





IHU's Civil and Emergency Planning Dept. (PSEA) Awareness Event combined with the Meeting of the European Standardization Technical Committee on Societal and Citizen Security (CEN/TC 391) and its WG2: High risk hazards and CBRNE and WG3: Risk, Resilience and Emergency/Crisis Management".

Event Context

This workshop was held within the IHU Civil and Emergency Planning Department's annual goals for raising awareness on topics related to: Civil Protection, Emergency Management, Resilience, Crisis Management, Disaster Risks Management, and Citizens and HEIs engagement, in Serres - Greece (see https://www.ihu.gr/monades/psea/). The central theme explored the challenges of Global Catastrophic Risks and the consequent preparedness and preventive actions from relevant stakeholders and ecosystems; such as the national civil protection and firefighting authorities, the volunteer rescue teams, the R&I, the standardisation community, and academia. The three-day Event was realised under the auspices of the International Hellenic University (IHU), while it was proposed, organised, chaired and moderated by Dr. Aikaterini Poustourli, Head of the IHU's Civil and Emergency Planning Dept. Initial discussions took place within CEN/TC 391, since Dr. Aikaterini Poustourli and IHU (Prof. Stelios Xanthos) are members of the mirror Hellenic national technical committee (ELOT/TC104, Technical Manager/National Secretary and member, respectively).

Starting Hypotheses

The workshop commenced with the following foundational hypotheses:

- Higher Education Institutions (HEIs) as Knowledge Pillars, Education Providers and Research Performers
 can engage stakeholders at the same discussion-table, under the realisation of special and combined
 awareness events and other conferences. HEIs serve as central repositories and generators of knowledge.
 HEIs provide education at all levels, either directly through their programs or indirectly through
 influencing other educational bodies. HEIs are key actors in conducting research, including research
 relevant to disaster preparedness and crises management.
- 2. Universities and HEIs are boosting research security in the EU and EU's global role in research and education. European University Association (EUA) highlights that Europe's universities are by nature, internationally-oriented institutions that recognise and manage the challenges to security, ethics and integrity that are inherent in their global activities. Identifying risks in the areas of security, ethics, and integrity can only be done in close dialogue between authorities, universities and the academic community that is developing collaborations in practice. The central instrument must be universities' self-governance, as this is the place where policies can be efficiently developed and implemented. Clear principles and responsibilities must be agreed within the wider community of stakeholders, including researchers, universities and security agencies.
- 3. International Hellenic University (IHU's) Civil and Emergency Planning Dept. mission is to raise awareness of risks (inside and outside of IHU) and especially through the IHU's community and the relevant local communities where IHU's campuses are located and academic partners, on topics related to Risk/Disaster/Crises/Emergency Management and Civil Protection, among others.
- 4. Synergies and Interactions among HEIs and Standardisation Ecosystems support both the EU's competitiveness and Security. Different actors and stakeholders in the security field have diverse knowledge and specialisations. Synergies between these are mainly happening in a constructive dialogue under the operation, for example, of Technical Committees, Working Groups and other Sectors' forums. Reflections and actions at the European and national standardisation level, but also by organisations and networks, are definitely of added value. Raising awareness, exchange of information, and promotion of good practices are enablers of open and responsible collaboration. IHU is a member of the ELOT/TC 104 "Protection against threats, emergencies and risk management", which is the mirror committee of the CEN/TC 391, while the Head of the Civil and Emergency Planning Dept. Dr. Aikaterini Poustourli is the Technical Manager/National Secretary of the ELOT/TC 104 and a member of the CEN/TC391 and other CEN, ISO and IEC Technical Committees, and thus could give the floor to these networks to disseminate their achievements to the benefit of all the stakeholders.
- 5. The Global Risks Report 2025 of the World Economic Forum identifies a world of growing divisions, where misinformation and disinformation and Societal polarization remain key current risks among the State-based armed conflict, Extreme weather events, Geoeconomic confrontation, Economic downturn, Critical change to Earth systems, Lack of economic opportunity or unemployment, Erosion of human rights and/or civic freedoms and Inequality. In an interconnected, interrelated and interdependent world, risks are passed on from country to country and from regions to continents and the whole planet. That cascading affect aggravates the effects and speeds up the need for building synergies and capacities among all stakeholders.

Key Theme and Speeches of the core Event Day (3rd April 2025)

The three-day Event started on the 2nd of April with the realisation of the CEN/TC 391 Working Groups 2 and 3 closed-door meetings. Detailed agendas and minutes are available on the CEN ISO platform. In the constructive dialogue that took place, further synergies among TCs and HEIs were mentioned, and the brainstorming process brought to light excellent ideas, among others:

- A CWA CEN Workshop Agreement could be put forth regarding a Workshop for the CER-Directive-2022/2557, baselining what Stakeholders need, using ISO 22372 as a start-point and streamlining a European context, and then also including a maturity measurement matrix/tool. This could be a starting point for migration of ISO 22372 to CER context and perspective.
- Examine the possibility of organising in early to mid December 2025, one full day of WG2 and WG3 Meetings, back-to-back with one full day of Workshop on GCRs and/or CER-Directive, with an approximate maximum of fifty (50) participants. "Candidate" Host-Cities would be Brussels, Athens, or Nicosia. Further details are available on the CEN CENELEC ISO platform (CEN/TC 391/WG 3 N 64).

On 3rd of April, the core event took place with keynote speeches that set the scene, presented IHU's DRR relevant efforts and achievements under research initiatives, and underlined the current landscape of the GCRs while pointing out the challenges and impacts, the tools and the dynamic of emerging techs, the importance of paying attention to minor evidences that lead to cascading effects, the importance of preparedness and citizens' engagement, and the opportunities for collaborative actions among stakeholders.

Concepts, lessons learned, best practices and ways forward, presented through the keynotes, other main speeches and workshops during the three-day awareness event. Representatives of stakeholders such as standardisation TC Convenors, Horizon R&I consortia, research & academia labs, technology providers & innovators and first responders' groups, and workshop grappled with the question of how to effectively instill disaster preparedness in students.

- **Dr. Aikaterini Poustourli,** IHUs' Head of the Civil and Emergency Planning Dept. (PSEA), set the scene and the conceptual GCRs theme and questions for which speakers were invited to share their knowledge, experience and best practices, while highlighting the EU Preparedness Union Strategy to prevent and react to emerging threats and crises, EC DG HOME and EC DG JRC initiatives, Global Standardisation initiatives, and RIMMA2025 panel discussion recommendations concerning the Higher Education Institutes strategic role and contribution.
- How are HEIs and IHU dealing with Risk Management, Natural and Manmade Disasters? Special reference made by Prof. Stelios Xanthos, IHU's Vice Rector of Finance Planning & Development, on relevant IHU's under and post-graduate programs, lifelong learning courses, research capacities and activities and cross-border collaborations too. The scope and the outcomes of the HELP Project presented thoroughly (an Interreg-IPA-CBC cooperation/IPA CBC CCI 2014 TC 16 I5CB 009 cross-border cooperation program among Greece and the Republic of North Macedonia, which led to the realisation of an Awareness Event in Natural Disaster Management). In particular, it was an initiative of the Humanitarian Logistics Laboratory (HELP) of the Department of Supply Chain Management, IHU's Katerini Campus (held

on 27th July 2020). Within this project, the International Hellenic University closely collaborated with policymakers (the Ministry of Interior in Greece and the Southeastern Region in the Republic of North Macedonia), as well as civil protection authorities (Crises Management Center in the Republic of North Macedonia, the official civil protection body of the neighboring country) and NGOs active in the humanitarian crisis field (Hellenic Rescue Team) to enhance the strategic and operational effectiveness of public administration and public services in managing natural disasters in the broader cross-border area between Greece and the Republic of North Macedonia. The primary outcome of this research project was the design and development of a complex of three interconnected containers, forming an integrated operations center for the provision of humanitarian aid (Command, Control, Communications, Computers and Intelligence Centers – C4I Units), along with a medical unit (MED Unit) for the provision of first aid. STRASS Project was also another impactful initiative focused on the Safe Cross-Border Transportation of Hazardous Materials: Orphan Radioactive Sources. The core idea of the project came about after major concerns of the international community, and mainly the European one, on dirty bomb creation (which combines radioactive material with conventional explosives) by terrorist groups. (Interreg-IPA CBC, CCI2014TC16I5CB009, 2018-2022). An invitation for further discussions and investigation of potential synergies and interactions was addressed to the distinguished speakers and participants.

- Why is the right preparedness important? Looking beyond "usual" sources of information: What changing patterns and trends can we observe? What forces are driving these changes? What are the potential opportunities and risks? In an environment of rapidly increasing complexity, it's critical to consider how the seemingly minor changes inside and outside of our organisations can accumulate to the point where they may have unanticipated yet game-changing effects. Successful disaster risk reduction requires both top-down, institutional changes and strategies and bottom-up, local, community-based approaches. Tests, standards and technological improvements at the service of security & safety. Case Study of Diesel in Cold Weather. Mr. David SMITH, Convenor for CEN CEN/TC 391 "Citizen and societal security", WG2 "High-risk hazards and CBRNE, "Minor change Major consequence".
- What are the core GCRs initiatives of the European Standardisation System? The Roadmap of 4 suggested New Work Item Proposals (NWIPs) and engagement & launch actions over the next 36 months was presented by Mr. Wayne Harrop, the Convenor for CEN CEN/TC 391 "Citizen and societal security", WG3 "Risk, resilience and emergency/crisis management". Among others was pointed out that GCR will help define the relationships and rights between citizens, employees, employer organisations, supply chain partners, governments, and stakeholders under an effective well well-thought-out governance arrangement. This is NOT a new scope of risk, but a tool for improving and augmenting existing risk management activities effectively a series of extended considerations in a globalised, complex, and interdependent world. An approach of 4Ps is relevant (People, Planet, Protection, and Prosperity). "Crisis Management/Civil Protection Standardisation".
- What are the major initiatives of the International Community of Experts in Risk Information Management, Risk Models, and Applications? Considering the European Union Disaster Resilience Goals 2030, the UN Sendai Framework, and the UNDRR SEM Stakeholder Engagement Mechanism, there are common goals among stakeholders: Digital innovation and Information Management, increasing and ensuring efficiency, Cross-Organizational and Cross-Border coherence, granting just-in-time information

availability and use in line with interdisciplinary professional state of the art and in line with societal expectations. There is a need for the public and private sectors and civil society organizations, as well as academia and scientific and research institutions, to work more closely together and to create opportunities for collaboration in the design and implementation of policies, plans and standards. **Mr. Horst Kremers**, CEO of <u>RIMMA</u>, "Information Management for Action – DRM of "all-of-society" information demands in 2030".

- How does the Centre for Security Studies (KEMEA), as the nationally established research centre, boost homeland security policies and provide best practices through research, training and organisation of TTXs and FSXs? In a total number of more than 87 projects during 2024 funded from different Programmes and six sectors (Infra, Radic, Border, Cyber, DRS, FCT), KEMEA has the leadership in the Greek security research ecosystem with profound results through its participation in dynamic consortia and funding R&I Projects. Deliverables focused on End User and System Requirements, Functional and Operational Analysis, Training Curricula, Workshops & Hands-On Practicing, Demonstrations, Pilots, Prestandardisation, Tabletop & Field-Testing Exercises, Evaluations and Assessments, Legal, Ethical and Societal Issues, Communication, Dissemination and Exploitation, and have been harnessed by a diverse group of stakeholders all over the EU and the globe. Taking into account the new directives such as the CER, NIS2 and others, KEMEA is developing resilience strategies & building robust response methodologies while developing technology for Critical Infrastructure Resilience and Public Spaces, through R&I Projects. Especially for Public spaces must remain safe yet open and accessible and a recommended approach is a layered security model combining training, design, technology, collaboration, and security awareness. EU institutions, local governments, HEIs and private operators must continue to share knowledge and foster their collaboration through joint initiatives. Mr. Emmanouil Kermitsis, Mr. Efstathios Skarlatos, Mr. Konstantinos Apostolou, "KEMEA's Activities - Security & Protection of Critical Infrastructures - Good Practices for Security & Protection of Public Spaces".
- What is the role of Interoperability while working together and saving lives? According to the UK's identified need for efficiency under a Common Operating Picture, common critical incident objectives at strategic, tactical, and operational levels, the interoperable voice communications between responders should be implemented as soon as possible to enable the development of shared situational awareness (METHANE). The UK's Joint Doctrine (JESIP) provides responders, across all levels, at the scene or elsewhere, with generic guidance and principles on the actions to take when responding to multi-agency incidents of any scale. An interoperability framework sets out a standard approach to multi-agency working, along with training and awareness products for responding organisations to train their staff. A robust governance structure (joint decision making) addresses joint organisational learning arrangements and improves multi-agency response. A case study about "fishbone exercise evaluation system" was shared too. Mr. Wayne Harrop, the Convenor for CEN CEN/TC 391 "Citizen and societal security", WG3 "Risk, resilience and emergency/crisis management". Speech entitled "UK JESIP (Joint Emergency Service Interoperability Principles".
- What are the relevant initiatives of the Hellenic standardisation body? On behalf of <u>ELOT</u> (Hellenic Standardisation Organisation), **Dr. Fragkoulis Krokos**, Director of ELOT's Standardisation Unit, presented the structure of the National Quality Infrastructure System (NQIS/ELOT National Standardisation Body)

and its activities. Moreover, briefly mentioned the main TCs and WGs at European and international standardisation levels and their fundamental standards series on crisis management (EN and ISO). In addition, he pointed out the ELOT/TC 104 "Protection against threats, emergencies and risk management" which acts as a mirror committee of the CEN/TC 391 -Societal and Citizen Security, CEN/TC 439 -Private security services, ISO/TC 262 -Risk management, ISO/TC 292 -Security and resilience. Dr. Aikaterini Poustourli, representative of IHU, is the Technical Manager/National Secretary of the ELOT/TC 104. Presentation entitled "ELOT-Importance of standardisation in crisis management".

- Should Wildfires be considered as a Global Catastrophic Risk? On behalf of CYS (Cyprus Organisation for Standardisation), Mr. Pierantonios Papazoglou; Representative-Expert of the CYS, Research Associate of EUC in Civil Protection and Safety of Responders, and Research & Strategy Manager of the CERIDES, shared the experience and lessons learned on topics related to wildfires globally (i.e. Australia, USA, Greece, Cyprus, Japan, South Korea, among others). He pointed out the role of the Climate Crisis in Megafires, the dynamics of wildfires, the fire information for resource management, and the need for new Climate-adapted tactics, especially for Safety & Health of the firefighting Responder-personnel, which are ever more necessary as wildfires intensify across the planet. He thus advocated that Megafires should indeed be considered as GCRs through a Presentation entitled "Megafires...the 'New Normal' of Wildfires Risk Globally".
- How can other Standardisation-boosting activities be helpful to efforts against disasters, threats, crises and GCRs? Dr. Maria Giuffrida presented the mission, the core activities and achievements of the HSBooster.eu, a project that gained funds to support Horizon Europe, DEP and H2020 R&I projects to deliver standardisation-oriented outcomes through its platform, tools, training academy and pool of experts, among others. Special reference was made to the trends from served projects in security, cybersecurity, resilience and provided examples of services delivered (i.e. to SENTINEL, MEDINA, Moore4Medical, HoloZcan, PANTHEON). Presentation entitled "Hsbooster.eu Horizon Standardisation Booster".
- How Smart and Sustainable Cities building tomorrow's community Disaster Resilience? On behalf of the Horizon R&I PANTHEON Project, Mr. John Tsaloukidis, KEMEA's researcher and PANTHEON's partner, presented the Project's insights, findings and model for a community-based smart city digital twin (SCDT) platform for optimised disaster risk management operations and enhanced community disaster resilience, with he made a special reference to the two pilots run in Greece and Austria. The community vulnerability and capacity assessment with a focus on social vulnerability was illustrated, while further information was provided for the next steps for the 3rd year of the Project. Speech entitled "PANTHEON".
- What about citizens' and students' insights on Risks and Disasters? Which tools and apps could enhance their training and engagement? Citizen-centred disaster preparedness is one of the core EU priorities. Miss. Orsolya SZÉKELY-KERESZTESI, B-prepared Communication Manager of the CEO of SFC Non-profit Llc. presented thoroughly the <u>Disastropedia platform's</u> operational and system capabilities while she linked its creation with the <u>B-prepared</u> project. A people-powered platform for climate and disaster resilience that was inspired by Civilopedia. She talked about Disastropedia's impact and use cases, the core features and an AI Curriculum sample while referring to its role as part of the B-Prepared ecosystem: Works with

VR-Prepared, RU-Prepared and IM-Prepared. Future potentialities for collaboration & roadmap was highlighted and a noble invitation addressed to the audience "Help us build a better prepared world!". Speech entitled "DISASTROPEDIA: Empowering communities through Collaborative Knowledge Hub for disaster resilience of citizens and fostering a culture of preparedness".

Workshops' Interactions and demonstrations of 4th April

Dr. Aikaterini Poustourli, IHUs' Head of the Civil and Emergency Planning Dept. (PSEA), welcomed the participants who consisted by first responders, civil protection rescue teams, students and emergency services staff, she set the scene and the Workshops' content of the third day as well as the speakers and their background.

- The Workshop of Session 1 entitled "Safety Culture in Civil Protection Operations for Wildfires", delivered by Mr. Papazoglou Pierantonios, Representative-Expert of the CYS, Research Associate of EUC in Civil Protection and Safety of Responders, and Research & Strategy Manager of the CERIDES. CERIDES Projects on Safety, Security, First Responders (FRs), and Climate were presented briefly, as well as CERIDES' actions, Initiatives and Projects with Emphasis on Climate and Environment. An Overview of Safety-&-Health and Disaster-Risk-Reduction Concepts in Safety-Culture for Civil Protection Wildfire-Operations was provided with an emphasis on Safety & Security, and First Response. Moreover, the framework and the specificities of the Civil Protection—Cyprus Civil Defence system were briefly illustrated. Concepts of Occupational Safety & Health (OSH) and Disaster Risk Reduction (DRR) were presented with emphasis on Wildfire-Response, while also Wildfire Incidents that were 'paradigm shifts' for Greece & Cyprus (2016 Solea - Cyprus, 2018 Mati - Greece, 2021 Arakapas - Cyprus, 2023 Evros Greece) were discussed. Special highlight was given to the Preventive-Proactive Culture and the Precautionary Principle, and a brainstorm process in pairs for risk assessment on What/How/Where responders are called to Wildfires as Civil Protection Responders took place. The concept of "Mission First, Safety Always" for Responders was pointed out, while an interactive brainstorming was conducted with the demonstration of photos and scenes of examples to be avoided under the slogan «Details... Matter!!!». Moreover, the Pyropolis Wildfire Management Simulative Serious Game was explained briefly. Summing up, basic "Mottos" of Responder Safety Culture were highlighted repetitively by the speaker with special attention from the audience (Mission First, Safety Always / Knowledge - Composure - Discipline/ Strength in Unity/ All Civil Protection Agencies/Groups, regardless of contexts, are based on: Team-Spirit - Collegiality - Trust - Honesty - Friendship). The dimension of the occupational safety of the first responders was pointed out and its importance in successful operations.
- Session 2 offered a comprehensive presentation of the IHUS' Virtual Reality Lab by Emeritus Prof. Mrs. Mentzelou Paraskevi and Dr. Voultsios Dimitrios. Mr. Voultsios provided an extensive presentation of the conceptual basis of the VR laboratory (School of Environmental Engineering), its technical characteristics and capacities, its equipment and infrastructure, while he pointed out suggestions for building synergies with HEIs and other organisations at European and international levels. Emeritus Prof. Mrs. Mentzelou Paraskevi, who was the pioneer, inspired authorised person for the construction and operation of the Laboratory of Environmental Informatics and Virtual

- Reality, presented the scientific & theoretical context behind a Virtual Reality in disaster and emergency management laboratory, and the training methods through simulations.
- An outstanding introduction and demonstration followed under the B-Prepared and Disastropedia platform's concept, with a VR serious game, where the participants were totally engaged individually and in groups. The speakers (Dr. Zoltán Székely, Miss Orsolya Székely, Mr. Dávid Magyari, Mr. Dávid Martin Mező) offered a unique experience to the participants with the use of the VR equipment (Headsets). B-prepared builds on a freely accessible massive collaborative knowledge base and data hub, demonstrating its usefulness via three demonstrator applications: a cooperative multiplayer VR serious game, simulating real disaster scenarios for the safest near-real experience; an interactive gamified mobile app with age-appropriate content and enhanced accessibility to people with specific functional needs for the widest possible reach; and an LMS system to effectively and comparably measure preparedness levels achieved by VR and/or mobile users on a unified scale. Players can take different roles to solve puzzle tasks in an immersive experience. Teamplay, collaboration and communication are keys to survival, strengthening the culture of mutual assistance and cooperation in danger. Player behaviour and gameplay logged in a privacy-preserving way helps collect data on in-game behaviour which serves assessment of preparedness but will also be shared with other synergic research in the same field. A large-scale virtual reality hackathon series will demonstrate its features. The open beta will be publicly available as a giveaway, inviting stakeholders via direct outreach. After closing beta, the game will be available in a non-profit freemium model where ingame purchases are replaced by in-game donations for relief organisations, with a small percentage kept for maintenance and further development.
- Last but not least, Mr. Wayne Harrop was kind to share the case of <u>Coventry University and its Virtual</u>
 <u>Reality Simulation centre</u> with emergency services, and participants also welcomed that presentation
 with the same enthusiasm.

Suggestions & Recommendations

- Boosting Security Research in EU HEIs/Universities, especially in topics related to Civil Security, Civil
 Protection and Disaster Risk Reduction and Resilience
- Developing and strengthening Risk Management and Security, and Emergency Plans within EU HEIs/Universities
- Civil preparedness is the foundation of every student's and citizen's rights
- Establishment of Annual Basis Awareness Events and/or Conferences on GCRs and other topics of high-importance, and/or Special-Interest Events focusing on Critical Entities and other EU's highpriority policies, acts, and directives
- Establishment of a relevant Steering Committee dedicated on GCRs topics
- Enhancement of the Community Engagement
- Dissemination of Horizon R&I outcomes through Lifelong Learning Curriculum Development, Community Partnerships, Vocational Education & Training on Civil Security, Disaster Risk Management, and GRCs, targeting audiences such as Agencies/Authorities, relevant Volunteer NGOs, Civic Society and the wider public audience.

Conclusion

The three-day Awareness Event pointed out the critical role of collaborative actions among DRR stakeholders and especially of the Higher Education institutes (HEIs) in boosting disaster preparedness and crisis management through education, research and joint efforts with key actors such as the standardisation system, civil protection authorities and other relevant agencies. Certificate of Attendance and Participation have been issued and sent via email to the attendees, participants and contributors, while feedback and improvement suggestions were requested from all the email recipients. During the 3 months (April–May–June 2025), one major aspect was revealed as main feedback for the GCRs and forthcoming events: realisation of the event in the Greek language. IHU PSEA Dept.'s goals include increasing the involvement of IHU's and other Universities' students and academic staff, and taking additional measures to secure better technical support of the events. Congratulatory and thank you messages were received, and that is a commitment for us in the IHU and the IHU Civil and Emergency Planning (PSEA) Department to deliver high-quality, up-to-date events with clarity, reliability, and consistency.

Relevant Decisions

International Hellenic University (IHU)

IHU's Management Board Decision (Minutes of Meeting No. 10/06-03-2025)

Protocol Number. ΔΦ15/2601/05-03-2025 proposal of the IHU's Vice Rector for Finance, Planning and Development (Prof. Stelios Xanthos)

Protocol Number. ΔΦ15/2600/05-03-2025 proposal of the IHU's Executive Director (Mr. George Kokkas)

Protocol Number. ΔΦ30/2389/27-02-2025 proposal of the IHU's Head of the Civil and Emergency Planning Dept. (Dr. Aikaterini Poustourli).

CEN CENELEC, CEN/TC 391, WG2 and WG 3

CEN/TC 391/WG 3 N 61; CEN/TC 391/WG 2 N 154; CEN/TC 391/WG 3 N 64

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Photos



Acknowledgements

I am deeply thankful to all the participants who generously shared their time and experiences for the IHU's PSEA GCRs Event 2025. Their contributions have been instrumental in the success of the event. I trust in their involvement in the forthcoming ones. Special thanks to my body of origin, the International Hellenic University (IHU), the IHU's Rectory, my hierarchy and support services, the CEN CENLEC TC 391 WGs Convenors, and all the distinguished speakers, participants, in-person and remote attendees and peers from all over the world who contributed to the success of the IHU PSEA's GCRs Events. This Report is also an opportunity to express my gratitude and respect for the individuals and institutions that have supported the realisation of the Event:

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- Serres Regional Unit and Office of the Deputy Regional Governor; Fire Department of Serres; Police Department of Serres; SEAN-Serres Prefectural Reserve Officers Association; Serres Civil Protection Offices.

I am profoundly grateful for their support and trust in our capabilities. Sincerely yours,

Dr. Aikaterini POUSTOURLI, Head of the IHU's Civil and Emergency Planning Dept. (PSEA)