



**IAEA**

International Atomic Energy Agency  
*Atoms for Peace and Development*

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SENIOR SAFETY AND SECURITY REGULATORS' MEETING  
September 28, 2023

## CSN experience on Trust

Pilar Lucio, Commissioner  
Spanish Nuclear Safety Council (CSN)

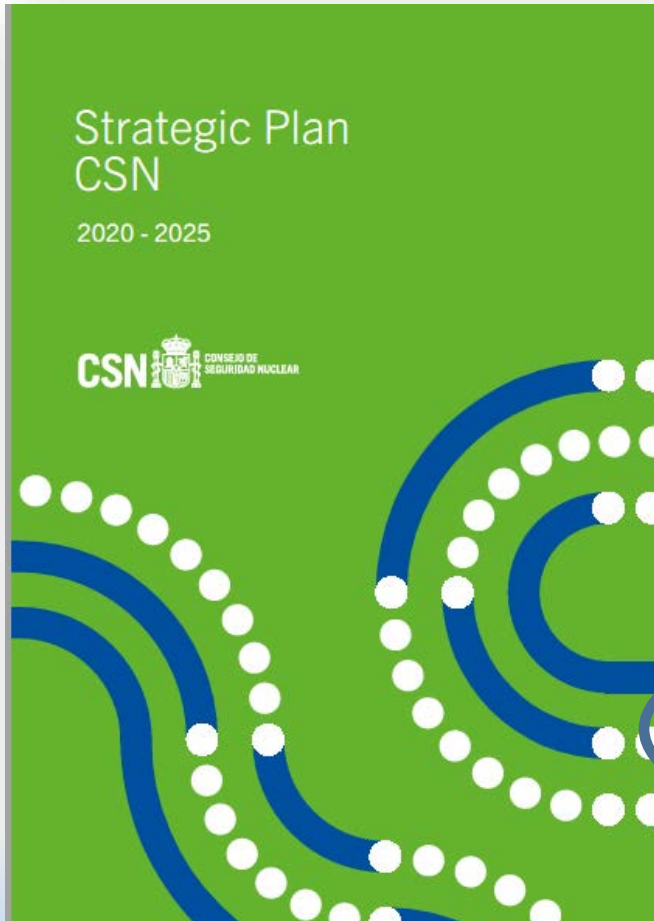
# CONTENT

- Trust in the CSN**
- How Trust is implemented**
- Implementation assessment**
- Conclusions**

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# Trust in the CSN



## Commitment to stakeholders

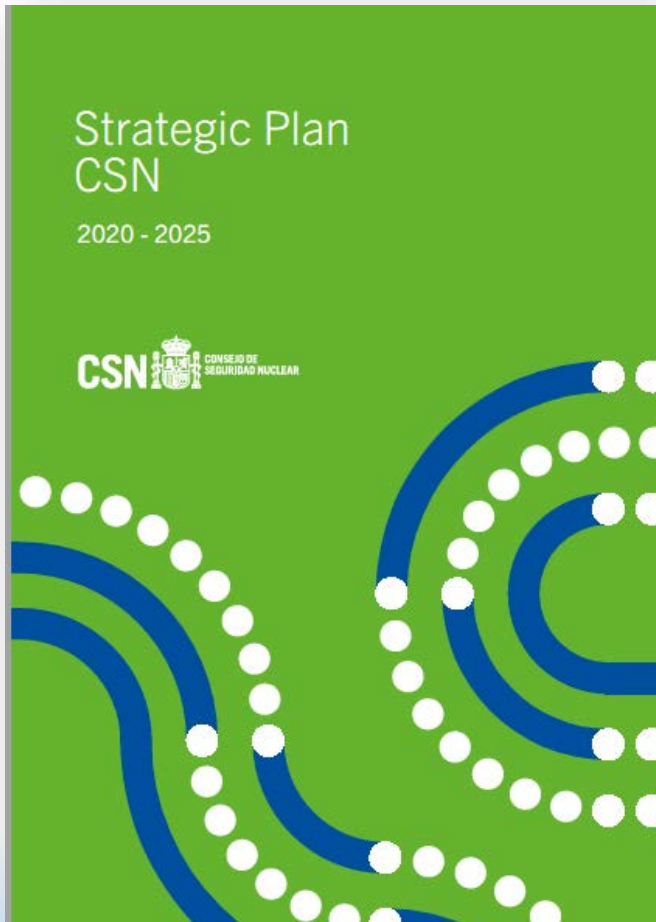
The CSN, in accordance with its creation Law, has an advisory committee for public information and participation on aspects relating to nuclear safety and radiation protection. The role of this committee is to propose and issue recommendations aimed at enhancing transparency, access to information and public participation in areas for which the Nuclear Safety Council is responsible. This advisory committee is comprised of representatives from civil society, business community, trade unions and public administrations at a local, regional and national level.

Proactive communication and transparency are paramount to ensuring trust and leadership, as well as to establishing solid ties with stakeholders and society in general.

## Vision

The CSN shall continue to be the reference regulator. Through application of the best national and international practices, the Council shall strengthen public confidence and trust. It should also promote excellence in its regulatory decisions by exercising competence, knowledge and reliable communication. Furthermore, the CSN should also foster actions aimed at having the necessary human and economic resources while promoting a sense of organizational ownership within its employees.

# Trust in the CSN



- ✓ Sustainability
- ✓ Competence and excellence
- ✓ Independence and neutrality
- ✓ Integrity
- ✓ Transparency
- ✓ Commitment
- ✓ Rigor, veracity and reliability



**Improving the perception of regulatory activities amongst society and stakeholders through rigor, veracity and reliability**

# CONTENT

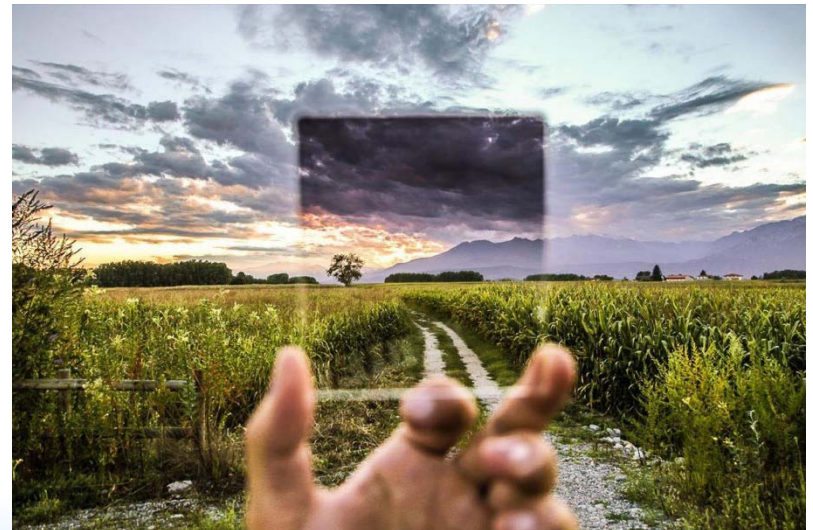
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# How Trust is implemented



**Collaboration with national institutions**

**Credibility, openness and transparency**



# How Trust is implemented

## Collaboration with national institutions

- Proactive communication with the **Congressional Commission**
- Coordination, collaboration and service actions with **other institutions**
- Coordinated actions with other **independent public and private institutions**



# How Trust is implemented

## Collaboration with national institutions



- Participation of stakeholders in activities associated to the CSN's mission



**AMAC**

Association of Municipalities in  
Areas with Nuclear Power Plants

- Local information committees
  - ✓ Ministry
  - ✓ Regulator
  - ✓ Operator
  - ✓ Public

# How Trust is implemented

## Credibility, openness and transparency

- We foster transparency and trust of society in the CSN by **disseminating quality information and addressing information requests from stakeholders.**
- **External Communication Plan** to ensure active communication with society and stakeholders.

# How Trust is implemented

## Credibility, openness and transparency



### CSN Advisory Committee for Public Information and Participation

#### Functions

- To give recommendations to the CSN to ensure and improve transparency
- To propose measures to the CSN that foster access to information and citizen participation in matters within the Nuclear Safety Council competence

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# Implementation assessment

## NEED FOR INDICATORS



- Compliance with Advisory Committee recommendations
- Development and publication of the Strategic Plan
- Submission of annual report to Spain's Congress and publication of annual accounts
- Updating and publication of the CSN Communication Plan

# CONTENT

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# Conclusions

- ❑ Trust in institutions must be worked on **at the highest level**. Strategic plans are a good instrument to gather this commitment with stakeholders.
- ❑ Trust is achieved **by working on several lines of action**.
- ❑ To engender trust is necessary to work in **credibility, integrity, openness, transparency and independence** of the regulator's activity.
- ❑ It is a **continuous work**.
- ❑ The **entire organization must be involved**.
- ❑ The **assessment** of the actions taken to achieve trust is fundamental to improve what is not working and persevere in what is succeeding.



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*Thank you!*

