





## Citizens and cities facing new hazards and threats

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Is there such as a thing as « a new norm »?

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Is there such a thing as a "new norm"?



'In an emergency, all become emergency responders, irrespective of job" (CS2, 2016) 'Our staff are survivors themselves – they apply lessons learned' (CS3, 2016)

'We refuse to be victims. We choose to be resources' (BMFI 2015)















