



Findings from the study: existing **arrangements, procedures and practices** in Member States at (local), national and regional levels

Tanja Perko, SCK-CEN & Meritxell Martell, MERIENCE, Bieke Abelshousen, SCK•CEN

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Objective of this session

To present and discuss:

*Which are **the arrangements, procedures and practices** in place at local, regional and national levels in Member States to facilitate public information and transparency in the event of a nuclear or radiological emergency?*

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Drawing on...

- Round table discussion with regional emergency experts focusing on **cross-border arrangements** between EU Member States in the Benelux area, 16 April 2018, Mol, Belgium.
Identification of good practices to develop practical and feasible recommendations on information and transparency in the event of an emergency, focusing on cross-border communication.
- Survey distributed to **local communities** (mayors in the Group of European Municipalities with Nuclear Facilities, GMF, and CLI) on organization of emergencies at local level.
6 responses received from Belgium, France, Germany, Hungary, Spain and UK.
- Survey sent to **Nuclear Regulatory Organisations** of 28 Member States:
26 responses received

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Focus of this presentation

Existing **arrangements, procedures and practices on information** at local, regional and national levels

- Professional profile of director of public information office
- Drafting public information documents concerning nuclear or radiological emergencies
- Notification of emergency/incident to public/media
- Available channels and tools of communication

Good practices on public information and transparency in the event of a nuclear or radiological emergency

- Good practices on cross-border arrangements

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Professional profile of director of public information office

- In 9 out of 25 cases, the director of the public information office has a public relations/communication profile.
- Except in two countries (n=25), the staff of the public information office have been **trained** or have attended at least one conference/meeting (IAEA, NEA, EU, INEX, etc) related to **public information aspects** in the last 3 years.
- In 16 NROs (n=25), the regulatory staff (mainly spokesperson and/or staff members) receive media/communication training.

Some examples of good practices:

- *In Slovenia and Slovakia, the NRO Chairperson, the Director and the spokesperson receive media training.*
- *PR persons from Finland and Greece take all opportunities for training and education and participate at different expert conferences/meetings.*

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Drafting public information documents concerning nuclear or radiological emergencies - collaboration

14 NROs (n=23) state that their public information documents concerning nuclear or radiological emergencies are result of a collaborative work of different authorities and emergency actors:

Some examples of good practices:

- *Documents for public information related to nuclear emergency have to be agreed in advance with other organizations e.g. industry, other government agency in Hungary, Italy, Germany, Ireland, Slovenia and Slovakia.*
- *In Germany, the overall responsibility for informing the general public lies within the authorities of the Länder. In some cases, **special independent commissions** are established, on requests of citizens, to inform actively in regular sessions on safety, etc.*
- *In France, IRSN, the operator, the government, local authorities...*
- *In Italy: the prefect of the province with the participation of local administrations (regional and municipal administration and health services) prepare prior information to the public about nuclear and radiological risks.*

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Notification of emergency/incident to public/media

In emergency/incident situations, how quickly are incidents notified to public/media?

Some examples of good practices:

- *Estimated time of first notification by authorities and local community is the same in France.*
- *The CrisisCentre in Belgium and the Nederland launched BE-alert and NL-alert linked to GSM in order to disseminate messages in emergency situations without any delay.*

Emergency timing	N° of responses (n=23)
ASAP / as soon as reasonable	7
As soon as confirmation	2
Without undue delay	1
Immediately	1
< 15 min	5
< 30 min	4
< 1 hour	8
< 2 hours	2
< 3 hours	1
< 6 hours	1

Available channels and tools of communication

What **channels** do you normally use to provide **information** for the general public health **protection measures** to be applied and steps to be taken in the event of a nuclear emergency?

Some examples of good practices:

- *Ireland, Lithuania, Luxembourg and the Netherlands test whether the communication material they normally use results in people understanding the emergency or protective actions on different scientific ways: focus groups, surveys, stakeholder panels, web-tests...*

Channel	N° of responses (n=23)
Press releases and conferences	10
Traditional media: TV	17
Traditional media: printed	9
Traditional media: radio	17
Internet: authority website	20
Internet: newspapers	1
Internet: social media	13
Early warning system: SMS	6
Early warning system: sirens	4
Early warning system: loudspeakers	3

Available channels and tools of communication

In case of an emergency, a **call centre** would be established in 7 cases by NROs (n=25) within 1-4 hours. In 5 cases, other organisations (e.g. government, regional branches of civil protection, etc.) are responsible for such a call centre.

At **local level** different channels used during an emergency include: phone calls (landline and mobile), text messaging, social networking, sirens, radio, TV, others.

Some examples of good practices:

- In Germany, the KatWarn is a public warning system originated from competent government agencies or responsible safety and security organisations who decide on the content, timing and extent of issued warnings.*
- FAQ are routinely shared with the public in Austria, Sweden, Lithuania Slovakia, Ireland, Greece, Germany, France, Finland and Czech Republic by using different mass media including social media.*

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Reporting to Parliament

- 6 NROs (n=24) declare they report to Parliament on duties concerning **transparency** related to nuclear emergencies, mainly through the yearly report or upon request.

An example of good practice:

- In order to ensure transparency, a rationale for what information must be withheld related to an emergency e.g. aspects of site security plans, threat information, commercial interests... is under review in Germany.*

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Good practices on cross-border arrangements

- **Agreement** with neighbouring countries on predefined statements and press releases during **peaceful times** (e.g. Luxembourg; Slovenia-Croatia).
- The **Nordic public communication group** (FI, SE, NO, DK and IS) meets regularly and exchanges information on issues which may cause concern.
- Using **professional translation tools** or **embassies** to publish swift information in other languages (FR, Lux).
- In most countries, information of an emergency in the country would be published only in the **national language**. In some cases, also in English.
In Poland, in the official languages of neighboring countries.
- In most countries **communication personnel** is included in **regional exercises**.

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Working group discussion

Effectiveness of existing arrangements, procedures and practices in Member States at (local), national and regional levels

Your opinion matters.

Please, share your opinions, views and experiences with your colleagues in the working groups and with us later on (17:00-18:00).

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Leading questions for WG discussion

*Identify and discuss **practical and effective approaches** (good practice) of responsible organisations (at local, regional or national levels) for informing the public prior to and in the event of a nuclear or radiological emergency?*

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