DS475: Arrangements for Public Communication in Preparedness and Response for a Nuclear or Radiological Emergency

(Comments received based on DS475 Version 1.29 dated 10/04/2017)

Version 1 dated 29/05/2017

Country/Org.	COMMENTS RECEIVED				RESOLUTIONS			
	Comment No.	Para/Line No.	Proposed new text	Reason	Accepted	Accepted, but modified as follows	Rejected	Reason for modification/rejection
Canada	1.	General	No Text proposed	The document focuses on theoretical concepts of communication and would benefit from more guidance on mechanisms to concretely implement these concepts, for example, information on communication operations and strategies. The US Centres for Disease Control and Prevention has published a comprehensive document on Crisis Emergency Risk Communication (https://emergency.cdc.gov/cerc/resources/pdf/cerc_2014edition.pdf) which could serve as a reference in addressing the specificities of nuclear emergency public communication.	✓			More practical and operational information is available in EPR-Public Communications (2012) and EPR-Communication Plan (2015). The templates provided in this draft Safety Guide can be expanded to include additional operational guidance and strategies. The CDC publication has been noted for reference.
Canada	2.	General	Review formatting	The document uses various formats when referring to GSR Part 7 requirements, e.g. Requirement X of GSR Part 7 [2] requires… ; Para Y of	✓			Harmonization has been made where relevant.

				Requirement X of GSR Part 7 [2] requires…; Para Y of GSR Part 7 [2] requires…; Para X of GSR Part Requirement Z [2] stipulates… It is suggested that when referring to paragraphs the format be harmonized as much as possible so as to indicate the paragraph and the requirement, for example: Para Y of Requirement X of GSR Part 7 [2] requires…				
Slovakia	3.	General	-	Consider adding a guidance on selection of PIO, concerning necessary knowledge, personality attributes etc.	✓			New para 3.73 inserted addressing this relevant comment.
Germany	4.	General		The order of the references in the text is not correct, e.g. ref. [7] is cited on page 6, while ref. [4], [5] and [6] are cited for the first time on page 7.	✓			Corrected.
Germany	5.	General		The order of the annexes in the text is not correct, e.g. on page 31 it is referred to Annex III, while on page 37 it is referred to Annex II for the first time.	✓			Annex order will be reviewed.
USA	6.	Overall Comments		This guide is a very good document. The inclusion of statements such as the following make it strong: *factual communication should be made regardless of the perceived damage to the organization's reputation; *trust must be established before and not during an	✓			

				accident; *cautions on when to use the INES scale.				
Canada	7.	1.3	Effective communication with the public, which is transparent, timely, clear, factually correct, objective, consistent and easily understandable, is paramount to mitigating the adverse consequences to human life, health, property and the environment from a nuclear or radiological emergency. Requirement 13 of GSR Part 7 [2] addresses the arrangements for communication with the public throughout a nuclear or radiological emergency. • Para. 5.70 ~~**of Requirement 13**~~ requires that information ..... • Para. 5.72 requires that a system for putting radiological health hazards in perspective in a nuclear or radiological emergency is developed and implemented with the following aim: —To support informed decision making concerning protective actions and other response actions to be taken; —To help in ensuring that actions taken do more good than harm; —To address public concerns regarding potential health effects. Furthermore it is required that in the development of such a system, due consideration shall be given to pregnant women and children as the individuals who are most vulnerable with regard to radiation exposure. • Para. 5.73 ~~**of Requirement 13 of**~~	Suggest format change to improve clarity. The text repeats many times Para X or Requirement Y (of GSR Part 7 [2]). As all paragraphs referred to are for the same requirement, the text may be easier to read in list format. … Para 5.70 requires… Para 5.72 requires… Para 5.73 requires… Para 5.74 requires…		✓		The harmonization based on comment 2 above from Canada was implemented. While the formulation here is indeed less smooth, the text in the draft pertaining to comment 7 here has different formatting and is spread over several paragraphs. Removing the reference to "Requirement 13 of GSR Part 7" here could lead to confusion with regards to the rest of the draft document where a simple "para #" reference refers to another section of this same document (DS475).

			~~**GSR Part 7**~~ requires arrangements to be made to explain … To further clarify information released to the public, para. 5.74 ~~**of Requirement 13**~~ …					
Slovakia	8.	1.3	To be put into footnote: "*Informed decision (making) is a decision based on facts or information in contrast to decisions made based on a prior authoritative decision of a (State) institution or arbitrary decisions based on rumours or fears.*"	The term "informed decision making" should be explained similarly as e.g. "graded approach"			✓	This term cannot be defined within emergency preparedness and response because of other uses in IAEA documentation on other topics. Therefore, the Oxford English Dictionary definition would be understood here, which is the reference for all terms used, except when there is an explicit definition in the IAEA Safety Glossary.
Canada	9.	1.5 / line 5	For facilities within emergency planning zones and distances, para. 5.45 of Requirement 10 [2] requires governments <u>to provide information on the response to a nuclear or radiological emergency</u> to the permanent population, transient population groups, special population groups or those responsible for them, as well as to special facilities within the emergency planning zones and emergency planning distances before operation and throughout the lifetime of the facility.	Improve clarity			✓	The text in the draft is the exact language from GSR Part 7 and would be better kept here in the first instance of the description of this important requirement para.
Canada	10.	1.6 / line 5	… for example, fear and other long-term psychological effects <u>that</u> can be mitigated through <u>clear</u>, adequate public communication of any <u>and all</u> health hazards and clear instructions on protective actions to take …	Improve clarity		✓		Redrafted in parallel in answer to comment 11 and for consistency with GSR Part 7.

Japan	11.	1.6/line 5-6	These can be mitigated through ~~**adequate**~~ **sufficient** public communication **with detailed information of ~~any~~ potential** health hazards and ~~**clear**~~ **concrete** instructions on any protective actions to take.	Improve explanation.		✓		Language slightly redrafted but kept in line with GSR Part 7 for consistency.
Japan	12.	1.7/line 6-7	taking of protective actions that have not been advised by an authority **and should avoid**, as situations warranting prompt action from a public communication point of view.	Addition of "and should avoid", in order to improve the wording. In the case of the Fukushima Daiichi nuclear accident, the public had fears for exposure to I-131 and they wanted to take foods and commodities including stable iodine. Because stable iodine tablets were not distributed previously in Japan at that time. Some health physics experts warned not to drink mouthwash (collutorium) instead of iodine tablets. Therefore the information about protective actions to avoid is also essential for the public.		✓		Addition accepted with slightly amended wording for language purposes.
Canada	13.	1.9	This Safety Guide provides guidance for meeting Requirements 10 and 13 of GSR Part 7 [2] as described earlier, **and Requirement 43 of Radiation Protection and Safety of Radiation Sources**: International Basic Safety Standards, ….	Requirement 43 should be introduced in the Background… Requirement 43 of … requires … (formatted as in 1.3)	✓			New para. 1.8.
Canada	14.	1.12	… with due account ~~**to be**~~ taken	Grammatical	✓			
Slovakia	15.	1.12	After text "*(hereinafter referred to as GSG-2)*", add text: "*, Arrangements for the Termination of a Nuclear or Radiological Emergency, IAEA Safety Standard Series No. GSG-X (DS474) and The Use of the*	INES is an IAEA endorsed communication tool. The document on its use should be referenced here as well.			✓	The publication in question will be incorporated into the revised INES Manual so it is not appropriate to

			International Nuclear and Radiological Event Scale (INES) for Event Communication"					include it here.
Japan	16.	1.16/line 2	~~**It is applicable for**~~ **The principal users of this Safety Guide are** all those responsible for communicating with the public and the media in a nuclear or radiological emergency, including those who do not have a day-to-day public communication function.	Clarify targets or users of this Guide.	✓			
Canada	17.	1.19 / 1st bullet	.. the involvement of interested parties in activities related to the planning of new nuclear power plants …	Improve clarity	✓			
Canada	18.	1.19 / 2nd bullet	Current text states: Arrangements for communicating **after the termination** of the nuclear or radiological emergency, when the situation has transited to a planned or existing exposure situation and in the long-term remediation phase. However, the guidance is applicable for public communication in an existing exposure situation **after the emergency is declared ended.**	The underlined text means the same thing. As written, it is not clear when the guidance does or does not apply. Suggest to reword	✓			Reworded for clarification.
Australia	19.	Para 1.19, second bullet	This bullet needs clarification. It appears to state that the guidance is not applicable to communicating after the termination of the emergency or during remediation. Then the statement is made that the guidance is applicable to an existing exposure situation after the emergency is ended.	Confusion regarding the scope of the document and communication during remediation or an existing situation.	✓			Reworded for clarification.
Germany	20.	1.19 Second bullet	Arrangements for communicating after the termination of the nuclear or radiological emergency, when the situation has ~~transited~~ transitioned into a planned or existing	Wording	✓			Word was deleted as part of clarification addressing comments 18 and 19.

			exposure situation and in the long-term remediation phase. However, the guidance is applicable for public communication in an existing exposure situation after the emergency is declared ended.					
Slovakia	21.	1.22	We propose adding something like "*Section 1 is an introductory section giving a document overview*"	Some small description could be devoted to the section 1		✓		In line with the wording in other Safety Standards publications, the section on Structure begins with "Section 2." However, to avoid confusion, the first sentence in this para has been deleted.
USA	22.	1.22 "Structure" Pg. 8, Section	"Section 1 is a ……."	This paragraph does a good job introducing the content and purpose of Sections 2-5, but falls short of including the purpose and content of Section 1.		✓		In line with the wording in other Safety Standards publications, the section on Structure begins with "Section 2." However, to avoid confusion, the first sentence in this para has been deleted.
Germany	23.	1.22 Lines 2-5	Section 3 provides guidance and recommendations on the preparedness arrangements for public communication with a public communication programme, including a strategy and plan to <u>be</u> adequately prepare<u>d</u> to communicate in case of a nuclear or radiological emergency.	Wording	✓			
Australia	24.	2.1	Suggest either; • Adding a bullet; "Protect the public;" OR • Add to the first bullet "thus protecting the public;"	The main objective should be "Protect the public".	✓			
Iraq	25.	Para. 2.1/ line 6	Inform the public, both at the preparedness stage and during the response, about the nature of hazards, protective actions and other response actions to increase their	Better expression		✓		Accepted with slight word difference (no "their" to avoid syntax problem in the

			compliance with these actions; ~~and to increase compliance with these actions;~~					sentence).
USA	26.	2.1	"As part of the overall emergency preparedness and response, the goal of public communication should be to support the overarching goals of the emergency response as outlined in para. 3.2 of GSR Part 7 **Error! Reference source not found.** with the purpose of achieving the goal of protecting the public. To achieve this goal, the key objectives of effective public communication regarding nuclear or radiological emergencies, should be to:"	It would be most helpful if the overarching goals were included here. There are many areas in this document which refers back to another document via citation but does not include the actual text. In addition to including the texts of the "goals", a statement to establish that all goals roll-up to accomplish the goal of "protecting the public", should be included.		✓		In order not to repeat the lengthy para 3.2 of GSR Part 7, and in line with other Safety Guides, the relevant goal has been inserted into the text 2.1, line 3. "Protect the public" has been inserted as the first objective and other objectives have been clarified to work with the new wording.
Japan	27.	2.3/line 7	Organizations should also be open about when information cannot be released because, for example, it may be sensitive for security or legal reasons or ~~**unconfirmed**~~ **uncertain** and would not be helpful to release.	In the case of the Fukushima Daiichi nuclear accident, the organizations could not release the information, because of its uncertainty.	✓			
Iraq	28.	Para. 2.3/ Line 2	Transparency is basically defined as ~~in communication should be based on~~ openness and accountability	Better expression			✓	It is important to keep the original wording to maintaing the "should" Safety Guide language. Otherwise, we dilute the meaning of the guideline here.
Canada	29.	2.3 / line 7	…. Organizations should also be open about when information cannot be released because, for example, it may be sensitive for security or legal reasons or unconfirmed and would not be helpful to release. <u>In order to promote a culture of transparency, States should encourage communication even when information is incomplete or uncertain. Not having all of the information is not a justifiable reason not to</u>	Because the tendency is not to communicate when information is uncertain, it is important to create a standard that errs on the side of openness and transparency and more clearly outlines what transparency and open communication mean in terms of true action and information	✓			

			communicate. Even when information is incomplete or uncertain, transparency can be maintained and used to build credibility and trust by communicating what is known, what is unknown and what steps are being taken to find out more.	sharing.				
Germany	30.	2.5	"A target lead time should be defined for an initial communication with the public after the emergency response's public communication component has been activated."	Please clarify what a public communication component is.	✓			Clarified that it is within a unified command and control system.
USA	31.	2.5	"A target lead time should be defined for an initial communication with the public after the emergency response's public communication component has been activated [add footnote]. The lead time for the initial message being issued should not exceed one hour. This can be facilitated by using a holding statement developed at the preparedness stage (see para. **Error! Reference source not found.**)."	Please consider adding a qualifying statement here, perhaps as a footnote, which stipulates that each country/member state should have their own procedures for when public communication is to be activated. Giving the PIO the broad authority to decide when this should take place may not be possible for all member states.		✓		Clarified that PIO is not responsible (alone) for defining the timeframe.
Japan	32.	2.6/line 3-4	All information from official sources should be provided to the public ~~**to build or retain trust and :**~~ **- How to save your life and property?** **- What should you pay attention to?** **- What should you do next?** **- What kinds of** ~~**ensure that**~~ protective actions are correctly followed.	In a nuclear or radiological emergency, the purpose of the information dissemination is not to build the public trust. "To build the public trust" is the communication purpose at the normal operation time (peace time).		✓		Sentence has been redrafted to place emphasis on protective actions. Building and maintaining trust should be a continuous objective, even – and especially – in emergencies, upon which public communication activities are founded. Based on other comments, answering the question "Am I safe?" has been added up front to the

								Background section.
Canada	33.	2.7	Information provided to the public should place public health and safety first and should not be influenced by reputation management or financial/political implications. Information should therefore be objective even if it places the source of information in a negative light. Showing this level of objectivity can, conversely, help increase public trust.	Improve applicability and scope of guidance	✓			
Japan	34.	2.8/line 6	comprehension levels tend to decrease ~~to~~ due **to** stress	Editorial correction	✓			
Germany	35.	2.8 Lines 6-7	In an emergency, comprehension levels tend to decrease ~~to due~~ due to stress.	Wording	✓			
Canada	36.	2.8 / line 7	… The level of plain language chosen should not exceed a level understandable to ~~older~~ adolescents.	Remove 'older', as all adolescents should be considered	✓			
Japan	37.	2.8/line 7	The level of plain language ~~chosen~~ should ~~not exceed a level understandable to older adolescents.~~**be chosen according to the knowledge levels of the information recipients.**	The original sentence (The level of plain language chosen should not exceed a level understandable to older adolescents.) is not appropriate for the IAEA document.		✓		The word "older" has been removed. It is important to include a level of comprehension in this Safety Guide to allow Member States to strengthen their preparedness. The knowledge level of recipients for all emergencies cannot be known in advance so it is necessary to set a benchmark.

Canada	38.	2.9	…If ~~**any**~~ possible, plain…	Grammatical	✓			Sentence has been redrafted.
Japan	39.	2.9/line 3-4	If any possible, plain language explanation to put potential health hazards into perspective ~~**should may**~~ be given without the use of numerical data and units.	Improve the wording. It can be difficult at times to provide easy-understandable information with the use of numerical data and units. But in the case of the Fukushima Daiichi nuclear accident, the general public and the media wanted the concrete numerical data, even if they were not familiar with the unit (Sv). The use of numerical data and units is sometimes useful, as a prerequisite for in-depth and understandable explanation with plain language. The wording of "should" is not appropriate.		✓		The sentence has been clarified to explain that if numerical data and units are used, they should always be supported by plain language explanations in order to place radiological health hazards into perspective.
Australia	40.	2.9	Propose that an example is included here on how to put health hazards into perspective without numerical values. This could also be included in an Annex.	The text suggests putting health hazards into perspective without numerical data and units. It is not clear how this should be done, and examples (e.g. Annex II) seem to indicate the use of numeric data.		✓		The sentence has been clarified to explain that if numerical data and units are used, they should always be supported by plain language explanations in order to place radiological health hazards into perspective.
Canada	41.	2.10	…perception that the risk might be higher/**<u>lower</u>** than it actually is…	The risk might be higher or lower		✓		This text has been deleted based on resolution of next comment (#42).

Canada	42.	2.10 / line 7	… Additionally, these units might have prefixes to indicate the order of magnitude such as micro and milli, as well as a time component such as per year or per hour to express a dose rate. ~~Experience from past emergencies shows that using various orders of magnitude expressed in unit prefixes, such as milli (m) and micro (μ) interchangeably, contributes to confusion and misinterpretation and may subsequently lead to a faulty perception that the risk might be higher than it actually is. The expression of effective dose used in units of mSv and μSv interchangeably is confusing for the public. Thus, where the unit Sv is used to express doses and dose rates, the unit prefix "milli" (i.e. mSv)~~ To minimize confusion and enhance comprehension, units and terms should be used consistently. For example if milli (m) is used, then that is the unit that be should used for all communications moving forward. However, as previously stated, because radiation units are not commonly understood or used by the general public, they have no real meaning in terms of creating understanding of what is dangerous or not. How many units are too much? What is normal? These are questions that will arise from the use of these unfamiliar terms. For this reason, it is strongly recommended not to use units if possible and if units are used, levels of concern should be clearly explained.	Improved explanation and guidance		✓			Accepted with small text edits.
Canada	43.	2.11 / line 1	When used appropriately, tables, schematics, pictures and graphs can be an effective and easily understandable technique for delivering relevant information to the public. Development of such material requires time and expertise of both subject matter experts and	Improved explanation and guidance	✓			

			communication professionals, and should be prepared, to the extent possible, at the preparedness stage.					
Japan	44.	2.11/the last sentence	Radiation dosage charts **~~should~~ may** be **~~used~~ useful** as a basis for dose comparison for background information when communicating doses or risks during an emergency. **It is necessary to use the radiation dosage charts with sufficient attention, in order to compare the voluntary radiation exposure for the medical treatment and the undesired radiation exposure imposed by the accident.**	Improved expression. Addition of the attention. Radiation dosage charts are useful to understand the radiation health effects. But it is necessary to use the charts with special attention, because there are two types of radiation exposure in the charts. One is the acceptable radiation exposure like the medical exposure. The medical exposure is justified and it has benefit to the public. The other is undesired and imposed radiation exposure, for example, the radiation exposure due to a nuclear/radiological accident.		✓		The idea of the comment has been accepted with an alternative text inserted.
Japan	45.	2.12	**~~Organizations should refrain comparing~~ Comparison of ~~any~~** potential health hazards and risks related to a nuclear or radiological emergency with non-radiation-related risks **may be useful to understand the degrees of risks, for example ~~when~~** these are voluntarily taken like those arising from driving a car, smoking or similar.	Improve explanation. Without any careful consideration, the comparison between the radiation risk by a nuclear/radiological accident and the voluntarily taken risk should be avoided. The voluntarily taken risk has benefit to the public. But health risks related to a nuclear or radiological emergency are not beneficial to the public.			✓	The sentence has been clarified with reference to relevant other para in Safety Guide.
Slovakia	46.	2.12	-	What is the rationale for this guidance?	✓			Clarification has been made in the text and in resolution of comment #45 above.

Canada	47.	2.13 / line 2	Comparisons used to put radiation doses into perspective should be simple, easy to understand and scientifically correct. Comparisons should be culturally appropriate and relevant to the audience to ensure that such references increase understanding and do not create greater confusion.	Improved explanation and guidance		✓		Small text edit.
Canada	48.	2.14 / line 9	Therefore, public communication should be coordinated with all ~~official sources of public information involved~~ appropriate stakeholders to ensure consistent messaging. Inconsistencies in information released to the public also have the potential to cause a loss of trust in the response.	The public may view a 'non-official' stakeholder as an 'official source' of information. Therefore it is important to think broadly about stakeholders and to coordinate with those deemed relevant by the public and via official channels when possible.		✓		Comment accepted with inclusion of both official sources of information and additional appropriate stakeholders.
Japan	49.	2.14/line 8-9	Therefore, public communication should be coordinated with all ~~**official sources of public information involved**~~ **relevant involved organizations** to ensure consistent messaging.	Coordination with all relevant organizations is important to make a consistent message.		✓		Comment accepted with inclusion of both official sources of information and additional appropriate stakeholders (in line with resolution of comment #48 above)
Canada	50.	2.16	All relevant involved organizations should only communicate information to the public reflecting their own areas of responsibility and authority. In the exceptional circumstance where it is determined to be appropriate for an organization to communicate information outside their area of responsibility (for example, when that organization, even though not the authority of jurisdiction, is best placed to rapidly communicate pertinent information for the protection of human health) mechanisms should be in place to ensure the consistency of messaging between the communicating organisation and the organisation having	It may not be in the interest of protecting human health to delay messaging by limiting who can communicate it. However, consistency of messaging between organizations is important. Additionally, the lead public information officer in the command and control structure as described in 2.17 may not normally be the lead organisation for a particular topic.	✓			

			ultimate responsibility and authority for that topic.					
United Arab Emirates	51.	2.16	2.16. All relevant involved organizations should only communicate information to the public reflecting their own areas of responsibility and authority (i.e. health, the environment, law enforcement, etc.).	That should be explained further, reflecting their own areas of responsibility and authority, can be arrange during preparedness, response and Transition Phases. The respective organizations should identify tools and Specific key messages for each scenario. The list of organizations can be extended Operator, regulator, health, agriculture, environment, law enforcement and ministry of economy.	✓			
Canada	52.	2.17 / line 4	In general, the primary source of information in a nuclear or radiological emergency will be the designated Lead Public Information Officer within the command and control system established, although this position may be supported by other organizations according to their normal mandates.	Broaden applicability of the guidance to recognise various jurisdictional models. For example, in Canada the lead federal organisation for coordinating public emergency communications will likely be the Department of Public Safety, even though they are not the primary source of information. This is because the issue is public safety overall as part of an all-hazards approach, but there will be other specific organisations that will provide information according to their mandates	✓			
Iraq	53.	Footnote to 2.17	[1] The term Public Information Officer (PIO) in this Safety Guide describes staff	Typo	✓			

		Page 13/ note bar	members of an organization whose primary responsibility it is to provide information to and communicate with the public and the media. ~~media..~~					
Japan	54.	2.18/line 2-3	Risk perception is **~~the result of~~ influenced by various** individual **factors, for example, sex,** beliefs,~~ attitudes~~ **emotion** and norms as well as wider social and national aspects.	The contribution factors to risk perception should be described here. In light of the experiences from past emergencies, people understand the degree of risks, nevertheless they sometimes decide the risk is not acceptable. One of the causes is individual emotion. We should pay attention to the existence of individual emotion.		✓		Accepted with some slight text edits.
Iraq	55.	Para. 2.18/ line 7	'perceived high risks'. ~~'perceived high risks.'~~	Typo			✓	According to the IAEA Style Manual: "The final punctuation in a quotation should normally be set before the final quotation marks."
Slovakia	56.	2.18	-	What are rules for referencing to lower level guides / materials?	✓			There is no rule against it and other published Safety Guides do reference TECDOCs and other lower level publications.
Canada	57.	2.20 / line 2	Communication efforts can be impeded by the public's perceptions of risks for the reasons described above. <u>However, communication that does not use plain language and instead focuses on scientific terms or variations in scientific units for explanation of radiological health hazards during the emergency will also add to increased risk perception because this kind of communication emphasizes the science</u>	Improve explanation and guidance		✓		Accepted with some small text edits.

			over the safety of the audience and their need to understand the situation. Clear, consistent information can calm fears, but confusing, unclear information can lead to misunderstanding or confusion in the public's risk perception. Communication with the public …					
Germany	58.	2.20 Lines 1-6	Communication efforts can also be impeded by the public's perceptions of risks for the reasons described above, and by the use of scientific terms or variations in scientific units without plain language explanations during the emergency that also place radiological health hazards in perspective. This can lead to misunderstanding or confusion in the public's risk perception and thus, communication with the public during preparedness and the emergency should be ~~through~~ performed by the use of consistent plain language information and messages.	Wording		✓		Edited for language.
Japan	59.	Rumour control 2.21-2.23	**Handling rumours and misinformation**	Improvement of the title. This is because rumour is NOT controllable, from the past experiences of emergencies. It is essential to address (negative) rumours and misinformation in a timely and appropriate manner. We provide accurate information repeatedly, so that we can reduce adverse effects of rumours on the public risk perception and understanding. Appropriate response to rumours is essential in this way. Here again, rumour is NOT controllable. Japan wants to		✓		Title has been renamed to "Rumours and misinformation."

				propose the improvement of the title from "Rumour control" to "Addressing rumour and misinformation." Furthermore, there is a Section titled "Handling rumours and misinformation" in Chapter 4. Titles should be consistent in this draft Safety Guide.				
Japan	60.	2.22/line 2-3	... information on rumours and **response to** rumours ~~**control**~~. Social media has intensified this challenge, facilitating the almost instant spreading of rumours and misinformation. **Response to rumours** ~~**Rumour control**~~ should be applied as it is ...	Improve expression. "Rumour" is NOT controllable, and it is impossible for us to control rumours at will.		✓		Text has been edited in accordance with the comment, with slight changes for language.
Japan	61.	2.23/line 1	The arrangements made for ~~**rumour control**~~ **response to rumours** should	ditto		✓		Text has been edited in accordance with the comment, with slight change for language.
Canada	62.	2.24 / line 2	All reasonable efforts should be made to gain and maintain the public's trust and these efforts should already be taking place in the preparedness phase. Gaining public trust takes time. It is not realistic to expect that trust can be built in the chaos of an emergency. Public trust is also not ubiquitous for all people	Improve clarity		✓		Comment accepted with text slightly altered to avoid absolutes.
Canada	63.	2.30 / line 2	Public communication programmes should take into account that the way communication is conducted and perceived may differ depending on social context and cultural norms.	Improved explanation			✓	Social context would include cultural norms here.
Japan	64.	2.30	Public communication programmes should take into account that the way communication is conducted and perceived may differ depending on the social context, **local culture and customs**.	"Culture" and "custom" are also contributed, as with "social context."			✓	Social context would include local culture and customs here.

Germany	65.	2.30/ 2.31	"2.30. Public communication programmes should take into account that the way communication is conducted and perceived may differ depending on the social context. 2.31. Understanding these differences is <u>the</u> key to effectively communicating with interested parties."	It is not completely clear what differences are meant. A little more clarification is needed here		✓		Comment on the lack of clarity accepted and clarification has been added Grammatical comment has been resolved by changing the word to "instrumental" (resolving comment #66 simultaneously).
Iraq	66.	Para. 2.31/ line 1	Understanding these differences is a key to effectively communicating with interested parties.	Grammar		✓		Grammatical comment has been resolved by changing the word to "instrumental" (resolving comment #65 simultaneously).
Japan	67.	2.31	Understanding these differences is key to effectively communicating with interested parties. ~~**For example, younger participants might not speak out during public meetings as long as more senior members of the community are present. This should be considered W**~~**w**hen organizing ~~**such**~~ events **for public communication** ~~**and arrangements**~~ should be made to ensure that all members of interested parties can participate in communication efforts. **The appropriate arrangement and preparation of the events lead to meaningful participation of interested parties.**	Delete the inappropriate explanation for IAEA Safety Guide. Improve explanation.		✓		Comment accepted and text has been reworked for language and clarity.
Canada	68.	2.33	<u>Resources and logistics</u> should be in place to communicate through a variety of channels in order to support and encourage two-way communication. These arrangements will help ensure that all members of the public have a mechanism to <u>access credible information and guidance</u> in a nuclear or radiological emergency.	Improved clarity; focus should also be on credible information		✓		Accepted first proposal but keeping the word "arrangements" which encompasses more than resources and logistics, while highlighting those two in the sentence. Accepted second proposal.

Japan	69.	3.6	A public communication programme should be developed in every State, with or without a nuclear power programme. **This is because a public communication programme forms the foundation to conduct effective communication in a nuclear or radiological emergency. Even if an accident occurs in a neighboring country (not in homeland), the public communication is also necessary, in order to provide accurate information and to alleviate public anxiety.**	Addition of explanation, in order to understand the reason of the necessity of public communication programme, with or without a nuclear power programme, for users of this Guide. Section 3 of the Article 16 of the CNS (Convention on Nuclear Safety) says as follows: Contracting Parties which do not have a nuclear installation on their territory, insofar as they are likely to be affected in the event of a radiological emergency at nuclear installation in the vicinity, shall take the appropriate steps for the preparation and testing of emergency plans for their territory that cover the activities to be carried out in the event of such an emergency. So States without nuclear facilities shall have emergency plans, insofar as they are likely to be affected in the event of a radiological emergency at nuclear installation in a neighbouring country. The public communication plan for emergency is included in emergency preparedness and response plans. Furthermore, radioactive sources are used in every country. One of the famous		✓		Comment accepted and a variation on the proposed text has been inserted into the draft.

				event related to RI is the Goiania accident. There is the potential for radiological emergency in every country. So public communication programme is necessary.				
Germany	70.	3.8 Last bullet	Recommended tactics for the most effective implementation of the public communication tasks (see para. **Error! Reference source not found.** et seqq.) and use of the public communication tools (see para. **Error! Reference source not found.** et seqq.)	Paragraphs 3.73 to 3.86 discuss the public communication tasks and paragraphs 3.94 to 3.122 the public communication tools.	✓			Accepted and inserted with correct formatting.
Canada	71.	3.10	The mechanisms and resources that enable the public communication response outlined in the public communication strategy should be described and defined in the public communication plan	Improve clarity			✓	Here we would retain the original wording of "arrangements" in accordance with the definition in GSR Part 7, which includes authorities and responsibilities, organization, coordination, personnel, plans, procedures, facilities, equipment and training.
Germany	72.	3.10 First line	The arrangements that enable the public communication response ~~out lined~~ outlined in the public communication strategy should be described and defined in the public communication plan.	Editorial	✓			
Germany	73.	3.12 line 2	- be tailored to the chosen public communication strategy ~~and~~ taking into account the relevant potential emergencies derived on the basis of hazard assessments scenarios~~, that are needed~~ in order to achieve successful communication with the public and other interested parties during a nuclear or radiological emergency;	Clarification	✓			

Germany	74.	3.13 Last bullet	An operational manual that defines (a) actions, based on the public communication strategy, that should be implemented and (b) at what stage during an emergency ~~using~~ the public communication tools should be used.	It is not clear, whether the last part of the sentence "*at what stage during an emergency using the public communication tools*" is related to "*actions*" or "*manual*". If it is related to "*manual*" the sentence should be changed as proposed.	✓			It relates to "actions." The sentence has been edited to clarify this.
Canada	75.	3.14	A communication plan should be reviewed yearly and revised as necessary during the preparedness phase using lessons learned from exercises and response.	'Revised continuously' is unnecessary and vague. The plan should be reviewed yearly (or regularly), but will only need revision when required.		✓		Text has been edited to recommend "at least once a year" to not limit it to an annual exercise for those States that review more frequently. The key is it should not be less than yearly.
Japan	76.	3.14	A communication plan should be continually updated and revised during the preparedness phase **~~using lessons learned~~ in light of experiences and new findings** from exercises and response.	Improve the wording			✓	This is standard IAEA language and is used in Safety Guides. Keeping to maintain consistency.
Germany	77.	3.14	A communication plan should be continually updated and revised during the preparedness phase using lessons learned from exercises and responses.	Editorial	✓			
Germany	78.	3.15 Lines 1-2	There may be numerous organizations involved in public communication during a nuclear or radiological emergency at a facility, local, national, regional, and international level.	Editorial	✓			
Germany	79.	3.17 Footnote 4	For the purpose of better readability of the document, the term "lead PIO" will be used in subsequent paragraphs even when the response does not warrant the establishment of a PIO section. The lead PIO is the PIO ~~with in~~ within the command and control system who leads the public communication response.	Editorial	✓			

Japan	80.	3.20/line 7	The information needs of the public are not necessarily proportional to **category or level of** the hazard or threat involved and...	Improve explanation			✓	The needs mentioned here are proportional to the hazard itself (whether perceived or not, whether with radiological or non-radiological consequences), not to a category or level.
Japan	81.	3.23	Arrangement should be in place so that the lead PIO has direct access to the decision makers within the unified command and control system**, for information sharing, liaison and coordination**.	Improve explanation	✓			
Japan	82.	3.34/line 1	To the extent possible, **the conclusion of** bilateral ~~**and**~~ **or** multi-lateral agreements~~**should be**~~ **is desirable** ~~**established**~~ at the preparedness stage**, in order** to ensure **effective emergency response including** public communication ~~**will be**~~ coordinated with neighboring countries.	Improve explanation The reason is as follows: When concluding an agreement with a neighboring country, it is not specialized for public communication, and usually it signs a comprehensive agreement for emergency response including public communication.		✓		The explanation might not be relevant for all Member States in their agreements. "Public communication" specification added for clarity.
Japan	83.	3.35	PIOs from neighboring States should ~~**be**~~ **have an opportunity to** involve~~**d**~~ as observers in the national emergency exercises of other States.	Improve explanation (wording)	✓			
Japan	84.	3.39/line 3	... be conducted and what **should**~~**can**~~ be done to protect health.	Improve wording		✓		This is not a requirement at the preparedness stage, sentence has been redrafted to clarify.
Canada	85.	3.41 / line 2	Para. 5.45 of GSR Part 7 [2] requires that the effectiveness of arrangements for public information shall be **periodically** assessed. This assessment should include conducting public feedback surveys on a regular basis, discussion groups or evaluation of public	To improve clarity, suggest to replace with a more defined frequency, for example: every X years			✓	This is exact requirement language from GSR Part 7.

			understating during exercises.					
Germany	86.	3.46	The term "transition phase" was not declared before. It is declared with reference to DS474 in 5.12. Maybe it is better to move this reference to 3.46 or to refer here to the later paragraph.	Clarification	✓			Clarification added in both sections (3.46 and 5.12).
Canada	87.	3.51 / line 3	Sufficient personnel, including a reasonable number of PIOs that will be sufficient to cover media and public relations, internal communication, social media, online communication and media monitoring, as well as trained spokes persons and technical briefers, such	Text added to improve clarity and guidance, as credible spokespersons are an important addition to the communications strategy	✓			
Iraq	88.	Para. 3.52/ line 1	A PIO should be part of the emergency response on-call roster and on stand-by 24 hours/7days ~~24/7~~ in case an emergency or a situation with increased media interest occurs.	Reword for more clarification	✓			
USA	89.	3.59	"Unified off site public communications centers (e.g. joint information centers) can be actual or virtual."	The section on infrastructure does not provide for a wide area incident, in which a virtual JIC may be necessary for parts of the response. A statement indicating the possibility of a virtual JIC should be included.	✓			
Canada	90.	3.69	The selection of the spokesperson should be based primarily on the level of authority, communication skills and their capacity to build a relationship of trust and authority with the audience.	A person of higher authority is not always best placed to be the spokesperson. Are they likeable/trustworthy from a public perspective? Just because they are the authority in an organization does not mean that the audience will accept them as their authority on the issue. Trust is required to do this.	✓			

Canada	91.	3.70	The selection of technical briefers should be based primarily on relevant technical expertise, communication skills and their ability to relate to and engage with the audience.	Improve clarity	✓			
Canada	92.	3.74 / line 1	Media relations for traditional and online news media ~~relations~~ should enable interactions, communication and liaison with journalists representing traditional media outlets like newspapers, news magazines, TV and radio stations.	Sentence note clear. Change made to improve clarity	✓			
Canada	93.	3.74 / line 4	Routine communication and relationships with the identified journalists should be established **to the extent feasible.**	The degree of advanced relationships with journalists may be limited by organisational policies or best practices.		✓		Sentence has been changed to remove the reference to media relationships.
Canada	94.	3.75 / line 3	… Such arrangements should include sufficient human resources and infrastructure and standard operating procedures including an expedited approval process. This will allow for a timely response to questions raised, discussed or flagged on relevant social media channels.	Improve clarity of the requirement	✓			
Canada	95.	3.84	The online communication team or team member should be responsible for disseminating the messages of the response organization via its website. The maintenance of the emergency website, if applicable, is also a responsibility of the online communication function (see 3.115).	The original text assumes that an emergency web site exists, which may not be the case. Add a reference to the later section concerning the emergency website.		✓		Specified that the emergency website should exist for severe emergencies, in line with para. 3.117.
Japan	96.	3.86/line 8-9	Consideration ~~**should** **is desirable to**~~ be given to translation services ~~**comprising**~~ **in** languages spoken ~~**in neighboring States**~~ **among foreign residents living in the affected local area. Explanatory material like a leaflet in foreign languages is useful, so that it is advisable to develop at the preparedness stage.**	Improve explanation. In Japan, Shizuoka Prefecture provides leaflets about emergency preparedness for earthquake, in English, Portuguese, Spanish, Korean, Chinese and Tagalog. This is		✓		"Should" needs to stay as it relates to a "consideration", not an action. The rest of the para has been amended in line with the comment proposal and with slight editorial clarifications.

				because there are manufacturing plants in Shizuoka Prefecture, and many foreigners from various countries live and work there. Such response serves as a useful reference.				
Canada	97.	3.89 ~~3.84~~	Regular dialogue with identified interested parties, and/or networks with interested parties should be established at the preparedness stage and maintained to support a better understanding of protective or other response actions, and thus facilitate acceptance of decisions taken during a nuclear or radiological emergency. This dialogue should follow the principles of effective public communication in emergencies (see para. 2.2) to amplify trust and credibility. Established networks are also useful mechanisms to support consistent messages in times of emergency.	The importance of established communications networks, including professional organisations, should be noted		✓		- First part of comment incorporated into third part of comment - "and maintained" accepted. - Third part of comment accepted.
Iraq	98.	Para. 3.90/ line 1	An analysis and identification should be carried out on the different interested parties, ~~parties'~~	Typo			✓	Grammar is correct: the sentence means "the perceptions of the different interested parties"
Canada	99.	3.96	Templates for press releases on emergencies should be based on the organization's standard templates for press releases. Apart from room for the specific details of the emergency, the template should contain:	Improve clarity	✓			
Canada	100.	3.106 / line 3	Communication on the chosen platforms should be continuous by sharing information with and engaging followers regularly when there is no emergency. This …	Improve clarity	✓			
Canada	101.	3.106 / last line	… confusing for the communication team. If the number of followers on social media is low, this may not be the best mechanism	Improve guidance		✓		Idea taken but different wording provided.

			for sharing your information.					
Canada	102.	3.107	Social media is increasingly the preferred medium for asking questions and receiving information for many audiences. Efficient use of social media channels can be an effective method to relieve other communication tools such as hotlines and email enquiries. Answers to questions raised on social media will be read by other users, as well as media, often resulting in a decreased need for individual inquiries.	Overall rewrite to improve clarity		✓		Accepted with slight edits for shelf-life and applicability to Member States.
Japan	103.	3.107/line 2-4	Answers to questions raised on social media will be read by other users, too, resulting in ~~**a**~~ decreased ~~**need for**~~ individual inquiries by members of the public ~~**via social media or**~~ **and to avoid concentrated inquiries to** hotlines.	Improve explanation.		✓		This para has been significantly redrafted to improve its clarity.
Canada	104.	3.116	For more severe emergencies with significantly increased media and public interest, a specific emergency webpage should be made available, following a graded approach, to ease the updating process for the PIOs. This will also simplify the availability of the information for the media and the public and will reduce the website traffic	Improve clarity	✓			
Canada	105.	3.118	No alternate text proposed	While agreeing that content should correct misinformation, it should not necessarily be within a dedicated section of the web site. This is too constricting and may be awkward in design. Also, social media may be the best place to correct rumours and address misinformation with links to the web page where the factual information is contained.	✓			Text added accordingly to para.

Japan	106.	3.118	Arrangements should be made to facilitate the incorporation of a specific section dedicated to **address** rumour**s** ~~**control**~~ **and misinformation** on the emergency webpage.	Improve explanation.	✓			
Canada	107.	3.119	Due to the nature of a severe emergency, the emergency webpage should have a very clear, <u>lean design that supports usability and easy navigation</u>. The	Improved guidance	✓			
Germany	108.	3.126 Last bullet	The differences in the perception of the radiological health hazards among the public in comparison to that of EPR experts and other technical experts.	The abbreviation "EPR" is used here for the first time. It would be better to write it out once.	✓			
Slovakia	109.	3.131	Formal correction	In this paragraph and some others, there is inconsistent use of font (12 points instead of standard 11 point font)	✓			
Japan	110.	~~3.312~~ 3.132-3.143 Training / Exercises	No text proposed (para 3.~~31~~132 – 3.143 are OK.)	ConvEx is a good opportunity for training, therefore, it is preferable to add the description about the use of ConvEx.		✓		While ConvEx is indeed a good opportunity for training, a Safety Guide is not the appropriate place to describe ConvEx.
Canada	111.	3.135	In accordance with their respective roles and responsibilities, PIOs need to be particularly trained in: - <u>Preparation of transparent, timely, clear, factually correct, and plain language public messaging;</u> - <u>Coordination of all official public information;</u> - Consistent messaging - The use and specifics of communication channels, platforms and tools <u>Risk Communications best practices</u>	Reorder with respect to importance and add an additional point to improve guidance		✓		Accepted with bullet point about TV/video & audio statements and interviews retained at the end of the list.

Germany	112.	3.140 Hyphen 4	- Drills focusing on public communication ~~only~~ should also be ~~carryout~~ carried out;	Wording	✓			
USA	113.	3.140	"Drills focusing only on public communication ~~only~~ should also be ~~carryout~~ carried out….."	Typo in line… for better clarity.	✓			
Canada	114.	3.141 / 4th bullet	- Development of messages, including communication of uncertain information;	Additional guidance to improve realism of exercises	✓			
Germany	115.	4.15 Line 1-2	Social media relations should inform social media users about ~~newly~~ information newly available as soon as this is published.	Editorial	✓			
Canada	116.	4.24 / line 4	In this case the emergency webpage will be primarily used **for rumour control**. No alternate text proposed.	It is unclear how this would work. Posting on web sites tends to be a bit cumbersome and rumours should be addressed as quickly as possible. As such, it may be much more effective to address rumours on social media – where they likely started and are spreading and to ensure that the correction to the misinformation includes a link to the website where factual information can be found.	✓			Sentence deleted.
Japan	117.	4.24/line 4	be primarily used ~~**for**~~ **to address** rumour**s and misinformation** ~~**control**~~.	Improve expression		✓		Sentence deleted in line with comment #116.

Canada	118.	4.28	All published information should be drafted in or translated as soon as possible to all relevant local languages. In the case that national legislation dictates that communications must be completed in more than one official language, mechanisms should be developed in the preparedness stage to ensure that translation does not delay the release of information**.** In case the lead PIO deems the emergency to create significant international media interest, capacities should be available to translate relevant published information in English.	Some Member States may have national requirements dictating the need for translation of any public communications. It is important that this is identified in advance and mechanisms are in place to avoid delays in communication. Preventing these delays are of greater importance to the local affected community rather than the interested international community (hence moving this point to follow the first sentence).	✓			
Japan	119.	4.29/line 11	- Affected farmers, **fishers,** business owners;	Addition of "fishers." In the case of the Fukushima Daiichi nuclear accident, fishers were also affected and they are one of important interested parties	✓			Comment accepted and sentence expanded to be comprehensive.
Germany	120.	4.31 First line	All public communication of organizations involved in the response, ~~to include~~ including facility or activity, local and national levels should be operational under the unified command and control system to ensure a consistent message according to the "one message, many voices" principle.	Wording	✓			
Germany	121.	4.34 First line	Under Article ~~1~~ 2 of the Convention on Early Notification of a Nuclear Accident (the 'Notification Convention') **Error! Reference source not found.** each State Party is required to notify the IAEA of any accident involving facilities or activities, from which a release of radioactive material occurs or is likely to occur and which has resulted or may result in an international transboundary release that could be of	It is referred to the wrong article.	✓			

			radiological significance for another State.					
Canada	122.	4.42	Spokespersons and technical briefers should refrain from speculating and **issuing unconfirmed information** at all times … No alternate text proposed.	This statement should be qualified. While you don't want to be irresponsible, in an emergency situation, much information is unconfirmed. We would not say to never issue unconfirmed information. It would be more prudent to ensure that you state what you know, what you don't know and what you are doing to find out more. If you have information that is plausible but unconfirmed and then it turns out to be true and the public finds out that you knew – even if it was unconfirmed – the organization will be seen as trying to hide something and therefore untrustworthy. This is very difficult to recover from in terms of credibility. Loss of credibility from an error is much easier to recover from than loss of credibility from lying or deception, perceived or true.	✓			Para has been redrafted in line with comment.
Japan	123.	4.49	All briefings should be recorded by audio and/or video, if possible, and a summary of key points should be prepared, in the form of a press release, for issue after the briefing, as appropriate. **At a later date, it is desirable that the minutes of media briefings are posted on the web and made available, for those who cannot attend the briefing.**	Addition of explanation. In the case of the Fukushima Daiichi nuclear accident, the journalists wanted to the minutes of the press briefings including questions and answers, as soon as possible. If the minutes are posted on the website, the journalists who cannot attend the briefing	✓			Comment accepted with slight text edit.

				can read. Such response is contributed to ensure the transparency and openness.				
Canada	124.	4.51	All published information should be made available via relevant social media channels.	Consider adding a bullet to say that the most up to date information should be posted on social media first because it's easiest to publish and ensures that most timely communication possible. If there is a press release, this should be live tweeted if possible for example. Many more people will be seeking information via their phone than be in front of a TV, for example.		✓		The timeliness of posting on social media is key, however, in order for the guideline to be applicable to all Member States and organizations, the idea of simultaneous information release via all channels has been introduced in this para. Recommending a specific order for information release could be problematic for those Member States and organizations that may be less reliant on social media than others.
Germany	125.	4.53 Lines 4-6	Specific attention should be given to those social media channels ~~for which is~~ <u>with</u> an institutional account and on which the organization is active.	Wording	✓			
Germany	126.	4.54 Lines 2-3	Arrangements should be established for dedicated telephone hotlines, organizing public meetings and answering inquiries vi~~e~~<u>a</u> e-mail and social media.	Editorial	✓			
Japan	127.	4.56/line 3	Telephone inquiry hotlines should be established to handle questions by the public, the media and other interested parties. Telephone inquiry hotlines should be staffed sufficiently during a response to deal with the volume of calls. **TSO staff or those who can answer technical questions should be assigned in order to assist the**	Addition of explanation. In the case of the Fukushima Daiichi nuclear accident, the NISA (a former nuclear regulator) set up the telephone inquiry hotlines. Sometimes there were very technical or scientific questions from the		✓		Comment accept with change from "should" language to "can."

			hotline staff.	public. The technical staff of the JNES which was the TSO of the NISA assisted the hotline staff.				
Canada	128.	4.57	Hotline pre-recorded messages should additionally be used to provide the latest status update as well as information on the most up-to-date protective actions and other response actions. It would also be useful to direct callers to the website or the social media channels for the most complete, up-to-date information. This will help …	Improve scope of guidance	✓			
Canada	129.	4.58	Background information, such as …	Add additional information on what is meant by background information in order to improve clarity	✓			Information has been added.
Germany	130.	4.58	Background information material should be disseminated as appropriate via the organizations' websites, at public meetings, via social media, via traditional and online news media and on request.	Editorial	✓			
Canada	131.	4.61 ~~6.61~~	**The rumour control section** on the webpage should be activated as deemed necessary	Very unclear how this would even work – does not seem realistic as it would have to be constantly updated. Therefore social media would be a more functional online space to correct misinformation.	✓			This para has been deleted. A new para 4.62 has been added to recommend including FAQs on the emergency webpage as a mechanism for disseminating accurate information and for addressing rumours and misinformation, in line with comment #132.
Japan	132.	4.61	**~~The rumour control section on the webpage should be activated as deemed necessary.~~ FAQ (frequently asked question) page on the web is effective to disseminate accurate information and to**	Delete the original sentence, because it is unrealistic. It is not good to build up unrealistically high expectations to the emergency	✓			A new para 4.62 has been added with this information on FAQs, and in line with the similar comment #131

			address the rumours and misinformation.	website.				about the lack of realism of the original content of para 4.61.
Canada	133.	4.63	No alternate text proposed	Suggest to comment or indicate the colouring scheme to be used for maps	✓			Because it is unrealistic that all States would use the same colouring scheme, a recommendation has been added to use a consistent colouring scheme.
Japan	134.	4.66/line 6	States may decide to use the International Nuclear and Radiological Event Scale (INES) [16] for communicating to the public the safety significance of events related to the operation of nuclear facilities or the conduct of activities that give rise to radiation risks. However, it should be considered that experience from past emergencies shows that provisional ratings might change to a higher or lower rating. This can lead to a loss of credibility in the response, jeopardizing the objectives of effective public communication during nuclear or radiological emergencies. **From experiences of past emergencies, in some situations, where all the necessary information for rating the event is unavailable early on, and it is difficult to rate the event. When the provisional INES rating is issued via a press release, social media or briefing material, States should inform the public and the media previously that the final rating may be different from the provisional.** More guidance can be found in Ref. [17] The Use of the International Nuclear and Radiological Event Scale (INES) for Event Communication.	Addition of explanation, in light of lessons learned from the Fukushima Daiichi nuclear accident.		✓		Entire section on INES has been clarified.

Slovakia	135.	4.66	A complete replacement of para. 4.66 is proposed, with three new paragraphs: "*4.66a States should issue an INES rating of the event at a point, when the rating does not interfere with emergency classification for response purposes, the situation is stabilized, no further aggravation is reasonably expected and the nature and specifics of the event are understood.* *4.66b As long as the emergency is not stabilized or not properly understood, PIOs and INES National Officers may decide to use vocabulary of INES methodology to explain the nature of event. It may be useful to point out, whether or not there was a release, irradiation of persons, damage of radiological barriers in nuclear installations and / or issue with defense in depth.* *4.66c It is a prerogative of a State, where the accident occurred, to issue INES rating of the event.*"	The last policy document that mentions INES, resolution of IAEA General Conference from 1992 states: General Conference… Urges Member States to designate INES national officers and encourages Member States to implement the full scope of INES; The text in current proposed text of para 4.66 seem to be in contrast with this request of IAEA Member States. The proposed text aims at rephrasing the text in positive way, while maintaining the spirit and diction of GSR Part 7 (para 5.16) as well as spirit of The Use of INES document. 4.66b: While providing a specific rating of an event may be confusing, when the event is still in development, the INES methodology provides useful vocabulary and structure to express nuances of possible incidents and accidents. 4.66c: Response to experience from Fukushima accident		✓		Entire section on INES has been clarified.
Japan	136.	4.68	No text proposed.	Please rewrite more understandable expression, because the meaning of this paragraph is not clear.	✓			Para has been clarified.
Canada	137.	4.68 / line 2	To avoid <u>the perception that uncorrected misinformation is true,</u> disclaimers should be used	Improve clarity	✓			Para has been clarified.

Canada	138.	4.69	Organizations should be aware that public communication on an emergency may <u>continue even</u> with the termination of the emergency. Arrangements should be established to be prepared to respond to a shifted interest and questions <u>related to the long-term consequences of the emergency</u> that may include areas such as liability	Improve clarity		✓		Comment accepted with some additional wording.
Canada	139.	5.1	No alternate text proposed	It is not clear what the paragraph means. Needs to be reworded.	✓			Para has been clarified.
Germany	140.	5.3 to 5.6		These paragraphs are written in font size 12, everything else is written in font size 11.	✓			Font corrected.
Canada	141.	5.6 / line 5	… should give guidance for the use of other communication tools to compensate these effects. <u>For example, plans and pre-established messages should be developed for radio as well as TV and web</u>. The impact of …	Addition of text to improve clarity of guidance	✓			
Japan	142.	5.6/line 5	The impact of a natural disaster on the public communication response should be ~~**prevented**~~ **reduced**	Wording	✓			
Canada	143.	~~5.9~~ 5.8/ line 6	… regulations and requirements for protecting the confidentiality of sensitive information. <u>Arrangements for communicating in an emergency triggered by a nuclear security event should be established at the preparedness stage</u> to efficiently …	Revisions to improve clarity	✓			
Canada	144.	5.12	<u>As the source is being brought under control and the situation is stabilizing, authorities will shift emergency response efforts to actions that support the termination of the emergency and a return to normal living conditions for affected populations, including normal social and</u>	General rewording to improve clarity	✓			

			economic activities. During this period (referred to as the transition phase, see DS474 [6]), various actions that were taken or restrictions imposed during the emergency response are to be adapted or lifted. This will impact affected populations and other interested parties, as well as their information needs and priorities.					
Canada	145.	5.13	Requirement 18 of GSR Part 7 [2] requires that the termination of a nuclear or radiological emergency is based on a formal decision that is made public and includes prior consultation with interested parties, as appropriate. In addition, it specifies the need for appropriate public communications that considers the "reasons for any adjustment of protective actions and other response actions and arrangements aimed at enabling the termination of the emergency". The monitoring of public opinion and the reaction in the news media "in order to ensure that any concerns can be promptly addressed" [2] must also be considered when developing public communications at this stage.	General rewording to improve clarity		✓		Comment #145 included a proposal to change language within a quotation from GSR Part 7: this was not accepted in order to quote the publication accurately.
Germany	146.	5.14 Second line	To address the needs for continued communication and consultation with the public and other interested parties during the transition phase in line with GSR Part 7 [2], DS474 [6] recommends that a mechanism and the means for continued communication and consultation with all interested parties, including local communities, are put in place for the purposes of smooth and orderly transitioning to an existing exposure situation as part of the prerequisites to enable the termination of the emergency.	Missing references.	✓			

Germany	147.	5.15 Lines 3-5	These should include those for communicating with the public on the decision made by respective authority to terminate the emergency and to transition into either an existing or a planned exposure situation.	Editorial			✓	Language is consistent with DS474.
Canada	148.	5.17	Direct dialogue and personal communication should be applied in a transition phase because the decisions may affect the daily lives of affected populations for an extended period. This public communication should aim to help affected populations cope with the psychological stress and provide public reassurance. These communication efforts should also be supported by the establishment of public support centers as recommended in DS474 [6]. The knowledge and risk perception gap between experts and the public should be taken into account.	General rewording to improve clarity	✓			New language mostly accepted with some small additional editorial changes included.
Germany	149.	5.18 First line	Para. 3.18 of DS474 [6] recommends that prior to the termination of a nuclear or radiological emergency the following information is also provided to the public and other interested parties, as appropriate:	Wrong reference to paragraph 3.8. It has to be paragraph 3.18.	✓			
Germany	150.	5.20 Lines 1-2	Engagement with interested parties in the transition phase should be increased in comparison to the emergency response phase as required in GSR Part 7 [2] and recommended in DS474 [6].	Missing reference.	✓			
Germany	151.	5.21	DS474 [6] recommends that consultation with relevant interested parties ~~to~~ should be based on effective communication mechanisms which are founded on transparency, inclusiveness, shared accountability and measures of effectiveness, and ~~to~~ should allow for feedback to be accommodated in a timely fashion.	Wording		✓		Grammatically neither word is necessary, "to" or "should" in either instance.

Germany	152.	I.1 a) Lines 1-6	'Dangerous to your health': There is a possibility of severe deterministic effects (i.e. radiation induced health effects that are life threatening or could result in a permanent injury that reduces the quality of life) and a small possibility of an observable increase in the incidence of radiation induced cancers (if the number of exposed people is more than a few hundred) if doses are received exceeding the generic criteria in Table II. 1 of Appendix II of GSR Part 7 [2]	Editorial	✓			
Germany	153.	I.1 b) Lines 6-8	If doses are received at these levels, long term medical follow up to detect radiation induced health effects early and to treat them effectively may be warranted.	Editorial	✓			
Canada	154.	Appendix I / I.6	addressing the question of the public **"Am I safe?".**	This should be addressed in the main text and very early – maybe in the Background section. The whole point of communicating with the public is about addressing this question.	✓			This point has been added to the background. The entire para I.6 has also become new para 3.132.
USA	155.	Annex 1	add "and Rumor Control" to the organizational box labeled "Media Monitoring".	Rumor control is discussed appropriately in the text of the document, but excluded from the sample PIO org. chart in Annex 1.	✓			"Rumours" will be added to the Media Monitoring box in graphic design
Canada	156.	Annex III / examples / two way	Internal emails to staff and stakeholders	For completeness	✓			Added to list with suggested relevant pros and cons.
Germany	157.	Annex III	The table is a bit confusing. Some horizontal lines or blank lines may help here	Clarity		✓		This is standard Safety Standard table formatting. Other options will be explored if possible.

Germany	158.	Annex III 4th column	Cons Limited or no opportunity at all to clarify and have a dialogue;~~.~~ Might be time sensitive;~~.~~ […] Social media platforms should be adapted before the crises occur; The platform is dictating the pace of communication; Might need a lot of staff or resources e.g. answering to questing that has been presented;	Editorial/clarification The full stops should be substituted by a semicolon Missing semicolons at the end of a bullet Without the punctuation marks, the text can be misleading because of the word-wrap	✓			
Japan	159.	ANNEX III/ One way	”Media briefings” and “Public meeting” are in the list of "One way." Delete them from "One way" type and move them to "Two way."	Usually media briefings and public meetings have question-and-answer sessions after the briefing or before the end of the meetings. Therefore “media briefings” and “public meetings” should be listed in the type of “Two way.”	✓			These have been moved, along with Press Conferences, for the same reason.
France	160.	2.2	Add “ in consistency with the national requirements on protection of sensitive information”		✓			
France	161.	P68	**Nuclear Security** — National laws and requirements - Definition of a nuclear security event; — International guidance; ~~— Physical protection at facilities;~~		✓			

			~~Radiological dispersion~~ ~~Radiation exposure device;~~ ~~Nuclear explosive devices;~~					