

TABLE OF CONTENTS

| | | |
|------------|--|------------|
| 1.0 | INTRODUCTION..... | 1-1 |
| 2.0 | CONSULTATION WITH GOVERNMENT AGENCIES | 2-1 |
| 2.1 | Assessment Committee..... | 2-2 |
| 3.0 | FOCUS AND SCOPE OF PUBLIC CONSULTATIONS | 3-1 |
| 3.1 | Regulatory Requirements..... | 3-1 |
| 3.2 | Proponent’s Commitment and Philosophy | 3-1 |
| 3.2.1 | Seeking Social Permits..... | 3-2 |
| 3.2.2 | NLRC Investment in Public Consultation..... | 3-3 |
| 3.2.3 | Level of involvement of NLRC Management | 3-3 |
| 3.2.4 | Goals of Public Consultation | 3-3 |
| 3.3 | Public Expectations | 3-4 |
| 4.0 | PUBLIC CONSULTATION PROCESS..... | 4-1 |
| 4.1 | Groups Consulted | 4-1 |
| 4.1.1 | Direct Project Neighbours..... | 4-1 |
| 4.1.2 | Other Placentia Bay Communities..... | 4-1 |
| 4.1.3 | Other Nearby Communities | 4-5 |
| 4.1.4 | Existing Stakeholder Groups | 4-5 |
| 4.1.5 | Placentia Bay Traffic Committee | 4-5 |
| 4.1.6 | Placentia Bay Integrated Management Planning Committee | 4-5 |
| 4.1.7 | FFAW Placentia Bay Sub-Committee | 4-6 |
| 4.1.8 | Project Specific Issue Advisory Groups..... | 4-6 |
| 4.1.9 | Educational Institutions..... | 4-9 |
| 4.2 | Types of Consultation..... | 4-9 |
| 4.2.1 | Open Houses/Public Meetings | 4-9 |
| 4.2.2 | Special Interest Group – Fishery | 4-12 |
| 4.2.3 | Special Interest Group – Air Quality | 4-12 |
| 4.2.4 | Educational Institutional Meetings | 4-12 |
| 4.2.5 | Stakeholder Groups..... | 4-13 |
| 4.2.6 | Information Sharing | 4-13 |
| 4.2.7 | Presence in the Communities..... | 4-14 |
| 4.3 | Consultation Mechanisms | 4-15 |
| 4.3.1 | Vice-President, Community and Environmental Affairs..... | 4-15 |
| 4.3.2 | Public Consultation Facilitator | 4-15 |
| 4.3.3 | Public Information Officer and Centre | 4-15 |
| 4.3.4 | Media..... | 4-16 |
| 4.3.5 | Community Updates | 4-17 |

| | | |
|------------|--|------------|
| 4.3.6 | Environmental Assessment Updates..... | 4-17 |
| 4.3.7 | Website..... | 4-18 |
| 4.3.8 | E-mail List..... | 4-20 |
| 4.3.9 | Fax List..... | 4-20 |
| 4.3.10 | Exit Surveys..... | 4-20 |
| 4.3.11 | Comment Cards..... | 4-21 |
| 4.4 | Public Consultation Summary of Events | 4-21 |
| 5.0 | PUBLIC CONSULTATION RESULTS..... | 5-1 |
| 5.1 | What the Public Told Us | 5-1 |
| 5.1.1 | Open Houses..... | 5-2 |
| 5.2 | How the Project Changed in Response to Public Consultation..... | 5-5 |
| 5.2.1 | Marine Jetty | 5-6 |
| 5.2.2 | Second Access Road to the Burin Peninsula | 5-6 |
| 5.2.3 | Formation of a Special Interest Group for the Air Quality Study..... | 5-6 |
| 5.2.4 | Commitment to Provide Real-Time Information on Air Quality | 5-7 |
| 5.2.5 | Fish Harvesting Practices..... | 5-7 |
| 5.2.6 | Noise Barriers for the Access Road | 5-8 |
| 5.3 | Salmon Stewardship Groups..... | 5-8 |
| 6.0 | CONCLUSION | 6-1 |

LIST OF TABLES

| | | |
|-----------|---|------|
| Table 2.1 | Meetings and Discussions with Government Agencies (June 2006 – July 2007) | 2-1 |
| Table 4.1 | Population of Direct Project Neighbouring Communities | 4-1 |
| Table 4.2 | Population of Other Placentia Bay Communities | 4-3 |
| Table 4.3 | Flyer Distribution | 4-10 |
| Table 4.4 | Advertising for Open Houses | 4-10 |
| Table 4.5 | Distribution of Project Registrations | 4-14 |
| Table 4.6 | NLRC Website Usage | 4-19 |
| Table 4.7 | Country of Origin of NLRC Website Users | 4-19 |
| Table 4.8 | Summary of Meeting Attendance | 4-21 |
| Table 5.1 | Summary of Issues Raised by the Public | 5-1 |
| Table 5.2 | Issues Raised by the Public at Open Houses | 5-2 |
| Table 5.3 | Issues Raised by the Public in Exit Surveys at the Open Houses | 5-3 |
| Table 5.4 | Issues Raised at Open Houses by Community | 5-4 |

LIST OF FIGURES

| | | |
|-------------|---------------------------------|-----|
| Figure 4-1 | Direct Project Neighbours | 4-2 |
| Figure 4-2: | Other Placentia Bay Communities | 4-4 |

APPENDICES

| | |
|------------|---|
| Appendix A | Meetings and Discussions with Government Agencies |
| Appendix B | Summary of Public Consultation Meetings |
| Appendix C | Technical Briefing Sessions |
| Appendix D | Special Interest Group – Air Quality Model Study |
| Appendix E | Special Interest Group – Fishery |
| Appendix F | Educational Institutional Meetings |
| Appendix G | Stakeholder Groups |
| Appendix H | Issues Raised at Community Council Meetings |
| Appendix I | Issues Raised at Chamber of Commerce Meetings |
| Appendix J | Issues Raised at Economical Development Meetings |

LIST OF ACRONYMS AND ABBREVIATIONS

| Acronym/Abbreviation | Definition |
|-----------------------------|--|
| AACC | Argentia Area Chamber of Commerce |
| ACCC | Arnold's Cove Chamber of Commerce |
| ACOA | Atlantic Canada Opportunities Agency |
| AGEDB | Avalon Gateway Regional Economic Development Board |
| AQS | Air Quality Study |
| BACT | Best Available Control Technology |
| BATEA | Best Available Technology Economically Achievable |
| CACC | Clarenville Area Chamber of Commerce |
| CBC | Canadian Broadcasting Company |
| CEAA | Canadian Environmental Assessment Agency |
| CCG | Canadian Coast Guard |
| DFO | Department of Fisheries and Oceans |
| DOEC | Department of Environment and Conservation |
| DRDB | Discovery Regional Development Board |
| EA | Environmental Assessment |
| ECRC | Eastern Canada Response Corporation |
| EIS | Environmental Impact Statement |
| FFAW | Fish, Food and Allied Workers |
| HADD | Harmful Alteration, Disruption or Destruction |
| IAPP | International Association of Public Participation |
| IM | Integrated Management |
| MOA | Memorandum of Agreement |
| NARL | North Atlantic Refining Limited |
| NEIA | Newfoundland Environmental Industry Association |
| NL | Newfoundland and Labrador |

| Acronym/Abbreviation | Definition |
|-----------------------------|---|
| NLRC | Newfoundland and Labrador Refining Corporation |
| NTL | Newfoundland Transshipment Limited |
| NWPA | Navigable Waters Protection Act |
| PCF | Public Consultation Facilitator |
| PIC | Public Information Centre |
| PIO | Public Information Officer |
| SAEN | Salmon Association of Eastern Newfoundland |
| SIG | Special Interest Group |
| SRDC | Schooner Regional Development Corporation |
| TCH | Trans-Canada Highway |
| TERMPOL | Technical Review Process of Marine Terminal Systems and Transshipment Sites |
| VBNC | Voisey's Bay Nickel Company |
| WRDC | Women in Resource Development Committee |

1.0 INTRODUCTION

Early consultation with the provincial government and with communities in the project area provided important, useful guidance for the Refinery Project design and related research.

This volume describes the nature and results of the consultation program undertaken by Newfoundland and Labrador Refining Corporation (NLRC).

Initial discussions with government agencies in June 2006 determined that the project would be assessed under provincial and federal environmental assessment processes, and all parties agreed on efforts to coordinate the processes.

The direction from government was formalized as the Guidelines for Environmental Impact Statement/Comprehensive Study Report, issued in final form on June 19, 2007.

Discussions with various agencies continued throughout preparation of the assessment. Specific initiatives included review of the air dispersion model inputs and results, and the signing of a Memorandum of Agreement whereby NLRC would contribute to the federal/provincial hydrometric monitoring program by adding sensors to the Come By Chance River and to Watson's Brook, a salmon river close to the proposed refinery site.

A key objective of NLRC's public consultation has been to hear and understand concerns and suggestions early in the planning stage and to try and address them in project design and plans.

Information from the community consultations has made a difference. Changes to the project based on input from the public include: realignment of the jetty to ensure access for fishers to a key cod ground, formation of a community-based air quality advisory group, commitment to real-time air quality information, a second access road from the Burin Highway and noise reduction for the access road from Come By Chance. Detail is provided in Section 5.0 Public Consultation Results.

NLRC wishes to thank all of the individuals and groups who took the time and effort to participate in the consultation process and contribute to project planning.

2.0 CONSULTATION WITH GOVERNMENT AGENCIES

The proposed Refinery Project is being assessed under provincial and federal environmental assessment (EA) processes. The provincial assessment is led by the Department of Environment and Conservation, the federal by the Canadian Environmental Assessment Agency (CEAA). However, many other government departments and agencies are involved, providing information, advice, review and approvals to the Proponent and its consulting teams and to Government.

One of the first steps in an environmental assessment is to determine the scope of the assessment in terms of time frame, geography and issues. Introductory scoping meetings with regulatory agencies were initiated very early in the planning and have continued throughout preparation of the assessment.

The proponent, NLRC, contracted SNC-Lavalin to develop the economic and engineering feasibility studies early in 2006. As the feasibility studies progressed, NLRC initiated environmental assessment and SNC-Lavalin Group were contracted to manage the environmental assessment on their behalf. Typically, the SNC Lavalin Environmental Assessment Coordinator, the Project Engineer and one or more members of the assessment team attended each meeting with a regulatory agency.

Each meeting included an introduction of the proponent and an update to the project, accompanied by relevant drawings and/or PowerPoint information. Table 2.1 summarizes the government departments and agencies consulted since June 2006. Appendix A provides a detailed list of groups and communities met with, and a summary of key discussion points from each meeting.

Meetings with provincial and federal regulatory agencies have guided the research and approach to the assessment. As well, their input has ensured that the necessary basis for compliance and effects monitoring is in place.

Table 2.1 Meetings and Discussions with Government Agencies (June 2006 – July 2007)

| Level of Government | Department or Agency |
|-----------------------|---|
| Provincial Government | Environment and Conservation |
| | Natural Resources |
| | Fisheries and Aquaculture |
| | Transportation and Works |
| | Business |
| | Human Resources, Labour and Employment |
| | Education |
| | Innovation, Trade and Rural Development |
| Women's Policy Office | |

| Level of Government | Department or Agency |
|---------------------|---|
| | Rural Secretariat / Health and Community Services |
| Federal Government | Canadian Environmental Assessment Agency |
| | Transport Canada |
| | Fisheries and Oceans |
| | Environment |
| | Atlantic Canada Opportunities Agency (ACOA) |

2.1 Assessment Committee

The Provincial Minister of Environment and Conservation established an Assessment Committee to oversee preparation of the environmental assessment documents for the proposed refinery. The multi-agency, inter-departmental committee is chaired by the Department of Environment and Conservation (see Table 2.2).

The Assessment Committee provided direction through provision of publicly reviewed Guidelines for Environmental Impacts Statement/Comprehensive Study Report, Newfoundland & Labrador Refinery Project, issued on June 19, 2007.

Table 2.2 Environmental Assessment Committee (March 8, 2007)

| Department/Agency | Contact Information | Mandated Responsibilities |
|-------------------------------------|---|---|
| Environmental Assessment Division | Ed Kaufhold 729-0090 (1-800-563-6181) ekaufhold@gov.nl.ca | Administer provincial environmental assessment process |
| Water Resources Management Division | Bob Picco 729-5713 rpicco@gov.nl.ca | Water body alteration, Water use allocation, Water quantity/quality monitoring |
| Parks and Natural Areas Division | Jeri Graham 635-4529 jerigraham@gov.nl.ca | Cape St. Mary's Ecological Reserve, Provincial parks, Wilderness and ecological reserves |
| Pollution Prevention Division | Dexter Pittman 729-6771 DPittman@gov.nl.ca | Air quality, Effluent quality, Materials handling and storage, Waste management and disposal, Community relations |
| Wildlife Division | Christine Doucet 637-2372 christinedoucet@gov.nl.ca | Rare plants, Raptors, Furbearers |
| Government Service Centre | Guy Perry 466-4060 gperry@gov.nl.ca | Approvals and permits |
| Provincial Archaeology Office | Delphina Mercer 729-4142 dhmercer@gov.nl.ca | Historic resources |
| Health and Community Services | Calvin Morgan 229-1551 calvinmorgan@hcse.ca | Human health and well being, Services to support human health and well being, Acute |

| Department/Agency | Contact Information | Mandated Responsibilities |
|--|--|--|
| | | care, Public health programs |
| Fisheries and Aquaculture | Paul James 292-4116 pjames@gov.nl.ca | Aquaculture development |
| Human Resources, Labour and Employment | Heather Rossiter 729-5618 heatherrossiter@gov.nl.ca | Labour market development |
| Municipal Affairs | Corrie Davis 729-5409 corriedavis@gov.nl.ca | Land use planning |
| Natural Resources | Terry Dale 729-5714 terrydale@gov.nl.ca | Energy policy |
| Education | Kent Aitken 729-2624 kentaitken@gov.nl.ca | Skills development, training and education |
| Transport Canada | Randy Decker 772-3061 deckerr@tc.gc.ca | Navigable waters |
| Fisheries and Oceans Canada | Sigrid Kuehnemund 772-0853 kuehnemunds@dfo-mpo.gc.ca | Fish and fish habitat (marine and freshwater) |
| Environment Canada | Charles Maclean 772-4181 charles.maclean@ec.gc.ca | Petroleum Refinery Effluent Regulations, Canadian Environmental Protection Act and Regulations, Migratory birds, Species at risk |

3.0 FOCUS AND SCOPE OF PUBLIC CONSULTATIONS

In the Refinery assessment, the emphasis on public involvement came directly from the project proponent at the inception of the project. From the beginning, the proponent indicated that if “people do not want this project, it will not go ahead.” In order for people to understand the project, the NLRC felt there must be full and open consultations.

Environmental Assessment is a public process and, as such, public consultations were prescribed by the regulatory authorities as part of the Environmental Assessment process.

3.1 Regulatory Requirements

Public consultation has been ongoing since February 2006. The regulatory requirements for public consultations were formally outlined in the Environmental Impact Statement (EIS) Guidelines from the Newfoundland and Labrador Department of Environment and Conservation (Draft, March 2007; Final, June 2007). These Guidelines are as follows:

From section 7 of the guidelines:

“A proposed program of public information will be outlined. Open House Public Information Sessions will be held to present the proposal and to record public concerns. The proponent will hold public information sessions in the communities of North Harbour, Come by Chance, Sunnyside and Arnold’s Cove. Consideration should also be given to the holding of public information sessions in larger centers such as Clarenville and/or St. John’s. Public concerns will be addressed in a separate section of the EIS/CSR.”

The proponent has presented the public consultation information in this document.

3.2 Proponent’s Commitment and Philosophy

From the outset it was made clear that NLRC believed consultation with communities should be a major component of the project approval process. Before the first press release about the project was issued, NLRC Vice-President of Community and Environmental Affairs, Roland Butler, visited the neighbouring communities of the proposed site to present the project concept. Mr. Butler hand-delivered the press release, the day it was issued introducing the proponent and discussing the project with people from communities in the project area.

When the project was registered, the first page of text included a letter of commitment from the company listing three items on which “the ultimate pride of NLRC will hinge”: health and safety, environmental protection, open dialogue and public consultation. Specifically, the commitment in the project descriptions for the federal and provincial governments stated:

NLRC understands that its planned operations will be situated within a region that includes several communities and that its ability to operate successfully will be dependent upon an open, interactive and positive relationship with its neighbours. It commits to open communications in order to ensure at all times of community level needs. NLRC will participate in the well-being and overall strengthening of communities within the region.

3.2.1 Seeking Social Permits

There has not been an oil refinery built in Canada for over 25 years. Many permits are required. Arguably the most important is the “social permit” – the permission of the residents and communities closest to the refinery to proceed with the project, based upon a full understanding of the proponents, plans and impacts.

How does one obtain social permission to proceed with a project? The approach of NLRC was to:

- Understand who and where are the people who would be most affected;
- Start consulting early;
- Go to the area; use local venues and resources for meetings;
- Focus on the people nearest the project (and potentially most affected by it);
- Provide full access to information;
- Ensure there are ample opportunities, formal and informal, to discuss concerns;
- Target specific issue discussions with those who are specifically concerned about it;
- Listen and record input from residents;
- Make project changes that are necessary and possible, based upon residents’ input;
- Have full public participation in this project to ensure local knowledge, interests and concerns are integrated into planning;
- Keep the process transparent to the public so they know the status of the project at all times;
- Commit to learn from previous industrial experiences in the area;
- Maintain visibility in the communities.

Through consistent implementation of these measures, the proponent has sought to build the social permission and approval necessary for the success of this project.

3.2.2 NLRC Investment in Public Consultation

The proponent has invested heavily in public consultation in terms of time, effort, and financial resources.

In the early stages of the project, the proponent contracted a Public Consultation Facilitator from the local area to assist with the consultation program, providing additional familiarity with local associations and interests.

At the time of writing, NLRC has held over 51 meetings with over 2,300 people. Each meeting included several members of the NLRC team. Considerable effort was made to publicize each event.

3.2.3 Level of involvement of NLRC Management

The NLRC commitment to public consultation is made especially clear by the level of attention it received from senior management.

The NLRC Vice-President for Community and Environmental Affairs was involved in every meeting. He gave up-to-date project information and was available for informal chats and discussions for those with questions and comments. His commitment to talking to people and sincerely considering their opinions and questions is a trademark for the project's community presence.

In addition, high level management and technical leads from NLRC and their consultants, including the NLRC Project Director, the Engineering Project Manager from SNC-Lavalin, the EA Manager, and technical staff participated in most project meetings and all open houses.

3.2.4 Goals of Public Consultation

NLRC established their goals early in the public consultation process. These included:

1. Build on the meetings and discussions already held.
2. Ensure all members of the public have the opportunity to have input, in a manner that works for them.
3. Fulfill the requirements of the EA process.
4. Meet with interest groups, in addition to the project neighbours and general public.
5. Engage advisory groups for key issues.
6. Be open and accessible to the public and stakeholders.
7. Keep a comprehensive record of public input and address issues and concerns.
8. Provide feedback to the public on how their interests and concerns have been addressed.

9. Integrate resident knowledge, perspective and concerns to assist in the project design.
10. Ensure consultations are done in time to allow the input to be used for making change at the project planning stage.

3.3 Public Expectations

Placentia Bay communities have had considerable experience with major projects, many of which have required public consultants. Examples include the Voisey's Bay Nickel Company (VBNC) hydromet plant, cleanup and rehabilitation of Argentia base, and Newfoundland Transshipment Limited's (NTL) transshipment terminal. Some major operations (such as NARL and NTL) have community liaison committees. In addition to the proposed refinery, there are two other projects are proposed for Placentia Bay, both holding their own consultations during approximately the same time period.

NLRC's goal is to work directly with the public throughout the process to ensure their concerns and aspirations are consistently understood and considered. NLRC has committed to work with the public to ensure their input is reflected in the alternatives developed and to provide feedback on how public input influenced the decision.

4.0 PUBLIC CONSULTATION PROCESS

This section outlines the NLRC public consultation process: with whom they consulted, the types of consultation, the consultation mechanisms used and the consultation schedule.

4.1 Groups Consulted

4.1.1 *Direct Project Neighbours*

Approximately 3,000 people live in the nine communities adjacent to the proposed refinery (Table 4.1 & Figure 4-1). As these communities will be most affected by the refinery if it proceeds, they are the primary focus of the NLRC public consultations.

The communities and their population are as follows:

Table 4.1 Population of Direct Project Neighbouring Communities

| Community or Census Subdivision | Population (2006) |
|--|--------------------------|
| Division 2 Subdivision K (Swift Current, Garden Cove, North Harbour and Goobies) | 671 |
| Come by Chance | 260 |
| Sunnyside | 470 |
| Arnold's Cove | 1,003 |
| Southern Harbour | 474 |
| Little Harbour East | 100 |
| Total | 2,978 |

4.1.2 *Other Placentia Bay Communities*

Considering Placentia Bay will be the transit route for all vessels working with the proposed refinery, all communities bordering on Placentia Bay may be affected by the project. Communities range from the southern tip of the Burin Peninsula (Point May) around the bay to the southern tip of the western Avalon (Point Lance).

This includes well over 18,000 people living in 35 communities and various points between (Table 4.2. & Figure 4-2).



Figure 4-1 Direct Project Neighbours

Table 4.2 Population of Other Placentia Bay Communities

| Community | Population |
|---|-------------------|
| St. Lawrence – Little St. Lawrence | 1,349 |
| Epworth – Great Salmonier | 285 |
| Lewin's Cove | 566 |
| Burin – Port au Bras | 2,483 |
| Fox Cove – Mortier | 351 |
| Marystown | 5,436 |
| Division 2 Subdivision D (Beau Bois, Rock Harbour, Jean de Baie, Spanish Room, between communities) | 277 |
| Red Harbour | 210 |
| Rushoon | 319 |
| Baine Harbour | 134 |
| Parker's Cove | 308 |
| Division 2 Subdivision C (Boat Harbour, Brookside, Petit Forte, South East Bight, Monkstown, between communities) | 689 |
| Fair Haven | 86 |
| Long Harbour – Mount Arlington Heights | 211 |
| Argentia | 478 |
| Fox Harbour | 314 |
| Placentia Area including Placentia, Dunville, Jersey'side, Freshwater, Ferndale, between communities | 3,896 |
| Division 1 Subdivision B (Point Verde, Ship Harbour, between communities) | 478 |
| Division 1 Subdivision C (Big Barasway, Patrick's Cove – Angel's Cove, Cuslett, between communities) | 185 |
| St. Bride's | 386 |
| Total Communities (excluding direct neighbours) | 18,441 |
| TOTAL POPULATION | 21,419 |



Figure 4-2: Other Placentia Bay Communities

4.1.3 Other Nearby Communities

Several communities that do not border Placentia Bay and are not adjacent to the proposed project site will be affected by the proposed refinery and thus have a keen interest in it. These are focused in the area from west of Goobies to Clarenville and north to Lethbridge/Musgravetown area; east of Little Harbour to Whitbourne and northeast to Sunnyside in Trinity Bay. The largest of these is Clarenville, the regional service centre, with approximately 5,000 residents.

4.1.4 Existing Stakeholder Groups

Many established organizations with a local, regional or provincial scope, active in the project area, have expressed an interest in the project. They are also able to bring the knowledge and experience of their respective membership to bear on relevant questions NLRC has had throughout the consultation process. These groups range from chambers of commerce to provincial environmental industries association.

4.1.5 Placentia Bay Traffic Committee

While not a regulatory agency, the Placentia Bay Traffic Committee is chaired by the Canadian Coast Guard. The Committee, a well established forum for all marine users of Placentia Bay, meets twice a year or more often if required, to identify, discuss and, where possible, resolve marine traffic-related issues.

The Committee members include representatives of all Placentia Bay marine industries including fisheries, regulatory agencies (e.g. Fisheries and Oceans Canada, Transport Canada), the Atlantic Pilotage Authority, town councils, ships' agents, North Atlantic Refining Limited (NARL), the crude oil transshipment terminal and, for the past year, NLRC. NLRC has been able to present the proposed project for review and comment at two meetings and has been alerted to issues such as an earlier determination that no additional anchorages should be permitted in the inner part of the Bay. NLRC has requested an additional meeting be held to present the results of the Environmental Impact Statement for the Refinery.

4.1.6 Placentia Bay Integrated Management Planning Committee

As part of the federal government's strategy for improved coastal and oceans management, Department of Fisheries and Oceans (DFO) is encouraging a number of stewardship initiatives and the concept of integrated management.

With the range of activities in Placentia Bay, this area was considered a good candidate for integrated management planning. As well, the provincial government had been considering a coastal zone management plan for Placentia Bay. DFO, in collaboration with the provincial government Department of Environment and Conservation and Fisheries and Aquaculture,

initiated consultations and subsequent development of a Placentia Bay Integrated Management (IM) Planning Working Group.

The group is made up of representatives of communities, industries, tourism, economic development groups, aquaculture selected by their colleagues. The group is co-chaired by a community representative and DFO and has met regularly over the past four years..

NLRC was invited to give presentations on the proposed Refinery at two meetings and was pleased to provide some planning and facilitation assistance. The working group has produced a video presentation about their goals; the video is shown frequently at the Refinery's Project Information Centre.

4.1.7 FFAW Placentia Bay Sub-Committee

In response to the number of industrial projects being proposed for Placentia, the Fish, Food and Allied Workers Union established a special sub-committee to provide a focus and point of contact for members and proponents.

The committee includes the Vice-President of the FFAW Inshore Council and two staff members, one based in Marystown and one in St. John's who also works with One Ocean. ¹

The subcommittee consists of fishers from communities around Placentia Bay, including St. Bride's, Red Harbour, Marystown, North Harbour, Come by Chance, Southern Harbour, and Fairhaven. NLRC has worked closely with the sub-committee to schedule and organize joint meetings with fishers around Placentia Bay. In addition, the sub-committee provided guidance to the NLRC-funded survey of fishing activity in the Bay.

4.1.8 Project Specific Issue Advisory Groups

Early in the planning and consultations, it became evident that many issues merited for discussion, but there were four more pressing than others. These are:

- Oil spill risk and response;
- Economic benefits accruing to the local area;
- Interaction with the fishery;
- Air emissions.

¹ One Ocean is a group tasked to enhance communications and awareness between the Oil and Gas Industry and the fishing industry.

Oil Spill Risk and Response

Community consultations consistently identified concern with increasing oil spill risk with increase in tanker traffic and the oil spill response capability in Placentia Bay.

In response, NLRC has met with Eastern Canada Response Corporation (ECRC), researched response preparedness in comparable locations elsewhere, and identified what is in place in the province and in Placentia Bay itself.

NLRC and/or members of the NLRC consulting team have participated in meetings and discussions held by the Canadian Coast Guard (CCG) Regional Advisory Council on Oil Spill Response, an organization established under the Canada Shipping Act to be the link between the regulatory agencies and the public.

As well, NLRC participates on the Placentia Bay Traffic Committee. This committee, chaired by the CCG, brings together users of Placentia Bay (fishers, Newfoundland Transshipment Ltd. (NTL), North Atlantic Refining Ltd. (NARL), ships' agents, pilots, regulators, etc.). At the April 2007 meeting, discussion of a bay-wide approach to contingency planning was initiated and will be followed up by the committee.

Local Area Benefits

Project Area residents and communities hope to benefit from the project through employment and business opportunities. Once the project has started a Project-Community Liaison Group will be established to identify and facilitate local benefit opportunities.

Efforts are under way to ensure information about project schedule and needs is available to communities and businesses even at this early stage. This information includes:

- A résumé bank;
- A listing of rental properties;
- Financial assistance for preparation of a local business directory;
- A Project Information Centre (PIC) in the Project Area, at the Bull Arm Site entrance;
- Air Quality Study Group.

The air quality specialist for the project, Jean Luc Allard, introduced the air quality model to be used for the EIS at a public technical session on January 16, 2007. Due to inclement weather, the attendance was poor, but it was decided to form the Air Quality Study Group to assist NLRC with the modeling.

The Air Quality Study Group is comprised of representatives from:

- Each community council from the direct project neighbours;
- Industrial neighbours (North Atlantic Refining Ltd. and Newfoundland Transshipment Ltd.);
- Provincial and federal government departments.

The intent of the Air Quality Study Group is:

- Review the types of data and questions to be used in the study.
- Suggest any areas where improvements can be made in the study, particularly based upon local experience and knowledge.
- Communicate any local area comments about the study to the NLRC project team.
- Work with NLRC to structure the public meeting at which the study results will be presented.

The group had its first meeting on February 21, 2007, to discuss work and scope. They met again on May 22 with Jean Luc Allard to review the progress made in the study since January. They also looked at an early draft of the Health Benchmark Study. The group will meet again in early summer to review the findings of the study.

Fishers Group

Early in this process, fishers were identified as an important stakeholder in the project. The proponents began discussion with the Fish, Food and Allied Workers Union (FFAW) in September 2006 about the best way to consult with fishers involved in Placentia Bay.

Based upon this project and other potential industrial activities in Placentia Bay, the FFAW formed a Placentia Bay Subcommittee in January 2007 to focus on the fishery impacts of industrial developments in the Bay.

This group has worked quite closely with NLRC. NLRC and the FFAW Placentia Bay Subcommittee have held introductory discussions with fishers in Placentia, Southern Harbour, Petite Fortune, Marystown, Garden Cove and St. Bride's.

Requests for introductory fisheries meetings in Southeast Bight and the Lamaline/Lawn area have not yet taken place because of scheduling difficulties.

In February 2007, FFAW entered into agreement with NLRC to collect fish harvesting data for the EIS from area fishers. This information adds to the understanding of activity in Placentia Bay.

4.1.9 Educational Institutions

Educational Institutions such as schools and colleges are a “public” of NLRC considering the important task of attracting future workers to the project. This group included three College of the North Atlantic Campuses (Clareville, Burin and Placentia), Keyin College, and the six local high schools or schools including high school – Tricentia Academy, Swift Current Academy, Laval High School, Heritage Collegiate, Marystown Central High School and Clareville High School.

4.2 Types of Consultation

4.2.1 Open Houses/Public Meetings

Open Houses accounted for the most public consultations held by NLRC in this phase of the project. Open Houses were held in the following communities:

- North Harbour (November 1, 2006)
- Come By Chance (November 2, 2006)
- Southern Harbour (January 25, 2007)
- Placentia (February 6, 2007)
- Clareville (February 7, 2007)
- Marystown (March 21, 2007)

An Open House scheduled for Arnold’s Cove (February 20, 2007) was cancelled because of inclement weather and it will be rescheduled as part of the consultations of the EIS during the summer/fall of 2007.

Choosing Open House Locations. NLRC held the first Open Houses in North Harbour and Come By Chance as they are the closest communities to the Southern Head site. Residents of both communities will be able to see the new refinery from their homes.

Meetings were next held in the larger communities bordering the site – Southern Harbour and Arnold’s Cove. The next priority was to travel to the larger communities around the perimeter of Placentia Bay (Placentia and Marystown). Finally, an Open House was held in Clareville, the regional service centre closest to the Isthmus.

Advertising. Each Open House was well advertised in advance using the following techniques:

- A flyer inviting people to attend the Open House was sent to every mail box in the region. There are 11,000 postal boxes in the entire region as follows:

Table 4.3 Flyer Distribution

| Area | # of Postal Boxes |
|------------------|-------------------|
| Isthmus | 1,354 |
| Placentia | 2,580 |
| Marystown | 3,840 |
| Clareville | 3,284 |
| Total for Region | 11,058 |

- Advertisement in the regional newspaper; this would be either *The Packet* for the Isthmus and Clareville meetings; the *Southern Gazette* for the Marystown meeting and the *Charter* for the Placentia meeting;
- Placed on the Community TV Channel (if available);
- Added to the NLRC Website;
- Faxed to a list of local stakeholders;
- Posted in stores and post offices;
- E-mailed to local radio stations;
- Faxed to the schools for circulation.

Exit Surveys asked how people had heard about the Open House. The majority (54 percent) heard about it from the Announcement they received in their post office box (see Table 4.4).

Table 4.4 Advertising for Open Houses

| Type of Advertising | % from the Exit Survey |
|---------------------------------------|------------------------|
| Announcement (in the post office box) | 54% |
| Poster in Community | 22% |
| Newspaper Ad | 14% |
| Radio | 6% |
| School | 4% |

Agenda.

Large posters and take-away materials were available at each Open House. A brief presentation by the NLRC team was followed by a question and answer session. The presentation was complemented by a text and graphic screen presentation. It covered:

- What is being proposed?
- Where is the proposed refinery site?

- Who is Newfoundland and Labrador Refining Corporation?
- Why is the time right for this project?
- Why is Placentia Bay a strategic location?
- What is the environmental assessment process to be followed?
- What public consultations will be held?
- What issues have been raised?
- NLRC's corporate commitment.
- NLRC contact information.

Evaluation and Adjustment. Every exit survey was analyzed and tabulated for issues people were interested in and for feedback on how the Open House itself was perceived. Specific suggested items or the NLRC team observations were incorporated as changes.

Overall, the feedback from attendees on the Open Houses was resoundingly positive.

Were we able to answer your questions about the Project?

| | |
|----------|-----|
| Yes | 78% |
| No | 1% |
| Somewhat | 22% |

Knowledge and Friendliness of NLRC Team (1 for "Poor" to 5 for "Excellent")

| | |
|---------------|-----|
| 1 (Poor) | 1% |
| 2 | 2% |
| 3 | 4% |
| 4 | 29% |
| 5 (Excellent) | 65% |

Printed information and Poster Display (1 for "Poor" to 5 for "Excellent")

| | |
|---------------|-----|
| 1 (Poor) | 0% |
| 2 | 1% |
| 3 | 6% |
| 4 | 28% |
| 5 (Excellent) | 64% |

Overall Impression of the Open House (1 for "Poor" to 5 for "Excellent")

| | |
|---------------|-----|
| 1 (Poor) | 0% |
| 2 | 2% |
| 3 | 6% |
| 4 | 33% |
| 5 (Excellent) | 58% |

4.2.2 Special Interest Group – Fishery

The Fishery Special Interest Group meetings were a joint effort by NLRC and the FFAW. The FFAW invited the participants and chaired the meeting. NLRC set up the logistics and provided information, the meeting place and the refreshments.

Choosing Locations. Consultation with the FFAW and the NLRC team ascertained there were informal groupings of fishers around Placentia Bay. These were at the east and west sections of the Head of the Bay, St. Bride's, Placentia, Petite Forte, Southeast Bight, Marystown and St. Lawrence. Introductory fishery meetings were planned for each of these groupings, and were successful in all but Southeast Bight and St. Lawrence. (FFAW did get to these communities when collecting fishing activity information.)

To date there have been seven fishery-specific meetings as part of the EA process. These included Southern Harbour (January 26 – this was an introductory meeting with the Placentia Bay Subcommittee), St. Bride's (February 6), Placentia (February 7), Marystown (March 26), Petite Forte (March 26), Garden Cove (March 27) and Southern Harbour (March 27). The meetings were held in community halls with easy access for people from the local area.

4.2.3 Special Interest Group – Air Quality

The Air Quality Study Community Input Group met twice during the EA process. It is anticipated they will meet once more in order to review the findings of the Air Quality study.

Choosing Locations. The first meeting was held at the Sunnyside Lion's Club on February 21, 2007. Sunnyside has been heavily impacted in the past by air quality issues and residents have a lot of interest in the Air Quality modeling for the new refinery. The second meeting was held at the NLRC Public Information Centre at the Bull Arm Visitor centre, a central location, on May 22, 2007.

4.2.4 Educational Institutional Meetings

There were two types of meetings with educational institutions – Colleges and High Schools.

Choosing Locations. NLRC attempted to meet with each educational institution in the region, as follows:

- College of the North Atlantic Campuses:
 - Burin (March 21, 2007)
 - Clarendville (February 27, 2007)
 - Placentia (February 7, 2007)
 - Senior Management Group (May 23, 2007)

- KEYIN College – Seven campus directors, NLRC PIC Boardroom (June 13, 2007)
- High Schools (or schools including high school level students)
 - Tricentia Academy, Arnold's Cove (February 21, 2007)
 - Marystown Central High School (March 22, 2007)
 - Laval High School, Placentia (February 7, 2007)
 - Heritage Collegiate, Lethbridge (May 22, 2007)
 - Clarenville High School (February 28, 2007)

The presentation was generally the same as was shown at the Open Houses.

At the High Schools, the NLRC team usually raised two issues: first, the career plans of students and whether they had considered the trades; and second, how many people had relatives working in Alberta. This ranged from a few in the Clarenville and Lethbridge area to almost 100 percent in the Marystown high school.

4.2.5 Stakeholder Groups

Stakeholder group meetings were more typical meetings and took place with smaller groups. The agenda included the NLRC representatives providing an overview of the project and an update on progress through the feasibility study and EA processes. The stakeholder group was also given the opportunity to provide input into the project.

4.2.6 Information Sharing

At the beginning of this consultation planning process, it was understood the proponents would not be able to meet with all residents who will be impacted by the proposed refinery. To make up for this, it was decided to circulate as much information about the project to as many people in as many Placentia Bay communities as possible.

The commitment from the proponent was that every community in Placentia Bay would receive information about the project. This proved to be a challenge as dozens of the smallest communities do not have organized municipal governance. The project team went through great lengths to find a contact person who was interested in receiving project information and who would circulate it to the rest of the community.

Information distributed this way and at the meetings included:

- Project Registrations Documents (650 copies of reports)
- Project Summaries (1,200)
- Environmental Impact Statement Guidelines (Draft)

- Guidelines for TERMPOL, CEEA Intervener Documents

The Project Registration document initiated the environmental assessment process. Project registrations were mailed to all schools, libraries, town halls, chambers, zone boards, etc., in the project area, as well as to organizations and associations such as One Ocean, Terra Nova Park and the FFAW at the beginning of the public consultation process. The following is a list of recipients of the project registrations.

Table 4.5 Distribution of Project Registrations

| Organization/Source | # |
|--|------------|
| High Schools | 17 |
| Chambers of Commerce | 5 |
| Zone Boards | 4 |
| Town Councils, Local Service Districts, and other communities | 54 |
| Libraries | 6 |
| Federal and Provincial Politicians (with Placentia Bay in or close to their Districts) | 8 |
| Stakeholders, Interested Parties and Potential Partners | 63 |
| Harbour Authorities in Placentia Bay | 18 |
| Distributed to Public at Open Houses and other meetings | 450 |
| Total | 650 |

In addition to the 650 Project Registrations that were printed and distributed, the following were also printed and distributed. As per company policy, almost all printing and all mail-out costs were done locally.

- 1,200 Project Summaries
- 2,150 Employment Projection Handouts
- 600 Environmental Updates
- 100 Air Quality Model Updates

In addition to this proactive distribution of materials, NLRC also maintained a Website, opened a Public Information Centre and hired a public information officer to ensure that specific questions could be answered quickly and conveniently.

4.2.7 Presence in the Communities

The project proponents, particularly the Vice-President, Community and Environment Affairs, made a concerted effort to maintain a presence in the communities in the project area (the direct project neighbours). This included joining the three area Chambers of Commerce (Argentia, Arnold's Cove and Clarenville) and attending their regular meetings, attendance at community events (the Christmas Carol Service in Arnold's Cove, for example) and contributing financially to local fundraising initiatives.

4.3 Consultation Mechanisms

The mechanisms used for consultation were to ensure that the public were well-informed about the project and its progress through the environmental assessment and feasibility processes.

4.3.1 Vice-President, Community and Environmental Affairs

The Vice-President of Community and Environmental affairs at NLRC was instrumental in the entire public consultation process. His initiative and commitment spread across many endeavours, including:

- Personally introducing the project to the local area by visiting each community the day before the first press release announcing NLRC's feasibility study into a refinery and returning to personally deliver the press release. Once the press release was issued to the newswires, he went back to the communities and hand-delivered copies of the press release.
- Developing personal relationships with the councils and town managers of all the direct project neighbours by always responding to their questions and concerns personally and being upfront with information as it became available.
- Attending and chairing all Open House and special interest group meetings.
- Attending every Arnold's Cove Area Chamber of Commerce meeting.
- Being personally available to any interested person who wished to contact him by phone or e-mail.

4.3.2 Public Consultation Facilitator

In August of 2006, NLRC contracted a Shoal Harbour company to facilitate the public consultations. Hollett and Sons Inc. is an experienced facilitation firm certified by the International Association of Public Participation. The Co-Manager of the Environmental Assessment is also trained and certified by the IAPP.

4.3.3 Public Information Officer and Centre

In January 2007, it was decided that a Public Information Centre and a public information officer would enable the public to find out about the project when it was convenient to them and not have to wait for an Open House or other meeting. It would also be a presence in the local area.

In mid-March, the Public Information Centre (PIC) was established at the main entrance of the Bull Arm Site Corporation on the Trans-Canada Highway (TCH), between the Sunnyside/Come By Chance Interchange and the Arnold's Cove exit of the TCH. The PIC has an office, reception area, common area, and a boardroom, making it a convenient place to display information, house the Public Information Officer and host smaller meetings.

The PIC was designed to be used by the public. The hours of operation (afternoons, evenings and weekends) were selected to make it more convenient for the public; efforts were made to make it welcoming (prints from local artists, plants, flower arrangements, background music and seating).

The PIC has become a centre for the public outreach of the project. The primary function of the PIC is to share information and answer questions about the project and to be the NLRC-public interface that is available on the public's terms. The common area of the PIC displays all of the posters used at the Open Houses, a poster of another similar refinery, a map of the project site with updates on current EA activity on it, a display table with all project information for people to take away and a visitor's book to sign.

It has undertaken the collection of résumés, developing a database of rental properties and boarding houses, answering enquiries and passing out information. The boardroom has also served as a meeting place for the project team and other groups with a role in the project as required.

The most frequently asked questions at the PIC to the end of June 2007 were:

- When will the refinery be starting?
- Will there be a camp in Bull Arm?
- Have you started cutting the brush for the road?
- Will there be any work completed in Bull Arm for the refinery?

In the four-month period from March to June:

- 176 people visited the PIC;
- 118 phone calls were received;
- 63 e-mails were answered;
- 116 résumés were received (71 in person and 45 by other means);
- 65 rental accommodation availability forms were delivered;
- Six meetings were hosted.

4.3.4 Media

The media played an important role in the public consultations of the project. The project area (all Placentia Bay Communities and direct project neighbours) are covered by the following media:

- Three local newspapers:
 - *The Southern Gazette* (Burin Peninsula)

- *The Packet* (Isthmus)
- *The Charter* (Placentia area)
- The *Telegram* (provincial newspaper)
- CBC & NTV television
- CBC, OZ, VOXM, K-Rock radio stations
- Several local cable channels, each focused on a specific community.

All local media were engaged to inform people of NLRC meetings and initiatives through public service announcements and paid advertising. The *Packet* in particular carried numerous stories about the different aspects of the project – air quality, progress reports, public consultations, milestones, etc. Media outside the project area were not actively engaged and usually only reported on an NLRC story either when a presentation was made in St. John's at the Board of Trade or a Conference, or when they picked up a story from the *Packet* and used in the *Telegram*. The Open Line radio shows, particularly the VOXM shows, often had callers discussing the project and the Fisheries Broadcast (CBC Radio) had several stories about the consultations NLRC was having with fishers as they occurred.

4.3.5 Community Updates

The Community Updates are short, 1-2 page briefings to the community on the progress of the proposed refinery project. The intent is to keep the public informed during any time periods when there were few public meetings ongoing.

A community update in early May went to the postal boxes of all households in the project area (over 11,000 households).

Once the EA process is complete, continued use of Community Updates as a useful means to keep residents informed about the project will be assessed.

4.3.6 Environmental Assessment Updates

Environmental Assessment Updates were focused specifically on keeping the direct project neighbours informed on the project work in the Southern Head area. These updates were not distributed to every community; rather they went to the Town Council or the Local Service District of the eight direct project neighbours² and the shops and post offices in those same communities. Recipients of the EA updates were asked to post and distribute the updates through meetings, bulletin boards, etc.

² Swift Current, Garden Cove, Goobies, Sunnyside, Come By Chance, Arnold's Cove, Southern Harbour and Little Harbour East.

There were three EA updates at the time of writing of this report: June 1, June 11 and June 26.

Typical content of the EA Update would include:

- Statement of intent of the EA Update;
- Request to circulate;
- NLRC contact information;
- EA Activities for the week, such as when crews and study teams were coming into the area, what they were doing and how they were accessing the site (helicopter, boat, etc.);
- EA activities accomplished the previous week;
- Community announcements or other notes we are asked to pass along.

4.3.7 Website

The NLRC Website, www.nlrefining.com³, was a very important tool in the public consultations as a source of information on the project, EA activities, meeting presentations and of contact information.

The Website was particularly valuable to those located outside the project area who were unable to attend meetings or to visit the Public Information Centre.

The Website contained all of the documentation that was distributed at the public meetings and the Public Information Centre – project registration, meeting power point presentations, posters, handouts, community update, project summary, and air quality model presentations.

The Website also kept people informed about upcoming meetings and events, the hours of the PIC as well as whom to contact at NLRC for various types of enquiries and how to reach them. Info@nlrefining.com is the address for general enquiries.

It is difficult to ascertain how Websites are used and their efficacy. We know people often mentioned they had found what they were looking for on the site and that they e-mailed us from the site address and contact info. From January to June 2007, over 6,600 unique visitors went to www.nlrefining.com. On average they visited twice (12,450 visits in the same period) and they seemed to be looking at a lot of the information on the site – in total, there were 42,530 pages viewed. It is estimated by the Web statistics that 84 percent of visitors bookmarked the page in their favourite's folder.

³ (or www.newfoundlandrefining.com)

Table 4.6 NLRC Website Usage

| Month | Unique visitors | Number of visits | Pages |
|---------------|-----------------|------------------|--------|
| January 2007 | 1,058 | 1,837 | 6,597 |
| February 2007 | 1,154 | 1,933 | 6,445 |
| March 2007 | 1,017 | 1,874 | 6,676 |
| April 2007 | 1,146 | 2,278 | 7,477 |
| May 2007 | 1,168 | 2,456 | 7,942 |
| June 2007 | 1,122 | 2,073 | 7,393 |
| Total | 6,665 | 12,451 | 42,530 |

The most visitors to the site were from Canada and the United States, with visitors also originating from 21 other countries.

Table 4.7 Country of Origin of NLRC Website Users

| Countries | Pages | Hits |
|------------------|-------|--------|
| Canada | 4,434 | 26,597 |
| United States | 2,176 | 9,493 |
| Unknown | 390 | 2,240 |
| Spain | 82 | 259 |
| European country | 82 | 500 |
| Netherlands | 43 | 205 |
| Ireland | 40 | 40 |
| Great Britain | 38 | 219 |
| Germany | 31 | 95 |
| Norway | 18 | 50 |
| Qatar | 9 | 45 |
| Italy | 7 | 47 |
| Iceland | 6 | 74 |
| France | 6 | 46 |
| Australia | 6 | 33 |
| Iran | 6 | 47 |
| Indonesia | 4 | 19 |
| Japan | 3 | 27 |
| Sweden | 3 | 3 |
| Singapore | 2 | 19 |
| Brazil | 2 | 2 |
| South Korea | 1 | 18 |
| Azerbaijan | 1 | 17 |
| Hong Kong | 1 | 1 |
| Kuwait | 1 | 15 |
| Others | 1 | 21 |

4.3.8 E-mail List

The Website also included a subscription link, where people could submit their e-mail address and receive project updates. At the time this report was prepared, 283 people had signed on to the e-mail distribution list from the NLRC website.

This e-mail link was a way to ensure people who had expressed an interest in the project – whether as a project neighbour or as an individual hoping to work at the refinery – were kept informed of progress and activities.

4.3.9 Fax List

In addition to the e-mail list and the Website, the public consultation team developed a fax list of contacts to send various meeting invitations and project updates. These tended to be organizational-based (versus the e-mails which were individual-based). The fax list was developed by the NLRC team of stakeholders we would like to keep informed, plus any others that expressed an interest in the project. The fax list was almost exclusively of organizations in the project area.

Often when the organizations were faxed about the proposed refinery, they would in turn fax it to their membership (such as the Chambers of Commerce) or post it in their offices for staff and public to see.

4.3.10 Exit Surveys

All public meetings (Open Houses and Technical briefing sessions on the Air Quality Model) ended with a request for participants to complete the Exit Survey. The intent of the exit surveys was to:

- Gather feedback on the content and format of the meeting and the NLRC team;
- Ask them to rank the most important issues concerning the proposed refinery;
- Receive their contact information if they wanted to be added to our circulation lists (fax or e-mail);
- Determine how they heard about the meeting;
- Collect any other comments they may wish to share.

To encourage exit surveys, at each meeting NLRC made a donation to a different local charity or high school scholarship fund, selected in consultation with community residents for each completed survey. Over 57 percent (394 exit surveys were returned from the Open Houses and 690 people attended) of people who attended the meetings completed the Exit Surveys, giving very good feedback on the Open House and on issues of interest. This response rate is considered to be high as it is typically very difficult to get people to complete their Exit Surveys.

The information from the Exit Surveys was very valuable and put to many uses. It guided in the design of future meetings, was used in the socio-economic EIS Study, provided insight into the residency of participants and built up the contact list. Finally, it also gave people the ability to ask questions and express opinions that they might not want to in front of their neighbours.

The results of the Exit Surveys have been included in other sections of this report and will not be replicated here.

4.3.11 Comment Cards

In addition to the Exit Surveys, there were also Comment Cards that gave people the opportunity to ask questions or make comments anonymously. There was a sealed box at the back of the hall to deposit the Comment Cards. Very few people used it; we received five Comment Cards. Most people appeared to be comfortable in providing their feedback directly to the NLRC team or else they included their comments in the Exit Surveys. Regardless of the low participation in this mechanism, it was retained in the Open Houses.

4.4 Public Consultation Summary of Events

The public consultation agenda was a combination of NLRC intentions to meet with the communities, stakeholders and educational institutions within the project area and response to public and organizations' requests for meetings. Many public consultations were scheduled at the request of the communities or individuals within them.

There were 51 meetings in total with almost 2,600 people. A summary of meetings is in Appendix B.

Table 4.8 Summary of Meeting Attendance

| Detail | Number |
|---|---------------|
| Number of people in attendance at meetings | 2,578 |
| Total Number of Meetings | 51 |
| Number of Open Houses | 6 |
| Number of Stakeholder Groups | 24 |
| Number of Related Meetings – Air Quality | 4 |
| Number of Related Meetings – Fishery | 7 |
| Number of Educational Institutions Meetings | 10 |

5.0 PUBLIC CONSULTATION RESULTS

The intent of all of the public consultations was to tell people about the proposed refinery for Southern Head and find out what they thought of it. Much of what they told us has been used in the preparation of the EIS as well as in changes to the project itself. The sections below outline the concerns and questions representing the broadest range of interests. The issues raised in other forums are shown in Appendices C to J.

5.1 What the Public Told Us

The public record of comments is based upon the questions and comments raised at the various public meetings and the top issues indicated in the Exit Surveys at the Open Houses. The information is based on the Question and Answer section of meetings and does not include questions asked of individuals outside the public discussion at the meeting. Meeting minutes were keyed to Issues Categories determined subsequent to the first few meetings.

As can be seen from Table 5.1, the primary issues from the meetings were Vessel Traffic, Air Emissions, Oil Spill Response, Feasibility and Employment.

Table 5.1 Summary of Issues Raised by the Public

| Issue | Frequency |
|---|-----------|
| Vessel Traffic | 62 |
| Other | 31 |
| Air Emissions | 25 |
| Oil Spill – Response | 23 |
| Feasibility – Investment | 19 |
| Feasibility – Refineries/Competition | 18 |
| Employment – Occupations Required | 17 |
| Employment – Hiring Process | 16 |
| Environment | 14 |
| Fishery | 14 |
| Local Benefits | 14 |
| Local Impacts | 14 |
| Timelines | 14 |
| Public Consultation/Community Relations | 12 |
| Training and Education | 12 |
| Source of Oil | 11 |
| Environmental Assessment Process | 10 |
| Feasibility – Study | 9 |
| Road Location | 9 |
| Employment – Local Preference | 8 |
| Housing and Accommodations | 8 |
| Refinery Construction | 8 |
| Local Benefits – Business | 6 |

| Issue | Frequency |
|---------------------------------------|-----------|
| Oil Spill – Risk | 6 |
| Refinery Location | 6 |
| Employment – Union | 5 |
| Employment – Women | 5 |
| Source of Power | 5 |
| Youth | 4 |
| Feasibility – Market | 3 |
| Oil Spill – Prevention | 3 |
| Work Place Policies | 3 |
| Access to Hunting and Fishing Grounds | 2 |
| Bull Arm Site | 2 |
| Local Contracting | 2 |
| Letter of Support | 1 |
| Local Office | 1 |
| Property Values | 1 |
| Public Access to documents | 1 |
| Vessel Construction | 1 |
| Vessel Crew | 1 |
| Water Supply | 1 |
| Health Impacts | 0 |
| Infrastructure | 0 |

5.1.1 Open Houses

The six Open Houses in the Project area around Placentia Bay were the largest meetings reflecting the broadest spectrum of the views of the residents. The following is a summary of the issues highlighted in each through the Question and Answer period.

As illustrated in Table 5.2, the top issues raised at the Open Houses were employment, feasibility of the refinery, local benefits, the fishery, vessel traffic and air emissions.

Table 5.2 Issues Raised by the Public at Open Houses

| Theme | # of Questions Asked at Open Houses |
|--------------------------------------|-------------------------------------|
| Employment – Hiring Process | 9 |
| Feasibility – Investment | 9 |
| Local Benefits | 8 |
| Feasibility – Refineries/Competition | 7 |
| Fishery | 7 |
| Vessel Traffic | 7 |
| Air Emissions | 7 |
| Road Location | 6 |
| Training and Education | 6 |
| Other | 5 |
| Refinery Construction | 5 |

| Theme | # of Questions Asked at Open Houses |
|---|-------------------------------------|
| Employment – Occupations Required | 4 |
| Employment – Union | 4 |
| Oil Spill – Response | 4 |
| Public Consultation/Community Relations | 4 |
| Source of Oil | 4 |
| Environmental Assessment Process | 3 |
| Feasibility – Study | 3 |
| Local Contracting | 3 |
| Oil Spill – Risk | 3 |
| Timelines | 3 |
| Access to Hunting and Fishing Grounds | 2 |
| Environment | 2 |
| Feasibility – Market | 2 |
| Bull Arm Site | 1 |
| Employment – Women | 1 |
| Housing and Accommodations | 1 |
| Letter of Support | 1 |
| Local Benefits – Business | 1 |
| Local Impacts | 1 |
| Local Office | 1 |
| Oil Spill – Prevention | 1 |
| Property Values | 1 |
| Public Access to documents | 1 |
| Refinery Location | 1 |
| Source of Power | 1 |
| Vessel Construction | 1 |
| Vessel Crew | 1 |
| Youth | 1 |
| Infrastructure | |

Exit Survey Results

Exit surveys included a question on what the respondent considered to be the top three issues relating to the proposed refinery. The results reflect those expressed publicly at the Open House, with local employment and benefits being the top issue for most people, followed by workforce availability, oil spill response and air emissions (as shown in Table 5.3).

Table 5.3 Issues Raised by the Public in Exit Surveys at the Open Houses

| Issues | Percentage from the Open House Exit Surveys |
|-------------------------|---|
| Local Employment | 81% |
| Maximize Local Benefits | 50% |
| Workforce Availability | 35% |
| Oil Spill Response | 32% |
| Air Emissions | 29% |

| Issues | Percentage from the Open House Exit Surveys |
|--------------------------|---|
| Local Investment | 28% |
| Oil Spill Risk | 25% |
| Increased Vessel Traffic | 16% |
| Open Consultations | 11% |

The following table (Table 5.4) summarizes the issues specific to each community Open House. Questions about air emissions and employment were asked at every meeting. Concerns were also raised about the types of occupations required, the Fishery, the feasibility of the refinery considering the competition and vessel traffic at five out of six meetings.

Table 5.4 Issues Raised at Open Houses by Community

| Theme | Come By Chance | North Harbour | Southern Harbour | Marystown | Clarenville | Placentia | Total |
|---------------------------------------|----------------|---------------|------------------|-----------|-------------|-----------|-------|
| Access to Hunting and Fishing Grounds | 1 | 1 | | | | | 2 |
| Air Emissions | 3 | 2 | 2 | 1 | 1 | 1 | 10 |
| Bull Arm Site | | 1 | | | | | 1 |
| Employment – Hiring Process | 1 | 3 | 1 | 2 | 1 | 1 | 9 |
| Employment – Local Preference | 1 | 2 | 2 | | 1 | | 6 |
| Employment – Occupations Required | 1 | 1 | 1 | | | 1 | 4 |
| Employment – Union | 2 | 2 | | | | | 4 |
| Employment - Women | | 1 | | | | | 1 |
| Environmental Assessment Process | 1 | | | 1 | 1 | | 3 |
| Environment | | 1 | 1 | | | | 2 |
| Feasibility – Investment | | | 2 | | 2 | 2 | 6 |
| Feasibility – Market | | | 1 | | | 1 | 1 |
| Feasibility - Refineries/ Competition | | 2 | 1 | 2 | 1 | 1 | 7 |
| Feasibility – Study | | 2 | | | | | 2 |
| Fishery | 2 | 2 | 1 | 1 | | 1 | 7 |
| Letter of Support | | 1 | | | | | 1 |
| Housing and Accommodations | 1 | | | | | | 1 |
| Local Benefits | | 4 | 1 | 1 | 2 | | 8 |
| Local Benefits – Business | | 1 | | | | | 1 |

| Theme | Come By Chance | North Harbour | Southern Harbour | Marystown | Clarenville | Placentia | Total |
|---|----------------|---------------|------------------|-----------|-------------|-----------|-------|
| Local Contracting | | 1 | | | 2 | | 3 |
| Local Impacts | | | | 1 | | | 1 |
| Local Office | | 1 | | | | | 1 |
| Oil Spill Prevention | | | | 1 | | | 1 |
| Oil Spill Response | | 2 | | | | 2 | 4 |
| Oil Spill Risk | 1 | 2 | | | | | 3 |
| Public Consultation/Community Relations | | | | 2 | 1 | | 3 |
| Property Values | | 1 | | | | | 1 |
| Public Access to documents | | 1 | | | | | 1 |
| Public Consultation/Community Relations | | 1 | | | | | 1 |
| Refinery Construction | | | 1 | 1 | 1 | 1 | 4 |
| Refinery Location | | | | | 1 | | 1 |
| Road Location | 3 | 1 | 2 | | | | 6 |
| Source of Oil | | | 1 | 3 | | | 4 |
| Source of Power | | | | 1 | | | 1 |
| Timelines | 1 | 1 | | 1 | | | 3 |
| Training and Education | 2 | 4 | | | | | 6 |
| Vessel Construction | | 1 | | | | | 1 |
| Vessel Crew | | 1 | | | | | 1 |
| Vessel Traffic | 1 | 1 | 1 | 3 | | 1 | 7 |
| Youth | | | | 1 | | | 1 |

5.2 How the Project Changed in Response to Public Consultation

Two of the goals of the public participation process focused on ensuring people's concerns were addressed:

1. Provide feedback to the public on how their interests and concerns have been addressed.
2. Incorporate resident knowledge, perspective, and concerns into the project design.

This section outlines six areas where resident input has resulted in changes in the project planning and design. It is very important to have this input early so it can be incorporated into the project planning and engineering phase of the project.

5.2.1 Marine Jetty

The marine jetty will service the vessels working with the refinery. There are certain design specifications it must meet to ensure adequate and safe approach and berthage. There is a potential conflict with local fishers as the original planned site for the jetty would mean the loss of access to productive cod harvesting grounds.

This issue was first raised by the fishers in the North Harbour area. They worked with the NLRC team through several iterations of what would work to meet the needs of the fishers and the safety of approach for the vessels. Whiffen Head, across Come By Chance Harbour, has an active lobster fishery around the marine jetty and this example was useful in anticipating how the jetty would affect the lobster harvesting grounds in the Southern Head area.

As a result of those discussions, there is agreement between both parties that the current proposed location is the best compromise possible. Fishers will be able to fish the cod grounds with minimal disruption from vessel traffic.

5.2.2 Second Access Road to the Burin Peninsula

When the project registration was developed, the access road to the refinery was from the Trans-Canada Highway, just west of the Come By Chance—Sunnyside interchange, direct to the site.

On November 1, at the very first Open House in North Harbour, a local businessperson raised the question about having an access from the Burin Peninsula Highway. It was anticipated this would bring more benefits to the communities and residents from the Burin Peninsula. The NLRC team committed to have a look at it as it had not been previously considered.

NLRC had the engineering design and cost estimate done for the second access road and it was deemed feasible and beneficial. Not only would it provide improved transportation links to the Burin Peninsula, it would also be a safety benefit providing an alternative access to the refinery in a case where the TCH access road was blocked, or there were a need to evacuate the refinery.

The plan for the road is a crescent shape road from the original start point on the TCH south to the refinery gate road and then northwest to the Burin Peninsula Highway, Route 210.

5.2.3 Formation of a Special Interest Group for the Air Quality Study

Air emissions were identified very early on as an issue of interest to residents, especially in the Sunnyside area. There is a history of discussions and consultations between the existing refinery (NARL) and the local residents on air emissions which resulted in the creation of a Community Liaison Group for consultations on NARL air emissions as well as other points of interest to the community.

Knowing the local knowledge and interest in air emissions, the NLRC public consultation plan established up front the need to hold in-depth consultations on this issue. Part of the EA is the development of an air quality model which will predict the air emissions of the NLRC refinery, including the current air emissions from industry, passing traffic and residents. To ensure local residents were informed about the process, a technical briefing session was held on January 16 with the Air Quality Specialist from the NLRC team. A result of this meeting was the suggestion from the community to form a similar group to work with NLRC. This suggestion was eagerly received by NLRC; the committee was formed shortly after the technical briefing and has met several times since.

5.2.4 Commitment to Provide Real-Time Information on Air Quality

Another request was made at the Air Quality Public Technical Information Session on January 16. How quickly would NLRC provide residents with data from the air quality monitors set up throughout the area? The meeting participants were anxious that this be done quickly in order for people to be fully informed.

To that point, reporting timelines had not previously been discussed or decided upon by the NLRC team. Their immediate response was that the information would be provided in full and it would be provided in real-time, if at all possible. The team said they would see if it were viable to provide the information directly from the monitoring stations to a publicly accessible Internet site, thus providing public access to real-time information. This has since been investigated and the commitment to report to the public was repeated at the second Air Quality Public Technical Information Session in May.

5.2.5 Fish Harvesting Practices

The fishery in Placentia Bay is an important industry to the adjacent communities and the provincial economy. Similar to air emissions, how the fishery would be impacted was identified early as an important issue.

In order to assess the interaction between the proposed refinery project and the Placentia Bay fishing industry, current information on fish harvesting practices was required. NLRC had developed a relationship with the Fisheries, Food and Allied Workers Union (FFAW) through its Placentia Bay sub group and many of the fishers through the seven introductory meetings. The NLRC team knew the best source of information was from the fishers themselves, but there were many challenges in documenting that information accurately.

Instead of using consultants, NLRC approached the FFAW, to propose the union collect the information. That way, both parties would have access to the information, there would be fewer challenges in finding and talking to fishers, and most important, there would be common agreement on the data for future discussions on impacts through the socio-economic assessment.

This practice, developing in discussion with the FFAW has proven to be an effective mechanism that met the needs of both groups.

5.2.6 Noise Barriers for the Access Road

A portion of the access road from the TCH will be across the river from the town of Come By Chance. At a public meeting on June 21, several residents expressed concern that the noise from trucks would be disturbing to nearby residents. While the NLRC team assured them there would be monitoring of noise levels during construction and operation and the team would investigate the options of noise reduction for the area with physical barriers such as tree breaks, some residents wanted the road re-routed.

After a thorough discussion with the residents a key point was clarified. There will be no tanker trucks traveling the road with fuel products for domestic markets. All of the NLRC products will be shipped out via tanker. This apparently was the main concern. Residents did not want the tanker truck traffic so close to their community. Once this was ascertained, it was agreed that the current road location was fine but they still wanted the physical barriers erected.

5.3 Salmon Stewardship Groups

The boundary of the proposed refinery site on Southern Head Peninsula is close to Watson's Brook, a salmon river. At either side of the bottom of the peninsula are two other salmon rivers, North Harbour River and Come By Chance River. The proponent has directed the project engineers and the environmental assessment team to work toward ensuring that the project has none or little effect on these three rivers. In fact, it is likely that Watson's Brook or the other rivers will see some enhancement work as part of NLRC's anticipated requirements for fish habitat compensation.

NLRC has participated in an initial meeting hosted by the Salmon Association of Eastern Newfoundland (SAEN) to seek interest among the area communities in establishing a local salmon stewardship group, modeled after the very successful Renews River stewardship effort. NLRC will also be working with recreational fishers to get suggestions for fish habitat compensation in the immediate project area.

6.0 CONCLUSION

Consultations with government and the public have provided NLRC with valuable input to project design as well as information that will be useful during development of policies and programs during construction and operation. Much of the input from the consultations has been integrated into the mitigations suggested in the EIS, Volume 3, Biophysical Assessment and Volume 4, Socio-economic Assessment.

Consultation with government agencies will continue throughout the project through permits, approvals, monitoring and joint data collection and research programs.

As the Project proceeds, NLRC intends to build upon the solid foundation it has established with the communities around Placentia Bay and use the most effective means to continue to share and exchange information about the project and project effects.

APPENDIX A

Meetings and Discussions with Government Agencies

Meetings and Discussions with Government Agencies

| Date | Government Department | Key Points and Issues |
|---------------------------|---|---|
| June 7, 2006 ⁴ | NL Department of Environment and Conservation | Rare plants (<i>E. pedicellatum</i> has been found in general area). Riparian buffers. Eagle monitoring: impact on nesting birds. Impacts on wetlands. Rehabilitation measures. |
| June 12, 2006 | NL Department of Environment and Conservation and Canadian Environmental Assessment Agency | Project is subject to both the federal and provincial environmental assessment processes. All parties will try for a coordinated process. |
| June 30, 2006 | NL Department of Environment and Conservation | Best Available Control Technology (BACT) will be required. Proponent must consider spill prevention as well as spill response preparedness. Use The National Framework for Petroleum Refining. Emissions Reduction as a guide. Water supply: Proponent must ensure water supply is adequate. Infilling of water bodies. |
| August 10, 2006 | NL Department of Natural Resources | Air emissions and public health. Species at risk. |
| August 10, 2006 | Department of Fisheries and Oceans, Canadian Coast Guard | Vessel traffic management. Loss of fishing grounds, anchorages. |
| August 11, 2006 | NL Department of Environment and Conservation, Water Resources Division | Infilling of any water bodies including marine infilling, require permits. |
| August 15, 2006 | Department of Fisheries and Oceans, Habitat and Environmental Assessment and Major Projects | No net loss of habitat policy will apply to both freshwater and marine. |
| August 16, 2006 | Environment Canada | Cumulative effects (air emissions, vessel traffic, labour force availability). Refinery emissions reduction. |
| August 23, 2006 | Department of Fisheries and Oceans, Habitat and Environmental Assessment and Major Projects | Minimize the amount of fresh water that needs to be used for the project. This reduces the effects on habitat and HADD and compensation needed. A strategy for habitat compensation and a detailed fish habitat compensation plan will have to be developed. |
| August 30, 2006 | Transport Canada | The Technical Review Process of Marine Terminal Systems and Transshipment Sites (TERMPOL) review. Vessel traffic management. Oil spill response preparedness. |

⁴ These issues were highlighted in a letter from the Department of Environment and Conservation, Wildlife Division.

| Date | Government Department | Key Points and Issues |
|--------------------|--|--|
| September 14, 2006 | Canadian Environmental Assessment Agency (CEAA) | Project Description received and registered. |
| September 21, 2006 | NL Department of Fisheries and Aquaculture | Alien/invasive species. Increased risk of an oil spill. |
| September 26, 2006 | Rural Secretariat | Community capacity building. Skilled labour availability. |
| September 26, 2006 | NL Department of Transportation | New interchange on TCH in long term plans. |
| September 26, 2006 | NL Department of Natural Resources | Local benefits associated with project. Existing SO ₂ caps must be considered in project design. |
| September 28, 2006 | NL Department of Innovation, Trade and Rural Development | Potential catalyst for expansion of existing small business capability. |
| October 4, 2006 | Women's Policy Office | Project should address specificity of positions available for women and federal equity guidelines. |
| October 11, 2006 | NL Department of Business | Potential for growth of service industry. |
| October 23, 2006 | Skills Task Force | The Skills Task force is working with the Federation of Labour regarding the number of people that would return to the Province if work became available. Need for apprentice positions. |
| November 3, 2006 | Transport Canada | Clarifications regarding links between EA and Navigable Waters Protection Act (NWP) applications. |
| December 4, 2006 | Department of Environment and Conservation | Presentation to the Minister of the Department of Environment and Conservation (DOEC) describing the Project and on-going field program. |
| January 12, 2007 | EA Committee | NLRC presentation on the Project to the EA Committee. Round table discussion with EA Committee to ensure all comments from each Government Department on the committee are addressed. |
| January 16, 2006 | Department of Health and Community Services | Air emissions modeling. |
| January 16, 2007 | Department of Environment and Conservation | Air emissions modeling requirements confirmed. |
| February 8, 2007 | Department of Environment and Conservation | Water quality sampling for Watson's Brook and Come By Chance River. Program established by signing a Memorandum of Agreement (MOA) with the Department of Environment for funding a Hydrometric Station and/or Real Time Water Quality Monitoring Network in Come By Chance River and Watson's Brook. |
| February 15, 2007 | Transport Canada | Level of detail for TERMPOL review. The process is not tied to the assessment and may continue past the assessment process. |
| April 11, 2007 | Transport Canada | Follow up to the formal request for TERMPOL review. Requested early meeting with Committee to |

| Date | Government Department | Key Points and Issues |
|---------------|---|---|
| | | confirm the scope of the TERMPOL related studies, in particular those to be done in conjunction with the EIS. |
| May 26, 2007 | Parks Canada, Terra Nova National Parks | Air quality modeling. Potential joint monitoring project using lichens. |
| May 31, 2007 | Transport Canada/Department of Fisheries and Oceans | Update meeting – the Project Description. |
| July 3, 2007 | Department of Fisheries and Oceans | Review freshwater and marine HADD strategy. |
| July 12, 2007 | Transport Canada/Department of Fisheries and Oceans | Update regarding federal review process. |

APPENDIX B

Summary of Public Consultation Meetings

Summary of Public Consultation Meetings

| Date | Community | Group | Type of meeting | Participants | # | Purpose |
|--------|------------------|--|-------------------|--|-----|---|
| 2006 | | | | | | |
| 05-Sep | Arnold's Cove | Town of Arnold's Cove | Stakeholder Group | NLRC VP, Tom Osborne, Mayor of Arnold's Cove | 2 | Provide a project update and to discuss the project location map |
| 05-Sep | Sunnyside | Town of Sunnyside | Stakeholder Group | NLRC VP, Phil Smith, Mayor of Arnold's Cove | 2 | Provide a project update and to discuss the project location map |
| 06-Sep | Come By Chance | Town of Come By Chance | Stakeholder Group | NLRC VP, Joan Cleary, Mayor, Reg Bungay, Deputy Mayor, Lew Baker, Town Councillor. | 4 | Provide a project update and to discuss the project location map |
| 25-Sep | Come By Chance | Arnold's Cove Chamber of Commerce | Stakeholder Group | NLRC VP, NLRC Project Director, Chamber Members | 60 | Touch base with local community and business leaders; provide an update on NLRC |
| 26-Sep | Arnold's Cove | Town of Arnold's Cove | Stakeholder Group | NLRC VP, Wade Slade, Town Manager | 2 | Provide a copy of the project description for councilors and discuss the project |
| 26-Sep | Come By Chance | Town of Come By Chance | Stakeholder Group | NLRC VP, Brenda Mulrooney, Town Manager | 2 | Provide a copy of the project description for councilors and discuss the project |
| 27-Sep | Southern Harbour | Town of Southern Harbour | Stakeholder Group | NLRC VP, Council Members | 8 | Make a presentation on the project and answered questions |
| 27-Sep | Sunnyside | Town of Sunnyside | Stakeholder Group | NLRC VP, Council Members | 8 | Make a presentation on the project and answered questions |
| 05-Oct | Clareville | Women in Resource Development Committee (WRDC) | Stakeholder Group | WRDC Outreach Officer, NLRC VP, Public Consultation Facilitator (PCF) | 3 | Introductory meeting with WRDC to discuss the project and to ensure women are able to participate |
| 01-Nov | North Harbour | Public | Open House | NLRC VP Project Director, Project Manager, Environmental Assessment (EA) Manager, PCF, SNC Staff | 115 | Introduce the project to the neighbours in the North Harbour area |

| Date | Community | Group | Type of meeting | Participants | # | Purpose |
|--------|------------------|--|-------------------|---|-----|--|
| 02-Nov | Come By Chance | Public | Open House | NLRC VP, Project Director, Project Manager, EA Director, EA Manager, PCF, SNC Staff | 210 | Introduce the project to the neighbours in the North Harbour area |
| 28-Nov | Clarenville | Clarenville Town Council | Stakeholder Group | NLRC President, PCF | 5 | Introduce the project and discuss implications for Clarenville |
| 29-Nov | Clarenville | Clarenville Area Chamber of Commerce | Stakeholder Group | NLRC President, PCF | 8 | Introduce the project and discuss implications for Clarenville |
| 29-Nov | Placentia | Avalon Gateway Regional Economic Development Board | Stakeholder Group | NLRC President, EA Manager, PCF, SNC Staff | 3 | Introduce the project and discuss implications for Argentia Area |
| 29-Nov | Placentia | Argentia Area Chamber of Commerce | Stakeholder Group | NLRC President, EA Manager, PCF, SNC Staff | 40 | Introduce the project and discuss implications for Argentia Area |
| 16-Jan | Sunnyside | Public | SIG – Air Quality | SNC Air Quality Specialist, NLRC Project Director, SNC Project Manager, SNC EA Director, SNC EA Manager, PCF, SNC Staff | 22 | Presentation of the Proposed Air Quality Study Model |
| 25-Jan | St. John's | St. John's Board of Trade | Stakeholder Group | NLRC President | 100 | Presentation of the project |
| 25-Jan | Southern Harbour | Public | Open House | NLRC VP, Project Manager, EA Manager, PCF, SNC Staff, EA Consultants | 150 | Presentation, poster display, Q&A on overall Project |
| 26-Jan | Southern Harbour | FFAW Placentia Bay Fishers Sub-committee | SIG – Fishery | NLRC VP, Project Manager, EA Manager, PCF, SNC Staff | 20 | Introductory meeting and discussion of consultation strategies |
| 06-Feb | St. Bride's | FFAW and Fishers from the area | SIG – Fishery | NLRC VP, Project Manager, EA Manager, PCF, SNC Staff | 40 | Introductory meeting – Discuss the project and the fishery data requirements |

| Date | Community | Group | Type of meeting | Participants | # | Purpose |
|--------|---------------|---|-------------------------|--|-----|---|
| 06-Feb | Argentia | Coast Guard | Stakeholder Group | NLRC VP, Project Manager, EA Manager, PCF, SNC Staff | 4 | Discuss the Traffic Management System in Placentia Bay |
| 06-Feb | Placentia | Public | Open House | NLRC VP, Project Manager, EA Manager, PCF, SNC Staff | 75 | Presentation, poster display, Q&A on overall Project |
| 07-Feb | Placentia | College Students, Faculty and Alumni | Educational Institution | NLRC VP, EA Manager, PCF, SNC Staff | 85 | College presentation and discussion |
| 07-Feb | Placentia | FFAW and Fishers from the area | SIG – Fishery | NLRC VP, EA Manager, PCF, SNC Staff | 40 | Introductory meeting – Discuss the project and the fishery data requirements |
| 07-Feb | Placentia | High School Students, Guidance Counselor and Teachers | Educational Institution | NLRC VP, PCF | 50 | High School presentation and discussion (Laval High School) |
| 07-Feb | Argentia | Argentia Management Authority Board of Directors and Executive Director | Stakeholder Group | NLRC VP, PCF | 15 | Discussion of the project and possible interaction with the AMA |
| 12-Feb | St. John's | WRDC Office | Stakeholder Group | Women in Resource Development Executive Director & Industry Outreach officer of WRDC | 5 | Discussion of the project and possible interaction with the Women in Resource Development |
| 21-Feb | Arnold's Cove | Tricentia Academy | Educational Institution | High School Students, Guidance Counselor and Teachers | 125 | High school presentation and discussion |
| 21-Feb | Sunnyside | Air Quality Study Group | SIG – Air Quality | NLRC VP, SNC EA Manager, PCF, SNC Staff, Members of the Air Quality Study Group | 12 | Discuss scope of group's activities and other issues |
| 27-Feb | Clarenville | College Students, Faculty & Alumni | Educational Institution | NLRC VP, Project Manager, PCF, SNC Staff | 150 | College presentation and discussion |

| Date | Community | Group | Type of meeting | Participants | # | Purpose |
|--------|------------------|--|-------------------------|--|-----|--|
| 27-Feb | Clarenville | Public | Open House | NLRC VP, Project Manager, EA Manager, PCF, SNC Staff , PIO | 70 | Presentation, poster display, Q&A on overall Project |
| 28-Feb | Clarenville | Clarenville High School | Educational Institution | High School Students, Guidance Counselor and Teachers | 120 | High school presentation and discussion |
| 16-Mar | Port Blandford | Rural Secretariat Regional council | Stakeholder Group | NLRC VP, Rural Secretariat, Other Presenters | 25 | Discuss the impacts of the project on rural Newfoundland and Labrador |
| 21-Mar | Burin | College Students, Faculty & Alumni | Educational Institution | NLRC VP, Project Manager, PCF, SNC Staff | 150 | College presentation and discussion |
| 21-Mar | Marystown | Schooner Economic Development Zone Board | Stakeholder Group | NLRC VP, Project Manager, PCF, SNC Staff | 7 | Update on the project and general discussion |
| 21-Mar | Marystown | Public | Open House | NLRC VP, Project Manager, EA Manager, PCF, SNC Staff , PIO | 70 | Presentation, poster display, Q&A on overall Project |
| 22-Mar | Marystown | Marystown Central High School | Educational Institution | High School Students, Guidance Counselor and Teachers | 115 | High school presentation and discussion |
| 26-Mar | Norman's Cove | Isthmus Joint Town and Community Council | Stakeholder Group | NLRC VP, PCF, PIO | 8 | Discuss project progress |
| 26-Mar | Marystown | FFAW & Fishers from the area | SIG – Fishery | NLRC VP, Project Manager, EA Manager, PCF, SNC Staff | 20 | Introductory meeting – Discuss the project and the fishery data requirements |
| 26-Mar | Petite Forte | FFAW & Fishers from the area | SIG – Fishery | NLRC VP, Project Manager, EA Manager, PCF, SNC Staff | 25 | Introductory meeting – Discuss the project and the fishery data requirements |
| 27-Mar | Garden Cove | FFAW & Fishers from the area | SIG – Fishery | NLRC VP, Project Manager, EA Manager, PCF, SNC Staff | 20 | Introductory meeting – Discuss the project and the fishery data requirements |
| 27-Mar | Southern Harbour | FFAW & Fishers from the area | SIG –Fishery | NLRC VP, Project Manager, EA Manager, PCF, SNC Staff | 45 | Introductory meeting – Discuss the project and the fishery data requirements |

| Date | Community | Group | Type of meeting | Participants | # | Purpose |
|--------|----------------|--|-------------------------|---|-----|---|
| 24-Apr | Clarenville | Clarenville Area Chamber of Commerce | Stakeholder Group | NLRC VP, NLRC Project Director, Project Manager | 40 | Attend and network with Chamber members |
| 26-Apr | Terra Nova | Terra Nova Park Warden & Staff | Stakeholder Group | EA Manager | 10 | Introduce the project and the EA Process |
| 22-May | Lethbridge | Heritage Collegiate | Educational Institution | NLRC VP, PCF, Students, Staff | 100 | Introduce the project and answer questions |
| 22-May | Sunnyside | Air Quality Study Group | SIG – Air Quality | NLRC VP, Air Quality Specialist, Project Manager, EA Manager, PCF, PIO | 10 | Discussion of the status of the Air Quality Study, Community Health Profile, others |
| 22-May | Sunnyside | Public | SIG – Air Quality | NLRC VP, SNC Air Quality Specialist, SNC Project Manager, SNC EA Director, SNC EA Manager, PCF, PIO | 22 | Presentation of the Proposed Air Quality Study Model |
| 23-May | St. John's | College of the North Atlantic | Educational Institution | NLRC VPs (2), AMEC Consultant, College Senior Management and Campus administrators | 15 | Discussion of training and education requirements of the project and how College of the North Atlantic can assist. |
| 11-Jun | Arnold's Cove | Arnold's Cove Chamber of Commerce | Stakeholder Group | NLRC VP, PIO, Work Term student | 40 | Attend and network with chamber members |
| 13-Jun | Bull Arm | KEYIN College | Educational Institution | NLRC VP, PCF, PIO, 7 KEYIN Campus Owners + 2 provincial staff | 11 | Discussion of training and education requirements of the project and how KEYIN College can assist. |
| 13-Jun | Come By Chance | Salmonid Association of Eastern Newfoundland | Stakeholder Group | NLRC VP, SAEN representatives, Local salmon fishers | 10 | Discussion of formation of a stewardship group to include the two scheduled rivers in the project area. Also discussion of the No Net Loss of Habitat application for the project site. |

| Date | Community | Group | Type of meeting | Participants | # | Purpose |
|--------|----------------|--|-------------------|---|-----|--|
| 01-Jun | St. John`s | Newfoundland and Labrador Offshore Industries Association (NOIA) | Stakeholder Group | NLRC Director, NOIA Executive and members (Conference address) | 250 | Presentation of project description, rationale and update on EA progress |
| 22-Jun | Come By Chance | Town of Come By Chance | Stakeholder Group | NLRC Project Manager, Civil Engineer and PCF. Mayor of CBC and residents. | 30 | Discussion of change in town boundaries to incorporate NLRC |

APPENDIX C

Technical Briefing Sessions

Technical Briefing Sessions

There were two public technical briefings on the Air Quality Study being done for the EA, both held in Sunnyside in January and May of 2007.

There were 15 questions at these meetings following the presentation of the air quality model and they were almost exclusively pertaining to the model and to the air emissions in general. These meetings were fairly small (average of 25 people attended each) and the questions were more like a dialogue with the presenter and the other members of the NLRC team. Much of the discussion pertained to previous experience with air emissions in the communities as well as how to best collect the data for the air quality model – what is the local knowledge that could be shared with the Air Quality Specialist to ensure the model was as accurate as possible.

APPENDIX D

Special Interest Group – Air Quality Model Study

Special Interest Group – Air Quality Model Study

The Special Interest Group for the Air Quality Model Study met twice during the writing of this document, once to discuss the scope of activities and once to meet with the Air Quality Specialist in advance of the public meeting. The Air Quality Model Community Input group is a small group with a very collaborative approach. The questions were of a varied nature – clarification, input, advice and reflection on how to best improve the overall model to ensure it was comprehensive

APPENDIX E

Special Interest Group – Fishery

Issues Raised at Fisheries Meetings

| Group | Issue | Frequency |
|---------|---|-----------|
| Fishers | Vessel Traffic | 42 |
| | Other | 19 |
| | Oil Spill – Response | 11 |
| | Local Impacts | 9 |
| | Environment | 5 |
| | Feasibility – Study | 3 |
| | Oil Spill – Risk | 2 |
| | Public Consultation/Community Relations | 2 |
| | Timelines | 2 |
| | Local Benefits | 1 |
| | Refinery Location | 1 |
| | Source of Oil | 1 |
| | Training and Education | 1 |
| | Vessel Construction | 1 |
| Youth | 1 | |

APPENDIX F

Educational Institutional Meetings

Issues Raised at Educational Institutional Meetings

| Group | Issue | Frequency |
|--------------------------|--------------------------------------|------------------|
| Educational Institutions | Employment – Occupations Required | 10 |
| | Feasibility – Investment | 5 |
| | Training and Education | 5 |
| | Employment – Hiring Process | 4 |
| | Source of Oil | 4 |
| | Feasibility – Refineries/Competition | 3 |
| | Feasibility – Study | 3 |
| | Housing and Accommodations | 3 |
| | Other | 3 |
| | Source of Power | 3 |
| | Employment – Local Preference | 2 |
| | Environment | 2 |
| | Fishery | 2 |
| | Local Impact | 2 |
| | Refinery Construction | 2 |
| | Timelines | 2 |
| | Employment – Union | 1 |
| | Employment – Women | 1 |
| | Local Benefits | 1 |
| | Local Benefits – Business | 1 |
| | Refinery Location | 1 |
| | Road Location | 1 |
| Vessel Traffic | 1 | |
| Workplace Policies | 1 | |

APPENDIX G

Stakeholder Groups

Issues Raised at Stakeholder Meetings

| Group | Issue | Frequency |
|----------------------|--------------------------------------|-----------|
| Stakeholders – Other | Employment – Women | 3 |
| | Employment – Occupations Required | 2 |
| | Local Benefits – Business | 2 |
| | Vessel Traffic | 2 |
| | Workplace Policies | 2 |
| | Air Emissions | 1 |
| | Employment – Hiring Process | 1 |
| | Environmental Assessment Process | 1 |
| | Feasibility – Refineries/Competition | 1 |
| | Housing and Accommodations | 1 |
| | Oil Spill – Response | 1 |
| | Other | 1 |
| | Timelines | 1 |

APPENDIX H

Issues Raised at Community Council Meetings

Issues Raised at Community Council Meetings

| Group | Issue | Frequency |
|--------------------|---|------------------|
| Community Councils | Environment | 5 |
| | Timelines | 4 |
| | Vessel Traffic | 4 |
| | Fishery | 3 |
| | Local Benefits | 3 |
| | Oil Spill – Response | 3 |
| | Public Consultation/Community Relations | 3 |
| | Road Location | 2 |
| | Youth | 2 |
| | Air Emissions | 1 |
| | Bull Arm Site | 1 |
| | Environmental Assessment Process | 1 |
| | Feasibility – Refineries/ Competition | 1 |
| | Housing & Accommodations | 1 |
| | Local Benefits – Business | 1 |
| | Local Impacts | 1 |
| | Other | 1 |
| Water Supply | 1 | |

APPENDIX I

Issues Raised at Chamber of Commerce Meetings

Issues Raised at Chamber of Commerce Meetings

| Group | Issue | Frequency |
|------------------------|---|-----------|
| Chambers of Commerce | Feasibility – Refineries/Competition | 5 |
| | Feasibility – Investment | 4 |
| | Vessel Traffic | 4 |
| | Environmental Assessment Process | 2 |
| | Oil Spill – Response | 2 |
| | Other | 2 |
| | Timelines | 2 |
| | Air Emissions | 1 |
| | Employment – Hiring Process | 1 |
| | Employment – Occupations Required | 1 |
| | Feasibility – Market | 1 |
| | Housing and Accommodations | 1 |
| | Local Benefits – Business | 1 |
| | Oil Spill – Prevention | 1 |
| | Public Consultation/Community Relations | 1 |
| | Refinery Location | 1 |
| | Source of Oil | 1 |
| | Source of Power | 1 |
| Training and Education | 1 | |

APPENDIX J

Issues Raised at Economical Development Meetings

Issues Raised at Economic Development Meetings

| Group | Issue | Frequency |
|----------------------|---|------------------|
| Economic Development | Environmental Assessment Process | 3 |
| | Fishery | 2 |
| | Oil Spill – Response | 2 |
| | Public Consultation/Community Relations | 2 |
| | Refinery Location | 2 |
| | Vessel Traffic | 2 |
| | Employment – Hiring Process | 1 |
| | Feasibility - Investment | 1 |
| | Feasibility – Refineries/Competition | 1 |
| | Housing and Accommodations | 1 |
| | Local Benefits | 1 |
| | Local Impacts | 1 |
| | Oil Spill - Prevention | 1 |
| | Oil Spill - Risk | 1 |
| | Refinery Construction | 1 |
| Source of Oil | 1 | |