



TeamAware

TEAM AWARENESS ENHANCED WITH ARTIFICIAL
INTELLIGENCE AND AUGMENTED REALITY

Project Glossary v1.5-2024

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Document History

Version	Date	Modifications Introduced	
		Supplement History	Modified by
V1.0-2022	01/12/2022	Interim Demonstration version	RAN
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1 Introduction to the TeamAware Project glossary

As with any well-founded research project, TeamAware will gain credibility and usefulness from expressing and referencing clear and well described definitions of the phrases and terms used within its outputs.

Well researched and resourced efforts have been deployed across the Disaster Resilience sector and would be wasted effort for this project to attempt to recreate them. It is also important that the project recognises and values the need for a common nomenclature across the Disaster Risk Resilience sector whenever possible. Such an approach will ensure both the shared comprehension of principles and the interoperability of outcomes and products.

It is not in the interests of TeamAware to redefine or re-invent perfectly usable and accepted professional terms and definitions. For this reason, the Project partners have accepted a professional baseline known as the '**Base Glossary**' suite of definitions founded largely (but not exclusively) on the work of the following;

- International Standards Organisation (ISO)
- United Nations Office for Disaster Risk Reduction (UNDRR), formerly known as UNISDR and
- the International Federation of Red Cross & Crescents (IFRC).

This '**Base Glossary**' of terms is the outcome of a project-specific standardisation/alignment activity that was implemented to ensure a common and sound language between researchers working on PEERS and for the purpose of supporting focused and comprehensive communication efforts within the project consortium and with external stakeholders.

A second component of the glossary developed is the '**Project Glossary**'. This includes those terms and phrases that are either;

- previously used in Horizon-funded research projects
- new to the Disaster Resilient Societies world due the specialist activities of TeamAware or,
- accepted terms from the Base Glossary which need 'flexing' to fit the activities and context of our work.

The Project Glossary is ongoing and should be considered as 'work in progress' and will be kept live for the entire duration of the project as it proposes new entries, stresses and tests its own explanations and definitions. At any given time, the terms and phrases used will range from those receiving a consensus across the project to those that are desired but are immature in development. The Project Glossary will become increasingly credible as time progresses and will be completed for publication towards the final stages of the project.

2 Intended use of the TeamAware Project Glossary

The Base and Project Glossary of terms are combined and presented in each deliverable representing a collection of terms as defined and agreed upon during the first phase of the project whilst maintaining the flexibility and capacity to evolve during later stages of the project. It is intended to be used for the coordination of research activities but mainly for coherent and sound communication activities within the project and with external stakeholders.

The hierarchy involved in determining the definition used throughout the project is as follows: The standard definition (from the Base Glossary) always applies unless a different meaning is clearly attributed to it within a document/deliverable. Where this is the case, the alternative definition is clearly referenced as such in the Project Glossary and the author is encouraged to justify why this has been necessary in their text.

Project partners that publish content from the TeamAware project are required to consult and reference the glossary. Where additional inter-understanding or perspectives is required, new terms and phrases are proposed and described by the respective author incorporating them. In this way, the Glossary will grow and gain professional credibility as the project progresses.

Each Deliverable within the project will reference this document and rely on it to reflect the content and context of each term or phrase used.

The Base Glossary is further provided for comment and development by the other projects in our activity area and the TeamAware specific section (the Project Glossary) is shared for scrutiny and improvement.

3 TeamAware Glossary of terms

The following table presents the Base Glossary of Terms used by TeamAware:

Term	Definition	Source	Full Reference
A			
Accident	Unintended damage to people or objects that affect the functioning of the system we choose to analyse	Perrow, 1999: 64	RESILOC Deliverable 2.1 - Analysis of Risk Perception Perrow, C. (1999). Normal accidents. Living with High-Risk Technologies. Princeton University Press: Princeton.
Action	Actions includes measures and activities implemented to manage the event and in response to it, with the aim of limiting the risk and facilitating the overcoming of the emergency.	RESILOC	RESILOC Deliverable 2.7 - Architecture of the RESILOC Inventory
Affected	People who are affected, either directly or indirectly, by a hazardous event. Directly affected are those who have suffered injury, illness or other health effects; who were evacuated, displaced, relocated or have suffered direct damage to their livelihoods, economic, physical, social, cultural and environmental assets. Indirectly affected are people who have suffered consequences, other than or in addition to direct effects, over time, due to disruption or changes in economy, critical infrastructure, basic services, commerce or work, or social, health and psychological consequences.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Affiliated volunteer	Individual, who is affiliated with an existing incident response organization or voluntary organization but who, without extensive preplanning, offers support to the response to, and recovery from, an incident.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Assessment	related to disaster risk: an approach to determine the nature and extent of disaster risk by analysing potential hazards and evaluating existing conditions of exposure and vulnerability that together could harm people, property, services, livelihoods and the environment on which they depend (UN Office for Disaster Risk Reduction, 2017).	UNDRR 2016	Adapted from "Disaster Risk Assessment" below

Term	Definition	Source	Full Reference
B			
Best Practice	This encompasses the preferred actions in a specific type of situation to efficiently and effectively achieve a certain objective. Best Practice may be formalised in internal policy documents such as handbooks and standard operation procedures and could be based on one or several Lesson Identified/Lessons Learned approved by decision-makers.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
C			
Capability	The means to accomplish one or more tasks under specific conditions.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Capacity	The combination of all the strengths, attributes and resources available within an organization, community or society to manage and reduce disaster risks and strengthen resilience.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Causal Factor	A factor that can undermine or disrupt system functioning. Often called a 'hazard'	Social Science Research Network	SSRN-id4593383 - Understanding Polycrisis: Definitions, Applications, and Responses Sienna Mark, Samantha Holder, Daniel Hoyer, Rod Schoonover, Daniel P. Aldrich
Civil Protection	Protection for people, their environment, property and cultural heritage in the event of natural or manmade crises and disasters.	Hellenberg, 2006: 5	Civil protection according to the EU

Term	Definition	Source	Full Reference
Civil Society	Civil society refers to both the networks of actors and groups that are non-state, formally and informally constituted, and to the networks of trust and reciprocity among citizens in a society	Aldrich and Crook, 2008	Aldrich, D.P. and Crook, K. (2008). Strong Civil Society as a Double-Edged Sword. Political Research Quarterly 61(3), 379-389
Command & Control	Activities of target oriented decision-making, situation assessment, planning, implementing decisions and controlling the effects of implementation on the incident.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Command Post Exercise (CPX)	A functional exercise in which the field response and deployment is simulated, involving the headquarters and/or coordination centres that would normally intervene in an emergency. All plans, procedures, communications and activities that would be performed during a real response would be conducted except the field activities.	Union Civil Protection Mechanism (UCPM) - Technical Guide for UCPM Full-scale exercises - Version 3.0 09 March 2021	
Community	Local community – the people living in, serving or responsible for a particular small area, especially of a country (adapted from Cambridge University Press 2019). Besides geographical aspects, the community may also share common values, interests, and needs (UNDP, 2009).	RESILOC	Adapted from Cambridge University Press 2019 and UNDP 2009??

Term	Definition	Source	Full Reference
Community of Practice	A platform and its members that facilitate and foster cooperation and synergies among Crisis Management professionals. A broad variety of stakeholders including practitioners, researchers, industry representatives and/or policy makers can exchange knowledge and best practices and initiate cooperation on Crisis Management topics.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Competence	Demonstrated ability to apply knowledge and skills to achieve intended results.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Competence Framework	Structure that defines the competence of people within an organization.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Consent	The data subject agrees to freely give, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.	GDPR 2018	GDPR Article 4(11) and Article 7

Term	Definition	Source	Full Reference
Contingency planning	A management process that analyses disaster risks and establishes arrangements in advance to enable timely, effective and appropriate responses	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Crisis	A period of upheaval and collective stress, disturbing everyday patterns and threatening core values and structures of a social system in unexpected, often unconceivable, ways.	Rosenthal et al., 2001:6	Rosenthal, U., Boin, R. and Comfort, L.K. (2001). Managing crises. Threats, Dilemmas, Opportunities. Charles C. Thomas Publisher: Springfield.
Crisis	A period of severe difficulty or danger in which critical decisions must be made. Distinct from a high-risk situation by its multi-domain challenges, trade-offs, and potentially severe outcomes.	Social Science Research Network	SSRN-id4593383 - Understanding Polycrisis: Definitions, Applications, and Responses Sienna Mark, Samantha Holder, Daniel Hoyer, Rod Schoonover, Daniel P. Aldrich
Crisis Communication	Crisis communication includes the collection and processing of information for crisis team decision making along with the creation and dissemination of crisis messages to people outside of the team.	Coombs and Holladay, 2010: 20	Coombs W.T. and Holladay S.J. (2010) (Eds.). The Handbook of Crisis Communication. Wiley-Blackwell.
Crisis Management	Holistic management process that identifies potential impacts that threaten an organization and provides a framework for building resilience, with the capability for an effective response that safeguards the interests of the organization's key interested parties, reputation, brand and value creating activities, as well as effectively restoring operational capabilities.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Crisis Management Cycle	It is a multiple-phase chronological process, during which an organisation deals with a crisis or a disaster. There have been developed several models, but the most widely accepted foresees four phases: prevention/mitigation, preparedness, response and recovery. It is also referred to by other names, such as "the emergency management cycle or crisis life cycle.	Pursiainen, 2018: 4	Pursiainen, C. (2018). The crisis management cycle. Routledge: London

Term	Definition	Source	Full Reference
Crisis Management Function	Crisis management functions aim at achieving effects, e.g. coordination, a direction of effort, shared awareness, etc., in a crisis management system-of-systems. The “function” focuses on what is to be achieved, not how or by whom. Several systems, tools, building blocks, etc. may individually or in concert deliver a given function and, conversely, may support several different functions.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union’s 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Crisis Management Professional	Person with knowledge, experience or ability needed to effectively and timely respond to crisis in order to minimize damage to society.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union’s 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Critical Infrastructure	An asset, system or part thereof located in Member States which is essential for the maintenance of vital societal functions, health, safety, security, economic or social well-being of people, and the disruption or destruction of which would have a significant impact in a Member State as a result of the failure to maintain those functions.	Council Directive 2008/114/EC	European Council Directive 2008/114/EC of 8 December 2008 on the identification and designation of European critical infrastructures and the assessment of the need to improve their protection
Critical Infrastructure	The physical structures, facilities, networks and other assets which provide services that are essential to the social and economic functioning of a community or society.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Culture - organisational	The values, attitudes and behaviours of an organisation that contribute to the unique social and psychological environment in which it operates.	ISO 22316:2017	ISO 22316:2017

Term	Definition	Source	Full Reference
D			
Disaster	A serious disruption of the functioning of a community or a society at any scale due to hazardous events interacting with conditions of exposure, vulnerability and capacity, leading to one or more of the following: human, material, economic and environmental losses and impacts.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Disaster management	The organization, planning and application of measures preparing for, responding to and recovering from disasters	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Disaster resilience	The capacity of a system, community or society potentially exposed to hazards to adapt, by resisting or changing in order to reach and maintain an acceptable level of functioning and structure.	UNISDR 2005b, 4	Hyogo Framework of Action
Disaster risk	The potential loss of life, injury, or destroyed or damaged assets which could occur to a system, society or a community in a specific period of time, determined probabilistically as a function of hazard, exposure, vulnerability and capacity.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Disaster risk management	Disaster risk management is the application of disaster risk reduction policies and strategies to prevent new disaster risk, reduce existing disaster risk and manage residual risk, contributing to the strengthening of resilience and reduction of disaster losses.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Discussion based exercise or tabletop exercise (TTX)	A discussion-based exercise where you simulate an emergency and generate discussions around it. TTX are designed to put crisis response managers and practitioners in a situation to use existing plans and procedures and to take decisions according to a proposed scenario.	Union Civil Protection Mechanism (UCPM) - Technical Guide for UCPM Full-scale exercises - Version 3.0 09 March 2021	

Term	Definition	Source	Full Reference
Dry Run 1	First rehearsal of a Trial, focusing on the technical integration of solutions, reference implementation of the Test-bed, and scenario validation; it also serves as a readiness review to approve the maturity of technical solutions.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Dry Run 2	Full scale rehearsal of a Trial without external end-users participation, aimed at detection of technical issues and last second fine-tuning; Dry Run 2 is organised as a complete mirror of the Trial.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
E			
Early warning system	An integrated system of hazard monitoring, forecasting and prediction, disaster risk assessment, communication and preparedness activities systems and processes that enables individuals, communities, governments, businesses and others to take timely action to reduce disaster risks in advance of hazardous events.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Emergency	Manifested hazardous event or events that may or may not result in the serious disruption of the functioning of a community or society.	RESILOC	Adaptation of UNDRR 2016
Emergency Management	The organization and management of resources and responsibilities for addressing all aspects of emergencies, in particular preparedness, response and initial recovery steps.	UNISDR, 2009: 13	UNISDR (2009). UNISDR Terminology for Disaster Risk Reduction. United Nations: Geneva
Emergency response unit (ERU)	A team of trained technical specialists, ready to be deployed at short notice, which uses pre-packed sets of standardized equipment. ERUs are present at different scales and often have different capabilities.	IFRCC	International Federation of Red Cross and Red Crescent Societies 2019

Term	Definition	Source	Full Reference
End User	Individual person who ultimately benefits from the outcomes of the system.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Environment	The surroundings or conditions, as a whole or in a particular geographical area, in which the activity of persons, animals or plants takes place.	RESILOC	RESILOC Deliverable 2.7 - Architecture of the RESILOC Inventory
Evacuation	Moving people and assets temporarily to safer places before, during or after the occurrence of a hazardous event in order to protect them.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Evaluation	Process of estimating the effectiveness, efficiency, utility and relevance of a service or facility.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798

Term	Definition	Source	Full Reference
Exercise	Process to train for, assess, practise and improve performance in an organization.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Exposure	The degree to which a system is subject to a given causal factor	Social Science Research Network	SSRN-id4593383 - Understanding Polycrisis: Definitions, Applications, and Responses Sienna Mark, Samantha Holder, Daniel Hoyer, Rod Schoonover, Daniel P. Aldrich
F			
First responder	a person who is among those responsible for going immediately to the scene of an accident or emergency to provide assistance	RESILOC	RESILOC Deliverable 2.7 - Architecture of the RESILOC Inventory Merriam Webster, 2019
G			
Gap	Difference between the existing capabilities of responders and what was actually needed for effective and	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
H			
Hazard	Hazard is defined as a human process, phenomenon or activity that can result in loss of life, injury or other health impacts, property damage, social and economic disruption or environmental degradation. Hazards may be natural, anthropogenic or socionatural in origin.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction

Term	Definition	Source	Full Reference
Hazard scenario	A type of risk-assessment scenario aimed at creating adverse event illustrations used for planning for the project pilots	RESILOC	RESILOC Deliverable 2.5 - Hazard Scenarios Analysis
Hazard Source	The location where a hazard first arises	RESILOC	RESILOC Deliverable 2.5 - Hazard Scenarios Analysis adapted from Queensland Government, 2019
Hazardous event	The manifestation of a hazard in a particular place during a particular period of time.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
I			
Innovation	Implementation of a new or significantly improved product (good or service), or process, new marketing method, or new organizational method in business practices, workplace organization or external relations.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Interoperability	The ability of diverse systems and organisations to work together, i.e. to interoperate.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798

Term	Definition	Source	Full Reference
K			
Key Performance Indicator	Key performance indicator (KPI) is a quantifiable measure that an organization (person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives) uses to gauge or compare performance (measurable result) in terms of meeting its strategic and operational objectives (result to be achieved).	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
L			
Legacy System	(Crisis management) system currently in operational use.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Lessons identified	A lesson identified is an issue captured by any emergency responder that negatively impacts on interoperability and/or national resilience capabilities	JESIP (2016)	
Lessons learned	A lesson learned is a lesson that has been resolved through the implementation of necessary change which has a positive impact on responder agencies interoperability and/or national resilience capabilities. A lesson learned means practice has been improved	JESIP (2016)	

Term	Definition	Source	Full Reference
Lessons Learning Process	Distributing the problem information to the whole project and organization as well as other related projects	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
local authority	A local authority is an organization that is officially responsible for all the public services and facilities in a particular area	RESILOC	Collins English Dictionary
Local community	The people living in, serving or responsible for a particular small area, especially of a country. Besides geographical aspects, the community may also share common values, interests, and needs (UNDP, 2009). There are multiple layers of local communities within a country.	RESILOC	RESILOC Deliverable 2.1 - Analysis of Risk Perception Adapted from Cambridge University Press 2019
M			
Maximum acceptable outage (MAO)	The time it would take for adverse impacts, which might arise as a result of not providing a product or service or performing an activity, to become unacceptable. See also MTPD.	ISO 22301:2013	ISO 22301:2013
Maximum tolerable period of disruption (MTPD)	The time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing an activity, to become unacceptable. See also MAO.	ISO 22301:2014	ISO 22301:2014
Minimum Business Continuity Objective (MBCO)	The minimum level of services and/or products that it is acceptable to the organisation to achieve its business objectives.	ISO 22301:2012	ISO 22301:2012
Mitigation	The lessening or minimizing of the adverse impacts of a hazardous event	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction

Term	Definition	Source	Full Reference
N			
Natural Hazard	Natural hazards are naturally occurring physical phenomena caused either by rapid or slow onset events which can be geophysical (earthquakes, landslides, tsunamis and volcanic activity), hydrological (avalanches and floods), climatological (extreme temperatures, drought and wildfires), meteorological (cyclones and storms/wave surges) or biological (disease epidemics and insect/animal plagues).[IFRC]	IFRC	International Federation of Red Cross and Red Crescent Societies 2019
Need	Prerequisite identified as necessary to achieve an intended outcome, implied or stated.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Notable practice	Notable practice is where an emergency responder has identified an issue but found a proven effective and useful way of doing something. Notable practice does not always necessitate essential change throughout a sector, but it is something which responder agencies may wish to adopt as it has had a positive impact on interoperability and/or national resilience capabilities in another area of the country.	JESIP (2016)	
O			
Observation	Method of data collection in which the situation of interest is watched and the relevant facts, actions and behaviours are recorded	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798

Term	Definition	Source	Full Reference
Observer	Participant who witnesses the exercise while remaining separate from exercise activities. (Observers may be part of the evaluation process).	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Operator	Person engaged in task performance, considered as a monitoring, controlling or directing element in a system or process capable of a dynamic response to system inputs and disturbances.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Organisation	Person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Outcome	The result after a system has experienced elevated risk and often one or more trigger events as well	Social Science Research Network	SSRN-id4593383 - Understanding Polycrisis: Definitions, Applications, and Responses Sienna Mark, Samantha Holder, Daniel Hoyer, Rod Schoonover, Daniel P. Aldrich

Term	Definition	Source	Full Reference
P			
Personnel	People working for and under control of the organisation.		ISO 22301:2012
Policy	The policy provides the intentions and direction of an organisation as formally expressed by its top management.		ISO 22301:2012
Practitioner	See "Crisis Management Professional"	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Preparedness	The knowledge and capacities developed by governments, response and recovery organizations, communities and individuals to effectively anticipate, respond to and recover from the impacts of likely, imminent or current disasters.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Prevention	activities and measures to avoid existing and new disaster risks. Prevention expresses the concept and intention to completely avoid potential adverse impacts of hazardous events. While certain disaster risks cannot be eliminated, prevention aims at reducing vulnerability and exposure in such contexts where, as a result, the risk of disaster is removed. Prevention measures can also be taken during or after a hazardous event or disaster to prevent secondary hazards or their consequences, such as measures to prevent the contamination of water.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Prioritised activities	The activities to which priority must be given following an incident in order to mitigate impacts.		ISO 22301:2012

Term	Definition	Source	Full Reference
Public Awareness	Person with knowledge, experience or ability needed to effectively and timely respond to crisis in order to minimize damage to society.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
R			
Recovery	The restoring or improving of livelihoods and health, as well as economic, physical, social, cultural and environmental assets, systems and activities, of a disaster-affected community or society, aligning with the principles of sustainable development and "build back better", to avoid or reduce future disaster risk.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Recovery point objective	The point to which information used by an activity must be restored to enable the activity to operate on resumption	ISO 22301:2012	ISO 22301:2012
Recovery time objective	The period of time following an incident within which a product or service must be resumed, or activity must be resumed, or resources must be recovered.	ISO 22301:2012	ISO 22301:2012
Research Ethics	The ethics of the planning, conduct, and reporting of research; this pertains in particular to rules and	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798

Term	Definition	Source	Full Reference
Resilience	The ability of a system, community or society exposed to hazards to resist, absorb, accommodate, adapt to, transform and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions through risk management.	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Response	Actions taken directly before, during or immediately after a disaster in order to save lives, reduce health impacts, ensure public safety and meet the basic subsistence needs of the people affected	UNDRR 2016	UNDRR - Report of the open-ended intergovernmental expert working group on indicators and terminology relating to disaster risk reduction
Risk	The effect of uncertainty on objectives. [standard term]	ISO3001 2018	International Standards Organisation - Risk management Guidelines
Risk	The likelihood that an adverse outcome will transpire from one or more factors. risk = (causal factor)(vulnerability)(exposure)	Social Science Research Network	SSRN-id4593383 - Understanding Polycrisis: Definitions, Applications, and Responses Sienna Mark, Samantha Holder, Daniel Hoyer, Rod Schoonover, Daniel P. Aldrich
Risk analysis	The process to comprehend the nature of risk and to determine the level of risk (ISO 2009) Risk analysis provides the basis for risk evaluation and decisions about risk treatment. Risk analysis includes risk estimation.	ISO 73:2009	International Standards Organisation - Risk management Vocabulary
Risk Assessment	Overall process of risk identification, risk analysis and risk evaluation.	ISO 73:2009	International Standards Organisation - Risk management Vocabulary
S			
Safety	A state in which or a place where you are safe and not in danger or at risk	BUILDERS	Cambridge online dictionary
Scenario	Plausible & often simplified descriptions of how an event may develop based on a coherent and internal consistent set of assumptions about the driving forces & key relationships. Used to drive exercises or assist planning for future events.	Houghton et al 2001	Houghton et al 2001

Term	Definition	Source	Full Reference
Scenario – script	The script describes the content and timing of all the events in a scenario. This includes the imagined chronological course of the scenario and control measures according to time, kind and location.	Houghton et al 2001	Houghton et al 2001
Scenario Planning	Focus on possible events in the future. It is a method where organizations can form an idea of possible future events and test how they may react or respond to these events.	Houghton et al 2001	Houghton et al 2001
Situational Awareness	the state of individual and/or collective knowledge relating to past and current events, their implications and potential future developments. The process of building situational awareness involves perception, comprehension, evaluation and future projection; achieving a common position within groups necessitates transparency around, for example, the concepts, assumptions, language and frameworks used to build individual situational awareness”.	JESIP (2016)	
Skill	Ability to perform a task or activity with a specific intended outcome acquired through education, training,	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union’s 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Social Media	They are interactive computer-mediated technologies that facilitate the creation or sharing of information, ideas, career interests and other forms of expression via virtual communities and networks	RESILOC	RESILOC Deliverable 2.7 - Architecture of the RESILOC Inventory

Term	Definition	Source	Full Reference
Societal Impact	Dimension of crisis management that refers to its unintended positive or negative impacts on different societal groups or society as a whole, as well as on its core values and societal principles as captured for example in fundamental rights, constitutional laws, but also in public debate.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Societal Security	Protection of society from, and response to, incidents, emergencies and disasters caused by intentional and unintentional human acts, natural hazards, and technical failures.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Solution	A solution is a means that contributes to a crisis management function. A solution is either one or more processes or one or more tools with related procedures.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798

Term	Definition	Source	Full Reference
Strategic Decision Maker	The individual who has the power and is tasked to take a strategic decision. These are elected officials, and high ranking personnel in response organizations / relevant authorities / agencies tasked with the response to the crisis.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Stress	A causal factor of longer duration and extent, with gradually increasing magnitude	Social Science Research Network	SSRN-id4593383 - Understanding Polycrisis: Definitions, Applications, and Responses Sienna Mark, Samantha Holder, Daniel Hoyer, Rod Schoonover, Daniel P. Aldrich
T			
Test	An exercise whose aim is to obtain an expected, measurable pass/fail outcome	ISO 22301:2012	ISO 22301:2012
Test Bed Infrastructure	The software tools and middleware to systematically create an appropriate (life and/or virtual) environment in which the trialling of solutions is carried out. The Test-bed infrastructure can enable existing facilities to connect and exchange data.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798

Term	Definition	Source	Full Reference
Test-Bed	The software tools, middleware and methodology to systematically conduct Trials and evaluate solutions within an appropriate environment. An “appropriate environment” is a testing environment (life and/or virtual) where the trialling of solutions is carried out using a structured, all-encompassing and mutual learning approach. The Test-bed can enable existing facilities to connect and exchange data, providing a pan-European arena of virtually connected facilities and crisis labs where users, providers, researchers, policy makers and citizens jointly and iteratively can progress on new approaches or solutions to emerging needs.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union’s 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Threat	A potential cause of an unwanted incident, which can result in harm to individuals, the environment or the community.	ISO 22301:2012	ISO 22301:2012
Tool	A device, equipment or piece of software used to carry out a particular process or procedure.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union’s 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Training	Activities designed to facilitate the learning and development of knowledge, skills, and abilities, and to improve the performance of specific tasks or roles.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union’s 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798

Term	Definition	Source	Full Reference
Trial (Field Trial)	An event for systematically assessing solutions for current and emerging needs in such a way that practitioners can do this following a pragmatic and systematic approach.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Trial Action Plan (TAP)	The main Trial planning document, facilitating collaborative planning and supporting execution of the Trial. It covers all areas related to the Trial organization and is used to record efforts, circulate decisions and assess progress.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Trial Guidance Methodology (TGM)	A structured approach from designing a Trial to evaluating the outcomes and identifying lessons learned.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798

Term	Definition	Source	Full Reference
Trial Guidance Tool (TGT)	A software tool that guides Trial design, execution and evaluation in a step-by-step way (according to the Trial Guidance Methodology) including as much of the necessary information as possible in form of data or references to the Portfolio of Solutions.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Trigger	A causal factor of short duration and relatively constrained spatial extent, but comparatively large magnitude.	Social Science Research Network	SSRN-id4593383 - Understanding Polycrisis: Definitions, Applications, and Responses Sienna Mark, Samantha Holder, Daniel Hoyer, Rod Schoonover, Daniel P. Aldrich
V			
Volunteer	Individual, who is not affiliated with an existing incident response organization or voluntary organization but who, without extensive preplanning, offers support to the response to, and recovery from, an incident.	Driver+	The Trial Guidance Methodology (TGM) handbook is produced by the DRIVER+ consortium. The DRIVER+ project (Driving Innovation in Crisis Management for European Resilience) has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798
Vulnerability	The conditions determined by physical, social, economic and environmental factors or processes which increase the susceptibility of an individual, a community, assets or systems to the impacts of hazards.	UNISDR 2004	based on UNISDR 2004, quoted in the Sendai Framework
Vulnerability	The degree to which a system is susceptible to a given causal factor	Social Science Research Network	SSRN-id4593383 - Understanding Polycrisis: Definitions, Applications, and Responses Sienna Mark, Samantha Holder, Daniel Hoyer, Rod Schoonover, Daniel P. Aldrich

Term	Definition	Source	Full Reference
W			
Worst-case scenario	A scenario in which all conditions are in the most unfavourable position, causing maximum consequences. For our purposes we will have the worst-case scenario as an imaginary situation describing what one individual may go through (if s/he's 'the unluckiest person alive') when a specific hazard scenario becomes a reality.	RESILOC	RESILOC Deliverable 2.1 - Analysis of Risk Perception Based on Cambridge online Dictionary

