

# WORKSHOP

**IMPROVER**



MEETING PUBLIC EXPECTATIONS IN RESPONSE TO CRISES  
13TH OCTOBER 2016 FROM 10.00 TO 17.00

**The IMPROVER project is developing a methodology for operationalising resilience to critical infrastructures to improve their performance when exposed to crises and disasters.**

In order to achieve this the project is considering both the capacity of infrastructure to deliver services during crises and the tolerances of the society which depends on this infrastructure to losses of service.

After the first year, results from the project suggest that public expectations for continued service during and after disasters are high, and that there is an expectation gap in terms of the services critical infrastructure operators should provide in the aftermath of a disaster.

**This workshop** aims to discuss how infrastructure operators meet these requirements today and how this can be improved. The program will begin with a short introduction to the project and then detail our findings with regards to the tolerance of the public to service disruption. We will then present some scenarios which could affect critical infrastructure services before discussing with the operators about public expectations and crisis management.

## WHO SHOULD ATTEND

The workshop is intended for the IMPROVER associate partners to discuss the public expectations of critical infrastructure in times of crises; however we would welcome and encourage all who are interested to attend, including infrastructure owners and operators; emergency response agencies and national emergency management authorities; as well as researchers.

## THE DAY

The workshop will be interactive and breakout groups will focus on individual infrastructure sectors including water, transportation and energy.

## VENUE

UIC headquarters  
16 Rue Jean Rey, 75015 Paris, France

## REGISTER

Places are limited, so please sign up as soon as possible. To register please send an email to this effect with your contact details to [improver@sp.se](mailto:improver@sp.se) or to one of the project partners.

## CRITIS

IMPROVER workshop will be held as an associated event of the CRITIS conference (<http://critis2016.org/>). For associated partners interested in attending the conference please contact project coordinator David Lange ([David.Lange@sp.se](mailto:David.Lange@sp.se)) or dissemination manager Laura Melkunaite ([Ime@dbi-net.dk](mailto:Ime@dbi-net.dk)).

