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PORT HOPE AREA INITIATIVE (PHAI) PHASE 2 AND PHASE 3 PUBLIC INFORMATION PROGRAM  
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**Revision History**

<b>Rev. No.</b>	<b>Date</b>	<b>Details of Rev.</b>	<b>Authored By</b>	<b>Reviewed By</b>	<b>Approved By</b>
5	2023/12/05	Issued as "Approved for Use" Updated to incorporate reference to new Program for Engagement with Indigenous Communities & Organizations; incorporate land acknowledgement and Indigenous history of the Port Hope Area; update reference to WNSL-W2-2310.00/2032; reflect Port Granby Project transition to Phase 3 Issued for Review and Comment under 4500-513000-REPT-005. Issued as "Approved for Use"	S. Weeks	S. Muccuth Henry S. Anderson B. Daly S. Baillie	A. Mahabir
4	2020/03/05	Issued for Review and Comment under 4500-513000-REPT-004 as "Approved for Use"	S. Weeks	B. Daly	A. Mahabir
3	2019/06/19	Issued for Review and Comment under 4500-513000-REPT-003	S. Weeks	B. Daly	A. Mahabir
2	2016/08/22	Correction made to Section 6. Issued as "Approved for Use"	A. Mahabir	J. Herod	C. Hebert
1	2016/08/11	Issued as "Approved for Use"	A. Mahabir	J. Herod	C. Hebert
1D1	2016/07/12	Revised per CNSC review comments	A. Mahabir	J. Herod	C. Hebert
0	2016/03/02	Issued for Review and Comment under 4500-513000-REPT-002. Issued as "Approved for Use"	A. Mahabir	J. Herod	C. Hebert

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## Land Acknowledgement

The Canadian Nuclear Laboratories Historic Waste Program Management Office and the Port Hope Area Initiative projects are situated on the treaty lands of the Williams Treaties First Nations, specifically the treaty signed with the Mississauga First Nations of Alderville, Curve Lake, Hiawatha and Scugog Island.

The Mississauga First Nations are also signatories to various 18th and 19th century treaties that covered lands in different parts of south-central Ontario. In 1923, the Mississauga First Nations and the Chippewa First Nations consisting of Rama, Beausoleil and Georgina Island signed the Williams Treaties and together, over 90 years later in June 2018, joined to ensure that their rights to and the relationship with these lands is respected through a renewed agreement with Canada and the Province of Ontario.

The area in which we are situated is also home to Indigenous Peoples from across the region and Canada. CNL is grateful to have the opportunity to work on these traditionally and culturally significant lands and waterways.

### 1. Indigenous History of the Port Hope Area

This Indigenous history has been generously provided by Curve Lake First Nation [1]

The traditional homelands of the Michi Saagiig (Mississauga Anishinaabeg) encompass a vast area of what is now known as southern Ontario. The Michi Saagiig are known as “the people of the big river mouths” and were also known as the “Salmon People” who occupied and fished the north shore of Lake Ontario where the various tributaries emptied into the lake. Their territories extended north into and beyond the Kawarthas as winter hunting grounds on which they would break off into smaller social groups for the season, hunting and trapping on these lands, then returning to the lakeshore in spring for the summer months.

The Michi Saagiig were a highly mobile people, travelling vast distances to procure subsistence for their people. They were also known as the “Peacekeepers” among Indigenous nations. The Michi Saagiig homelands were located directly between two very powerful Confederacies: The Three Fires Confederacy to the north and the Haudenosaunee Confederacy to the south. The Michi Saagiig were the negotiators, the messengers, the diplomats, and they successfully mediated peace throughout this area of Ontario for countless generations.

Michi Saagiig oral histories speak to their people being in this area of Ontario for thousands of years. These stories recount the “Old Ones” who spoke an ancient Algonquian dialect. The histories explain that the current Ojibwa phonology is the 5th transformation of this language, demonstrating a linguistic connection that spans back into deep time. The Michi Saagiig of today are the descendants of the ancient peoples who lived in Ontario during the Archaic and Paleo-Indian periods. They are the original inhabitants of southern Ontario, and they are still here today.

The traditional territories of the Michi Saagiig span from Gananoque in the east, all along the north shore of Lake Ontario, west to the north shore of Lake Erie at Long Point. The territory spreads as far north as the tributaries that flow into these lakes, from Bancroft and north of the Haliburton highlands. This also includes all the tributaries that flow from the height of land north of Toronto like the Oak Ridges Moraine, and all of the rivers that flow into Lake Ontario (the Rideau, the Salmon, the Ganaraska, the Moira, the Trent, the Don, the Rouge, the Etobicoke, the Humber, and the Credit, as well as Wilmot and 16 Mile Creeks) through Burlington Bay and the Niagara region including the Welland and Niagara Rivers, and beyond. The western side of the

Michi Saagiig Nation was located around the Grand River which was used as a portage route as the Niagara portage was too dangerous. The Michi Saagiig would portage from present-day Burlington to the Grand River and travel south to the open water on Lake Erie.

Michi Saagiig oral histories also speak to the occurrence of people coming into their territories sometime between 500-1000 A.D. seeking to establish villages and a corn growing economy – these newcomers included peoples that would later be known as the Huron-Wendat, Neutral, Petun/Tobacco Nations. The Michi Saagiig made Treaties with these newcomers and granted them permission to stay with the understanding that they were visitors in these lands. Wampum was made to record these contracts, ceremonies would have bound each nation to their respective responsibilities within the political relationship, and these contracts would have been renewed annually (see Gitiga Migizi and Kapyrka 2015). These visitors were extremely successful as their corn economy grew as well as their populations. However, it was understood by all nations involved that this area of Ontario were the homeland territories of the Michi Saagiig.

The Odawa Nation worked with the Michi Saagiig to meet with the Huron-Wendat, the Petun, and Neutral Nations to continue the amicable political and economic relationship that existed – a symbiotic relationship that was mainly policed and enforced by the Odawa people. Problems arose for the Michi Saagiig in the 1600s when the European way of life was introduced into southern Ontario. Also, around the same time, the Haudenosaunee were given firearms by the colonial governments in New York and Albany which ultimately made an expansion possible for them into Michi Saagiig territories. There began skirmishes with the various nations living in Ontario at the time. The Haudenosaunee engaged in fighting with the Huron-Wendat and between that and the onslaught of European diseases, the Iroquoian speaking peoples in Ontario were decimated. The onset of colonial settlement and missionary involvement severely disrupted the original relationships between these Indigenous nations. Disease and warfare had a devastating impact upon the Indigenous peoples of Ontario, especially the large sedentary villages, which mostly included Iroquoian speaking peoples. The Michi Saagiig were largely able to avoid the devastation caused by these processes by retreating to their wintering grounds to the north, essentially waiting for the smoke to clear.

Michi Saagiig Elder Gitiga Migizi (2017) recounts\*:

*“We weren’t affected as much as the larger villages because we learned to paddle away for several years until everything settled down. And we came back and tried to bury the bones of the Huron but it was overwhelming, it was all over, there were bones all over – that is our story.*

*There is a misnomer here, that this area of Ontario is not our traditional territory and that we came in here after the Huron-Wendat left or were defeated, but that is not true. That is a big misconception of our history that needs to be corrected. We are the traditional people, we are the ones that signed treaties with the Crown. We are recognized as the ones who signed these treaties and we are the ones to be dealt with officially in any matters concerning territory in southern Ontario.*

*We had peacemakers go to the Haudenosaunee and live amongst them in order to change their ways. We had also diplomatically dealt with some of the strong chiefs to the north and tried to make peace as much as possible. So we are very important in terms of keeping the balance of relationships in harmony.*

*Some of the old leaders recognized that it became increasingly difficult to keep the peace after the Europeans introduced guns. But we still continued to meet, and we still continued to have some wampum, which doesn't mean we negated our territory or gave up our territory – we did not do that. We still consider ourselves a sovereign nation despite legal challenges against that. We still view ourselves as a nation and the government must negotiate from that basis."*

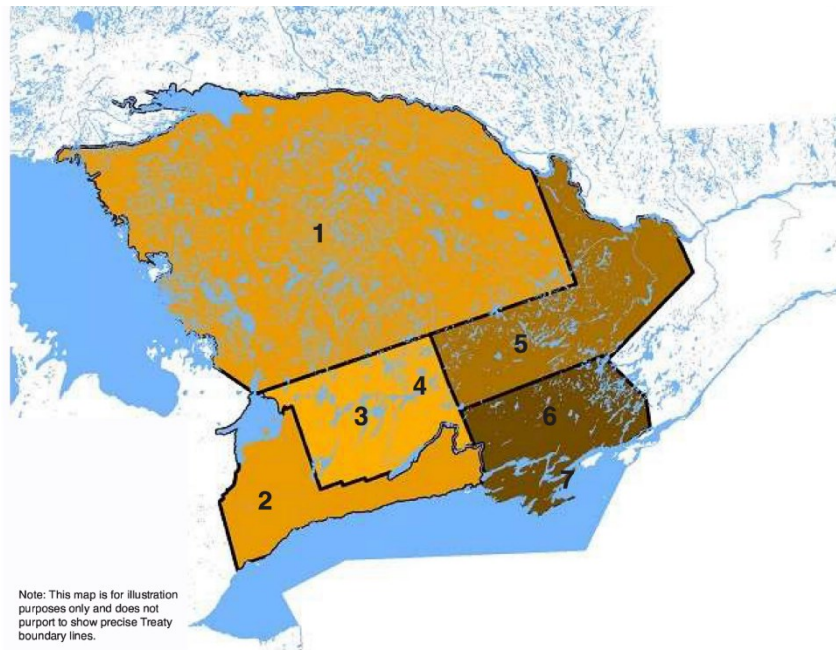
Often times, southern Ontario is described as being "vacant" after the dispersal of the Huron-Wendat peoples in 1649 (who fled east to Quebec and south to the United States). This is misleading as these territories remained the homelands of the Michi Saagiig Nation.

The Michi Saagiig participated in eighteen treaties from 1781 to 1923 to allow the growing number of European settlers to establish in Ontario. Pressures from increased settlement forced the Michi Saagiig to slowly move into small family groups around the present day communities: Curve Lake First Nation, Hiawatha First Nation, Alderville First Nation, Scugog Island First Nation, New Credit First Nation, and Mississauga First Nation.

The Michi Saagiig have been in Ontario for thousands of years, and they remain here to this day.

\*This historical context was prepared by Gitiga Migizi, a respected Elder and Knowledge Keeper of the Michi Saagiig Nation.

The map shown in Figure 1 below shows the shared traditional territories of the Mississauga signatories to the 1923 Williams Treaties [2].



- |                                    |   |
|------------------------------------|---|
| 1. 1923 Williams Treaty, Clause #1 | 5. 1819/1822 Rideau Purchase, Treaty #27 and 27 ¼ |
| 2. 1923 Williams Treaty, Clause #2 | 6. 1819/1822 Crawford Purchases                   |
| 3. 1818 Rice Lake, Treaty #20      | 7. 1856 Islands, Treaty #77                       |
| 4. 1856 Islands, Treaty #78        |   |

**Figure 1: Shared Traditional Territories  
of the Mississauga Signatories to the 1923 Williams Treaties**



## **2. Background**

The Port Hope Area Initiative (PHAI) represents the Government of Canada's commitment to respond to a community-requested solution for the cleanup and local, safe, long-term management of historic low-level radioactive waste in the municipalities of Port Hope and Clarington in southern Ontario. The waste is the result of the refining practices of the former Crown corporation, Eldorado Nuclear Ltd., and its private sector predecessors. The original Eldorado refining operation and plant were established in the 1930s without consultation with local Indigenous rights holders, i.e. the Williams Treaties First Nations.

A legal agreement [3], finalized in March 2001, between the Government of Canada and the municipalities of Port Hope and Clarington, launched the PHAI by defining the framework and setting out the responsibilities for the Port Hope Project and the Port Granby Project. Canadian Nuclear Laboratories (CNL) is implementing these projects on behalf of Atomic Energy of Canada Limited (AECL), a federal Crown corporation. The agreement was established without the participation of the Williams Treaties First Nations.

The PHAI projects are being undertaken in three Phases. Phase 1 was completed for both projects in 2011 and involved preparing designs; an extensive environmental assessment and community engagement which included Indigenous communities and organizations in southeastern Ontario; and securing licensing approvals from the Canadian Nuclear Safety Commission (CNSC).

The Port Hope Project is currently in Phase 2 which involves the cleanup of approximately 1.2 million m<sup>3</sup> of historic low-level radioactive waste from various sites in Port Hope, and the construction of an engineered, aboveground mound at the Port Hope Long-Term Waste Management Facility where the waste is being safely contained.

In December 2023, the Port Granby Project transitioned into Phase 3 - long-term maintenance and monitoring of the facility. The cleanup of approximately 1.3 million tonnes of historic low-level radioactive waste from a former waste management facility was completed in 2020 with the waste transported to a newly constructed engineered aboveground mound approximately 700 metres north of the lake for safe containment. The cap and closure of the engineered aboveground mound was completed in October 2021 and demobilization of internal infrastructure and remaining construction activity was concluded in fall 2022.

## **3. Commitment to Truth and Reconciliation**

In alignment with the Truth and Reconciliation Commission Call to Action #92 Business and Reconciliation [4], CNL is committed to advancing truth and reconciliation through meaningful actions, continued inclusion of and participation by Indigenous peoples in the planning and execution of CNL missions.

CNL prioritizes the recognition of Indigenous rights and interests as we continue to build relationships with local First Nations and Métis communities through ongoing learning about their values and interests. CNL continues to enhance its corporate Indigenous relations program, in collaboration with Indigenous communities, through with the development of a formal reconciliation action plan, and the establishment of an Indigenous procurement policy, both underway.

All communications, plans and reporting are reviewed to ensure balanced language and acknowledgement of Aboriginal rights and worldviews and Indigenous knowledge will be integrated into CNL project planning and activities.

Historically, the PHAI Public Information Program (PIP) included Indigenous communities and organizations as a target audience. CNL is developing a separate program for engagement with Indigenous communities and organizations in collaboration with Indigenous representatives, to be implemented in tandem with the PHAI PIP.

#### **4. Purpose**

The purpose of this document is to describe the PHAI Phase 2 and 3 Public Information Program, which sets out the protocol for ongoing, timely and accurate public communication about the activities of the PHAI for both the Phase 2 activities of the Port Hope Project and the Phase 3 long-term monitoring and maintenance of the Port Granby Project. The program is reviewed and updated as necessary to ensure it continues to provide appropriate direction.

The PIP supports the CNL overall mission to lead the cleanup and long-term storage and monitoring of historic low-level radioactive waste in Port Hope and Port Granby in an environmentally responsible and cost-effective manner. As the program also supports the *Waste Nuclear Substance Licence Canadian Nuclear Laboratories Ltd. Port Hope Area Initiative Waste Management Project WNSL-W2-2310.00/2032*, issued to CNL by the CNSC [5], this document is guided by CNSC regulatory document *REGDOC-3.2.1 Public Information and Disclosure* [6], and is aligned with the principles of the CNL corporate public information program [7].

The Senior Director, Project Communications has overall responsibility for the delivery of the *PHAI Phase 2 and 3 Public Information Program* and may be reached at 905.885.0291 or [info@phai.ca](mailto:info@phai.ca).

#### **5. Objectives**

The objectives of the PHAI PIP are to:

- a) Provide the public and other stakeholders with effective access to timely information in order to prepare them for upcoming work and help them understand project activities, programs, timing, environmental protection and mitigation measures, long-term benefits and economic opportunities
- b) Build and maintain active support for and confidence in the PHAI with the public and all levels of political leadership in the host communities by ensuring that stakeholders are fully briefed on the background, goals and current status of the projects
- c) Position CNL as the primary source for accurate project information to reduce the potential for externally generated project-related concerns and delays that may result from misinformation and misconceptions
- d) Provide open and transparent public disclosure about unplanned project activities and events, proportionate with the public's perception of risk and the level of public interest in PHAI activities
- e) Focus on two-way dialogue and ongoing information sharing between CNL and all audiences

## 6. Communications and Engagement

The PHAI PIP ensures effective communications and engagement with the communities of Port Hope and Port Granby to build and maintain confidence in the CNL and the PHAI.

An adaptive approach allows CNL to apply the most appropriate tactics and timing for each community to proactively share information and remain responsive to a diverse audience including residents, property owners, businesses, municipalities, media, community and special interest groups and respond to national and international interest.

## 7. Target Audiences

The target audiences for the PHAI PIP include, but are not limited to, those described in **Table 1**.

**Table 1: Target Audiences**

Categories	Target Audiences
<b>Public</b>	
<b>Affected property owners and neighbouring residents</b>	<ul style="list-style-type: none"> <li>• Owners/tenants of Port Hope properties to be surveyed/remediated</li> <li>• Residents and businesses near long-term waste management facilities, private properties and major sites, and along designated transportation routes</li> </ul>
<b>Host community populations</b>	<ul style="list-style-type: none"> <li>• In particular, households and businesses within Port Hope and the southeastern portion of Ward 4, Clarington, in the vicinity of Port Granby</li> </ul>
<b>Business groups</b>	<ul style="list-style-type: none"> <li>• Port Hope and District Chamber of Commerce</li> <li>• Port Hope Heritage Business Improvement Area</li> <li>• Northumberland Hills Association of Realtors</li> <li>• Durham Region Association of Realtors</li> <li>• Toronto Real Estate Board</li> <li>• Local service clubs</li> </ul>
<b>Project-related citizen groups</b>	<ul style="list-style-type: none"> <li>• Port Granby Discussion Group</li> <li>• Port Hope residents and business owners</li> </ul>
<b>Canadian population</b>	<ul style="list-style-type: none"> <li>• Members of the public across Canada</li> </ul>
<b>Government</b>	
<b>Municipal governments</b>	<ul style="list-style-type: none"> <li>• Municipality of Port Hope</li> <li>• Municipality of Clarington</li> </ul>
<b>Regional governments and related agencies</b>	<ul style="list-style-type: none"> <li>• MP, Northumberland – Peterborough South</li> <li>• MPP, Northumberland – Peterborough South</li> <li>• Northumberland County</li> <li>• Region of Durham</li> <li>• Ganaraska Region Conservation Authority</li> <li>• Durham Nuclear Health Committee</li> </ul>
<b>Regulatory authority</b>	<ul style="list-style-type: none"> <li>• Canadian Nuclear Safety Commission</li> </ul>
<b>Federal departments</b>	<ul style="list-style-type: none"> <li>• Atomic Energy Canada Limited</li> <li>• Canadian Nuclear Safety Commission</li> <li>• Health Canada</li> <li>• Environment &amp; Climate Change Canada</li> </ul>

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Categories	Target Audiences
	<ul style="list-style-type: none"> <li>• Fisheries and Oceans Canada</li> <li>• Transport Canada</li> </ul>
<b>Provincial ministries</b>	<ul style="list-style-type: none"> <li>• Ministry of the Environment, Conservation &amp; Parks</li> <li>• Ministry of Labour</li> <li>• Ministry of Transportation</li> <li>• Ministry of Natural Resources and Forestry</li> </ul>
<b>Education and Science &amp; Technology Communities</b>	
<b>Local elementary, senior public and high school community</b>	<ul style="list-style-type: none"> <li>• Ganaraska Trail Public School</li> <li>• Beatrice Strong Public School</li> <li>• St. Anthony Catholic Elementary School</li> <li>• Dr. Hawkins Senior Public School</li> <li>• Port Hope High School</li> <li>• Trinity College School</li> <li>• St. Mary Catholic Secondary School</li> <li>• Cobourg Collegiate Institute</li> <li>• Kawartha Pine Ridge District School Board</li> <li>• Peterborough, Victoria, Northumberland and Clarington Catholic District School Board</li> <li>• Peterborough, Victoria, Northumberland and Clarington French Language Catholic School Board</li> <li>• Local school councils</li> <li>• Student Transportation Services of Southern Ontario</li> </ul>
<b>Post-secondary institutions with PHAI-related interests</b>	<ul style="list-style-type: none"> <li>• Ontario Tech University</li> <li>• Fleming College</li> <li>• Trent University</li> <li>• Ryerson University</li> <li>• Loyalist College</li> </ul>
<b>National and international science &amp; technology community</b>	<ul style="list-style-type: none"> <li>• National/international education institutions</li> <li>• National/international industry and associations</li> <li>• Industry conferences</li> </ul>
<b>Public Interest Groups</b>	
<b>Non-governmental organizations and interest groups</b>	<ul style="list-style-type: none"> <li>• Port Hope Community Health Concerns Committee</li> <li>• Families Against Radiation Exposure</li> <li>• Lake Ontario Waterkeeper</li> <li>• Port Hope for Future</li> <li>• Phorests 4R Phuture</li> <li>• South East Clarington Ratepayers Association</li> <li>• Restore the Port Hope West Beach</li> <li>• Willow Beach Field Naturalists</li> </ul>
<b>Media</b>	
<b>News outlets and trade publications</b>	<ul style="list-style-type: none"> <li>• Local</li> <li>• Provincial</li> <li>• National</li> <li>• International</li> </ul>

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<b>Categories</b>	<b>Target Audiences</b>
<b>Health and Emergency Services</b>	
<b>Physicians and health agencies</b>	<ul style="list-style-type: none"> <li>• Local physicians and family health teams</li> <li>• Haliburton Kawartha Pine Ridge District Health Unit</li> </ul>
<b>Emergency services and First Responders</b>	<ul style="list-style-type: none"> <li>• Northumberland Hills Hospital</li> <li>• Lakeridge Health Bowmanville</li> <li>• Local emergency medical services</li> <li>• Local police services</li> <li>• Local emergency preparedness and fire services</li> </ul>
<b>Industry</b>	
<b>Business and trade</b>	<ul style="list-style-type: none"> <li>• Contractors</li> <li>• Potential bidders</li> <li>• International nuclear industry</li> </ul>
<b>Corporate</b>	<ul style="list-style-type: none"> <li>• Cameco Corporation (adjacent to major sites)</li> </ul>
<b>National and international organizations</b>	<ul style="list-style-type: none"> <li>• Canadian Nuclear Association</li> <li>• Canadian Nuclear Society</li> <li>• International Atomic Energy Agency</li> <li>• International nuclear associations</li> </ul>
<b>CNL Employees</b>	
<b>Employees</b>	<ul style="list-style-type: none"> <li>• CNL employees</li> </ul>

## 8. General Tactics

The objectives of the PHAI PIP are supported in part by general tactics, products and activities conducted for each of the Port Hope and Port Granby projects on-request, as-needed or ongoing, as appropriate. Details are outlined in Table 2.

Details on community-specific tactics are outlined in Section 9.

**Table 2: General Tactics**

Tactics	Products/Activities	Target Audience
<p><b>Online Communications</b></p> <ul style="list-style-type: none"> <li>• Provide information on the Port Hope and Port Granby projects including descriptions of current and upcoming work, environmental monitoring reports, and information on CNSC licences, the Complaint Resolution Program and the Property Value Protection Program</li> <li>• Respond to questions or comments posted by members of the public on PHAI social media accounts</li> <li>• Monitor dialogue of relevance to the PHAI on other social media accounts is monitored, post timely corrections to inaccurate information about the PHAI</li> <li>• Provide public disclosure of unplanned project events</li> </ul> <p><b>Availability</b></p> <ul style="list-style-type: none"> <li>• 24-hour access</li> </ul>	<ul style="list-style-type: none"> <li>• Website – <a href="http://PHAI.ca">PHAI.ca</a></li> <li>• PHAI Facebook</li> <li>• PHAI Twitter</li> <li>• PHAI LinkedIn</li> <li>• PHAI Instagram</li> </ul>	<ul style="list-style-type: none"> <li>• Residents</li> <li>• General Public</li> <li>• Media</li> <li>• Schools</li> <li>• Public interest groups</li> <li>• National/international education, industry and professional groups</li> </ul>

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Tactics	Products/Activities	Target Audience
<p><b>Project Information Office</b>  <b>25 Henderson Street, Port Hope, Ontario</b></p> <ul style="list-style-type: none"> <li>• Provide information and respond to inquiries on planning, design, implementation, environmental assessment, monitoring and mitigation of the Port Hope and Port Granby projects, as well as information on the Complaints Resolution and Property Value Protection programs</li> </ul> <p><b>Availability</b></p> <ul style="list-style-type: none"> <li>• Open and staffed Monday to Friday, 8:30 a.m. to 4:30 p.m.</li> </ul>	<ul style="list-style-type: none"> <li>• Variety of printed material such as: <ul style="list-style-type: none"> <li>○ Fact sheets</li> <li>○ Brochures</li> <li>○ Project newsletters</li> <li>○ Environmental assessments and related screening reports</li> <li>○ Health and safety information including Canadian Nuclear Safety Commission Health Synthesis Report</li> <li>○ Public attitude survey results</li> <li>○ Canadian Nuclear Safety Commission licence conditions documents</li> <li>○ Other reports of interest</li> </ul> </li> <li>• 3-D models of: <ul style="list-style-type: none"> <li>○ PHAI long-term waste management facilities</li> <li>○ PHAI engineered aboveground mounds</li> </ul> </li> <li>• Aerial photographs and maps</li> </ul>	<ul style="list-style-type: none"> <li>• Public</li> <li>• Media</li> <li>• Schools</li> <li>• Public interest groups</li> <li>• National/international education, industry and professional groups</li> </ul>
<p><b>After-Hours Telephone Access</b></p> <ul style="list-style-type: none"> <li>• Provides access to designated, on-call CNL staff for prompt response to calls of an urgent nature</li> <li>• Provides next business day follow-up for non-urgent calls</li> </ul> <p><b>Availability</b></p> <ul style="list-style-type: none"> <li>• Before/after business hours, including weekends and holidays</li> </ul>	<ul style="list-style-type: none"> <li>• After-hours telephone service provided by external agency; calls of an urgent nature are routed to a single point of contact for efficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Public</li> <li>• Media</li> </ul>
<p><b>Project newsletters/bulletins</b></p> <ul style="list-style-type: none"> <li>• Provide updates on project achievements, current project work and upcoming work</li> <li>• Shorter news bulletins may be distributed to provide updates when a full-length newsletter is not required</li> <li>• Mailed to every household in Municipality of Port Hope and southeast Clarington</li> <li>• Posted on PHAI.ca; circulated via social media</li> </ul>	<ul style="list-style-type: none"> <li>• Port Hope Project Newsletter</li> <li>• Port Granby Project Newsletter</li> </ul>	<ul style="list-style-type: none"> <li>• Municipality of Port Hope residents</li> <li>• Southeast Clarington residents</li> <li>• Municipal, federal and provincial stakeholders</li> </ul>

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Tactics	Products/Activities	Target Audience
<p><b>Presentations/Demonstrations</b></p> <ul style="list-style-type: none"> <li>• Provide information on current and planned project activities and programs</li> <li>• Ensure all target audiences have the opportunity to receive information and updates on the PHAI</li> <li>• Strengthen connections with science, education and industry communities</li> <li>• Promote and support science, technology, engineering and math (STEM) education</li> <li>• Share information with other groups/communities undertaking similar initiatives</li> </ul> <p><b>Occurrence</b></p> <ul style="list-style-type: none"> <li>• Regularly scheduled for key audiences; on request for others</li> </ul>	<ul style="list-style-type: none"> <li>• PowerPoint slide shows, handouts</li> <li>• Information panels</li> <li>• Fact sheets</li> <li>• Brochures</li> <li>• Pop-up displays</li> <li>• 3-D models</li> <li>• Two-way dialogue through question-and-answer opportunities with CNL subject matter experts</li> </ul>	<ul style="list-style-type: none"> <li>• Public</li> <li>• Media</li> <li>• Health and emergency services</li> <li>• Government - municipal councils/staff, local MP/ MPP</li> <li>• STEM Industry</li> <li>• Local elementary, secondary and post-secondary schools</li> <li>• Business community groups</li> <li>• National/international education, industry and professional groups</li> <li>• Public interest groups</li> </ul>
<p><b>Site Tours</b></p> <ul style="list-style-type: none"> <li>• Led by expert CNL staff</li> <li>• Illustrate the scope of project planning and implementation including environmental protection, compliance with occupational health and safety requirements and conformance with environmental assessment and licensing obligations practices</li> <li>• Facilitate understanding and appreciation for complexity and importance of projects</li> </ul> <p><b>Occurrence</b></p> <ul style="list-style-type: none"> <li>• Regularly scheduled for key audiences; on request for others</li> </ul>	<ul style="list-style-type: none"> <li>• Led by CNL staff</li> <li>• Two-way dialogue through question-and-answer opportunities with CNL subject matter experts</li> </ul>	<ul style="list-style-type: none"> <li>• Public</li> <li>• Media</li> <li>• Health and emergency services</li> <li>• Government (municipal councils/staff, local MP/ MPP)</li> <li>• STEM Industry</li> <li>• Local elementary, secondary and post-secondary schools</li> <li>• Business community groups</li> <li>• National/international education, industry and professional groups</li> <li>• Public interest groups</li> </ul>



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Tactics	Products/Activities	Target Audience
<b>Host Community Communications</b> <ul style="list-style-type: none"> <li>• CNL regularly liaises with elected officials and staff of the host municipalities.</li> <li>• As part of an agreed-upon framework for dialogue to keep municipalities abreast of PHAI plans and progress, CNL provides regular project and communications updates to municipal councils, committees and staff through a variety of media, as well as topical presentations upon request.</li> </ul>	<ul style="list-style-type: none"> <li>• Municipal council updates</li> <li>• Agreement Monitoring Group</li> <li>• Community-specific working groups</li> </ul>	<ul style="list-style-type: none"> <li>• Municipality of Port Hope</li> <li>• Municipality of Clarington</li> </ul>
<b>Participation in External Events</b> <ul style="list-style-type: none"> <li>• Provide broader public with information about PHAI activities and health and safety measures in place to protect people and the environment</li> <li>• Provide opportunity for CNL staff to act as project ambassadors and broaden awareness and understanding of the projects</li> </ul> <b>Occurrence</b> As appropriate, to support the objectives of this plan	<ul style="list-style-type: none"> <li>• Port Hope Fall Fair</li> <li>• Port Hope &amp; District Chamber of Commerce events</li> <li>• Cameco events</li> <li>• Host community municipal events</li> <li>• Take Our Kids to Work Day</li> <li>• Local science fairs</li> </ul>	<ul style="list-style-type: none"> <li>• Public</li> <li>• Communities</li> <li>• Schools</li> <li>• Industry</li> </ul>
<b>Dedicated Engagement Campaigns</b> <ul style="list-style-type: none"> <li>• CNL may implement dedicated campaigns to support specific initiatives with targeted engagement to inform, educate and discuss specific topics with the public, property owners and stakeholders.</li> <li>• A specific strategy will be developed and a variety of tactics may be used to provide information, encourage and facilitate feedback including distribution of information, advertising, information sessions, focus groups and feedback forms.</li> </ul>	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Website/social media postings</li> <li>• Project newsletters/bulletins</li> <li>• Presentations</li> <li>• Information sessions</li> <li>• Focus groups</li> <li>• Advertising – print and/or radio</li> </ul>	As determined per subject matter

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Tactics	Products/Activities	Target Audience
<p><b>Community Notifications</b></p> <ul style="list-style-type: none"> <li>• Provide notification about near-term PHAI-related activity and/or notable changes to schedule or nature of work to residents and businesses and others located in close proximity to planned work</li> <li>• Provide advance notification of longer-term project plans</li> <li>• Provide disclosure of unplanned project events</li> <li>• Provide information on project sites</li> </ul> <p><b>Occurrence</b></p> <p>In advance of PHAI work, as required; increased frequency during construction and remediation; as required for disclosure</p>	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Phone calls</li> <li>• Door-to-door visits/information drop-offs</li> <li>• Website/social media postings</li> <li>• Project newsletters/bulletins</li> <li>• Advertising – print and/or radio</li> </ul>	<ul style="list-style-type: none"> <li>• Residents, businesses and schools in affected area</li> <li>• Public</li> <li>• First Responder organizations</li> <li>• Municipal staff</li> </ul>
<p><b>Signage</b></p> <ul style="list-style-type: none"> <li>• Identify PHAI trucks, equipment and project sites</li> <li>• Provide contact information for questions/concerns</li> <li>• Provide information on work being conducted</li> <li>• Provide detailed health/safety information, requirements</li> <li>• Provide clear direction on location of LTWMFs to facilitate project traffic and first responder access</li> </ul>	<ul style="list-style-type: none"> <li>• CNL office sites</li> <li>• Project access roads/work sites</li> <li>• PHAI trucks</li> </ul>	<ul style="list-style-type: none"> <li>• Residents</li> <li>• Visitors</li> <li>• Contractors</li> <li>• Emergency Responders</li> </ul>

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Tactics	Products/Activities	Target Audience
<p><b>Media Relations</b></p> <ul style="list-style-type: none"> <li>• Brief the media and inform the community and broader audiences about:               <ul style="list-style-type: none"> <li>○ Imminent project activities</li> <li>○ Project achievements</li> <li>○ Changes to schedule, nature of work or PHAI programs</li> </ul> </li> <li>• Reinforce CNL as primary source of accurate, timely information by:               <ul style="list-style-type: none"> <li>○ Building and maintaining relationships with media</li> <li>○ Providing media with access to CNL technical experts</li> </ul> </li> <li>• Demonstrate transparency by disclosing unplanned project events</li> </ul> <p><b>Occurrence</b></p> <ul style="list-style-type: none"> <li>• In advance of PHAI work, as required; increased frequency during construction and remediation; as required for specific milestones or disclosure</li> </ul>	<ul style="list-style-type: none"> <li>• Media conferences and events</li> <li>• Media releases</li> <li>• Media interviews with CNL subject matter experts</li> <li>• FAQs</li> </ul>	<ul style="list-style-type: none"> <li>• Media</li> <li>• Public</li> </ul>
<p><b>Radiological Information about Port Hope Properties</b></p> <ul style="list-style-type: none"> <li>• Provide to property owners: confirmation of current investigation activities/results to assist in listing a property for sale</li> <li>• Provide to potential purchasers: information about remediation/restoration plans on a specific property</li> </ul> <p><b>Occurrence</b></p> <ul style="list-style-type: none"> <li>• On request</li> </ul>	<ul style="list-style-type: none"> <li>• Radiological Status Letter with all currently available results of any radiological investigation and remediation activities to date</li> <li>• Information (with permission of property owner) about remediation plans for properties with LLRW requiring remediation</li> </ul>	<ul style="list-style-type: none"> <li>• Port Hope property owners</li> <li>• Potential purchasers of Port Hope property</li> </ul>

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Tactics	Products/Activities	Target Audience
<p><b>Internal Communications</b></p> <ul style="list-style-type: none"> <li>Ensures CNL employees are fully apprised of CNL business and PHAI project activities on an ongoing basis</li> <li>Enables CNL employees to share timely public information with relatives, friends and neighbours</li> </ul> <p><b>Occurrence</b></p> <ul style="list-style-type: none"> <li>Weekly, monthly, quarterly and as required with increased frequency, as necessary during remediation</li> </ul>	<ul style="list-style-type: none"> <li>Information updates via General Manager, President, CEO and Executive Committee</li> <li>Ongoing management meetings and Site Safety and Health Committee meetings</li> <li>Employee All-Staff meetings (corporate, division and project-specific) and myCNL TV engagements</li> <li>Employee updates via intranet and staff email</li> <li>Weekly project updates via intranet</li> <li>Lunch &amp; Learn opportunities on wide variety of topics</li> <li>Regulatory meetings/hearings updates via the intranet site myCNL</li> <li>Surveys to gauge employee awareness and measure messaging effectiveness</li> <li>New Employee Orientation - presentation and tour for new employees</li> <li>Integrated messaging on CNL initiatives and activities through the employee handbook and intranet</li> </ul>	<ul style="list-style-type: none"> <li>CNL employees</li> </ul>
<p><b>Health and Emergency Services</b></p> <ul style="list-style-type: none"> <li>Plans in place to ensure events are properly managed and risks to people and the environment are minimized</li> <li>Maintain documentation and plans and communications interfaces are clearly established between and aligned among CNL, the municipalities, the provinces and the federal government</li> </ul>	<ul style="list-style-type: none"> <li>Information sessions to keep contacts apprised of project information and developments</li> </ul>	<ul style="list-style-type: none"> <li>CNL/Haliburton, Kawartha, Pine Ridge District Health Unit</li> <li>Durham Region Health Unit</li> <li>Clarington Emergency &amp; Fire Services</li> <li>Durham Regional Police Services</li> <li>Lakeridge Health Bowmanville</li> <li>Port Hope Fire &amp; Emergency Services</li> <li>Port Hope Police Services</li> <li>Northumberland Paramedics</li> <li>Northumberland Hills Hospital</li> <li>Ontario Ministry of Transportation</li> </ul>

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Tactics	Products/Activities	Target Audience
<b>Education and Science &amp; Technology Community</b>	<ul style="list-style-type: none"> <li>• CNL offers presentations, site tours and program-specific information and demonstrations to students at the elementary, high school, college and university level, and participates on post-secondary program advisory committees to provide industry perspective on the development of new programs and courses.</li> <li>• CNL actively participates in the annual Take Our Kids to Work Day event and other education events including the Junior Achievement World of Opportunity program and judging local and regional science fairs.</li> <li>• CNL regularly responds to requests from national and international education, industry and professional groups to provide presentations and site tours and continues to develop outreach activities related to STEM education.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Real Estate Community Liaison</b> <ul style="list-style-type: none"> <li>• Provide information an updates to members of the real estate community – property and financial</li> </ul>	<ul style="list-style-type: none"> <li>• Presentations/tours</li> <li>• Updates/educational sessions</li> </ul>	<ul style="list-style-type: none"> <li>• CNL/Northumberland Hills Association of Realtors Working Group</li> <li>• Northumberland Hills Association of Realtors</li> <li>• Durham Region Association of Realtors</li> <li>• General real estate community</li> <li>• General finance community</li> </ul>

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<b>Tactics</b>	<b>Products/Activities</b>	<b>Target Audience</b>
<b>Monitoring Public Opinion and Media</b> <ul style="list-style-type: none"> <li>Record public understanding, perceptions, concerns and opinions about the PHAI and project-related impacts</li> <li>Gauge stakeholder support for and awareness of the PHAI</li> <li>Be aware of trends in public opinion, social media and/or media coverage and how they may affect public perception of the PHAI</li> <li>Respond promptly and effectively to media coverage and social media posts when necessary</li> </ul>	<ul style="list-style-type: none"> <li>Media monitoring/analysis</li> <li>Social media monitoring</li> <li>PHAI-related community groups</li> <li>Public Attitude Survey</li> <li>Tracking and monitoring complaint types, frequency and complainant satisfaction</li> <li>Targeted focus groups</li> <li>Informal/formal comment/satisfaction reports</li> </ul>	<ul style="list-style-type: none"> <li>Media outlets</li> <li>Social media channels</li> <li>Public</li> <li>Participating citizens</li> </ul>
<b>Reporting and Disclosure</b> <ul style="list-style-type: none"> <li>Provide information regarding environmental impact including environmental monitoring program results</li> </ul> <b>Occurrence</b> <ul style="list-style-type: none"> <li>Weekly, monthly, quarterly, annually and as required</li> </ul>	<ul style="list-style-type: none"> <li>Media Releases</li> <li>Website posts</li> <li>Communications activity reports</li> <li>Environmental performance reports</li> <li>Public information sessions</li> </ul>	<ul style="list-style-type: none"> <li>Public</li> <li>Media</li> <li>AECL</li> <li>CNSC</li> </ul>
<b>Public Disclosure</b> <ul style="list-style-type: none"> <li>Provide open and transparent disclosure of unplanned events</li> </ul> <b>Occurrence</b> <ul style="list-style-type: none"> <li>As required</li> </ul>	<ul style="list-style-type: none"> <li>Media Releases</li> <li>Website posts</li> <li>Public information session</li> </ul>	<ul style="list-style-type: none"> <li>Public</li> <li>Media</li> <li>Employees</li> <li>AECL</li> <li>CNSC</li> </ul>

## 9. Community-Specific Communications and Engagement

While any of the tactics outline in Table 1 may be applied for both the Port Hope and Port Granby projects, the Port Hope and Port Granby are each in different phases and require community-specific approaches.

The PIP remains flexible to ensure that the specific needs of each community are being met.

### 9.1 Port Hope Project Phase 2 Tactics

As Phase 2 progresses, Port Hope Project work is underway at several major sites across urban Port Hope along with work at private properties and road allowances. The complex nature and timing of the work requires specific, ongoing communications with the community at all levels, from municipal council and staff to individual property owners.

### **9.1.1 Host Community Communications**

In addition to the host-community communications tactics outlines in Table 2, a variety of additional initiatives provide information on the Port Hope Project to the community on both an ongoing and as-needed basis.

### **9.1.2 Port Hope Communications Working Groups**

The **CNL/Municipality of Port Hope Communications Working Group** provides updates and ensures alignment on common communications interests of CNL and the Municipality of Port Hope. Communications staff meet on a regular/as needed basis to discuss upcoming projects and initiatives.

The **CNL/Cameco Communications Working Group** identifies and plans for intersecting scopes of work in the Port Hope waterfront area. The aim of the meetings is to identify shared activities between Cameco and CNL with high visibility or potential for public concern and develop a process by which any complaint/question is received and reviewed and feedback provided as appropriate. Communications staff meet on an as needed basis to discuss upcoming projects and initiatives.

### **9.1.3 Port Hope Business Community Liaison**

CNL is a member of the Port Hope and District Chamber of Commerce and provides a monthly update on project progress, communications and Port Hope project-related economic opportunities to the Board of Directors. Communications staff works directly with Chamber staff to develop additional opportunities for members including Port Hope Project site tours and events targeted toward current and potential project contractors.

To provide access to CNL supply chain opportunities, the PHAI website includes links to a contractor portal, supply chain registration and vendor portal to connect potential or current suppliers with information on procurement opportunities for goods, services, equipment, decommissioning and construction.

Information on specific events including CNL industry day and career fair are circulated to the Chamber of Commerce and any individuals or groups who have expressed interest in career/business opportunities and CNL contracting processes.

### **9.1.4 Public Information Sessions**

PHAI work and related monitoring, mitigation and health and safety measures in place to protect people and the environment.

These sessions, open to anyone who wishes to participate, allow CNL to provide updates on planned or changed project activity and programs and receive feedback from public and discuss neighbourhood-specific issues related to PHAI work.

Sessions include a two-way dialogue through question-and-answer opportunities with CNL and contractors subject matter experts and are open to any member of the public, stakeholders and the media.

### **9.1.5 Neighbourhood Information Sessions**

Prior to the start of work at a public project site, such as a park, a meeting is held to provide an overview of the process, timelines and any anticipated mitigation measures to be implemented. CNL and contractor staff are available to answer questions and address any concerns.

### **9.1.6 Contractor Communications Training**

CNL is the lead for all communications with property owners and the public. CNL communications staff work closely with prime contractors at all project sites, including private properties, to clearly define expectations, maintain consistency, align departments and ensure adherence to approved CNL communication processes.

### **9.1.7 Port Hope Private Property Communications**

CNL is conducting a Property Radiological Survey on approximately 6,000 properties in urban Port Hope and a small number in rural Port Hope, to confirm which properties require cleanup of historic waste. A number of tactics are in place to ensure ongoing communications and outreach with property owners through all stages of the survey and, for those properties with waste, throughout the remediation and restoration of the property.

### **9.1.8 Individual Property Owner Communications**

All property owners included in the survey receive a Consent & Scheduling Package outlining the process and requesting written confirmation of their participation. Once a signed consent is received, individual phone calls are made to schedule survey appointments.

For properties identified as having waste, CNL contacts the owner to provide test results and a design overview booklet - an overview of next steps and what to expect during the process. Design meetings are held with owners to review the design package for the property and make any changes; details are finalized and the Remediation & Restoration Agreement is signed.

Before work begins on private properties a property owner information session is held to review upcoming work and details on what owners and adjacent neighbours can expect throughout the remediation and restoration process.

From the start of testing through to restoration and closeout of each property, communications staff are available by phone, email and in person to help property owners navigate the process and to respond to any inquiries and concerns.

Figure 2 provides an overview of the communications touchpoints throughout the survey and remediation process.



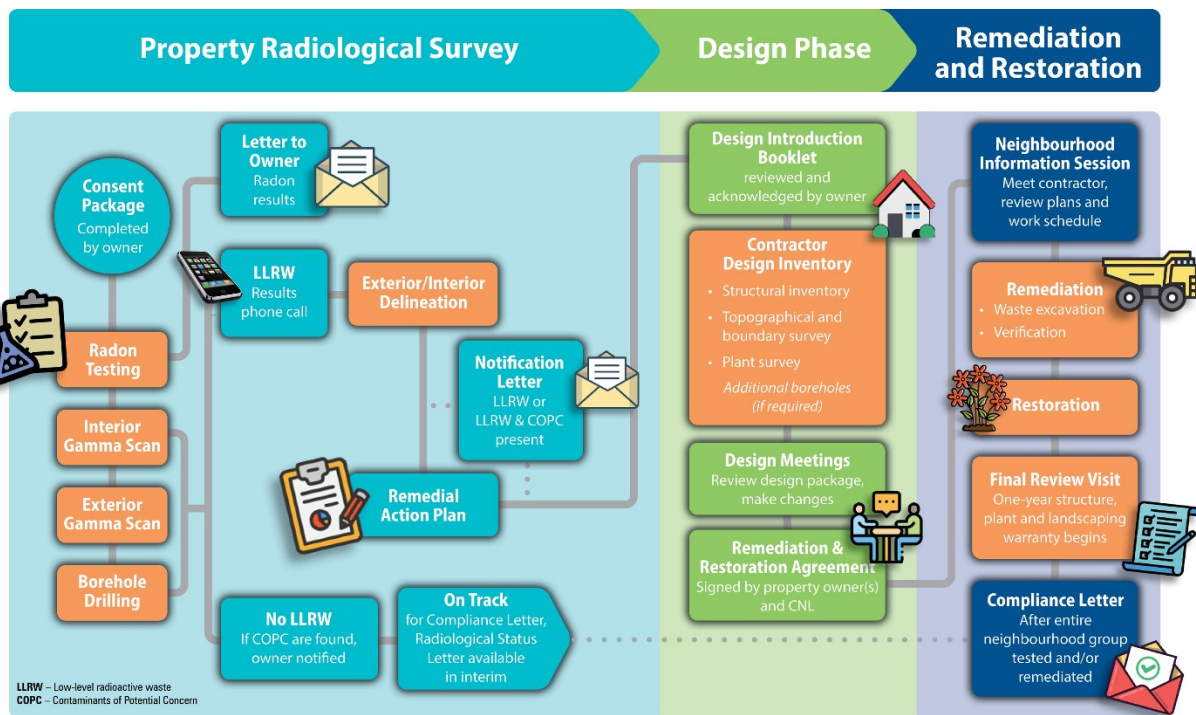


Figure 2: Private Properties Communications

### 9.1.9 Private Property Information Sessions

In advance of work on private properties, a virtual meeting is held for owners of all properties to be remediated in a neighbourhood. CNL staff and the assigned contractor outline plans for each property including site preparations, mitigation plans and day-to-day logistics including parking, mail delivery, garbage pickup, etc.

### 9.1.10 Communications Field Staff

Communications Field Liaison Officers regularly attend property sites to address emerging issues. Their primary role is to mitigate any escalating situations resulting from property owner concerns with project activities.

The field staff ensures the delivery of consistent messaging when explaining property plans, changes and delays and carefully record and address any concerns. Where required, the officers will identify and support the implementation of accommodation measures for those with extenuating circumstances.

### 9.1.11 Decline-to-Participate Letters

In an ongoing effort to encourage participation in the property survey, CNL undertakes a comprehensive process to connect with Port Hope property owners who have not provided consent to participate in or continue the Property Radiological Survey. The aim is to confirm whether they wish to be included in the survey. If no response is received after multiple attempts to engage a property owner, CNL issues a Decline to Participate letter indicating the recipient has 30 days to confirm whether they wish to participate in or decline the PHAI cleanup.

### **9.1.12 Port Hope Property Information Access**

At the written request of a property owner, CNL provides a Radiological Status Letter (RSL) confirming any available results of any radiological investigation and remediation activities on the property to date.

When a property is listed for sale and the owner provides the RSL to prospective buyers, CNL staff is available (with written permission from the owner) to speak with prospective buyers and answer questions related to the information in the letter.

## **9.2 Phase 3 Port Granby Project Tactics**

With the Port Granby Project in Phase 3 – long-term monitoring and maintenance, no visible work is being conducted at the long-term waste management facility and minimal traffic in and out of the site anticipated.

In addition to the activities listed below, CNL staff will remain available to respond to and communicate regarding any emergency situations and to address any questions or concerns from stakeholders and the public.

### **9.2.1 Host Community Communications**

In addition to the host-community communications tactics outlines in Table 2, a variety of additional initiatives provide information on the Port Granby Project to the community on both an ongoing and as-needed basis.

### **9.2.2 Municipality of Clarington Monthly Coordination meetings**

A CNL communications staff member participates in monthly meetings along with CNL project staff and representatives of the Municipality of Clarington to provide updates and ensure alignment on common communications interests of CNL and the Municipality of Clarington.

### **9.2.3 Resident Notifications**

CNL maintains a contact list for all properties in the near vicinity of the Port Granby Long-Term Waste Management Facility. In the event of unusual project-related activities or occurrences, CNL staff will contact the residents directly by email or phone with details on what to expect and the duration of any specific activity.

### **9.2.4 Port Granby Discussion Group**

The Port Granby Discussion Group provides a forum for CNL to update residents and other interested parties on Port Granby Project and discuss community concerns. CNL consults the South East Clarington Ratepayers Association, which represents the interests of residents in the hamlet of Port Granby, on meeting frequency and schedule and agenda topics.

## **10. Monitoring Public Opinion and Media Coverage**

CNL monitors and analyzes public opinion, including social media and media coverage to:

- Record public understanding, perceptions, concerns and opinions about the PHAI and project-related impacts
- Gauge stakeholder support for and awareness of the PHAI

- Be aware of trends in public opinion, social media and/or media coverage and how they may affect public perception of the PHAI
- Respond promptly and effectively to media coverage and social media posts when necessary

The methods used to monitor and analyze community and public views, opinions and concerns related to the PHAI projects, programs and supporting activities include:

### **10.1 Public Attitude Survey**

Through public attitude surveys, CNL monitors and records public understanding and perceptions of the projects and public opinion about community impacts. Feedback from surveys helps CNL gauge stakeholder understanding and awareness of the projects and identify stakeholders' knowledge gaps, types of information that are of public interest and how best to focus future communication efforts.

### **10.2 Media and Social Media Monitoring and Analysis**

CNL monitors the amount and nature of media coverage related to the project generally or to any specific project activity, the type of media involved (e.g. television, print, social media) and the support or concern that has been expressed with relation to the project or activity. Local, provincial, national, international and social media coverage of issues related to the PHAI is monitored and analyzed, enabling CNL to understand trends, respond to media coverage when necessary and identify effective ways to work with the media.

### **10.3 Informal/Formal Comments/Satisfaction Indicators**

Opinions expressed during PHAI stakeholder engagement, such as public visits to the Project Information Office, PHAI information sessions and special events, are recorded and tracked.

## **11. Questions and Issues Management**

For the purposes of the PHAI PIP, an issue is defined as something that could positively or negatively impact on CNL operations, credibility or reputation. Where questions and issues arise, CNL attempts to identify the issue, determine its basis or cause, assess its implications, and, if possible, identify means to inform on the issue to the satisfaction of the concerned parties and the public.

### **11.1 Complaints Resolution Process**

The PHAI Complaints Resolution Process (CRP) is a two-tiered process to help resolve public complaints arising from tangible, physical issues caused directly by the Port Hope and Port Granby projects. The process focusses on anticipating and proactively addressing concerns before they escalate into complaints.

Field Liaison Officers address immediate concerns and, where required, an issue is escalated to the CRP team for follow-up.

### **11.2 Crisis Communications**

CNL has a robust Crisis Communications Plan [8] to address crisis situations, including the delivery of information to senior management and employees, AECL and CNL corporate staff, the media, stakeholders and the public.

## **12. Program Evaluation and Improvement**

Using objective assessments acquired from the methods described in Section 0, CNL evaluates its Public Information Program on an ongoing basis. Adjustments are made as required to ensure target audiences receive timely information and maintain support and confidence in PHAI activities.

All written, telephone and electronic communications, as well as follow-up actions or requests for information, are tracked and recorded. Comments and questions at community meetings are recorded for follow up where required and responses are made available to all interested parties.

## **13. Reporting and Disclosure**

### **13.1 Atomic Energy of Canada Limited (AECL)**

CNL client, AECL, is kept apprised of CNL communications activities through ongoing engagement and weekly and monthly updates, and informed of relevant communications issues and public disclosures as they arise.

### **13.2 Canadian Nuclear Safety Commission (CNSC)**

CNL keeps the CNSC apprised of activities through quarterly and annual reporting and ongoing engagement on relevant regulatory issues. CNL is required to notify the CNSC of any public disclosures at the same time as or prior to the disclosure. CNSC and CNL interactions are supplemented by regular meetings with regulatory, licensing, project and program staff.

### **13.3 Public Disclosure**

CNL is committed to providing open and transparent public disclosure, in alignment with CNSC regulatory document REGDOC-3.2.1 Public Information and Disclosure [6], about unplanned project activities and non-routine events such as:

- Events that have off-site effects or could result in public interest and concern and/or media attention
- Serious vehicle/industrial accidents or fires
- Operational developments that result in significant changes to facility design or operation or to project schedule
- Natural events such as floods that have an impact on project activities
- Other events that could have offsite effects or result in media attention

Information disclosed is proportionate with the public's perception of risk and the level of public interest in PHAI activities, as determined through the gathering of public opinion and monitoring public perception. CNL strives to maintain a balance between having fulsome, reliable information about unplanned project activities and ensuring the public and other stakeholders are kept informed in a timely manner.

Disclosure about unplanned project activities and events with little or no impact on people and the environment are posted on the PHAI website, typically within four business days, while key stakeholders may be notified through direct contact.

In addition to website postings, disclosure may also be provided using one or more of the following methods:

- Social media
- Emails
- Advertising and signage
- Phone calls to residents/businesses in close proximity to the event
- Door-to-door visits and distribution of PHAI printed material
- Media releases
- Media conferences with access to CNL subject matter experts
- Information sessions

Consistent with REGDOC 3.2.1 [6], CNL will inform the CNSC of disclosures made under this protocol at the time of or before the disclosure.

#### **13.4 Performance Reports**

Information regarding environmental impact is posted on PHAI.ca including environmental monitoring program results. In addition to routine reporting, CNL prepares CNSC Annual Compliance and Monitoring Reports detailing the status of the Port Hope and Port Granby projects, the long-term waste management facilities and notable activities conducted for a specific calendar year. Reports include results of communications and engagement activities operations and monitoring programs, changes made to key procedures, equipment or structures, as well as a summary of reports in accordance with the CNSC Licence [5].

Executive summaries of the CNSC Annual Compliance & Monitoring Reports are posted on PHAI.ca and copies of the full report are available on request.

#### **14. Documentation and Records**

CNL maintains records and statistics about the reach of the PHAI Public Information Program including:

- Interactions with the public and requests for information about the projects including visits to the Project Information Office, phone calls, emails, property owner meetings and site visits
- Website visits
- Social media posts and public interactions
- Presentations, meetings and site tours
- Stakeholder engagements
- Special events
- Public disclosures
- Public information products and their distribution
- Community notifications
- Internal communications
- Advertising
- Media interactions

**15. References**

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