



# **International Symposium on Communicating Nuclear and Radiological Emergencies to the Public**

**IAEA Headquarters  
Vienna, Austria  
1–5 October 2018**

**Organized by the  
International Atomic Energy Agency (IAEA)**

## **Announcement and Call for Papers**

### **A. Background**

Communicating effectively with the public and media about nuclear and radiological emergencies is a global challenge, which demands global and coordinated action. Producing the right message and disseminating it to the appropriate audience using the relevant channels and at the right time, all in order to support the effective implementation of protective actions and to minimize fear, require robust planning and preparedness. The rise of social media and citizen journalism as well as the acceleration of global communication have created both opportunities and challenges for nuclear communicators who need to plan, test, exercise, and adjust their activities to position themselves as the official voice of information for the public in an emergency.

Public communication has been highlighted as one of the most important challenges for the management of nuclear and radiological emergencies. The experience gained in responding to nuclear and radiological emergencies underscores the importance of effective public communication in all activities involving nuclear and other radioactive material. For example, the accident at the Fukushima Daiichi nuclear power plant in 2011 emphasized the need to strengthen public communication at the national and international levels.

By developing guidelines and organizing relevant training activities, the International Atomic Energy Agency (IAEA) has been working in and with Member States to assist in strengthening the capacity of organizations and governments to provide transparent, timely, clear, factually correct, consistent and easily understandable information to the public before and during emergencies. Through its education and training activities, the IAEA provides forums for communicators to also strengthen national and regional coordination arrangements. This symposium will foster new opportunities for coordination and boost the existing efforts of States and of international organizations with a role in the preparedness for and response to nuclear and radiological emergencies.

## **B. Objectives**

This symposium will promote effective public communication during a nuclear or radiological emergency, and provide a forum for networking and information exchange among practitioners in the areas of communication and emergency preparedness and response (EPR). Participants will be invited to discuss the latest developments regarding communication with the public in a nuclear or radiological emergency, as well as to share their experiences and good practices, in order to further strengthen the preparedness of States and of the international community. It will bring together officials responsible for communicating with the public and the media in a nuclear or radiological emergency — regardless of its cause — within all organizations involved in EPR at facility, local, national and international levels, including those without a daily communication function. Uniting the communication and EPR communities, as well as other relevant stakeholders, the symposium will seek to achieve the following:

- Present contemporary public communication solutions, including methods and tools;
- Exchange information on national arrangements for public communication in a nuclear or radiological emergency;
- Share experiences and good practices in public communication in a nuclear or radiological emergency; and
- Discuss challenges and priorities for further strengthening public communication capabilities in the preparedness to respond to a nuclear or radiological emergency.

The symposium will provide all the participants with opportunities to refresh and update their knowledge in the area of public communication in a nuclear or radiological emergency, to explore the place of public communication within EPR, and to visit the IAEA's Incident and Emergency Centre.

## **C. Format and Topics**

A preliminary programme will be made available on the symposium web page (see Section N) well in advance of the symposium. The final programme and the contributed papers will be available upon registration at the symposium.

The symposium will consist of plenary sessions, technical sessions, poster sessions and a number of side events, including round-table discussions and a visit to the IAEA's Incident and Emergency

Centre, as well as displays, exhibits and demonstrations of communication tools and publications. Details will be made available on the symposium web page (see Section N).

Speakers in the technical sessions are encouraged to use, where possible, various presentation styles, such as storytelling and different presentation tools, without limiting themselves to PowerPoint.

The following areas have been identified based on recent experience as being particularly relevant and, while not exhaustively covering all aspects of public communication during a nuclear or radiological emergency, they will form the backbone of this symposium. Papers are invited on topics falling within these areas:

- **Emergency preparedness and response:** public communication within command and control systems, emergency drills specifically on public communication, public communication components in emergency exercises, communication on evolving situations;
- **Stakeholder engagement:** stakeholder identification in EPR, targeting messages to stakeholders in an emergency, routine stakeholder engagement activities, stakeholder engagement in the preparedness phase, emergency response stakeholder engagement, post-emergency stakeholder engagement;
- **Public communication channels and tools in emergencies:** media, radio, newspapers, text messages, websites, hotlines, big data, data visualization, communication at local or community or grassroots levels;
- **Social media:** platforms, procedures for use in emergencies, addressing rumours and myths, citizen journalism, speed of communication;
- **Effective communication:** drafting messages, testing messages, maintaining meaning through translation, converting technical language to plain language, persuasive language;
- **Psychology of communication:** social behaviour in emergencies, stress, message sender challenges, message receiver challenges, verbal vs. non-verbal communication, considerations for taking into account human emotions and actions in communication, information needed to reduce stress;
- **Coordination of information:** “One message, many voices”, organizational-level information coordination, coordination among national organizations, international level coordination;
- **Communicating in different types of emergencies:** natural disasters, deliberate acts, technical malfunction;
- **“Am I safe?”:** How to answer public questions in an emergency (e.g. “Am I safe?”), communicating the basics of radiation and public health impacts; and
- **Lessons learned:** public communication lessons from emergency response, public communication lessons from exercises.

## D. Contributed Papers and Posters

Concise papers on topics falling within the areas outlined in Section C may be submitted as contributions to the symposium. All papers, apart from invited papers, must present original work and should not have been published elsewhere.

### (a) Submission of abstracts

Anyone wishing to present a paper or a poster during this symposium conference must submit an abstract of not more than **1000 words** in electronic format (no paper copies), through the symposium's web browser-based file submission system (IAEA INDICO), which will be accessible through the IAEA website for the symposium (Section N). The abstract should give enough information on the contents of the proposed paper to enable the International Symposium Programme Committee (ISPC) to evaluate it. Authors should state to which of the topics outlined in Section C their contribution relates.

The abstracts must be submitted through this system **between 13 February and 30 March 2018**. No other form of submission will be accepted.

The abstracts should also be submitted together with a completed Participation Form (Form A) and Form for Submission of a Paper (Form B) to the competent national authority (see Section E) for subsequent electronic transmission to the IAEA ([Official.Mail@iaea.org](mailto:Official.Mail@iaea.org)) to be received by the IAEA by **30 March 2018**. In addition, the abstracts must be sent electronically to: [CNREP2018@iaea.org](mailto:CNREP2018@iaea.org).

Introductory and general matters should not be included.

If changes or corrections to an abstract become necessary, a revised version may be sent to the IAEA before **13 April 2018**. Authors are urged to strictly observe the above deadlines and instructions, as otherwise consideration of the abstract by the ISPC cannot be guaranteed.

### Important

The electronically received papers will be considered by the ISPC only if the two Forms A and B have been received by the IAEA through the established official channels (see Section E).

If applicable, the Grant Application Form (Form C) must be submitted along with Forms A and B.

### (b) Acceptance of papers for oral or poster presentation

The abstract will be considered only if the Participation Form (Form A) and Form for Submission of a Paper (Form B) have been received by the above-mentioned deadline and through the established official channels.

In order to provide ample time for discussion, the number of papers that can be accepted for oral presentation is limited. If the number of relevant and high quality papers submitted for selection exceeds the acceptable number, poster sessions may be arranged.

Authors who prefer to present their papers as posters are requested to indicate this preference in Form A and via INDICO during the electronic abstract submission.

Authors will be informed whether their contributions have been accepted for presentation on the basis of their abstract. At the same time authors will be informed whether their papers/posters have been accepted for presentation at a regular session or as a poster. The IAEA, however, reserves the right to refuse the presentation or publication of any paper/poster that does not meet the expectations based on

the information given in the abstract. The IAEA reserves the right to exclude papers that do not comply with its quality standards or that do not apply to one of the topics outlined in Section C above.

Further details concerning oral and poster presentations at the symposium will be sent to all authors in due course.

Authors will be notified by **26 June 2018** as to whether their abstracts have been accepted and, if so, whether the full papers should be delivered as oral or poster presentations.

## E. Participation and Registration

This symposium is intended to bring together:

- Government officials with responsibilities in communicating with the public and media in a nuclear or radiological emergency;
- Emergency planners, emergency responders and emergency managers;
- Experts in communication on nuclear safety and security matters related to EPR;
- Representatives of response and operating organizations;
- Interested media and communication professionals;
- Representatives of next generation nuclear professionals; and
- Other stakeholders involved in public communication during nuclear and radiological emergencies.

All persons wishing to participate in the symposium are requested to send a completed Participation Form (Form A) and, if applicable, the Form for Submission of a Paper (Form B) and the Grant Application Form (Form C) to their competent national authority (e.g. Ministry of Foreign Affairs or National Atomic Energy Authority), or to one of the organizations invited to participate, for subsequent electronic transmission to the IAEA ([Official.Mail@iaea.org](mailto:Official.Mail@iaea.org)).

In addition, participants may pre-register online through the symposium web page (see Section N).

A participant will be accepted only if the Participation Form is transmitted through the competent national authority of a Member State of the IAEA or by an organization invited to participate.

Participants whose official designations have been received by the IAEA will receive from the IAEA further information approximately three months before the opening of the symposium. This information will also be posted on the symposium web page (see Section N).

Please note that the IAEA is in a transition phase to manage the entire registration process for all regular programme meetings electronically through the new InTouch+ facility (<https://intouchplus.iaea.org>), which is the improved and expanded successor to the InTouch platform that has been used over the last years for the IAEA's technical cooperation events. Through InTouch+, prospective participants will be able to apply for meetings and submit all required documents online. National authorities will be able to use InTouch+ to review and approve these applications. Interested parties that would like to use this new facility should write to: [InTouchPlus.Contact-Point@iaea.org](mailto:InTouchPlus.Contact-Point@iaea.org).

## **F. Expenditures and Grants**

No registration fee is charged to participants.

The IAEA is generally not in a position to bear the travel and other costs of designated participants in the symposium. The IAEA has, however, limited funds at its disposal to help cover the cost of attendance of selected specialists from Member States eligible to receive technical assistance under the IAEA's technical cooperation programme. Such assistance may be offered upon specific request to normally one participant per country provided that, in the IAEA's view, the participant on whose behalf assistance is requested will make an important contribution to the symposium.

If governments wish to apply for a grant on behalf of one of their specialists, they should address specific requests to the IAEA to this effect. Governments should ensure that applications for grants are:

1. Submitted by **30 March 2018**;
2. Accompanied by a completed and signed Grant Application Form (Form C);
3. Accompanied by a completed Participation Form (Form A).

Applications that do not comply with the above conditions cannot be considered.

Approved grants will be issued in the form of a lump sum payment that usually **covers only part of the cost of attendance**.

## **G. Working Language**

The working language of the symposium will be English. All communication and papers must be sent to the IAEA in English.

## **H. Symposium Venue and Accommodation**

The symposium will be held at the IAEA's Headquarters in Vienna, Austria. Participants must make their own travel and accommodation arrangements. Hotels which are offering a reduced rate for symposium participants will be listed on the symposium web page (see Section N). Please note that the IAEA is not in a position to assist participants with hotel bookings, nor can the IAEA assume responsibility for paying cancellation fees or for re-booking and no shows.

## **I. Exhibition**

A limited amount of space will be available for commercial vendors' displays/exhibits during the symposium. Further information will be posted soon on the symposium web page (see Section N).

## J. Visas

Designated participants who require a visa to enter Austria should submit the necessary application to the nearest diplomatic or consular representative of Austria as soon as possible. Please note that Austria is a Schengen State and therefore persons who require a visa will have to apply for a Schengen visa at least 21 days before entry into Austria. In States where Austria has no diplomatic mission, visas can be obtained from the consular authority of a Schengen Partner State representing Austria in the country in question.

If you need more information please check: <http://www.eurovisa.info/SchengenCountries.htm>.

## K. Key Deadlines

Submission of Form for Submission of a Paper (Form B) and abstract :	<b>30 March 2018</b>
Submission of Grant Application Form (Form C):	<b>30 March 2018</b>
Notification of acceptance of papers:	<b>26 June 2018</b>
Submission of symposium presentations	<b>3 September 2018</b>

## L. Channels of Communication

The Participation Form (Form A) and as applicable, the Form for Submission of a Paper (Form B), and the Grant Application Form (Form C), should be sent to the competent national authority (Ministry of Foreign Affairs, Ministry of Agriculture, National Committee for Food and Agriculture Organization of the United Nations (FAO)-related matters, or National Atomic Energy Authority) for official transmission to the IAEA.

Subsequent correspondence on scientific matters should be sent to the Scientific Secretaries and correspondence on administrative matters to the IAEA Conference Services Section (see Section M).

## **M. Symposium Secretariat**

### **General contact details of the Symposium Secretariat:**

International Atomic Energy Agency  
Vienna International Centre  
PO Box 100  
1400 VIENNA  
AUSTRIA  
Tel.: +43 1 2600  
Fax: +43 1 2600 2007  
Email: [Official.Mail@iaea.org](mailto:Official.Mail@iaea.org)

### **Scientific Secretaries of the symposium:**

#### **Ms Elena Buglova**

Incident and Emergency Centre (IEC)  
Department of Nuclear Safety and Security  
Tel.: +43 1 2600 22738  
Fax: +43 1 2600 2007  
Email: [CNREP2018@iaea.org](mailto:CNREP2018@iaea.org)

#### **Mr Serge Gas**

Office of Public Information and Communication (OPIC)  
Tel.: +43 1 2600 21270  
Fax: +43 1 2600 2007  
Email: [CNREP2018@iaea.org](mailto:CNREP2018@iaea.org)

### **Administration and Organization:**

#### **Ms Martina Neuhold**

Conference Services Section  
Division of Conference and Document Services  
Department of Management  
IAEA-CN-265; EVT1704841  
Tel.: +43 1 2600 21314  
Email: [M.Neuhold@iaea.org](mailto:M.Neuhold@iaea.org)

Subsequent correspondence on scientific matters should be sent to the Scientific Secretaries of the symposium and correspondence on administrative matters to the IAEA Conference Services Section.

## **N. Symposium Web Page**

Please visit the IAEA symposium web page regularly for new information regarding this symposium:

<https://www.iaea.org/events/communicating-nuclear-and-radiological-emergencies-symposium-2018>

## **O. Greening**

To demonstrate its commitment to sustainability, the IAEA will organize this symposium as a 'green meeting' according to the guidelines of the Austrian Ecolabel.

There will be a focus on the areas of paper smart documentation, waste reduction and recycling, and environmentally friendly catering.



# Participation Form

## International Symposium on Communicating Nuclear and Radiological Emergencies to the Public

**IAEA Headquarters, Vienna, Austria**

**1–5 October 2018**

To be completed by the participant and sent to the competent official authority (e.g. Ministry of Foreign Affairs, Permanent Mission to the IAEA, or National Atomic Energy Authority) of his/her country for subsequent transmission to the International Atomic Energy Agency (IAEA), Vienna International Centre, PO Box 100, 1400 Vienna, Austria, either electronically by email to: [Official.Mail@iaea.org](mailto:Official.Mail@iaea.org) or by fax to: +43 1 26007 (no hard copies needed).

Participants who are members of an invited organization can submit this form to their organization for subsequent transmission to the IAEA.

Family name: (e.g. Smith)		First name(s): (e.g. John)		Mr/Ms
Institution:				
Full address:				
For urgent communications please indicate:		Tel.:		
		Fax:		
		Email:		
Nationality:		Designating Government or organization:		
Mailing address (if different from address indicated above):				
Do you intend to submit a paper?		Yes <input type="checkbox"/> No <input type="checkbox"/>		
Would you prefer to present your paper as a poster?		Yes <input type="checkbox"/> No <input type="checkbox"/>		
Title:				



# Form for Submission of a Paper

## International Symposium on Communicating Nuclear and Radiological Emergencies to the Public

**IAEA Headquarters, Vienna, Austria**

**1–5 October 2018**

To be completed by the participant and sent to the competent official authority (e.g. Ministry of Foreign Affairs, Permanent Mission to the IAEA, or National Atomic Energy Authority) of his/her country for subsequent transmission to the International Atomic Energy Agency (IAEA), Vienna International Centre, PO Box 100, 1400 Vienna, Austria, either electronically by email to: [Official.Mail@iaea.org](mailto:Official.Mail@iaea.org) or by fax to: +43 1 26007 (no hard copies needed).

Participants who are members of an invited organization can submit this form to their organization for subsequent transmission to the IAEA.

**Deadline for receipt by IAEA through official channels: 30 March 2018**

Title of the paper:		
Abstract id (INDICO):		
Family name(s) and first name(s) of all author(s): e.g. Smith, John	Scientific establishment(s) in which the work has been carried out	City/Country
1.		
2.		
3.		
Family name and first name(s) of author presenting the paper: e.g. Smith, John	Mailing address:	
Mr/Ms:		
For urgent communications please indicate	Tel.:	
Email:	Fax:	

I hereby agree to assign to the International Atomic Energy Agency (IAEA):

- the copyright; or
- the non-exclusive, world-wide, free-of-charge licence (this option is only for those authors whose parent institution does not allow them to transfer the copyright for work carried out in that institution) granting the IAEA world rights for the use of the aforementioned material in this and any future editions of the publication, in all languages, and in all formats available now, or to be developed in the future (digital formats, hardcopy etc.).

**Please note:** If granting the licence mentioned above, please supply any copyright acknowledgement text required.

Furthermore, I herewith declare:

- that the material submitted to the IAEA is original, except for such excerpts from copyrighted works as may be included with the permission of the copyright holders thereof, has been written by the stated authors, has not been published before, and is not under consideration for publication by another entity;
- that any permissions and rights to publish required for third-party content, including but not limited to figures and tables, have been obtained, that all published material is correctly referenced; and
- that the material submitted to the IAEA does not contain any libellous or other unlawful statements and does not contain any materials that violate any personal or proprietary rights of any person or entity.

**Date:**

**Signature of main author:**

# Grant Application Form

## International Symposium on Communicating Nuclear and Radiological Emergencies to the Public

**IAEA Headquarters, Vienna, Austria**

**1–5 October 2018**

To be completed by the applicant and sent to the competent official authority (e.g. Ministry of Foreign Affairs, Permanent Mission to the IAEA, or National Atomic Energy Authority) of his/her country for subsequent transmission to the International Atomic Energy Agency (IAEA), Vienna International Centre, PO Box 100, 1400 Vienna, Austria, either electronically by email to: [Official.Mail@iaea.org](mailto:Official.Mail@iaea.org) or by fax to: +43 1 26007 (no hard copies needed).

**Deadline for receipt by IAEA through official channels: 30 March 2018**

Family name: (e.g. Smith)	First name(s): (e.g. John)	Mr/Ms:
Mailing address:	Tel.:	
	Fax:	
	Email:	
Date of birth (yy/mm/dd):	Nationality:	

### 1. Education (post-secondary):

Name and place of institution	Field of study	Diploma or Degree	Years attended	
			from	to

### 2. Recent employment record (starting with your present post):

Name and place of employer/ organization	Title of your position	Type of work	Years worked	
			from	to

### 3. Description of work performed over the last three years:

### 4. Institute's/Member State's programme in field of symposium:

**Date:**                      **Signature of applicant:** \_\_\_\_\_

**Date:**                      **Name, signature and stamp of Ministry of Foreign Affairs, Permanent Mission to the IAEA or National Atomic Energy Authority** \_\_\_\_\_