

Appendix 1. Non-exhaustive list of questions asked in the STAR-FLOOD interviews

This appendix provides a non-exhaustive list of examples of questions asked on the topic of citizen involvement in FRM during the semi-structured interviews. These questions were embedded in a general conversation on flood risk governance, which discussed the role of actors, rules, resources and discourses, and important trends of change. The interviews have been conducted in the mother tongue of the respondents.

Examples of questions asked to public officials in crisis management:

- ☐ Which actions do people take themselves against flooding?
- ☐ Do emergency services make use of volunteering citizens during flood events?
 - Is it stimulated by the emergency services?
 - Do they make a significant contribution to the formal emergency response?
 - How is this volunteering initiated? Is it organised prior to the event?
- ☐ Do you see any evolution in this? Do people take more actions themselves than in the past? Are there more volunteers?
- ☐ Are citizens involved in the draft of flood emergency plans? Can they actively participate in vulnerability assessment?
- ☐ How are issues of accountability and insurance dealt with?

Examples of questions asked to public officials in water management:

- ☐ What is the role of citizens in flood risk management?
- ☐ Is it expected that citizens take individual measures against flood risks? Do they share responsibility in addressing flood risks?
 - If yes, is this actively communicated?
- ☐ Are individual precautionary measures in a way stimulated, e.g. through subsidies, expertise, etc.?
- ☐ Are citizens willing to take own measures? Are they prepared to take on responsibility?
- ☐ Are there citizen groups actively dealing with floods in this area? What kind of relation do you have with them?
- ☐ How are citizens involved in the development of new flood risk policy? And NGOs? Can they actively participate in the decision-making process?

Examples of questions asked to civil actors (NGOs, neighbourhood groups, etc.):

- ☐ Which role do citizens play in the management of flood risks?
- ☐ Do you think you are sufficiently involved by authorities in the development of flood risk management?
 - If not, how would you like to become more involved?
- ☐ Would you be interested to participate in emergency planning concerning flooding, e.g. draft emergency plans at neighbourhood level?
- ☐ Do people in the neighbourhood take own measures to prepare for flooding, and protect their house from flooding? Do you consider this the role of citizens as well?
- ☐ Did people help each other during and after the flood? In which way?
- ☐ Are citizens supported by authorities to take flood risk actions, e.g. subsidies, material support, expertise, ...?
- ☐ Do you have sufficient access to the decision-making process?