



Sector engagement for the Copernicus Climate Change Service: Translating European User Requirements

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Organisations are challenged by the need to plan for the impacts and opportunities that climate change will bring and having the appropriate tools and data to make evidence-based decisions is essential. The Copernicus Climate Change Service (C3S) will provide free climate information to help society and business sectors improve their planning and decision-making for climate adaptation and mitigation. To ensure the climate information provided by C3S matches the needs of users, we have engaged with key stakeholders from six economic sectors and identified some of the key user requirements for climate information as well as some of the data and information gaps. We will share the key outcomes of our work for each of the sectors studied, which are: Agriculture & Forestry, Coast, Health, Insurance, Infrastructure and Tourism. We will address the following key questions:

- What types of users can be distinguished?
- Are users familiar with climate information?
- What are the key climate information required by these different sectors?
- How does each sector use the available information to make decisions?
- What information gaps exists?

Climate information not only needs to be accessible, but also easy to use and of the quality needed to support informed decisions. We will summarise results on ways of presenting climate information and consider the implications of our findings for tailoring the provision of climate services.

We will also share lessons learnt from our engagement process, which took place through a multi-layered approach involving an extensive survey, interviews, focus groups and workshops. In this respect, the presentation will reflect on the success and limitations of these engagement methods and will identify best practice to guide future engagement. To conclude, we consider how to sustain engagement with users for the continued coproduction of climate services and, in particular, for the future development of the C3S.