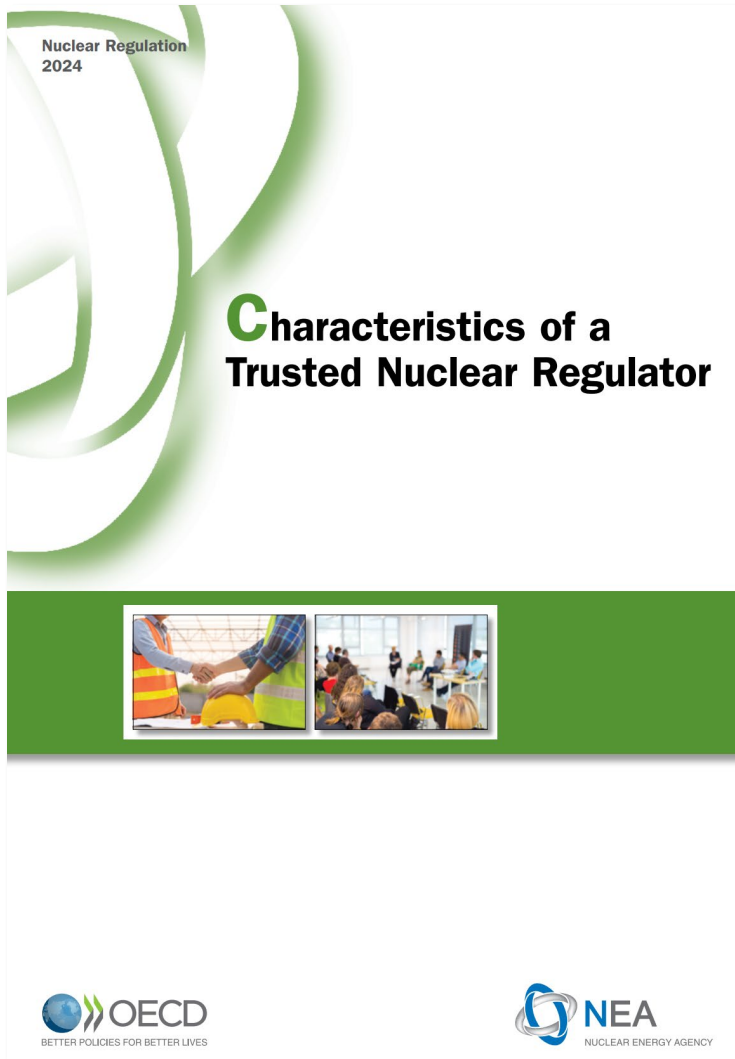


NEA Green Booklet on Characteristics of a Trusted Nuclear Regulator

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NEA Booklet on Characteristics of a Trusted Nuclear Regulator



- The NEA has produced a series of regulatory guidance reports, known as “green booklets”, which are prepared and reviewed by senior regulators and provide a unique resource on key nuclear regulatory matters. The booklets examine regulatory challenges and contemporary issues of a nuclear safety regime.
- Green booklet on **Characteristics of a Trusted Nuclear Regulator** (2024) was developed by the Expert Group on Public Communication of Nuclear Regulatory Organisations (EGPC).
- This guide is a companion piece to the green booklets *The Characteristics of an Effective Nuclear Regulator* (NEA, 2014), and *The Safety Culture of an Effective Nuclear Regulatory Body* (NEA, 2016).

Purpose and use

- In the NEA's latest strategic review of its CNRA Committee, trust was identified as one of the committee's priorities.
- The NEA 2nd Workshop on Stakeholder Involvement confirmed the critical role that trust plays in risk communication.
- Credibility, trust and respect are universally seen to be desirable attributes that a regulator should possess and are particularly relevant in the risk communication context.
- Purpose of the booklet is to give practical guidance to nuclear regulators on how to enhance trust with those it engages with, such as interested stakeholders and the public.

Original Task Group Members

- Rhonda Walker-Sistie (CAN) **Co-lead**
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What is TRUST?

“a person’s belief that another person or institution will act consistently with their expectations of positive behaviour”. (OECD, 2017b).

What is public trust?

This speaks to the trust that citizens place in their public officials and institutions; for regulators, it is inclusive and covers not only the “general public”, but also the various stakeholders, interest groups and others that need to trust and comply with the role and decisions of the regulator.

Why is TRUST important?



Trust is fundamental to public safety and is a necessary requirement for successful nuclear energy regulation.



Building trust can lower barriers to effective communications and better manage dissenting or differing views.



Nuclear regulators need to be able to rely on an established, credible reputation, especially when making significant regulatory decisions and/or in the event of a crisis.



Trust is necessary for robust international collaboration.



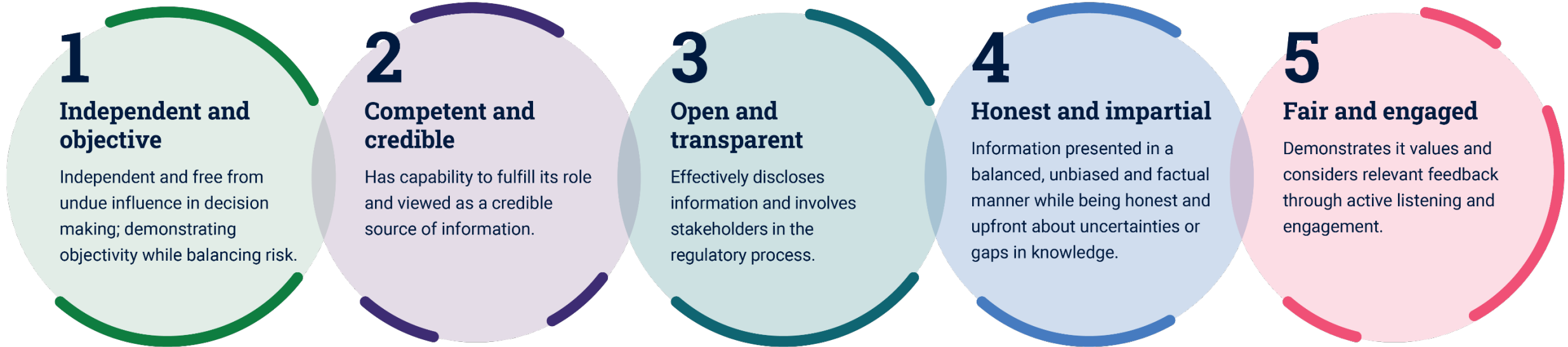
A regulator's safety culture is integral to fulfilling its mandate.



Nuclear regulators rely on public engagement and feedback to build trust.

Powerful Pairs: Top trust-building characteristics

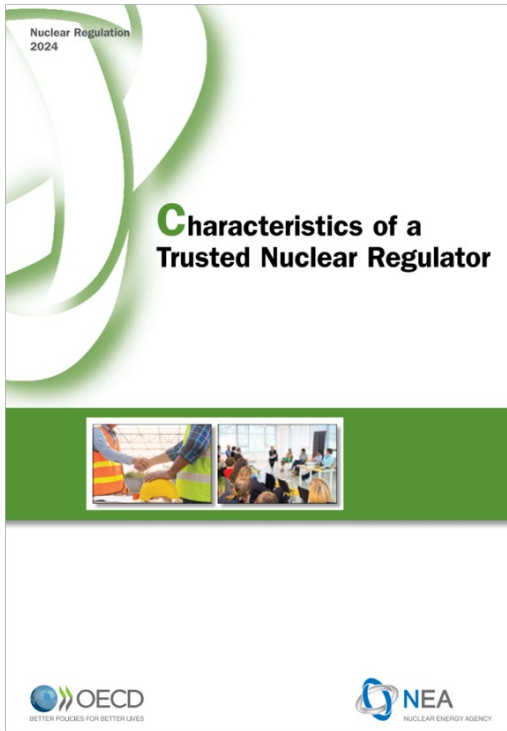
Trusted regulators possess specific sets of characteristics that help to build public trust; the following 5 sets of characteristics are deemed necessary, though no one is sufficient on its own. It is the combination of these attributes that support trust in the regulator.



TRUST “Top 10” In Practice

- ✓ Ensure building public trust is fundamental to the regulatory programme
- ✓ Establish and maintain trustworthy decision-making process
- ✓ Continuously strengthen safety culture.
- ✓ Establish a known identity.
- ✓ Make information available.
- ✓ Put in place regular engagement and consultation activities.
- ✓ Use plain language to support understanding.
- ✓ Seek and enable feedback and welcome peer review.
- ✓ Encourage staff training in engagement, consultations and risk communications.
- ✓ Establish and maintain sound crisis communications practices.

Characteristics of a Trusted Nuclear Regulator



Download the
report at:
[oecd-neo.org/7618](https://www.oecd-neo.org/7618)



Challenge: trust building in the complex environment

Hostile Actors
Fragmented Audiences
Competence Management
Media landscape New Technologies
Role Of Social Media
Artificial Intelligence
Complex Crisis
Opinions and Beliefs



Thank you

Questions