

Corrigendum Level 2

- **Foreword : Page 4**
Integrated Research Governance Council (IRGC) changed to **International Risk Governance Council**.
- **Acknowledgements: Page 5**
Integrated Research Governance Council (IRGC) changed to **International Risk Governance council**. Mash and McLennan Company changed to **Marsh & McLennan Companies**.
- **Page 28 and 29: Update of all of the Box 1.5 Strategic crisis management exercises: Examples from Germany and Switzerland.**
- **Page 94: Paragraph:** “There could also be social media roundups with a daily or weekly presentation of situation awareness through crowdsourcing of social media content. It is important during inter-services meetings to validate pre-messaging strategies for crises. The experience of Eurocontrol during the volcanic ash cloud over European airspace shows the importance of an integrated approach: Eurocontrol had established its Twitter account few months before the crisis, this account became the most active crisis communication tool utilised by passengers blocked in airports throughout Europe. The member of staff responsible for monitoring and using social media had to integrate this information into briefings with the crisis manager and with staff who handled traditional media. The use of social media needs structure the services in charge of its use must be aware of what information is delivered and what tone is preferred for different social media platforms, etc.