

**OSART Good Practices**  
**CORP. COMMUNICATIONS**  
Internal communication

**EDF corporate, France**

Mission Date; 24 Nov.-5 Dec., 2014

Communications 'Hotline' to NPP sites

Description:

For the last ten years, corporate communications has implemented a real-time support and advice system for the NPP sites. It consists of a dedicated phone hotline between corporate and the NPP sites, and an on-call support outside of working hours. Part of this effective system is the Nuclear Activity Management Guide, a detailed procedural document specifying criteria for communications, providing checklists, and logging/tracking data. Complementing this system is required training for new hires and refresher training every three years.

Benefits:

1. This dedicated hotline promotes the quick and direct information flow to corporate when an event occurs at the NPP site, enabling a timely dissemination of information from corporate or the NPP site to the public and media.
2. The hotline also facilitates corporate communication support and action for the NPP sites, as the site communication staff are encouraged to use the hotline for advice and guidance.
3. The rapid information flow between corporate and the NPP sites via the direct hotline ensures the communication team are an additional source of information for DPI management.

Results:

The partnership of the dedicated phone line and the Nuclear Activity Management Guide create a systematic channel for clear, consistent and regular information dissemination from EDF to the public and media. The surveys carried out in the local communities around the NPP sites show that EDF is perceived as being a source of trusted information.