

# Webinar Series on **Stakeholder Involvement** related to **Nuclear Power**



# #7

## **Crisis, Risk & Emergency Communication**

Anticipating and Navigating Challenging Circumstances





# #7 Crisis, Risk & Emergency Communication

Anticipating and Navigating Challenging Circumstances



Lisa Berthelot  
Stakeholder Involvement Officer  
IAEA Division of Nuclear Power



## #7 Crisis, Risk & Emergency Communication

Anticipating and Navigating Challenging Circumstances



IAEA

# Learning Objectives

The objectives of this webinar are to:

- Recognize the difference between a crisis, risk and emergency in the area of nuclear power
- Recognize the importance of long-term engagement with stakeholders to effectively prepare for crises and emergencies
- Develop mechanisms to prepare to communicate in challenging circumstances
- Identify approaches to build and rebuild trust



# #7 Crisis, Risk & Emergency Communication

Anticipating and Navigating Challenging Circumstances



## Today's Speakers



Peter Kaiser



Jaana Isotalo



JoAnne Ford



Lauren Matakas



# #7 Crisis, Risk & Emergency Communication

Anticipating and Navigating Challenging Circumstances



## Let's interact



Where do you work?

- Government
- Regulator
- Operator
- NEPIO: Nuclear Energy Programme Implementing Organization
- Technical Support Organization
- NGO
- Academia
- Research Institution
- International Organization
- Media
- Private Sector-non-nuclear
- Nuclear Advocate/Independent Advocate
- Other
- I prefer not to say



# #7 Crisis, Risk & Emergency Communication

Anticipating and Navigating Challenging Circumstances



## Today's Speakers

### Peter Kaiser

- Crisis Communications Adviser, IAEA Incident and Emergency Centre
- Developing safety standards, strategies for communication with the public in nuclear and radiological emergencies.
- Led IAEA web, social media, telephone hotline team during the Fukushima accident
- Over 19 years' experience leading public information teams at international organisations
- 10+ years' experience as network TV news and radio documentary producer



# Communication Standards



- 1. Protect** the public
- 2. Inform** public of hazards and protective actions
- 3. Place** radiological health hazards in perspective in plain language
- 4. Enable** interested parties to make informed decisions
- 5. Refute** rumours; counteract misinformation

***All-of-the-above builds and maintains public trust***

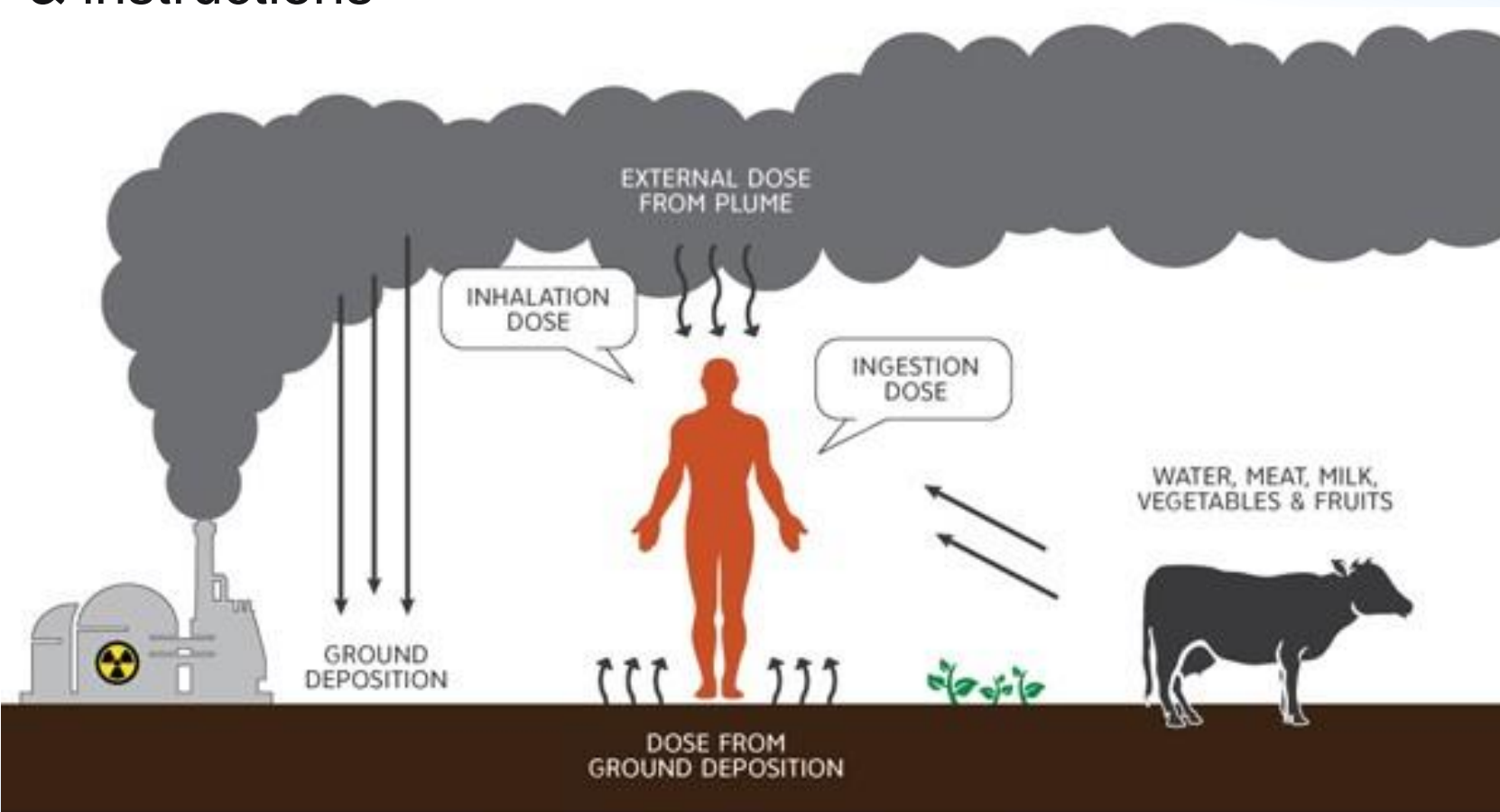
# Engaging people = Preparedness





# Responding to Affected People

Provide affected people information on health hazards & instructions



# Demand surge



## IAEA.org Page Visits - January - April 2010 vs. January - April 2011



# Response messaging



*Adapted from Yves Stevens, @Stevensyves1  
Belgian government crisis centre spokesperson*

<b>WE KNOW</b>	Factual, easy to understand Confirm knowledge of event
<b>WE DO</b>	Describe initial steps and mandate Provide any preliminary confirmed information
<b>WE CARE</b>	<b>Stay tuned!</b> Announce the timing for next update

Are my family and I safe?



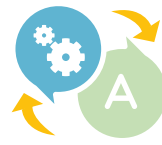
# Explaining health consequences

**AM I SAFE?**

**CHALLENGE:** Answer question **AM I SAFE?**



Quickly



Without technical language



Understandable without explaining doses and units



Place radiological health hazards in context



Publishable in any digital channel

**RECOMMENDATION**



Plain language communication can reduce anxiety and place hazards in an understandable context



A simple graphical reference provides context quickly and does not require technical knowledge

INDICATOR*	RADIOLOGICAL HEALTH HAZARD
	<p style="text-align: center;"><b>DANGEROUS TO HEALTH</b></p> <p style="text-align: center;">Developing a serious injury or physical harm due to radiation exposure that is life threatening or that could reduce the quality of life is possible.</p>
Value	<p style="text-align: center;"><b>POSSIBLE HEALTH EFFECTS RESULTING FROM RADIATION EXPOSURE</b></p> <p style="text-align: center;">Observing an increase in the frequency of radiation induced cancers in a population is possible, but attributing any individual case of cancer as being due to radiation exposure is not possible.</p>
Value	<p style="text-align: center;"><b>NO OBSERVABLE HEALTH EFFECTS RESULTING FROM RADIATION EXPOSURE</b></p> <p style="text-align: center;">No increase in the frequency of radiation induced cancers in a large population is observed and no individual case of cancer can be attributed as being due to radiation exposure</p>

Example system for putting radiological health hazards in perspective in a nuclear or radiological emergency

# Explaining health consequences



**RED** designation corresponds to situations in which life threatening or a possibility to develop in an individual a serious injury or physical harm that is or that could reduce the quality of life as being due to radiation exposure

INDICATOR*	RADIOLOGICAL HEALTH HAZARD
	<p data-bbox="1255 549 1564 578"><b>DANGEROUS TO HEALTH</b></p> <p data-bbox="1062 585 1738 642">Developing a serious injury or physical harm due to radiation exposure that is life threatening or that could reduce the quality of life is possible.</p>
Value	<p data-bbox="1159 699 1661 756"><b>POSSIBLE HEALTH EFFECTS RESULTING FROM RADIATION EXPOSURE</b></p> <p data-bbox="1043 763 1758 842">Observing an increase in the frequency of radiation induced cancers in a population is possible, but attributing any individual case of cancer as being due to radiation exposure is not possible.</p>
Value	<p data-bbox="1101 878 1700 935"><b>NO OBSERVABLE HEALTH EFFECTS RESULTING FROM RADIATION EXPOSURE</b></p> <p data-bbox="1023 942 1777 1021">No increase in the frequency of radiation induced cancers in a large population is observed and no individual case of cancer can be attributed as being due to radiation exposure</p>

# Explaining health consequences



**YELLOW** designation: is applied if the doses exceed criteria at which an increase in the frequency of occurrence of specific cancers in a population could be scientifically attributed to radiation exposure by means of epidemiological analysis.

INDICATOR*	RADIOLOGICAL HEALTH HAZARD
	<b>DANGEROUS TO HEALTH</b> Developing a serious injury or physical harm due to radiation exposure that is life threatening or that could reduce the quality of life is possible.
Value	<b>POSSIBLE HEALTH EFFECTS RESULTING FROM RADIATION EXPOSURE</b> Observing an increase in the frequency of radiation induced cancers in a population is possible, but attributing any individual case of cancer as being due to radiation exposure is not possible.
Value	<b>NO OBSERVABLE HEALTH EFFECTS RESULTING FROM RADIATION EXPOSURE</b> No increase in the frequency of radiation induced cancers in a large population is observed and no individual case of cancer can be attributed as being due to radiation exposure

# Explaining health consequences



**GREEN** designation = “safe”:  
applies to dose levels that are so low the national radiation protection authorities and/or emergency response authorities do not establish protective actions for the affected

INDICATOR*	RADIOLOGICAL HEALTH HAZARD
Value	<b>DANGEROUS TO HEALTH</b> Developing a serious injury or physical harm due to radiation exposure that is life threatening or that could reduce the quality of life is possible.
Value	<b>POSSIBLE HEALTH EFFECTS RESULTING FROM RADIATION EXPOSURE</b> Observing an increase in the frequency of radiation induced cancers in a population is possible, but attributing any individual case of cancer as being due to radiation exposure is not possible.
Value	<b>NO OBSERVABLE HEALTH EFFECTS RESULTING FROM RADIATION EXPOSURE</b> No increase in the frequency of radiation induced cancers in a large population is observed and no individual case of cancer can be attributed as being due to radiation exposure



# Support to Member States



Webinar Series on **Stakeholder Involvement** related to **Nuclear Power**

**#4** Social Media  
Rising to the Social Media Challenge

**03.03.2020**

Webinar Series on **Stakeholder Involvement** related to **Nuclear Power**

**#7** Crisis, Risk & Emergency Communication  
Anticipating and Navigating Challenging Circumstances

**01.12.2020**



**IAEA**

International Atomic Energy Agency  
*Atoms for Peace and Development*

*Thank you!*

*Peter Kaiser  
Crisis Communication Adviser  
IAEA [p.kaiser@iaea.org](mailto:p.kaiser@iaea.org)*

**IEC**  
15Years



# #7 Crisis, Risk & Emergency Communication

Anticipating and Navigating Challenging Circumstances



## Let's interact



Do you have communication responsibilities in your job?

- Yes
- No



# #7 Crisis, Risk & Emergency Communication

Anticipating and Navigating Challenging Circumstances



## Today's Speakers

### Jaana Isotalo

- Senior Vice President, HR & Communication, Teollisuuden Voima Oyj (TVO), Finland
- 20 years of experience in Nuclear industry (incl. final disposal organization)
- Dozens of international missions (IAEA, WANO etc.)
- Former IAEA staff member (NPES)
- Member of several nuclear related national and international working groups, boards and general assemblies
- Member of several (non-nuclear) companies executive boards
- Active citizen (Women in Nuclear, JCI, etc.)

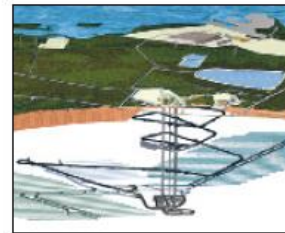
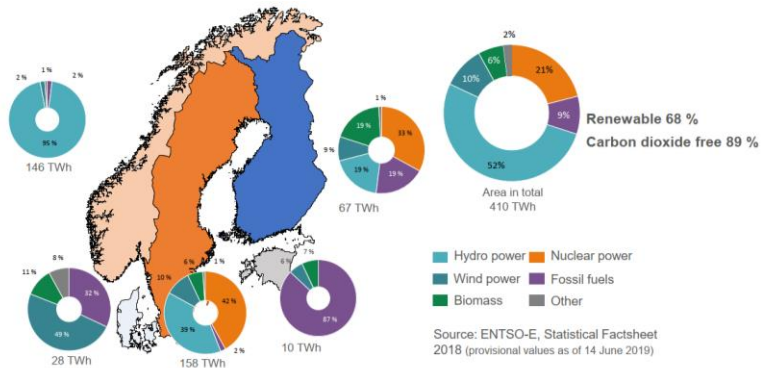


# Cornerstones of Good Nuclear Crisis Communication

---

IAEA Webinar 2020-12-01

# Electricity generation in Nordic market area



## WASTE MANAGEMENT:

- Repositories for LLW & MLW in operation at Olkiluoto and Loviisa
- Initial Decision in principle for spent fuel repository at Olkiluoto ratified by Parliament in 2001
- Confirming underground rock characterisation studies underway in ONKALO facility at Olkiluoto



HANHIKIVI, PYHÄJOKI  
Owner: Fennovoima Oy  
Planned: Hanhikivi 1



OLKILUOTO, EURAJOKI  
Owner: Teollisuuden Voima Oyj  
Reactor units 1&2: EWR 2 x 880 MWe (net)  
Operation started: 1979, 1982  
Production: 14.2 TWh (2010)  
Load factor: 93.5 per cent (2010)  
Under construction  
Olkiluoto 3: EPR (PWR) 1600 MWe  
Planned: Olkiluoto 4



HÄSTHOLMEN, LOVIISA  
Owner: Fortum  
Reactor units 1&2: PWR 2 x 488 MWe  
Operation started: 1977, 1981  
Production: 7.7 TWh (2010)  
Load factor: 91.1 per cent (2010)



# OLKILUOTO, Finland



$$941 + 86 + 1 + 4 = 1032$$

TVO

Posiva

TVONS

PSOY

All together



# MISSION

## – what we are

We generate safely and competitively with nuclear power environmentally-friendly electricity for the shareholders of the company and thereby to create wellbeing for Finland.

### Mission for influencing:

We promote the status of Olkiluoto's nuclear power as desirable electricity production form and keep our business profitable.

# VISION

## – what we want to improve

Recognised pioneer in the nuclear industry.

About 30% of the electricity produced in Finland.

### Vision for influencing:

Communicating and influencing in professional way

Making the safety brand stronger

Coaching the management and personnel





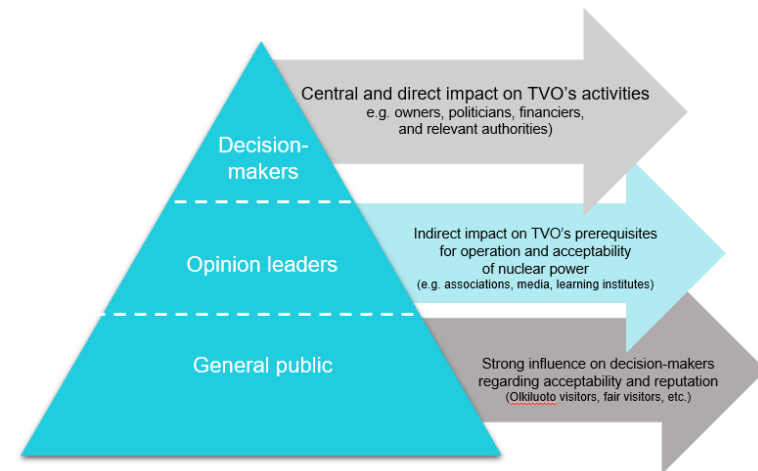
# RELIABLE GREEN POWER

tvo

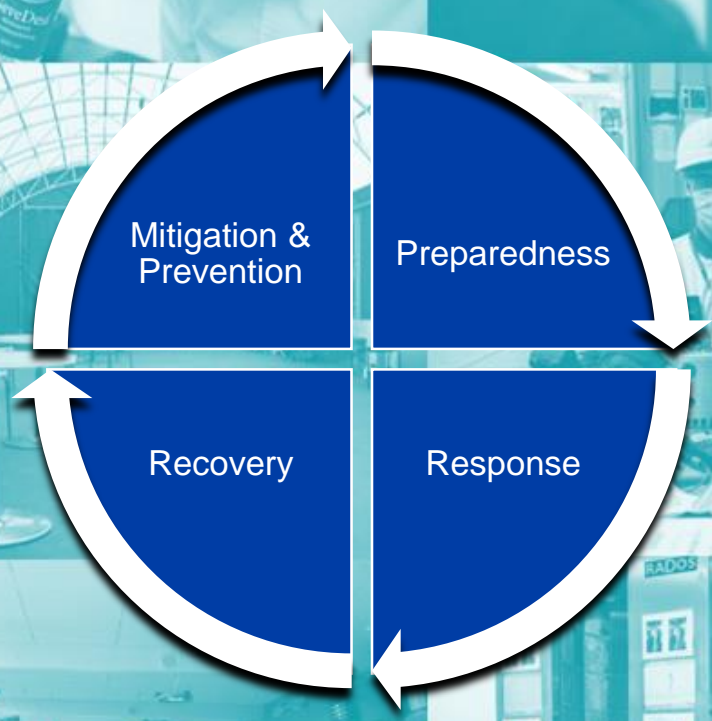


## Stakeholders

- Owners
- Policymakers
- Authorities
- Associations
- Financiers
- Learning and research institutes
- Local communities
- General public
- Media



# Communication actions during crises



VEDÄ  
DRAC

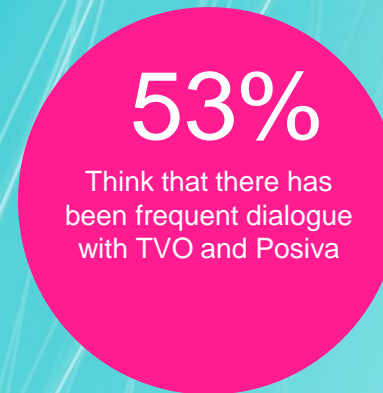
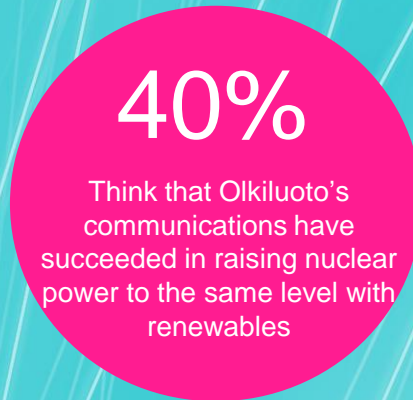
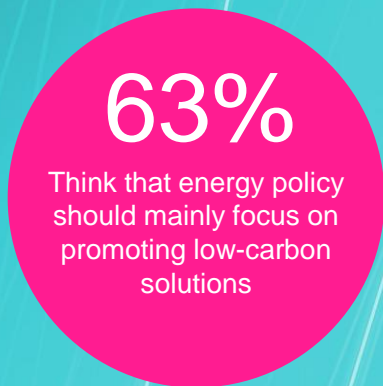
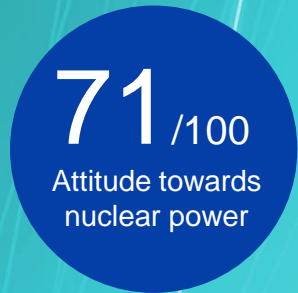
tvo

ODOTA  
TÄSSÄ  
WAIT  
HERE

**RESPECT & TRUST**  
**TIMELY WISE (be 1<sup>st</sup>)**  
**FACT BASED AND CLEAR**

tvo

# Key Indicators of Stakeholders Survey 01/2020

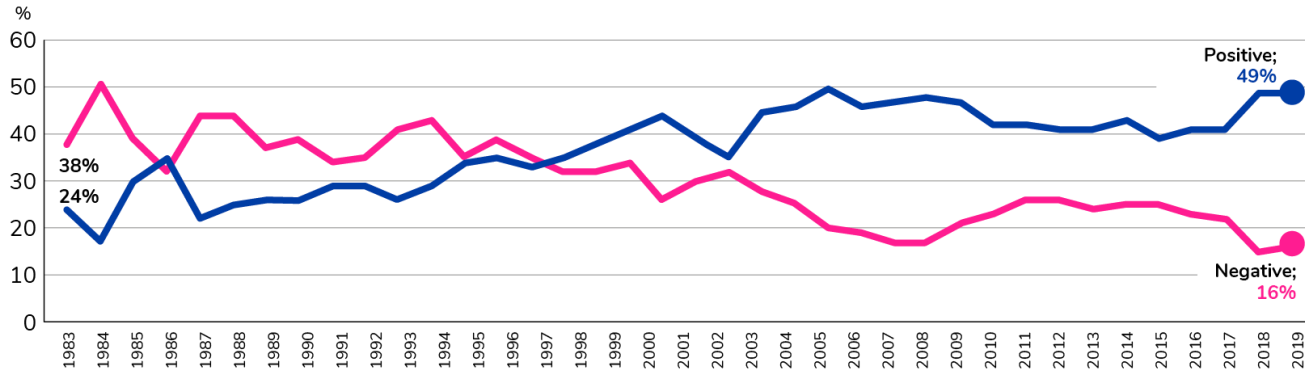


 Comparison with 2017

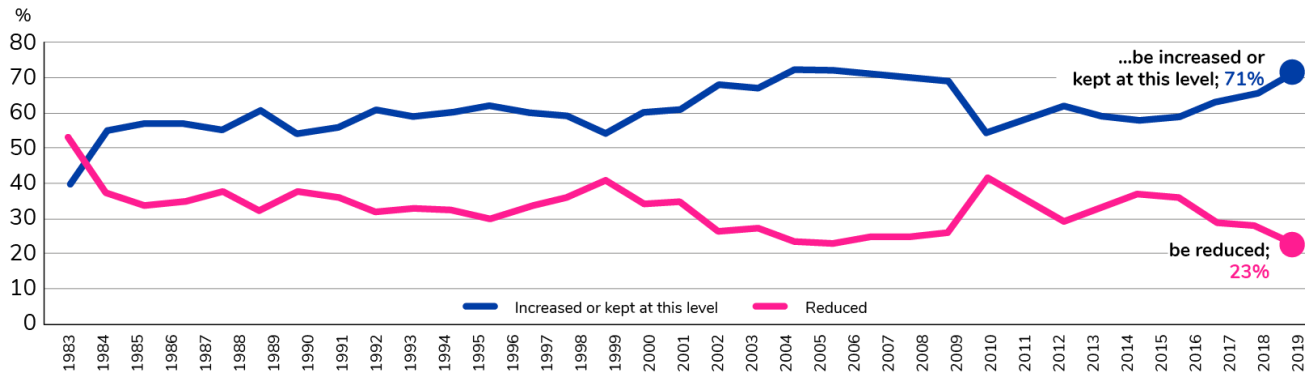
Survey conducted by: Prior Konsultointi Oy, Jouni Kivikoski

# SUPPORT FOR NUCLEAR POWER IN FINLAND

What is your general attitude to nuclear power as an energy source in Finland?



According to Finns, nuclear power should...



Source: Kantar TNS 2020, Energiateollisuus ry

# NUCLEAR HEROES

#nuclearheroes #beyoungnotfossil #newclearpower



# Thank you!

---



**JAANA ISOTALO**

SENIOR VICE PRESIDENT (HR, COMMUNICATION AND TRAINING)

[jaana.isotalo@tvo.fi](mailto:jaana.isotalo@tvo.fi) | [www.tvo.fi](http://www.tvo.fi)

Tel. | +358 50 327 6609

Teollisuuden Voima Oyj | Olkiluoto, 27160 EURAJOKI





# #7 Crisis, Risk & Emergency Communication

Anticipating and Navigating Challenging Circumstances



## Today's Speakers

### JoAnne Ford

- 25+ years of experience as a communicator with the Canadian government and NGOs
- Private consultant, specializing in science related communications with an emphasis on emergency planning and response to nuclear and biological emergencies.
- Former staff member with the International Atomic Energy Agency, consultant to the Agency since 2005 for various publications and projects related to risk and emergency communications.
- Facilitator and trainer in public and media communications.





# Risk Communication

- A two-way information exchange between experts and public
- To help the public better understand risks, make informed decisions about them, and promote compliance with mitigation measures
- To help experts better understand the public's concerns and perceptions of the risk to improve their communication
- A process: both experts and public exchange information regarding the nature of and concerns about the hazard involved.
- Multiple methods may be used for this exchange:
  - face-to-face, such as: public opinion research, community engagement
  - Social media engagement, such as Facebook, Instagram, YouTube, etc.
- Effective risk communication requires planning; it does not take place in a vacuum



# Communication Context

- What is the context for communicating about risk?
  - Nuclear Power Plants: siting, construction, refurbishment, licensing, environmental monitoring, waste management, fuel transportation, emergencies and transboundary accidents
  - Radiation Sources: transportation, mobile or fixed use in industry or medicine, emergencies, loss of control or theft
- Any aspect likely to be controversial, based on past public reaction or public concerns about similar risks?
- Public opinion research (focus groups, surveys, questionnaires, etc.)?
- What potential background and technical information will be needed to put risk into perspective?
- Plan how to simplify scientific and technical concepts into plain language



# Audiences

- Who are the target audiences for the risk communication?
- What do they already know about the subject?
- Any past experience with the risk?
- What is the level of scientific literacy (will they have some level of technical knowledge or none, at all)?
- Who are the influencers for these audiences (prominent media, other experts or environmental activist groups)? And what are their views?



# Risk Perception

- Perception is the driver behind the public's reaction to a risk
- Relates to how instinctively humans assess something new: freeze, flee, or fight
- Some key risk perception factors to consider in the nuclear context are:
  - Control
  - Voluntariness
  - Familiarity
  - Awareness
  - History
  - Certainty
  - Trust
- Trust is the probably the most important; if an organization has the public's trust, they are more likely to accept risk information
- Communications should strive to build trust by being honest and transparent about the risk and empathizing with the public's concerns



# Challenges

- Information on audiences, their risk perception and attitudes can be gathered through public opinion research
- Too often, resources to conduct this research is lacking
- Can extrapolate from past research or public reaction, experiences from similar situations in other countries, or from similar risks, but not ideal
- Social media has totally changed the game; anyone can influence public perception from anywhere
- Potential for misinformation (inadvertent sharing of incorrect information) and disinformation (intentional sharing of incorrect information) to manipulate the public's reaction to a risk
- Long-term impact of other risks (for example COVID 19) on the public psyche



# Going Forward: Tackling the seeds of distrust

- One mitigation measure for an emergency at a nuclear power plant is for nearby residents to "shelter-in-place"
- New public experiences to consider in this communications context:
  - The HBO miniseries Chernobyl, dramatized the aftermath of the accident
  - Lockdowns due to the COVID 19 pandemic: have they changed the public's perception of what it means to "shelter-in-place"
  - Erosion of public trust in health officials due to COVID 19 pandemic response
  - And in the province of Ontario, Canada, the impact of a false alarm accidentally issued during a January 2020 simulation exercise to mobile phones across the province, directing residents nearby Pickering Nuclear Generating Station to shelter-in-place
- What would the public response to such an order be today?
- Going forward, effective risk communications will depend on acknowledging shortcomings and rebuilding trust



# #7 Crisis, Risk & Emergency Communication

Anticipating and Navigating Challenging Circumstances



## Today's Speakers

### Lauren Matakas

- Public affairs specialist at the US Environmental Protection Agency (EPA).
- Led the creation, review, and publication of the United States' nuclear detonation social media messages.
- Led the revision efforts for the communications section of national planning guidance and led a media monitoring team in support of the national COVID-19 response.
- Lived and worked in Kosovo with the US Peace Corps from 2014-2016.



# One Message, Many Voices:

Communicating (and Coordinating) in a Nuclear Emergency

Lauren Matakas, US Environmental Protection Agency

December 1<sup>st</sup>, 2020

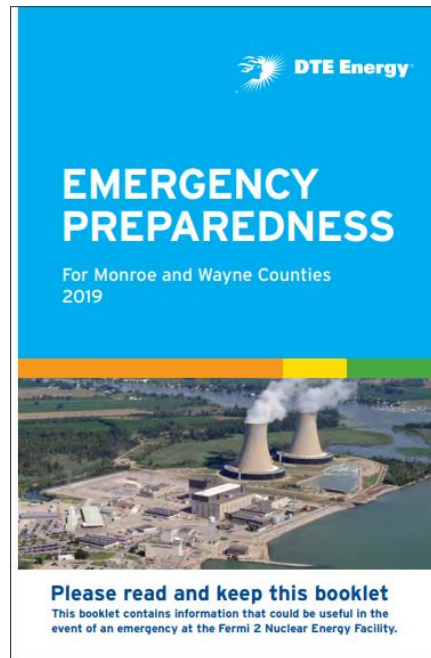
*Crisis, Risk and Emergency Communication: Anticipating and Navigating  
Challenging Circumstances*



**“radiological”**

---

# Radiation Questions



**DTE Energy**

## EMERGENCY PREPAREDNESS

For Monroe and Wayne Counties  
2019

**Please read and keep this booklet**  
This booklet contains information that could be useful in the event of an emergency at the Fermi 2 Nuclear Energy Facility.



National Nuclear Security Administration

## NNSA to conduct aerial radiation measurements over Washington, D.C.

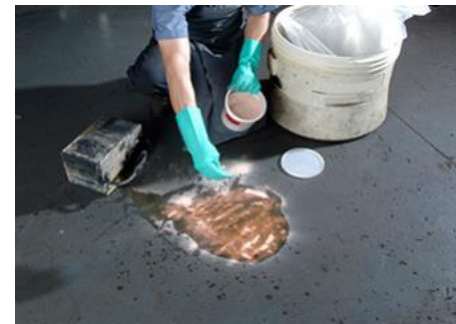
OCTOBER 19, 2020

Home » NNSA to conduct aerial radiation measurements over Washington, D.C.



DOE/NNSA Bell 412 helicopter

# You are a Communicator!

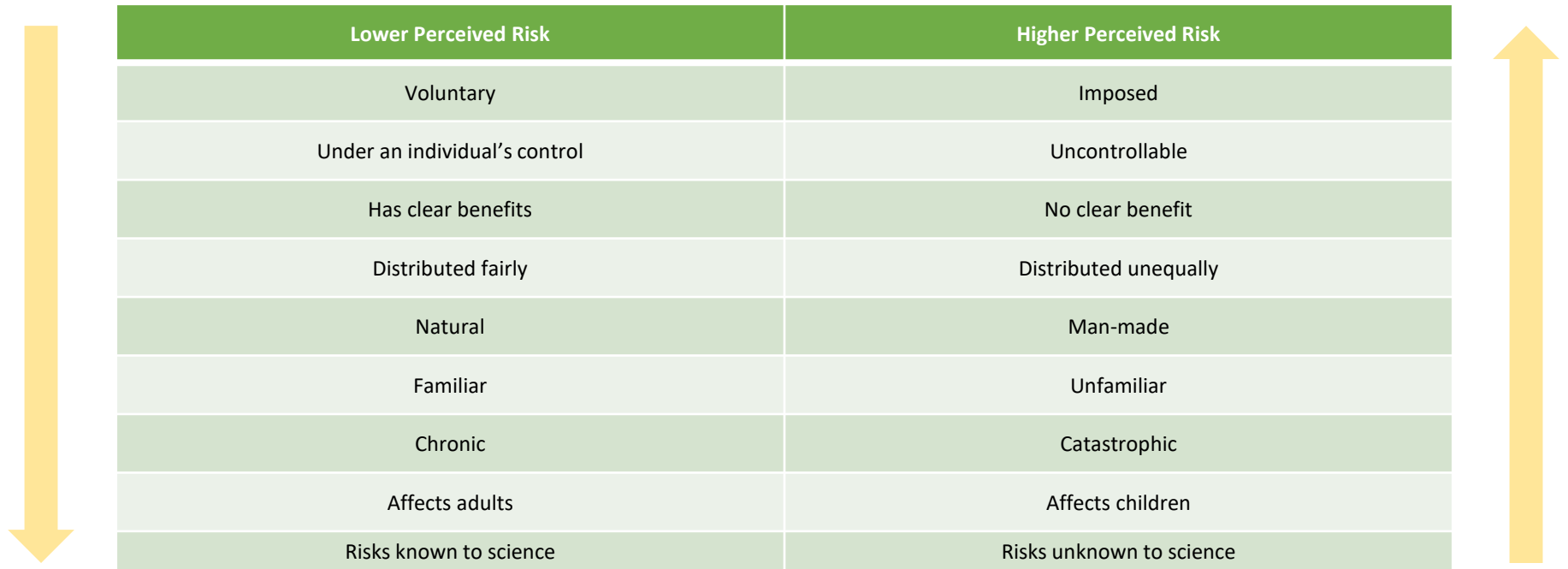


# Public Perception

**“Situations involving radioactive materials have a remarkable capacity to produce widespread fear, a profound sense of vulnerability, and a continuing sense of alarm and dread.”**

-Dr. Steven Becker

# Risk Perception Factors



Lower Perceived Risk	Higher Perceived Risk
Voluntary	Imposed
Under an individual's control	Uncontrollable
Has clear benefits	No clear benefit
Distributed fairly	Distributed unequally
Natural	Man-made
Familiar	Unfamiliar
Chronic	Catastrophic
Affects adults	Affects children
Risks known to science	Risks unknown to science

*Adapted from Covello, Sandman, Slovic, 2001*

# Nuclear Emergency Communications Techniques

- Use simple language
- Express empathy
- Show how we reached our conclusions
- Explain radiation units
- Explain potential health effects
- Explain why actions are protective
- Help the public understand results

# Who are we talking to?







United States Federal Partners



United States State and Local Partners



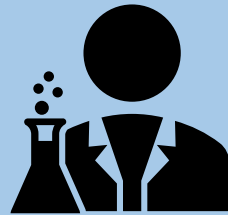
International Partners



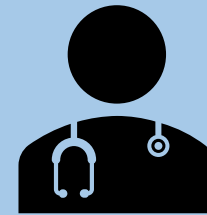
# Coordinating Messages



Different  
Values



Different  
Experience

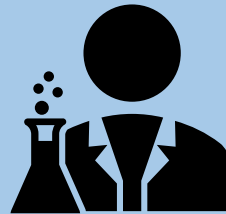


Different  
Priorities

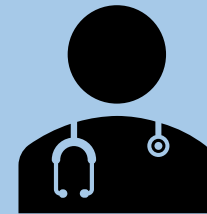
# Coordinating Messages



Call the hotline if you see anything suspicious



Don't eat food from your garden until we have more information



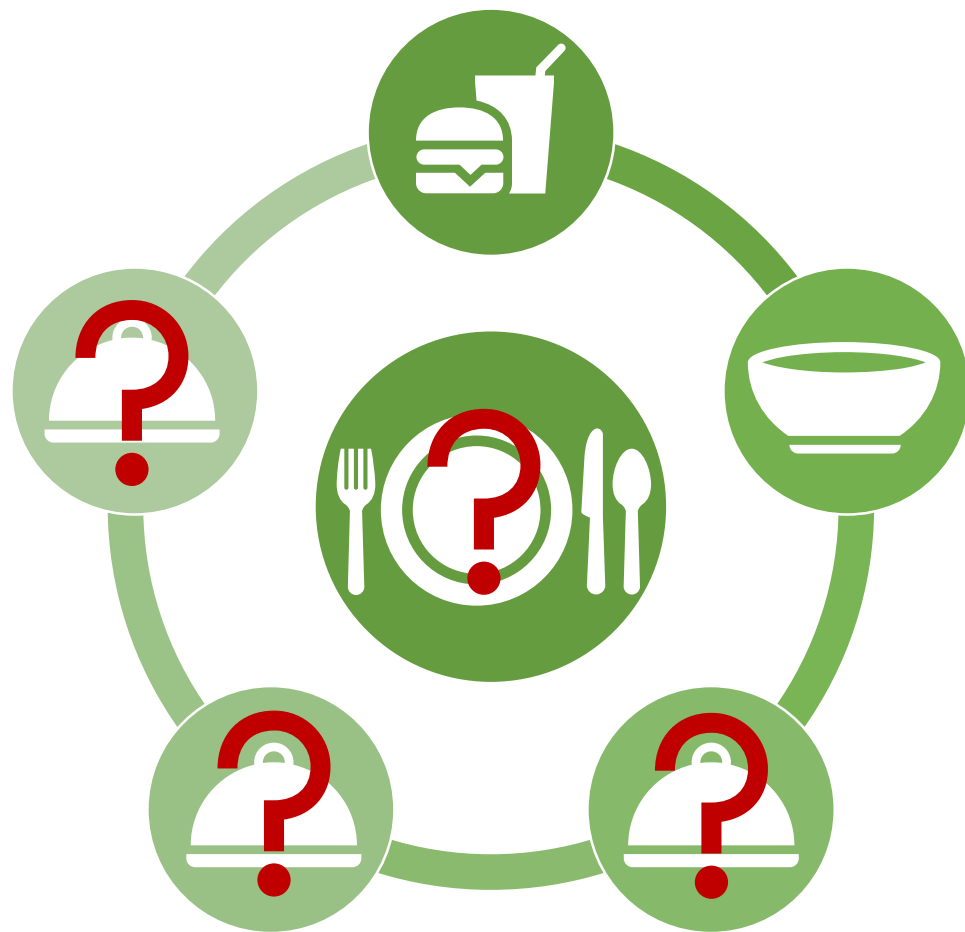
Take a shower if you can; if not, wash; if not, wipe with a towelette

**Public asks: what do I do first?**

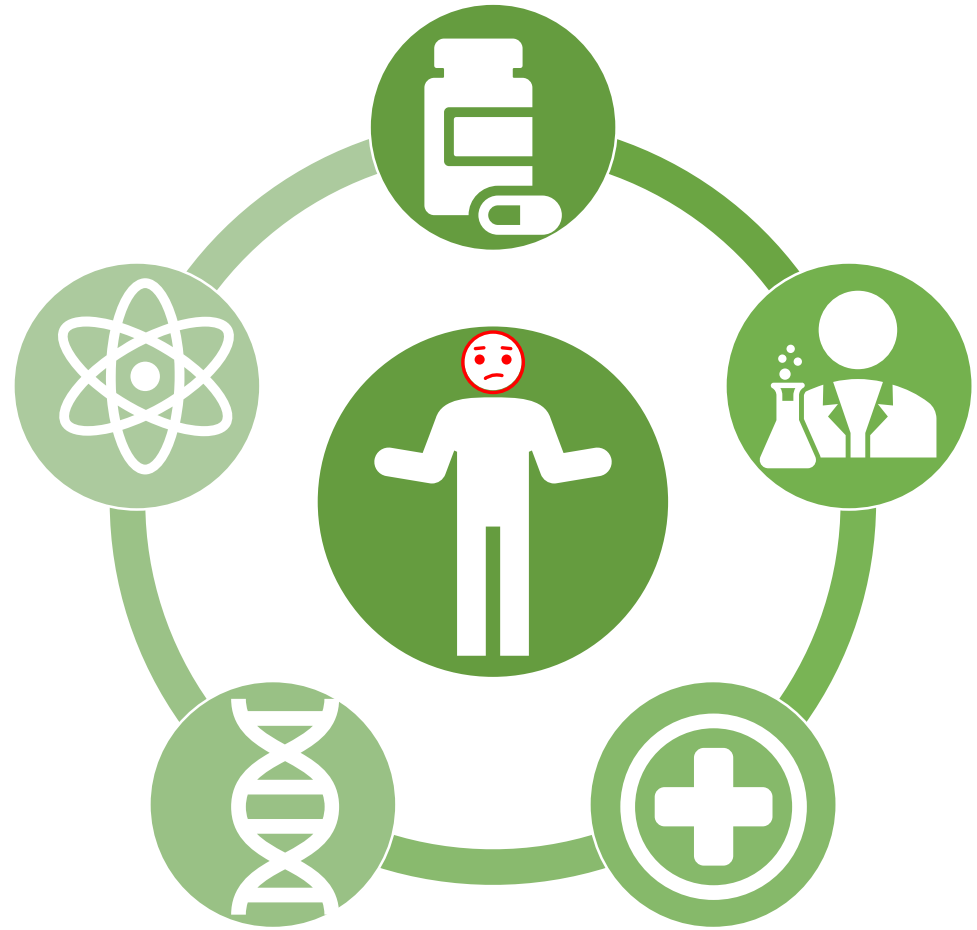
What's for lunch?



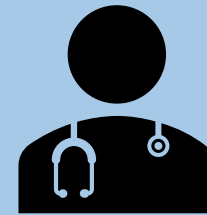
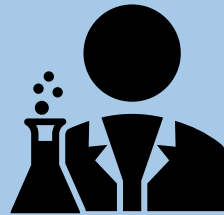
What's for lunch?



What should I do in a nuclear or radiological emergency?



# Coordinating Messages



← Sharing values, experience, and priorities →



One message, many voices

# Federal Coordinating Committee

Federal Radiological Preparedness Coordinating Committee (FRPCC)

- Made of specific federal, nationwide partners
- Broad focus on radiological preparedness topics, not just communications
- Authority given by federal law
- Reviews final drafts of:
  - Infographics
  - Social media messages
  - Question and answer guides
  - Guidance
  - Research
  - Regulations



# Specific Communications Group

## Nuclear/Radiological Communications Working Group

- Made of state, provincial, local, academic, federal and other communicators
- Specific to communications topics
- Various projects
  - Creates new materials
  - Discusses best practices
  - Learns from cross-disciplinary experts
  - Reviews rough drafts

## Improved Nuclear Device Response and Recovery

### Communicating in the Immediate Aftermath

June 2013

FEMA

## Communicating Radiation Risks

Crisis Communications for Emergency Responders

## Emergency Support Function 15

### Standard Operating Procedures

July 2016

Homeland Security

**Immediate Notification/Nuclear Attack Warning**

**IPAWS Compatible: People in LOCATION BALLISTIC MISSILE ALERT-Get inside, stay inside, stay tuned for info (35)**

If you are near **LOCATION**, get inside a basement or central room of any nearby building away from windows and doors, stay inside, stay tuned for more information. **CDC WHERE TO GO GRAPHIC (162)**

If you are in a car, seek shelter in the nearest building. If no buildings nearby, pull to the side of the road, under an overpass if possible. (143)

In the event of a bright flash of light, duck down for at least 30 seconds to avoid injury from flying debris. (110)

If you are near **LOCATION**, get inside a basement or central room of any nearby building, stay inside, stay tuned for more information. Do not leave your shelter unless officials provide other instructions or your shelter is threatened by fire or collapse. **CDC WHERE TO GO GRAPHIC (254)**

**Immediate Safety Messages**

**IPAWS Compatible: Get inside, stay inside, stay tuned.** This instruction can save your life (14)

People in **LOCATION** + **NUCLEAR EVENT** has occurred. To protect yourself and your family, get inside, stay inside, stay tuned for more information. Follow instructions from officials-this can save your life. **CDC WHERE TO GO GRAPHIC (206)**

If you are near **LOCATION**, get inside a basement or central room of any nearby building, stay inside, stay tuned for more information. Do not leave your shelter unless officials provide other instructions or your shelter is threatened by fire or collapse. **CDC WHERE TO GO GRAPHIC (254)**

People in **LOCATION** + **NUCLEAR EVENT** has occurred. Get inside a basement or central room of any nearby building, stay inside, and stay tuned. Check @**HANDLE** @**HANDLE**

## BE PREPARED FOR A NUCLEAR EXPLOSION

Nuclear explosions can cause significant damage and casualties from blast, heat, and radiation, but you can keep your family safe by knowing what to do and being prepared if it occurs.

A nuclear weapon is a device that uses a nuclear reaction to create an explosion.

Nuclear devices range from a small portable device carried by an individual to a weapon carried by a missile.

A nuclear explosion may occur with a few minutes warning or without warning.

Failed to read diagram in the first few hours after the explosion when it is going off the highest levels of radiation. It takes time to allow for a more likely to ground level, other more than 10 minutes for areas outside of the immediate blast damage zones. This is enough time for you to be able to prevent significant radiation exposure by following three simple steps:

**GET INSIDE** Stay in the basement or middle of the building. Close windows and doors. Turn off gas, power, and heating/cooling systems. Stay in the middle of the building. Stay in the middle of the building. Stay in the middle of the building.

**STAY INSIDE** Stay in the basement or middle of the building. Close windows and doors. Turn off gas, power, and heating/cooling systems. Stay in the middle of the building. Stay in the middle of the building. Stay in the middle of the building.

**STAY TUNED** Stay in the basement or middle of the building. Close windows and doors. Turn off gas, power, and heating/cooling systems. Stay in the middle of the building. Stay in the middle of the building. Stay in the middle of the building.

## Protective Action Questions & Answers for Radiological and Nuclear Emergencies

A companion document to the U.S. Environmental Protection Agency Protective Action Guide (PAG) Manual

EPA

## Protective Action Area Map Templates

EPA

## Evacuation Area for [Insert Incident] As of [Time/Date]

For Use by State, Local or Tribal Response Organizations ONLY

Insert state or local agency logo

**Evacuate [Insert location] immediately.**

**Radiation Hazard Message (choose one)**

- 1) The radiation levels in this area are extremely dangerous.
- 2) This is to avoid unnecessary radiation exposure that may affect your long-term health.
- 3) These actions are precautionary and will be in place until additional information becomes available.

**Evacuation Messages (select all that apply)**

- 1) Leave the area immediately.
- 2) Gather family members if they are nearby and leave the area.
- 3) Meet family members at shelters outside of the evacuation zone. Schools, hospitals and nursing homes are evacuating to designated shelter areas.
- 4) Bring pets, medications, a change of clothes, and cash and credit cards.
- 5) Your safety depends on an orderly evacuation. Follow the instructions of emergency personnel.

Shelters are located at [Insert locations]

Guidance issued by [Insert state or local agency] For updates and additional information: [Insert website]

## WHERE TO GO IN A RADIATION EMERGENCY

If a radiation emergency happens in your area, you should get inside immediately.

No matter where you are, the safest action to take is to **GET INSIDE, STAY INSIDE, STAY TUNED**.

- Close and lock all windows and doors.
- Go to the basement or the middle of the building. Radioactive material settles on the outside of buildings, so the best thing to do is stay as far away from the walls and roof of the building as you can.
- If possible, turn off fans, air conditioners, and forced-air heating units that bring air in from the outside. Close fireplace dampers.
- Bring your inside.
- Stay tuned for updated instructions from emergency response officials.

NOT SAFE  
SAFER  
SAFEST

Get inside, stay inside, stay tuned.

EPA

Find these and more at <https://www.epa.gov/radiation/pag-public-communication-resources>

# Collaboration is Necessary

- Early discussion reduces confusion during an emergency
- Knowing what other agencies and departments will say reduces complexity
- Early collaboration reduces time needed to reach concurrence





# #7 Crisis, Risk & Emergency Communication

Anticipating and Navigating Challenging Circumstances



IAEA

## Q&A





# #7 Crisis, Risk & Emergency Communication

Anticipating and Navigating Challenging Circumstances



## Upcoming Webinars

### #8

#### Design & Tools for Engagement

Inspiring Audiences through Visuals, Games and More



### #9

#### Stakeholder Involvement in New Nuclear Power

Engagement in the Nuclear Newcomer Field



### #10

#### Engaging with Policy & Decision Makers

Knowledgeable and Interested Leaders



### #11

#### Talking about Nuclear Power & Climate Change

Together for a Clean Energy Future



### #12

#### Communicating about Nuclear Waste

Clarifying Waste Options and Opportunities

