

"I live near a nuclear power station"

Exchange of good practices in the area of public information

Higher Institute of Emergency Planning, in collaboration with the Belgian National Crisis Centre and the Federal Nuclear Control Agency and Bel V,



I. Introduction

In the course of its participation in the network of the 27 specialised centres of the Council of Europe's EUR-OPA Major Hazards Agreement, the Higher Institute of Emergency Planning (ISPU) has worked together on several occasions with the Ukrainian centre, the European Centre of Technological Safety (TESEC). This centre, set up to share the lessons learned from the Chernobyl disaster at international level, has been running a programme of activities for several years, aimed at strengthening the protection of communities against nuclear and radiological hazards.

In 2008, the TESEC organised a workshop in Kyiv, the objective being to share best European practices that can help strengthen protection for communities living close to a nuclear power station. A number of useful pointers were passed on, including the following:

- Public information on major hazards is a constant cycle. It must be received, understood, accepted, taken on board and retained by the target audience. It must exploit numerous media and opportunities to ensure that the message is continuous, consistent and up-to-date;
- The authority disseminating the message must have the trust of the target audience;
- Existing communication models and tools could be exchanged between the EUR-OPA Agreement's member States;
- Information must be simple, clear and properly explained;
- There must be coherence between all the messages.

At the end of the workshop, the participants¹ proposed setting up a network with the aim of disseminating good European practices and exchanging tools which could improve community information, in particular for:

- communities living near installations using radioactive substances;
- people handling radioactive substances in the industrial, medical or military sector, including those involved in transporting them;
- civil protection or relief personnel who might be deployed in emergency situations;
- communities living near contaminated areas.

The TESEC then started up a programme of activities running over several years, focusing on information for communities living near a nuclear power station. A draft information pack was compiled, bringing together some basic information on radioactivity, its health effects and means of protection against it. The idea is to strengthen trust among members of the public by providing neutral and verifiable information on the risk to which they are exposed, so that they will more easily understand and accept the protective action decided on by the authorities in an emergency situation.

After receiving comments on the information pack from several Belgian experts (in the fields of radiology, nuclear emergency planning and crisis communication), the ISPU has decided to pass these on to the EUR-OPA Agreement and TESEC, in the form of a "Guide" which might serve as a general framework for anyone tasked with providing information to a community living or working near a nuclear power station.

The ISPU welcomes the important work carried out by the TESEC specialised centre and encourages it to pursue its efforts to improve protection for communities living in the vicinity of nuclear power stations.

¹ Representatives of international organisations (notably the European and Mediterranean Major Hazards Agreement, the Congress of Local and Regional Authorities of the Council of Europe and the International Atomic Energy Agency) and of national, regional and local authorities of Armenia, Azerbaijan, Belgium, Bulgaria, Cyprus, France, Italy, Luxembourg, Malta, Portugal, Sweden, Turkey

II. Summary of the information pack: “Basic knowledge of nuclear hazards: lessons from Chernobyl and Fukushima”

The approach is based on the following observation: The Chernobyl and Fukushima disasters sadly highlighted hesitancy, slow response and a lack of transparency regarding the seriousness of the situation and the management of the event. There is a danger that the precedents set in those cases could give rise to mistrust of official information issued in the event of a new disaster: the public might not follow the authorities' recommendations. Accordingly, the objective is to provide the public with a certain minimum of basic knowledge. As a result, when faced with an emergency situation, the community concerned could better evaluate the risks, understand the protective action decided upon and follow the recommendations made to it by the authorities via the official media.

Initially, the TESEC is planning to circulate its folder to various experts, authorities, teachers, journalists etc, in order to gather comments and useful suggestions.

The base information proposed in the pack relates to:

- radioactivity, its different sources, how it is detected and its effects on health;
- accidents, illustrated by the accidents at Three Mile Island, Chernobyl, Goiania and Fukushima
- the consequences of a release
- the persons exposed
- the factors determining the zone at risk such as the intensity of the release, weather conditions (wind direction and speed, atmospheric stability, rainfall), etc
- the protective action that can be taken in the event of an accident

III. General recommendations

1. Identify the needs and questions of concern to the population

Knowing exactly what are the risks, the checks imposed on installations using radioactive substances, the different players tasked with managing an accident, their level of preparedness, the means of alert, the instructions to follow in the event of an accident etc, gives peace of mind to the local community. This information must be available, widely disseminated and consolidated on a regular basis. It is all too often the case that, notwithstanding the investment made by the competent authorities, the public continues to deplore a lack of information. Accordingly, we must explore the reasons behind this "failure": why has the information, although communicated, failed to obtain its objective? Is it too standardised? Is it not sufficiently couched in layman's terms, does it not provide sufficient explanation?

The information must be tailored to the characteristics of the community present in the area concerned (including the visually impaired, the hearing-impaired, those who are less able to look after themselves, people who speak a foreign language). It must meet their needs and answer the questions they have:

- what are the effects of accidental exposure to radiation? What are the symptoms corresponding to the differing degrees of seriousness (minor effects comparable to natural irradiation < minor effects comparable to an x-ray < significant medical effects < serious medical effects < probability of death < death)? What are the consequences of contamination of the environment? Are they irreversible? When is it an accident rather than just an incident?
- Why are children and pregnant women vulnerable?

- What is likely to happen in the hours following a nuclear accident: how will the alert be given? What should people do? What should people definitely not do? Where should they go in the event of evacuation? What should they do with their animals (with a distinction drawn between pets and livestock)? Who is responsible for emergency operations? How long will the situation last?
- ...

Each community has different needs and sensitivities shaped, among other things, by its own experience: a community already having experienced a nuclear alert, incident or even accident and a community that has only an abstract notion of risk and been the passive recipient of numerous prevention messages regarding road safety, sexually transmissible illnesses, cancer and the like, would not be informed in the same way. The community with relevant experience is bound to demand more detailed information and will have to be provided with more specialised and targeted data, whereas the message conveyed to the inexperienced community must not be "just another" message. The message has to be put across by portraying the risk and effects in more concrete terms. Statements by people already having experienced an emergency situation can help to build that awareness.

Every emergency situation occurring in another country must be an opportunity to remind the citizens of one's own country how to protect themselves in an emergency. But if such an event shares no common characteristics with the accident scenarios possible nationally, it is important to quickly explain this to the public, in the most objective terms possible.

2. Take account of the difficulties inherent in radiological and nuclear hazards

- Risk perception and myriad beliefs

In the eyes of some, a nuclear accident would resemble an atomic explosion. Others believe that the control and prevention measures imposed on activities using sources of ionising radiation are bound to make an accident unlikely. While messages with negative connotations must be avoided, reassuring people at all costs and claiming that everything is under control is not an option either. People must be informed, as objectively as possible: it must be explained that numerous players are trained to provide the best possible response but they will not be able to cater for all needs at the same time. Information provided along these lines also encourages the public to become involved in their personal safety and that of their families.

- The complex and abstract nature of anything to do with atomic energy makes it a highly obscure issue for the average person

The very concept of radiation is difficult to grasp, as radiation emissions cannot be seen, touched or felt, which deepens the mystery associated with this technology. A brief explanation that radiation is naturally present in our daily lives and that ionising radiation is used in the industrial and medical spheres will promote a more concrete perception of the concept of radiation.

- Natural flight response and protective instinct

In the event of a nuclear accident, the natural reflex of any human being would be to flee from the area. Any decision taken by the authorities to evacuate a limited area might therefore suddenly be transformed into a large-scale exodus. It is very important, therefore, to explain why an evacuation process concerns only the population



living within a radius of x kilometres from the accident. It is also necessary to explain that trying to run away from a radioactive cloud is not always the best course of action.

Another natural fear is that the family might become separated in a disaster scenario. Parents' protective instinct might prompt them to go and collect their children from school even if this goes against the instructions issued.

- Mistrust

The government and representatives of the nuclear industry are the chief sources of information. They have limited credibility in the eyes of the public and are mistrusted by some. These feelings have been reinforced by events such as Chernobyl and Fukushima where experts and public bodies have disagreed or been accused of lying or incompetence.

To raise public awareness of the importance of following recommendations, information must come from a source which is perceived as legitimate, competent and credible. The preferred channels for passing on that information are local ones. Besides the local authorities, there might be special emphasis on doctors, pharmacists, teachers and any other professionals able to play a role in this respect (local press, political or spiritual leader of the community, municipal centre call etc). These channels of communication furthermore guarantee a degree of durability in contrast to other communication networks that become fragile in emergency situations (power cuts, saturation etc).

3. Define the scope of the information

Nuclear and radiological hazards are not limited to nuclear power stations (powerful reactors for the purpose of generating electricity). Nuclear accidents can occur at nuclear power industry sites other than power stations (uranium enrichment plant, nuclear reprocessing plant, radioactive waste storage facility) or in some other establishment engaged in activities involving nuclear science (military site, hospital, research laboratory etc) or on nuclear-powered submarines, aircraft carriers or icebreakers. Accidents may also occur during the transportation of radioactive substances (often for medical use, but also nuclear fuel, radioactive waste or nuclear arms) by rail, road, plane or ship.

The choice has to be made between either generalising the content of the information to cover all installations or situations concerned (radioactive sources, fuel cycle installations, research installations etc) or clearly indicating from the outset that the information relates solely to hazards linked to the operation of a nuclear power station.

4. Explain the objectives pursued from the outset

The information campaign must explain to the target audience from the outset, briefly but clearly, the objectives pursued. These might be objectives such as:

- Debunking the myths surrounding nuclear power: explaining how the neighbouring power station works and the associated hazards;
- Developing (and implementing) mechanisms enabling the different target groups (community, operatives, decision-makers etc) to grasp the specific (nuclear/radiological) risk in relation to their own situation, roles and missions;

- Encouraging the local community to adopt optimum reflexes: taking shelter and listening to the radio instead of trying to run away and finding themselves in traffic jams and exposed to the radioactive cloud;
- Building parents' trust in teachers: "*Your children are safe*";
- Explaining to the general public why only those people residing within a predefined zone are affected by direct action (sheltering, evacuation, iodine tablets);
- ...

5. Bear in mind that it is not because information is passed on or made available that it is necessarily understood or assimilated or even that will be acted upon

This is about to what extent people take information on board. Information must be consolidated and analysis carried out on a regular basis to establish what the different target audiences have understood and retained from the numerous messages.

Information is accepted	<ul style="list-style-type: none"> • Visibility • Originality • Credibility of the spokesperson • Consistency with other messages • Up-to-date
Information is understood	<ul style="list-style-type: none"> • Simple, clear message • Tailored to the target audience
Information is retained	<ul style="list-style-type: none"> • Continuity • Repetition of messages • Multitude of media, places and times • Relaunching and renewing the campaign • Surveys, testing and drills

6. Carry out an inventory of the information which is circulating already and identify the gaps to be filled

Activities	Objectives
Example: a general information document on the local nuclear power station issued by a local authority	To inform the general public that a nuclear facility is present in its neighbourhood, how it works, the associated hazards, the planned action in the event of a nuclear accident and the different means available for obtaining further information on the subject.
Example: fact sheets on the action to be taken in response to a rumour of an accident, threat of an accident or actual accident	To enable the local community to take the right action, correctly and at the right time.
Example: a leaflet on iodine tablets	In countries which organise the pre-distribution of iodine tablets, leaflets must be distributed at the same time as the tablets. The leaflet must seek to explain, clearly and simply, how the thyroid gland works, the risk represented by radioactive iodine, the protective role of stable iodine, how the tablets must be kept,

	how many are to be taken, the side-effects and contra-indications
<p>Example: the Belgian Federal Nuclear Control Agency website</p> <p>(http://www.fanc.fgov.be).</p>	To inform the general public of the numerous aspects of ionising radiation present and used in everyday life (medical, natural, space industry, industrial etc)
<p>Example: a website on the nuclear hazards that might trigger activation of the emergency plan (www.risquenucleaire.be, in English, French, Dutch and German). This site was created by the Federal Public Department of the Interior, in collaboration with the Federal Nuclear Control Agency.</p>	To inform people of the preparedness of the authorities and intervention and relief services for a nuclear accident. It describes 5 things to do in the event of a nuclear accident in order to build public awareness while encouraging people to take action to protect themselves.
<p>Example: an information pack on radioactivity, aimed at children, compiled by the Belgian Federal Nuclear Control Agency</p> <p>(http://www.fanc.fgov.be/GED/00000000/2700/2746.pdf)</p>	<p>To explain very simply to children:</p> <ul style="list-style-type: none"> - what radioactivity is; - why it is dangerous; - that people can protect themselves from radioactivity and even use it for their needs; - that, on Earth, we are surrounded by radioactivity, which may be natural or artificial; - how radioactivity was discovered at the beginning of the 20th century; - how we use its energy to generate electricity and for other purposes. - how to protect oneself from it; - that, in Belgium, there are people who have the job of monitoring radioactivity levels; - that there are people who are trained to protect them should an accident occur; - etc
<p>In France, for example, the Environment Code stipulates that: "<i>Citizens shall be entitled to receive information on the major hazards to which they are exposed in certain areas of the territory and the protection measures concerning them</i>". This duty of information is implemented by the <i>Préfet</i> and the Mayor, via the Departmental file on major hazards (<i>Dossier Départemental des Risques Majeurs - DDRM</i>) and the Municipal information file on major hazards (<i>Dossier d'Information Communal sur les Risques Majeurs - DICRIM</i>) respectively.</p>	<p>The DDRM comprises:</p> <ul style="list-style-type: none"> - a list and description of the major hazards present; - a description of their foreseeable consequences for people, property and the environment; - a chronology of known and significant events and accidents in relation to the existence of these hazards; - a presentation of general prevention, protection and preservation actions planned by the public authorities in the <i>département</i> to mitigate their effects. <p>The DICRIM contains, among other things:</p> <ul style="list-style-type: none"> - instructions relating to each of the hazards

	that might affect the municipality.
Example: an information document intended for specialised intervention and relief staff.	To provide in-depth information on the hazard, the equipment and protective actions.

7. Coordinate information with the other players involved in public information work

Care must be taken not to allow contradictory or incorrect information to circulate.

A general information document drawing together information on both radiological and nuclear hazards and protective actions must be the fruit of multidisciplinary collaboration between experts in:

- radiological hazards;
- emergency planning;
- crisis management;
- communication.

If the official information is relayed by the media, it must be ensured that the difference between the institutional message and the message as put across by a journalist is clear to citizens. While the media can convey a positive, educational message, they can also contribute to confusion between messages, loss of trust and fear by taking a sensationalist angle, emphasising past mistakes, uncertainties etc.

8. Invent a slogan (one short phrase) and a visual identity



9. Structure the information

Whatever the objective pursued, information must be structured so that it covers the individual issues regarding:

- the presence and use of ionising radiation in everyday life (natural, medical, industrial etc);
- information linked to particular hazards stemming from the local presence of a nuclear installation;
- information regarding protective action
- the conduct to adopt
- emergency planning and crisis management

Examples of information relating to a nuclear hazard	Examples of information relating to protective action
<ul style="list-style-type: none"> - How the nuclear installation works - Safety, security, control and surveillance of the use of ionising radiation sources; - The different types of accidents possible and their chief characteristics (kinetics, scale, probability of occurrence, real past events etc) - The immediate and long-term practical consequences of an accident 	<ul style="list-style-type: none"> - radioactivity monitoring and detection systems - warning systems - protective actions before and during the passage of the cloud: sheltering, taking of iodine tablets (how should they be taken? And when? etc), evacuation (the route to be taken, reception centres etc) - the actions applicable after the cloud has

<ul style="list-style-type: none"> - The effects on the health of workers, local residents and intervention and relief teams - Specific aspects relating to children and pregnant women 	<p>passed: food embargo, decontamination, rehousing etc</p> <ul style="list-style-type: none"> - the role of the different operatives - the role of accommodation centres
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The media must also make it possible to draw a distinction between prevention messages (what people need to know at all times) and protection messages (what people need to do in an emergency situation)

Examples of prevention messages	Examples of protection messages
<ul style="list-style-type: none"> - <i>"You must always keep a correctly working battery-operated radio handy"</i> - <i>"You must know how the alert will be given"</i> - <i>"The first things to do in a nuclear emergency are to take shelter and listen to the radio"</i> - <i>"Your child's school has its own emergency plan and is capable of activating it"</i> - <i>"Direct action (sheltering, evacuation or taking of iodine tablets) concerns only the people present in a limited area within a radius of x km around the nuclear facility"</i> - <i>"Iodine tablets (which have been distributed in advance) must be kept in a safe place and remain accessible at all times"</i> 	<ul style="list-style-type: none"> - <i>"Go into the first building you can find and stay inside, close the doors and windows and listen to the radio. You will be told to evacuate if necessary, at the best time and in the best way"</i> - <i>"Only take the iodine tablets if you are told to do so by the authorities"</i> - <i>"Your children are safer inside the school building than on the road"</i> - <i>"Do not use the telephone, as you might overload the network"</i> - <i>"Stay calm and trust the authorities and the emergency and relief services. They are versed in the emergency plan and trained to respond in the most appropriate manner."</i>

10. The basic information must be simple, clear, explaining what people need to know in concrete, summary terms easily grasped by the entire community.

Crisis communication experts would say, for example, that if something can be understood by a 10 year-old child, anyone can understand it.

11. It can then be tailored and incorporate more detail for target groups.

Tailored information	Detailed information
<ul style="list-style-type: none"> - Pregnant women - Young parents - New residents - Students - ... 	<ul style="list-style-type: none"> - Workers - Intervention and relief teams - Local doctors - Pharmacists - Local media - Employers with a staff of over x - Farmers and livestock breeders - ...

12. Inform the public on the different means available for obtaining further information on the subject.

13. Provide training for the people likely to be asked questions by members of the public in an emergency: local politicians, head teachers, teachers, local fire service, local police, security services of buildings open to the public, religious leaders etc.

14. Measure the level of retention of the information disseminated: Analyse what has been understood and retained from the numerous prevention messages

Debriefings carried out just after an exercise or a real emergency situation will also highlight any malfunctions (technical, human and organisational), including in the area of communication. The lessons learned can be exploited to improve the message.

15. Consolidate information

Run frequent information and awareness campaigns, making absolutely sure that the message is consistent.

16. Update the message in the light of progress made

Giving an alert is only effective if we can safely assume that the public is capable of recognising it. The use of new technologies is now heavily developed. These include automatic calling devices, personalised telephone information in sectors at risk, text messages and variable message boards. These modern solutions are not always necessary to meet a municipality's needs, and coherent human organisation, involving district relay points for example or door-to-door information may prove just as effective. Whatever the case, the important point is to warn the local community that these new technologies might be used for communication, so that an alert can be recognised.

Where social networks like Twitter or Facebook are concerned, while they do offer certain advantages such as speed of information, they also increase the risk of something being misinterpreted or misunderstood (as the message is intrinsically limited), the risk of rumours and panic responses and could ultimately further complicate the task of the authorities and teams on the ground. Some official institutions, organs or bodies have decided to adapt and make themselves more visible by using these forums to communicate, moderate or correct the flow of information.

17. Keep to the planned patterns in a real situation or, otherwise, explain why it has been decided not to follow them

In an emergency situation communication must be immediate, clear, unequivocal, transparent and regular. It must inform people about the situation, indicating what is known and what is not yet known. The idea is to pass on a full and objective view of the situation, but limited to the facts, without any mention of responsibilities at this stage. If it is decided to deviate from the instructions previously communicated to the public, this must be pointed out and the reasons explained.

In the post-crisis phase, victims and their families must also receive useful information on the procedures to be completed with regard to insurance and any public compensation funds or in connection with the investigation.

IV. In Belgium

1. Prior public communication on hazards was assigned to the National Crisis Centre as a new task in 2009.



An information campaign was organised in 2011 by the Crisis Centre, in collaboration with the Federal Nuclear Control Agency (AFCN), for people living around the 6 sites of relevance to Belgium:

- 20 km zone around the sites of: Doel (B), Tihange (B), SCK•CEN (B), Borssele (NL) and Chooz (France)
- 10 km zone around the National Institute for Radioelements (IRE) site (B)

The objectives of the campaign were to ensure that the people present in these zones receive the right information, that they know what to do in the event of an accident and that they have a supply of iodine tablets at home². Given that the date for the previous supply of iodine tablets had expired, the authorities had planned a parallel pre-distribution of new iodine tablets in the 20 km zones around nuclear facilities in our country.

There were door-to-door deliveries of brochures: in addition to a national brochure, the crisis centre produced 6 separate zone-specific brochures (1 for each nuclear site), launched a new website (www.nucleaire.be) and opened an information line. The Fukushima disaster, which took place on 11 March 2011, as the campaign was being launched, generated huge demand for information on nuclear hazards, site safety, conduct in the event of an incident and iodine tablets. In three days, the site had already had 20,400 visitors, and 405 people had called the information line, with a quarter of their questions relating to events in Japan.

The website is general and timeless. It seeks to explain to the public what nuclear and radiological hazards are, what action is planned to handle an emergency situation and above all what steps people should take to optimise their own protection. It also enables people to ascertain whether they are present (either living or working) within a hazard zone. People can simply type in the post-code to establish whether or not they are located in the emergency planning zone.

A test was carried out in May and June 2011 (1,800 people surveyed) to assess campaign penetration. The test results reveal that, overall, the campaign achieved its objectives: 58% of the interviewees mentioned sheltering as the most effective protective action in the event of a nuclear accident.

2. The National Crisis Centre is working to modernise the alert channels: the Be alert project

The aim of the project is to promote an integrated approach between all the authorities competent in the sphere of crisis management, enabling them to activate predefined scenarios via commonly used communication channels, in order to alert and inform the community within a given zone.

² In EU Member States, directive 2003/4/EC on public access to environmental information guarantees the right of access to environmental information held by public authorities or on their behalf and places the authorities under obligation to ensure that this information is progressively and systematically disseminated as widely as possible to the public. It creates obligations for the "government or other public administration, including public advisory bodies, at national, regional or local level". Directive 89/618/Euratom of the Council of the European Communities stipulates an obligation of public information specifically relating to a radiological emergency: the population likely to be affected in the event of a radiological emergency must be provided with prior preventive information on the health protection measures that will be applicable to it as well as the conduct to be adopted in a radiological emergency. Since practical arrangements for disseminating that information are not specified in European regulations, they may be determined freely and differently by the respective countries (eg: blanket mailing, poster campaigns, information meetings, article published in the local official bulletin or website etc).



3. The National Crisis Centre has an effective and modern crisis communication infrastructure: a crisis contact centre.

After a rail accident or during a flood or nuclear incident, public demand for information is enormous. People telephone everywhere for answers to their questions, and certain lines, such as those operated by the 100-101 and 112 centres, become saturated.

A crisis contact centre was set up, and only one information number is now communicated to the public. The contact centre may be activated when a crisis is decreed at municipal, province or federal level.

4. In brief: Organisation of the authorities' response to a radiological emergency directly or indirectly threatening the territory of Belgium

In the event of a radiological emergency directly or indirectly threatening the territory of Belgium, the National Nuclear Emergency Plan will be triggered. The current National Plan dates from 2003 and is geared to ensuring that actions to protect the population and the environment are coordinated in the event of a radiological emergency directly or indirectly threatening Belgium. It draws mainly on the experience gained during national and international exercises as well as real events in other countries (Chernobyl, Tokai-Mura etc) and incorporates the organisation established at national level and the lessons learned from grave non-radiological emergency situations experienced by Belgium, such as the dioxin crisis for example.

It makes provision, in the event of a radiological emergency, for experts and political leaders to come together in different decision-making and crisis management centres (municipal, province and national). The assessment and management of the emergency situation would be carried out on a coordinated basis at national level. The different intervention and relief services would begin operations within minutes of the alert being given: fire service, police, medical and public health relief teams, civil protection and spokespersons tasked with



communicating with the media and the public. The effectiveness of these different processes is tested on a regular basis through exercises.

The public will be alerted by:

- electronic sirens
- radio and/or TV
- police vehicles equipped with loud-speakers.

New-generation sirens have been installed in municipalities in the vicinity of SEVESO-classified companies and nuclear sites, following a specific study of the geographical situation of the sites and the size of the hazard zone. The sirens are tested regularly to ensure that they work correctly.

There are five instructions to be followed by the community concerned in the event of a SEVESO or nuclear accident:

1. Stay inside. Whether you are at home, in the office, at school or in a shop, stay inside. If you are outside, go in somewhere and take shelter and stay there until the end of the alert. Get those who are not sheltering to come inside with you: children, adults and pets. If you are in a vehicle, drive away from the site concerned.
In the event of a nuclear accident only: prepare your iodine tablets but do not use them until the authorities recommend that you do so.
2. Close the doors and windows and any gaps where smoke or fumes could enter. In a vehicle, close the windows and sunroof and turn off the heating, ventilation and air conditioning.
3. Turn on the radio or television. Listen to the national RTBF radio or television channel, which is responsible for passing on the necessary recommendations.
In the event of a nuclear accident only: follow the authorities' recommendations regarding iodine tablets to the letter.
4. Avoid telephoning from your landline or mobile phone. The phone lines must be kept free in order to organise relief.
5. Leave your children at school. Do not rush to pick up your children from school, where they will be safe: you risk placing them in danger. **Their teachers are trained in what to do.**

The following information is also passed on:

- It is not to be excluded that the authorities decide to evacuate a given area, in which case you will be notified in due course.
- The people concerned will be asked to temporarily leave their homes and spend the night with friends or relatives living outside the danger area. Obviously, reception centres will also be set up.
- Companies must suspend their activities.
- Evacuation may be carried out in private vehicles or by public transport.
- The zone in question will be sealed off and monitored.
- Relief teams will tell you exactly what you must do. Follow their recommendations to the letter so that evacuation can take place in optimum conditions.

Other instructions regarding pre-distributed iodine tablets are also communicated on a regular basis.