

APPROVED

by the order of the Director General
of the State Enterprise

Ignalina Nuclear Power Plant

No. *IsTa-298* of 21 October 2020

DESCRIPTION OF THE PROCEDURE FOR OBTAINING, PROCESSING AND USING INFORMATION RELATED TO THE REQUIREMENTS OF THE INTERESTED PARTIES

CHAPTER I GENERAL PROVISIONS

1. The description of the procedure for obtaining, processing and using information related to the requirements of the interested parties (hereinafter – description) establishes the methods and procedures regulating the obtaining, processing and responsibility for the using of information related to the provided justified requirements and feedback from interested parties regarding the activities of the State Enterprise Ignalina Nuclear Power Plant (hereinafter – INPP, enterprise).

2. In accordance with the procedure established by this description, the appeals of interested parties to the INPP are also processed when the position of the interested party on a particular issue is stated, information on improvements or deficiencies in the enterprise's activities is provided, and proposals for their correction are presented, etc.

3. The provisions of this description shall apply to the extent that these issues are not regulated by the laws of the Republic of Lithuania or other legal acts adopted on their basis.

4. The document is developed to implement Nuclear Safety Requirements BSR-1.4.1-2016 “Management System” (paragraphs 78, 84, 85, 122), approved by the order of the Head of the State Nuclear Power Safety Inspectorate (VATESI), No. 22.3-56 of 21 June 2010.

5. The description is developed in accordance with the Description of the procedure for management of internal and external communication, MS-2-003-2, DVSta-0311-2, and the Description of the procedure for development of SE Ignalina NPP documents approved by legal acts, DVSta-0208-4.

6. This description replaces the Description of the procedure for obtaining, processing, and using information related to the requirements of the interested parties, DVSta-0308-4V1.

7. This description is intended for all INPP employees responsible for obtaining, processing, and using such information.

8. Definitions used in this description:

Directorate of the enterprise administration is the management body of the enterprise, which includes the director general of the enterprise (hereinafter – director general) and directors of departments. The persons temporarily performing duties of the mentioned employees, until the person permanently performing these duties is not appointed, are also included into the directorate of the enterprise administration. The employees which are deputies of these persons are not included into the directorate of the enterprise administration.

Information related to the requirements and feedback of interested parties – information provided to the enterprise by e-mail, fax or in writing, which includes the requirements of interested parties, their proposals, comments, feedback on the INPP activities and reflecting problems, inconsistencies that may affect safety of the enterprise, working conditions and other areas of the INPP activities, as well as possible solutions to these problems, proposals for improvement the enterprise's activities and positive feedback on the INPP activities.

An interested party is a person or group of persons interested in the results or successful activities of the enterprise. The list of interested parties related to the INPP is provided in Annex 1 to this description.

CHAPTER II OBTAINING AND PROCESSING INFORMATION

8. Information related to the requirements and feedback of interested parties obtained when sending links for the interested parties to the questionnaire for evaluation of the INPP activities, compiled in Lithuanian and English (Annex 2).

9. The survey of interested parties according to the questionnaire is conducted once a year, at the end of the year (in October-November).

10. The directorate of the enterprise administration, at its own discretion, selects the entities to be surveyed from the list of interested parties.

11. Institutions to be surveyed once a year:

11.1. Ministry of Energy of the Republic of Lithuania;

11.2. State Nuclear Power Safety Inspectorate;

11.3. Radiation Protection Center;

11.4. Public Institution Central Project Management Agency under the Ministry of Finance of the Republic of Lithuania;

11.5. Public Institution Energy Agency under the Ministry of Energy of the Republic of Lithuania.

12. According to the decision of the directorate of the INPP administration, the list of surveyed institutions can be expanded.

13. The list of interested parties to be surveyed is submitted to the Communications Division of the INPP, which sends the relevant interested parties a link to the survey questionnaire and sets the deadline, within the which the interested parties should provide answers.

14. Employees of Communications Division process the survey data according to the questionnaire and provide it to the director general of the INPP, who decides on further processing of the information. Information processing methods are defined in Chapter III of this description.

15. If information provided to the INPP is not related to the activities of the enterprise, the director general of the enterprise and/or on his behalf another employee of the enterprise informs the interested party about it and does not analyze the information provided.

16. INPP implements organizational, technical, and programmatic measures that could ensure the protection of information from accidental loss, illegal direct or indirect access to it, accidental or intentional unlawful destruction, alteration, disclosure, or other illegal processing.

17. Employees of the Information Technologies Division create an electronic version of the questionnaire, which the employees of the Communications Division post on the INPP external website.

18. The questionnaire is available to all interested parties who may at any time submit the completed questionnaire to the INPP.

CHAPTER III EVALUATION, INFORMATION ANALYSIS AND FEEDBACK

19. The director general of the enterprise or on his behalf another employee of the enterprise provides information received from the Communications Division to the heads of the INPP divisions for further processing.

20. The heads of the INPP divisions in accordance with their competence evaluate and analyze information related to requirements and feedback of interested parties (conduct analysis of information, if necessary, prepare the reasoned explanation on refusal to apply the received requirements, the plan for the implementing of corrective measures, etc.).

21. The results of analysis and evaluation of information are reported to the head of the Communications Division, who, in agreement with the director general, decides on the need to publish the results.

22. The summarized results of the interested parties survey on the evaluation of the enterprise activities are published on the INPP website www.iae.lt (Press releases) and, if necessary, on others social platforms. The head of Communications Division is responsible for the publication of this information.

CHAPTER IV RESPONSIBILITY

23. The director general or on his behalf another employee of the enterprise is responsible for reviewing information related to the requirements and feedback of the interested parties and sending it to the heads of the INPP divisions for further processing.

24. The heads of the INPP divisions are responsible for evaluation and analysis of information related to the requirements and feedback of the interested parties (review of information, preparation of the reasoned explanation on refusal to apply the received requirements, the plan for the implementing of corrective measures, etc.).

25. Communications Division is responsible for organizing the interested parties survey and publishing the results of the activities evaluation.

26. Information Technologies Division is responsible for creating an electronic version of the questionnaire.

CHAPTER V FINAL PROVISIONS

27. This description is published on the INPP website.

28. This description may be changed or cancelled by the order of the director general.

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I. D, 1, 2020-09-22

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2020-11-20*

LIST OF INTERESTED PARTIES RELATED TO THE INPP

1. The public (of Lithuania and foreign countries);
2. Means of public information;
3. Institutions of European Union;
4. The Government of the Republic of Lithuania;
5. The Seimas of the Republic of Lithuania;
6. Ministries and other institutions (authorities):
 - 6.1. Ministry of Energy of the Republic of Lithuania is the institution that implements the rights and obligations of the enterprise;
 - 6.2. Ministry of Economy and Innovation of the Republic of Lithuania;
 - 6.3. Ministry of Finance of the Republic of Lithuania;
 - 6.4. Ministry of Environment of the Republic of Lithuania;
 - 6.5. Ministry of National Defense of the Republic of Lithuania;
 - 6.6. Ministry of the Interior of the Republic of Lithuania;
 - 6.7. Ministry of Foreign Affairs of the Republic of Lithuania;
 - 6.8. Ministry of Education, Science and Sports of the Republic of Lithuania;
 - 6.9. Ministry of Health of the Republic of Lithuania;
 - 6.10. Ministry of Transport and Communications of the Republic of Lithuania;
 - 6.11. Ministry of Social Protection and Labor of the Republic of Lithuania;
 - 6.12. Ministry of Justice of the Republic of Lithuania;
 - 6.13. Ministry of Agriculture of the Republic of Lithuania;
 - 6.14. Ministry of Culture of the Republic of Lithuania;
 - 6.15. Visaginas Division of the Public Security Service under the Ministry of the Interior of the Republic of Lithuania;
7. SE INPP Management Board;
8. Supervisory institutions:
 - 8.1. State Nuclear Power Safety Inspectorate (VATESI);
 - 8.2. Radiation Protection Center;
 - 8.3. National Energy Regulatory Council;
 - 8.4. Environmental Protection Agency
 - 8.5. State Labor Inspectorate;
 - 8.6. State Security Department of the Republic of Lithuania;
 - 8.7. National Energy Regulatory Council;
 - 8.8. Metrological Inspectorate of Lithuania;
 - 8.9. Utena Environmental Protection Inspectorate under the Ministry of Environment;
9. Funds Administrators:
 - 9.1. National Administrator of the European Commission Fund “Ignalina Programme” – Public Institution Central Project Management Agency (CPMA) under the Ministry of Finance of the Republic of Lithuania;
 - 9.2. Administrator of the Ignalina International Decommissioning Support Fund – European Bank for Reconstruction and Development (EBRD);
 - 9.3. Administrator of the National Decommissioning Support Fund – Energy Agency under the Ministry of Energy of the Republic of Lithuania;

10. SE INPP Suppliers;
 11. Visaginas institutions (authorities):
 - 11.1. Visaginas Fire and Rescue Service;
 - 11.2. JSC “Visagino energija”;
 - 11.3. others;
 12. International Atomic Energy Agency (IAEA);
 13. Neighboring countries of Lithuania (Latvia, Poland, Russia, Belarus);
 14. Visaginas, Zarasai, Ignalina municipalities;
 15. Educational institutions:
 - 15.1. Vilnius University;
 - 15.2. Kaunas University of Technology;
 - 15.3. Vytautas Magnus University;
 - 15.4. Vilnius Gediminas Technical University;
 - 15.5. others.
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QUESTIONNAIRE FOR THE EVALUATION OF ACTIVITIES OF THE STATE ENTERPRISE IGNALINA NUCLEAR POWER PLANT

In order to cooperate more closely with the groups interested in the activities of the SE Ignalina NPP and **to improve quality of the published information**, please take part in survey on the evaluation of activities of the SE Ignalina NPP (hereinafter – SE INPP) and fill out the questionnaire. This will take you 5 minutes. We guarantee the confidentiality of the data provided. Your answers are very important to us.

1. Do you know what is an interested party in SE INPP activities?

- Yes
- No

2. Is it possible to name you as an interested party in SE INPP activities?

- Yes
- No

(if your answer is NO, please go to the question 4)

3. Which interested party in SE INPP activities you represent:

- Member of the SE INPP Board
- Representative of the Ministry of the Republic of Lithuania
- Representative of the supervisory institution
- Representative of the media
- Representative of the fund administrator
- Representative of the educational institution
- Representative of the public organization
- Representative of the community
- Other (please specify) _____

4. Do you understand the SE INPP mission and the future perspective?

- Yes
- No

5. Please indicate how much you agree with the following statements about the SE INPP:

Most likely:	1	2	3	4	5
	Completely disagree	Disagree	Neither agree, nor disagree	Agree	Completely agree
SE INPP has a clear management structure					
Public procurement at the INPP is carried out transparently					
Documents on the SE INPP activities are available to the public					
SE INPP activities are carried out in accordance with the highest safety requirements					
Highly qualified specialists are working at the SE INPP					
SE INPP is carrying out unique activities on decommissioning of RBMK-1500 reactors					

Presentation of the information about the SE INPP activities in the mass media could take place more frequently					
My emotions, when it comes to the activities carried out by the SE INPP, are positive					
I have enough information about the radioactive waste management at the SE INPP					
SE INPP provides objective and clear information to ensure radiation protection during the performing of activities					

6. Please rate the information published by the SE INPP on the following topics (please indicate the most appropriate answer by marking V):

	Information is completely sufficient	Rather enough information	Rather not enough information	Information is completely insufficient	I do not have an opinion
Decommissioning projects under implementation					
Public procurement					
Projects of the radioactive waste repositories					
Participation in decision-making					
Radiation protection data					
Technical data of the nuclear power plant					
Ongoing auctions					
Financial reports					
Career offers					

7. The most appropriate means for providing information about the SE INPP

(please mark no more than 3 of the most appropriate options):

- National media channels (radio, television, press)
- Website of the Ministry of Energy of the Republic of Lithuania
- Website of the SE INPP
- E-mail (newsletter for subscribers)
- Social network LinkedIn
- Social network Facebook

8. Have you ever viewed the website of the SE INPP www.iae.lt?

- Yes
- No

(if your answer is NO, please go to the question 13)

9. What information were you looking for on the website of the SE INPP www.iae.lt?

- Press releases
- Technical information
- Legal information
- Radioactive waste management
- Information on ongoing projects
- Information on excursions
- Contact information
- Other (please indicate) _____

10. How is difficult or easy for you to usually find the necessary information on the website of the SE INPP www.iae.lt?

- Very difficult
- Difficult
- Neither difficult, nor easy
- Easy
- Very easy
- I do not have an opinion

11. How do you evaluate the adequacy of information provided on the website of the SE INPP on the activities being carried out?

- Very good
- Good
- Satisfactorily
- Bad
- Very bad
- I do not know / I do not have an opinion

12. What additional information do you think may have been provided on the website of the SE INPP?

13. Have you ever visited the INPP account on social network Facebook?

- Yes
- No

14. Have you ever visited the INPP account on social network LinkedIn?

- Yes
- No

15. Are you a subscriber to the content posted on the INPP account in YouTube?

- Yes
- No

16. Have you ever applied (by email, phone or live) to the SE INPP with a request?

- Yes
- No

17. In what areas do you think the INPP should improve its activities?

Please write a proposal to improve the activities
