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## Document Update Notification

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*COPYHOLDER NO:* 103

*TO:* NRC - WASHINGTON

*ADDRESS:* DOC CNTRL DESK MAIL STOP OP1-17  
WASHINGTON DC 20555

*DOCUMENT NO:* OP-1903.068

*TITLE:* EMERGENCY RESPONSE FACILITY-  
EMERGENCY NEWS CENTER ENC

*REVISION NO:* 005-00-0

*CHANGE NO:* AP-05

*SUBJECT:* NEW REVISION



*If this box is checked, please sign, date, and return transmittal  
in envelope provided.*

*ANO-1 Docket 50-313*

*ANO-2 Docket 50-368*

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Signature

Date

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AP05

**ENTERGY OPERATIONS INCORPORATED  
ARKANSAS NUCLEAR ONE**

57 of 68

**TITLE: EMERGENCY RESPONSE FACILITY -  
EMERGENCY NEWS CENTER (ENC)**

**PROC/WORK PLAN NO.  
1903.068**

**CHANGE NO.  
005-00-0**

**WORK PLAN EXP. DATE  
N/A**

**TC EXP. DATE  
N/A**

**SAFETY-RELATED  
 YES  NO**

**IPTE  
 YES  NO**

**TEMP ALT  
 YES  NO**

**SET # 103**

**When you see the TRAP**

**use the TOOLS!!**

- Time Pressure**
- Distraction/Interruption**
- Multiple Tasks**
- Over Confidence**
- Vague or Interpretive Guidance**
- First Shift/Last Shift**
- Peer Pressure**
- Change/Off Normal**
- Physical Environment**
- Mental Stress (Home or Work)**

- Self Check**
- Peer Check**
- 3-Part Communication**
- Pre-Evolution Briefs**
- Knowledge**
- Placekeeping**
- STAR**
- Procedures**

VERIFIED BY	DATE	TIME
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**FORM TITLE: VERIFICATION COVER SHEET**

**FORM NO.  
1000.006A**

**CHANGE NO.  
047-04-0**

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<b>TYPE OF CHANGE:</b>				
<input type="checkbox"/> <b>NEW</b>	<input checked="" type="checkbox"/> <b>REVISION</b>	<input type="checkbox"/> <b>PC</b>	<input type="checkbox"/> <b>TC</b>	<input type="checkbox"/> <b>DELETION</b>
Procedure or Work Plan		<input type="checkbox"/> <b>EZ</b>	<b>EXP. DATE:</b> <u>N/A</u>	

<b>AFFECTED SECTION:</b> (Include step # if applicable)	<b>DESCRIPTION OF CHANGE:</b> (For each change made, include sufficient detail to describe reason for the change.)
Table of Contents	Page number changes due to added information.
3.4.1	Added several commitments back into procedure. 0CAN038313 (P-4140) Task Guide A-1, step 2 and 7. (P-9010) Task Guide A-1B, step 3. (P-9141) Task Guide A-1A, step 12. (P-9143) Corporate Emergency Center 6.6.1 (P-9142) Corporate Emergency Center 6.6.1 (P-9144) Corporate Emergency Center 6.6.1 (P-9145) Task Guide A-1A, step 12. (P-9146) Task Guide A-1B, step 6. (P-9147) Task Guide A-1B, step 5. (P-9148) Task Guide A-1B, step 6. (P-9150) Task Guide A-1B, step 5. (P-9151) Task Guide A-1B, step 4.
3.4.2	0CAN038313 (P-9149) This commitment was completed in 1983 and is now covered in General Employee Training (GET) annually.
3.4.3	0CNA048511 (P-9134) 1903.068 was established to proceduralize the "operation of the Media Center, preparation and approval of releases and conduct of briefings."
3.4.4	0CNA048511 (P-10783) 1903.068 was established to proceduralize "handling of rumors and provide the public with accurate information during emergencies."
3.4.5	0CAN068320 (P-10760) Position Guide A, D.3.a.
3.4.6	0CAN128211 (P-10855) Attachment 8, page 2, first 4 sentences.  Bold and bracket all above mentioned sections, steps, etc.
6.5.5	Changed wording to include location of "approved Company Spokesperson List."
6.7	Deleted reference to TCBY Tower on 29th floor.
Position Guide A Section D.1.d	Deleted the word "notify" from sentence.

<b>FORM TITLE:</b>  DESCRIPTION OF CHANGE	<b>FORM NO.</b> 1000.006C	<b>CHANGE NO.</b> 047-04-0
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<input checked="" type="checkbox"/> <b>PROCEDURE</b>	<input type="checkbox"/> <b>WORK PLAN, EXP. DATE</b> <u>N/A</u>	<b>PAGE</b> <u>2</u> <b>OF</b> <u>2</u>
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**TYPE OF CHANGE:**  
 **NEW**                       **REVISION**             **PC**                       **TC**                       **DELETION**  
 Procedure or Work Plan                       **EZ**                      **EXP. DATE:** N/A

<b>AFFECTED SECTION: (Include step # if applicable)</b>	<b>DESCRIPTION OF CHANGE: (For each change made, include sufficient detail to describe reason for the change.)</b>
Task Guide A-1	Added step instructing the ENC Coordinator to collect and trend the recorded Rumor Control Inquiries and then relay this information to the Communications Manager.
Task Guide A-2, Step 4	Added step instructing the ENC Coordinator to ensure ENC personnel evacuate to alternate ENC as deemed necessary by the Communications Manager.
Attachment 4, Section II, Step 3	Changed the reference to section 6.3.3 to 6.6.
Attachment 4, Page 3 of 3	Deleted reference to TCBY, 29th floor.
	Changed map – deleted reference to TCBY Tower.

<b>FORM TITLE:</b> <b>DESCRIPTION OF CHANGE</b>	<b>FORM NO.</b> 1000.006C	<b>CHANGE NO.</b> 047-04-0
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1.0 PURPOSE

This procedure describes the Emergency News Center (ENC) and the role of this facility to provide guidance for coordination and distribution of public information releases concerning emergencies or events of potential public interest at Arkansas Nuclear One. The objective of this procedure is to provide prompt, accurate and understandable information and establish central control over information releases in order to minimize contradictions and confusion.

2.0 SCOPE

This procedure includes the physical description of the ENC along with the instructions for activating and operating the facility. In addition, the responsibilities of each position assigned to this facility are described in the form of position guides and/or tasks.

3.0 REFERENCES

3.1 REFERENCES USED IN PROCEDURE PREPARATION:

- 3.1.1 Emergency Plan
- 3.1.2 Emergency Public Communications Manual, INPO 93-013, December 1993
- 3.1.3 1903.067, "Emergency Response Facility-Emergency Operations Facility (EOF)"
- 3.1.4 Station Directive A6.202, "Public Communications"

3.2 REFERENCES USED IN CONJUNCTION WITH THIS PROCEDURE:

NONE

3.3 RELATED AND PROCEDURES

- 3.3.1 Procedure 1903.060, "Emergency Supplies and Equipment"
- 3.3.2 Procedure 1903.034, "Emergency Operations Facility Evacuation"

3.4 REGULATORY CORRESPONDENCE CONTAINING NRC COMMITMENTS WHICH ARE IMPLEMENTED IN THE PROCEDURE: **[BOLD]** DENOTES COMMITMENTS.

- 3.4.1 OCAN038313 (P-4140) Task Guide A-1, step 2 and 7.
  - (P-9010) Task Guide A-1B, step 3.
  - (P-9141) Task Guide A-1A, step 12.
  - (P-9143) Corporate Emergency Center 6.6.1
  - (P-9142) Corporate Emergency Center 6.6.1
  - (P-9144) Corporate Emergency Center 6.6.1
  - (P-9145) Task Guide A-1A, step 12.
  - (P-9146) Task Guide A-1B, step 6.
  - (P-9147) Task Guide A-1B, step 5.
  - (P-9148) Task Guide A-1B, step 6.
  - (P-9150) Task Guide A-1B, step 5.
  - (P-9151) Task Guide A-1B, step 4.

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- 3.4.2 OCAN038313 (P-9149) This Commitment was completed in 1983 and covered in GET annually.
- 3.4.3 OCNA048511 (P-9134) 1903.068 was established to procedurelize the "operation of the Media Center, preparation and approval of releases and conduct of briefings".
- 3.4.4 OCNA048511 (P-10783) 1903.068 was established to procedurelize "handling of rumors and provide the public with accurate information during emergencies".
- 3.4.5 OCAN068320 (P-10760) Position Guide A, D.3.a.
- 3.4.6 OCAN128211 (P-10855) Attachment 8, page 2, first 4 sentences.

#### 4.0 DEFINITIONS

- 4.1 Emergency Response Organization (ERO) - The organization which is composed of the Initial Response Staff (IRS), the EOF staff, the TSC staff, the OSC staff, and the Emergency Team members. It has the capability to provide manpower and other resources necessary for immediate and long-term response to an emergency situation.
- 4.2 Emergency Operations Facility (EOF) - The near-site emergency response facility located approximately 0.65 miles northeast of the reactor buildings. This facility serves dually as the training facility and also contains the Emergency News Center (ENC).
- 4.3 Emergency News Center (ENC) - This facility is located within the EOF, and serves as the primary location from which all public communications dealing with an emergency at ANO are coordinated, controlled and released.
- 4.4 Corporate Emergency Center (CEC) - The Emergency Operations "Headquarters" emergency response center located in Jackson, Mississippi. The CEC serves as a management support facility for ANO which has the responsibility for the distribution of information concerning an emergency at ANO to designated contacts.

#### 5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 Position Guides and Task Assignments detailing the responsibilities of the emergency communications positions assigned to the ENC are provided in Attachment 1.
- 5.2 The Communications Manager has overall responsibility for emergency communications at ANO and ensuring that the ENC is activated and prepared to facilitate the distribution of accurate and timely information to the public.
- 5.3 The Communications Liaison (CL) is responsible for coordinating information flow between the EOF Director, ERO personnel, and the Communications Manager and their staff. The CL is also the technical advisor for the Communication Manager preparing the News Releases.



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5.4 The Site Senior Communications Specialist is responsible for preparing and distributing news releases associated with events that do not warrant activation of the ERO or ENC. The site V.P. or V.P. designee grants final approval for all non-emergency information releases to the media.

## 6.0 INSTRUCTIONS

### 6.1 ENC DESCRIPTION

6.1.1 The ENC is located within the Emergency Operations Facility (EOF) approximately 0.65 miles northeast of the Reactor Buildings at ANO. The primary facility location for the ENC is Room 240, and also includes the Auditorium and selected rooms in the EOF (see Attachments 5 through 7).

6.1.2 The ENC serves as:

- A. The central point from which all employee and public communications are coordinated and controlled.
- B. A work area for the media.
- C. A central point for the control of rumors and inaccurate information.
- D. The primary information link for the Corporate Emergency Center (CEC) communications group.

### 6.2 ENC ACTIVATION

6.2.1 The ENC is activated at an Alert or higher emergency class and stays activated: (1) through recovery operations, (2) until the emergency is over, or (3) until media interest subsides to the point that information can better be distributed through corporate headquarters.

#### **NOTE**

The ENC may be activated at a Notification of Unusual Event or events of potential public interest, if deemed appropriate by the Communications Manager and the EOF Director.

6.2.2 The ENC Coordinator is responsible for ensuring that the ENC is set up in accordance with the guidance established in Attachment 4, "Emergency News Center Coordinator Checklist". Additional support for set up of the ENC may be obtained in cooperation with the EOF Maintenance Coordinator (see Procedure 1903.067).

### 6.3 EMERGENCY NEWS CENTER STAFF

The Communications Manager designates personnel to the following areas: ENC Coordinator, Corporate Liaison, and the Local Government Communicator. The ENC Coordinator ensures staffing of Rumor Control and Site Media Coordinator pursuant to Federal Regulatory Guidelines.

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6.3.1 Duties of ENC Staff

Detailed duties and responsibilities for the positions and tasks associated with emergency communications at ANO are listed in Attachment 1, "Position Guides and Task Assignments for the Emergency News Center".

The duties of the spokesperson, Communications Manager and designated coordinator are specific where possible, but not all inclusive. Additional duties may be required to all positions depending on the nature of the emergency.

**NOTE**

All communications personnel should maintain a message log of all incoming and outgoing communications.

6.4 NEWS RELEASES

6.4.1 Non-Emergency or Notification of Unusual Event News Releases

A. Pre-ENC Activation

1. The Senior Communications Specialist will provide News Releases in these situations, but if unavailable, notify the Duty CEC individual to handle News Releases.
2. The Vice President, Operations - ANO and the Emergency Operations Facility Director may release information to the public in those incidents where an immediate release of information is prudent or necessary and the Communications Manager is unavailable.
3. The VP, Operations/Shift Superintendent/EOF Director shall evaluate the severity of an incident at ANO and determine whether part or all of the Emergency News Center Organization should be activated. The EOF Director makes the determination of whether the incident is of an importance that requires an immediate release, or if the release can wait until normal working hours. Attachment 2 provides guidance for this determination.

6.4.2 Emergency New Releases (Alert and Higher)

A. Post ENC Activation

1. The Communications Manager is responsible for the preparation of the initial Entergy information release regarding the incident and for obtaining EOF Director approval of this release prior to issuance. The Communications Manager and the EOF Director should jointly determine appropriate distribution for the release. Responsibilities for the distribution of information releases are shown in Attachment 3.

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B. Preparation of News Releases

1. News releases are prepared as often as necessary.
2. News releases are prepared under the direction of the Communications Manager with technical assistance from the Communications Liaison, and approved by the EOF Director.
3. The approved news release is delivered to the ENC Coordinator, and he/she distributes it to the appropriate personnel for further distribution (see Attachment 3).
4. News releases will be coordinated with State and Federal officials, as applicable, prior to their public release in an attempt to ensure consistency of information released.

6.4.3 Format of News Releases

- A. All releases should be on Entergy News Release letterhead.
- B. All releases should note the preparation time and day (e.g., 10:00 AM, July 27, 1994) and the number sequence in which it was issued.

**NOTE**

If fast moving events escalate Emergency Classification before release is approved, the "canned response" may include additional information to update on new classification and will update at a later time.

- C. All information should be attributed to either the Company or an employee of the Company. Designated spokespersons in the ENC and officers of the Company are the only Company personnel whose names are to be used in releases.
- D. Names and titles of Company employees should be used when statements are important, represent significant changes, or are intended to correct misinformation.  
  
When names of employees are used, the release should further identify the employee by normal corporate title and by explanation of the employee's emergency duties.
- E. If a release is to contain information from any agency other than the Company, permission should be obtained from that agency by the Communications Manager.
- F. Releases should be as concise as possible, and yet cover the necessary information. At least once per day, a summary news release should be issued reviewing all events to that point.

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G. Samples of prepared news releases (available via template) for different types of emergencies should be maintained by ANO Communications Managers.

6.5 NEWS CONFERENCES AND BRIEFINGS

- 6.5.1 The Communications Manager (CM) presides at the news conferences in the EOF. The CM should greet the media and give general update of conditions as media arrives. The EOF Director or EOF Director Assistant should be present to briefly answer technical questions.
- 6.5.2 The principal Company spokesperson will be designated in advance and will have had appropriate speaker training. Other Company spokespersons will be used at briefings when their particular expertise is needed. The spokesperson should coordinate with State and Federal officials in the EOF prior to news conferences to ensure the consistency of information released.
- 6.5.3 Federal and State agencies are encouraged to have spokespersons present at all news conferences. They are invited to answer questions or to comment. If state/city/county officials choose to have a separate briefing facility, ANO will make provisions for communications between centers and have a person at the other media center to monitor statements.
- 6.5.4 To the extent possible, written statements, along with charts and diagrams, will be distributed to the news media representatives at the news conferences.
- 6.5.5 An approved list of Company Spokespersons is available in the Communications Manager's Position book, for reference during emergencies. As appropriate, the EOF Director may approve other individuals to serve as Company Spokesperson.
- 6.5.6 Television recordings and radio tapings by the media are permitted throughout the briefings.
- 6.5.7 Personnel trained in video production shall videotape all news conferences. Transcripts may be prepared from the tapes, as appropriate. The tapes and transcripts (if prepared) shall become a part of the official file.
- 6.5.8 News conferences shall be held, as necessary. If there is a dramatic change in the emergency situation, a special news conference will be arranged.
- 6.5.9 The time for news conferences shall be posted outside of the auditorium door (signs are kept in the ENC Emer. kit) ten minutes before each news conference a message stating the time of the news conference should be broadcast over the building's public address (PA) system.
- 6.5.10 Company media representatives shall make copies of all news releases available at different locations throughout the EOF.

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6.6 CORPORATE EMERGENCY CENTER (CEC)

Upon activation of the ERO and the Emergency News Center, the Corporate Liaison shall establish contact with the Corporate Emergency Center (CEC) Manager or his assistant at the CEC and provide news releases and information necessary for the corporate communications personnel to perform the following duties for ANO:

- 6.6.1 **[Obtain media releases from ANO and distribute them throughout Entergy offices to keep employees informed (via Inside Entergy).]**
- 6.6.2 Take inquiries from appropriate State and Federal elected officials not directly involved in response to the incident. Maintain communications with these officials by keeping them informed, screening their requests and forwarding their inquiries to the ANO Corporate Liaison for appropriate disposition. Notify these individuals upon termination of the emergency event.
- 6.6.3 If requested, arrange for interviews, tours, etc. for national media or government officials. These requests should come from the ANO Corporate Liaison, and should be coordinated through this person.
- 6.6.4 Establish and maintain contact with other utilities, providing them with periodic information releases. (via Nuclear Network, etc.).
- 6.6.5 Ensure that the various service organizations, such as EPRI, NEI and INPO are kept informed of the events occurring at ANO.
- 6.6.6 Monitor selected national television networks (CNN, WGN, etc.) to detect inaccurate or misleading information that is being broadcast. Ensure that the Corporate Liaison is aware of all findings, and if appropriate, relay the accurate information to the network.
- 6.6.7 Ensure that the financial community and Entergy's insurers are informed of the emergency, and that they are kept abreast of ongoing events. Also, ascertain the legal ramifications resulting from the event and advise ANO, as appropriate.
- 6.6.8 Notify other utilities, service organizations, and the media of termination of the emergency event.

6.7 ALTERNATE EMERGENCY NEWS CENTER

In the event of the necessity to evacuate the ENC due to radiation or other hazards, an Alternate ENC is provided in Little Rock at the Entergy local office at 9th and Louisiana streets. The media personnel would be met there by Media Coordinators from ANO, who would provide them with instructions and information. This facility is located approximately 75 miles southeast from ANO. The ENC Coordinator will coordinate the evacuation of the ENC per Attachment 4, Section II (map of location of these facilities in L.R. is on page 3 of the attachment) of this procedure.

This emergency facility would be temporary until a larger facility (i.e., L. R. Convention Center) could be leased by company personnel.

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7.0 ATTACHMENTS

- 7.1 ATTACHMENT 1 - "POSITION GUIDES AND TASK ASSIGNMENTS FOR THE ENC STAFF"
- Position Guide A - Communications Manager
- Task Guide A-1 - ENC Coordinator
- Task Guide A-1A - Site Media Coordinator
- Task Guide A-1B - Rumor Control
- Task Guide A-2 - Corporate Liaison
- Task Guide A-3 - Local Govt. Communicator
- Position Guide B - Communications Liaison
- 7.2 ATTACHMENT 2 - "GUIDANCE FOR DETERMINING THE NEED AND MAGNITUDE OF THE PUBLIC INFORMATION RESPONSE"
- 7.3 ATTACHMENT 3 - "RESPONSIBILITIES FOR DISTRIBUTION OF INFORMATION RELEASES AND FOR INFORMATION INTERFACES"
- 7.4 ATTACHMENT 4 - "EMERGENCY NEWS CENTER COORDINATOR CHECKLIST"
- 7.5 ATTACHMENT 5 - "EMERGENCY OPERATIONS FACILITY (LOWER FLOOR) FLOOR PLAN AND EMERGENCY COMMUNICATIONS ROOM ASSIGNMENTS"
- 7.6 ATTACHMENT 6 - "EMERGENCY OPERATIONS FACILITY (UPPER FLOOR) FLOOR PLAN AND EMERGENCY COMMUNICATIONS ROOM ASSIGNMENTS"
- 7.7 ATTACHMENT 7 - "EMERGENCY NEWS CENTER (EOF ROOM 240), FLOOR PLAN"
- 7.8 ATTACHMENT 8 - "ENC OPERATIONAL DESCRIPTION"
- 7.9 ATTACHMENT 9 - "ENC EMERGENCY KIT"

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**ATTACHMENT 1**

**POSITION GUIDES AND TASK ASSIGNMENTS**

**FOR THE ENC STAFF**

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POSITION GUIDE A

COMMUNICATIONS MANAGER

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A. Normal Reporting Location

Emergency Operations Facility (EOF)

B. Reports To

EOF Director

C. Supervises/Coordinates

1. Supervises:

- ENC Coordinator
- Corporate Liaison
- Local Government Communicator
- Rumor Control Personnel
- Site Media Coordinator(s)

2. Coordinates Emergency News Center operations and is responsible for all emergency communications pertaining to an emergency event at ANO.

D. Duties

1. Immediate Actions

- a. When notified of an Emergency Plan activation, report to your assigned facility (EOF Command Room and/or room 251) and, if not already performed, notify CNS (858-3683) that you are staffing your ERO position.
- b. Write your name on the EOF Staffing Board located in the EOF Command Room, under the position that you are staffing.
- c. Notify the Support Manager in the EOF that you are staffing your ERO position.
- d. Assign personnel to perform the following tasks, as appropriate: A-1, A-2 and A-3. (See Wallet Card OR Position Guide Book for numbers.)
- e. Provide the initial news release for dissemination to the media, government officials and Corporate offices with the approval of the EOF Director (as necessary, acquire the help of ENC personnel).



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- f. Obtain all necessary forms needed for your position from the file tray located in the Command Room or the Emergency Kit located in the Command Room:

- (1) Form 1903.067B
- (2) ERO Chronological Log

2. **On Going Actions**

- a. Obtain information from ENC personnel regarding the number and type (print, TV, etc.) of media who have arrived at the EOF.
- b. Report status of media activities to the EOF Director.
- c. As necessary, assign personnel from the Emergency News Center (ENC) for additional/emerging duties.
- d. Formulate plans for follow-up information releases and news conferences. Coordinate release with involved Federal and State organizations, including input from the Local Government Communicator and the Corporate Liaison.
- e. Ensure that the ENC has arranged for the recording of all news conferences, official public statements and selected media broadcasts.
- f. Report manpower status to the EOF Director.
- g. Through the Local Government Communicator, ensure there is adequate personnel, equipment and space offsite for dissemination of information to the public (alternate ENC, etc.).
- h. Resolve any communications problems that could not be satisfactorily solved at the task/staff level.

3. **Special Actions to be Implemented as Needed**

- a. **[Establish a schedule of working hours to support around-the-clock operation.]** Notify the EOF Support Superintendent for assistance.
- b. If an ENC/EOF evacuation is declared by the EOF Director, relocate to the Alternate ENC in Little Rock, and ensure that the ENC is evacuated in accordance with attachment 4, section II of this procedure. Maintain contact with the Communications Liaison, who will evacuate to the Alternate EOF.

4. **Shift Change**

- a. Upon arrival of your shift replacement, turn over all pertinent documents, forms, etc.
- b. Brief your replacement on the event history and ongoing ENC activities pertaining to the event.

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- c. Notify the EOF Support Superintendent of the staffing change.
  - d. Update your position status on the EOF Staffing Board.
5. Actual Event/Drill Termination
- a. Notify staff upon termination of Emergency News Center operations (activities in the ENC may continue well after termination of an emergency event at ANO).
  - b. Collect and organize in chronological order all of your documents, logs, procedures, supplies, etc., and help restore the EOF.
  - c. Provide a list of any forms or supplies needing replenishment to Emergency Planning.
  - d. Turn over all documentation generated during the emergency/drill to Emergency Planning.
  - e. Participate in the post emergency/drill critique to identify weaknesses and strengths.

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POSITION GUIDE A

TASK A-1

EMERGENCY NEWS CENTER COORDINATOR

1. Notified of Emergency News Center (ENC) activation.
2. **[Assemble and assign personnel to perform the following tasks, as appropriate: A-1A (Site Media Coordinator) and A-1B (Rumor Control). Ensure that an adequate number of personnel are designated to perform these duties. (See ETD for telephone numbers of ENC personnel).]**
3. Manage the preparation and activation of the ENC per Attachment 4, "Emergency News Center Coordinator Checklist", and, if necessary, the alternate ENC.
4. Notify the Communications Manager of your arrival at the ENC, the status of preparation of the ENC and if any media representatives have arrived at the EOF.
5. If necessary, during protracted operations, arrange for the staffing of the ENC and media centers 24 hrs/day, and ensure that a turnover is provided to the incoming personnel.
6. Manage the clerical support and video production functions of the ENC (clerical instructions, release distribution lists, etc., are located in your Taskbook.
7. **[Designate Rumor Control personnel to monitor selected local radio and television broadcasts.]**
8. Trend the Rumor Control Inquiries and relay this information to the Communications Manager. (See Taskbook for forms.)
9. If you must leave the ENC for an extended period of time, designate a temporary replacement and ensure that they are cognizant of the status of current operations.
10. If an ENC/EOF Evacuation is declared by the EOF Director, ensure that ENC personnel evacuate to the alternate ENC, as deemed necessary by the Communications Manager.
11. Notify all ENC personnel of termination of activities of the ENC (activities in the ENC may continue well after termination of an emergency event at ANO).

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POSITION GUIDE A

TASK GUIDE A-1A

SITE MEDIA COORDINATOR

1. Notified of Emergency News Center (ENC) activation.
2. Notify the ENC Coordinator of your arrival at the ENC.
3. Distribute approved initial (and additional) information releases to the media present at the EOF.
4. Contact KARV, KCAB, Russellville Courier-Democrat, and Dardanelle Post Dispatch and provide them the initial release (Phone numbers are listed in the ETD).
5. Contact the Arkansas Democrat-Gazette, KTHV, KARK and KATV TV stations in Little Rock and KFSM TV in Fort Smith and provide them with the initial release (Phone numbers are listed in the ETD).
6. Act as interface/liaison between the company and the media at the EOF, and provide assistance to the Communications Manager, as requested.
7. Provide "visitor" badges to all media representatives assembled at the EOF, ensure that they log in at the Front desk, and escort them to the media work areas (See attachment 5).
8. Provide pre-assembled media packets from the ENC Emergency Kit (ERO personnel biographies, ANO and Nuclear power information, etc.) to the media upon their arrival.
9. Compile and provide to the ENC Coordinator an estimate of how many and what type of media personnel are present and are expected at ANO.
10. Coordinate with security, if necessary, for the control of access of the media to areas in the EOF.
11. As directed and provide, schedule, arrange, and help prepare for news conferences.
12. **[Document and update Rumor Control on any new information covered in news conferences not previously released in News Releases.]**
13. As directed, coordinate the video-taping of all press conferences concerning the incident. (Video/audio set-up checklist located in Taskbook.)
14. Ensure that the ENC Coordinator is kept abreast of your tasks and that they are made aware of any problems concerning media activities.
15. If the ENC is evacuated, and at the direction of the Communications Manager, relocate to the Entergy local office at 9th and Louisiana in Little Rock. Obtain instructions from the ENC Coordinator to relay to media representatives, who will also be relocating to this facility from the EOF.
16. Notify the media of emergency status change or termination, as appropriate.

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POSITION GUIDE A

TASK GUIDE A-1B

RUMOR CONTROL

1. Notified of Emergency News Center (ENC) activation.
2. Notify the ENC Coordinator of your arrival at the ENC.
3. [As directed, monitor selected local radio stations in the Russellville and Dardanelle areas (see instructions in Room 246).
4. As directed, monitor selected local television stations in the Little Rock and Fort Smith areas (see instructions in Room 246).
5. At the direction of the ENC Coordinator, answer incoming telephone calls, recording the conversation on the form provided at the Rumor Control workstations.
6. Notify ENC Coordinator of any public or media inquiries that are non-factual in regards to the emergency (rumors, etc.).]
7. As directed, prepare responses to rumors using information provided by the Communications Manager, Arkansas Department of Health, and other ERO personnel.
8. Ensure that the ENC Coordinator is kept abreast of your tasks and that they are made aware of any problems concerning these tasks.

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POSITION GUIDE A

TASK GUIDE A-2

CORPORATE LIAISON

1. Notified of Emergency News Center (ENC) activation. Work location for this task is in **room 241** in the EOF.
2. Notify the Communications Manager of your arrival at the ENC.
3. Establish and maintain contact (includes phone, computer network and FAX links) with the CEC Manager or their assistant at the Corporate Emergency Center (CEC) located at Echelon in Jackson, MS (see ETD for phone and FAX numbers).
4. Provide direct communication and information to the CEC communications staff, sufficient to ensure that CEC performs the services detailed in section 6.6 of this procedure.
5. Request for media or government interviews and/or site visits should be arranged by the CEC and approved by the EOF Director. Provide CEC with any on-site coordination necessary to facilitate these requests.
6. Ensure that important information received from the CEC is conveyed to the appropriate position or task in the ENC for disposition (i.e., Local Government Communicator, Rumor Control, etc.).
7. Coordinate with the CEC any requests from national or regional media representatives to set up interviews, arrange for special technical services, etc. If necessary, enlist the aid of a Site Media Coordinator to assist with arrangements.
8. Contact the ENC Coordinator for additional communications personnel if they are needed to accomplish this task.

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POSITION GUIDE A

TASK GUIDE A-3

LOCAL GOVERNMENT COMMUNICATOR

1. Notified of Emergency News Center (ENC) activation. Work location for this task is in **room 241** in the EOF.
2. Contact the mayors of Russellville, London, Dover, Dardanelle, Atkins, Paris, Morrilton, Danville, and Clarksville, and inform them of the event at ANO (refer to ETD).
3. As appropriate, contact county officials and state representatives who live in the Russellville area (refer to ETD).
4. Maintain contact with these local officials throughout the duration of the emergency event. Record (keep a log) and attempt to answer their concerns and questions.
5. If requested by the counties, arrange for ANO personnel to act as liaisons at Pope, Yell, Logan, Conway and Johnson County Emergency Operations Centers (EOC's).
6. Provide input, as necessary, to the formulation of media releases concerning local officials and public reaction.
7. Ensure that the Communications Manager is kept abreast of your tasks and that they are made aware of any problems.
8. Notify local officials of emergency event termination.

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POSITION GUIDE B

COMMUNICATIONS LIAISON

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A. Normal Reporting Location

Emergency Operations Facility (EOF)

B. Reports To

EOF Director

C. Supervises/Coordinates

1. Coordinates information flow between the EOF Director/ERO personnel and the Communications Manager and his/her staff to transfer information regarding plant status, technical information and ERO activities.
2. Assistants designated by Communications Liaison as needed.

D. Duties

1. Immediate Actions

- a. When notified of an Emergency Plan Activation, report to your assigned facility (EOF command room) and, if not already performed, notify CNS (858-3683) that you are staffing your ERO position.
- b. Write your name on the EOF Staffing Board in the EOF Command Room, under the position that you are staffing.
- c. Notify the Support Manager in the EOF that you are staffing your ERO position.
- d. Obtain available information on emergency classifications and plant conditions (if necessary, consult more than one source to confirm information). Possible sources include:
  - (1) EOF Director (staff briefing)
  - (2) EOF Status Board
  - (3) Other EOF staff personnel
- e. If applicable, organize your staff and have them report to a location specified by you.
- f. Obtain all necessary forms needed for your position from the file tray located on your table in the Command Room or the Emergency Kit located in the Command Room:
  - (1) Form 1903.067B
  - (2) ERO Chronological Log



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2. **On Going Actions**

- a. Refer to procedure 1903.067, Sections 6.1 through 6.5 for a description on the EOF facility and information relating to EOF activation criteria, EOF staffing, EOF staff turnover and the Alternate EOF.
- b. Using Form 1903.067B, "EOF Director Status Update Guide", provide current updates to the EOF Director.
- c. Provide input to the Communications Manager and EOF Director regarding the need for and level of information releases.
- d. Assist in issuing information releases, in accordance with this procedure, section 6.4, as directed and approved by the EOF Director.
- e. Establish communications with collocated State Emergency Response Officials, and maintain contact and dialogue throughout the emergency.
- f. Coordinate with collocated NRC officials and ensure that an open communications dialogue is maintained throughout the event.
- g. Maintain a chronological log of events pertaining to your position.

3. **Special Actions to be Implemented as Needed**

- a. If applicable, establish a schedule of working hours to support around-the-clock operations. Notify the EOF Support Superintendent for assistance.
- b. If an EOF evacuation is declared by the EOF Director, relocate to the Alternate EOF in accordance with Procedure 1903.034, "Emergency Operations Facility Evacuation". Maintain contact with the Communications Manager, who will be relocating to the Alternate ENC in Little Rock.

4. **Shift Change**

- a. Upon arrival of your shift replacement, turn over all pertinent documents, forms, etc.
- b. Brief your replacement on the current Emergency Classification, status of the plant, information on the Status Boards and ongoing measures that you have been assigned.
- c. Notify the EOF Support Superintendent of the staffing change.
- d. Update your position status on the EOF Staffing Board.

5. **Actual Event/Drill Termination**

- a. If applicable, notify those individuals working under your position that the event/drill has been terminated.
- b. Collect and organize in chronological order all of your documents, logs, procedures, supplies, etc., and help restore the EOF.

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- c. Provide a list of any forms or supplies needing replenishment to Emergency Planning.
- d. Turn over all documentation generated during the emergency/drill to Emergency Planning.
- e. Participate in the post emergency/drill critique to identify weaknesses and strengths.

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ATTACHMENT 2

GUIDANCE FOR DETERMINING THE NEED AND MAGNITUDE OF  
THE PUBLIC INFORMATION RESPONSE

Non-Emergency Event

An immediate news release may or may not be necessary. The Site Corporate Communications Specialist will determine if a news release is necessary.

Notification of Unusual Event

An immediate news release may or may not be necessary. However, some type of news release should be issued no later than the next normal working day. Activation of the Communications Liaison and the Communications Manager and members of the ERO reporting under him is optional.

Alert

The Communications Manager shall activate full staffing in preparation for assuming responsibilities for distribution of information releases. Information releases should be immediately prepared and issued to those groups specified on Attachment 3.

Site Area Emergency

Same response as for Alert Emergency Class.

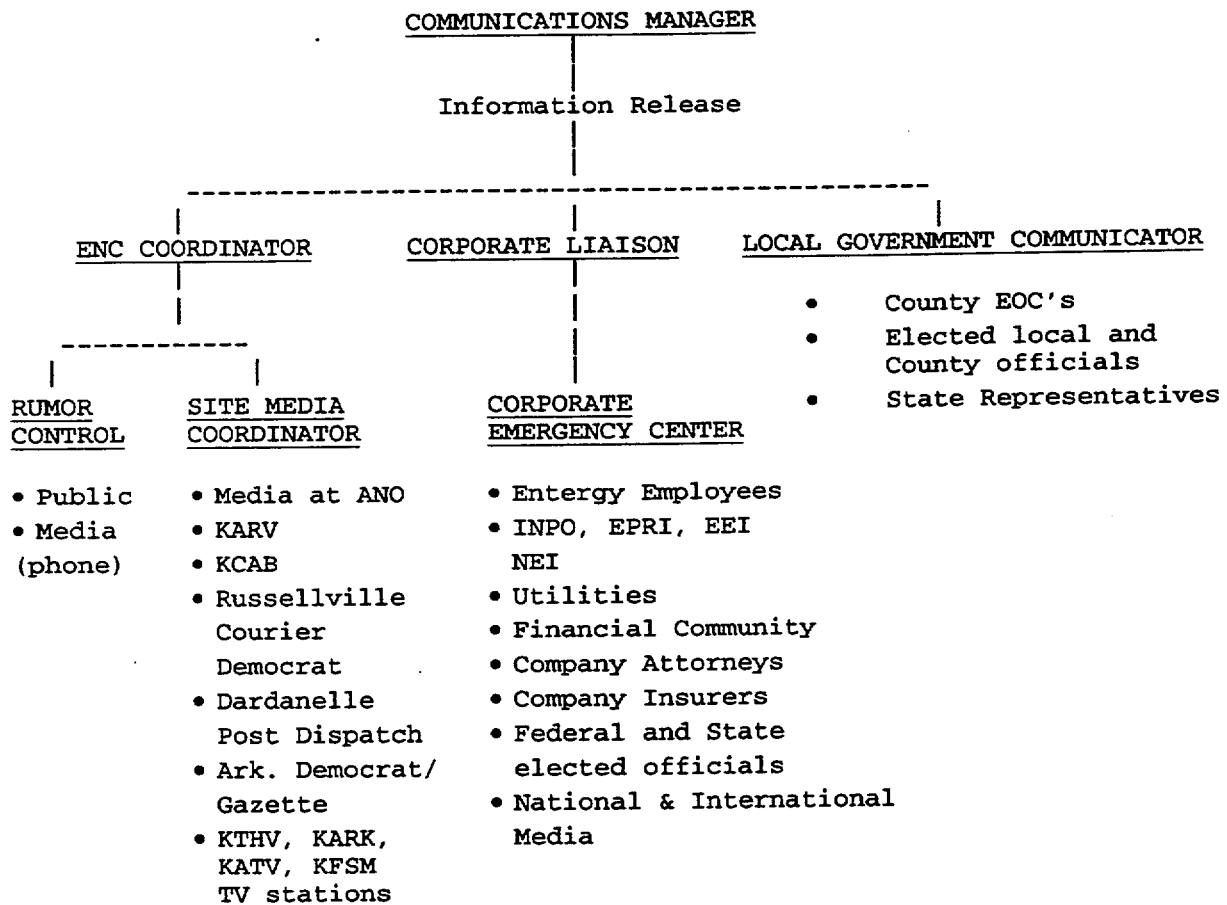
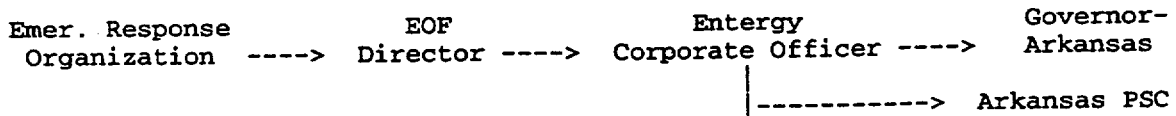
General Emergency

Same response as for Alert Emergency Class.

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ATTACHMENT 3

RESPONSIBILITIES FOR DISTRIBUTION OF INFORMATION RELEASES AND FOR INFORMATION INTERFACES



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ATTACHMENT 4

EMERGENCY NEWS CENTER COORDINATOR CHECKLIST

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I. Activation and Responsibilities

Initials

- \_\_\_\_\_ 1. When notified of the emergency, unlock Emergency News Center (ENC) kit.
- \_\_\_\_\_ 2. Upon arrival at the EOF, activate the Emergency News Center as follows (if necessary, enlist the aid of a custodian or ENC personnel):
- \_\_\_\_\_ a. Set up chairs and tables for the media work area (initially, rooms 134A and 134B).
- \_\_\_\_\_ b. See that electric power is available to the media areas either by setting up work locations by electrical outlets or by providing extension cords.
- \_\_\_\_\_ c. Verify the installation of telephones for the media and communication staff's work stations (there are 5 phone sets and 50 additional lines located above the ceiling tiles in rooms 134A and 134B for the media's use).
- \_\_\_\_\_ d. Direct a Site Media Coordinator to prepare a diagram of the media work areas showing where each member of the media will be located.
- \_\_\_\_\_ e. Ensure that the ENC, room 240 is set up in accordance with the floor plan provided in Attachment 7.
- \_\_\_\_\_ f. Ensure that a Site Media Coordinator provides the following for news conferences (news conference set-up guide located in Taskbook):
- Easels (3)
  - Visuals/Graphics Package - to be determined by communications staff
  - Flip charts
  - Light Pointer
  - Set up and test the audio equipment (microphones, speakers, sound levels) & light levels in auditorium
  - Overhead projector and slide projectors
- \_\_\_\_\_ 3. Fill in the appropriate spaces on the ENC staffing board as personnel arrive.
- \_\_\_\_\_ 4. Maintain an adequate stock of office supplies in the ENC for immediate use (office supplies are provided in the ENC kit).
- \_\_\_\_\_ 5. If necessary, coordinate the evacuation of the ENC (See section II below).

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ATTACHMENT 4 (cont.)

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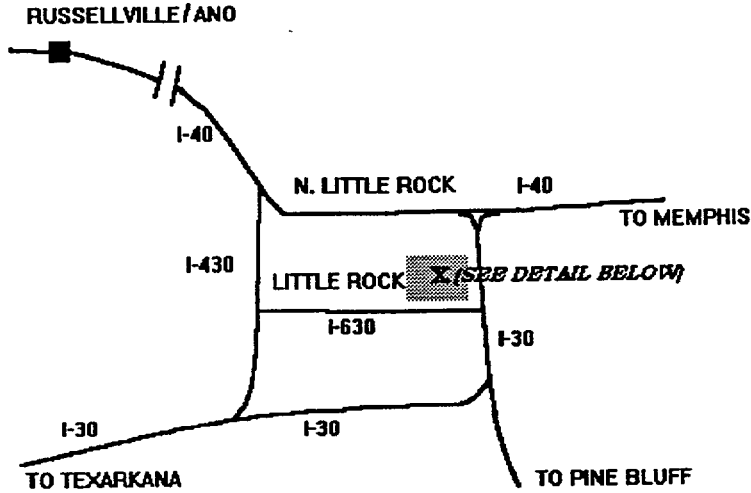
II. EVACUATION OF ENC

1. An evacuation of the Emergency News Center may be required under the following conditions:
  - a. Plant Evacuation declared
  - b. Exclusion Area Evacuation declared
  - c. Area Evacuation declared
2. The evacuation of the ENC will be coordinated by the ENC Coordinator.
3. The alternate Emergency News Center will be located at the Entergy local office at 9th and Louisiana streets (see Page 3 of 3 of this attachment for building locations).
4. Ensure that the media representatives present at the EOF are evacuated and are aware of where they are to assemble. Instruct two (2) Site Media Coordinators to meet them at the 9th and Louisiana office to ensure that contact is maintained between the relocated ENC personnel and media representatives.
5. When advised of an evacuation, contact Entergy Business Services (EBS) facilities personnel, to advise them of the impending evacuation of Entergy personnel and media representatives to Little Rock. The names and numbers of EBS personnel may be found in the Communications Managers and ENC Coordinators duty books.
6. Evacuation of the ENC will be by personal and company vehicles for employees. Evacuation of news media personnel will be by their personal or business vehicles when available. When not available, car pooling with other media will be required.
7. Evacuation of the ENC is ordered by the EOF Director, or by the TSC Director in the absence of the EOF Director.
8. The Communications staff are to remove the following equipment and visual aids when evacuating the ENC and take them to the alternate ENC.
  - a. All visual aids
  - b. Video Production equipment
  - c. Audio equipment
  - d. Office supplies
  - e. One overhead projector
  - f. One 35 mm projector
  - g. Two flip charts with markers
  - h. Two projector stands
  - i. Other equipment as needed

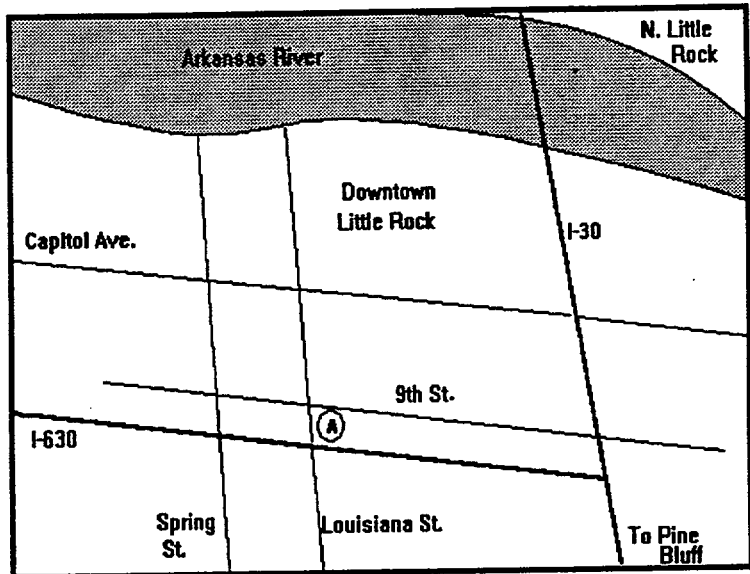
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ATTACHMENT 4 (cont.)

ALTERNATE EMERGENCY NEWS CENTER  
 AND MEDIA STAGING AREA  
 LITTLE ROCK LOCATIONS



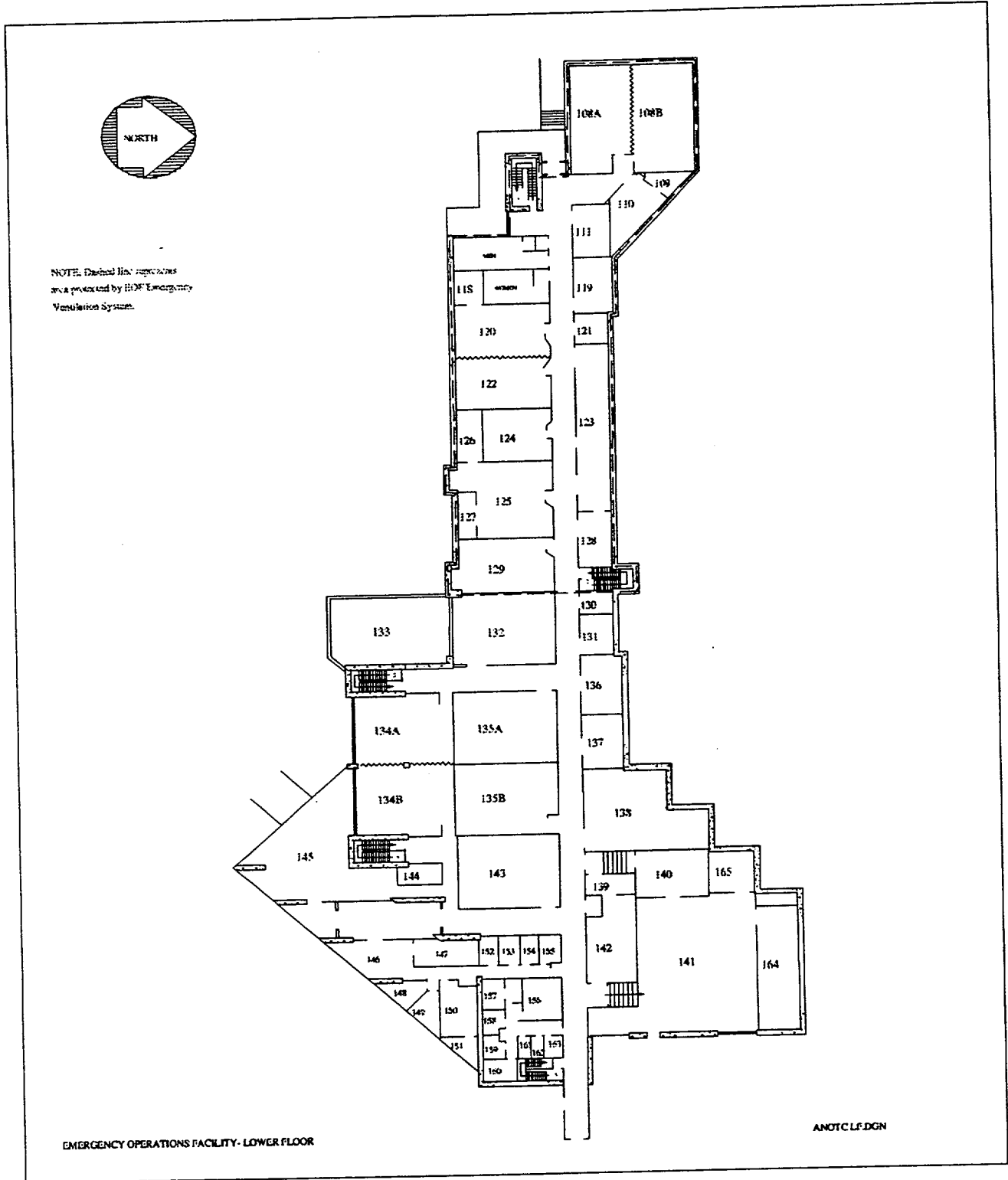
A. Alternate ENC  
 (Entergy Local Office)



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ATTACHMENT 5

EMERGENCY OPERATIONS FACILITY (LOWER FLOOR)  
 EMERGENCY NEWS CENTER AND MEDIA AREAS





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ATTACHMENT 5

EMERGENCY OPERATIONS FACILITY (LOWER FLOOR)  
EMERGENCY NEWS CENTER AND MEDIA AREAS

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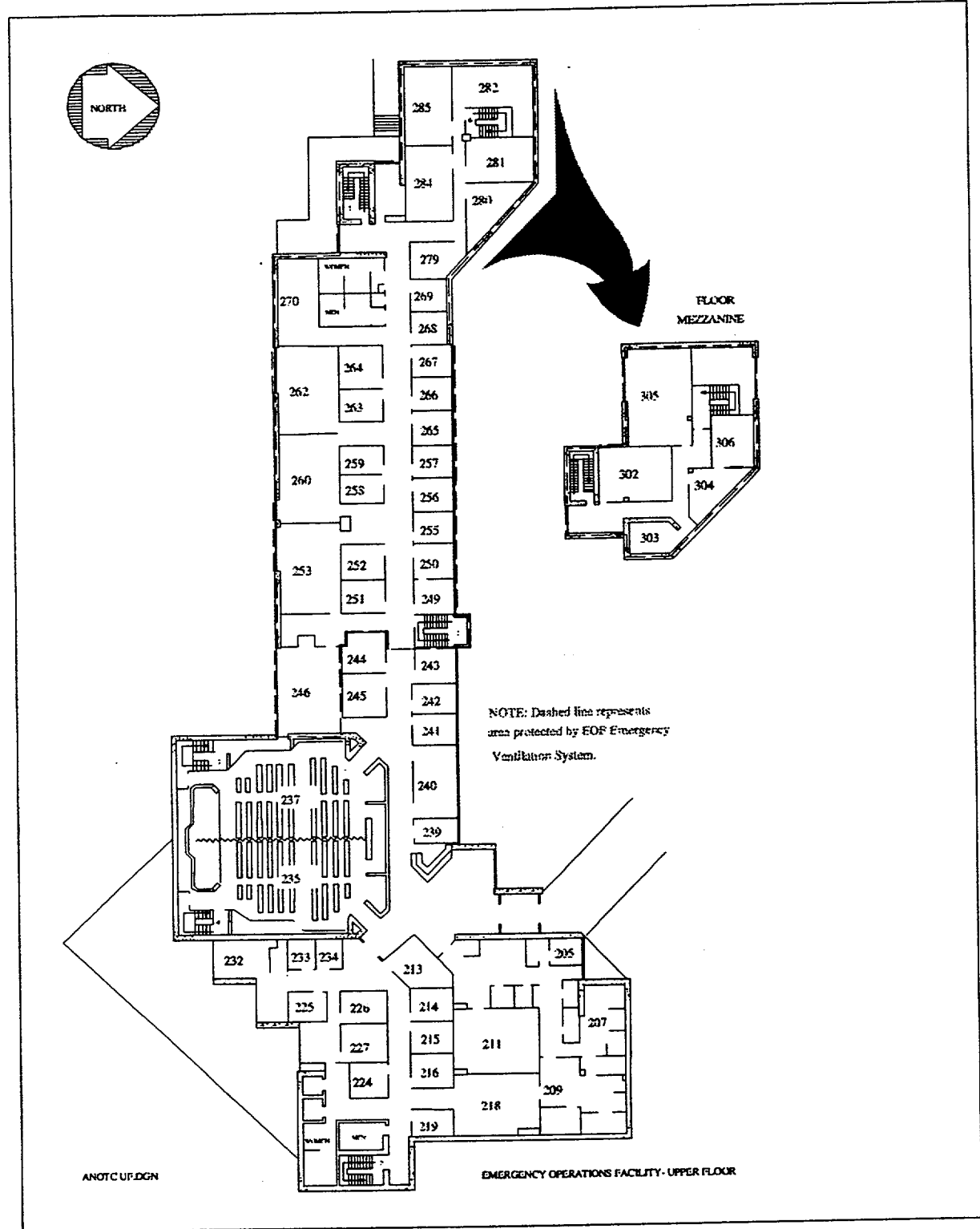
(ROOM ASSIGNMENTS)

<u>Purpose</u>	<u>Room Number</u>
Primary Media Work Area	134A
Primary Media Work Area	134B
Media Work Area	144
Media Work Area	143
Media Work Area	135A
Media Work Area	135B

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ATTACHMENT 6

**EMERGENCY OPERATIONS FACILITY (UPPER FLOOR)  
EMERGENCY NEWS CENTER AND MEDIA AREAS**



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ATTACHMENT 6

EMERGENCY OPERATIONS FACILITY (UPPER FLOOR)  
EMERGENCY NEWS CENTER AND MEDIA AREAS

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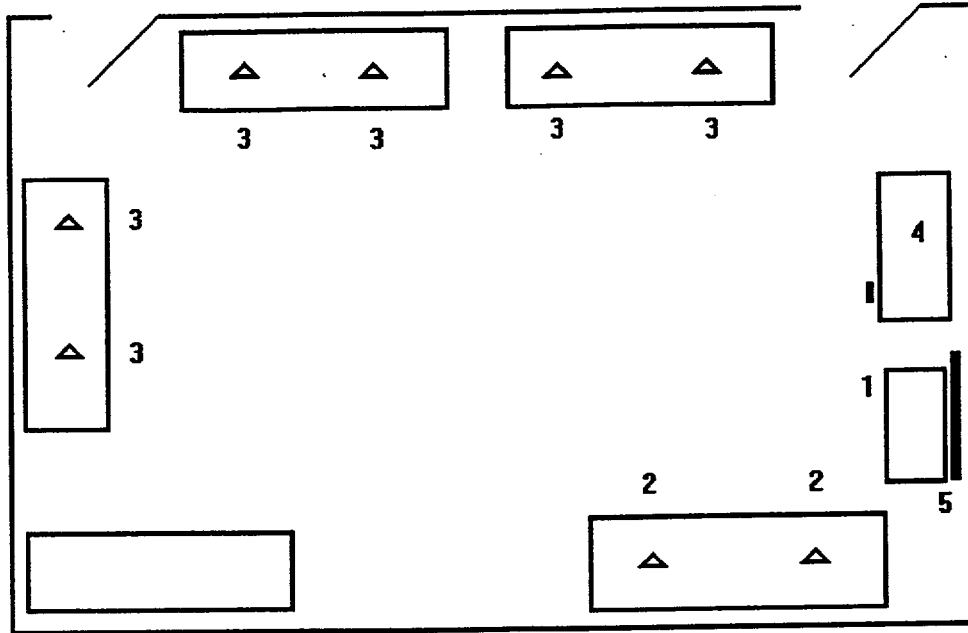
(ROOM ASSIGNMENTS)

<u>Purpose</u>	<u>Room Number</u>
Auditorium (Press Conferences and Briefings)	235
Auditorium (Press Conferences and Briefings)	237
ENC Work Area (Spare)	239
Emergency News Center	240
• ENC Coordinator	
• Rumor Control Personnel	
• Site Media Coordinator(s)	
Corporate Liaison and Local Government Communicator	241
Press Conference Staging Area	246
Communications Manager	251

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ATTACHMENT 7

EMERGENCY NEWS CENTER (ROOM 240)



- Δ ANO Telephones
1. ENC Coordinator
  2. Site Media Coordinator
  3. Rumor Control
  4. ENC Emergency Kit
  5. ENC Staffing Board

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ATTACHMENT 8

ENC OPERATIONAL DESCRIPTION

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OVERVIEW

Arkansas Nuclear One maintains and staffs an emergency news center (ENC) for itself and the Nuclear Planning and Response Program Division of the Arkansas Department of Health (ADH). As a general historical practice, the local county and municipal government entities have expressed to us that they do not desire permanent staff positions in the ENC but would furnish spokespersons to be present as an event progresses. Each county makes provisions for their own Public Information Officer (PIO) and staff as appropriate to be located close to the county emergency operating center. The ENC is located inside the Emergency Operations Facility (EOF) at the Reeves E. Richie Nuclear Training building. This building is located 0.65 miles northeast of the plant. It is accessed via U. S. Highway 65 West of Russellville, then left on Arkansas Highway 333. The backup facility is located in the Reddy Kilowatt Room in the Entergy Arkansas facility at Ninth and Louisiana Streets in Little Rock.

ORGANIZATION

The Communications Manager (CM) is the director of emergency news operations at Arkansas Nuclear One. This position serves as one of the approved Entergy spokespersons and runs the daily operations of the emergency news organization including the ENC. Four-six utility personnel share this title during an event to provide 24 hour coverage for a long term recovery period. The PIO of the ADH is co-located in the same office with the Communications Manager to maximize the sharing of information and facilitate face-to-face strategy and planning sessions for public information between the utility and the state. Although Entergy personnel man the ENC under the direction of the Communications Manager, they interface with the media and the public as representatives of both the utility and the ADH. The ADH PIO is able to provide direction instructions to ENC staff and has input into all phases of ENC operation including the selection, training, and evaluation of personnel. (See the attached organizational structure).

The CM is supported by the Entergy Communications Liaison who has a plant technical background. This person remains in the EOF Command Room and keeps current on the plant status and recovery actions. He typically interfaces with engineering, dose assessment, and plant management to provide detailed information to the Communications Manager on these areas. He assists in writing the utility news releases and alerts the CM to changes that warrant new actions by the ENC. The ADH PIO is supported by a similar person located in the EOF Command Room. The ADH Public Information Team Liaison performs similar functions by keeping current on response status and alerting the PIO of the need for issuing Emergency Broadcast System messages and news releases. The ADH PIO typically produces his own news releases and EBS messages for distribution. The CM due to the scope of his duties has a news release writer who works with the Communications Liaison and the CM to produce news releases for the utility.

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[The Emergency News Center, located in room 240 just down the hall in the EOF, is the focal point for all calls coming into the utility and the ADH. It is here that incoming calls from the media and the public are received and processed. The Emergency News Center Coordinator supervises this operation for the CM and the ADH PIO. This center is staffed with six rumor control/media specialists that are trained to respond to incoming calls using current information in the form of approved new releases/EBS messages supplied by the CM and ADH PIO.] Also working out of this center under the supervision of the ENC Coordinator are the Site Media Coordinators. These individuals greet and register the media arriving at the Emergency Operations Facility. They are responsible for showing the media to their work locations, providing the media with news releases and EBS messages, and running the auditorium (room 235) equipment during news conferences. At least one rumor control/media specialist will be assigned by the ENC Coordinator to monitor state television and local radio broadcasts during the event for analysis. This is done in room 246, the Green Room. In addition to monitoring media for possible rumor problems the ENC Coordinator also tracks and categorizes calls coming into the ENC. These are reported to the CM and PIO so that corrective response can be provided the media and the public in subsequent news releases or news conferences.

The CM has a small contingent of communications personnel that support the event located in the Corporate Emergency Center in Jackson, Mississippi. These personnel handle all ENC referred calls from the national media, provide corporate strategy input, and prepare statements from Entergy and Entergy Operations, Inc. corporate officers. They also interface with state government officials, nuclear industry organizations and the financial community.

Two additional personnel provide direct support for the CM. The Corporate Liaison funnels input from the news organization at ANO to the CEC in Jackson. This person provides a direct link for the exchange of information with the corporate personnel. The Local Government Communicator contacts the mayors and county judges of the affected counties and provides a direct personal contact between the utility and local officials to work out problems, dispel rumors and to invite their participation in news conferences when it is appropriate.

The emergency news organization is supported by a variety of clerical staff, runners, and copy center personnel, that keep the information flow going.

Typical Information Flow

1. The plant status and emergency response actions by the utility, state, and federal agencies are tracked and communicated in the Emergency Operations Facility Command Room 258/259.
2. The Communications Manager, Communications Liaison, and ADH PIT Liaison monitor these actions and determine the need for communications action.
3. Vital information is shared with the ADH PIO and Entergy news release writers in room 251 which adjoins the command room. Utility and state news releases/EBS messages are produced on computers in room 251.

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4. They are approved and signed by the appropriate command personnel in the command room. The signed releases are transmitted to the Emergency News Center Coordinator by runner or by the CM.
5. The ENC Coordinator has copies made with the first ones going to the ENC personnel manning the phones.
6. A runner makes copies and distributes them to pre-designated spots within the EOF where they will be accessible to the media and public. Copies of each of these news releases are maintained at the media distribution points for late arriving media.
7. The ENC Coordinator, Site Media Coordinators, Local Government Communicators, and CEC communications personnel provide input into needed media releases.
8. The ADH PIO will typically go on stage in the auditorium to read EBS messages without taking questions from the media present. This can be done live on the air via local Emergency Broadcast Stations using equipment located in the auditorium (room 235).
9. The state and the utility try to coordinate news conferences to ensure the media has the best possible briefings and that appropriate personnel are made available to answer questions. These coordination meetings are usually held in the Green Room (246) directly across the hall from the EOF Command Room and the ENC and adjacent to the auditorium by way of a side stairwell. The meetings are attended by state, federal, and utility personnel with the CM leading the meeting. Presentation order is decided, news releases to be used by each presenter are covered, strategy of each group discussed and visual aids are determined and obtained.
10. The state typically reports on events and status that applies to off site response related to protection of the public. The utility confines its news release and news conference content to the plant and its personnel, on site response/mitigation actions, and company issues.

Other Thoughts

The media will enter the Emergency Operations Facility through the main entrance located on the second floor. Guard posts and locked doors restrict the media access to the west end of the EOF.

Initial news conferences with the media are usually by lower level spokespersons until the event has been controlled adequately to allow more senior officials to leave the command room.

The typical news conference:

1. Will begin with the CM entering the auditorium to brief the media on the format for the conference and to give the names of the presenters and to verify the latest news releases to be used during the conference have been distributed.

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2. The CM will introduce each presenter for a brief status statement.
3. The presenters will then sit in a panel at a table on the stage for a forum discussion moderated by the CM.
4. The media may direct their questions to the person they wish.
5. Length of the news conference will be determined on the plant situation with the first conference lasting as long as feasible or needed to get a clear message out to the public.
6. The presenters will exit via the side stage door back into the protected areas of the EOF.

Initially, no one-on-one special interviews will be granted to the media with ranking officials in charge of the event. As time goes on we will make provisions for such interviews. This does not apply to corporate interviews granted through the CEC.



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ATTACHMENT 9

ENC EMERGENCY KIT

The ENC Emergency Kit is located in the EOF in Room 240 along the West wall. The kit remains locked during normal conditions and may be accessed in an emergency by obtaining the key from the red box located on the door of the kit.

A copy of the ENC Coordinators Checklist (Attachment 4) is located in a clear plastic slipcase attached to the front of the kit door. A working copy of the checklist shall be available in the slipcase at all times, and replaced with a new copy after use during an emergency or a drill/exercise.

The kit contains material and supplies necessary for ENC personnel to perform their required duties. Examples of supplies include clerical items (pens, paper, etc.), charts, graphs and media for news releases, forms and checklists, media information kits, etc.

Contents of the kit shall be maintained by ANO Emergency Planning (EP). An inventory checklist providing a description and check-off of items is contained in procedure 1903.060, "Emergency Supplies and Equipment". This inventory is performed on a quarterly basis. The kit shall also be inventoried following an emergency event or following a drill or exercise, as applicable.

Contents of the kit shall be replaced, updated or added to per request from ENC personnel or as deemed necessary by findings during the post drill/exercise critique process.