

BUILDING RESILIENCE IN NON HOSTILE ENVIRONMENTS

ASP EDITORIAL

Resilience starts when you understand risks and vulnerability in a new or changing environment.

The level of vulnerability is not only a weakness but a strength if it leads to awareness and cautiousness to play a major role in a daily behavior, as explained by rescue current and former rescue officers.

Parking a car, attending an event in a closed and crowded place, be in a waiting line are all these ordinary actions that take another dimension when done with a watchfulness approach.

In many cases, resilience capacity will depend on the level of training or knowledge of risk awareness. It is a basic when living in a hostile environment but still at a low standard in non-hostile environments.

It is a long process, yet already engaged in countries where the threat is high, where private security companies with many years experiences in hostile environment can contribute to the shaping of resilience capacity.

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Lt-Colonel Frédéric Castagnola, Coordinator at the Preventative Information and Saving Behaviours Unit at the French South-East Departmental Fire and Rescue Service (Service Départemental d'Incendie et de Secours – SDIS 06). We asked him to explain the importance of having an increased trained population in today environment.

Phil Langdale, Crisis management trainer, responsible for developing and facilitating exercise scenario for middle to strategic UK and international Fire and Rescue officers. We asked his point of view on resilience behaviours among the British citizens.



ADOPTING A NEW APPROACH FOR PUBLIC SPACES IN EUROPE

When you enter a public or private building in some European countries, namely in France and UK, you can find today a small poster in the elevator, the cafeteria, or in corridors.

It is not an advertisement or a public poll. It looks like an instruction in case of fire, but when you look closer it is a basic, yet relevant, instruction on how to react in case of terrorist attack and how to survive. Schools, museum, theatres, concert hall: all buildings to be a potential target have this poster. In parallel, at Emergency departments, there is more and more request from civilian on rescue and first aid trainings.

While terrorism is not a new phenomenon, major steps about increasing awareness and building resilience have been taken recently, after main terrorist's attacks.

The question that can be raised is why resilience in a non-hostile environment became a priority? What is new is the recurrence of attacks, its scale, as well as the use of new communication tools, the diversity of modus operandi, and the ability to admit that the threat cannot be eliminated completely.

Nassim Nicholas Taleb, author of the best-selling phenomenon *The Black Swan*, defines resilience as the ability "to resist shock and stay the same". He proposes the term "anti-fragility" as it is "beyond robustness and resilience". The anti-fragile resists but facing stressors, randomness, disorder, shocks, gets better and improves. The element of non-prediction is paramount as the ability to identify where the fragility lays in order to measure the sensitivity to harm.



In a recent tribune², Alain Bauer, Professor of Criminology at CNAM Paris, New York, Shanghai and Francois Freynet, consultant raised the issue of the "indefensible space logic", stating that "Accepting the notion of indefensible space leads to a different logic.

The concentration of the security means is no longer in the static protection of a space, but in the dynamic protection of the people who are there". Realizing that our places of life are not, in the state, defensible spaces, thus implies the adaptation of individual behaviours, the participation of everyone in their own protection.

People can't entirely control the threat of terrorism, but they can control how they react to it, and exercising that control might have an impact on decreasing the threat. Resilience policy can involve information towards the public in greater details, public preparedness plan model on fire and building codes, developing mobile-phone applications to issue alerts in the event of an attack, and encouraging citizens to receive tactical first aid trainings.

1. "Anti-fragile, things that gain from disorder" – Nassim Nicholas Taleb – Penguin edition ISBN: 978-0-141-03822-3

2. <https://www.lesechos.fr/idees-debats/cercle/030371771421-adapter-notre-attitude-a-la-menace-terroriste-2092554.php>



FRANCE: TRAINING CITIZENS TO AWARENESS



Resilience is the aptitude to resist and to overcome traumatic shocks. "When I got punched in my head and I start to ask myself how do I rebuild myself and how can I accept this new life."

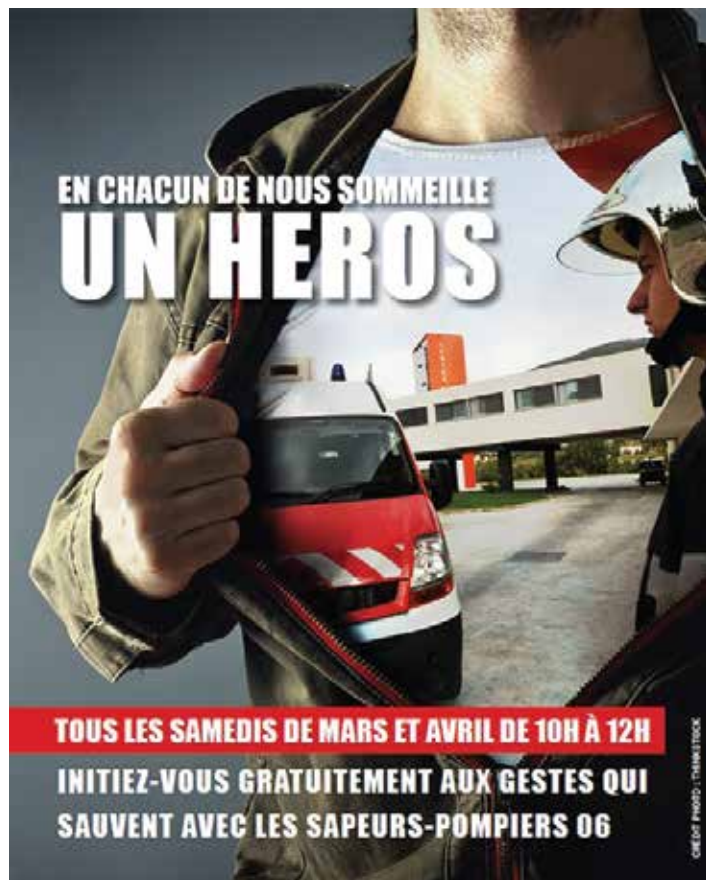
This is a definition by a relevant specialist, Lt-Colonel Frédéric Castagnola, Coordinator at the Preventative Information and Saving Behaviours Unit at French South-East Departmental Fire and Rescue Service (Service Départemental d'Incendie et de Secours – SDIS 06).

The French-Riviera city have been shocked after a 19 tonnes cargo truck was deliberately driven into crowd of people celebrating Bastille Day on the Promenade des Anglais, resulting in the death of 86 people and the injury of 458 others.

The aftermath of this attack changed the citizens approach regarding awareness. The consciousness of vulnerability has led to the need of learning self-protection measures. The Fire and Rescue department has been working in this direction for more than 20 years, in order for each citizen to be actor of its own safeguard and become the first link in the chain of relief. Various type of trainings and lectures are proposed according to the category of population.

Among these trainings, a new module has been developed: IMPACT (Instant Management on Planning Action) is a 3 hours crisis management module for private and public bodies. The objective of IMPACT is to stop the fear-avoidance beliefs ("it always happens to others but not to me"), to cancel sense of security thus triggering our will to anticipate.

Basically, it means that the more we are fully aware of our vulnerability, the better we can anticipate and be cautious. "It's a halfway meeting: We make our step towards citizens but we can't force. They have to take their own steps towards us", explained Frédéric Castagnola.



FREDERIC CASTAGNOLA: A FRENCH EXPERT POINT OF VIEW ON TRAINING CITIZENS



Frederic Castagnola



ASP Question: After the attacks in Nice in particular and in France in general, has the SDIS 06 seen an increase of requests for training in first aid? if so in what proportions?

Yes, and we are not the only institution to deliver trainings especially PCS1 (prevention and civil rescue level 1 – According to national statistics, in 2016, the Red-Cross delivered 70.000 PCS1, while the number was 55.000 in 2014 before the attacks). But between 2016 and 2017, the Departmental Council and the firefighters reacted quickly and planned targeted campaigns for first aid citizens trainings: "in each of us there is a hidden hero".

We have witnessed more and more people in our monthly awareness lectures, and women are twice more than men. But we are far from other European countries where the percentage of trained citizens can reach 90% like in Sweden.

It is not a surprise if the most resilient population are in countries that are characterized by a kind of insularity which leads them to reduce their vulnerability: Japan (insularity of sea and risks of floods), Canada (insularity of cold weather), Israel (insularity by risks of war).

ASP Question: What are the advantages for SDIS 06 of having citizens trained and ready to face emergencies?

Trained citizens became in France "The Great National Cause 2016" and the country is taking steps to reach the target of 80% of trained and prepared citizens. Advantages are enormous. First of all, a person prepared, cautious and aware of potential danger will never put himself in danger.

This is the first objective of our level one awareness trainings where we teach how to identify a potential danger. And this starts from early age. We already trained 500.000 persons before the series of attacks.

The second level is Saving Behaviour trainings and in this case, the person prepared and trained will be able to help victims, raising their chance to survive and facilitating the work of professional rescuers.

Nearly 40,000 children and adults are educated and briefed every year by the firefighters' brigade of the south-east Departmental Council. Finally, we have created IMPACT (Instant Management on Planning Action) is a 3 hours crisis management module targeting public and private structures and we already run 250 exercises in France, Portugal, Morocco and Philippines.

ASP Question: What are the main concerns / fears of the citizens that you face during your trainings?

The aftermath of the attacks changed the citizens approach regarding awareness. It created anxiousness and people had to find an answer. Training on awareness and saving behaviours represents an answer to this anxiousness. In our side, that helps in moving the lines because risk awareness is useless if the person is not conscious of its vulnerability.

PHIL LANGDALE: A BRITISH EXPERT POINT OF VIEW ON PREPAREDNESS



ASP Question: Europe is now confronted with terrorist threat, forcing its people to change their behavior. In some countries, such as the United Kingdom, which has been through years of troubles with Ireland, can we say that the population is better prepared to face this new environment?

The troubles in Ireland were primarily caused by political and nationalistic ideologies, fueled by historical events. It also had a sectarian dimension, although it was not classed as a religious conflict. This saw over 30 years of violence, both in Ireland and England. Most of this violence was by the use of weapons and improvised explosive devices (IEDs). In the case of the IEDs, usually a code word was given to the police alerting them to the fact that an explosive had been planted, and this gave a small window of time for evacuation. This is a completely different scenario to the modern-day type

of terrorist attack. We have seen attacks using airplanes, vehicles, IEDs and, of course, hand held weapons. It could be argued that we are less well prepared for the current threat having faced a conventional enemy for so long; one aimed at a political outcome, which on the whole shared our values. We are now adjusting to the threat of an ideologically motivated group with no moral boundaries conducting asymmetric warfare outside of a recognizable command structure. We would never have had to make plans for the IRA attacking an arena full of little girls attending an Ariana Grande concert for example, which happened in Manchester on 22 May 2017 killing 23 people and injuring 500 more.

ASP Question: Do you see a difference in resilience capacity/behaviors between the generation who lived during the troubles with Ireland and the new generation?

As a civilian population, we have retained little benefit from the experience of the troubles, but the security services certainly have. Whilst the public's memory is short, the security services have knowledge, understanding and experience derived from that time. Even though technology and communications have moved on, some of this learning is still relevant. Greater advancements in technology and knowledge sharing between governments and security services have assisted in the international arena, whilst the improvement in public awareness has seen a huge leap using the news and social media. Irish hospital medical teams were experts in dealing with blast and shotgun injuries. The medical teams in England were not as experienced as their colleagues in Ireland, however recent medical advancements, and the attacks in the UK in general, have focused capabilities into these areas. Initial medical responders and fire and rescue personnel are now trained to deal with such trauma injuries.

ASP Question: What is the experience (inherited from the troubles) that can be adapted in today's environment?

The type of attack carried out by the IRA and the modern-day terrorist are completely different. Today sees a public constantly aware of the potential of an indiscriminate terrorist attack. New city zoned evacuation procedures, more armed UK Police and more specifically targeted multi agency exercise programmes are now in place. Also, the multi-agency interoperability and integrated emergency management structures have developed way beyond that of the 1990's.

The emergency services are now aware of the procedures and responsibilities of their counterparts. Equipment, training, tactics, procedures and strategic plans have all evolved over years of experience. The same could be said following world wars, but in these wars, there were definitive, identifiable enemies who fought for strategic ground. The situation in Ireland challenged the Authorities and the governments eventually found a solution with the Good Friday Peace Agreement (10 April 1998). Today's terrorists are worldwide and difficult to identify. In the UK, security services are succeeding, in the main, in intercepting and stopping attacks. Intelligence gathering and information sharing has improved beyond recognition from the late 20th century due to technological advancements, but the threat of attacks is always on the horizon.



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