

LNG Canada

Q2 2019 Social Management Roundtable / CLISMP Update



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Table of Contents

1.	EXECUTIVE SUMMARY	1
1.1.	Summary of Project Effects	1
1.2.	Summary of Community Trends	2
1.3.	Summary of SMR Working Group Actions:	2
2.	INTRODUCTION	4
3.	PROJECT UPDATES	4
3.1.	Current Project Activities	5
3.1.1.	Construction Update and Lookahead	5
3.1.2.	Project Workforce	6
4.	ENGAGEMENT	7
4.1.1.	Engagement to Support Community Monitoring	7
5.	POPULATION ESTIMATES	8
6.	SOCIAL MANAGEMENT PLANS	9
6.1.	Housing and Accommodations	9
6.1.1.	Project Reporting	9
6.1.2.	Community Reporting	9
6.1.3.	SMR Feedback	9
6.1.4.	Discussion	10
6.2.	Traffic	10
6.2.1.	Project Reporting	10
6.2.2.	Community Reporting	11
6.2.3.	SMR Feedback	11
6.2.4.	Discussion	11
6.3.	Emergency Response	12
6.3.1.	Project Reporting	12
6.3.2.	Community Reporting	12
6.3.3.	SMR Feedback	12
6.3.4.	Discussion	12
6.4.	Community Health	13
6.4.1.	Project Reporting	13
6.4.2.	Community Reporting	13
6.4.3.	SMR Feedback	13
6.4.4.	Discussion	14
6.5.	Community Amenities	14
6.5.1.	Project Reporting	14
6.5.2.	Community Reporting	14
6.5.3.	SMR Feedback	14
6.5.4.	Discussion	14
6.6.	Education	14
6.6.1.	Project Reporting	14

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6.6.2. Community Reporting	15
6.6.3. SMR Feedback	15
6.6.4. Discussion	15
6.7. Utilities	15
6.7.1. Project Reporting	15
6.7.2. Community Reporting	16
6.7.3. SMR Feedback	16
6.7.4. Discussion	16
7. SMR SUMMARY AND ACTIONS	17
7.1. Next SMR Meeting	18
8. REFERENCES	19



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 in proximity to 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. In Q2 2019 a peak of 623 non-resident workers were based in Kitimat, and up to 339 workers hired from local communities. Table 1 summarizes the project-direct effects measured in Q2 2019 and evaluates the effectiveness of mitigations.

Table 1 Summary of Direct Project Effects Q2 2019

SMP Category/ Effect	Measurable changes	Effectiveness of Mitigations
Housing & Accommodations	Up to 623 workers housed in Open Lodge accommodations. 7 accompanied workers were relocated to Kitimat with partners and/or children.	All indicators suggest that by housing all non-resident workers in Open Lodge accommodations, and not paying living out allowances, the Project has limited demand on market housing.
Air Traffic	4% increase in commercial airport traffic directly attributable to the Project	By using chartered flights for a portion of the workforce, Project direct effects on YXT airport were limited.
Road Traffic	<5% increase in road traffic on Hwy 37 (estimated) directly attributable to the Project	By transporting workers to and from the airport, Sitka Lodge and Project site locations on company-provided shuttles, establishing Park & Ride lots, and enforcing shuttle transit for local workers, the Project limited the use of personal vehicles on local roads.
Emergency Response Services	< 2% of Kitimat Emergency Response calls directly attributable to the Project. Two incidents required ambulance service calls, and there were no RCMP or fire service calls at Project site, nor were any medical evacuations required.	By implementing the worker’s code of conduct and cultural awareness training, Emergency Response Plans, the Safer Together Program, and providing on-site security at Sitka Lodge, the Project has limited direct demand for local emergency services.
Community Health	Public medical services data was not available for the time period. The Project recorded three occupational injuries and one non-occupational injury requiring treatment in local hospitals.	By providing a full range of medical services at the Project site and Sitka Lodge, and continued communication and coordination with Kitimat General Hospital, the Project has limited direct demand on local medical services.



Table 1 Summary of Direct Project Effects Q2 2019

SMP Category/ Effect	Measurable changes	Effectiveness of Mitigations
Municipal Utilities	No reported issues regarding municipal service capacity.	By removing Project-related solid waste to permitted locations and Sitka Lodge permitted use of DOK potable water and wastewater services, the Project has limited direct demand on municipal utilities

Available socio-economic data for Q2 2019 indicates that the Project has managed its direct demand on community level infrastructure and services. No adverse effects directly attributable to the Project have been observed for this time period. As mitigations are seen to be effective, 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 Q2 2019 against a Q2 2018 baseline. These trends are seen as more generally attributed to the increase in economic activity in the local area. Note: medical services data was not available for the time period. While economic indicators are not currently monitored as part of CLISMP implementation, attrition of personnel from local businesses and service providers is recognized as an ongoing challenge. The Project is committed to working with a range of stakeholders to better understand trends and opportunities to jointly address induced and indirect effects.

For Q2 2019, the following community trends were observed, indicative of an overall increase in economic activity and population growth (year over year compared to Q2 2018):

- Decreased rental vacancy and increased average rent (observed in Kitimat);
- Decreased hotel/motel accommodations vacancy and increased prices in both Kitimat and Terrace;
- Increase in demand for social housing in both Kitimat and Terrace;
- 25% increase in passengers transiting through Northwest Regional Airport;
- 16% increase in Terrace RCMP calls;
- 7.8% increase in Kitimat RCMP calls;
- 22% increase in medical-related calls to Kitimat Ambulance and Fire service;
- 19% increase in Terrace Fire Department calls;
- Decreased usage of recreational facilities in both Kitimat and Terrace;
- Increased usage of campgrounds in both Kitimat and Terrace

1.3. Summary of SMR Working Group Actions:

On July 30 LNG Canada, together with its Prime contractor JGC Fluor Joint Venture (JFJV) convened its Q2 2019 Social Management Roundtable which pulled together four working groups to review Project data, socio-economic monitoring trends and to gather feedback and better understand the experiences of community. Working groups entailed:



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

Participants representing 31 stakeholder groups joined LNG Canada Social Management Roundtable Working Group meetings to ask questions and to provide feedback and insights. Table 2 summarizes the follow up action items identified during this meeting.

Table 2 Summary of Q2 2019 SMR Working Group Action Items

#	Working Group	Responsible Party	Action
2019-Q2-1	Housing and Accommodations	LNG Canada Project Team	Share monitoring data ahead of SMR meetings
2019-Q2-2	Housing and Accommodations	City of Terrace Planning Department	Provide LNG Canada Project team with available Terrace population forecast information and address existing data gaps for Terrace housing (i.e. off-market housing and legal rental suite information).
2019-Q2-3	Housing and Accommodations	DOK Planning & Development	Provide LNG Canada Project team with additional available rental housing information (i.e. vacancy rates) and population forecast.
2019-Q2-4	Traffic & Emergency Services	RCMP and Fire Services	Provide LNG Canada Project team with available information on traffic incidents by location
2019-Q2-5	Traffic & Emergency Services	DOK Engineering Services	Recommendation to DOK to assess need for traffic light at Nalabila / Hwy 37 intersection
2019-Q2-6	Traffic & Emergency Services	LNG Canada Project Team	Clarifications for next SMR: define areas of interest; provide definition of recordable incidents;
2019-Q2-7	Traffic & Emergency Services	Terrace Fire Department	Northern Health request to be included in Terrace scenario planning
2019-Q2-8	Health	LNG Canada Project team	Clarifications for next SMR: confirm provider of medical services at Crossroads Lodge (Horizon North); define medevac services
2019-Q2-9	Health	LNG Canada Project team	Follow up on public health linkages between Northern Health and First Nations Health Authority.
2019-Q2-10	Health	LNG Canada Project team	Recommendation to Project Team to invite the First Nation Health Authority to join the Health SMR
2019-Q2-11	Health	Kitselas	Share Kitselas health impact assessment report with SMR when it becomes available (mid-August)
2019-Q2-12	Health	LNG Canada Project Team	Recommendation to Project Team to consider preventive metrics e.g. worker health seeking or avoidance behaviours
2019-Q2-13	Education	DOK	DOK encouraged to apply for UBCM funding (as Terrace recently did) to conduct childcare inventory & needs assessment
2019-Q2-14	Education	LNG Canada Project Team	Work with education providers to include available 10-year enrolment trends, future enrolment projections, additional post-secondary metrics



2. Introduction

LNG Canada's Community Level Infrastructure and Services Management Plan (CLISMP) sets out a process to manage adverse effects on community infrastructure and services during construction and the first two years of operation of the LNG Canada project. LNG Canada and its prime contractor, JGC Fluor Joint Venture (JFJV), are primarily responsible for managing and mitigating effects directly under the Project's control. It is anticipated that general economic growth may also contribute to indirect, induced and cumulative effects. The management of such broader effects is recognized in the CLISMP as a collective responsibility of provincial agencies, local and regional governments, Indigenous communities, infrastructure and services providers. The CLISMP brings these organizations together as the Social Management Roundtable (SMR), a forum for sharing information, discussing trends, and identifying actions to manage adverse impacts on community infrastructure and services within Kitimat, Terrace, and adjacent Indigenous communities.

An annual report will be submitted each year to the BC Environmental Assessment Office to summarize CLISMP implementation progress to meet condition #14 of LNG Canada's Environmental Assessment Certificate. This interim quarterly update provides an overview of Project activities during Q2 2019 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 Kitimat on July 30, 2019.

3. Project Updates

LNG Canada is building an LNG export facility (the Project) located in northwest British Columbia, in the District of Kitimat and the traditional territory of the Haisla Nation. The Project is comprised of a liquefied natural gas (LNG) facility and supporting infrastructure, including LNG storage and marine loading facilities, and temporary construction-related infrastructure and facilities. LNG Canada is committed to planning, constructing and operating the Project in a manner that respects surrounding communities and the environment.

The Project is located on approximately 400 hectares (ha) within Kitimat, on land zoned for industrial use. At full build out, the LNG Canada facility will be comprised of a variety of buildings and equipment used to process and store LNG. Supporting infrastructure will also be in place, including power supply, water supply, and waste collection and treatment facilities.

The Project is located in the traditional territory of the Haisla Nation and the associated Operational shipping route passes through the traditional territories of Haisla Nation, Gitga'at First Nation, Gitxaala Nation, Kitselas First Nation, Kitsumkalum First Nation, Lax Kw'alaams Band and Metlakatla First Nation.

Initially for Phase 1, the project will consist of two LNG processing units referred to as "trains", with an option to expand the project in the future to four trains. The Project is expected to have a life of at least 40 years.

To facilitate construction, existing and temporary facilities will be utilized. Cedar Valley Lodge (CVL), LNG Canada's temporary workforce accommodation centre, is anticipated to house the construction workforce immediately adjacent to the future site of the LNG processing and storage site.

In anticipation of a potential final investment decision, early site preparation efforts gradually increased during 2018. On October 1, 2018, LNG Canada's Joint Venture Participants made a final investment decision to build the LNG Canada export facility. In March 2019, LNG Canada's Engineering, Procurement and Construction (EPC) Contractor, JGC Fluor (JFJV), took over primary responsibility for construction of the Project.



The LNG Canada Project (Phase 1) is anticipated to take approximately five-years to complete. Over the next two years, Project construction will focus on site preparation, construction of the Cedar Valley Lodge (worker accommodation) and the marine terminal. Major construction will commence in 2022, involving assembly of the LNG plant and associated components.

3.1. Current Project Activities

3.1.1. Construction Update and Lookahead

During Q2 2019, construction activities largely consisted of site preparation activities including:

- Clearing and grubbing,
- Open burning,
- Creek diversions,
- Mass excavations,
- Hauling and stockpiling of aggregate

Current construction works include the test pile program and start of Cedar Valley Lodge construction (Photo 1). The Cedar Valley Lodge is scheduled to open in 2Q 2020. Its size will be expanded in accordance with the increase in the Project's on-site work-force, which is scheduled to peak at approximately 4,500 persons over the 2022–2024 period.



Photo 1 Tank Pad Area



For the remainder of 2019 planned construction activities include:

- Ongoing LNG tank area site civil works preparation, including hauling of aggregate material
- Resumption of open burning after nesting season is complete
- Delivery of other materials (pipes, rebar, construction materials, dorms) for Cedar Valley Lodge
- Dredging season resumes



Photo 2 Cedar Valley Lodge

3.1.2. Project Workforce

Analyzing the direct effects of the Project workforce on community infrastructure and services focuses on the number of non-resident workers lodged in the area, because these persons represent a temporary increase in population within the area. In June 2019 the peak population of non-resident Project personnel was 623. This figure underrepresents the total employed Project workforce, because at any time, a proportion of non-resident workers are rotated off-shift, while local area residents also make up a proportion of the workforce. In June 2019, there were 339 workers from local communities employed by the Project.

Looking ahead, the Project's non-resident workforce is projected to reach 1,300 by Q4 2019 and will reach 2,000 by Q2 2020, at which point the Project will begin to house workers on site at Cedar Valley Lodge. The Project workforce is expected to peak around 4,500 workers in 2022 during main construction activities.



4. Engagement

During development of the CLISMP LNG Canada engaged substantially with Indigenous communities, provincial agencies, local and regional governments and service providers (LNG Canada 2016).

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 3 below outlines a range of engagement activities carried out by LNG Canada and its Prime contractor JFJV during Q2 2019. 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 3 Project Community Engagement during Q2 2019

Engagement Type	Activities During Q2 2019
Community Feedback Process	388 Inquiries and 13 Concerns or complaints were received and addressed from April–June 2019
Project Website	jfvkitimat.com for online construction updates, employment and contract opportunities
Project Resource Centre	Walk in Project information centre located in Kitimat mall constructed Q2, open July 2019
Social Management Roundtable	Kick off meeting held in Terrace April 30, 2019 (52 community participants). Q2 meetings held in Kitimat July 30, 2019 (54 community participants).
Open Houses	Community Open Houses held April 8 in Kitimat (~150 participants) and April 9 in Terrace (~150 participants)

4.1.1. Engagement to Support Community Monitoring

Upon achieving a positive Final Investment Decision in the fall of 2018, LNG Canada commenced baseline data collection to support CLISMP implementation. Baseline information on community infrastructure and services was collected from approximately 65 information holders from October 2018 to March 2019, with a focus on Q2 2018 as that period predated the ramp up in Project early works site preparation activities. The findings were shared at the CLSIMP kick-off meeting held with SMR participants in Terrace on April 30, 2019.

Since April 2019 the Project has been compiling internal monitoring data relevant to each SMP along with community metrics, largely as a continuation of the baseline data collection program. Appendix A identifies sources of community information for this report.



5. Population Estimates

Understanding changes to population is essential for assessing and managing socio-economic impacts, because demands for many infrastructure and services are at least partly population driven. While population levels serve as a broad indicator for infrastructure and service demand, changes in such demands may also be attributed to demographic changes, changing needs of existing community members, and the differences in needs between permanent and temporary populations. With respect to the CLISMP, four population components are relevant: baseline permanent population, change in permanent population, change in temporary population attributed directly to the Project, and other changes in temporary population.

Infrastructure and service providers often scale their service capacities to the permanent populations of communities that they service. The baseline permanent population, from the 2016 census, was 6,919 for Kitimat and Kitimaat Village, and 15,723 for Terrace and nearby communities. Several of the socio-economic metrics tracked as part of the CLISMP, including changes in demand for emergency services, suggest that there has been an increase in permanent population of both the Terrace and Kitimat regions from Q2 2018 to Q2 2019. Based on estimated changes in rental occupancy rates and new home building, the permanent population of the Terrace area has not changed measurably since the 2016 census, while the permanent population of Kitimat has increased by approximately 9%. There is considerably uncertainty around these estimates due to: (i) uncertainties around occupancy rate estimates, (ii) assumptions made concerning the number of persons residing within accommodations, (iii) they do not include persons who may have moved into existing households (including unauthorized suites) and (iv) they do not consider potential changes to the homeless population (both housed and un-housed). The Project will continue to work with municipal authorities to best represent permanent population models in support of CLISMP monitoring.

The change in temporary population is also an indicator for changing demands on infrastructure and services. The nature and extent by which temporary populations affect community infrastructure and service providers is dependent on several factors, including demographic composition of temporary populations, nature and extent of community interactions, and extent by which the infrastructure and service needs of visiting populations are provided for privately by their employers. In Q2 2019, a temporary Project population of 623 personnel was housed in the Kitimat area in Open Lodge workforce accommodations. Based on changes in occupancy levels at other temporary accommodations providers (hotels, motels, campgrounds) in Q2 2019, the temporary population of visitors and others not directly associated with the Project was estimated to be 330 in Kitimat and 470 in Terrace.



6. Social Management Plans

6.1. Housing and Accommodations

6.1.1. Project Reporting

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

- The non-resident workforce is housed in Open Lodge accommodations, currently Sitka Lodge (Q2)
- A small number of LNGC non-resident staff are also housed at Haisla Town Centre apartments
- JFJV will begin using Horizon North's Crossroads Lodge in July
- 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, commenced construction in April 2019 and will increase its operational capacity in phases from Q2 to Q4 2020, with 1,500 beds added per quarter until a capacity of 4,500 beds is reached.
- The Project is not providing Living Out Allowances (LOA) to minimize construction workers living in the community
- Non-resident workers follow a job rotation system (primarily 14-days on/7-off) to encourage workers to maintain their home base

Appendix C provides the Project's CLISMP monitoring metrics for housing and accommodations. During Q2 2019, all non-resident Project workers were accommodated at Sitka Lodge. On average, the Project occupied 74.1% of rooms at the Sitka Lodge, which include JFJV and LNGC non-local workforce, as well as personnel travelling to Kitimat on business trips and subcontractors in the final stages of contract placement. In addition, seven Project staff and their families relocated to Kitimat within this period.

6.1.2. Community Reporting

Key 2Q 2019 trends in housing and accommodations identified from community reporting are:

- Increased hotel and motel occupancy rates and average room rates, year over year since 2018
- Reduced rental vacancy rates and increased rents in Kitimat
- Increased demand for short-term social housing in both Kitimat and Terrace

6.1.3. SMR Feedback

The following summarizes feedback received and issues raised at the Housing and Accommodations SMR Working Group meeting:

- New residents in Terrace have cited difficulty in finding accommodations
- Topics to be further explored include women's safety, examining pre-existing issues before the Project (causes of longer stays at shelters), and adjusting for needs—in particular women/children
- BC Housing provides new community housing funds each spring (including Indigenous housing funds), focused on creating safer shelters and affordability within the community. BC Housing is also looking into other government tools to create affordability.
- Northern Development Initiative Trust has incentives for new rentals and there are more tools at disposal for communities to increase rental stock

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- BC Housing indicated that non-local residents can apply for BC shared housing funds, albeit local residents would be given priority housing support in Kitimat and Terrace
- More information was requested regarding housing data collection methods: how it was collected, from whom and how that feeds into the information presented

6.1.4. Discussion

For the reporting period, all indications are that the Project has managed its direct demand on the local housing market by housing all of its non-resident workers in Open Lodge accommodations and not providing LOAs. No adverse effects on housing directly attributable to the Project have been observed.

Increased economic development in the region is resulting in changes to the housing market, as evidenced by decreased hotel/motel accommodations vacancy and increased prices, lower rental vacancy and increased average rent (observed in Kitimat), and increase in demand for social housing. Feedback from the SMR meeting indicated that the availability of affordable rental housing in Kitimat and Terrace is decreasing, with in-migration to the area likely contributing to higher demand. The rental market in Kitimat is paradoxical, with anecdotal information indicated high demand, but rental vacancy rates also remaining high. Increased cost of rental accommodations may explain why vacancy rates, in consideration of demand, remain relatively high.

There is continued demand for affordable housing in both Terrace and Kitimat. BC Housing has identified a number of initiatives to address this issue. In addition, the DOK requires that all Workforce Accommodations (e.g. Sitka, Crossroads and Cedar Valley Lodges) contribute \$500 per accommodation unit to support the DOK's Affordable Housing Fund and social housing initiatives in the community, which is anticipated to generate millions of dollars of available funds (DOK 2014).

The SMR identified a number of action items to help track and/or manage changes in housing and accommodations in the region (refer to Table in Section 7). No additional Project mitigation measures were identified in the SMR meeting.

6.2. Traffic

6.2.1. Project Reporting

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 and Sitka Lodge
- Local residents are required to park their personal vehicles at specific park 'n ride locations in Kitimat and Terrace and take shuttles to and from the worksite
- JFJV continues to work with DOK to minimize local traffic impacts from the project
- Use of chartered flights by one Contractor (Bird-ATCO)
- The Project will begin moving all rotational workers from commercial to charter flights by Q4 2019
- Zero-tolerance Project policy for speeding in Project vehicles with electronic tracking to monitoring driver behaviour



Appendix C provides the Project's CLISMP monitoring metrics for traffic. In 2Q 2019, the Project continues 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 pick-up points in Terrace and in traffic related to the movement of out-of-town workers from the airport into Kitimat, and in the transportation of workers between Sitka Lodge and construction sites.

The Project recorded one roadway incident or near-miss (vehicle left road), and there were six concerns or complaints lodged with the Project, each of which was addressed within 10 business days.

The volume of Project traffic using the regional airport continues to increase, however, in Q2 2019 a proportion of the Project's workforce (crews working for Bird-ATCO) were transported by charter rather than commercial carriers. The Project will transition the majority of the workforce to charter flights by Q4 2019.

6.2.2. Community Reporting

The dominant traffic trend identified in Q2 2019 was a 25% increase in passengers transiting through Northwest Regional Airport compared to 2Q 2018.

There have been no data available on change in roadway traffic volumes between 2018 and 2019.

6.2.3. SMR Feedback

The following summarizes feedback received and issues raised pertaining to Traffic at the SMR Traffic and Emergency Response Working Group meeting:

- Haisla Taxi has shut down due to challenges retaining drivers, however, Kalum cabs have received additional permits to begin operating in Kitimat (as well as Terrace)
- There was interest in understanding locations of traffic incidents, in addition to frequency
- Five BC MOTI officers based in Terrace monitor commercial vehicle routes and conduct inspections
- Updated MOTI traffic count information will be made available in 2019
- LNGC/ JFJV have a road transport specialist and MOTI working with LNGC; there is a large study underway to understand traffic issues

6.2.4. Discussion

Current (2019) traffic volumes in Kitimat, Terrace, and along Highway 37 are not known. However, based on the latest available data (2018), the Project is accounting for a small proportion of additional roadway traffic (estimated at less than 5%), and is likely not resulting in issues. The Project resulted in one traffic related incident on site in 2Q 2019, and six traffic related complaints/ concerns from the public.

There was a 25% increase in Q2 2019 air traffic through YXT compared to 2018, however, the Project directly accounts for only 4% of YXT terminal commercial volume for the reporting period. The movement of people not directly related to the Project, but resulting from induced economic activity, may account for some of the increase in air traffic.

The SMR identified a number of action items to help track and/or manage changes in traffic in the region (refer to Table in Section 7). No additional Project mitigation measures were identified in the SMR meeting.



6.3. Emergency Response

6.3.1. Project Reporting

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

- Emergency Response Plans are in place and will be updated as required with input from local first responders
- Safer Together Program has been implemented to reinforce a safety mindset that is based on four pillars with a strong foundation of caring for people
- 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

Appendix C provides the Project's CLISMP monitoring metrics for emergency services. In Q2 2019, the Project recorded two incidents requiring ambulance service calls. There were no RCMP or fire service calls at a Project site, nor were any medical evacuations required. The mandatory requirement for all workers to complete training and sign a worker's code of conduct came into effect May 15, 2019. During Q2 2019, 88% of workers signed off on the worker's code of conduct, and 84% of workers completed the cultural awareness training. 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%.

6.3.2. Community Reporting

Key 2Q 2019 trends in emergency services identified from community reporting are:

- Kitimat RCMP experienced a 7.8% increase in service calls in Q2 2019 compared to 2018
- RCMP calls in Terrace increased 16% compared to 2Q 2018
- 22% increase in medical-related calls to Kitimat Ambulance and Fire service compared to 2Q 2018
- Terrace Fire Department calls increased 19% compared to 2Q 2018

6.3.3. SMR Feedback

The following summarizes feedback received and issues raised pertaining to Emergency Response at the Traffic and Emergency Response Working Group meeting:

- Emergency scenario planning was recently carried out by Kitimat Fire Department. Northern Health expressed interest in participating in future scenario planning
- Haisla Nations have been consulted in development with the cultural training, and were impressed with response time of the Project regarding a reported Worker Code of Conduct issue
- A representative from Terrace suggested a larger police presence due to increased theft/ property damage over the past 6–8 months. There has been an increase in neighborhood watch activities, and a downtown security initiative.
- RCMP indicated recent attrition of five employees due to Project work/ opportunities

6.3.4. Discussion

Increasing Emergency Response service calls were experienced in both Kitimat and Terrace in Q2 2019, with less than 2% of the Kitimat calls directly attributable to the Project. There has been a significant increase in call volume in



both Kitimat and Terrace. While none of these incidents occurred on Project property (and thus by workers under Project control), it was acknowledged that the Project is unable to monitor the behavior of its workforce while off shift. It was also discussed that previous major construction projects occurring in or near the region have also resulted in changes in crime rates and increased demand for emergency services.

The SMR identified a number of actions to help track and/or manage changes in emergency services in the region (refer to Table in Section 7). No additional Project mitigation measures were identified in the SMR meeting.

6.4. Community Health

6.4.1. Project Reporting

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 through third party providers at the Project site (ISOS) and at Sitka Lodge (Medcor)
- 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
- Development and implementation of site specific Health Plans in coordination with Northern Health

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

Appendix C provides the Project's CLISMP monitoring metrics for health. In Q2 2019 the Project recorded three occupational injuries and four non-occupational injury requiring treatment in local hospitals. There was one occurrence of a communicable disease (a gastrointestinal infection) requiring notification to Northern Health. Any other incidents were addressed by the Project's first aid and medical staff.

6.4.2. Community Reporting

LNG Canada will work with Northern Health and other stakeholders to progress the discussion of appropriate metrics for monitoring changes in community health. A preliminary set of Health Services metrics have been proposed as a starting point to support CLISMP implementation, including aspects such as: ER visits, hospitalizations, medical imaging/diagnostics/lab, public health and primary care.

6.4.3. SMR Feedback

The following summarizes feedback received and issues raised at the Community Health Working Group meeting:

- Suggestion that community health monitoring needs to extend beyond workers and health services to include metrics that are more about the community (i.e. ongoing health impact assessment)
- The Project policy is for non-resident workers to access regular services (e.g. dentist/ optometrist) at home when off-rotation as these specialist services are not provided on-site or at worker accommodations.
- It was recognized that attrition of service provider personnel is an ongoing challenge. City of Terrace confirmed a marketing campaign is underway to help attract workers to the region.



6.4.4. Discussion

In the absence of currently available community health or clinical health data, it is assumed that the low number of reported Project workforce health services utilization correlates to minimal Project-direct effects on health services. Anecdotal information provided at the SMR meeting suggests that demands on health services may be increasing and attributable to workers seeking public health services while off-shift, which are not recorded as Project-related. Health data collection to support Project monitoring is new for Northern Health and more planning is required to understand the effectiveness of this kind of ongoing data collection effort. LNG Canada will continue to work with Northern Health and other stakeholders to progress this discussion prior to reconvening the Community Health working group at the Q3 SMR meeting.

The SMR identified a number of action items to help track and/or manage changes in health services demand in the region (see Table). No additional Project mitigation measures were identified in the SMR meeting.

6.5. Community Amenities

6.5.1. Project Reporting

During Q2 2019 the non-resident workforce stayed at Sitka Lodge, with amenities such as a TV and games room, weight room with light equipment, a cardio room and a women's-only gym. All rooms have cable tv and wireless high speed internet. Sitka Lodge recently hired a recreational coordinator to set up activities that support worker interests (dog walks, dragon boating, hikes) and organize events in the community.

6.5.2. Community Reporting

Key Q2 2019 trends in community amenities identified from community reporting are:

- Decreased usage of recreational facilities in both Kitimat and Terrace compared to Q2 2018
- Increased usage of campgrounds in both Kitimat and Terrace compared to Q2 2018

6.5.3. SMR Feedback

No feedback was received regarding potential Project effects on Community Amenities during the July 30, 2019 SMR meeting.

6.5.4. Discussion

Over the last quarter, there was a decrease in drop-in indoor facility use for both Kitimat and Terrace, and an increase in outdoor recreational activity (e.g., camping). As discussed at the SMR, these trends may be due to seasonal effects, reduced operation hours, and workers having less leisure time due to more work opportunities associated with the Project. Based on historical trends, Kitimat facilities have the capacity to accommodate more users. During data collection, DOK facilities management indicated some gym use by workers staying at Sitka Lodge was seen as beneficial. No follow-up actions or additional Project mitigation measures were identified in the SMR meeting.

6.6. Education

6.6.1. Project Reporting

During the reporting period a total of seven accompanied staff holding leadership positions were relocated to Kitimat to for the duration of construction. Accompanying family members included two school-aged children. All non-resident workers are hired by the Project on an unaccompanied basis and are required to work on a rotational shift schedule,



which encourages workers to maintain their home base and refrain from moving into the community with their family and children.

6.6.2. Community Reporting

Key Q2 2019 trends in education identified from community reporting are:

- No identified staffing shortages or facility constraints for K–12 education
- Daycare service providers report staffing constraints

6.6.3. SMR Feedback

The following summarizes feedback received and issues raised pertaining to Education at the Community Amenities, Education and Utilities Working Group meeting:

- It is difficult to find childcare in Terrace—there are waiting lists. There is a shortage of early childcare educators in town.
- Haisla indicate medical support staff do not have access to childcare facilities, which then impacts health services
- Terrace was successful in receiving funding from UBCM to do a child care planning report/needs assessment that goes back to the Province. Kitimat is recommended to apply
- Post-secondary institutions indicate that it is difficult to get adult students to complete education because they are working on the Project. There is a lack of understanding around how to prepare for the next job, and not the current one.

6.6.4. Discussion

Coast Mountain school and independent school statistics show steady K–12 student enrolment between 2017/18 and 2018/19, while Kitimat and Terrace student-to-educator ratios remain better than the provincial average. Hiring and retention of daycare workers has been identified as a critical issue affecting daycare capacity in the region.

The Project is not substantially contributing to education services demand.

The SMR identified a number of actions to help track and/or manage changes in education in the region (refer to Table in Section 7). No additional mitigation measures were identified in the SMR meeting.

6.7. Utilities

6.7.1. Project Reporting

For the interim period while the Project non-resident workforce is housed offsite at Sitka Lodge, the Project is indirectly consuming municipal utilities. Sitka Lodge is permitted to use the DOK's potable water and wastewater treatment systems. The following actions have been implemented by the Project and Civeo (the operator of Sitka Lodge) to mitigate temporary impacts related to the municipal utilities and waste management:

- Garbage removal by truck to permitted locations
- Sitka Lodge has a recycling system
- The Project site/office presently has potable water shipped by truck, with a manual, pump out septic system
- In Q2 2020 once Cedar Valley Lodge is operational on site, the Project will be self-sufficient with its own potable water and wastewater treatment systems

Joint venture companies



6.7.2. Community Reporting

Between 2013 and 2018, average daily demand for potable water in Kitimat increased by 5.9%, while demand in Terrace decreased by -20% (Schibli 2019; Machial 2019). Waste water treatment demand decreased in both Kitimat and Terrace for the same period.

Current projections (2019) indicate that municipal and regional landfills have capacity to accommodate demand for ~97 more years (RDKS 2019).

6.7.3. SMR Feedback

The following summarizes feedback received and issues raised pertaining to Utilities at the Community Amenities, Education and Utilities Working Group meeting:

- DOK is looking at addressing local facilities/ capacity and will be moving forward with strategic plan to implement recycling

6.7.4. Discussion

Currently, average demand for potable water and wastewater treatment are below rated capacities in Kitimat. Project-related demands on these systems will continue to increase over the next nine months, with the ramp up of the Project's workforce. However, once the Cedar Valley Lodge becomes operational in 2Q 2020, the Project's direct demand is expected to drop, because the Lodge will have its own potable water and wastewater treatment systems.



7. SMR Summary and Actions

Participants representing 31 stakeholder groups and communities joined LNG Canada's Q2 2019 Social Management Roundtable Working Group meetings held at Kitimat Valley Institute in Kitimat on July 30. Refer to Appendix B for a complete list of participants. Actions and recommendations were captured for close out ahead of the Q3 SMR meeting and can be found in Table below.

Table 4 Recommendations and Actions Q2 2019 SMR Working Group Meetings

#	Working Group	Responsible Party	Action
2019-Q2-1	Housing and Accommodations	LNG Canada Project Team	Share monitoring data ahead of SMR meetings
2019-Q2-2	Housing and Accommodations	City of Terrace Planning Department	Provide LNG Canada Project team with available Terrace population forecast information and address existing data gaps for Terrace housing (i.e. off-market housing and legal rental suite information).
2019-Q2-3	Housing and Accommodations	DOK Planning & Development	Provide LNG Canada Project team with additional available rental housing information (i.e. vacancy rates) and population forecast.
2019-Q2-4	Traffic & Emergency Services	RCMP and Fire Services	Provide LNG Canada Project team with available information on traffic incidents by location
2019-Q2-5	Traffic & Emergency Services	DOK Engineering Services	Recommendation to DOK to assess need for traffic light at Nalabila / Hwy 37 intersection
2019-Q2-6	Traffic & Emergency Services	LNG Canada Project Team	Clarifications for next SMR: define areas of interest; provide definition of recordable incidents;
2019-Q2-7	Traffic & Emergency Services	Terrace Fire Department	Northern Health request to be included in Terrace scenario planning
2019-Q2-8	Health	LNG Canada Project team	Clarifications for next SMR: confirm provider of medical services at Crossroads Lodge (Horizon North); define medevac services
2019-Q2-9	Health	LNG Canada Project team	Follow up on public health linkages between Northern Health and First Nations Health Authority.
2019-Q2-10	Health	LNG Canada Project team	Recommendation to Project Team to invite the First Nation Health Authority to join the Health SMR
2019-Q2-11	Health	Kitselas	Share Kitselas health impact assessment report with SMR when it becomes available (mid-August)
2019-Q2-12	Health	LNG Canada Project Team	Recommendation to Project Team to consider preventive metrics e.g. worker health seeking or avoidance behaviours
2019-Q2-13	Education	DOK	DOK encouraged to apply for UBCM funding (as Terrace recently did) to conduct childcare inventory & needs assessment
2019-Q2-14	Education	LNG Canada Project Team	Work with education providers to include available 10-year enrolment trends, future enrolment projections, additional post-secondary metrics

Joint venture companies



7.1. Next SMR Meeting

Building on participant recommendations for strengthening the SMR, future meetings will be structured to make monitoring data more accessible to participants (sent ahead of time as pre-read or provided as handouts during the meeting) and will also consider longer meeting times to allow for more anecdotal insights and contributions from key stakeholders and community representatives regarding community level infrastructure and services.

The next SMR meeting will take place on November 5, 2019 in Terrace for Q3 2019 reporting.



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Joint venture companies



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Appendix A INFORMATION PROVIDERS

SMP	Organization	Information Provided
Housing & Accommodations	Hotel/ Motels (STR Global)	Regional hotel/ motel occupancy rates (monthly)
	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)	Open lodge occupancy rate (monthly) Recreational activities (monthly)
	Tamitik Status of Women (TSW); K'san 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 (monthly)
	BC MOTI	Annual Average Daily Traffic counts (AADT) (daily)
	Insurance Corporation of BC (ICBC)	Traffic Collisions Reported (monthly)
Emergency Response	RCMP North District	Number of police response incidents (monthly)
	Kitimat Fire and Ambulance Services (KFAS); Terrace Fire Department, Thornhill Fire Department	Number of firefighter response incidents (monthly)
	KFAS; BCAS	Number of ambulance/ medical related incidents (monthly)
	Statistics Canada; RCMP North District	Crime rate (annual) Criminal code offences (monthly)
Community Amenities	District of Kitimat (DOK)	Recreation facility membership/drop in (monthly) Campground occupancy (monthly – seasonal)
	City of Terrace (COT)	Recreation facility membership/drop in (monthly) Campground occupancy (monthly – seasonal)
Education	Kitimat Community Development Centre (CDC); Northern Health; Private Licensed Day Cares	Day care capacity and enrolment (Pre-K) (annual)
	CMSD #82, Independent Schools	Student enrolment and educator statistics (K-12) (annual) StrongStart BC enrolment (Pre-K) (annual)

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SMP	Organization	Information Provided
Utilities	District of Kitimat	Kitimat Potable and Waste Water System Capacity and Demand (annual)
	City of Terrace	Terrace Potable and Waste Water System Capacity and Demand (annual)
	RDKS; DOK; COT	Regional and municipal landfills demand and lifespan (annual)



Appendix B 2019 Q2 SMR WORKING GROUP PARTICIPANTS

Community	Organization	Attendees
Housing and Accommodations		
Project Team	LNGC	Nina Arvanitidis (Social Performance), Rebecca French (Real Estate), David O Donnell (Construction), Hope Regimbald + Lucy Day (Indigenous Relations)
	JFJV	Daria Hasselmann (Community Impacts), Rebecca Boys (External Relations), Ian Swanbeck (Construction)
	Support	Frank Bohlken (Stantec), Jennifer Davies (Earnscliffe), Rachel Klassen (Earnscliffe)
First Nations	Haisla	Jason Majore, Trish Grant, Lucille Harms
	Kitselas	Chris Apps, Janis Shandro
	Kitsumkalum	Charlene Webb
District of Kitimat	DOK	Gwendolyn Sewell, Michael Dewars
	Tamitik Status of Women	Linda Slanina, Michelle Martins
City of Terrace	City of Terrace	Danielle Myles
RDKS	RDKS	Steve Prouse
Province of BC	LNG Canada Implementation Secretariat	V-Rachel Shaw
	Northern Health	Raina Fumerton, V-Melissa Aalhus, V-Barb Oke
	Municipal Affairs & Housing	Kris Nichols + V-Carol Anne Hudson
	BC Housing	Malachy Tohill, V-Amy Wong
	Ministry of Children & Family Development	Michelle Kirby
Traffic and Emergency Response		
Project Team	LNGC	Nina Arvanitidis (Social Performance), David O Donnell (Construction), Hope Regimbald + Lucy Day (Indigenous Relations), Denaige McDonnell (HSSE), Stephanie Mah (Shell Health)
	JFJV	Daria Hasselmann (Community Impacts), Rebecca Boys (External Relations), Ian Swanbeck (Construction)
	Support	Frank Bohlken (Stantec), Jennifer Davies (Earnscliffe), Rachel Klassen (Earnscliffe)
First Nations	Haisla	Jason Majore, Trish Grant, Lucille Harms
	Kitselas	Chris Apps, Janis Shandro
District of Kitimat	DOK/ KFAS	Trent Bossence
	Kitimat Community Services Society (Victim Services)	Cyndi McIntosh, Denise Yagelnesky
	Kitimat RCMP	Stu Egers



Community	Organization	Attendees
City of Terrace	City of Terrace	Danielle Myles, Dave Jephson
	Ksan House Society (Victim Services)	Amanda Bains
	YXT	Dave Kumpolt, Carman Hendry
RDKS	Thornhill Fire Department	Rick Boehm
Province of BC	LNG Canada Implementation Secretariat	V-Rachel Shaw
	Northern Health	Raina Fumerton, V-Barb Oke
	Municipal Affairs & Housing	Kris Nichols + V-Carol Anne Hudson
	MOTI	Dan Baker, V- Nathan Voogd
	BC Emergency Health Services	Cheryl Spencer
	Ministry of Children & Family Development	Michelle Kirby
Community Health		
Project Team	LNGC	Nina Arvanitidis (Social Performance), David O Donnell (Construction), Hope Regimbald + Lucy Day (Indigenous Relations), Denaige McDonnell (HSSE), Stephanie Mah (Shell Health)
	JFJV	Daria Hasselmann (Community Impacts), Rebecca Boys (External Relations), Ian Swanbeck (Construction)
	Support	Frank Bohlken (Stantec), Jennifer Davies (Earnscliffe), Rachel Klassen (Earnscliffe)
First Nations	Haisla	Trish Grant, Lucille Harms
	Kitselas	Pat Squires
	Kitsumkalum	Charlene Webb
	Gitga'at	Janine Pittman, Christa Meuter
	Metlakatla	Anna Osborne
Kitimat	DOK/ KFAS	Trent Bossence
Terrace	City of Terrace	Danielle Myles
RDKS	Planning and Development Services	Amelia Andrews
Province of BC	LNG Canada Implementation Secretariat	V-Rachel Shaw
	Northern Health	Raina Fumerton, V-Melissa Aalhus, V-Barb Oke, V-Milad Fathi
	Municipal Affairs & Housing	V- Kris Nichols + V-Carol Anne Hudson
	BC Emergency Services	Cheryl Spencer



Community	Organization	Attendees
Community Amenities, Education and Utilities		
Project Team	LNGC	Nina Arvanitidis (Social Performance), David O Donnell (Construction), Hope Regimbald + Lucy Day (Indigenous Relations), Denaige McDonnell (HSSE), Stephanie Mah (Shell Health)
	JFJV	Daria Hasselmann (Community Impacts), Rebecca Boys (External Relations), Ian Swanbeck (Construction)
	Support	Frank Bohlken (Stantec), Jennifer Davies (Earnscliffe), Rachel Klassen (Earnscliffe)
First Nations	Haisla	Jason Majore, Trish Grant, Lucille Harms
	Kitseles	Chris Apps, Janis Shandro
Kitimat	DOK/ KFAS	Mike Dewar
	Kitimat CDC	Sarina Germuth
	Kitimat Understanding the Environment	Michelle Martins
	Kitimat Chamber of Commerce	BJ Houghton, Graham Pitzel
	Kitimat Valley Institute	Jennifer Lewis, Brent Sunshine
	St. Anthony's School	Chris Reilly
Terrace	City of Terrace	Danielle Myles, Dave Jephson
	Coast Mountain College	Brian Badge, Sarah Zimmerman
	Terrace Chamber of Commerce	Mike Jones, Michelle Taylor
RDKS	RDKS	Murray Daly
Province	LNG Canada Implementation Secretariat	V-Rachel Shaw
	Northern Health	Raina Fumerton, V-Barb Oke
	Municipal Affairs & Housing	V- Kris Nichols + V-Carol Anne Hudson
	Ministry of Children & Family Development	Michelle Kirby, Shannon Miller
NOTE: V -indicates Virtual participation		



Appendix C PROJECT REPORTING Q2 2019

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

Table C-1 Project Reporting for the Housing and Accommodations SMP

Housing Metrics	April	May	June
Peak LNGC + JFJV workforce staying at Sika Lodge during the month. Data only available for June 2019	-	-	623
Cumulative staff who have re-located to Kitimat	7	7	7

Table C-2 Project Reporting for the Traffic SMP

Traffic Metrics	April	May	June
Number of daily Project bus shuttles to Terrace Park and Ride (avg. passengers/day)	8	7 (15)	2 (15)
Number of daily Project bus trips to Kitimat local pick-up points (avg. passengers/day)	41	22 (17)	21 (38)
Number of daily bus trips to Sitka Lodge (avg. passengers/day)	187 ²	73 (332)	28 (360)
Number of Project personnel on commercial flights through airport	652	648	1,223
Number of Project personnel on charter flights	N/A	0	349 ¹³
Number of road transport-related incidents and near misses	0	1	0
Number of traffic related concerns or complaints	0	2	3
NOTES:			
¹ Number of passengers from Terrace per day included in the "Number of passengers from local pick up points" for the month of April.			
² Number of passengers from local pick up points per day includes pick up from Sitka Lodge and other Kitimat pick-up points.			
³ Missing passenger information from Bird-ATCO for April 2019.			



Table C-3 Project Reporting for the Emergency Response SMP

Emergency Response Metrics	April	May	June
Number of ambulance service calls to site	0	0	2
Number of fire department service calls to site	0	0	0
Number of RCMP service calls to site	0	0	0
Number of workplace occupational injuries and illnesses requiring treatment at local hospitals	0	0	3
Number of workplace non-occupational injuries and illnesses requiring treatment at local hospitals	0	1	0
Number of workplace injuries or illnesses requiring medevac	0	0	0
Percentage of workers who have signed the Worker Code of Conduct (launched May 2019)	0%	40%	136% ¹
Percentage of workers who have completed Cultural Awareness Training	100%	83%	68% ²

Table C-4 Project Reporting for the Community Health SMP

Community Health Metrics	April	May	June	Q2 Total
# of workplace occupational injuries and illness requiring treatment at local hospitals	0	0	3	3
# of workplace non-occupational injuries and illness requiring treatment at local hospitals	2—X ray 1—lab	1	0	4
# of recordable occupational injuries	2	1	2 ¹	5
# of recordable non-occupational injuries	24	0	0	24
# of notifications to health authorities for occurrence of communicable illnesses/diseases	0	0	1 ²	1

Table C-5 Project Reporting for the Education SMP

Dependents of Relocated Workers Living in Company Provided Housing	April	May	June
Accompanying Adults (cumulative)	2	2	4
# of School-aged children (cumulative)	2	2	2