



Findings from the study on good practices from non-radiological emergencies

Meritxell Martell, MERIENCE & Tanja Perko, SCK-CEN

Workshop 'Public Information and Transparency in case of a radiological emergency according to the new Basic Safety Standards and amended Nuclear Safety Directive: collecting good practices'

11-12 June 2018, Antwerp, Belgium

This project received funding by EC, DG Energy; Project Ref. Ares(2016)7037963
Call for tender N° ENER/D3/2016-409

© SCK•CEN, 2018

Objective of this session

To present and discuss:

*Which are the lessons learned from emergencies in **non-nuclear hazard** industries regarding public information and transparency which are valuable for nuclear and radiological emergencies?*

© SCK•CEN, 2018

Drawing on...

Document analysis (scientific articles, media articles, reports), interviews reported in D2.2 *"What we can learn from non-nuclear hazard industries valuable for the Euratom Basic Safety Standards Directive and Nuclear Safety Directive"*

- **Historical** chemical emergencies (Seveso, Bophal, Mexico, etc)
- **Recent** emergencies (**storm** at pop festival in Belgium, 2011; **shooter events and attacks**, US and France 2015; **oil spill** by BP, 2010; building **explosion** in Liège, 2010; Chemie-park **fire** in the Netherlands, 2011; Chemical **train accident**, Belgium, 2013; **Asbestos fire** in the Netherlands, 2014; **Industry fire** in Londerzeel, Belgium, 2015; **earthquake** in Haiti, 2010; **wildfire** in USA, 2007)

© SCK•CEN, 2018

Good practices on communication and transparency: social media

- **Social media** can be a very effective two-way communication tool in crisis communication, together with **traditional communication channels**.
- Official sources must develop **dedicated crisis communication strategies**
- Can help to **launch protective actions** (e.g. a community resilience initiative providing shelter to the festivalgoers)
- Prevention of propagation of unverified information/rumours through the importance of credible sources and eye-witness reports
- **Monitoring and correcting social media sources** to avoid /reduce negative emotional experiences – "wisdom of the crowd"

© SCK•CEN, 2018

Good practices on communication and transparency: first responders

- Control of observers to avoid further threats and facilitate transport emergency plans.
- Increased pressure for the first responders from media, spectators and high level personalities visiting the site
- *Co-ordination and communication* between on-site and off-site services
- *Training of first responders in communication aspects and dealing with observers, media, victims, relatives, etc*

© SCK•CEN, 2018

Good practices on communication and transparency: engagement

Communication team:

- *Engage* the team (analyst, strategist, coordinator, editor, person in the field) in a *short time* and for a *long period* (in post-crisis)
-
- Implement *social media* (monitoring, analysis, etc)
- Use *translators* in public information centre for different language groups
- *Well trained professionals* to support traumatized people

© SCK•CEN, 2018

Open discussion

Collecting good practices on communication and transparency from non-radiological emergencies

Your opinion matters.
Please, share your opinions, views and experiences
with us.

© SCK•CEN, 2018