Insights from a Nuclear Regulator About the Communication of Risks

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24 September 2019
2nd NEA Workshop on Stakeholder Involvement: Risk Communication
OECD, Paris, September 2019

Main Spanish Facilities Involving Nuclear and Radiological Risks

7 operating reactors
1 reactor ceased of operation
1 reactor under dismantling
Juzbado Nuclear Fuel Manufacturing Factory
Saelices mining & milling dismantling
“El Cabril” LILW Disposal Facility
CIEMAT research institute
1331 radioactive facilities
3 Individual Facilities for Spent Fuel Management

- JOSÉ CABRERA NPP INDIVIDUAL STORAGE FACILITY (ENRESA)
- GAROÑA NPP INDIVIDUAL STORAGE FACILITY (LICENSING)
- ALMARAZ NPP INDIVIDUAL STORAGE FACILITY
- TRILLO NPP INDIVIDUAL STORAGE FACILITY
- COFRENTES NPP INDIVIDUAL STORAGE FACILITY
- ASCÓ NPP INDIVIDUAL STORAGE FACILITY

INDEPENDENT INDIVIDUAL STORAGE FACILITY IN OPERATION
INDEPENDENT INDIVIDUAL STORAGE FACILITY BEING LICENSED
The functions of CSN related to the communications

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TO WHOM?

- To Inform and advise the Government
- To Inform to:
  - Parliament
  - Public
  - Concerned Groups and Associations
- To Coordinate with international authorities

WHEN? agreement of the Council of Ministers of October 1st, 1999

The general information about the activities involving nuclear and radiological risks is under the responsibility of CSN and the competent health authorities. In case of emergency the Director of the Plan is the responsible for this information.
The functions of CSN related to communications

- Law 15/1980 of CSN Creation, article 14 focused to public information by using best communications and information tools and technologies.
- Law 19/2013 of transparency, access to public information and good governance.
- Other laws, regulations and rules covering principles of better regulation and governance, based on OECD Recommendations an UE Better Regulation Package 2015.
The functions of CSN related to the communications

Those are fundamental laws that focus the regulation on providing the public with the best and accurate information about the facilities that can generate a nuclear or radiological risk. This information is intended to be provided both in normal and emergency conditions:

- Public is informed by using web site, social nets and other social media
- Normal performance data of the facilities and radiological activities
- Information, means and guidance addressed to the population in case of nuclear and/or radiological emergency.
WEBSITE AND MAIN ORGANS

WEBSITE

- Plenary meeting minutes

- Rules and Regulations
  - status of main modifications open to public comments
  - Documents and links of professional interest

- Operation Status (NPP). ROP (SISC) quarterly results, Incident Reports (nuclear and radiological facilities), Operational status and values from the environmental and radiological surveillance system and programs (REA, PVRA-REM). Interactive maps as KEEPER-WEB

- Electronic box for petitions (compliances, information requests, etc)
- CSN Events, Institutional Reports, relevant concerning issues (Radon, ATC...)

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WEB SITE AND MAIN ORGANS

- CSN Magazine ALFA and other publications.

- Organs with external participation:
  - Advisory Committee formed by regional and national administration, ecologist groups, communicators, industry, consumers..(35 stakeholders representatives. Twice meetings a year.)
  - Liaison Committees (spelt fuel management Company, manufacturing fuel Company, association of companies operating NPP, CIEMAT)
9 | EMERGENCY RESPONSE ORGANIZATION

- CENNA Convention on Early Notification of a Nuclear Accident
- Convention on Assistance in the Case of a Nuclear Accident or Radiological Emergency
- OSPAR Convention for the Protection of the Marine Environment of North-East Atlantic

- CSN is part of the National Emergency System
- The CSN organization to cope emergencies is deployed from the Emergency Room (SALEM)
- The coordination covers the authorities and agents concerned with the emergency (local and national context)
- The functions of CSN in case of an emergency is to advice the authorities in the decisionmaking process about:
  - Protection measures to be adopted
  - Implementation of such measures
  - Management of the information

IN AN EMERGENCY SCENARIO CSN IS NOT RESPONSIBLE FOR DELIVERING THE INFORMATION TO THE PUBLIC, BUT FOR COLLABORATE AND ENSURE ITS ACCURATENESS
THE ROLE OF REGULATOR IN THE INFORMATION

Internal Considerations:
- Accurate
- Rigour
- Quick

External Considerations:
- Empathy
- Simple
- Understandable
- Adapted to recipients
- Made for public
RISK PERCEPTION

STRONGLY DEPENDENT

- Sociological aspects
- Political sensitiveness
- Acknowledgement
- Language
- Related information

EMOTIONAL DEBATE

NEED OF A GUIDANCE ROLE BY RELIABLE REGULATORS AND AUTHORITIES
RISK PERCEPTION

Nuclear and radiological risks are negatively perceived by the public (fear, mistrust...)
Uncertainties are strong contributors to that

IMPORTANT

- Credibility
- Adequate communication skills
  - Technical information: clear, simple, short and continuous
  - Think as a public member
  - Rational, not emotional, message
• Information adequately managed according to the relevance for public

• Coordination to avoid:
  - Competent conflicts
  - Different voices
  - Different messages
  - Contradictory information

• Collaboration with other social agents:
  - Press (local, national, int.)
  - Social nets
  - Groups
14 KEYS OF THE COMMUNICATION STRATEGIES IN CSN

- Closely linked to the **Safety Culture** principles implementation inside the organization.
- The authorities involved in the risk communication issues must be ready to adapt the nuclear and radiological governance to the evolution of the safety principles.
- Overcome technological-and-human-factors-based-phases, going towards stages more focused on organizational aspects to create the conditions for safety (**Soft Safety**).
- The active involvement of CSN with the social addressees goes directly to enhance and reinforce safety elements:
  - Avoid self-complacency
  - Role of surveillance and alert by social agents
  - Increase of the safety culture implementation
- This includes a biunivocal relationship fostered by regulator...
One example: PG-II-03 Information and Communication to Public

- Scope including both external and internal information:
  - Legally delivered
  - Upon request
  - Proactively delivered, according to the relevance and interest

- Definition of **GROUPS OF INTEREST**, as addressees of the information, comprised of individuals, groups, institutions, media, stakeholders and the society in general.

- Broadcast to achieve the highest diffusion, by different tools:
  - Press notes
  - Web page
  - Social Nets
  - Publications (Magazine ALFA, Technical docs, Regulations, Rules...)
  - Public Information Centre
  - Cultural and informative activities (conferences, congresses, exhibitions...)
One example: PG-II-03 Information and Communication to Public

Diagram showing the process of information and communication to the public.
MILESTONES OF CSN ON COMMUNICATION ACTIVITIES

Workshop **CRISIS COMMUNICATION: Facing the challenges**

- Hosted by CSN in Madrid, **9-10 May 2012**, under the auspices of CNRA.
- Prompted after 2011 Fukushima accident.
- Focused on the crisis of trust outcoming from the accidental context.
- Lessons learned:

  - Deep in 360º communication management and transparency: Procedures establishment or improvement.
  - Develop communication tools: Continuously improve the communication elements to enhance and expand the information channels.
  - Interaction with public and stakeholders: Enhancement website, organs related to communication and information, authorities...
  - Reinforce participation in international fora to gain and share acknowledgement on this matters.
  - Develop plan communications among regulators and authorities.
MILESTONE OF CSN ON COMMUNICATION ACTIVITIES

What was the CSN management when Fukushima accident?

SHORT TERM

- Emergency room (SALEM) activated in ALERT mode (not EMERGENCY).
- Top members of CSN gathered to assume the different functions, among them the role of spokesperson, assigned to Technical Directors.
- Establishment of a call center.
- Wide use of website, phone and e-mail channels.
- The information from international official sources was first annalized by CSN and then transmitted to the government.
What was the CSN management when Fukushima accident?

**LONG TERM**

- Set-up a follow-up unit, including ministries and CSN
- CSN provided the government with *continuous information* on stress tests. *Press releases* were issued continuously, in parallel, including explanations, maps and links.
- Government released information on the situation of *Spanish citizens* in Japan and offered voluntary repatriations.
- It was created an *action protocol* for passengers coming from Japan.
- Integration of CSN in further IAEA missions
MILESTONES OF CSN ON COMMUNICATION ACTIVITIES

What was the CSN management when Fukushima accident?

SOME FIGURES

- There were by **900 requests** by phone and email.
- Up to **2 press releases** per day
- **22 interviews** to the media
- Continuous appearances of CSN representatives in **primetime TV** to provide live assessment of the situation
- Podcasts in the **website** and continuous reminders by **social nets**.
21 | CONCLUSIONS

- **TO ASSUME THE STRATEGIC ROLE OF COMMUNICATIONS**
  - Communication must be institutionally recognized as a relevant function, specially focused on create a credible image and accurate information
  - Reflected in the organizational structure with the commitment at the highest level and the active participation of the staff

- **READINESS TO DEPLOY THE COMMUNICATION STRATEGY**
  - Attention to the public and other stakeholders information demands
  - Provide for resources, coping with both normal and incidental situations
  - Special attention to engage relevant groups (e.g. youth)

- **TO IDENTIFY KEY ELEMENTS ABOUT COMMUNICATION SKILLS**
  - Transparency
  - Institutional and single messages
  - Internal and external coordination
  - Continuous improvement in development of education means and skills
CONCLUSIONS

THANKS

ANY QUESTION?