

LNG Canada

2019 Q4 Social Management Roundtable / CLISMP Update



April 13, 2020

LNG CANADA
Opportunity for British Columbia. Energy for the world





Table of Contents

| | | |
|--------|--|----|
| 1. | EXECUTIVE SUMMARY | 1 |
| 1.1. | Summary of Project Effects | 1 |
| 1.2. | Summary of Community Trends | 3 |
| 1.3. | Summary of Social Management Roundtable Working Group Sessions | 4 |
| 2. | INTRODUCTION | 5 |
| 3. | PROJECT UPDATE | 6 |
| 3.1. | Current Project Activities | 6 |
| 3.1.1. | Construction Update and Lookahead | 6 |
| 3.2. | Project Workforce | 9 |
| 4. | ENGAGEMENT | 10 |
| 5. | PROJECT BENEFITS | 11 |
| 6. | SOCIAL MANAGEMENT PLANS | 13 |
| 6.1. | Housing and Accommodations | 13 |
| 6.2. | Community Health | 15 |
| 6.3. | Traffic | 17 |
| 6.4. | Emergency Response | 17 |
| 6.5. | Community Amenities, Education and Utilities | 19 |
| 6.5.1. | Amenities | 19 |
| 6.5.2. | Education | 19 |
| 6.5.3. | Utilities | 19 |
| 7. | SMR SUMMARY AND ACTIONS | 20 |
| 7.1. | Next SMR Meeting | 29 |
| 8. | REFERENCES | 30 |

LIST OF TABLES

| | | |
|---------|--|----|
| TABLE 1 | SUMMARY OF DIRECT PROJECT EFFECTS OCTOBER—DECEMBER 2019 (2019 Q4)... | 1 |
| TABLE 2 | PROJECT COMMUNITY ENGAGEMENT DURING 2019 Q4..... | 10 |
| TABLE 3 | BC HOUSING REGIONAL PROJECTS UNDERWAY..... | 15 |
| TABLE 4 | SUMMARY OF 2019 Q4 SMR WORKING GROUP ACTION ITEMS..... | 21 |
| TABLE 5 | 2019 Q4 SMR PROVINCIAL FOLLOW-UP DISCUSSION ITEMS..... | 29 |

Joint venture companies



LIST OF FIGURES

FIGURE 1 SITE PREPARATION OF LNG TRAIN AREA FACING NORTHWEST (DECEMBER 2019)... 7
 FIGURE 2 CEDAR VALLEY LODGE UNDER CONSTRUCTION (DECEMBER 2019) 7
 FIGURE 3 CONSTRUCTION OF MATERIALS OFFLOADING FACILITY (MOF) FACING NORTH
 (DECEMBER 2019) 8
 FIGURE 4 2ND DREDGING SEASON 8

LIST OF APPENDICES

Appendix A Information Providers32
 Appendix B 2019 Q4 SMR Working Group Participants.....34
 Appendix C Project Reporting 2019 Q4.....38
 Appendix D Q4 2019 Community Reporting Trends.....42
 D.1 Housing and Accommodations.....42
 D.2 Community Health.....43
 D.3 Traffic44
 D.4 Emergency Response44
 D.5 Community Amenities45
 D.6 Utilities.....45
 D.7 Education46



1. Executive Summary

LNG Canada is committed to managing socio-economic effects associated with the construction and operation of its liquefied natural gas (LNG) facility and marine terminal (the Project). LNG Canada began implementation of its Community Level Infrastructure & Services Management Plan (CLISMP) on April 1, 2019. The CLISMP entails social management plans that outline actions to mitigate the Project’s adverse direct effects on community level infrastructure and services, community engagement mechanisms, socio-economic monitoring and reporting over the duration of construction and 2-years into operations. CLISMP scope focuses on communities near the LNG Plant footprint, namely: District of Kitimat, City of Terrace, Regional District of Kitimat Stikine, Haisla First Nation, Kitselas First Nation and Kitsumkalum First Nation.

1.1. Summary of Project Effects

Overall, the Project had limited direct impact on community level infrastructure and services in this period, however an increase in indirect and induced effects continued to be felt in surrounding communities. In Q4 2019 ending December 31, the Project provided accommodation for a peak of 1,550 non-local workers through a combination of workforce open lodges and hotels in Kitimat and Terrace. A peak of 1,418 non-local workers stayed at Kitimat open lodges and hotels, while a peak of 132 non-local workers stayed at hotels in Terrace. In the same time period, the Project employed a peak of 566 workers from local communities. Table 1 summarizes the direct Project effects on community infrastructure and services measured in Q4 2019 and evaluates the effectiveness of mitigations.

Table 1 Summary of Direct Project Effects October—December 2019 (2019 Q4)

| Social Impact Category | Measurable changes | Effectiveness of Mitigations |
|--------------------------|---|---|
| Housing & Accommodations | 1,550 non-local Project workers (peak) housed in open lodge accommodations and hotels. 31 accompanied Project employees relocated to Kitimat with 10 partners and 8 children. | By prioritizing hiring from the local area, providing housing for non-local workers in open lodges and local area hotels, and not paying living out allowances to the workforce, the Project has limited demand on market housing. |
| Community Health | There were 11 recorded occupational injuries and illnesses and 28 non-occupational injuries and illnesses requiring treatment in local hospitals. This is the equivalent of 1.2% of the ER visits to Kitimat General Hospital in Q4 2019. | By providing a full range of medical services at the Project site and Sitka Lodge, continued communication and coordination with Kitimat General Hospital, and an Occupational First Aid (OFA) person available day/night at Crossroads Lodge, the Project has limited direct demand on local medical services. |
| Air Traffic | 6% increase in commercial airport traffic directly attributable to the Project. | By using chartered flights for a proportion of the workforce, Project direct effects on YXT airport were limited. |



Table 1 Summary of Direct Project Effects October—December 2019 (2019 Q4)

| Social Impact Category | Measurable changes | Effectiveness of Mitigations |
|-----------------------------|---|--|
| Road Traffic | ~1% increase in overall road traffic on Hwy 37 north of Kitimat (estimated from MOTI Traffic Data) directly attributable to the Project movement of workers, with additional road use associated with delivery of materials and equipment. | By transporting workers to and from the airport, open lodges, local area hotels, and Project site on company-provided shuttles, establishing Park & Ride lots, and enforcing shuttle transit for local workers, the Project has limited the use of personal vehicles on local roads. |
| Emergency Response Services | Eight incidents required ambulance service calls and three incidents required RCMP response at the Project site. There were no fire service calls at Project site, nor were any medical evacuations required. Approximately 1.6% of Kitimat Emergency Response calls and less than 0.3% of RCMP calls for service in Q4 2019 were directly attributable to the Project. | By implementing the workers code of conduct and cultural awareness training, Emergency Response Plans, the Safer Together Program, and providing on-site security at Sitka and Crossroads lodges, the Project has limited direct demand for local emergency services. |
| Community Amenities | There were no adverse changes in the available service capacity of community amenities providers that were attributable to the Project. | By providing recreational facilities in Sitka Lodge and Crossroads Lodge, the Project is limiting direct demand on community amenities. |
| Education | Eight school age children relocated to the area accompanying Project employees with no notable impact on educational enrollment rates. | By limiting the number of employees relocated to Kitimat with accompanying family, Project direct effects on daycare facilities and education programs were limited. Some post-secondary institutions experienced inverse effects where students were leaving the programs to work on the project. |
| Utilities | The Project disposed 1,677 m ³ of non-hazardous solids and 12,695 m ³ of hazardous solids at the RDKS Forceman Ridge Landfill, and 5,750 litres of hazardous liquids outside of the region ^[1] . No Project waste was disposed at the Kitimat municipal landfill in Q4 2019. In 2019 Q4, Project solid waste disposal had an incremental impact on the estimated available capacity of the RDKS Forceman Ridge waste disposal site, whose design capacity exceeds 1.5 million m ³ | By implementing the Waste Management Plan (solid waste, wastewater), the Project has limited direct demand on municipal utilities. |

^[1] Waste volumes have been updated from what was shared at SMR Meeting Feb 5, 2020.



Between October and December 2019, the Project encountered a temporary challenge in meeting the demand for non-local workforce housing with available open lodge supply. Adaptive management was required to provide alternative accommodations for workers without negatively impacting the rental housing stock. The Project executed a temporary overflow strategy to accommodate a small portion non-local workforce in area hotels, as needed. No living out allowances (LOAs) were provided to workers, which avoided potential impacts to the rental housing market. Transportation, accommodation and meal costs were directly provided by the Project. This situation was discussed at both Q3 and Q4 Housing & Accommodation working group meetings and suggestions from participants were incorporated into rigorous monitoring and engagement efforts. To mitigate impacts to tourism, vacancies were maintained at hotels with rooms kept available for other guests. 2019 Q4 monitoring data show that the Project attributed up to 34% of Kitimat hotel guests and 26% of Terrace hotel guests in 2019 Q4. Throughout this period, the Project maintained direct contact with hotel managers to communicate feedback channels. One front desk complaint was received and resolved without further escalation. Overall, hotels indicated strong positive feedback for hotel use by the Project during low season. The Project concluded temporary use of area hotels in December 2019.

Available socio-economic data for 2019 Q4 indicates that the Project has managed its direct demand on community level infrastructure and services. No adverse effects directly attributable to Project activities have been observed for this time period. As Project mitigations are seen to be effective and temporary use of hotels to house workers has concluded, there are no adaptive management considerations for this period. Adaptive management is a cycle in which the effectiveness of mitigation measures is evaluated based on monitoring results, and adjusted if needed, to achieve desired objectives. While adaptive management will be a continual process, the CLISMP will be reviewed on an annual basis, and adjustments made as needed, with respect to engagement, monitoring, and reporting.

1.2. Summary of Community Trends

Several trends were observed from community socio-economic monitoring efforts during 2019 Q4 that are more generally attributed to the increase in economic activity in the local area. For 2019 Q4, the following community trends were observed, indicative of an overall increase in economic activity and population growth (year over year compared to 2019 Q4, unless otherwise stated):

REGION

- 19% increase in hotel/motel occupancy and 8% increase in average daily rates
- General attrition of staff, affecting the capacity to deliver services
- Ongoing high rental costs in communities, although Kitimat rents fell slightly

KITIMAT

- Continued increase in workers accommodated at Sitka and Crossroads Open Lodges by LNG Canada, JFJV, other Projects in the area as well as by Open Lodge Operators Civeo and Horizon North
 - Highest combined peak occupancy across all users was 1,662 occupants by the end of 2019 Q4
- Slight decrease in rental vacancy and average rent; however, vacancies remain elevated due to apartment owners charging significantly above market rents, and therefore the October 2019 CMCH vacancy rate of 38% is misleading

Joint venture companies



- Residential house resale prices have continued a downward trend since Q2 2019 but remain about 50% higher than the 2018 pre-FID level of about \$200,000
- Elevated demand for social housing and non-resident support services
- Inadequate wages and qualifications reported as barriers to staffing daycare centres
- 4% increase in total calls for service to Kitimat Fire and Ambulance Service (KFAS)
- Calls for service to the RCMP increased 3% between 2018 Q4 and 2019 Q4
- The number of founded Criminal Code/ Federal Statute offences in Kitimat decreased 9% from 2019 Q3 to 2019 Q4
- Elevated annual ER visits at Kitimat General Hospital in 2019 compared to 2018

TERRACE

- Residential house resale prices continue to increase reaching new high in 2019 Q4 of approximately \$420,000, up from 2018 levels of about \$300,000
- Terrace housing rental market extremely tight at 2.1% vacancy as of October 2019 CMHC report
- Elevated demand for social housing/ support services
- Social housing operators unable to reach full capacity (e.g., due to staffing shortages and clients with mental health and addiction issues too severe for the transition house)
- 3% increase in Terrace Fire Department calls
- 8% decrease in ambulance service (BCEHS) calls; 12% increase in urgent calls
- 6% increase in Terrace RCMP calls for service between 2018 Q4 and 2019 Q4
- The number of founded Criminal Code offences decreased 9% between 2019 Q3 and 2019 Q4
- 18% increase in commercial passengers transiting through Northwest Regional Airport
- 15% decrease in annual ER visits at MMH in 2019 compared to 2018

Additional Community monitoring trends can be found in Appendix D of the report.

1.3. Summary of Social Management Roundtable Working Group Sessions

On February 4 and 5, LNG Canada and its prime contractor JGC Fluor Joint Venture (JFJV) convened its 2019 Q4 Social Management Roundtable which pulled together four working groups to review Project data and socio-economic monitoring trends and gathered feedback to better understand the experiences of community. Working groups entailed:

1. Housing & Accommodations
2. Community Health
3. Traffic & Emergency Response
4. Community Amenities, Utilities and Education



Participants representing 32 communities, First Nations, government agencies, and stakeholder groups, joined the LNG Canada project team for meetings in Terrace or virtually to ask questions and to provide feedback and insights. Due to poor winter weather conditions on both days, face-to-face participation was hindered for many participants. As in prior sessions, the Project team addressed items raised at previous meetings and took on additional areas for clarification and response to support overall mitigation efforts. Several provincial agencies also participated at the roundtable and contributed to areas of community discussion above and beyond what the LNG Canada Project might be able to directly address. Participants received a comprehensive pre-read package ahead of the meeting with available community monitoring and Project monitoring data. RCMP and Health services data were not available prior to the meeting and were later sent out separately as a supplemental pack.

A summary of SMR action items and follow up discussion points can be found in Section 7 of this report.

2. Introduction

This interim quarterly update provides an overview of Project activities during 2019 Q4 ending December 31 and summarizes Project-specific metrics alongside socio-economic trends observed in community and anecdotal feedback to help the Project assess effectiveness of its social management plans. This report also serves as a record of information and discussion from Social Management Roundtable (SMR) working group meetings that took place in Terrace on February 4 and 5, 2020.



3. Project Update

3.1. Current Project Activities

3.1.1. Construction Update and Lookahead

During 2019 Q4 construction activities included:

Site Prep

- Topsoil removal/rough grade in multiple areas
- 24-hr hauling of aggregate materials to site for stockpile
- Creating new fish habitat (Kitimat River Side Channel)
- Pump house abatement

Site Construction

- Cedar Valley Lodge (CVL)
- Materials Offloading Facility (MOF) clearing/grubbing, bund wall, West MOF Berth construction
- Construction of module haul road (~3 km)
- Piling at Alcan Bridge, Anderson Creek Bridge, Moore Creek Bridge, MOF

Shipments

- Permanent plant piles
- CVL dorms, pipes, rebar and construction materials
- Temporary construction trailers

Marine Activities

- Minette Bay Salt Marsh activities
- Piling at Terminal A Extension (Rio Tinto)
- 2nd Dredge season September 2019–Feb 2020

Figure 1 to Figure 4 illustrate some of the Project construction activities that took place in 2019 4Q.

Joint venture companies



Figure 1 Site Preparation of LNG Train Area facing Northwest (December 2019)



Figure 2 Cedar Valley Lodge Under Construction (December 2019)

Joint venture companies

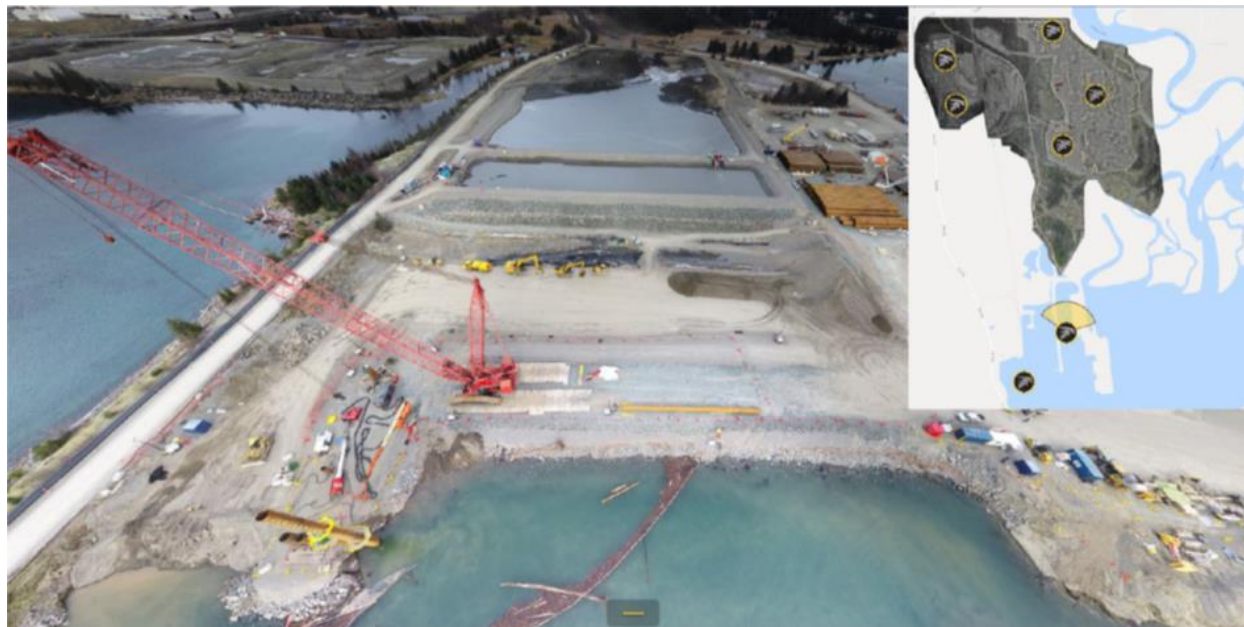


Figure 3 Construction of Materials Offloading Facility (MOF) facing North (December 2019)



Figure 4 2nd Dredging Season



For Q1 2020 many of the same construction activities are planned to continue. New planned activities include:

New Site Prep Activities

- Demolition of Eurocan berth and Methanex buildings

New Site Construction Activities

- Primary piling program for LNG process facility
- Plant perimeter wall installation
- Construction of the LNG loading berth
- LNG tank construction
- River water intake pumphouse and pipeline
- Occupancy of new temporary construction facilities

3.2. Project Workforce

Direct effects of the Project workforce on community infrastructure and services focuses largely on the number of non-local workers lodged in the area, because these persons represent a temporary increase in population within the area, which can place demands on infrastructure and services. In December 2019 the peak population of non-resident Project personnel working on rotational schedules was 1,550 (up from 1,111 in September 2019), all of whom were housed by the Project in open lodge accommodations or area hotels. There were also 566 workers from local communities employed by the Project (up from 520 in September), the majority of whom commuted daily from their residences. The Project has limited the number of relocated workers and families provided with housing in Kitimat with a total of 31 relocated Project staff accompanied by a total of 10 adult partners and 8 school aged children as of Q4 2019.



¹Looking ahead, the Project's non-local workforce was projected to ramp up in the first half of 2020, approaching a peak of 3,000 in Q2, at which point the Project will begin to house workers on site at Cedar Valley Lodge. However, the ramp up of the Project workforce has been delayed due to the global COVID-19 pandemic and the resulting reduction in Project construction activities. The non-local Project workforce is expected to peak at approximately 4,500 workers during main construction activities in 2022.

¹ Projections captured in this report are consistent with how this information was shared during February 4-5 SMR meetings and do not necessarily reflect modifications arising from the Project response to COVID-19.



4. Engagement

LNG Canada has a robust stakeholder and Indigenous engagement program designed to provide updated Project information and to discuss the implementation of the Plan during construction of the Project. LNG Canada will review its engagement mechanisms on an ongoing basis and will revise if needed. Table 2 below outlines a range of engagement activities carried out by LNG Canada and its prime contractor, JFJV, during 2019 Q4. These activities are complemented by routine and frequent engagement with Indigenous groups, community organizations, and local governments, including key authorities and planning focal points.

Table 2 Project Community Engagement during 2019 Q4

| Engagement Type | Activities During 2019 Q4 |
|-----------------------------------|--|
| Community Feedback Process | 767 Inquiries were received and addressed from October - December 2019, of which 12 were concerns or complaints. Half of concerns or complaints received were related to infrastructure & services impacts. |
| Project Website and Facebook page | www.jfvkitimat.com for online construction updates, employment and contract opportunities. Follow JFJV Kitimat on Facebook (1,800 followers) |
| Project Resource Centre | Walk-in Project information centre located in Kitimat mall open Mon- Fri |
| Social Management Roundtable | Q3 SMR meetings held in Terrace November 5, 2019 (3 working groups: 35 community, First Nations and government participants / 13 project team participants). Q4 SMR meetings held in Terrace February 4–5, 2020 (4 working groups: 56 community, First Nations and government participants / 18 project team participants) |
| Open Houses | Community Open House / Career Fair Events held October 1 in Kitimat (350 participants) and October 2 in Terrace (275 participants). Both events included jointly delivered updates from LNGC, JFJV and CGL |



5. Project Benefits

LNG Canada works with local municipalities, First Nations, local organizations, the local business community and area residents to ensure both direct and indirect benefits are realized by communities in proximity to the LNG plant site.

EMPLOYMENT



At the end of Q4 2019 in Kitimat the Project employed 252 Indigenous workers, 566 workers from the local area and 2,800 workers overall. This number represents local workers and non-local workers on the ground in Kitimat, and also captures workers off rotation as well as newly hired workers who have not yet mobilized to site. LNGC Canada, JFJV, subcontractors and sub-subcontractors are all required to follow a local hire first policy that evaluates qualified applicants and prioritizes hiring of Haisla members or their spouses, and local residents from the Kitimat-Terrace area including Kitselas and Kitsumkalum members. Next hiring priority is given to B.C. residents including Gitga'at, Gitxaala, Metlakatla and Lax Kw'alaams members, and then Canadians more broadly.

WORKFORCE DEVELOPMENT

LNG Canada has invested over \$4M in workforce development programs in recent years---meaningful trades training and development programs designed to increase the participation of local area residents, Indigenous communities and British Columbians. Our partnerships have supported training and applied work opportunities for over 1,000 apprentices in BC.



Photo 1 YOUR PLACE Graduating Class December 6, 2019

Joint venture companies



Attracting more women to the construction trades in BC is an important part of LNG Canada's comprehensive workforce development strategy and commitment to hiring locally and within the province. In Q4 2019, the first cohort of 12 female apprentices completed LNG Canada's *YOUR PLACE* program, a four-week workplace readiness training program with employment supports designed to help women start—and succeed—in the skilled trades. Graduates have a direct line to employment in an entry level position as an apprentice with JFJV or one of its subcontractors on the LNG Canada project site in Kitimat, BC. Training is delivered at Kitimat Valley Institute (KVI), which increases accessibility to training for First Nations and women in northern BC and introduces participants from other parts of the province to the realities of a fly-in-fly-out worksite. *YOUR PLACE* is only available to women residing in British Columbia

CONTRACTING & PROCUREMENT

The Project places a priority on contracting and procurement with Haisla and other Indigenous-owned businesses as well as with local area businesses. As of Q4 2019, the Project has awarded contracts and procurement in excess of CAD \$2.1 billion to businesses in British Columbia. Of this amount, over CAD \$1.4 billion has been awarded to Local Area and Indigenous businesses.

\$2.1 Billion
BC Contracts

\$1.4 Billion
Local & Indigenous Contracts

SOCIAL INVESTMENT

LNG Canada has supported programs benefitting local community since 2012, working with local organizations, non-profit groups and many others to address Education, Environment, Skills & Enterprise Development and Community Wellness. A key area of emphasis is to partner on sustainable programs that strengthen community resilience and enhance Project mitigation efforts. Examples featured at recent SMR meetings include commitments to support:

1. Kitimat Valley Housing Society in the development of a new Pilot Dementia Facility in Kitimat, to improve quality of life for dementia patients and help alleviate the burden of care currently managed by Kitimat General Hospital. An overall increase in demand for health services is anticipated as the population of Kitimat increases over the next several years of Project construction activities.
2. Kitimat Valley Institute in the delivery of Health Care Aid Training to help address a continuous need for care aids in Kitimat, Terrace and nearby Indigenous Communities, including consideration for care aids who support dementia patients. LNG Canada recognizes that well paying Project employment opportunities are a contributing factor to attrition of health care aid workers.
3. City of Terrace Fire Department for their procurement of a replacement Highway Emergency Response Vehicle, to strengthen emergency response capability at a time when traffic along Highway 37 is increasing due to overall economic growth in the area, including as a result of Project activity.



6. Social Management Plans

As part of its monitoring requirements under the CLISMP, LNG Canada tracks and collects Project-specific data related to direct Project demand for and impacts to community infrastructure and services and collects community level data that measures impacts on infrastructure and services at the community level. The following summarizes Project actions to limit direct effects on community infrastructure and services, Project direct demands, and key trends and issues identified from community monitoring and feedback captured during SMR meetings.

6.1. Housing and Accommodations

The Project has implemented the following measures to manage Project-direct effects on housing and accommodations during 2019 Q4:

- No Living Out Allowances (LOA) provided to the workforce
- Non-local workers follow a job rotation system (primarily 14 days on/7 days off) to encourage workers to maintain their home base
- The non-local workforce is housed in open lodge accommodations Sitka Lodge and Cross Roads Lodge
- A small number of LNGC non-local staff are housed at Haisla Town Centre apartments
- LNGC and JFJV work closely with the District of Kitimat (DOK) to consider any housing stock utilized for a small number of relocated direct employees and supervisors
- Cedar Valley Lodge, the Project's dedicated workforce accommodation center, is currently under construction and is scheduled to house 1,500 workers in May 2020, increasing capacity by 1,000 per quarter until a capacity of 4,500 beds is reached.

During 2019 Q4, all non-resident Project workers were accommodated at Sitka Lodge (operated by Civeo), Crossroads Lodge (operated by Horizon North) or area hotels. Open lodges were effectively operating at capacity for October, November and much of December. On average, the Project occupied 70% of rooms at the open lodges, which include JFJV and LNGC non-local workforces, as well as personnel travelling to Kitimat on business trips. The balance of workers staying at open lodges comprises the workforce of other Projects in the area as well as those employed directly by open lodge operators.

Due to changing circumstances, the supply of designated workforce accommodations in Kitimat became temporarily insufficient to meet the demands of the workforce from outside the local area in Q4 2019. From October to December 2019, the LNG Canada Project made use of hotels in Kitimat and Terrace to accommodate a small portion of its non-local workforce. During Q4, a peak of 208 bed nights were utilized during busiest days, while average daily hotel and lodge usage during this same time frame was 54 bed nights. One complaint was raised and resolved. While the Project may require use of area hotels and lodges to manage worker overflow on occasion, efforts have been taken to secure additional open lodge capacity of 300 beds in January 2020.

All indicators show that the Project has limited its direct demand on the local housing market by housing all its non-local workers in open lodges and local area hotels, and not providing LOAs. No adverse effects on housing directly attributable to the Project have been observed, however the local housing market is notably affected by the increase



in economic activity. The temporary use of hotels to accommodate workers started in October 2019 and did not result in any adverse effects on the availability and affordability of hotel and motels in the region. Vacancies continued in the area throughout this duration, and the Project received positive feedback from the local area hotel/ motel operators. Additional Housing & Accommodations monitoring trends can be found in Appendix D of the report.

Over the last quarter, similar to the rest of 2019, increased economic development in the region has resulted in changes to the housing market, as evidenced by decreased short-term accommodation vacancy and increased prices, lower rental vacancy, increased average rent, and elevated demand for social housing and support services in both Kitimat and Terrace communities. Feedback from the SMR Housing Working Group session indicated that availability of affordable rental housing in Kitimat and Terrace is insufficient to meet local needs. The Project was encouraged to continue communicating its no-LOA policy to landlords and to the general public. Several representatives from local Indigenous groups, local governments, and social housing providers expressed their frustration with the increased cost of rent in both communities and the lack of available housing units for rent. The rental market in Kitimat remains in high demand. While the official vacancy rate is reported at 38% (CMHC 2020b), SMR participants indicated that as many as 200 rental units are being effectively withheld from the market, including some units that are not in a rentable state, some units being renovated, while others are being reserved or possibly supply-managed by landlords. There is evidence that apartment owners are charging significantly above market rents with several near empty buildings observed for sale, presumably in anticipation of increased economic activity. Thus, the effective Kitimat vacancy rate is likely far less than what CMHC data suggests. The District of Kitimat is undertaking a comprehensive housing needs assessment to better understand the current housing inventory within the district, as well as anticipated changes in demand.

There is continued demand for suitable and affordable housing in both communities, particularly in Terrace, where the rental market for apartment buildings is extremely tight at 2.1%. BC Housing has identified a number of initiatives underway to help address this issue, but its mandate is mainly to supply low income social housing rather than market housing.

During the session, the BC Government provided several clarifications, and shared information about upcoming tenant/landlord workshops along with an overview of BC Housing regional projects underway (Table 3). A hardcopy handout of local resources was provided during the session. The following information was provided to SMR participants:

- Rental-related queries can be directed to the Residential Tenancy Branch of Municipal Affairs & Housing
- The BC Tenant's Resource and Advisory Centre (TRAC) had planned workshops in Terrace and Kitimat for late March 2020 but has postponed due to COVID-19. The same is true of planned May 2020 workshops by Landlord BC.
- The *Residential Tenancy Act* does not cover commercial leases; however, the Civil Resolution Tribunal may have jurisdiction in these scenarios
- There are 725 purpose-built rental units in Kitimat as per CMHC October 2019 report



Table 3 BC Housing Regional Projects Underway

| Housing Provider | Address | Community | Clients Served | Units | Phase |
|---|-------------------|-----------|-------------------------------------|-------|---------------------------------------|
| Haisla First Nation | Kitamaat Village | Kitimat | Independent Seniors | 23 | In Development (complete Winter 2020) |
| Ksan Society "Sonder House" | 4523 Olson Ave | Terrace | Supported—Homeless | 52 | Completed (June 2019) |
| Ksan Society "Stone Ridge Estates" | 4622 Haugland Ave | Terrace | Low income families and individuals | 45 | Completed (April 2019) |
| M'akola Housing Society | 4524 Little Ave | Terrace | Low income families and individuals | 48 | Initiated |
| The Tamitik Status of Women Association | Redacted | Kitimat | Women and children fleeing violence | 42 | Initiated |
| Ksan House Society | Redacted | Terrace | Second stage housing | 22 | Initiated |
| Source: BC Housing 2020 | | | | | |

The SMR identified a number of suggestions to help track and/or manage changes in housing and accommodations in the region (see Section 7, Table 4). Outside of efforts to manage and monitor the workforce staying at hotels, no additional Project mitigation measures were identified at the SMR meeting.

6.2. Community Health

The Project has taken the following actions regarding Community Health to minimize direct impacts on local and regional health care services and to promote community cohesion:

- Full range of medical services provided by third parties at Project site (ISOS) and Sitka Lodge (Medcor)
- Occupational First Aid (OFA) person available day/night at Crossroads Lodge
- Monthly 'Health Focus' bulletins sent to entire Project workforce
- Implementation of worker welfare programs and access to telemedicine
- Continued communication and coordination with Kitimat General Hospital (KGH)
- Implementation of site-specific health plans in coordination with Northern Health

The Project strives to have no impact to regional healthcare services and infrastructure, except in the case of emergencies which cannot be predicted or avoided, such as cardiac arrest. Managing direct effects on community health also considers workforce activities and behaviours to promote healthy living and working environments, and community cohesion.

In 2019 Q4 the Project recorded 11 occupational injuries and 28 non-occupational injuries requiring treatment in local hospitals. There was one occurrence of communicable disease requiring notification to Northern Health. Other incidents were addressed by the Project's first aid and medical staff.



In 2019 Q4 the Project had limited direct demand on health facilities, with workplace-related medical incidents accounting for 1.2% of the ER visits at KGH. The overall increase in KGH ER visits in 2019 compared to 2018, the higher proportion of unscheduled visits to KGH compared to Mills Memorial Hospital in Terrace, and a higher number of reported patients from outside the Northern Health Authority suggest that some Project workers may be visiting the KGH emergency room for non-workplace related issues. Additional community health monitoring trends can be found in Appendix D of the report. One complaint was received in Q4 regarding workers pursuing sick notes at KGH. While it could not be confirmed whether workers were from the LNG Canada Project, several actions were taken to prevent or limit future recurrence. The Project introduced messaging during the new worker orientation process clarifying that workers cannot go to KGH for a doctor's note. General communications outlining appropriate channels for securing sick notes were also cascaded to all workers. KGH staff were encouraged to refuse sick notes to LNG Canada Project workers from outside the local area. Project representatives periodically inquire with KGH to verify that Project workers are not provided sick notes by KGH staff.

Induced effects resulting from regional economic development continue to affect some community health determinants, particularly with respect to a scarcity of affordable housing. This is evidenced by the on-going high demand for emergency and temporary housing. Feedback from the SMR community health working group suggests ongoing concern related to service availability in the region, including RCMP and social support services. For example, it was identified that due to the limited number of detox beds available in the region, some patients need to be bused to Prince George for treatment. Additional cultural sensitivity training for RCMP and other front-line service workers was suggested as a strategy to prevent burn out.

Housing affordability has also affected the availability of health-related human resources, including front-line ambulance staff and social support workers. This continues to be an issue of concern for communities in the Kitimat and Terrace region. LNG Canada indicated its commitment to meet with local service agencies, front-line staff and program participants to better understand needs and challenges.

During the SMR session, the BC Government provided an overview of how policing and ambulance resources are allocated in British Columbia. Any requests for information or services related to the RCMP specifically should be addressed directly to the RCMP or through a follow-up discussion with the Ministry of Public Safety and Solicitor General. Northern Health provided SMR participants with an overview of programs available to address substance use, including an overview of the Intensive Case Management team approach. Northern Health will report out a future meeting on the specific programs available to support substance abuse in nearby communities.

The SMR identified a number of recommendations to help track and/or manage changes in community health in the region (see Section 7, Table 4). No additional Project mitigation measures were identified in the SMR meeting.



6.3. Traffic

The Project has implemented the following mitigation measures to manage Project-direct effects on road and air traffic:

- Shuttle service provided to and from site with local pick up points in Terrace and Kitimat, including the Northwest Regional Airport, Sitka Lodge and Crossroads Lodge
- Local residents are required to park their personal vehicles at specific Park 'n Ride locations in Kitimat, Kitamaat Village and Terrace and take shuttles to and from the worksite
- JFJV and LNGC continue to work with DOK to minimize local traffic impacts, including parking
- Use of chartered flights underway with eventual shift of rotation workers from commercial to charter flights
- Zero-tolerance Project policy for speeding in Project vehicles; in-vehicle monitoring systems

In 2019 Q4, the Project continued to limit its impact on roadway traffic volumes by transporting local and non-local workers by shuttle bus. There were increases in the number of workers being transported between Project construction sites and local Park 'n Ride lots in Kitimat and Terrace. By enforcing shuttle transit for local workers, the Project limited the use of personal vehicles on local roads, with only a small proportion of the increased traffic directly attributable to the transportation of Project workers (estimated at approximately 1% of total volume²). The Project reported six traffic related incidents or near misses in 2019 Q4, and four traffic related complaints/concerns from the public.

Project-related air traffic through Northwest Regional Airport (YXT) continued to increase during 2019 Q4 to support an increasing fly in/fly out worker population. An 18% increase in 2019 Q4 air traffic through YXT was observed compared to 2018 Q4, with the Project directly accounting for approximately 6% of commercial passengers transiting through the airport. The use of commercial flights by the Project peaked in October and decreased through the rest of the quarter, while there was a steady increase in Project workers transported by charter carriers. The Project will transition the majority of the non-local workforce to charter flights in 2020. The observed increase in air traffic over the fourth quarter may also be attributed to the addition of flights by commercial carriers, and the movement of people resulting from induced economic activity and other projects in the region. Full traffic monitoring trends can be found in Appendix D.

Concerns identified in the traffic working group discussion included driver shortages at BC Transit, resourcing for ambulance staff, and capacity/preparedness to respond to a regional mass casualty incident. The SMR identified a number of suggestions to help track and/or manage changes in traffic in the region (see Section 7, Table 4). No additional Project mitigation measures were identified in the SMR meeting.

6.4. Emergency Response

The Project has implemented the following mitigation measures to manage Project-direct effects on emergency response services:

- Emergency Response Plans are in place and are actively being updated as required with input from local first responders through on-going communications and regular meetings with emergency responders
- Safer Together Program has been implemented to reinforce a safety mindset based on four pillars with a strong foundation of caring for people

² Based on September 2019 MAWDT.

Joint venture companies



- All site personnel are required to sign off on the Worker's Code of Conduct and complete cultural awareness training
- Sitka Lodge has contracted security personnel on-site, and is located five minutes away from the Kitimat RCMP detachment

In 2019 Q4, the Project recorded eight incidents requiring ambulance service calls and three RCMP service calls to the Project site. No fire calls or medical evacuations from site were required. The mandatory requirement for all workers to complete training and sign the Worker's Code of Conduct came into effect May 15, 2019. During 2019 Q4 over 100% of workers signed off on the Worker's Code of Conduct, as the Project works to close the gap of workers onboarded prior to May 15 who did not complete code of conduct training at that time. Over 100% of workers were reported to have completed cultural awareness training during 2019 Q4. Newly onboarded workers have 30 days to complete cultural awareness training, hence the percent completion of this training reported for any given month may be less than 100%.

An increase of emergency response service calls was experienced in both Kitimat and Terrace in Q4 2019 compared with Q4 2018, with 1.6% of the Kitimat calls³ directly attributable to the Project. There was a slight increase in total call volume for most emergency services in Kitimat and Terrace, with the exception of Terrace ambulance services (BCEHS), which experienced a decrease in calls for service and urgent calls. The community-wide issue pertaining to staff attrition, and cost of housing as a deterrent for backfill workers, is an ongoing challenge for Terrace BCEHS and resulted in high shift vacancy in Q4 2019.

RCMP service calls increased in both communities between 2018 Q4 and 2019 Q4; 3% increase in Kitimat and 6% increase in Terrace. Seasonal changes in the number of crime occurrences in Kitimat and Terrace in 2019 were similar to previous years. The number of founded criminal code/ federal statute offences in both Kitimat and Terrace decreased by 9% from 2019 Q3 to 2019 Q4, following an increase of 9% in Kitimat and an increase of 4% in Terrace from 2019 Q2 to 2019 Q3. Due to changes in RCMP reporting protocols, it is not possible to compare the number of crime incidents that occurred in 2019 with previous years. Additional emergency response monitoring trends can be found in Appendix D. Capacity of emergency responders and RCMP in Terrace was identified as an ongoing challenge during the working group session.

The Project acknowledged it is unable to monitor the behavior of its workforce while off shift, as privacy laws limit the ability of RCMP to attribute any offsite incidents directly to the Project workforce. First responders indicated that increased demand for emergency services is expected; these trends were also observed during previous major construction projects in the region. LNG Canada's strategic community investments in a new highway emergency response vehicle for the City of Terrace will strengthen emergency response capability at a time when traffic along Highway 37 is increasing as a result of Project activity and overall economic growth in the area.

The SMR identified a number of recommendations to help track and/or manage changes in emergency response demand in the region (see Section 7, Table 4). No additional Project mitigation measures were identified in the SMR meeting.

³ Fire- and medical-related calls to the Kitimat Fire and Ambulance Services (KFAS).



6.5. Community Amenities, Education and Utilities

The Project has implemented the following measures to manage Project-direct effects on community amenities, utilities and education during 2019 Q4:

- Non-local workforce hired on unaccompanied basis and provided accommodation at workforce accommodation centres. No LOAs paid.
- Recreational Facilities included at all workforce accommodation centres
- Limit the number of employees relocated to Kitimat with accompanying family
- All workers required to complete code of conduct and cultural awareness training
- Make Cedar Valley Lodge self-sufficient (to the extent practicable) with respect to potable water and wastewater treatment services, avoiding additional service demands on municipal water and sewer services
- Implement waste management plan (solid waste, wastewater), avoiding use of municipal landfill
- Provide stakeholders with information on anticipated changes in resident populations attributable to the Project

6.5.1. Amenities

In 2019 Q4, there was an increase in total facility attendance in Kitimat (Sam Lindsay Aquatic Centre and Tamitik Sports Complex), potentially attributed to similar increases in facility hours during this period. By contrast, in Terrace, fitness program users decreased in 2019 Q4 compared to 2018 Q4. Additional amenities monitoring data can be found in Appendix D. The availability of recreation facilities at Sitka Lodge and Crossroads Lodge, where the majority of non-local Project workers were lodged during Q4 2019, has limited Project-related demand for community fitness facilities.

6.5.2. Education

In 2019 Q4, Coast Mountain School District (CMSD) reported no large shifts in student enrolment, with enrolment changes reflecting natural population change. Projections in future CMSD headcount indicate a considerable decline in K-12 student enrolment over the next 10 years (Ministry of Education 2019). Only a few Project staff with school aged children have moved into the region, thus the Project contribution to education services demand has been minimal.

There remains a shortage of daycare spaces in the region. Daycare providers in both Kitimat and Terrace have not opened all licensed spaces to accommodate all the children on waiting lists, due to staff shortages.

Additional amenities monitoring data can be found in Appendix D.

6.5.3. Utilities

In Q4 2019 the Project began to report waste volumes as an ongoing CLISMP monitoring component. All waste was sent to landfills outside of Kitimat's municipal waste system. The following waste volumes were reported for Q4 2019: 5,750 litres of hazardous liquids to Terrapure located outside of the region; 12,695 m³ of hazardous solids to Forceman Ridge Landfill; and 1,677 m³ of non-hazardous solids to Forceman Ridge Landfill. The Project will begin to monitor influent and effluent flow rates from the water treatment system of Cedar Valley Lodge once that facility is operational.



Forceman Ridge waste disposal site is located in the Regional District of Kitimat Stikine and serves a population of approximately 20,000 people, including the City of Terrace. The facility, which is permitted to receive industrial waste, has a total capacity of over 1.5 million m³, and a projected lifespan exceeding 50 years. Forceman Ridge Landfill use data for Q4 2019 was not available at the time of reporting, however, it is likely that solid waste disposal by the Project had only a small impact on the available capacity of the site. Efforts will be taken to capture landfill monitoring data with an analysis of any impact attributable to the Project in the annual 2019 CLISMP report.

The daily average potable water flow in Kitimat remained constant between 2018 and 2019, while peak day demand increased in 2019. The Project will have contributed to this change in demand through potable water consumption and wastewater disposal by Sitka Lodge and Crossroads Lodge. Over 2019, Terrace experienced slight increases in average daily flow for potable water and more substantial decreases in peak day demand. These changes could be attributed to population change and/or improvements in technology used to transport water, and a more environmentally conscious community. Additional utilities monitoring data can be found in Appendix D.

The SMR identified a number of a recommendations to help track and/or manage changes in education, amenities or utilities demand in the region (see Section 7, Table 4). No additional Project mitigation measures were identified in the SMR meeting.

7. SMR Summary and Actions

Participants representing 28 stakeholder groups and four First Nations joined the meetings to review monitoring data, ask questions and provide feedback and insights. Several provincial agencies also participated at the roundtable and contributed to areas of community discussion above and beyond what the LNG Canada Project might be able to directly address. Table 4 summarizes action items for the LNG Canada Project team and SMR participants that were addressed in the last quarterly reporting cycle and now closed out, those that remain open, and new items identified during meetings taking place February 4–5. Items identified as closed will be removed from tracking table for future reference. Table 5 outlines a list of follow up discussion items for the BC Government.

Due to the recently unfolding COVID 19 pandemic situation, there may need for some flexibility with the timelines required to progress actions and follow up discussion items, as the resources of many stakeholders, communities, First Nations and government agencies are collectively allocated to the COVID 19 response.



Table 4 Summary of 2019 Q4 SMR Working Group Action Items

| # | Working Group | Responsible Party | Action | Status |
|-----------|------------------------------|--------------------------|---|---|
| 2019-Q2-4 | Traffic & Emergency Response | RCMP and Fire Services | Re-opened action from Q2. Provide LNG Canada Project team with available information on traffic incidents by location. | Open 04/08/20 Gaps remain in RCMP traffic incidents by location (requested from RCMP north district). Latest data available is 2017 (ICBC Crash Data). Recent locational crash data currently unavailable from RCMP. |
| 2019-Q2-5 | Traffic & Emergency Response | DOK Engineering Services | Re-opened action from Q2. Recommendation to DOK to assess need for traffic light at Nalabila / Hwy 37 intersection Update: DOK has secured funding for a Traffic Impact Assessment. Results will be available in several months. Action to remain open in the meantime. | Open 04/08/20 DOK has secured funding for a Traffic Impact Assessment. Results will be available in several months. Action to remain open in the meantime. |
| 2019-Q2-9 | Community Health | LNG Canada Project team | Q2 Action remains open. Follow up on public health linkages between Northern Health and First Nations Health Authority. | Open 04/08/20 Details to be provided by FNHA at next SMR meeting 05/05/20. |
| 2019-Q3-1 | Housing & Accommodations | LNG Canada Project Team | Recommendation to breakdown workforce accommodation monitoring data by contractor and location | Complete 01/27/20. It will not be possible to provide this breakdown; however, a listing of mobilized contractors will be included in SMR Project updates going forward |
| 2019-Q3-2 | Housing & Accommodations | LNG Canada Project Team | Work with hotels where LNG Canada workers are staying to provide code of conduct expectations and feedback mechanisms for reporting grievances. | Complete 01/27/20 In November and December, the Project team reached out to Kitimat and Terrace hotels by phone, in person and with letters to provide Worker Code of Conduct and Community Feedback contact details |



Table 4 Summary of 2019 Q4 SMR Working Group Action Items

| # | Working Group | Responsible Party | Action | Status |
|-----------|--------------------------|-------------------------|--|---|
| 2019-Q3-3 | Housing & Accommodations | LNG Canada Project Team | Confirm if the Worker Code of Conduct can be shared as a public document. | Complete 01/27/20. In December, the Worker Code of Conduct was published in local area newspapers and shared externally with stakeholders (see below). |
| 2019-Q3-4 | Housing & Accommodations | SMR Participants | Make use of the LNG Canada Project community feedback email address (info@jfvkitimat.com) to share concerns | Complete 01/27/20. Noted. |
| 2019-Q3-5 | Housing & Accommodations | LNG Canada Project Team | Examine zero housing complaints and consider current distribution channels and additional channels through which community feedback contact information can be shared. | Complete 01/27/20. Community Feedback can reach the Project via email, hotline, walk in to JFJV Project Resource Centre in the Kitimat mall, stakeholder meetings, and public events. These channels are communicated continuously through newspaper ads, community mailers, public events, stakeholder meetings, outreach to municipal government and chambers of commerce. Most recently outreach to hotels was added. |
| 2019-Q3-6 | Housing & Accommodations | City of Terrace | Identify and share with SMR project team additional social service providers to be invited to future SMR sessions. | Complete 01/27/20. TDCSS and Kermod Friendship Centre identified and invited to SMR |
| 2019-Q3-7 | Housing & Accommodations | LNG Canada Project Team | Confirm if housing prices are included in the data set / pre-read. | Complete 01/27/20. Yes, housing prices are included in the data set / pre-read |



Table 4 Summary of 2019 Q4 SMR Working Group Action Items

| # | Working Group | Responsible Party | Action | Status |
|------------|--------------------------|-------------------------|--|---|
| 2019-Q3-8 | Housing & Accommodations | LNG Canada Project Team | Review how effectively the Project is communicating its “No LOA” policy to target real estate speculators and job seekers from outside the local area. | Complete 01/27/20. In December, the Project’s “no LOA” policy was published in local area newspapers. This message is continuously reinforced with subcontractors and local stakeholders including realtors and municipal planners |
| 2019-Q3-9 | Housing & Accommodations | BC Housing | Provide list of regional housing projects underway (status, location, timeline) to be shared with SMR participants. | Complete 04/08/20. List provided in Q4 2019 SMR pre-read and in section 6.1 of this Report |
| 2019-Q3-10 | Housing & Accommodations | SMR Participants | Flag to Project Team if there are any sensitives with any provided data being shared outside of the SMR. | Complete 01/27/20. Noted. |
| 2019-Q3-11 | Community Health | LNG Canada Project Team | Consider routine outreach efforts with Terrace Hospital in addition to Kitimat Hospital. | Complete 01/27/20. In January, Project representative met and conducted a presentation to the Mill Memorial Medical Advisory Board as part of routine engagement efforts. In March the Project plans to host a Terrace-Kitimat medical community engagement. |
| 2019-Q3-12 | Community Health | LNG Canada Project Team | Confirm if incidence of criminal offense by category is available in the data set / pre-read e.g. illicit drug use/possession. | Complete 04/08/20. Yes, crime incidence information is available and can be incorporated in the future |
| 2019-Q3-13 | Community Health | LNG Canada Project Team | Recommendation to report Terrace and Kitimat data sets as separate and distinct where possible. | Complete 01/27/20 Noted. |
| 2019-Q3-14 | Community Health | LNG Canada Project Team | Present injury/illness data as rate of injury / illness per workforce population rather than total quantity. | Complete 01/27/20 Noted. |



Table 4 Summary of 2019 Q4 SMR Working Group Action Items

| # | Working Group | Responsible Party | Action | Status |
|------------|------------------|-------------------------|--|---|
| 2019-Q3-15 | Community Health | Northern Health | Provide a list of proxy indicators highly correlated with drug and alcohol use that could be considered as additional data sources. | Complete 04/08/20 Proxy indicators highly correlated with drug and alcohol use suggested by Northern Health at 11/05/19 SMR include: -single vehicle crashes at night -late night ER visits by single males -late night violent crimes and sexual assaults The Project will explore opportunities to gather this data from RCMP and Northern Health as a composite indicator of drug and alcohol use. |
| 2019-Q3-16 | Community Health | LNG Canada Project Team | Provide updates to SMR from regular meetings between LNG Canada and Northern Health (beginning on December 3), regarding broader community health impacts. | Complete 02/04/20. Updates were provided at Feb 4-5 SMR meeting. Key topics discussed: -patient transfer between on-site and public medical professionals -additional medical supports and infrastructure that may be needed -anticipated demand on higher levels of care. |
| 2019-Q3-17 | Community Health | Northern Health | Consider providing data from mobile unit service to support SMR monitoring needs | Ongoing 01/27/20. Monitoring data provided to SMR from Northern Health. Mobile unit will be considered |



Table 4 Summary of 2019 Q4 SMR Working Group Action Items

| # | Working Group | Responsible Party | Action | Status |
|------------|------------------|-------------------------|--|---|
| 2019-Q3-18 | Community Health | LNG Canada Project Team | Clarify alcohol & drug policy and alternative supports available for workers with addictions or mental health issues. | Complete 02/04/20. Update provided Feb 4-5 2020 SMR. Project site Drug & Alcohol policy requires all workers to complete initial site-access screening. Workers who have "non-negative" test results are not permitted access to site. On-site testing also occurs with reasonable cause and following significant incidents. Tests are confirmed by an independent lab and if the lab confirms the presence of alcohol or drugs, the worker is provided transportation to their home base where they may continue to work and be supported by their parent company HR department. For workers where lab testing confirms no alcohol and drugs are present, the worker is cleared to return to work on the next shift. The Project also provides ongoing public health activities for the workforce including promotion of physical and mental health initiatives. |
| 2019-Q3-19 | Community Health | LNG Canada | Schedule a separate meeting with First Nations Health Authority (FNHA) prior to the next SMR session in February 2020. | Complete 01/27/20. The Project team met with FNHA Executive Director North, Nicole Cross, on 01-15-20 to share information regarding SMR. |



Table 4 Summary of 2019 Q4 SMR Working Group Action Items

| # | Working Group | Responsible Party | Action | Status |
|------------|------------------------------|---|---|---|
| 2019-Q3-20 | Traffic & Emergency Response | LNG Canada Project Team | Clarify extent of In-Vehicle Monitoring System (IVMS) requirements across all contractors and shuttles. | Complete 01/27/20 Long term Contractors are required to install IVMS in equipment/vehicles as a condition of contract. All equipment/vehicles are inspected by the Site Services team to verify IVMS in place before receiving a site pass to permit access. Personnel transport shuttles fully comply with this requirement as do trucks and other vehicles Some delivery vehicles which do not enter the site may be exempt. |
| 2019-Q3-21 | Traffic & Emergency Response | SMR Participants | Submit Costal Gas Link-specific questions, as appropriate. LNG Canada will work with CGL to coordinate responses. | Complete 01/27/20 Noted. |
| 2019-Q3-22 | Traffic & Emergency Response | LNG Canada Project Team | Capture learnings from recent efforts made to work with DOK around mitigating parking and local traffic impacts. | Ongoing 01/27/20 Adaptive parking strategies over the first year of construction will be shared as a learning at the Q2 2020 SMR |
| 2019-Q3-23 | Traffic & Emergency Response | LNG Canada Project Team | Recommendation to include Project road and air traffic projections in the data. | Ongoing 01/27/20 The Project will explore opportunities to capture this data in future reporting cycles. |
| 2019-Q3-25 | Traffic & Emergency Response | Ministry of Transportation and Infrastructure | Recommendation for additional traffic monitoring locations. | Complete 01/27/20 Existing traffic counters on Hwy 37 and Hwy 16 are viewed by MOTI to be adequately monitoring increased traffic without any major concerns. Traffic will continue to be monitored to determine if changes need to be made. Short counts for the area are conducted every three years and are scheduled for 2020. |



Table 4 Summary of 2019 Q4 SMR Working Group Action Items

| # | Working Group | Responsible Party | Action | Status |
|------------|------------------------------|----------------------------|---|---|
| 2019-Q3-26 | Traffic & Emergency Response | LNG Canada Project Team | Confirm whether data set for traffic monitoring includes hourly breakdown/peak times/etc. | Complete 01/27/20 Yes, MOTI traffic monitoring information is available on an hourly basis |
| 2019-Q4-1 | Housing & Accommodations | LNG Canada Project Team | Verify Coastal Gas Link housing policy/ use of LOAs | New |
| 2019-Q4-2 | Housing & Accommodations | LNG Canada Project Team | Add context to Housing data when presented (e.g. Avg. rental rates). | New |
| 2019-Q4-3 | Community Health | LNG Canada Project Team | Data packs from Northern Health & RCMP to be shared with SMR participants (were not received in time to be included in the Pre-Read) | New |
| 2019-Q4-4 | Community Health | LNG Canada Project Team | Incorporate workforce multiplier projections from District of Kitimat & City of Terrace | New |
| 2019-Q4-5 | Community Health | Northern Health | Clarify where Project-level planning intersects with provincial- and community-level Hazard, Risk and Vulnerability Analysis (i.e., epidemics). | New |
| 2019-Q4-6 | Community Health | Kermode Friendship Society | Share reports with SMR participants regarding vulnerable populations | New |
| 2019-Q4-7 | Traffic & Emergency Response | MOTI | Consider adding mileage markers along Highway 37 | New |
| 2019-Q4-8 | Traffic & Emergency Response | LNG Canada Project Team | Capture hospital transfers in ambulance services data. | New |



Table 4 Summary of 2019 Q4 SMR Working Group Action Items

| # | Working Group | Responsible Party | Action | Status |
|------------|--|---------------------------------------|---|------------|
| 2019-Q4-9 | Community Amenities, Utilities and Education | Kitimat Understanding the Environment | Provide Project Team with information about waste solution technology. | New |
| 2019-Q4-10 | Community Amenities, Utilities and Education | LNG Canada Project Team | Verify where hazardous liquids are sent (presentation indicated municipal landfills) and provide definitions of hazardous waste/liquids and non-hazardous waste/liquids | New |
| 2019-Q4-11 | Community Amenities, Utilities and Education | LNG Canada Project Team | Share employee and accompanied dependents projections if available. | New |
| 2019-Q4-12 | Community Amenities, Utilities and Education | LNG Canada Project Team | Assess City of Terrace Parks Department monitoring data as proxy indicators for other impacts e.g. needle / human waste cleanup. | New |
| 2019-Q4-13 | Community Amenities, Utilities and Education | LNG Canada Project Team | Clarify how the Project will mitigate monopolization of Kitimat's only taxi service when Cedar Valley Lodge opens | New |
| 2019-Q4-14 | Community Amenities, Utilities and Education | LNG Canada Project Team | Support City of Terrace in development of municipal capacity metrics | New |
| 2019-Q4-15 | Community Amenities, Utilities and Education | Terrace Chamber of Commerce | Follow up regarding regional strategies to deploy Temporary Foreign Workers to support local business | New |



Table 5 2019 Q4 SMR Provincial Follow-up Discussion Items

| SMR Working Group | Items for Follow up Discussion at Next SMR Meeting |
|--|---|
| Housing & Accommodations | <ul style="list-style-type: none"> Ongoing discussion to understand increase in demand at area shelters and social housing |
| Community Health | <ul style="list-style-type: none"> Ongoing discussion about police and emergency service resourcing requests and how they are considered |
| Traffic & Emergency Response | <ul style="list-style-type: none"> Ongoing discussion about the status of existing emergency response planning in the region and what else is required to support communities. Findings will be reported back at a future meeting. |
| Community Amenities, Education and Utilities | <ul style="list-style-type: none"> MCFD to provide update on daycare and early childhood education spaces, including Haisla spaces, training grant application updates, and dual credit |

7.1. Next SMR Meeting

As the SMR is approaching its first year of implementation, efforts will be taken ahead of the next SMR meeting to review effectiveness of the process, identify areas for improvement, engage regulatory agencies on any proposed modifications and adopt updates in a revised Social Management Roundtable Terms of Reference.

The next SMR meeting will take place virtually on May 5, 2019 for the Q1 2020 monitoring period. Recognizing that travel and social distancing constraints imposed by the COVID 19 pandemic prohibits any opportunity for a face-to-face meeting on this occasion.



8. References

- Bath, K. 2020. Personal Communications. CMSD Enrolment Trends.
- Big River Analytics Ltd. [BRA]. 2020. Housing and Accommodation Indicators January 2020. Unpublished report.
- BC Housing. 2020. Regional Housing Projects Underway in Kitimat and Terrace. Provided by V. Hare in January 2020.
- Canada Mortgage and Housing Corporation [CMHC]. 2020a. Rental Market Report Data Tables. Accessed January 2020. Available at: <https://www.cmhc-schl.gc.ca/en/data-and-research/data-tables/rental-market-report-data-tables>
- CMHC. 2020b. *2019 Rural Rental Market Survey*. Accessed January 2020. Unpublished dataset.
- COT. 2019. 2019 City of Terrace Homeless Count. Unpublished report.
- COT. 2020a. Terrace Potable Water and Sewage Data, 2019. Provided by R. Schibli on January 24, 2020.
- COT. 2020b. Terrace Recreation Data, 2019. Provided by T. Clarke on January 13, 2020.
- Dickson, C. 2020. January 23, 2020. BC Transit reduces service in Kitimat due to staffing shortages caused by LNG recruitment. CBC News. Accessed January 2020. Available at: <https://www.cbc.ca/news/canada/british-columbia/lng-recruitment-public-transit-reduction-kitimat-1.5438349>
- DOK. 2020a. Kitimat Potable Water and Sewage Data, 2019. Provided by R. Machial on January 27, 2020.
- DOK. 2020b. Kitimat Recreation Data, 2017 – 2019. Provided by M. Gould on January 29, 2020.
- Gray, C. 2020. Personal Communications. Ksan House (Terrace Transition House) Trends. Email Received on January 27, 2020.
- Kitimat Fire and Ambulance Services [KFAS]. 2020. KFAS Call Volume Data, 2018 – 2019. Provided by T. Schmidt on January 20, 2020.
- Kitimat Valley Education Society [KVES]. n.d. KVI Campus About Us. Accessed January 2020. Available at: <http://www.kves.ca/about-us>
- Maitland, A. 2020. Personal Communications. Haisla Nation Daycare Programs.
- Martins, M. 2020. Personal Communications. Tamitik Status of Women Daycare Projects.
- Ministry of Transportation and Infrastructure [BC MOTI]. 2014. Traffic Reports User Documentation. Accessed January 2020. Available at: https://www.th.gov.bc.ca/trafficData/documents/TrafficReportsUserDocumentation_Apr2014.pdf
- Ministry of Education. 2019. Enhanced School District Report for SD082. Accessed January 2020. Available at: <https://studentsuccess.gov.bc.ca/school-district/082/report/contextual-information>
- Northern Health. 2020. LNG Canada CLISMP Metrics: 2019 Q4 Report. Unpublished Report.

Joint venture companies



Regional District of Kitimat-Stikine [RDKS]. 2019. Background Information and Assessment of the Current Solid Waste System - 2018 Update. Accessed July 2019. Available at:

https://www.rdks.bc.ca/sites/default/files/docs/2019.01.04_current_system_report_2018_update_v1.1.pdf

RDKS. 2020. RDKS Landfill Capacity and Disposal Data, 2018-2019. Provided by M. Gull on January 14, 2020.

Reilly, C. 2020. Personal Communications. St. Anthony's School Enrolment and Educator Data, 2018 – 2020.

Royal Canadian Mounted Police [RCMP]. 2020. RCMP Calls for Service and Crime Incident Data. Provided by T. Haarhoff on March 5, 2020.

Sorensen, M. 2020. Personal Communications. Terrace BCEHS Trends. Email Received on January 14, 2020.

Tamitik Status of Women [TSW]. 2020. TSW Dunmore Place Occupancy Data, October – December 2018 and 2019. Provided by D. Miller on January 8, 2020.

Terrace Fire Department. 2020. Terrace Fire Department Incident Count Data, 2018 – 2019. Provided by C. Kirby on January 14, 2020.



Appendix A INFORMATION PROVIDERS

| SMP | Organization | Information Provided |
|--------------------------|--|---|
| Housing & Accommodations | Hotel/ motels (STR Global) | Regional hotel/ motel occupancy rates (monthly) |
| | Airbnb postings | Range of units available (quarterly) and occupancy rates (daily) |
| | BC Northern Board of Real Estate (BCNREB); Multiple Listing Service; realtors | Average Residential Real Estate Prices and Units Sold (condos, houses) (monthly) |
| | Kitimat apartment landlords (Hillcrest, Kitimat Apartments, Oceanview, Kuldo Suites, Midtown Apartments); Facebook & Kijiji postings | Rental accommodations vacancy rate and average rental cost (monthly) |
| | Sitka Lodge (Civeo) Crossroads Lodge (Horizon North) | Open lodge occupancy rate (monthly) Maximum capacity (monthly) |
| | Tamitik Status of Women (TSW); Ksan House Society. | % of nights full/ average shelter occupancy (monthly) # of bed-stays and # of turn-aways (monthly) |
| | BC Housing; M'akola Housing Society. | Affordable housing units occupied (monthly) Wait lists for affordable/supportive housing (monthly) Social housing unit count (annual) |
| Traffic | Northwest Regional Airport (YXT) | Terminal Volume (Commercial Passengers) (monthly) |
| | BC MOTI | Monthly Average Weekday Traffic (MAWDT) (monthly) |
| | Insurance Corporation of BC (ICBC) | Traffic Collisions Reported (monthly) |
| Emergency Response | RCMP North District | Total calls for service (monthly) Number of founded criminal incidents by crime type (monthly) |
| | Kitimat Fire and Ambulance Services (KFAS); Terrace Fire Department, Thornhill Fire Department | Number of firefighter response incidents (monthly) |
| | KFAS; BCEHS | Number of ambulance/ medical related incidents (monthly) |
| | Statistics Canada | Crime rate (annual) Criminal Code of Canada (CCC) offences (annual) |
| Community Amenities | District of Kitimat (DOK); City of Terrace (COT) | Community program attendance (monthly) Recreation facility attendance and hours of operation (monthly) Fitness program attendance (monthly) |

Joint venture companies



| SMP | Organization | Information Provided |
|-----------|---|---|
| Education | Kitimat Community Development Centre (CDC); Haisla Nation Council | Daycare registration, licensed spaces, and waitlist (quarterly) |
| | Coast Mountain School District #82 (CMSD); St. Anthony's Catholic School; Centennial Christian School | Student enrolment (annual) Number of educators, including teachers, administrative and supporting staff (annual) |
| | University of Northern British Columbia (UNBC); Kitimaat Valley Education Society (KVES); Coast Mountain College (CMTN) | Student enrolment (annual or by semester) |
| Utilities | DOK; COT | Potable water and sewage services average daily demand, peak day demand, and rated capacity (annual) |
| | Regional District of Kitimat-Stikine (RDKS) | Landfill demand, lifespan, and estimated population served (annual) |



Appendix B 2019 Q4 SMR WORKING GROUP PARTICIPANTS

| Community | Organization | Attendees |
|---|---------------------------------------|--|
| Housing and Accommodations Working Group | | |
| Project Team | LNGC | Nina Arvanitidis (Social Performance), Trevor Feduniak (Construction), Jenn Prochera (Community Relations), Hope Regimbald (Indigenous Relations), Brian Hutchinson (Communications), Stephanie Mah (Health) Candace Newman (HR), Rebecca French (Real Estate) |
| | JFJV | Daria Hasselmann (Community Impacts), Isaac Thompson (Health), Ian Swanbeck (Construction) |
| | Civeo | Bob Greaves |
| | Horizon North | Bruce McIntosh |
| | Support | Frank Bohlken (Stantec), Lucy Shen (Stantec), Jennifer Davies (Earncliffe), Rachel Klassen (Earncliffe) |
| First Nations | Haisla | Jason Majore |
| | Kitselas | Chris Apps, Lynn Parker, Janis Shandro |
| District of Kitimat | DOK | Gwendolyn Sewell |
| | Kitimat Community Development Centre | Marianne Hemmy |
| City of Terrace | City of Terrace | David Block, Deklan Corstanje |
| | Ksan House Society (Victim Services) | Amanda Bains, Elaine McGillivray, Lisa Schmidt |
| | Kermode Friendship Society | Calvin Albright |
| Regional District of Kitimat-Stikine | RDKS | Amelia Andrews |
| Province of BC | LNG Canada Implementation Secretariat | V-Rosanna Breidel, V-Rachel Shaw |
| | Northern Health | V-Melissa Aalhus |
| | Municipal Affairs & Housing | Gord Enemark |
| | BC Housing | Valerie Hare |
| NOTE: V - indicates Virtual participation | | |

Joint venture companies



| Community Health Working Group | | |
|---|--|---|
| Project Team | LNGC | Nina Arvanitidis (Social Performance), Trevor Feduniak (Construction), Jenn Prochera (Community Relations), Hope Regimbald (Indigenous Relations), Brian Hutchinson (Communications), Bekki Leone (HR), Stephanie Mah (Health), Candace Newman (HR) |
| | JFJV | Daria Hasselmann (Community Impacts), Isaac Thompson (Health), Ian Swanbeck (Construction), Graham Genge (External Affairs) |
| | Civeo | Bob Greaves |
| | Support | Frank Bohlken (Stantec), Lucy Shen (Stantec), Jennifer Davies (Earncliffe), Rachel Klassen (Earncliffe) |
| First Nations | Gitga'at | Christa Meuter, Nicole Robinson |
| | Kitseles | Chris Apps, Lynn Parker, Janis Shandro |
| | Metlakatla | Anna Osborne |
| Kitimat | DOK/ KFAS | Trent Bossence |
| | Kitimat Community Services Society (Victim Services) | Cyndi McIntosh |
| Terrace | City of Terrace | Deklan Corstanje |
| | Kermode Friendship Society | Calvin Albright, Lisa Lawley, Stephanie Louie, Kenny Watts |
| | Ksan Society | Amanda Bains, Elaine McGillivray, Lisa Schmidt |
| Regional District of Kitimat-Stikine | RDKS | Maggie Hall |
| Province of BC | LNG Canada Implementation Secretariat | V-Rosanna Breidel, V-Rachel Shaw |
| | Northern Health | V-Melissa Aalhus, Clare Hart, V-Lindsay Seegmiller |
| | Municipal Affairs & Housing | Gord Enemark, Tara Faganello, Jessica Brooks |
| | BC Emergency Services | Cheryl Spencer, Michael Sorensen |
| | BC Health Protection | V-Tim Lambert |
| | RCMP | Eric Black, V-Alanna Dunlop |
| NOTE: V -indicates Virtual participation | | |

Joint venture companies



| Traffic and Emergency Response Working Group | | |
|---|--|---|
| Project Team | LNGC | Nina Arvanitidis (Social Performance), Trevor Feduniak (Construction), Jenn Prochera (Community Relations), Hope Regimbald (Indigenous Relations), Brian Hutchinson (Communications), Candace Newman (HR) |
| | JFJV | Daria Hasselmann (Community Impacts), Isaac Thompson (Health), Ian Swanbeck (Construction) |
| | Civeo | Bob Greaves |
| | Support | Frank Bohlken (Stantec), Lucy Shen (Stantec), Jennifer Davies (Earncliffe), Rachel Klassen (Earncliffe) |
| First Nations | Kitselas | Chris Apps, Lynn Parker, Janis Shandro |
| District of Kitimat | DOK/ KFAS | Trent Bossence |
| | Kitimat Community Services Society (Victim Services) | Cyndi McIntosh |
| City of Terrace | City of Terrace | Deklan Corstanje, Dave Jephson |
| | YXT | Dave Kumpolt, Carman Hendry |
| Regional District of Kitimat-Stikine | Thornhill Fire Department | Chris England |
| Province of BC | LNG Canada Implementation Secretariat | V-Rosanna Breidel, V-Rachel Shaw |
| | BC Emergency Services | Cheryl Spencer, Michael Sorensen |
| | ICBC | V-Doug MacDonald |
| | Northern Health | V-Melissa Aalus |
| | Municipal Affairs & Housing | Gord Enemark, Tara Faganello, Jessica Brooks |
| | MOTI | Rena Gibson |
| RCMP | Eric Black, Michael Robinson | |
| <p>NOTE: V -indicates Virtual participation</p> | | |

Joint venture companies



| Community Amenities, Education and Utilities Working Group | | |
|--|---------------------------------------|---|
| Project Team | LNGC | Nina Arvanitidis (Social Performance), Jenn Prochera (Community Relations), Hope Regimbald (Indigenous Relations), Tariro Mpoperi (HR), Ainsley Weldon (HR) |
| | JFJV | Daria Hasselmann (Community Impacts), Isaac Thompson (Health), Ian Swanbeck (Construction) |
| | Horizon North | Bruce McIntosh |
| | Support | Frank Bohlken (Stantec), Lucy Shen (Stantec), Jennifer Davies (Earncliffe), Rachel Klassen (Earncliffe) |
| District of Kitimat | DOK | Mike Dewar |
| | Kitimat Understanding the Environment | Peter King |
| | Kitimat Valley Institute | Carrie McKay |
| City of Terrace | City of Terrace | Deklan Corstanje, Dave Jephson |
| | Coast Mountain College | Sarah Zimmerman |
| | Terrace Chamber of Commerce | Michelle Taylor |
| Regional District of Kitimat-Stikine | RDKS | Maggie Hall |
| Province of BC | LNG Canada Implementation Secretariat | V-Rosanna Breidel, V-Rachel Shaw |
| | Municipal Affairs & Housing | Tara Faganello, Jessica Brooks |
| | Children & Family Development | V-Michelle Kirby |
| NOTE: V -indicates Virtual participation | | |



Appendix C PROJECT REPORTING 2019 Q4

SOURCES: CIMP Reports (JFJV); LNGC-reported CLISMP data

Table C-1 LNG Canada Project Metrics—Housing & Accommodations

| Housing & Accommodations, Education, Amenities | September | October | November | December |
|--|-----------|---------|----------------|----------|
| Project local (resident) workforce | 520 | 469 | 511 | 566 |
| Project non-local workforce ⁴ -temporarily housed at open lodges or local area hotels (peak beds ⁵) | 1,111 | 1,232 | 1,411 | 1,550 |
| Project non-local workforce temporarily staying at Kitimat hotels or lodges ⁶ (peak beds) | 0 | 30 | 47 | 76 |
| Project non-local workforce temporarily staying at Terrace hotels or lodges ⁷ (peak beds) | 0 | 63 | 142 | 132 |
| Project staff re-located to Kitimat, presently staying in company provided housing | 28 | 28 | 30 | 31 |
| Accompanying adults of relocated Project staff | 7 | 7 | 9 | 10 |
| Accompanying school-aged children of relocated Project staff | 7 | 7 | 8 | 8 |
| Number of housing related concerns or complaints | 0 | 0 | 0 | 0 |
| Number of concerns or complaints related to workers staying at hotels October—December 2019 | n/a | 0 | 1 ⁸ | 0 |
| SOURCES: CIMP Reports (JFJV); LNGC-reported CLISMP data | | | | |

⁴ Non-local workforce housed at Sitka Lodge, Crossroads Lodge, Haisla Town Centre and local area hotels during reporting period

⁵ "Peak bed" is based on the peak day occupancy at each of the open lodge facilities, HTC and temporary use of hotels. This figure is greater than the average occupancy throughout the month

⁶ Kitimat hotels or lodges used by the Project to temporarily house workers during Q4 2019 include: M-Star, Chalet Apartments, Kitimat Lodge and Microtel

⁷ Terrace hotels or lodges used by the Project to temporarily house workers during Q4 2019 include: Comfort Inn & Suites, Days Inn, Best Western, Northern Spey Fishing Lodge, and Sandman Inn and Holiday Inn

⁸ Complaint to hotel front desk regarding room noise. The issue was resolved without escalation.



Table C-2 LNG Canada Project Metrics—Traffic

| Traffic | September | October | November | December |
|--|-----------|-----------------|----------|----------|
| Number of daily Project bus trips from Northwest Regional Airport (YXT) to Kitimat (avg. passengers /day) ⁹ | 8 | Not available | 10 (56) | 5 (68) |
| Number of daily Project bus trips from Terrace Park & Ride to Kitimat (avg. passengers/day) | 2 | 5 (30) | 3 (51) | 5 (67) |
| Number of daily Project bus trips from Kitimat and Kitamaat Village Park & Ride to Site (avg. passengers /day) | 20 | 19 (40) | 26 (72) | 29 (51) |
| Number of road transport-related incidents and near misses | 0 | 0 | 1 | 5 |
| Number of Project personnel on commercial flights through airport per month | 1,599 | 1,802 | 1,634 | 1,298 |
| Number of Project personnel on charter flights | 304 | 378 | 374 | 479 |
| Provision of project transportation plans to transportation authorities | 2 | 1 | 2 | 0 |
| Notifications to service providers and the public regarding scheduling of transportation equipment | 0 | 4 | 3 | 3 |
| Number of meeting with transportation authorities on traffic management, congestion and road safety | 2 | 2 | 2 | 2 |
| Number of traffic-related concerns or complaints | 1 | 4 ¹⁰ | 0 | 0 |
| SOURCES: CIMP Reports (JFJV); LNGC-reported CLISMP data | | | | |

⁹Number of daily Project bus trips from YXT to Kitimat and average number of passengers per day on Project bus trips from YXT to Kitimat not available for October 2019

¹⁰Oct 7 – A Facebook post was sent to JFJV on Oct 7th about 2 drivers posting about fuel prices being high in Kitimat due to the LNG Canada Project

Oct. 10 – Anonymous call about the buses leaving Terrace too early and leaving too late. JFJV is speaking to the bus company

Oct 24 - A complaint from Store Manager of the Save-On- Foods. Customers are complaining that they have nowhere to park when grocery shopping.

Oct 30 - complaints from residents about the lights being too bright at the new Konigas Parking lot- JFJV readjusted lighting.



Table C-3 LNG Canada Project Metrics - Emergency Response & Health

| Emergency Response & Health ¹¹ | September | October | November | December |
|--|-----------|-----------------|----------|----------|
| Number of ambulance service calls to site | 2 | 8 | | |
| Number of fire department service calls to site | 0 | 0 | | |
| Number of RCMP service calls to site | 0 | 3 | | |
| Number of meetings held to coordinate and plan emergency response | 3 | 1 | 3 | 2 |
| Number of emergency response related concerns or complaints | 0 | 0 | 0 | 0 |
| Number of workplace occupational injuries and illnesses requiring treatment at local hospitals | 0 | 11 | | |
| Number of workplace non-occupational injuries and illnesses requiring treatment at local hospitals | 10 | 28 | | |
| Number of workplace injuries or illnesses requiring medevac | 0 | 0 | | |
| Number of recordable occupational injuries | 0 | 9 | | |
| Number of recordable non-occupational injuries | 0 | 5 | | |
| Number of notifications to health authorities for occurrence of communicable illnesses/diseases | 2 | 1 | 0 | 0 |
| Percentage of worked who have signed the Worker Code of Conduct (launched May 2019) ¹² | 120% | 120% | 115% | 109% |
| Percentage of workers who have completed Cultural Awareness Training ¹³ | 119% | 119% | 119% | 139% |
| Number of community health related concerns or complaints | 1 | 1 ¹⁴ | 0 | 0 |
| SOURCES: CIMP Reports (JFJV); LNGC-reported CLISMP data | | | | |

¹¹ Health & Emergency Response metrics are compiled from 4 sources: JFJV; LNGC (CPI contractors); Sitka Lodge medical services provider and Crossroads Lodge medical services provider

¹² Workers Code of Conduct training was implemented on May 15th. JFJV is currently closing the gap on all workers who were oriented prior to May 15th and is reporting numbers that reflect higher than 100% until the gap is successfully closed.

¹³ Cultural Awareness Training can be completed within 30 days of attending Orientation. In order to teach in a meaningful way, JFJV has capped the class size at 30 people. A process is in place to ensure all workers complete this training.

¹⁴ Hospital complained that workers were going to hospital for sick notes

Joint venture companies



Table C-4 LNG Canada Project Metrics - Utilities

| Emergency Response & Health¹⁵ | September | October | November | December |
|--|------------------|----------------|-----------------|-----------------------|
| Volume (cubic metres) and weight (tonnes) of waste streams generated by Cedar Valley Lodge | Not available | Not available | Not available | 0 |
| Volume/weight of hazardous liquids sent to municipal landfills | Not available | Not available | Not available | 5,750 litres |
| Volume/weight of hazardous solids sent to municipal landfills | Not available | Not available | Not available | 16,605 m ³ |
| Volume/weight of non-hazardous solids sent to municipal landfills | Not available | Not available | Not available | 2,194 m ³ |
| Influent and effluent flow rates from Cedar Valley Lodge wastewater treatment system | Not available | Not available | Not available | 0 |
| Number of municipal utility related concerns or complaints | Not available | 0 | 0 | 0 |
| SOURCES: CIMP Reports (JFJV); LNGC-reported CLISMP data | | | | |

¹⁵ Health & Emergency Response metrics are compiled from four sources: JFJV; LNGC (CPI contractors); Sitka Lodge medical services provider and Crossroads Lodge medical services provider



Appendix D Q4 2019 COMMUNITY REPORTING TRENDS

D.1 Housing and Accommodations

Key 2019 Q4 trends in housing and accommodations identified from community reporting:

Region

- Hotel and motel occupancy rates increased 19% in 2019 Q4 compared to 2018 Q4; however, rooms remain available for visitors
- Hotel, motel, and Airbnb units remain available to visitors; in Q4 (Oct–Dec), the Project temporarily housed some of its workforce in hotels in both Kitimat and Terrace
- Ongoing high rental costs in communities, although Kitimat rents slightly fell

Kitimat

- Continual ramp-up of direct LNG Canada workforce and other workers housed in open lodges and local area hotels (highest peak occupancy by the end of 2019 Q4 with 1,662 occupants¹⁶)
- In 2019 Q4, there was an increase in online rental listings in Kitimat (115 listings in Q4, up from 78 in Q3)
- Average rent in October 2019 was estimated at \$1,263, down 2.5% from October 2018)
- Kitimat apartments had a vacancy rate of 37.7% in October 2019, down from 44.1% in October 2018 (CMHC 2020a and CMHC 2020b), however high vacancy rate is misleading due to landlords charging significantly above market rents
- Housing prices were down 16.3% from 2019 Q3, and down 7.4% from 2018 Q4 (average price: \$327,492)
- Residential house resale prices have continued a downward trend since Q2 2019 but remain about 50% higher than the 2018 pre-FID level of about \$200,000

Terrace

- By the end of Q4, up to 132 Project non-resident workers were accommodated in Terrace hotels
- Decrease in online rental listings in Terrace (51 listings in Q4, down from 65 in Q3)
- Average rental rates in October 2019 have increased 6.7% since October 2018, with the largest increase for bachelor units (22.7%) and smallest increase for three or more bedroom units (1.7%) (CMHC 2020a)
- Terrace rental market for apartment buildings is extremely tight (with three or more bedroom apartment vacancy rates lower than the BC average)
- Housing prices continue to increase, reaching a new high of \$421,751 in the fourth quarter (5.5% increase from 2019 Q3)

¹⁶ Open lodge peak occupants include both guests and staff.



- Terrace Homeless Report (April 2019) found top barriers to housing¹⁷ as: rent too high (50%); income too low (35%); addictions (16%); and no suitable housing (16%) (COT 2019)

D.2 Community Health

Monitored health services metrics tracked in 2019 Q4 were emergency room (ER) visits by calendar quarter, unscheduled ER visits by CTAS¹⁸ level, and patient home Health Service Delivery Area (HSDA) for ER visits at Kitimat General Hospital (KGH) and Mills Memorial Hospital (MMH).

Kitimat General Hospital

- 8% decrease in ER visits at KGH in 2019 Q4 compared to 2018 Q4, and a 10% decrease in ER visits since 2019 Q3 (Northern Health 2020)
- Majority (69%) of ER visits in 2019 Q4 were unscheduled
- Proportion of ER admissions from outside the Northern Health Authority (NHA) increased from 6% in Q2 to 12% in Q3, then dropped to 10% in Q4

Mills Memorial Hospital

- ER visits are considerably lower at MMH in 2019 than in the previous two years¹⁹
- 21% decrease in ER visits at MMH between 2018 Q4 and 2019 Q4, which follows the declining trend in ER visits since 2018 Q3. MMH experienced a 15% decrease in annual ER visits between 2018 and 2019. This has been partially attributed to the increase in the availability of primary care services in Terrace.
- Majority (85%) of ER visits in 2019 Q4 were unscheduled
- Proportion of ER admissions from outside the NHA increased from 6% in Q2 to 8% in Q3, then dropped to 6% in Q4

Social determinants of health (SDOH) are the economic and social conditions that influence the health outcomes of populations. Determinants of health monitored within the scope of the CLISMP include employment/ working conditions, accessible housing, and use of medical services. It is assumed that the availability and accessibility of community infrastructure and services would influence personal and community health. The following describes trends in community health indicators identified from 2019 Q4 community reporting:

- Lack of available and affordable rental housing in both communities
- Incidents of crime were lower in Q4 2019, compared to Q2 and Q3, in both Kitimat and Terrace (similar to seasonal changes in crime incidences in previous years). Because of changes in RCMP crime reporting protocols it is not possible to compare the number of crime incidents in 2019 with earlier years

¹⁷ Respondents were able to provide more than one answer to this query.

¹⁸ Canadian Triage and Acuity Scale (CTAS):

Level 1: Resuscitation – Conditions that are threats to life or limb

Level 2: Emergent – Conditions that are a potential threat to life, limb or function

Level 3: Urgent – Serious conditions that require emergency intervention

Level 4: Less urgent – Conditions that relate to patient distress or potential complications that would benefit from intervention

Level 5: Non-urgent – Conditions that are non-urgent or that may be part of a chronic problem

¹⁹ Northern Health believes one of the major reasons for this is improved primary care provider availability in Terrace

Joint venture companies



- Elevated demand for social support services in Terrace
- On-going high demand for temporary shelters
- General attrition of staff, affecting the capacity to deliver services

D.3 Traffic

Key 2019 Q4 trends in traffic identified from community reporting are:

Kitimat

- Updated MOTI traffic data was not available for the reporting period
- On January 22, 2020 BC Transit announced a temporary reduction in service in Kitimat due to staffing shortages, which it attributes to significant projects/ work within the community (Dickson 2020)

Terrace and Region

- There was an 18% increase in air passengers in 2019 Q4 compared to 2018 Q4, and a 6% decrease compared to 2019 Q3
- The 2019 annual terminal volume²⁰ increased by 22% compared to the 2018 annual terminal volume
- In October (Q4) 2019, Air Canada added a direct flight between Terrace and Calgary

D.4 Emergency Response

Key 2019 Q4 trends in emergency services identified from community reporting are:

Kitimat

- 4% increase in total calls for service²¹ to the Kitimat Fire and Ambulance Services (KFAS) between 2018 Q4 and 2019 Q4
- 14% decrease in fire-related calls between 2018 Q4 and 2019 Q4
- 7% decrease in medical-related calls in 2019 Q4 compared to 2018 Q4
- 50% increase in emergency response calls to KFAS in 2019 Q4 compared to 2018 Q4
- 4% increase in annual calls for service to KFAS between 2018 and 2019. Increasing emergency response service calls were experienced in both Kitimat and Terrace in 2019 Q4, with less than 3% of the Kitimat calls²² directly attributable to the Project.
- Calls for service to the RCMP increased 3% between 2018 Q4 and 2019 Q4
- The number of founded criminal code/ federal statute offences in Kitimat decreased 9% from 2019 Q3 to 2019 Q4, following an increase of 9% from 2019 Q2 to 2019 Q3. Seasonal changes in the number of crime occurrences in Kitimat in 2019 were similar to previous years. Due to changes in RCMP reporting protocols, it is not possible to compare the number of crime incidents that occurred in 2019 to previous years.

²⁰ Commercial passengers only

²¹ Inclusive of fire related calls, medical related calls, rescue related calls, trouble calls, and emergency response calls, but not including transfers or calls related to dangerous goods.

²² Fire- and medical-related calls to the Kitimat Fire and Ambulance Services (KFAS).



Terrace

- 2019 Q4 Terrace Fire Department calls increased by 3% compared to 2018 Q4, after a 12% decrease between Q4 2017 and 2018 Q4
- In 2019 Q4, Terrace ambulance services (BCEHS) experienced a 8% decrease in total calls for service, and a 12% decrease in urgent calls requiring “lights and sirens” response between 2018 and 2019
- Continued challenge with high shift vacancy; however, recruitment is in progress (Sorensen 2020)
- 6% increase in Terrace RCMP calls for service between 2018 Q4 and 2019 Q4
- The number of founded criminal code offences decreased 9% between 2019 Q3 and 2019 Q4, following an increase of 4% from 2019 Q2 to 2019 Q3. Seasonal changes in the number of crime occurrences in Terrace in 2019 was similar to previous years. Due to changes in RCMP reporting protocols, it is not possible to compare the number of crime incidents that occurred in 2019 to previous years.

D.5 Community Amenities

Key 2019 Q4 trends in community amenities are:

Kitimat

- 32% decrease in community program attendance at Riverlodge Recreation Centre and other community facilities between Q4 2018 and 2019 Q4
- In 2019 Q4, there was a 9% increase in total facility attendance (Sam Lindsay Aquatic Centre and Tamitik Sports Complex) compared to 2018 Q4

Terrace

- 2019 Q4 Terrace Sportsplex fitness class users decreased by 14% since 2018 Q4, and increased 79% since 2019 Q3
- In 2019, there was a 6% decline in Ferry Island campers (Terrace) compared to 2018. The total number of Ferry Island campers decreased by 10% between 2017 and 2018 (camping season: Jul-Sep)

D.6 Utilities

Key 2019 Q4 trends in community amenities are:

Potable Water & Sewage Services

Kitimat

- In 2019, the daily average potable water flow was the same for 2018. However, peak daily demand increased by 13% from 11,735 m³/day to 13,249 m³/day (DOK 2020a).
- Average daily wastewater flow increased by 7.7% from 2018 to 2019 (DOK 2020a).

Joint venture companies



Terrace

- 4% increase in average daily flow for COT potable water between 2018 and 2019, however, there has been a 13% decrease in the peak daily demand.
- 2% decline in the average daily flow for COT wastewater treatment services between 2018 and 2019, as well as an 8% decrease in peak daily flow.

Landfills

At the time of Q4 data collection (January 2020), 2019 data for RDKS utilities was not yet compiled. The following summarizes the status of area landfills, based on 2018 data (RDKS 2020):

Forceman Ridge Landfill

- Landfill capacity/ lifespan (as of 2018): 100 years
- Total tonnes of waste disposed per year: 8940 tonnes (2018), 10,191 tonnes between Jan – Aug 2019
- Population served: ~20,000 people
- Permitted to receive industrial waste

District of Kitimat Landfill

- The District of Kitimat landfill is expected to reach capacity in 2047 (RDKS 2019). The District is currently developing their solid waste management plan and is accessing the landfill's life expectancy (DOK 2020a).
- Not permitted to receive industrial waste

Terrace

- There are no operating landfills within the City of Terrace (RDKS 2019). The City discharges landfill waste to the RDKS owned and operated Thornhill Transfer Station and the Forceman Ridge Landfill (COT 2020a).

D.7 Education

Key 2019 Q4 trends in community amenities are:

K-12

- Historical trends (10+ year trend) for the Coast Mountain School District (CMSD) indicate a steady decline in K-12 student enrolment between 2004-2018.
- CMSD report that no large shifts in student enrolment, with enrolment changes reflecting natural population change (Bath 2020). Recruitment and retention of educational staff remains a challenge.



Daycare

Kitimat

- The Kitimat Community Development Centre (CDC) is currently licensed for 46 daycare spaces (20 for ages 0–3, 18 for ages 3–5, and 8 for multi-age) plus 22 spaces for out of school care (Kitimat CDC 2020). 23 children on the waitlist for ages 0–3 spaces, as well as 8 children on the waitlist for ages 3–5 spaces at Kitimat CDC licensed daycares (Kitimat CDC 2020).
- Kitimat CDC has been unable to open multi-ages spaces or out of school program due to staff shortage. Do not have adequate number of qualified early childhood education (ECE) workers to operate daycare at capacity.
- Haisla daycare programs underway (scheduled to open April 1, 2020) (Maitland 2020)
- DOK, TSW and Haisla Nation have applied for provincial funding to provide overnight care services in the community (i.e., to support families with shift work) (Martins 2020). Inadequate wages and qualifications are reported as huge barriers to staffing

Terrace

The City of Terrace recently undertook a child care needs assessment and space creation action plan (Big River Analytics 2020). The study covered the City of Terrace and surrounding communities. Some key findings from the report, which was made available on February 24, 2020, are as follows:

- There are 26 licensed daycare providers in the City of Terrace and surrounding communities, with a total of 756 day care spaces (full capacity)
- 75% of respondents to a service provider survey indicate that they were unable to operate at full capacity because of staff shortages
- 68% of census families accessed licensed childcare.
- There is unmet demand for approximately 900 licensed child care spaces.
- The largest category of unmet demand is for group child care, under 3 years old (300 spaces), followed by school age group child care (259 spaces)
- 50% of surveyed parents did not find child care to be affordable

Post-Secondary Institutions

- Coast Mountain College (CMTN) has experienced a substantial overall decline in enrollment from 2009 to 2019, which it attributes to a reduction in demand for workforce training and mining programs.
- CMTN data shows small fluctuations in enrolment at its Terrace campus from 2014/2015 to 2018/2019
- 34% increase in UNBC Northwest Campus student enrolment for undergraduate bachelor (UG Bach.) and graduate (Grad) programs in the fall semester, as well as an 80% increase in combined UG Bach. and Grad enrolment in the spring semester between 2018/19 and 2019/20.