



DRAFT

BUILDERS APPROACH ON HOW TO INCREASE
RESILIENCE IN DISASTER MANAGEMENT

IMPROVING SOCIAL CAPITAL

BuildERS is an EU funded research and innovation project that aims to increase the resilience of European communities against both natural- and human-made disasters. We hope to reduce vulnerabilities through improved social capital and risk awareness of citizens in the face of the increased use of new technologies and media platforms. This document is a sneak peek at some of the policy recommendations that have emerged from our work. As our work is ongoing, these recommendations are subject to change.

The BuildERS project sees social capital – the presence of trust and belief in one’s community – as a way to lower vulnerability and build resilience in society. How can we boost the trust and coherence of a community? Social capital is difficult to build quickly. But social capital can be improved, according to BuildERS, by understanding the full range of social support networks – family and community, unofficial and official – and helping to build those networks through official investment. Facilitating actions can include risk awareness raising, support for networking amongst diverse actors, and mobilising volunteers effectively during disasters.

IMPROVING SOCIAL CAPITAL



Local Recommendation

Develop a social media strategy

Develop a **social media strategy** to help: (a) mobilise volunteers, (b) monitor misinformation, (c) deliver accurate information, and (d) assist with situation awareness during a crisis. Partner with social media personalities to make this practical and effective. The **BuildERS Guidelines for Collaborating with Social Media Influencers** can be a helpful starting point.



National Recommendation

Improve engagement of volunteers during crises

Facilitate a **dialogue between official crisis managers and volunteer organisations** to explore the advantages and disadvantages of volunteer engagement.

Team-up with local authorities to **develop plans for managing 'volunteerism'** during crises, (e.g. concerned citizens who wish to help in a disaster). Encourage **local planning** for coordinating official volunteers (those enrolled in organisations) and unofficial volunteers (spontaneous helpers) during crises.



EU Recommendation

Improve the use of volunteers in disaster management

Add **volunteer coordination planning** to the work of the Directorate-General for European Civil Protection and Humanitarian Aid Operations' training schemes. Share best practice amongst states in how to integrate volunteers in disaster management, through the network of civil protection actors.

For more information, please see our website, where all of our publications are available for download: <https://buildersproject.eu/results>

