

# Warning signal instructions

## Context

**City / Country:** Croatia

**Structure :** Ministry of Interior

**Area of activity :** Civil protection

## Identified needs

Immediate Understanding – People must quickly recognize and understand warning signals without confusion.

Clear Actions – The instructions should clearly state what to do when a warning signal is heard.

Accessibility – The language should be simple, avoiding technical terms or abbreviations.

Emergency Readiness – Instructions must help people react correctly under stress or in dangerous situations.

## Objectives

Use Simple and Clear Language – Replace complex terms with everyday words.

Ensure Direct and Concise Instructions – For example, "When you hear this signal, go inside and close all windows and doors" instead of "Upon activation of the warning signal, individuals should proceed indoors and secure all openings."

Organize Information Clearly – Use short sentences, bullet points, and clear headings to make instructions easy to follow.

Include Visuals if Possible – Diagrams or icons can help reinforce key messages.



Adapt for Different Audiences – Ensure instructions are understandable for all, including children, elderly individuals, and non-native speakers.

## Target groups

General Public – People who need to react quickly in case of an emergency.

Workers in Hazardous Environments – Employees in factories, construction sites, and other high-risk areas.

Emergency Responders – Firefighters, police, and medical personnel who need to coordinate responses.

People with Disabilities – Individuals who may need alternative communication methods, such as visual or tactile warnings.



## Existing



REPUBLIKA HRVATSKA  
MINISTARSTVO UNUTARNJIH POSLOVA  
RAVNATELJSTVO CIVILNE ZAŠTITE

# ZNAKOVI ZA UZBUNJIVANJE

Upozorenje na nadolazeću opasnost



100 sekundi

Neposredna opasnost



60 sekundi

Prestanak opasnosti



60 sekundi

**Uključite radio ili TV prijamnik!**  
Poslušajte priopćenje o vrsti nadolazeće opasnosti i mjerama koje je potrebno poduzeti! Poduzmite mjere zaštite koje će vam pomoći u pripremi za opasnosti!

**Uključite radio ili TV prijamnik!**  
Poslušajte priopćenje o vrsti opasnosti i mjerama koje je potrebno poduzeti! Žurno poduzmite mjere zaštite iz priopćenja!

**Možete prestati provoditi mjere zaštite iz priopćenja. U slučaju potrebe, pomozite u akcijama spašavanja koje provode snage zaštite i spašavanja!**  
Znak se upotrebljava i za potrebe ispitivanja ispravnosti i razvoja sustava za uzbunjivanje.

### ZNAK ZA UZBUNJIVANJE VATROGASNIH I DRUGIH POSTROJBI CIVILNE ZAŠTITE

Vatrogasna uzbuna



90 sekundi

**Ostanite mirni!**  
Znak za uzbunjivanje odnosi se na pripadnike vatrogasnih i drugih postrojbi civilne zaštite koje odmah trebaju postupiti u skladu s utvrđenim planovima.

ZA VRIJEME TRAJANJA OPASNOSTI, TE PROVOĐENJA MJERA ZAŠTITE I SPAŠAVANJA:

Samo nužno koristite telefon jer su komunikacije potrebne žurnim službama! Ako ste sudionik u prometu, omogućite slobodan prolaz snagama zaštite i spašavanja.

112

## Kada zvati 112?

### (SOS poziv ili broj za hitne pozive)

POZIV U POMOĆ - kada prijeti opasnost za život i zdravlje ljudi, okoliš, materijalna i kulturna dobra. Pozivom na broj 112 ostvarujete vezu sa svim hitnim službama u RH - operateri primaju poziv i alarmiraju hitne službe. I dalje možete, kada ste sigurni koju službu trebate, izravno birati brojeve hitnih službi:

192 policija

195 traganje i spašavanje na moru

193 vatrogasci


1987 pomoć na cestama

194 hitna medicinska pomoć

DOJAVANABROJ 112 - bez odgode dužni ste dojaviti prijetnju od nesreće, veće nesreće ili katastrofe ili njezin nastanak.




## Proposal



REPUBLIKA HRVATSKA  
MINISTARSTVO UNUTARNJIH POSLOVA  
RAVNATELJSTVO CIVILNE ZAŠTITE


## ZNAKOVI ZA UZBUNJIVANJE

Upozorenje na nadolazeću opasnost




20 s   20 s   20 s   20 s   20 s  
100 sekundi

Neposredna opasnost



60 sekundi

Prestanak opasnosti



60 sekundi


**Uključite radio ili TV!**  
Poslušajte kakva opasnost dolazi i što napraviti da se zaštitite! Slijedite upute kako biste se pripremili za opasnost!

**Uključite radio ili TV!**  
Poslušajte kakva opasnost je u tijeku i što napraviti da se zaštitite! Odmah poduzmite sve mjere!

Opasnost je prestala. Možete prestati provoditi mjere zaštite. Ako treba pomoći u akcijama spašavanja - pomozite! Ako prije nije bilo drugih upozorenja, radi se o testiranju opreme.

### ZNAK ZA UZBUNJIVANJE VATROGASNIH I DRUGIH POSTROJBI CIVILNE ZAŠTITE

Vatrogasna uzbuna




20 s   15 s   20 s   15 s   20 s  
90 sekundi

**Ostanite mirni!**  
Ovo je znak za vatrogane i druge civilne službe!


ZA VRIJEME TRAJANJA OPASNOSTI I SPAŠAVANJA:

Koristite telefone samo ako morate! Telefoni su potrebni sigurnosnim službama! Ako ste u prometu, omogućite prolaz snagama zaštite i spašavanja.



## Kada zvati 112?

### (SOS poziv ili broj za hitne pozive)



**POZIV U POMOĆ** - kada prijeti opasnost za život i zdravlje ljudi, okoliš, imovinu i kulturna dobra. Ako nazovete 112, možete doći do svih hitnih službi u RH - operateri primaju poziv i obavještavaju hitne službe.

Ako ste sigurni koga trebate možete zvati direktno **192 policija 193 vatrogasci 194 hitna medicinska pomoć 195 traganje i spašavanje na moru 1987 pomoć na cestama**

**DOJAVA NA BROJ 112** - ako primjetite da bi moglo doći do nesreće, veće nesreće ili katastrofe morate to odmah prijaviti!

## Adaptation process

We made letters bigger and changed their color to make them more readable for people with reading disabilities.

We made the messages shorter and more direct to avoid any confusion in action that need to be taken when they hear alarm, but taking care that we don't change the meaning of the message.

While changing the text we have followed the rules of plain language by making short and clear sentences without words that may be too complex for different groups of readers.

We have also marked some important keywords to emphasize their importance.

## Returns

|  |  |
|--|--|
| <b>Length and conciseness</b> <ul style="list-style-type: none"><li>• Is the material appropriately concise while retaining essential content?</li><li>• Has excessive density or information overload been avoided?</li></ul>   | <p>Yes, the material is concise, with short, direct sentences that are easy to understand and act upon. (SABA)</p> <p>Yes, it's very concise (Logopsycom)</p> <p>Yes, the excessive density and too long text have been replaced with a concise message (LAPP)</p> |
| <b>Language complexity and clarity</b> <ul style="list-style-type: none"><li>• Is the language clear, accessible, and free from unnecessary technical terms, jargon, or overly complex structures (e.g., passive voice, long sentences)?</li><li>• Does the text align with relevant linguistic criteria (e.g., CEFR levels A1, A2, etc.)?</li></ul> | <p>The language is simplified, with complex terms replaced by everyday words for clarity. (SABA)</p>   |

# text it **EASY**

|   |   |
|---|---|
| <b>Purpose and effectiveness</b> <ul style="list-style-type: none"><li>Is the goal of the material (e.g., to inform, instruct, persuade) clearly conveyed and maintained in the adaptation?</li></ul>                               | The goal is clearly to provide immediate and actionable instructions to help people react correctly during an emergency. (SABA)   |
| <b>Audience suitability</b> <ul style="list-style-type: none"><li>Is the material appropriate for the intended audience in terms of reading level, language, and needs?</li></ul>   | The material is suitable for the general public, workers in hazardous environments, emergency responders, and people with disabilities. (SABA)  |
| <b>Structure and readability</b> <ul style="list-style-type: none"><li>Is the content well-organised, with logical flow, clear headings, bullet points, and other structural elements that enhance comprehension?</li></ul>         | <p>The content is well-structured, using short sentences, bullet points, and visual emphasis on important information for easy understanding. (SABA)</p> <p>Yes, the structure is nice, it seems very clear, even if I don't understand the language. (Logopsycom)</p> <p>The structure is clear and (I think, as i don't speak the language) a lot easier to understand than the original (LAPP)</p> |
| <b>Visual elements</b> <ul style="list-style-type: none"><li>Are visuals (charts, diagrams, etc.) clear, relevant, and effectively aligned with the text?</li><li>Have visual adjustments improved clarity and usability?</li></ul> | The use of visuals like diagrams or icons is encouraged to reinforce key messages, making the instructions clearer. (SABA)  |



# text it **EASY**

|  |  |
|--|--|
|  | <p>I really like the simplified version, especially the choice of white font that makes it so much easier to SEE and read the message. My only hesitation or the question I asked myself, was why the last message in the red bubble not in bold? Also, but it's not really a question, however I noticed a big font-size difference between the green bubble and the other ones – but, as I presume, it was just not possible to further shorten the message that's in the green bubble 😊 other than that I really like it (LAPP)</p> |
| <p><b>Educational and practical value</b></p> <ul style="list-style-type: none"> <li>Does the material maintain its usefulness and accuracy despite any simplifications or modifications?</li> </ul>   | <p>The material is practical, offering immediate, understandable guidance for emergency readiness and response. (SABA)</p>   |
| <p><b>Accessibility and usability</b></p> <ul style="list-style-type: none"> <li>Is the format user-friendly, avoiding design issues (e.g., small fonts, poor layout) that could hinder accessibility?</li> <li>Is the material easy to understand and implement for the target audience?</li> </ul> | <p>The format is user-friendly, with large readable text, visual aids, and simplified language to ensure accessibility for a wide range of users. (SABA)</p> <p>It seems very accessible. (Logopsycom)</p> <p>Very user-friendly, super concise (LAPP)</p>   |

