



# Report, General

## PUBLIC INFORMATION PROGRAM FOR CANADIAN NUCLEAR LABORATORIES (CNL)

### COMPANY WIDE

**CW-513430-REPT-001**

**Revision 2**

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2017/03/29

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Canadian Nuclear Laboratories  
(CNL)

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**Revision History**

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## 1. SCOPE

Canadian Nuclear Laboratories (CNL) is Canada's premier nuclear science and technology organization. CNL is a world leader in developing peaceful and innovative applications from nuclear technology through its expertise in physics, metallurgy, chemistry, biology and engineering.

Highly skilled employees enthusiastically deliver a range of nuclear services – ranging from research and development, design and engineering to specialized technology, waste management and decommissioning.

Today, CNL continues its commitment to ensure that Canadians and the world receive energy, health, environmental and economic benefits from nuclear science and technology with confidence that nuclear safety and security are assured. CNL is a world-class, right sized and sustainable national nuclear laboratory delivering science and technology with a focus on Energy, Health, Environment and Safety & Security. CNL has three key missions:

- Perform science and technology (S&T) activities to meet core federal responsibilities.
- Support Canada's nuclear industry through access to S&T facilities and expertise on a commercial basis.
- Manage radioactive waste and decommissioning responsibilities.

This report describes CNL's Public Information Program (PIP) and covers activities of public interest that occur at CNL. It has been prepared in accordance with the Canadian Nuclear Safety Commission (CNSC) Regulatory Document RD/GD-99.3: Public Information and Disclosure published in 2012.



**2. PURPOSE**

This Public Information Program includes specific communications to stakeholders at the different sites managed by CNL as required.

The program outlined in this document will cover the following CNL sites: Chalk River Laboratories, Whiteshell Laboratories, Prototype Reactor Sites and Heavy Water Plant Sites.

This program does not cover the activities and programs that take place through the Port Hope Area Initiative Management Office (PHAIMO) or the Low Level Radioactive Waste Management Office (LLRWMO) as they have historically operated public affairs programs separate from the Corporation's head office.

### **3. CNL SITES**

#### **3.1.1 Chalk River Laboratories**

The largest of CNL's sites, Chalk River Laboratories (CRL), is located in Renfrew County in the province of Ontario, on the southern shore of the Ottawa River, approximately 200 km northwest of Ottawa. Established in 1944, as Atomic Energy of Canada Limited, the site is approximately 3700 hectares (ha) (9100 acres). The Ottawa River forms the eastern boundary of the site. Abutting the CRL property to the southeast is Canadian military base Garrison Petawawa. The Town of Laurentian Hills lies to the southwest of the site and the Town of Deep River to the northwest.

As one of the Ottawa Valley's largest employers, CRL retains more than 2,800 administrative, trades, technical, engineering and scientific staff. Most employees work at the Chalk River site, however some employees work in the Town of Deep River where there are four offices.

CNL operates the CRL site in accordance with Canadian Nuclear Safety Commission (CNSC) Nuclear Research and Test Establishment Operating Licence (NRTEOL-01.00/2018). The current licence expires 2018 March 31.

#### **3.1.2 Whiteshell Laboratories/Whiteshell Closure Project**

The second largest of CNL's sites, Whiteshell Laboratories (WL), is located near Pinawa in the Province of Manitoba. The main part of the site is located on the east bank of the Winnipeg River, approximately 100 km northeast of Winnipeg. WL, a Class 1B nuclear facility, was established in the early 1960s and covers an area of about 4,375 hectares (ha). Whiteshell Laboratories and the nearby Underground Research Laboratory are currently being decommissioned.

WL retains approximately 350 administrative, trades, technical and scientific staff.

CNL operates the WL Closure Project in accordance with Canadian Nuclear Safety Commission (CNSC) Nuclear Research and Test Establishment Decommissioning Licence (NRTEDL-W5-8.04/2018). The current licence expires 2018 December 31.

### **3.2 Decommissioning Sites**

CNL manages Canada's nuclear legacy liabilities at various sites across Canada. These nuclear legacy liabilities are the result of more than 60 years of nuclear research and development conducted by the National Research Council of Canada (1944 to 1952) and CNL (1952 to 2006) on behalf of the Government of Canada. The liabilities consist of outdated and unused research

facilities and buildings, a wide variety of buried and stored radioactive waste, and affected lands.

Since 1952, CNL has safely and cost effectively managed Canada's nuclear research facilities and the waste generated by their operation. During this time CNL improved waste management technologies and developed expertise in best practices.

Activities will occur at the Chalk River Laboratories and the Whiteshell Laboratories. Besides the Laboratories, there are other sites across Canada that fall under the program, these are outlined below.

### **3.2.1 Prototype Reactor Sites**

CNL is the licence holder for three permanently shut down prototype CANDU® (CANadian Deuterium Uranium) power reactors: NPD Waste Facility (NPD WF), Douglas Point Waste Facility (DP WF) and Gentilly-1 Waste Facility (G1 WF). Each facility consists of a permanently shut down, partially decommissioned demonstration CANDU reactor and associated structures and ancillaries, and are presently in a long-term Storage With Surveillance (SWS) phase of a deferred decommissioning program.

NPD WF is located in the Town of Laurentian Hills, Renfrew County, Ontario, and is now an active site closure project.

DP WF is located on the Bruce Power site in Bruce County, Ontario.

G-1 WF is located on the Hydro-Quebec (HQ) site adjacent to the Gentilly-2 Nuclear Generating Station in the County of Nicolet, Quebec.

All three prototype reactor sites operate under Waste Facility Decommissioning Licence WFDL-W4-332.01/2034 issued by the Canadian Nuclear Safety Commission (CNSC) on 2014 July 17. The current licence expires 2034 December 31.

### **3.2.2 Former Heavy Water Plant Sites**

CNL is responsible for the La Prade Heavy Water Plant Site in Bécancour, Québec. The site is not an active heavy water plant; however heavy water (tritiated and virgin) is stored on site. CNL operates the La Prade Site in accordance with the CNSC Nuclear Substance and Radiation Devices Licence 15193-4-21.02. The current licence expires 2021 September 30.

#### 4. OBJECTIVES

An effective Public Information Program informs the general public, local communities surrounding the various sites, the news media, elected and appointed government officials, the supply chain and other stakeholders such as industry, academia and S&T audiences about the activities ongoing at CNL sites, the potential impacts of these activities on the health and safety of workers, members of the public and on the environment. The overriding objective of the program is to build public awareness, understanding and a supportive appreciation of the Laboratories' value and relevance to Canadians.

Through the Public Information Program CNL routinely reports the results of monitoring programs to sustain open and transparent communication with stakeholders and to assure that the impacts are acceptably low.

Finally, an effective Public Information Program provides additional information to community stakeholders and ensures community input is sought, received and action is taken.

CNL's objective continues to be to maintain existing and further develop and implement programs that:

- Meet regulatory requirements for a public information program;
- Engage in transparent and proactive two-way dialogue with our stakeholders;
- Inform the public regarding events that have offsite effects;
- Confirm and appropriately address concerns and issues in a timely manner;
- Openly demonstrate the positive impact of CNL on the community; and,
- Nurture existing and foster new, relationships.

## 5. TARGET AUDIENCES

CNL continues to focus primarily on the communities neighbouring CNL sites, but has widened its communications with members of public interest groups in the science and technology community and with others who have identified themselves as interested members of the public. It is important to note that this Public Information Program is not static. It continues to evolve and address the concerns of new stakeholders as they come forward.

CNL's Public Information Program is designed to communicate with the following:

- Elected officials (e.g., federal, provincial, county, municipal);
- First Nations and Métis communities;
- Members of the general public;
- Public interest groups and environmentally focused organizations and agencies;
- Atomic Energy of Canada Limited;
- Multi-level government departments and appointed officials/agencies;
- CNL customers;
- Industry associations (e.g., Canadian Nuclear Association, Canadian Nuclear Society, Women in Nuclear – Canada, Canadian Nuclear Workers Council);
- Media;
- CNL employees and unions;
- Intervenors (see section 6.16); and,
- Canadian Nuclear Safety Commission.

### 5.1 Chalk River Laboratories

The Chalk River Laboratories specifically communicates with:

- CRL based CNL Employees Unions;
- Laurentian Hills-Deep River Nuclear Emergency Preparedness Committee;
- Algonquins of Pikwàkanagàn (the First Nations community in Golden Lake);
- Algonquins of Ontario (AOO);
- The Métis Nation of Ontario;
- Town of Deep River;
- Public interest groups and environmentally focused organizations and agencies (e.g., Concerned Citizens of Renfrew County, Ottawa Riverkeeper, Ducks Unlimited,);
- Local government officials/committees (e.g., County of Renfrew, MRC de Pontiac, Ottawa Valley Economic Development Committee);
- Local business partners (e.g., Upper Ottawa Valley Chamber of Commerce, Garrison Petawawa, etc.); and,

- The Environmental Stewardship Council (see Section 6.14).

## **5.2 Whiteshell Laboratories**

The Whiteshell Laboratories specifically communicates with:

- WL based CNL Employee Unions;
- Emergency Measures Manitoba Organization;
- The Centre for Security Science, Canada, Rad/Nuc Emergency Response sector, specifically relating to the mobile nuclear lab response;
- Sagkeeng First Nation (the First Nations community east of Lake Winnipeg);
- Public Liaison Committee (see section 6.15);
- Manitoba Métis Federation;
- Local Government District of Pinawa; and,
- Local business partners (e.g., Pinawa Chamber of Commerce and site tenant Action).

## **5.3 Target Audience Development**

There is an ongoing requirement to assess and grow appropriate relationships within all of the identified communities.

At sites where remediation and decommissioning projects are in their early stages, relationships with local elected officials and First Nation and Metis communities will continue to be strengthened (see section 6.8).

The CNL Public Information Program and its voluntary public disclosure protocol are proportionate with the public's perception of risk and the level of public interest in the licensed activities as outlined in Regulatory Document RD/GD-99.3.

## **5.4 Public and Media Opinion**

Ongoing and open communications with the media is an important component of CNL's Public Information Program as the media are a means for information dissemination to the public. By tracking media stories, concerns can be identified to determine if follow up action is required. In addition, letters directly received by CNL from the public or stakeholders will be tracked and responded to in a timely manner.

## 6. PUBLIC INFORMATION PROGRAM

While CNL's Public Information Program is comprehensive, opportunities for continuous improvement are continually considered, i.e. utilization of social media. Feedback will be collected and addressed, and when required, the program will be supplemented with new activities. In all instances, stakeholders' accessibility to CNL staff will remain a priority. Multiple channels for contacting CNL staff will be provided and every effort will be made to address questions and concerns in as timely a manner as possible.

The following sections describe how the Public Information Program meets regulatory requirements and describes the identified activities for each target audience. Each section will also note the methods used for information dissemination; how the information will address the anticipated effects of CNL's operations on the environment and health and safety; and, how interactions will be tracked.

It should be noted that not all programs and approaches are identical at each CNL site. All parts of this program apply to each CNL site; however there is a graded approach to how particular areas like media interaction, education outreach, and public interest are addressed as there is considerable difference in scope at CNL's largest site, the Chalk River Laboratories, than at the smaller sites.

### 6.1 Regulatory Requirements and Guidance

The requirements for public information programs and disclosure protocols are derived from the stated objectives of the CNSC in the *Nuclear Safety and Control Act (NSCA)* and associated regulations. The relevant provisions are as follows:

- Paragraph 3(j) of the *Class I Nuclear Facilities Regulations*: "...the proposed program to inform persons living in the vicinity of the site of the general nature and characteristics of the anticipated effects on the environment and the health and safety of persons that may result from the activity to be licensed."
- Paragraph 3(r) of the *Class II Nuclear Facilities and Prescribed Equipment Regulations*: "...the program to inform persons living in the vicinity of the site of the general nature and characteristics of the anticipated effects on the environment and the health and safety of persons that may result from the nuclear facility."

Additional regulations and guidance on public information programs are given in the CNSC's Regulatory Document RD/GD-99.3: Public Information and Disclosure.

The Public Information Program described outlines the ways in which the public receives communication from CNL, including the public disclosure protocol regarding events and developments involving facilities and activities. These specific elements include:

- Publication of documents describing the potential radiological and environmental impacts of CNL sites;
- Interactions with community stakeholders to convey the specified information; and
- Publication of the results of CNL's monitoring programs on CNL's external website.

The discussion in the following sub-sections demonstrates CNL's compliance with RD/GD-99.3.

## **6.2 Performance Reports**

### **6.2.1 Environmental Performance**

Through CNL's corporate website, information is regularly posted regarding CNL's environmental impact, including results from our environmental monitoring program.

Links can be found for the following policies and documents on [www.cnl.ca](http://www.cnl.ca):

- CNL Environment Policy;
- CRL Environmental Performance Reports (updated quarterly);
- WL Environmental Performance Reports (updated annually);
- Overview and summary of CRL Annual Safety Report (updated annually);
- Overview and summary of WL Annual Safety Report ( updated annually); and,
- Annual Compliance Reports for all three prototype reactor sites (updated annually).

In addition, CNL has achieved the ISO 14001 Environmental Management System certification, recognized internationally as a key to guiding organizations to environmental responsibility and continual improvement.

## **6.3 Public Disclosure Guidelines**

CNL is required to implement and maintain a public information program for public disclosure of routine radiological and non-radiological emissions, and non-routine items or events at CRL, Prototype Reactor Sites and WL. This disclosure process is known as CNL's "Voluntary Public Disclosure Guidelines."



### 6.3.1 Public Disclosure Guidelines at Chalk River

Section 16.4 (3) to (5) of the Chalk River Laboratories Licence Condition Handbook outlines the criteria for public disclosure; if this document is modified it will be reflected in future revisions of the PIP.

#### *“Criteria for Public Disclosure*

1. *The licensee shall provide the following routine emissions information to the public:*
  - a) *Airborne emissions of Ar-41 (NRU stack), updated quarterly with monthly results;*
  - b) *Airborne emissions of NOx and SOx (powerhouse stack), updated quarterly;*
  - c) *Airborne emissions of tritium (NRU stack), updated quarterly; and,*
  - d) *Waterborne emissions of tritium (process sewer), updated quarterly.*

*The routine emissions information will be reported through CNL’s external website, [www.cnl.ca](http://www.cnl.ca), and updated as stipulated above. Posting will have a one period lag (i.e., no more than two months, preferably one month for Ar-41, and one quarter for others) to allow for processing of the samples, preparation of the information, and verification of the report.*

2. *The licensee shall periodically review and update the routine emissions report to reflect operational changes and feedback from interested stakeholders.*
3. *The licensee shall provide information to the public regarding non-routine items or events as specified below:*
  - a) *Exceeding the action levels of the following radiological emissions:*
    - I. *Argon-41 (air);*
    - II. *Carbon-14 (air);*
    - III. *Tritium (air);*
    - IV. *Iodine-131 (air);*
    - V. *Mixed Noble Gases (air);*
    - VI. *Tritium (liquid);*
    - VII. *Gross Alpha (liquid); and,*
    - VIII. *Gross Beta (liquid).*
  - b) *Exceeding an action level for any other radiological emissions not specified in Section 3a, where it also exceeds 0.1% of the derived release limit;*

- c) *Exceeding the release limits for the following non-radiological liquid emissions from the Process Outfall:
  - I. pH.*
- d) *Unrecoverable loss of more than 10 kg of heavy water per day from the NRU Reactor;*
- e) *Loss of refrigerant as listed under the Federal Halocarbon Regulations greater than 100 kg;*
- f) *Significant interruption of isotope production and supply;*
- g) *Other events that could have offsite effects or result in media attention including fires, earthquakes, serious vehicle or industrial accidents, and significant business developments; and,*
- h) *Quarterly updates of event reports to the public through website.*

*An unrecoverable loss of heavy water implies release to the environment which may cause public concern.*

*The primary vehicle for reporting non-routine items or events should be CNL's external website, [www.cnl.ca](http://www.cnl.ca), while key local officials and stakeholders may be notified through direct contact.*

*The reporting timeframe for items (a) to (f) should be typically within four business days; however, CNL should balance between securing enough reliable information and ensuring the public and stakeholders are kept informed.*

*The quarterly lists of events reported to the CNSC should be provided within 60 days following the end of each quarter."*

### **6.3.2 Public Disclosure Guidelines at Whiteshell Laboratories**

Section 1.7 of the Whiteshell Laboratories Licence Condition Handbook outlines that CNL shall implement and maintain a public information program and disclosure program.

#### *"Criteria for Public Disclosure*

1. *The licensee shall provide the following routine emissions information to the public:*
  - a) *airborne emissions, updated semi-annually; and,*
  - b) *airborne emissions of NO<sub>x</sub> and SO<sub>x</sub>, updated annually.*

*The routine emissions information will be reported through CNL's external website, [www.cnl.ca](http://www.cnl.ca), and updated as stipulated above. Posting will have a one period lag to allow for processing of the samples, preparation of the information and verification of the report.*

2. *The licensee shall periodically review and update the routine emissions report to reflect operational changes and feedback from interested stakeholders.*
3. *The licensee shall provide information to the public regarding non-routine items or events as specified below:*
  - a) *Loss of refrigerant as listed under the Federal Halocarbon Regulations greater than 100 kg;*
  - b) *Other events that could have offsite effects or result in media attention, including fires, serious vehicle or industrial accidents, and significant business developments; and,*
  - c) *Quarterly updates of event reports to the public through the CNL external website.*

*The primary vehicle for reporting non-routine items or events will be CNL's external website, [www.cnl.ca](http://www.cnl.ca), while key local officials and stakeholders may be notified through direct contact.*

*The reporting timeframe for items (a) to (c) should be typically within four business days; however, CNL should balance between securing enough reliable information and ensuring the public and stakeholders are kept informed.*

*The quarterly lists of events reported to the CNSC should be provided within 60 days following the end of each quarter."*

### **6.3.3 Public Disclosure Guidelines at Prototype Reactor Sites**

Section 1.7 of the Prototype Reactor Sites Licence Condition Handbook, outlines that CNL shall implement and maintain a Public Information Program and Disclosure Program.

#### *"Criteria for Public Disclosure*

1. *The licensee shall provide information to the public regarding non-routine items or events where:*
  - a) *Loss of refrigerant as listed under the Federal Halocarbon Regulations greater than 100 kg;*
  - b) *Other events that could have offsite effects or result in media attention including fires, earthquakes, serious vehicle or industrial accidents, and significant site-related business developments; and*
  - c) *Quarterly updates of event reports to the public through the CNL external website.*

*The primary vehicle for reporting non-routine items or events will be CNL's external website, [www.cnl.ca](http://www.cnl.ca), while key local officials and stakeholders may be notified through direct contact.*

*The reporting timeframe for items (a) to (c) should be typically within four business days; however, CNL should balance between securing enough reliable information and ensuring the public and stakeholders are kept informed.*

*The quarterly lists of events reported to the CNSC should be provided within 60 days following the end of each quarter.*

*Voluntary Public Disclosure guidelines for each Prototype Reactor site will be reviewed prior to starting any physical decommissioning work.”*

## **6.4 CNL Emergency Preparedness**

CNL is committed to providing the safest environment for our public and employees. CNL follows the industry and Canadian comprehensive all-hazards approach to safeguard the public from any potential incidents.

In the unlikely scenario that an event does occur, CNL has plans to ensure these events are properly managed and risks to people as well as the environment are minimized. Emergency preparedness is a highly integrated process. Documentation and plans are aligned and the Emergency Operations Centre (EOC) interfaces are clearly established between CNL, the municipalities, the provinces, and the federal government. These preparations include a trained emergency operation team and subject matter experts who are on-call and ready to respond.

### **6.4.1 Chalk River Laboratories**

The primary zone is the areas in which extensive planning and response preparations for an incident or radiological event are required. The size of each primary zone is defined by the province and the response requirement for each zone is defined by our regulators. For CRL, the primary zone, in both Ontario and Quebec, is a nine kilometre radius from the NRU reactor stack.

## **6.5 Event Reports**

CNL is committed to providing to the public, through our external website ([www.cnl.ca](http://www.cnl.ca)) a consolidated quarterly list of the reportable events (as noted in previous sections) to include events at all CNL locations. The list will include the location.

## **6.6 CNL Employees and Alumni**

### **6.6.1 Employees**

As ambassadors for the company, it is critical that CNL employees be kept fully apprised of CNL's business on an ongoing basis. The mechanisms that are used to keep employees apprised include:

- Information updates via the President & CEO, and the Executive Committee;

- Ongoing all-union/management meetings and Site Safety and Health Committee meetings;
- Employee bulletins via the internal intranet and staff email;
- Monthly employee newsletter, Voyageur;
- Regulatory meetings/hearings updates via the internal intranet site myCNL;
- Surveys to gauge employee awareness and measure messaging effectiveness;
- New Employee Orientation and tours for new employees;
- On-site electronic messaging boards for important safety messages (site specific); and
- Integrated messaging on CNL initiatives and activities through the employee handbook.

### **6.6.2 Alumni**

Former employees of CNL are both our strongest supporters and sometimes our toughest critics. Furthermore, they have a keen interest in the nuclear industry and in the operations of CNL sites, programs and projects. The Alumni Network was set up in 2011 as a simple email subscription service. Alumni receive a monthly package that includes electronic copies of the employee newsletter, Voyageur, as well as a selection of clippings from myCNL (internal intranet site). Alumni are also provided email notification of CNL Chalk River Information Bulletins.

### **6.7 Elected Officials**

Notification of CNL activities to elected officials at the federal, provincial, county and municipal levels will continue through email and/or phone to ensure timely distribution of information. It is important that their awareness level be maintained so they can quickly provide CNL with any concerns identified by their constituents. Examples of methods of information dissemination to elected officials include:

- Meetings that promote information sharing and provide opportunities for officials to voice their opinions/concerns;
- Briefings to elected federal, provincial and municipal representatives.
- Tours of the sites;
- Provision of reports, news releases and information related to daily operations, unplanned events and licensing activities; and,
- Annual updates given to County Councils on CNL activities.

## 6.8 First Nations and Métis Communities

CNL will proactively provide information regarding business activities and decommissioning and waste management projects. Notification is done through email, letter and face-to-face meetings to ensure appropriate distribution of information.

Representatives of the Algonquins of Pikwàkanagàn and the Métis Nation of Ontario sit on the Chalk River Laboratories' Environmental Stewardship Council.

The Sagkeeng First Nation located north of the Whiteshell Laboratories has requested that communications be directed to their attention via the CNSC.

CNL also engages First Nations and Métis communities in support of the Environment Assessment process, per REGDOC-3.2.2, Aboriginal Engagement.

## 6.9 General Public

CNL shares information with the public through a number of activities including media releases, our website, our toll-free line, and through involvement in community events. Our employees are our greatest ambassadors and they are kept informed of developments so that they can also share information with their relatives, friends and neighbours in a timely way.

Communications with the public are through the Corporate Communications department who will take responsibility for developing new initiatives such as:

- Identification of potential members to the Environmental Stewardship Council (CRL) or Public Liaison Committee (WL) by municipal officials;
- Community meetings where information on site operations, projects etc., will be provided and opportunities to ask questions will be encouraged;
- Evaluation of communications efforts, including web analytics, benchmarking etc. (every three years beginning in 2014) to gauge community concerns;
- Updating and timely revision of our external website;
- CNL's Nuclear Education Outreach Program;
- Maintenance of and updates to [www.cnl.ca](http://www.cnl.ca); and,
- Distribution of a bilingual newsletter named CONTACT to community stakeholders and to residences and businesses in communities surrounding the Chalk River and Whiteshell Laboratories. The newsletter is also posted on CNL's external website.
-

CNL is recognized as a strong community partner and is actively involved in executive memberships on Chambers of Commerce, the United Way, the organizing committee for the Canadian Cancer Society's annual fundraiser, the Relay for Life, and Family Health Team recruitment committees. Employees participate in the Royal Canadian Legion's Poppy campaigns and the company provides representatives at nine community-based Remembrance Day ceremonies.

#### **6.10 Public Interest Groups and Environmentally Focused Organizations and Agencies**

CNL continues to proactively provide information to public interest groups and environmentally focused organizations and agencies. Operational announcements and unplanned events are shared; notification is predominantly done through email and via [www.cnl.ca](http://www.cnl.ca). Information on projects that seek public input is provided with letters of advance notification of dates, venues and times.

As noted previously, CNL respects that members of various agencies outside of the immediate area are also interested in CNL's operations. Where appropriate, a nomination will be facilitated for participation on the Environmental Stewardship Council or Public Liaison Committee.

#### **6.11 Media**

Communications with the media will be maintained and enhanced, especially with respect to on site media opportunities as security guidelines can accommodate. Information will continue to be shared via:

- News releases/media advisories;
- Briefing packages and interviews; and,
- Advance notification and invitations to community meetings.

#### **6.12 Social Media**

The role of social media as a vehicle for communicating with the general public has grown substantially in recent years. Use of social media greatly enhances Canadian Nuclear Laboratories ability to deliver against the commitments made in the Public Information Program: regular, open and honest communications with various stakeholder groups.

In addition, Canadian Nuclear Laboratories endeavours to present itself as a modern, technologically advanced organization. It is expected that organizations of this nature are active participants in social media.

With respect to social media use, Corporate Communications maintains an official Canadian Nuclear Laboratories presence through the following social media tools under the following identifiers:

1. Twitter: CNL\_LNC ([www.twitter.com/CNL\\_LNC](http://www.twitter.com/CNL_LNC))
2. LinkedIn: Canadian Nuclear Laboratories (EN) Laboratoires Nucleaires Canada (FR) (<https://www.linkedin.com/company/9191967>)
3. YouTube: Canadian Nuclear Laboratories / Laboratoires Nucleaires Canada ([www.youtube.com/c/CNLCanada](http://www.youtube.com/c/CNLCanada))
4. Flickr: Canadian Nuclear Laboratories ([https://www.flickr.com/photos/cnl\\_inc](https://www.flickr.com/photos/cnl_inc))
5. Facebook: (<http://www.facebook.com/CanadianNuclearLaboratories>)

### **6.13 Education and Science and Technology Communities**

Since 2008 there has been a steady increase in the outreach activities that have been occurring between CNL and the education and Science & Technology communities.

Yearly, CNL actively participates in Take Our Kids to Work Day at both the Chalk River Laboratories and the Whiteshell Laboratories. Approximately 100 students at CRL, 10 students at WL and 200 at Douglas Point participate annually. There are information sessions as well as site visits that students participate in throughout the day.

Beginning in 2011 a concerted effort was made to invite local high school science classes to the Chalk River Laboratories to participate in a site visit. We endeavour to have one school visit per month of the academic year. CNL staff regularly participate as judges for local Science Fairs. Efforts have been made to reach out to individual schools to partner at events like science fairs, Let's Talk Energy Week and Science Odyssey activities. When requested, Scientists, Corporate Communications and/or Human Resources staff will make classroom presentations about CNL and about career options. CNL continues to actively grow and develop outreach activities directly related to support STEM education.

CNL is a proponent of encouraging youth to consider a career in the skilled trades and actively participates in activities such as the Renfrew County OPTIONS Skilled Trades Fair and Skills Work For Women Networking Dinners in Pembroke and Ottawa.

Since 2011 CNL has also actively reached out to the Science & Technology community. In particular a positive relationship has been formed with the Canada Science & Technology



Museum (CSTM). Through this relationship CNL has hosted CSTM staff on site for site visits and has participated in regional and national events at the museum. Events such as the “Let’s Talk Energy” exhibition and “Cool Science Saturday” expose CNL and the nuclear industry to a much larger audience.

#### **6.14 Environmental Stewardship Council at CRL**

To provide stakeholders opportunities for dialogue and feedback, CNL established the Environmental Stewardship Council (ESC) in 2006. Similarly referred to as a Community Advisory Group by nuclear utilities, the ESC is comprised of members of public interest groups, First Nations and Métis communities, and members designated by local councils and representatives from CNL. The council openly discusses a broad range of matters of mutual interest to both CNL and the community, to seek input for solutions to remediate and/or continually improve CNL’s environmental performance and provides ongoing and consistent two-way interactions with community stakeholders on CNL’s business (not just environmental issues). The ESC meets three times a year.

A list of ESC members can be found in Appendix A.

Information is shared with ESC members through:

- ESC webpage ([www.cnl.ca/esc](http://www.cnl.ca/esc));
- Email notifications;
- Regularly scheduled, and as required, meetings as set out in the terms of reference;
- Briefings;
- Tours of the CRL and NPD sites;
- Provision of reports, news releases and information related to daily operations, unplanned events and licensing activities; and,
- Community meetings.

#### **6.15 Public Liaison Committee at Whiteshell**

To provide stakeholders with opportunities for dialogue and feedback, CNL established the Public Liaison Committee (PLC) in 2003. Similarly referred to as a Community Advisory Group by nuclear utilities, the PLC is comprised of members of public interest groups, and members designated by local councils, and representatives from CNL. The council openly discusses a broad range of matters of mutual interest to both CNL and the community and provides ongoing and consistent two-way interactions with community stakeholders on the decommissioning activities of the Whiteshell Laboratories. The PLC meets twice a year.

A list of PLC members can be found in Appendix B.

Information is shared with PLC members through:

- Email notifications;
- Regularly scheduled and as required meetings as set out in the terms of reference;
- Briefings;
- Tours of the WL site;
- Provision of reports, news releases and information related to daily operations, unplanned events and licensing activities; and,
- Community meetings.

#### **6.16 Intervenor**

CNL values the input from citizens at its licensing hearings. In this regard, CNL will undertake to advise those intervenors (where contact information is available) of activities through:

- Personal response and an invitation to be added to the community stakeholder distribution list to receive ongoing information on CNL's operations; and,
- Invitations to community meetings that promote information sharing and provide opportunities for stakeholders to voice their opinions/concerns.

#### **6.17 Atomic Energy of Canada Limited**

It is important that our Client, Atomic Energy of Canada Limited (AECL), to be kept apprised of CNL activities. Communication is ongoing and CNL engages with AECL to provide regular business updates to AECL staff on the status of progress on CNL business activities.

#### **6.18 Canadian Nuclear Safety Commission**

CNL recognizes the importance of keeping the CNSC informed on issues that may be important to the CNSC in terms of public communications. CNL is required to notify the CNSC of any public disclosures at the same time or prior to the disclosure.

The CNSC also maintains a site office located at CRL, which is staffed by full-time CNSC staff. This ongoing site presence affords CNSC staff with direct access to all site facilities and activities.

CNSC and CNL interactions are supplemented by regular meetings with licensing, project and program staff.

## **7. DISSEMINATION AND TRACKING OF INFORMATION**

### **7.1 Dissemination of information to the public**

Information is disseminated in a number of ways:

- CNL's corporate website: [www.cnl.ca](http://www.cnl.ca);
- Chalk River Information Bulletins;
- Press releases and media releases;
- CONTACT newsletters (Chalk River and Whiteshell editions);
- Community meetings;
- Community events;
- Public engagement activities; and;
- Social media

Our website, [cnl.ca](http://cnl.ca) is used to post specific environmental information:

- Reports on site environmental performance are posted quarterly in the Performance Report section of the external website; and,
- Since Q1 2009/2010, Event Reports for CRL have been posted quarterly. Beginning in Q2 2014/2015, Event Reports for all CNL sites have been posted quarterly.

### **7.2 Tracking of comments and feedback from the public**

Comments and feedback are tracked in a number of ways:

- Requests for information (via toll-free calls, website queries, discussions at community events, etc.);
- Feedback resulting from engagement programs, e-bulletins and other initiatives;
- Comments that are received at community events, including questions and answers resulting from community meetings;
- Minutes are taken at community meetings and actions are tracked as appropriate;
- Community meetings include a feedback form assessing meeting effectiveness and providing comments on improvement;
- Notes are taken at ESC and PLC meetings and actions are tracked;
- ESC and PLC meetings include a feedback form assessing meeting effectiveness and providing comments on improvement;
- Specific questions and answers in CONTACT (where a concern appears to be forming);
- Letters submitted to newspaper editors;
- Interventions at public hearings;

- Newspaper articles and other media reports of CNL's operational and community based activities will be compiled;
- Media monitoring of articles;
- Website analytics; and
- Social media analytics.

## **8. PROGRAM EVALUATION PROCESS**

The Corporate Communications group coordinates and tracks activities and interactions with CNL's stakeholders.

### **8.1 Questions and Issues Management**

For the purposes of the Public Information Program, an issue is defined as something that could positively or negatively impact on CNL's operations, credibility or reputation.

Where questions and issues arise, CNL will attempt to identify the issue, determine its basis or cause, assess its implications, and, if possible, identify means to inform on the issue to the satisfaction of the concerned parties and the public.

### **8.2 Assessment and Evaluation**

The Public Information Program is not static. The identified activities will be carried out with full intent. The program will be reviewed regularly (with input from the ESC and PLC) as it progresses and its effectiveness measured, based on public input and other factors. Revisions to the program may be required to incorporate input from the public, to adapt to changing business needs or circumstances, to accommodate new information, or in response to other factors.

### **8.3 Documentation**

In order to measure the effectiveness of the Public Information Program and to assure the CNSC that communications with stakeholders are being conducted, all written, telephone and electronic communications, as well as follow-up actions or requests for information, shall be treated as records. Comments and questions at community meetings will be recorded and made available to all interested parties. Along with their questions or concerns, names of persons will be recorded (to the extent that these are declared or known) and may be listed if the persons have declared their name in a public forum or are acting in the capacity of a public official.

**9. CONTACT INFORMATION**

Corporate Communications  
Canadian Nuclear Laboratories  
Chalk River Laboratories  
286 Plant Road  
Chalk River, ON K0J 1J0  
Canada

Tel.: (613) 584-8811, ask for Corporate Communications

Toll free: (800) 364-6989

Fax: (613) 584-8272

Email: [communications@cnl.ca](mailto:communications@cnl.ca)

Web: [www.cnl.ca](http://www.cnl.ca)

## Appendix A

### List of External Organizations who are members on the Environmental Stewardship Council as of 2017 March

1. Algonquins of Pikwàkanagàn(Observer)
2. City of Pembroke
3. Canadian Nuclear Safety Commission (Observer)
4. Concerned Citizens of Renfrew County
5. Deep River Horticultural Society
6. Four Seasons Conservancy
7. Garrison Petawawa
8. Upper Ottawa Valley Chapter of Ducks Unlimited
9. Les Municipalités régionale du Comté de Pontiac
10. Métis Nation of Ontario
11. Old Fort William Cottagers' Association
12. Ottawa River Keeper
13. Pembroke Area Field Naturalists
14. Petawawa Research Forest
15. Renfrew County Council
16. Town of Deep River
17. Town of Laurentian Hills
18. Town of Petawawa

**Appendix B**

**List of External Organizations who are members on the Public Liaison Committee  
as of 2017 March**

1. Local Government District of Pinawa
2. Rural Municipality of Lac du Bonnet
3. Town of Lac du Bonnet
4. Town of Beausejour
5. Rural Municipality of Whitemouth
6. Acision Industries Inc.
7. Manitoba Conservation and Water Stewardship
8. Rural Municipality of Brokenhead
9. Rural Municipality of Alexander