



Findings from the study on **open, transparent and timely** public information and **stakeholder involvement**

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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'

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Objective of this session

To present and discuss:

*Which are the good practices on **open, timely and transparent** information regarding the preparation and response to nuclear and radiological emergencies?*

*Which are the good practices on **stakeholder involvement** regarding the preparedness and response to nuclear and radiological emergencies?*

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Drawing on...

- SCK-CEN Barometer **survey** in Belgium (Oct 2017- Feb 2018)
Public awareness and satisfaction with information about nuclear emergencies potentially occurring in Belgium
- **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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Good practices on open, transparent and timely public information

- A third of NROs **identify citizens' needs for public information** in case of an emergency using public opinion surveys (8, n=25). Others use advisory committees (2, n=25), lessons learned (5, n=25) or analyse literature, international practices, etc.
- 18 out of 25 MS test or plan to **test communication material** used for emergency or protective actions through exercises, surveys, focus groups, etc.
- 6 NROs declare that they review and improve **communication material** related to emergencies or protective actions **once a year** or after exercises.
- In a few countries, the **NRO webpage** is evaluated and reviewed in a structured manner by **stakeholder panels** (France, Ireland, Poland).

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Good practices on open, transparent and timely public information

- 17 out of 25 MS have tools for **posting online questions** during an emergency (mostly Q&A, facebook and twitter).

14 of them have a dedicated person(s) to follow and respond social media.
- Half of the MS claim (10, n=25) or plan (2) to have a **mechanism** in place to systematically **collect rumours** during an emergency

Examples of good practices:

7 NROs (n=25) have a **dark site** that becomes active in the event of an emergency

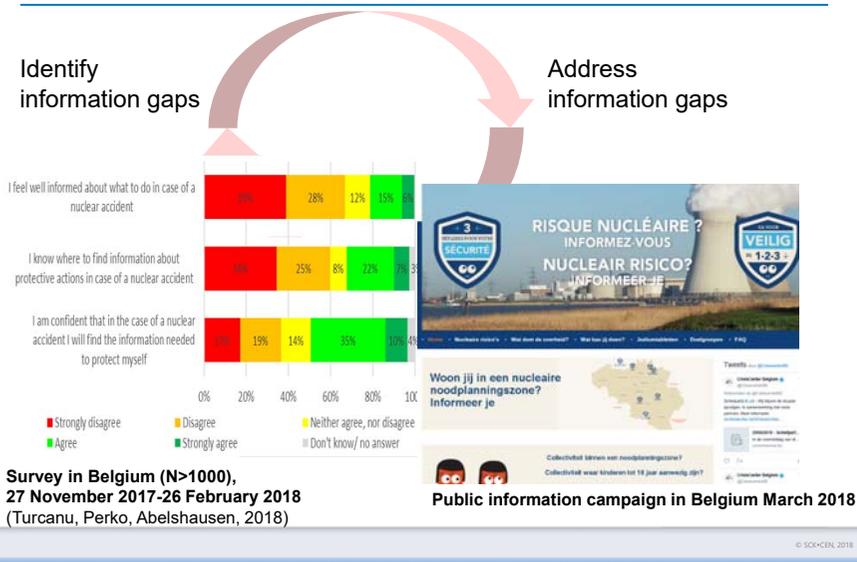
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Good practices on open, transparent and timely public information

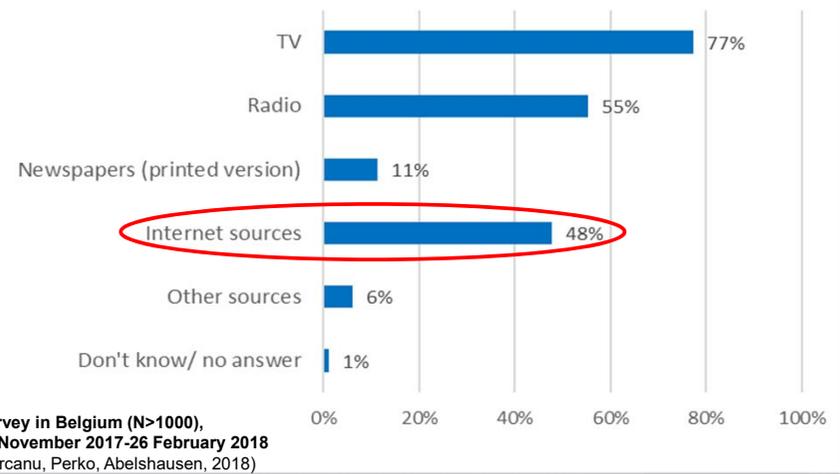
- The majority (23, n=25) state that **communication** aspects are included in nuclear or radiological **exercises/drills** – frequency and methods vary widely.
Most **important lessons** seem to be: need to be proactive, consistent, templates prepared and simple instructions to the public.
- *In France, ASN organizes 5 drills a year with media pressure, involving journalists and texts consistency and coordination of messages, quality of messages during speeches, etc*
- 8 NROs (n=25) declare they invest in **familiarizing journalists** in reporting about nuclear or radiological emergencies (e.g. regularly in Austria or once a year in Finland through training)

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Good practice: assess the effect of public information campaigns (Belgium, France)



Which news sources would you use in case an accident occurred in a Belgian nuclear installation? (multiple answers possible)



Good practices on stakeholder involvement

- NROs use different methods to **share or exchange information** with the public related to emergencies.

Methods	N° of responses (n=25)
Public meetings (hosted by NRO or nuclear installation)	13
Public meetings local authorities	16
Local information committees	11
Regional information committees	11
Facebook, twitter or other apps	15
Dedicated internet page	12
Experience of participation in exercises	11
Written enquires	15
Communication campaign material	13
Others (TV, radio, youtube, etc)	5

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Good practices on stakeholder involvement

9 NROs (n=25) declare that they have experience of **public participation** in emergency exercises.

6 countries have committees for **oversight of transparency**, although only in 4 these are specific to EP&R.

Example of good practices:

- *Spain: Council of Transparency and Good Governance*
- *European projects supported stakeholder involvement, e.g. FP7 Project PREPARE*
- *Involving population in exercises and evaluation, improvement of emergency response plans ... (Belgium)*
- *Partnership approach in management of nuclear installations (Spain)*
- *FARMING: Stakeholders' feedback on a compendium of countermeasures for the management of contaminated food production systems (2000-2004)*
- *FP6 Project EURANOS: Generic Food Handbook (2004 – 2006)*
- *Guidance on lifting of emergency countermeasures (2007)*

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Working group discussion

Good practices on transparency and stakeholder involvement
in EP&R

Your opinion matters.

Please, share your opinions, views and experiences
with your colleagues in the working groups and with
us.

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Leading questions

- Can you share specific good practices regarding **open, transparent and timely public information provision** in the event of an emergency in your country/ locality/ from your experience??
- Can you share specific good practices regarding **stakeholder involvement** in the EP&R in your country/ locality/ from your experience?

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