 and May 2017. As the figure shows, industry/SMEs continues to be the most represented organisation type, representing 62% of the SUC. The percentage of stakeholders representing industry/SMEs has fallen slightly as in January 2017, the SUC was represented by 68% of stakeholders from industry/SMEs. Whilst the percentage of stakeholders representing industry/SMEs has fallen, the percentage of stakeholders representing research/academia has increased from 24% to 31%.

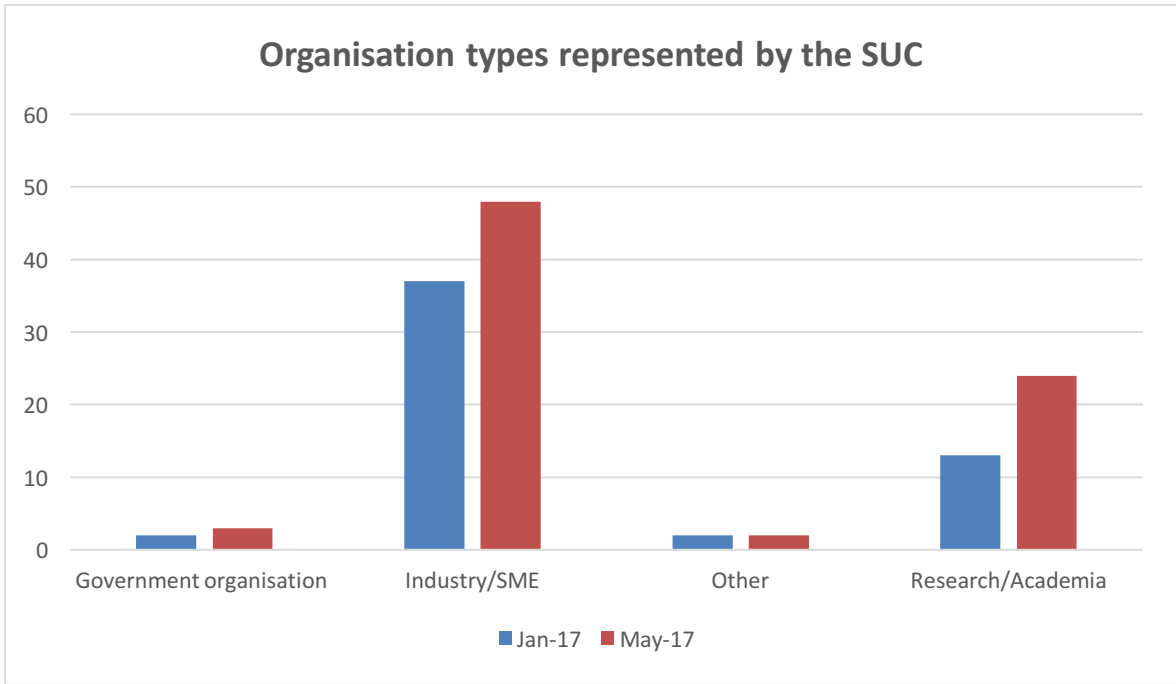


Figure 7: Organisation types represented by the SUC

5.4 Gender balance of the SUC

Figure 8 shows the number of males and females in the SUC in January 2017 and May 2017. Whilst the number of males has increased by 43%, the number of females has only increased by 18%. As in January 2017, 74% of the SUC is male. As outlined in Deliverable D7.1, both industry/SMEs and research/academia are dominated by men, meaning that gender balance in the SUC is very unlikely. Going forward, the consortium will continue to encourage both female and male registrations to the SUC.

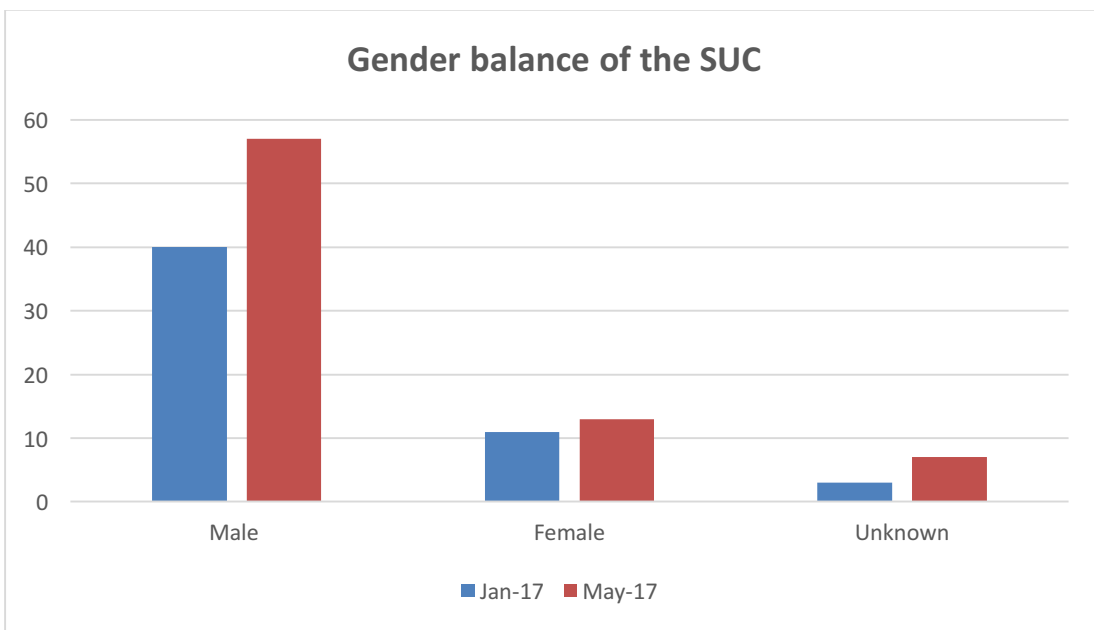


Figure 8: Gender balance of the SUC

5.5 Key findings for the SUC

The key findings for the SUC include:

- The number of countries represented by the SUC members has increased from 19 countries in January 2017 to 21 countries in May 2017. In addition to the two new countries (Ireland and Lithuania) that are represented, the registered members representing nine countries has increased.
- Consistent with the design of the SUC, the organisation types most represented are industry/SMEs (62%) and research/academia (31%).
- In terms of gender, the SUC continues to be unbalanced with 74% of members being male. The consortium will continue to invite female and male stakeholders to join the SUC.

5.6 Supplier Community (SUC) Strategy

In order to drive the growth of the SUC, the Work Package 4 leader VTT developed the strategy presented in this section. Whilst the majority of activities listed below have already been implemented, the consortium will continue to invite underrepresented stakeholders to join the SUC.

5.6.1 Aim and position of SUC

The ResiStand Supplier Community (SUC) consists of representatives from industry, SME’s, and research organisations that use standards for developing and supplying solutions, technologies and services to crisis management and disaster resilience related operations. The members of the SUC are thus able to provide information on current and future standardisation demands, and their expectations towards the standardisation of (emerging) technologies and processes, namely standardisation opportunities. In addition to standardisation opportunities, the SUC members can provide also information on drivers and constraints related to standardisation process itself as well as ideas how the process could be enhanced.

To gather this information, the ResiStand project has engaged the members of the SUC through online questionnaires and two interactive workshops, to identify standardisation opportunities, drivers and constraints. The feedback will be used to develop recommendations on how to improve the standardisation process and to support organisations’ and persons’ involvement in standardisation.

Activities related to the SUC engagement will be organised in parallel and in the same locations with events of the ResiStand End-User Community (E-UC) and of the Standardisation Advisory Group (SAG), thus creating a platform for networking and information exchange on current and future standardisation issues. In addition, the members of SUC will be kept informed about all outcomes of the project by regular ResiStand newsletters as well as updates about published deliverables. From the SUC point of view, the key outcomes of the project are the standardisation roadmap on future standardisation activities and the recommendation for an enhanced pre-standardisation process supported by better understanding of general interests, needs and expectations related to standardisation. Due to the varying technology readiness levels of new potential standardisation items additional research will be required to bring some solutions to the standardisation stage, but this can be supported by the earlier mentioned ResiStand pre-standardisation process.

The main tasks in which SUC members will be involved are:

Task number	Task description as performed by the ResiStand partners	Requested input from the members of SUC
T4.2	Initial identification of industry stakeholder’s standardisation opportunities as well as of drivers and constraints related to the participation in standardisation activities.	To complete and submit an online questionnaire.

T4.3	Initial identification of research organisation’s (universities and RTOs) standardisation opportunities as well as of drivers and constraints related to the participation in standardisation activities.	To complete and submit an online questionnaire.
T4.4	Identifying, consolidating, analysing, and updating opportunities and expectations of SUC through 2 dedicated workshops (in Brussels and Rome).	To participate in one of the workshops and to contribute actively to the related discussions.
T4.4	Opportunity identification through a survey of security research projects.	The project coordinators were asked to reply the e-mail asking about new standardisation opportunities
T5.1 and T5.2	Discussion and validation of potential standardisation items (as a result of the gap analysis in T5.2) / Critical evaluation of potential standards	To participate in the WP5 workshop related to these tasks and to provide feedback and input.
T7.5	Final conference introducing the ResiStand roadmap and the ResiStand process	To participate in the Final conference

Supplier community members will in return benefit from ResiStand project by the following means:

- They will get view on potential new technologies, solutions, procedures and practices that can be used as basis for future standardisation.
- ResiStand workshops and final conference will offer an arena for networking with different stakeholders that share the interest in standardisation. These events also provide possibility to exchange information and find new business and research opportunities.
- The main challenges and restraints related to the SUC participation in standardisations will be brought out to the discussions together with possible suggestions to overcome them.

5.6.2 Members

As outlined above, the Supplier Community (SUC) consists of industry and research organisations that produce products and solutions or have research and development activities related to the field of disaster management and resilience. These organisations have interest in standardisation as they may benefit from it from several ways e.g. by getting their products and services faster to the market, enhancing interoperability of their products, or receiving latest information about the technological solutions and end-users needs to support their development activities. The following stakeholder groups are considered relevant for participation in the SUC:

- Industrial companies including also SME’s
- Consulting companies
- Research and technology organisations (RTOs)
- Universities
- Schools for dedicated operational tasks e.g. fire and rescue service schools and police academies
- Associations and networks representing above mentioned interest groups.

Different associations and networks offer best and fastest track to contact stakeholders and distribute information about the ResiStand project and its collaborative activities. The following associations and networks were identified and contacted as potential contributors to the SUC community:

- EARTO – European Association of Research and Technology Organisations, Security working group
- IMG-S – The Integrated Mission Group for Security
- CIPRNet – Critical Infrastructure Preparedness and Resilience Research Network
- ERNCIP – European Reference Network for Critical Infrastructure Protection (coordinated by JRC)

- SAFE Cluster – Pole Euroméditerranéen sur les Risques Association
- JRC – EU joint research centre, Ispra. Disaster management agency
- EOS – European Organisation for Security
- PSCE – Public Safety Communication Europe Forum
- TIEMS – The International Emergency Management Society
- National disaster and crises management associations
- Members of standardisation working groups and technical groups

Initially, the invitation to join SUC was sent to the above mentioned organisations and their contact persons via bilateral contacts of the consortium members as well as via the EC led Community of Users (CoU) in the Disaster Risk and Crisis Management sectors. In addition, the invitation was shared on the project’s own dissemination channels such as Twitter, LinkedIn and the project’s website as well as with other EC funded security research projects that ResiStand is liaising with. The aim is to reach an adequate representation of different types of stakeholders, based on variables including each stakeholder’s country, type of organisation, and gender. This is a key factor for ensuring that ResiStand considers different perspectives and develops outputs that are in line with the expectations of the different members that comprise each Stakeholder Community.

5.6.3 Approach

The following steps have been taken regarding the involvement of SUC in the project:

1. Invite people who are personally known by the ResiStand partners, directly from relevant organisations.
2. Arrange targeted desk research to identify potential new members that are not yet known by the partners.
3. Reach out to relevant existing networks such as the EC led CoU and further EC funded relevant research projects.
4. Include the invitation to join SUC amongst others in the relevant, widely distributed and openly accessible online questionnaire on the initial identification of standardisation opportunities (T4.2 and T4.3)
5. Share the invitation to join the SUC via the projects dissemination channels (website, Twitter, LinkedIn, Newsletter etc.)
6. Promote the ResiStand communities in the ResiStand workshops (Brussels and Rome) and ask workshop participants to join SUC.

The following steps have and will continue to be taken regarding the commitment of the SUC in the coming months:

1. Keep the members of SUC updated about the project progress via newsletters.
2. Engage with the members via a specific online questionnaire, amongst others, to prepare and conduct the subsequent SUC workshops to best meet the expectations of the members.
3. Conduct two specific SUC workshops.
4. Conduct a fifth workshop with representatives of all stakeholder communities, to bring together the previously developed and gathered results.
5. Try to maximise cross-fertilisation of the different ResiStand stakeholder communities by organising back to back events.
6. Ask current SUC members who they consider to be additional important stakeholders to be invited.

6 Analysis of the Social Media Communities

In addition to an analysis of ResiStand’s three stakeholder communities, Deliverable D7.1 included an analysis of ResiStand’s contacts on LinkedIn and Twitter. Since January 2017, the consortium has continued to use both social media applications to:

- 1) Gain access to and connect with relevant organisations and individuals that ResiStand’s partners may not otherwise have access to. These connections are encouraged to join ResiStand’s Stakeholder Communities and participate in project activities,
- 2) Disseminate ResiStand’s results by promoting public deliverables,
- 3) Stay-up-to date and learn from other organisations, networks, and European Commission projects that are working in the fields of standardisation, disaster resilience, and crisis management.

This section provides an analysis of the contacts ResiStand has on both applications.

6.1 Analysis of LinkedIn Contacts

Posts are made on LinkedIn, at a minimum, weekly. Posts are used to promote ResiStand’s activities including the release of new deliverables and the organisation of events. Whilst ResiStand actively connects with relevant stakeholders, organisations, and projects on LinkedIn, the ResiStand LinkedIn account also frequently receives connection requests from stakeholders. As of 24th May 2017, ResiStand has 194 LinkedIn connections, an increase of 73 (60%) contacts since January 2017. The number of LinkedIn followers has also increased by 75 (60%) contacts, reaching 201 followers on 24th May 2017.

Since January 2017, LinkedIn’s analytics tool has changed and no longer provides an analysis of the countries and industries represented by ResiStand’s followers. Instead for D7.2, an analysis has been undertaken of ResiStand’s 194 LinkedIn connections, including of the country, organisation type and gender represented. The findings of this analysis are reported in the next sections.

6.1.1 Countries represented by ResiStand’s LinkedIn Connections

Figure 9 highlights the 26 countries that are represented by ResiStand’s LinkedIn connections. The largest number of connections (n=36) are from the UK, which represents 19% of connections that are people. Additionally, there are also a high number of connections from The Netherlands (n=21), Belgium (n=18), Germany (n=17), Spain (n=16), and Finland (n=15), four of these being countries that the ResiStand partners are from.

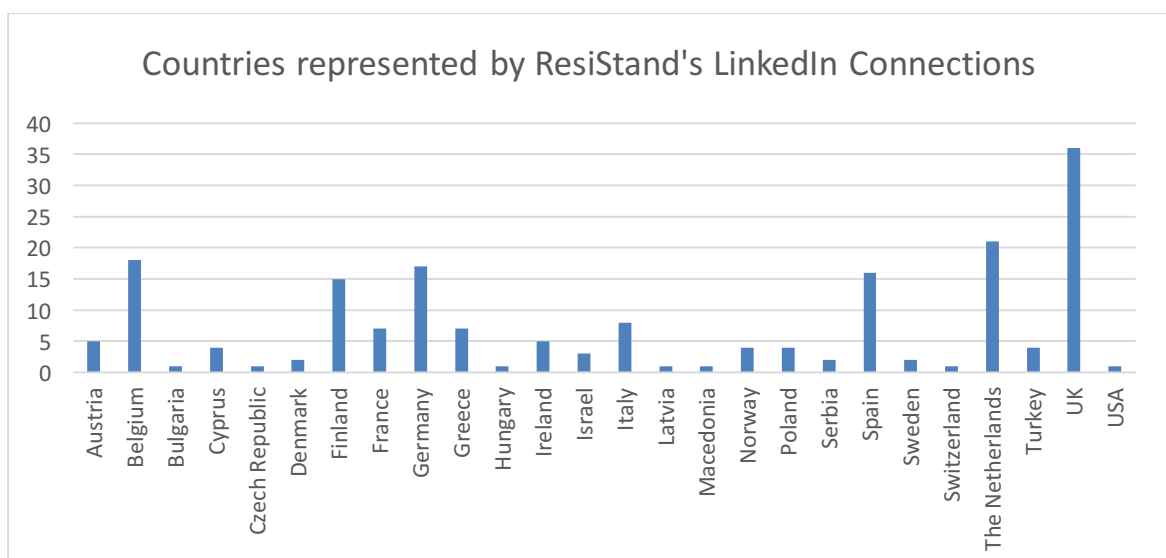


Figure 9: Countries represented by ResiStand's LinkedIn Connections

6.1.2 Organisation types represented by ResiStand’s LinkedIn Connections

Figure 10 highlights the organisation types represented by ResiStand’s LinkedIn Connections. As the figure shows, ResiStand’s LinkedIn connections are well balanced in terms of organisation type, predominantly representing Industry/SMEs (37%), government organisations (29%), and research (22%).

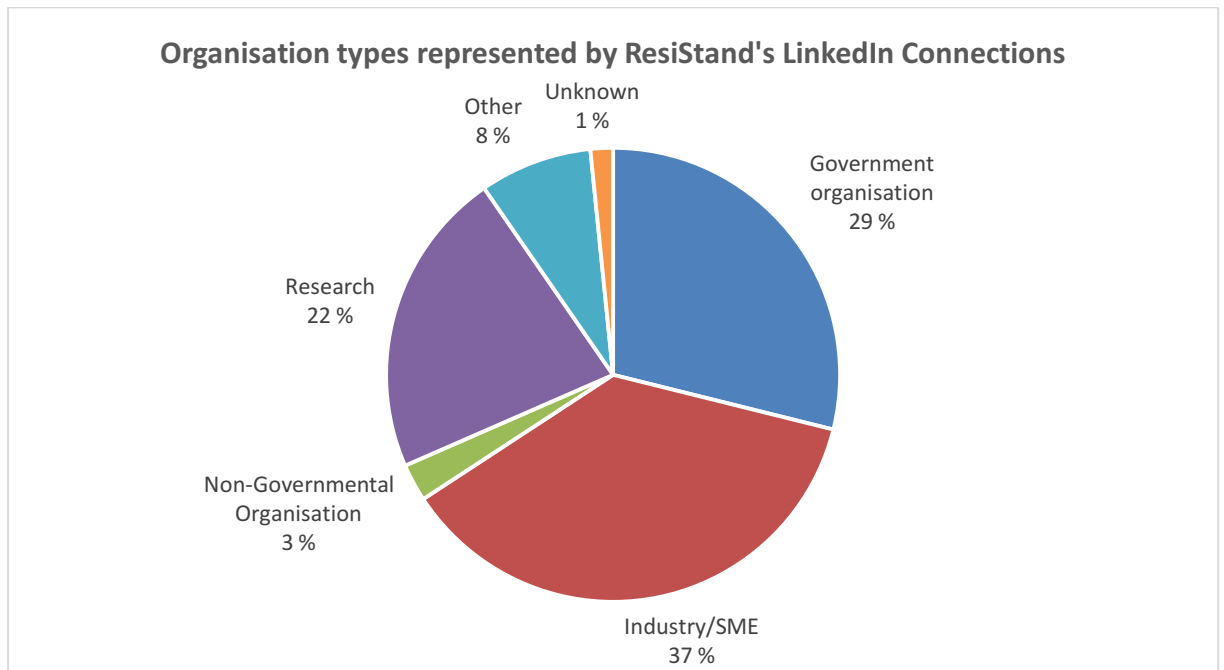


Figure 10: Organisation types represented by ResiStand's LinkedIn Connections

6.1.3 Gender division of ResiStand’s LinkedIn Connections

An analysis of the gender balance of ResiStand’s LinkedIn connections shows that 58% of connections are male, falling from 63% in January 2017. The number of female connections has risen by 9% between January and May 2017, going from 26% in January 2017 to 35% in May 2017. This suggests that efforts to connect with more female stakeholders on LinkedIn have been effective. The percentage of connections that are projects or a company has fallen from 5% in January 2017 to 3% in May 2017 and for 4% of connections, information on their gender is not available.

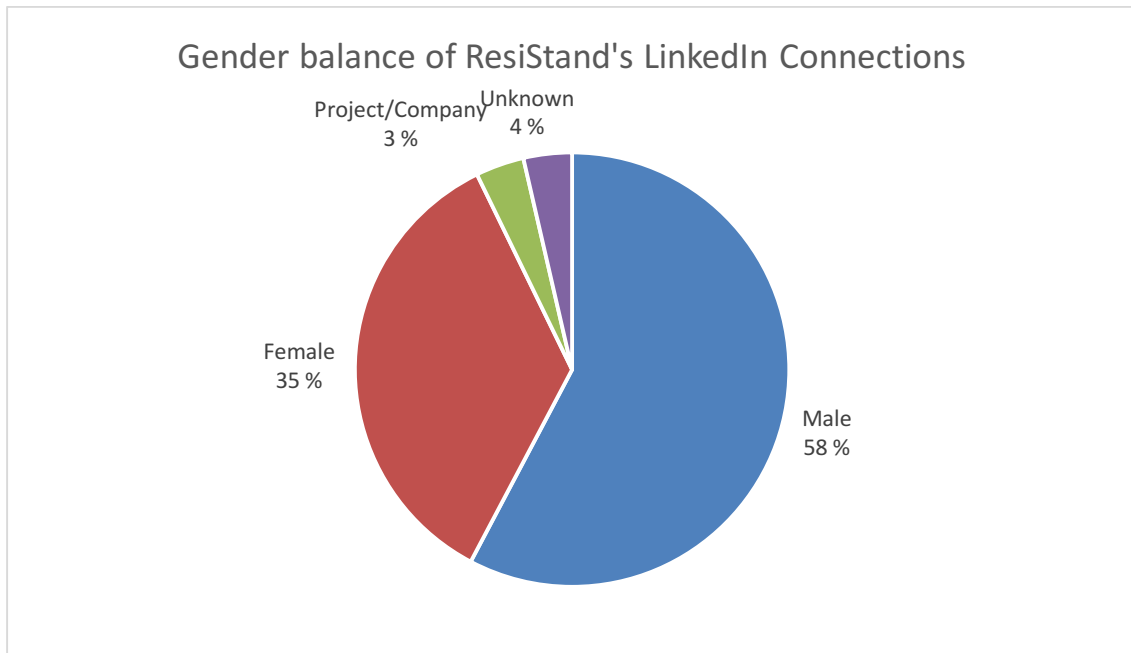


Figure 11: ResiStand LinkedIn connections by Gender

6.1.4 Key findings for LinkedIn

The key findings for LinkedIn include:

- With 194 connections and 201 followers, ResiStand’s LinkedIn Community is slightly larger than the total number of registered contacts in ResiStand’s three communities.
- ResiStand’s LinkedIn connections represent 26 countries and now also represents contacts in Austria, Bulgaria, Cyprus, Czech Republic, Denmark, France, Greece, Hungary, Italy, Latvia, Poland, and Sweden.
- ResiStand’s communities are well represented on LinkedIn with connections predominantly being from industry/SMEs (37%), government organisations (29%), and research (22%).
- Efforts to connect with more female stakeholders have been effective as the number of female connections have increased by 9% between January and May 2017. The ResiStand LinkedIn account will continue its efforts to increase the number of female stakeholders it is connected with.

6.2 Analysis of Twitter Contacts

ResiStand’s Twitter account, @ResiStand_EU, posts messages approximately three times per week informing the Twitter Community about ResiStand’s activities (e.g., publishing of deliverables, workshops). In January 2016, ResiStand’s Twitter account had posted a total of 299 tweets, was following 237 accounts, and was being followed by 127 Twitter accounts. On 24th May 2017, ResiStand’s Twitter account has posted a total of 383 tweets, is following 323 accounts and is being followed by 176 accounts.

6.2.1 Countries represented by ResiStand’s Twitter Followers

Table 3 highlights the percentage of Twitter followers from each country taken from Twitter Analytics. As in January 2017, the highest percentage (17%) of @ResiStand_EU Twitter followers are from the United Kingdom. This is followed by Spain (11%), Germany (10%), and Belgium (10%).

Table 3: Countries represented by @ResiStand_EU Followers

Country	Percentage of followers
United Kingdom	17%
Spain	11%
Germany	10%
Belgium	10%
Ireland	9%
France	7%
Italy	7%
Greece	4%
Netherlands	3%
Finland	2%

6.2.2 Types of organisations represented by ResiStand’s Twitter Followers

Figure 12 presents an analysis of ResiStand’s Twitter followers by the type of organisation represented. The categorisation is based on the type of organisation that the follower represents. Where this information was not available, the account was either categorized as an individual’s account, or where there was no information at all, as unknown. As the figure below illustrates, ResiStand’s followers predominantly represent Industry/SMEs (n=32) and European Research Projects (n=30).

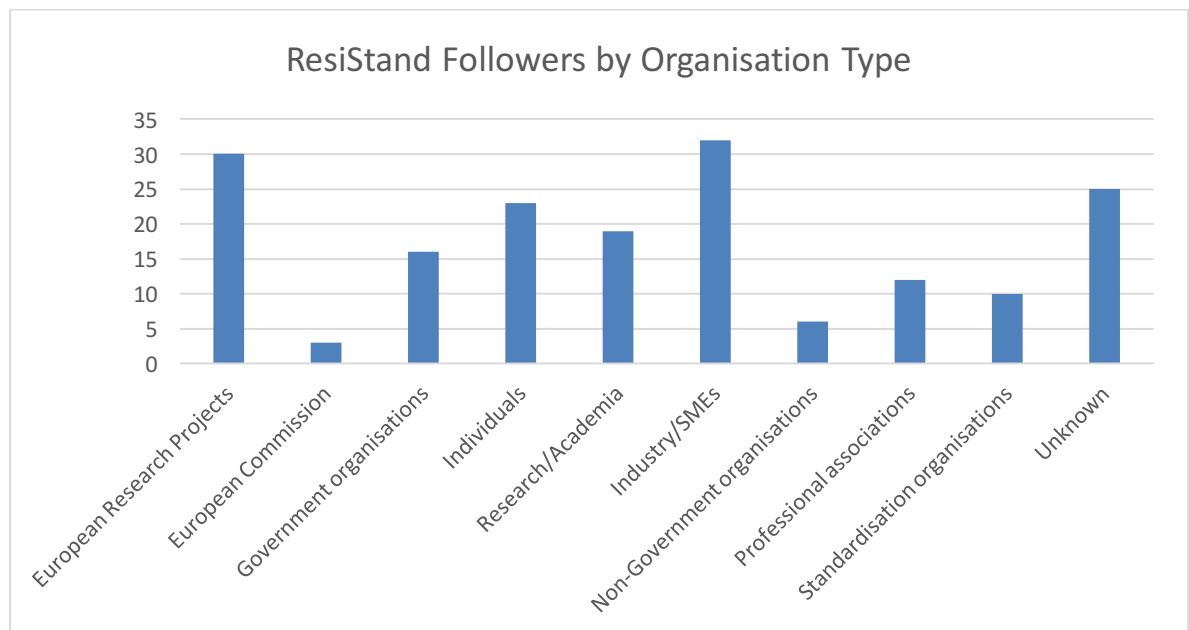


Figure 12: ResiStand's Twitter Followers by organisation type

6.2.3 Gender division of ResiStand’s Twitter Followers

Twitter Analytics data indicates that 77% of the @ResiStand_EU’s accounts followers are male and 33% are female. Since January 2017, efforts have been made to increase the percentage of female followers by following relevant accounts representing women @womenintech, @4womeninscience, @Policing_STAR (Women in Policing) and by posting tweets encouraging women to join Resistand’s stakeholder communities. The consortium will continue these efforts to increase the female (and male) stakeholders following @ResiStand_EU.

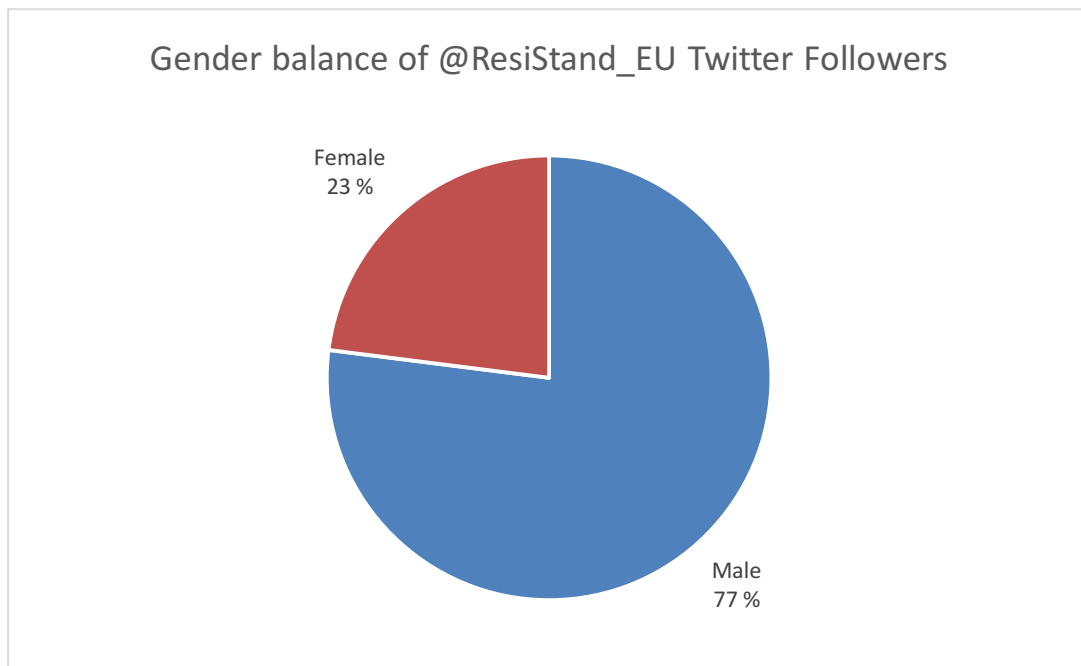


Figure 13: Gender balance of @ResiStand_EU Twitter Followers

6.2.4 Key findings for Twitter

The key findings for Twitter include:

- With 176 Followers, the ResiStand Twitter community is slightly smaller than ResiStand’s three Stakeholder Communities.
- Industry/SMEs and European Research Projects and Research/Academia are well represented by ResiStand’s Twitter followers.
- ResiStand’s Twitter followers represent 10 countries, less than half of the number of countries that are represented by ResiStand’s LinkedIn connections.
- The majority of the @ResiStand_EU Twitter Followers are male (77%). Efforts will be made to continue inviting female (and male) stakeholders to connect with ResiStand on both LinkedIn and Twitter.

7 Conclusions

Deliverable D7.1, ResiStand contact list gap analysis results year 1, presented the findings of an analysis of ResiStand's contacts in the three Stakeholder Communities and on the project's social media accounts, Twitter and LinkedIn. This analysis was performed in M09, in the first year of the project, and identified gaps in terms of not and under-represented stakeholders. As outlined in this deliverable - D7.2, since January 2017, efforts have been made to reduce the gaps identified in D7.1. This has involved:

- Inviting relevant stakeholder's that ResiStand has engaged with to join one of the three Stakeholder Communities
- Inviting new contacts to join the stakeholder communities
- Presenting ResiStand at third party events
- Sending targeted communications (e.g., e-mails, Tweets) to not and underrepresented stakeholder groups
- Inviting stakeholders from relevant associations, networks and forums to join a Stakeholder Community

The results of the gap analysis performed in M13, May 2017, is presented in this deliverable, D7.2. The analysis has shown how all three Stakeholder Communities have grown in membership and the three communities now total 179 stakeholders, having increased by 62 members (53%) since January 2017. The findings of the year 2 gap analysis also provides the following insights for each Stakeholder Community:

- The SAG has increased from 16 to 19 members between January and May 2017. Members of the SAG continue to represent 10 countries, however, there has been a change in the countries represented with Germany now being represented and Turkey no longer being represented. The only EU countries not currently represented, that are listed in the SAG strategy, are Italy and Sweden. The SAG is the only Stakeholder Community that has more females than males.
- The E-UC has increased from 47 to 83 members between January and May 2017. Members of the E-UC continue to represent 20 countries, however, the number of stakeholders from underrepresented countries has increased. Just under half (47%) of the members of the E-UC represent government organisations. The E-UC continues to be male dominant, in line with the emergency management field.
- The SUC has increased from 54 to 77 members between January and May 2017. Members of the SUC currently represent 21 countries, increasing from 19 countries in January 2017. Additionally, the registered members representing nine countries have increased. The majority of SUC members represent industry/SMEs (62%) and research/academia (31%). The SUC remains unbalanced in terms of gender.

The analysis also revealed that ResiStand's contacts are not limited to the three Stakeholder Communities, but also include LinkedIn and Twitter connections that ResiStand engages with. With 194 LinkedIn connections and 176 Twitter followers, social media provides a key channel to increase ResiStand's reach. Whilst progress has been made in closing the gaps identified in D7.1, there are gaps that continue to remain. In the remaining 11 months of the project, effort will be placed on attempting to reduce these remaining gaps.

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