



VOST EUROPE

@VOSTeurope

European Virtual Operations Support

Teams (#VOST) 👍 Official account

#SMEM 👍 Compte officiel #MSGU 👍

Cuenta oficial #EdCivEmerg

📍 Europe

🌐 vosteurope.eu

📅 Inscrit en juillet 2015

VOST Europe

*Why Europe needs to strengthen
SMEM and VOST efforts*

Presenter:

Marina TYMEN, VISOV

1. Origin of VOST Europe
2. Existing teams, and teams under development
3. Activity of VOST Europe
4. Fight against hoaxes
5. Our strategy
6. Conclusions

Introduction

➤ Why VOST Europe?

- Promoted by VOST Spain + VISOV (the French-speaking VOST), and member of the global VOST alliance (VOSG coalition www.vosg.us)
- Umbrella organisation for European national VOSTs
- Supports the creation of new national / regional VOSTs





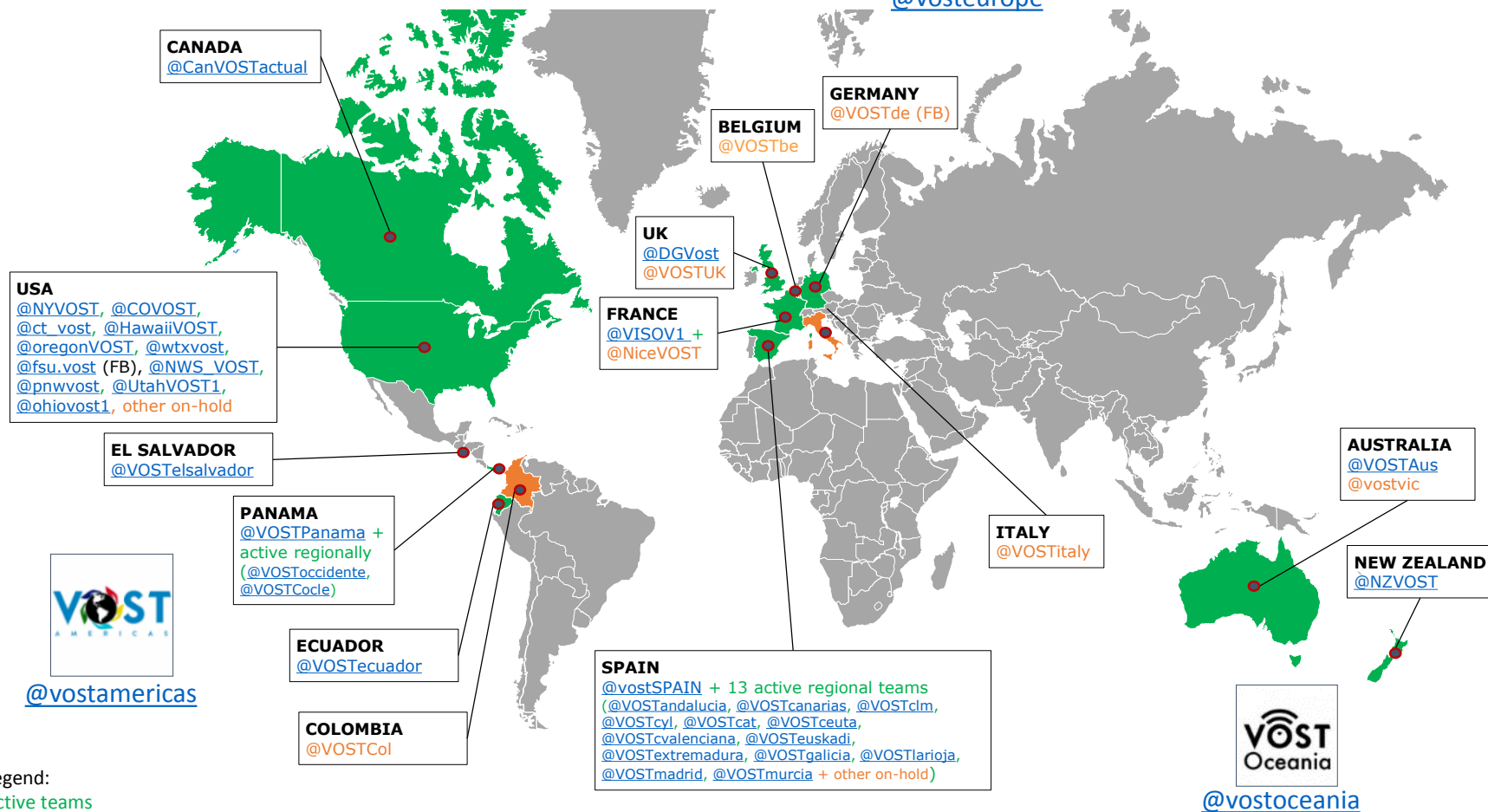
VIRTUAL OPERATIONS
SUPPORT GROUP

[@VOST1](#)

Existing VOST teams



[@vosteuropa](#)



Legend:

Active teams

In development / on-hold

Some teams under development

➤ VOST Germany

- <http://vostde.de/>, supported by **DGSMTech e.V.**
- Volunteers from FRS, Red Cross, and others



➤ VOST UK:

- [@DGVost](https://dgvost.uk/) - Promoted by local Dumfries & Galloway Police (<https://dgvost.uk/>)
- Other VOSTies in Wales and England



➤ VOST Belgique:

- Under development ([@VOSTbe](https://twitter.com/VOSTbe))



➤ VOST Italia:


- <http://www.vostitalia.it/> is starting




Activity of VOST Europe


- Daily programmed posts (TW & FB):
 - MeteoAlarm (9AM)
 - EU ECHO Daily Flash (1PM)
- Amplify messages from national/local VOST teams
- Follow-up on relevant events:
 - Amplification
 - Monitoring (when possible)
 - Support from/to other regional VOSTs worldwide
- Translation of core messages to multiple languages
- Support #EuCivPro
- And #FF on Fridays



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European Virtual Operations Support Team



Incidents

Mapa de incidentes activos


2 Incidents »



Reports

Monográfico de seguimiento sobre incidentes


View more »



Stophoax

Bulos/rumores en la red #Hoax


View more »



Last News

[View all](#)

VOST Teams



Dumfries & Galloway VOST	
VISOV France	
VOST Belgique	
VOST Europe	
VOST Germany	
VOST Nice	
VOST UK	
VOST Spain	

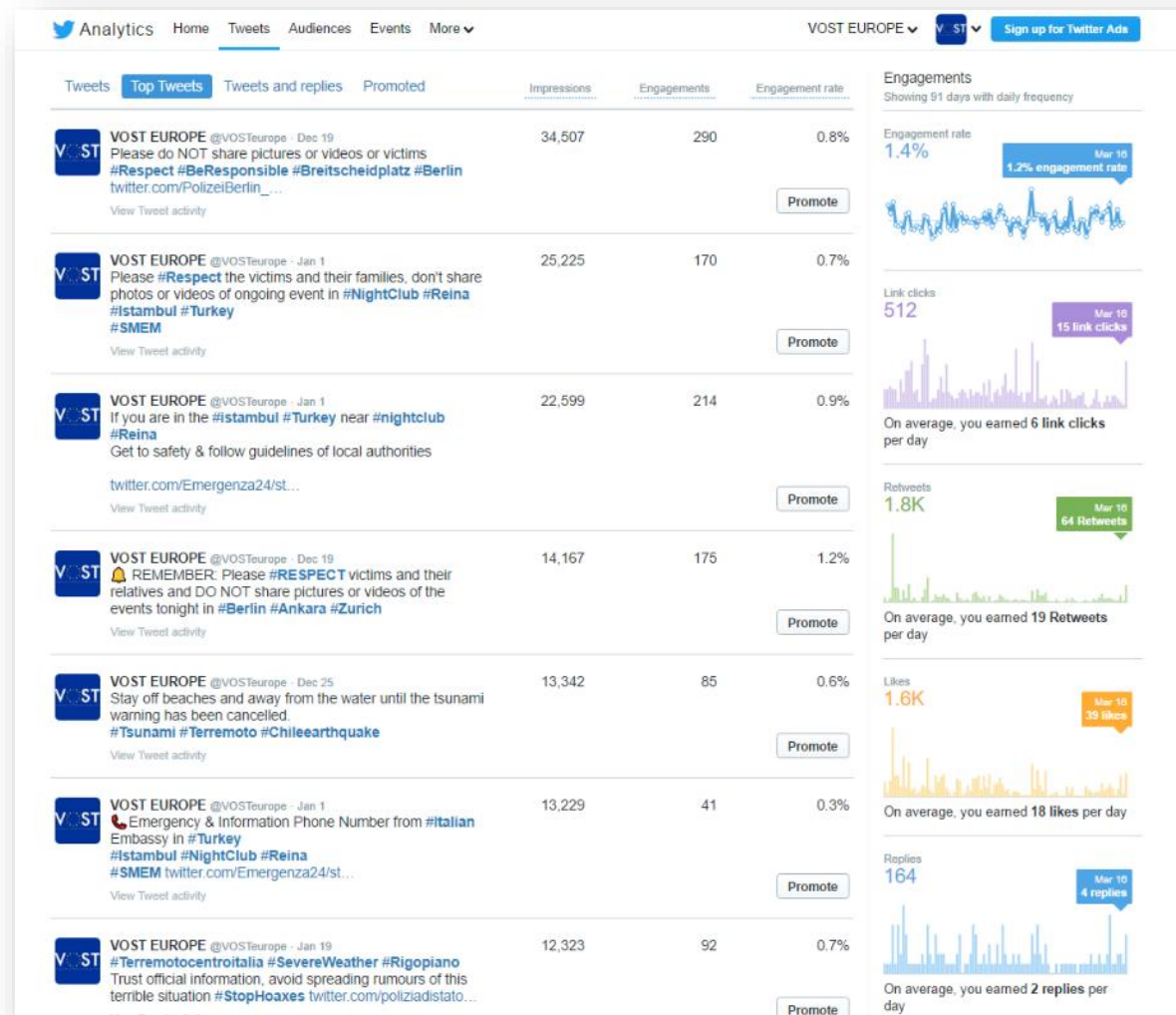
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Activity

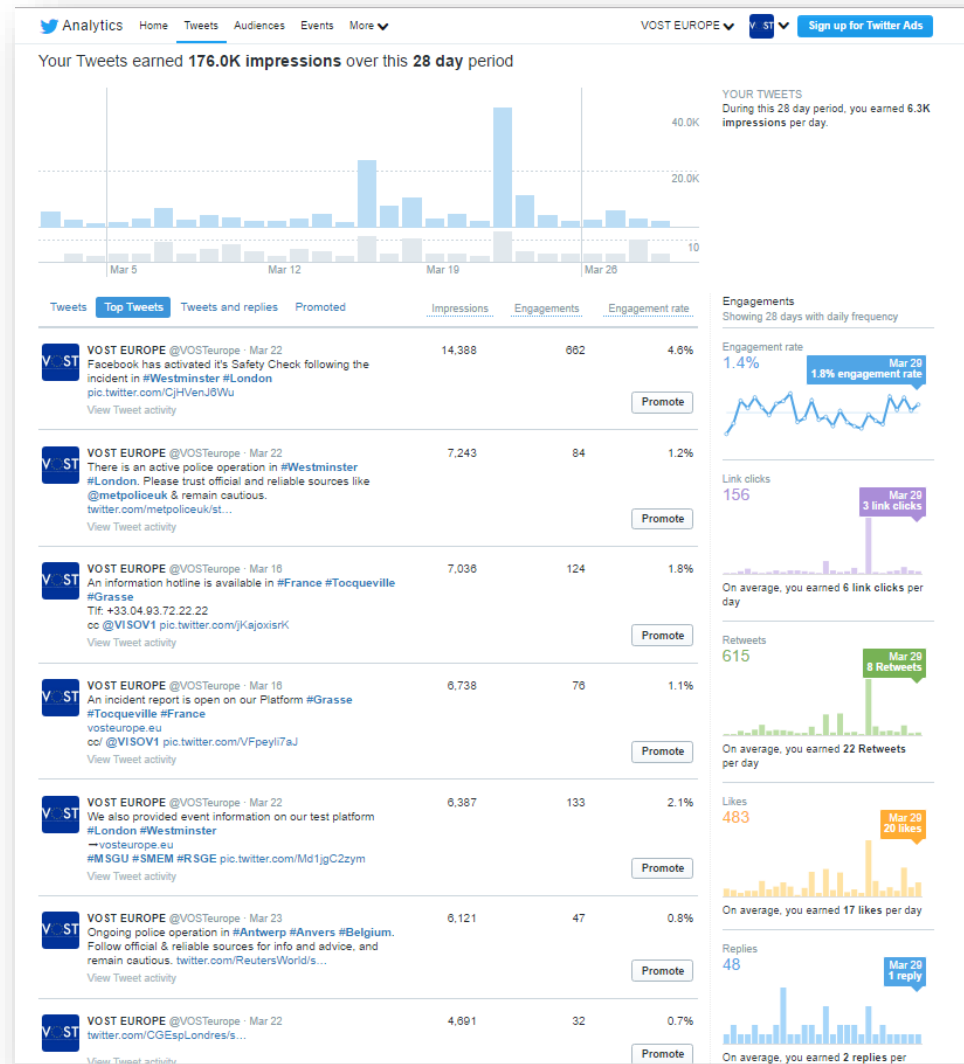


Dec'16 –
Mar'17:
Averaging 6,7K
impressions per
day






Activity (March 2017)



#Westminster

VOST



VOST Team	Date	City	Incident
VOST Europe	22-03-2017 18:16	Westminster, London	Attack in Westminster
VOST Europe	16-03-2017 14:26	Grasse - FRANCE	

VOST Europe @VOSTEurope ©2017 VOST 1.0

VOST VOST EUROPE @VOSTEurope Following

Facebook has activated it's Safety Check following the incident in #Westminster #London



The Attack in Westminster
Activate Safety Check
17 March 2017

Friends in the area

Are you in the affected area? Yes, I'm in the area

Are you in the affected area? Yes, I'm in the area

Are you in the affected area? Yes, I'm in the area

RETWEETS 33 LIKES 13

5:21 PM - 22 Mar 2017

VOST VOST EUROPE @VOSTEurope Mar 22

There is an active police operation in #Westminster #London. Please trust official and reliable sources like @metpoliceuk & remain cautious.

Metropolitan Police @metpoliceuk
We were called at approx 2:40pm to reports of an incident at #Westminster Bridge. Being treated as a firearms incident - police on scene

RETWEETS 10 LIKES 6

4:02 PM - 22 Mar 2017

VOST VOST EUROPE @VOSTEurope Following

And of course avoid spreading rumours about the incident at #Westminster Bridge in #London.
#StopRumours #StopHoaxes

VOST VOST EUROPE @VOSTEurope Following

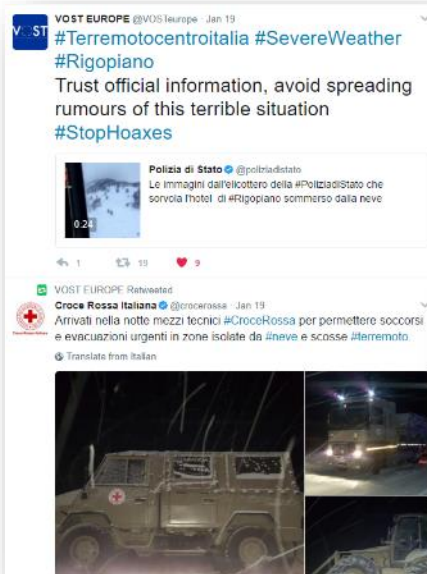
If near #London, please do not dial 999 / 112 unless it is an emergency. If possible use social media to inform friends & family you are OK!

Met Contact Centre @MetCC
Our lines are busy, please dial 999 for emergencies only. You can tweet us for non emergency enquiries #London #Westminster

RETWEETS 21 LIKES 7

5:02 PM - 22 Mar 2017

Other



SMEM and Hoaxes

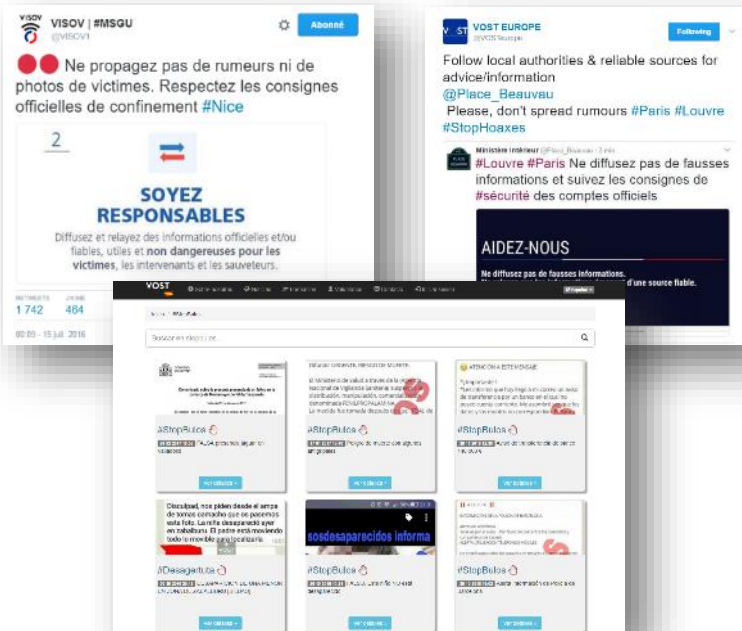
- **Time consuming** for Emergency services.
- **Digital Volunteers** are helping detect and fight false rumours, in support of authorities (i.e. VOST Spain [museum of hoaxes](#))

#StopBulos

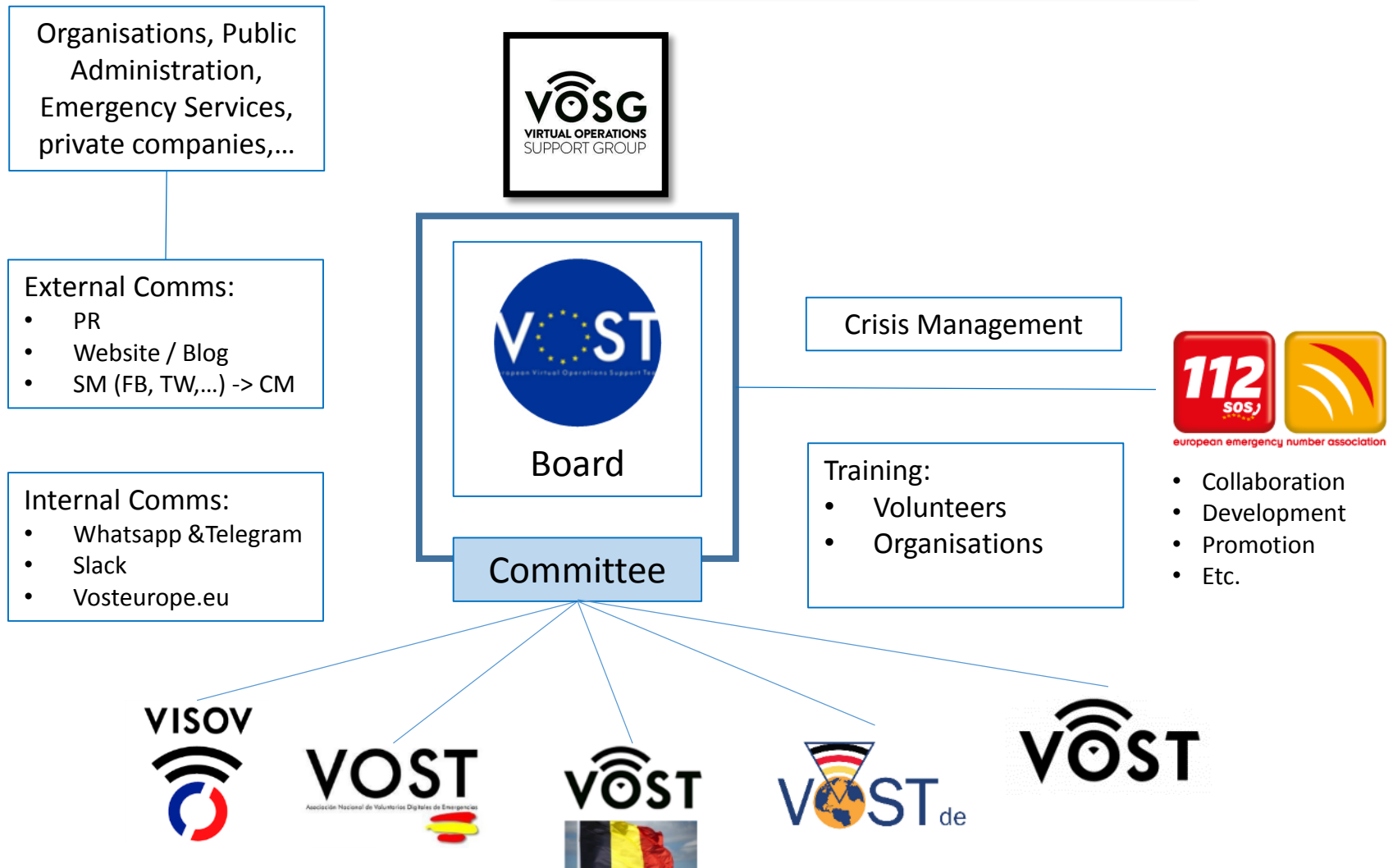
#StopHoaxes

#falschmeldung

#StopRumeurs



Strategy



Strategy (cont.)

- Umbrella organisation for national VOSTs;
- Help create new teams, support in pan-European activities;
- Be a reference for SMEM and online Civil Protection.
 - Fighting hoaxes
 - Amplifying official messages: education, safety advice, information, etc.
 - Supporting and relaying information from reliable and official sources
- Be sustainable, multi-national, multi-language
- Agreements with public administration, activation in crisis situations
- Participate in projects / initiatives of relevance
- Models:
 1. Business as usual
 2. Activation in crisis situations only (self-activation or prompted by ES)
 3. Mix of both

Conclusions

- Emergency services can team up with existing VOST teams and also support the creation of new teams.
- Establish agreements with clear requirements. Activity can be based in different models:
 1. Business as usual
 2. Activation in crisis situations only (self-activation or prompted by ES)
 3. Mix of both
- A good reputation is everything
- And do not feed trolls!

Thank you!

Questions?

Contact information

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<https://www.vosteuropa.eu/>



[@VOSTEurope](https://twitter.com/VOSTEurope)