

## Annex A.

# OECD Questionnaire on Risk communication policies and practices

### Definitions

**Critical Risks:** threats and hazards that pose the most strategically significant risk, as a result of (i) their probability or likelihood and of (ii) the national significance of their disruptive consequences, including sudden onset events (e.g. earthquakes, industrial accidents, terrorist attacks), gradual onset events (e.g. pandemics), and steady-state risks (notably those related to illicit trade or organised crime).

**Hazard:** a natural or man-made source or cause of harm or difficulty.

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### 1. General institutional arrangements for government communication about risks

#### *Policy*

1.1. What is/are the main national policy(ies) in your country that mandates and/ or guides risk communication activities across sectors and levels of government?

*Please list the relevant policies, if possible briefly describe each of them and kindly attach documents (or links to available documentation online) outlining these policies.*

***The following questions relate to what is described in the above policies, or, in their absence, may refer to what the general practice is in your country:***

**Actors**

1.2. Who are the main actors with legal or formal responsibility for risk communication in your country? *Check all that apply*

- National government
- Local government
- Other public agencies, if so, *please specify* \_\_\_\_\_
- International organisations
- Scientists and experts
- Industry, private sector
- Critical infrastructure providers
- NGOs and voluntary organisations
- Media
- Other, *please specify* \_\_\_\_\_

1.3. Do specific actors have specific risks that they have to communicate about (i.e. is there a determined ownership of risks by certain actors)?

- Yes
- No
- I don't know

*If yes, please provide examples.*

1.4. Is there a lead organisation or co-ordinating platform for risk communication?

- Yes
- No
- I don't know

*If yes, please provide name and describe briefly.*

**Private Sector**

1.5. Does the private sector have any formal responsibility for risk communication?

- Yes
- No

I don't know

*If yes, please describe the private sector formal role and perhaps actual activities.*

1.6. Are there any examples of private sector actors not living up to their legal or formal responsibilities with regard to risk communication?

Yes

No

I don't know

*If yes, please specify examples or instances where this has been the case.*

1.7. What are the key processes for exchanging information about risks between government institutions and major private sector organisations?  
*Check all that apply*

Periodic meetings (with a fixed schedule)

Spontaneous meetings (called upon specific needs)

Informal channels (telephone, email)

Written reports available periodically

Written reports available eventually

Other, *please specify* \_\_\_\_\_

## 2. Design of risk communication activities

### *Risk Types*

2.1. Is there an all-hazard approach to risk communication or is risk communication exclusively conducted for specific hazards?

It is exclusively conducted for specific hazards

An all-hazards approach to risk communication is in place

I don't know

*Please provide examples, to illustrate the all-hazard or single hazard approaches to communicating about risks.*

2.2. What is the focus of the risk communication strategies in terms of known/experienced risks or unknown/not yet experienced risks?

- The focus is exclusively on known/experienced risks
- The focus is on both experienced and unknown/not yet experienced risks

*Please provide examples, if possible.*

2.3. Are notions of complexity and cascading effects conveyed in risk communication?

- Yes
- No
- I don't know

*If yes, please provide examples of how those notions are conveyed in risk communication.*

2.4. Does risk communication incorporate trans-boundary risks?

- Yes
- No
- I don't know

*If yes, please provide examples of how these notions of trans-boundary risks are conveyed in risk communication.*

## ***Purposes***

2.5. Generally speaking what would you say are the purposes of risk communication in your country?

*Check all that apply or please assign an importance value to each of the below items in your work from 1 (not important) to 5 (extremely important).*

- Raise public awareness about hazards and risks
- Enhance knowledge about risks through education and training
- Encourage protective behaviour
- Promote the acceptance of risk management measures
- Inform on how to behave during hazardous events
- Warn of and trigger actions in response to imminent and current events
- Reassure the public, improve relationships (build trust, cooperation, networks)
- Enable mutual dialogue and understanding
- Involve actors in decision making
- Other, *please specify* \_\_\_\_\_

## ***Stakeholder engagement***

2.6. Are stakeholders from the private sector or NGOs or citizens involved in the design process of risk communication?

- Yes
- No
- I don't know

*If yes:*

2.6.1. Which of the following stakeholders are involved in framing the communication processes? *Check all that apply*

- NGOs
- Private sector
- Academia
- Neighbourhood groups
- Citizens
- Other, *please specify* \_\_\_\_\_

2.7. Are stakeholders involved in the actual communication process?

- Yes
- No

I don't know

*If yes, please provide examples.*

2.8. Does risk communication policy include a specific focus on vulnerable population groups (e.g. elderly/youth, disabled, linguistic minorities)?

Yes

No

I don't know

*If yes, please provide examples.*

***Prevention-focused risk communication***

2.9. Does risk communication include communication about actions citizens should take in terms of prevention or mitigation measures?

Yes

No

I don't know

*If yes, please provide examples.*

2.10. Is the focus of the type of risk communication you are in charge of on conveying information about risks, or does it emphasize information about actions citizens could take to prevent/ mitigate risks?

*Please, indicate approximately on the scale provided below.*

Convey information	Convey information and provide some guidance on preventative actions	Convey information and provide an extensive list of possible prevention measures
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

If needed, you may comment on your assessment here:

***Modes and channels of risk communication***

2.11. What are the channels through which risk communication is delivered?

*Check all that apply*

- TV ads
- Radio ads
- Newspapers ads
- Information campaigns covering several communication channels
- Active use of political leadership
- Other, *please specify* \_\_\_\_\_

2.12. What are the modes that are used in the above channels for communicating? *Check all that apply*

- Written (newspaper, letters, reports, billboards, posters in public places)
- Verbal (lectures, storytelling, conversation)
- Non-verbal/visual (gestures, body language, sign language, facial expressions, graphics, movies)
- Direct (face-to-face: for example, meetings, focus groups, lectures)
- Telephone, videoconferences or if larger audience, brochures, leaflets booklets mass media and social marketing
- Conventional and interactive media (such as social media) information networks
- Other, *please specify* \_\_\_\_\_

2.13. Are there feedback or interaction mechanisms from citizens to the governments?

- Yes
- No
- I don't know

*Please, describe how such feedback and interaction is taking place.*

2.14. Is interactive media (such as social networks) used to communicate about risks?

*If yes:*

2.14.1. What type of social networks do you use:

- Twitter
- Facebook

- Instagram
- Others, *please specify* \_\_\_\_\_

*Please, provide examples on the use of social media*

### ***Tools***

2.15. What kinds of tools are used to communicate?

- Signs marking the location of features of a past disaster (e.g. marking historical disaster events in a visible way)
- Maps that indicate the geographic extent of past hazardous events
- Other, *please specify* \_\_\_\_\_

2.16. How are modern technologies used to enhance risk communication (such as satellite-based technologies and systems utilising space-driven geospatial information), including mobile based content and apps? *Please provide examples.*

2.17. How has behavioural science been used to improve the effectiveness of risk communication? What results of psychological experiments have been informative to the design of risk communication practices? *Please provide examples, if possible.*

### ***Message – framing of communication messages***

2.18. Does risk communication include communicating about uncertainty?

- Yes
- No
- I don't know

*If yes, please provide examples.*



2.19. Are messages and language adapted to different recipients of the communication?

- Yes  
 No  
 I don't know

*If yes, please provide examples.*

2.20. Are prevailing conditions in various areas of the country taken into account?

- Yes  
 No  
 I don't know

*If yes, please provide examples.*

### 3. Good governance arrangements

#### ***Risk communication based on good governance***

3.1. Are measures in place to ensure that risk communication is grounded in (scientific) evidence?

- Yes  
 No  
 I don't know

*If yes, please provide examples.*

#### ***Impact of risk communication***

3.2. Are there any studies to assess the impact of risk communication in your country?

- Yes  
 No  
 I don't know

*If yes, please describe the results and if possible attach any available documentation.*

3.3. Is there an integrated approach to risk, crisis and emergency communication?

- Yes
- No
- I don't know

*If yes, is the integrated approach stipulated in a law or a guidance document provided by national or international agencies. Please provide relevant documentation.*

### ***Training of risk communication staff***

3.4. How is training and education of staff dealing with risk communication ensured and organised?

- Online courses
- In-work training
- External training
- Self-learning materials
- Other, *please specify*: \_\_\_\_\_

If you would like to add a description of the training activities you engage in, please provide it here:

If there is anything you want to add to the questionnaire that you deem important to the subject but not sufficiently covered, please feel free to add it here and/or send us any additional information through e-mail: *Catherine Gamper* ([Catherine.gamper@oecd.org](mailto:Catherine.gamper@oecd.org) ; +33 1 45 24 96 11).

## Annex B.

### List of responding countries and responding institutions

Country	Name of the ministry/department or organisation
Australia 1	Government of South Australia – South Australian Fire and Emergency Services Commission
Australia 2	Australian Government - Attorney-General's Department
Austria	Ministry of the Interior
Colombia	Republic Presidency - National Unit for Disaster Risk Management (UNGRD)
France 1	Prime Minister – General Secretariat for Defence and National Security
France 2	Ministry of Interior – International Relations Mission
Germany	Documents from Germany inserted by the OECD Secretariat
Greece	Ministry of Interior - General Secretariat for Civil Protection (GSCP)
Japan	Ministry of Land, Infrastructure, Transport and Tourism (MLIT)
Korea	Ministry of Public Safety and Security- National Disaster Management Institute
Luxembourg	Ministry of State / High-Commissioner for national security
Malta	Civil Protection Department
Mexico	Ministry of the Interior – Directorate-General for Civil Protection
Norway	Ministry of Justice and Public Security
Poland	Government Centre for Security
Slovak Republic	Ministry of Interior - Department of Crisis Management
Slovenia	Administration of the Republic of Slovenia for Civil Protection and Disaster Relief, MoD
Sweden	Swedish Civil Contingencies Agency (MSB)
Switzerland	Federal Office of Civil Protection
Turkey	Prime Minister – Disaster and Emergency Management Presidency (AFAD)
United Kingdom	Cabinet Office (CO), Civil Contingencies Secretariat (CCS)



**From:**  
**Trends in Risk Communication Policies and Practices**

**Access the complete publication at:**  
<https://doi.org/10.1787/9789264260467-en>

**Please cite this chapter as:**

OECD (2016), "Annexes", in *Trends in Risk Communication Policies and Practices*, OECD Publishing, Paris.

DOI: <https://doi.org/10.1787/9789264260467-7-en>

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