

NEA's Activities on Stakeholder Trust and Engagement

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Overview

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- Introduction – NEA’s Countries Shared Vision
- NEA’s Work on Stakeholder Trust and Engagement
- 3rd NEA Stakeholder Involvement Workshop on Optimisation in Decision-Making
- NEA Public Survey – Characteristics of a Trusted Regulator

About the NEA

- 34 member countries + strategic partners (e.g. China, Brazil, India, UAE)
- 8 high-level standing technical committees and over 80 working parties and expert groups
- 24 international joint projects
- In 2021, the NEA Secretariat is composed of 104 staff members from 19 countries.

- The OECD Nuclear Energy Agency (NEA) is **an intergovernmental agency that facilitates co-operation among countries** with advanced nuclear technology infrastructures to seek excellence in nuclear safety, technology, science, environment and law.
- It **provides authoritative assessments and forges common understandings** on key issues as input to government decisions on nuclear energy policy and to broader OECD analyses in areas such as energy and the sustainable development of low-carbon economies.



Introduction – NEA’s Countries Shared Vision

“ To be trusted, you must communicate successfully. To communicate successfully, you must be trusted. ”

Stakeholder: anyone who has relevant information, experience or concerns in a given issue or decision.

Trust: conventionally defined as “a person’s belief that another person or institution will act consistently with their expectations of positive behavior” (OECD, 2017).

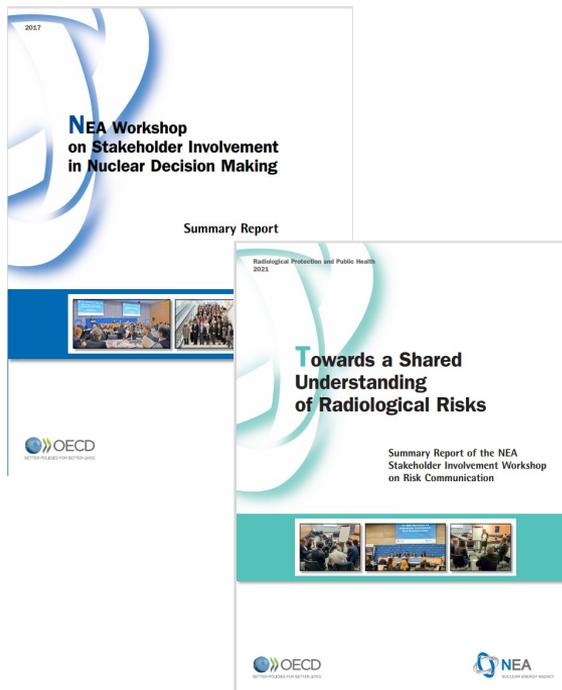


- **Nuclear issues are embedded with broader societal issues** (environment, risk management, energy, health policies) → generate considerable interest and concern from stakeholders.
- **Increasing demand for stakeholder involvement and participation** in nuclear projects across NEA member-countries. It is an integral part of the decision making process, necessary to any successful and meaningful nuclear policy.
- **Trust has been highlighted by NEA member-countries as an essential component for conducting stakeholder dialogue**, and plays a critical role in risk communication.
- **International cooperation is key** to understand the attributes of a trusted relationship with stakeholders. The NEA is developing practical guidance on how to build and maintain trust.

NEA's work on stakeholder trust and engagement (I)

NEA Stakeholder Involvement Workshops

- Workshop on Stakeholder Involvement in Nuclear Decision Making, January 2017, Paris
- NEA Workshop on Stakeholder Involvement: Risk Communication, “Towards a Shared understanding of Radiological Risk”, September 2019, Paris
- *Upcoming:* 3rd NEA Stakeholder Involvement Workshop, 2022/23



Key Messages

- Effective stakeholder involvement requires a **significant investment in personnel, training, financial resources and time.**
- **Trust takes a long time to build**, but can be lost very fast. Trust and credibility in times of emergencies and/or accidents depend on the level of trust earned during “normal” times.
- Dialogue with stakeholders should be **an institutional requirement** for nuclear regulators.
- **Local and long-term engagement** is key to obtaining and maintaining trust.
- Trust is an essential and demonstrated value for **effective communication.**
- Trust involves **reciprocal action and benefit.** It is about multi-directional knowledge exchange, not knowledge transfer.

NEA's work on stakeholder trust and engagement (II)



Forum on Stakeholder Confidence (FSC)

- Established in 2000
- Facilitates an open dialogue where member countries **analyze, document and develop recommendations for developing radioactive waste management programs**
- Includes government policy and regulatory officials, R&D specialists and industry representatives who discuss waste management programs in a socio-political decision-making context

- Task Group on Youth Involvement
- Task Group on “Stakeholder Involvement and Decommissioning/Legacy Management”



Working Group on Public Communication of Nuclear Regulatory Organisations (WGPC)

- Established in 2001
- Provides a **forum for NROs communicators and outreach officers to exchange information, experience, and practices**
- Reflects on cultural and regional differences in communication approaches through country-specific case-study workshops
- Develops practical tools to enhance the international collaboration in the area of public communication of NROs

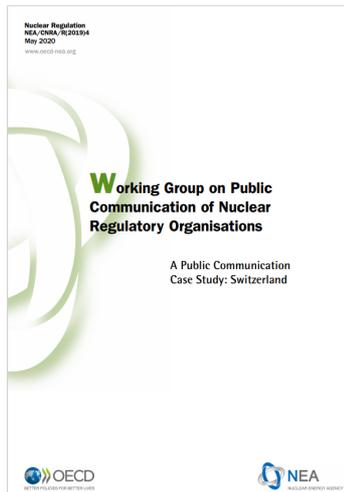
- Task Group on “The Characteristics of a Trusted Regulator”
- Task Group on the “Nuclear Risk Communication Training Course”

NEA's work on stakeholder trust and engagement (III)



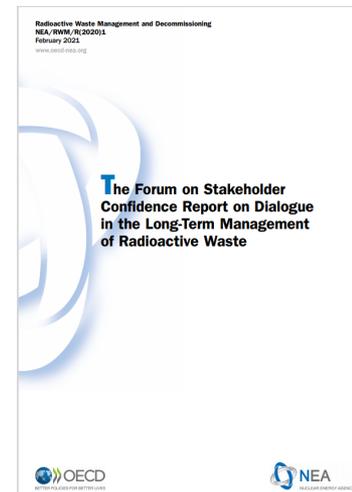
“The Evolving Use of Social Media as a Communication Tool by Nuclear Regulatory Organisations”

Published in December 2019



“A Public Communication Case Study: Switzerland”, Working Group on Public Communication of Nuclear Regulatory Organisations

Published in May 2020



“The Forum on Stakeholder Confidence Report on Dialogue in the Long-Term Management of Radioactive Waste”

Published in February 2021

3rd NEA Stakeholder Involvement Workshop on Optimisation in Decision-Making (I)

Background:

- Optimisation in decision-making has a broad applicability to the whole spectrum of nuclear and radiation-related policy, regulation and practice;
- The way decisions are taken has changed in recent years to promote more inclusive and holistic decision-making processes;
- There is a growing need for better, deliberative risk-informed decision making process accounting for national/cultural contexts and interactions between economic, environmental, health and societal aspects;
- The goal is to reach a sustainable, transparent and widely accepted decision-making framework to identify the optimal solution or solutions for all stakeholders and society as a whole;
- The 3rd Stakeholder Involvement Workshop will be an important step towards a generic approach to decision making across the nuclear sector in the various countries.



3rd NEA Stakeholder Involvement Workshop on Optimisation in Decision-Making (II)

Workshop objectives:

1. Improve the common, practical understanding of what optimisation in decision-making means for policy-makers and regulators across the nuclear sector and compare with non-nuclear sectors;
2. Increase the consideration of inclusive stakeholder involvement to optimise decision-making in the nuclear sector;
3. Identify the foundation of a generic multidimensional framework to support the optimisation process for policy and regulatory decision-makers, considering both, qualitative elements and quantitative elements of optimisation.



3rd NEA Stakeholder Involvement Workshop on Optimisation in Decision-Making(III)

Workshop timeline:

Phase I: Series of (2 or 3) preparatory webinars to improve the common, practical understanding of what optimisation in decision-making means across the nuclear sector. The findings of these webinars will be the basis for discussion for the main workshop.

Phase III: Follow-up activities?



Overarching objective of **more inclusive stakeholder involvement** as link and guiding thread throughout both phases.

Phase II: Main workshop in 2023 to identify the foundation of a generic multidimensional framework to support the optimisation of decision-making across the nuclear sector.

NEA Public Survey – Characteristics of a Trusted Regulator (I)

- Conducted in Feb-March 2021
- 787 responses from 35 countries

Objective

- gather views from the public and stakeholders on the **characteristics and attributes of a trusted nuclear regulator**
- Use the results to inform a practical guide for regulators on **how to build and maintain trust with stakeholders**
- NEA Green Booklet on “The Characteristics of a Trusted Regulator” to be published in 2022/2023

KEY FINDINGS

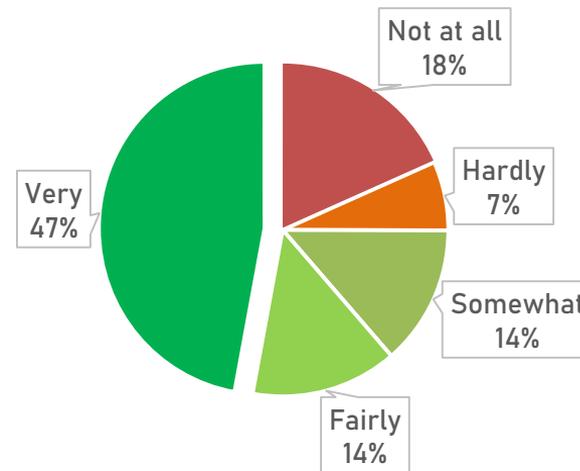
- 1** 47% of the respondents reported trusting their regulator very much. 25% hardly trust or do not trust their regulator.
- 2** 3 attributes identified as the most important for a trusted nuclear safety regulator: **independent, knowledgeable and competent, and impartial/objective.**
- 3** 56% have more trust in their nuclear regulator than in the news media. 51% have more trust in their regulator than in elected officials at any level.
- 4** Responses indicate that:
 - **theoretical knowledge and experience** gained over time are reasons to trust
 - **access to information / transparency** is crucial to build trust
 - **Communication and stakeholder involvement** should be a priority for all nuclear safety regulators

NEA Public Survey – Characteristics of a Trusted Regulator (II)

What does a trusted nuclear regulator look like to you?

- 3 attributes identified as the most important for a trusted nuclear safety regulator: **independent, knowledgeable and competent, and impartial/objective.**
- DISPARITIES:
 - **No consensus on the link between the regulator and the government.**
 - Some responses called for an **inclusion of the social context** in the regulatory decisions, whereas some others would leave social considerations out of the process.
 - In some responses, **trust is linked to consistency and stability** (regulator should not change the regulations), whereas in others **trust goes with adaptation.**

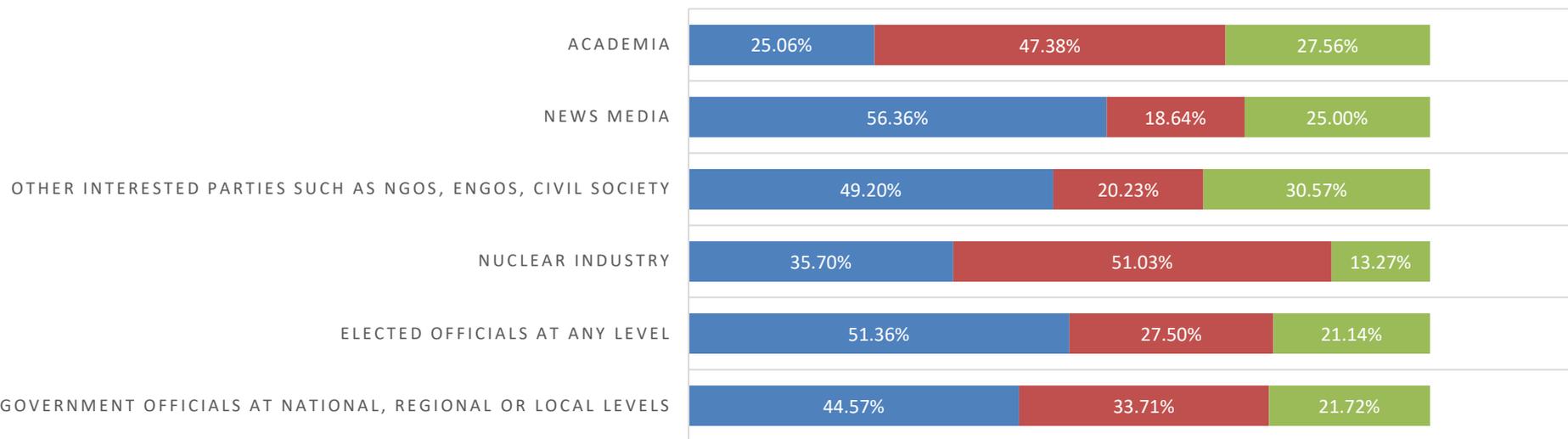
To what extent do you trust/have confidence in your country's nuclear safety regulator?



NEA Public Survey – Characteristics of a Trusted Regulator (III)

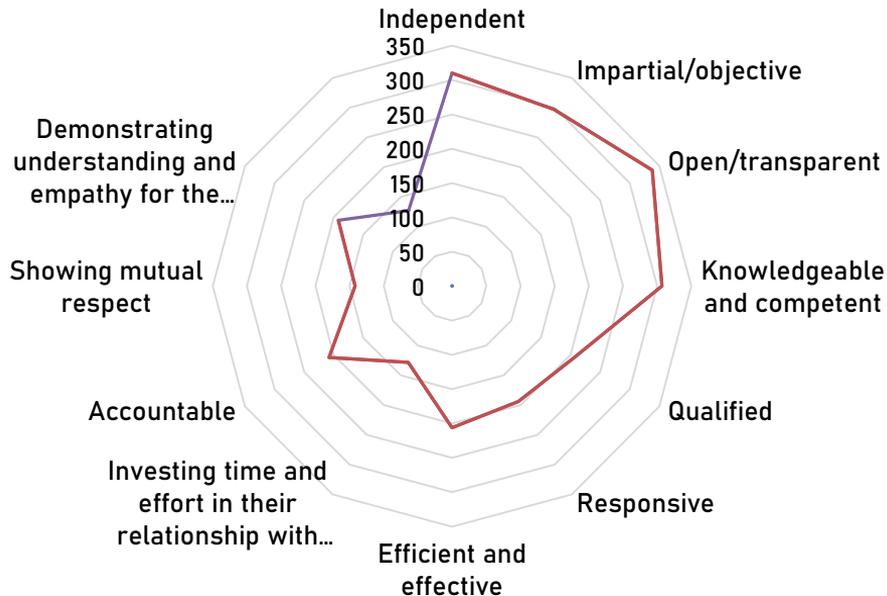
Do you trust your nuclear safety regulator more or less than...

■ More ■ Same ■ Less



NEA Public Survey – Characteristics of a Trusted Regulator (IV)

What are the key attributes that would earn greater trust in your nuclear safety regulator?



Thank you for your attention!



Visit our website for more information:

https://www.oecd-nea.org/jcms/pl_26325/stakeholder-engagement