

LNG Canada

Q3 2019 Social Management Roundtable / CLISMP Update



December 9, 2019

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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. Community infrastructure and services outlined in the CLISMP include: Housing & Accommodations, Traffic, Emergency Response, Community Health, Utilities, Community Amenities and Education.

1.1. Summary of Project Effects

Overall, the Project continues to have limited direct impact on community level infrastructure and services in this period. Direct effects arise through Project activities that directly interact with the community, such as the transportation of workers, equipment, and materials, and worker housing. Such effects are within the Project’s direct managerial or contractual control. Reported changes in social and economic indicators in surrounding communities could be for several reasons in addition to Project direct effects. Such effects could partly be attributable to trends related to the permanent population in the area, as well as effects related to indirect and induced social and economic activity, associated with the Project, as well as other projects occurring in the region (i.e cumulative effects). Indirect and induced economic effects include those resulting from household spending, as well as economic or social behaviour that may be motivated by actual or perceived opportunities associated with the Project or other projects in the area, such as housing speculation or in-migration. The Project has limited ability to manage effects related to indirect and induced economic activity.

In Q3 2019 the Project directly housed a peak of 1,111 non-local workers in Kitimat, with up to 520 workers employed from local communities. Table 1 summarizes the direct Project effects on community infrastructure and services measured in Q3 2019 and evaluates the effectiveness of mitigations

Table 1 Summary of Direct Project Effects July – September 2019 (Q3 2019)

Social Impact Category	Measurable changes	Effectiveness of Mitigations
Housing & Accommodations	1,111 non-local Project workers (peak) housed in open lodge accommodations. 28 accompanied Project staff relocated to Kitimat with partners and/or children.	By prioritizing hiring from the local area, providing housing for non-local workers in open lodge accommodations and not paying living out allowances to the workforce, the Project has limited demand on market housing.
Community Health	The Project recorded two occupational injuries requiring treatment in local hospitals, and no non-occupational injuries.	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.



Table 1 Summary of Direct Project Effects July – September 2019 (Q3 2019)

Social Impact Category	Measurable changes	Effectiveness of Mitigations
Air Traffic	5% 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	< 4% 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 and Project site locations 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	< 2% of Kitimat Emergency Response calls directly attributable to the Project. Two incidents required ambulance service calls and one incident required RCMP response at the Project site. There were no fire service calls at Project site, nor were any medical evacuations required.	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.

Available socio-economic data for Q3 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.

Since October 2019, the Project has encountered a temporary need to house a small portion of the non-local workforce in area hotels. Transportation, accommodation and meal costs are directly provided by the Project. No living out allowances (LOAs) are provided to workers, which mitigates potential impacts to the rental housing market. This situation is being closely monitored and was discussed at the Q3 Housing & Accommodation working group meeting. As this is a recent occurrence outside of the reporting period, monitoring data will not be available until the Q4 Social Management Roundtable reporting cycle in early 2020. The Project continues to monitor area hotel vacancy rates and is in direct contact with hotel managers to enable feedback. No complaints have been received to date and hotels have provided positive feedback about the economic benefits.

1.2. Summary of Community Trends

Several trends were observed from community socio-economic monitoring efforts during Q3 2019 against Q3 2018 data. These trends are more generally attributed to the increase in economic activity in the local area. Note: while



medical services data was not available for the time period, social determinants including demand for social housing and incidence of criminal offenses in Kitimat and Terrace were considered as indicators of community health.

For Q3 2019, the following community trends were observed, indicative of an overall increase in economic activity and population growth (unless otherwise stated, these are year over year comparisons to Q3 2018):

KITIMAT

- Continual ramp-up of direct workers housed in Open lodges (effectively full at end of Q3 2019 with 1,524 occupants¹, largely LNG Canada workforce as well as other workers)
- Decreased rental vacancy and increased average rent and furnished units;
- Residential house resale prices remain elevated;
- Slight increase in hotel/ motel accommodations vacancy and increased prices;
- Elevated demand for social housing;
- 26% increase Highway 37 weekday traffic, north of Kitimat;
- 14% increase in RCMP calls;
- 23% increase in crime incidents (e.g. offenses against person or property, drug offenses, motor vehicle offences), excluding false alarms, mental health calls, and 911 false / abandoned calls
- -28% decrease in Kitimat Fire and Ambulance Services (KFAS) fire-related calls;
- -2% decrease in KFAS medical-related calls;

TERRACE

- Residential house resale prices remain elevated (less so than in Kitimat);
- Slight increase in hotel/ motel accommodations vacancy and increased prices;
- Elevated demand for social housing;
- 18% increase in RCMP calls;
- 37% increase in crime incidents (e.g. offenses against person or property, drug offenses, motor vehicle offences), excluding false alarms, mental health calls, and 911 false / abandoned calls
- 35% increase in Terrace Fire Department calls;
- 9% increase in ambulance service (BCEHS) calls; 33% increase in urgent calls;
- 21% increase in passengers transiting through Northwest Regional Airport

Socio-economic monitoring data shows that the Kitimat and Terrace region is experiencing a generalized increase in demand for community infrastructure and services. This is evident from the decreased rental vacancies, increased number of people transiting through the airport terminal, increased traffic on Highway 37, increased call volume for RCMP and emergency service providers and increased incidence of criminal offenses. A portion of the increase in demand may be directly attributed to Project activities and the Project workforce, **however, much of the change in demand may also be attributed to the general increase in economic activity and population growth through immigration by individuals seeking employment or other economic opportunities, and the overall increase in disposable income reaching communities.** In addition to LNG Canadas Project activities, several other major project activities are also occurring in the Kitimat – Terrace area. There is evidence that between Q3 2018 and Q3 2019 there

¹ Open lodge peak occupants include both guests and staff.



has been a notable increase in permanent, temporary and visitor populations for both Terrace and Kitimat, which are not directly attributable to the Project. Estimated changes in overall population are challenging to quantify over the short term and the Project continues to work with local municipalities and other sources of data to refine this monitoring parameter.

The LNG Canada Project and other projects in the region pay competitive wages to local residents, purchase goods and services from local suppliers (who hire additional staff), award bids to local contractors and induce some local spending by the non-local workforce, overall resulting in more money in the community. These economic conditions are resulting in market and behavioural changes in both Kitimat and Terrace, such as increases in the cost of rental accommodations, which in turn, increase the demand for affordable and social housing. The increase in disposable income in the region may result in both positive and negative changes in lifestyle behaviours and may also attract others seeking to benefit from the situation.

The socio-economic effects of rapid population and economic growth are complex. The LNG Canada Project continues to monitor its direct activities while also monitoring the overall socio-economic experience of surrounding communities. These efforts allow the Project to understand if mitigations designed to limit direct effects on community services and infrastructure are effective and enable stakeholders to better understand and respond to broader induced impacts on infrastructure and services. For example, while economic indicators are not currently monitored as part of CLISMP implementation, the Project recognizes the challenges voiced by service providers who are experiencing attrition of personnel to higher paying opportunities arising from economic activity in the area. The heated housing market in the area adds to the challenge of already strained service agencies to fill vacancies, resulting in increased stress and work burden on existing staff. The Project is committed to working with a range of stakeholders to better understand induced and indirect effects and the opportunities that may exist to address them.

1.3. Summary of SMR Working Group Actions and Follow Up Discussion:

On November 5, 2019 LNG Canada, together with its Prime contractor JGC Fluor Joint Venture (JFJV), convened its Q3 2019 Social Management Roundtable (SMR)². The meeting pulled together three 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. Community Health
3. Traffic & Emergency Response

35 participants representing communities, First Nations and government, along with 13 Project team members joined the meetings to ask questions and to provide feedback and insights. During the meetings, the BC government committed to coordinating within the provincial government to discuss, align and determine appropriate actions for

² The Social Management Roundtable (SMR) has been established by LNG Canada as a forum for understanding Project direct effects on community-level infrastructure, the effectiveness of mitigation measures set out in the CLISMP, and for demonstrating adaptive management. The SMR is one component of LNG Canada's overall engagement process and is undertaken together with Prime contractor JGC Fluor Joint Venture (JFJV) on a quarterly basis. Invited participants include local/regional governments and authorities; community organizations; provincial or federal government; and Indigenous groups.



those items that may be indirect effects beyond the scope of what the LNG Canada Project is expected to directly address. Table 2 summarizes the Action Items identified during the Q3 2019 SMR session for the LNG Canada Project team and SMR participants. Table 3 outlines a list of Follow up Discussion Items for BC Government.

Table 2 Summary of Q3 2019 SMR Working Group Action Items

#	Working Group	Responsible Party	Action
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.
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.
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.
2019-Q3-1	Housing & Accommodations	LNG Canada Project Team	Recommendation to breakdown workforce accommodation monitoring data by contractor and location
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.
2019-Q3-3	Housing & Accommodations	LNG Canada Project Team	Confirm if the Code of Conduct can be shared as a public document.
2019-Q3-4	Housing & Accommodations	SMR Participants	Make use of the LNG Canada Project community feedback email address (info@ifjvkitimat.com) to share concerns
2019-Q3-5	Housing & Accommodations	LNG Canada Project Team	Consider current information distribution channels and additional channels through which community feedback contact information can be shared.
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.
2019-Q3-7	Housing & Accommodations	LNG Canada Project Team	Confirm if housing prices are included in the data set / pre-read.
2019-Q3-8	Housing & Accommodations	LNG Canada Project Team	Review how effectively the Project is communicating its “No LOA” policy, intended to limit speculation and renovation activity in rental accommodations.
2019-Q3-9	Housing & Accommodations	BC Housing	Provide list of regional housing projects underway (status, location, timeline) to be shared with SMR participants.
2019-Q3-10	Housing & Accommodations	SMR Participants	Flag to Project Team whether sensitives exist with regard to provided data being shared outside of the SMR.
2019-Q3-11	Community Health	LNG Canada Project Team	Consider routine outreach efforts with Terrace Hospital in addition to Kitimat Hospital.



#	Working Group	Responsible Party	Action
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.
2019-Q3-13	Community Health	LNG Canada Project Team	Recommendation to report Terrace and Kitimat data sets as separate and distinct where possible.
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.
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.
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.
2019-Q3-17	Community Health	Northern Health	Consider providing data from mobile unit service to support SMR monitoring needs
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.
2019-Q3-19	Community Health	LNG Canada	Schedule a separate meeting with First Nations Health Authority prior to the next SMR session in February 2020.
2019-Q3-20	Traffic & Emergency Response	LNG Canada Project Team	Clarify extent of In-Vehicle Monitoring System (IVMS) requirements across all contractors and shuttles.
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.
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.
2019-Q3-23	Traffic & Emergency Response	LNG Canada Project Team	Recommendation to include Project road and air traffic projections in the data.
2019-Q3-24	Traffic & Emergency Response	Ministry of Transportation and Infrastructure	Recommendation for additional traffic monitoring locations.
2019-Q3-25	Traffic & Emergency Response	LNG Canada Project Team	Confirm whether data set for traffic monitoring includes hourly breakdown/peak times/etc.
2019-Q3-26	Traffic & Emergency Response	LNG Canada Project Team	Share details of Project winter traffic management and emergency preparedness plans.



Table 3 Q3 2019 SMR Follow Up Discussion List for BC Government

SMR Working Group	Items for Follow up Discussion
<p>Housing & Accommodations (MAH, BC Housing, CMHC)</p>	<ul style="list-style-type: none"> • Connect with key agencies on whether the Province has programs to address rent seeking³ behaviour in Kitimat – recognizing the need for affordable rental rates in Kitimat. • Work with CMHC to determine if there is any available, unpublished data on vacancy rates in Kitimat (Kitimat population currently below threshold) • Explore opportunities for potential tenant and landlord workshops and to provide materials and resources for individuals at risk of homelessness • Connect with BC Housing and Northern Health to better understand community experiences and impacts resulting from implemented housing projects in Terrace • Investigate the status and planning for regional social housing and shelters – recognizing the feedback on different level of availability/resourcing between Kitimat and Terrace • Determine if there is a Provincial role in long-term local government planning for housing and accommodation in light of ongoing Kitimat industrial development • Determine if there is a Provincial role in providing protections for commercial tenants (non-profits often rent commercial space).
<p>Community Health (Northern Health, Justice)</p>	<ul style="list-style-type: none"> • Connect on the process by which RCMP and other emergency services resources are allocated to communities (both provincial and municipal resourcing) • Connect with Ministry of Health on programs available to address increased occurrences of illicit drug use in the community • Follow up on Health Impact Assessment experience, including the use of Special Economic Zones (shared by Janis Shandro of Kitselas)
<p>Housing & Accommodations / Traffic & Emergency Response</p>	<ul style="list-style-type: none"> • Connect with key agencies on impacts to service workers and service sector in light of increased housing costs and wage disparities

³ In this instance, rent seeking is used literally to refer to the practice of landlords withholding vacant rental units from the market, presumably with the hope of securing much higher rents as demand increases.



2. Introduction

LNG Canada's Community Level Infrastructure and Services Management Plan (CLISMP) sets out a process to manage direct 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 Q3 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 Terrace on November 5, 2019.

3. Project Update

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 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.

Phase 1 of 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 Q3 2019 construction activities included:

Site Prep

- Began topsoil removal/rough grade in multiple areas
- Resumed Tree clearing and open burning following bird nesting season
- Continued 24-hr hauling of aggregate materials to site for stockpile
- Kitimat River Side Channel - cofferdams built for construction of inlet portals

Site Construction

- Cedar Valley Lodge deliveries (dorms, pipes, rebar) and construction
- Materials offloading facility (MOF) clearing/grubbing, bund wall, West MOF Berth construction

Marine Activities

- 2019-2020 Dredge season resumed in September
- Offset work at Anderson Creek Fish Ladder and Hospital Beach Salt Marsh
- Terminal A construction (Rio Tinto) marine piling underway



LNG Plant Processing Area



For the remainder of 2019 planned construction activities include:

Site Prep

- Continue rough grade
- Complete Kitimat River Side Channel Fish Habitat
- Demolish and remove portion of Eurocan berth
- Complete tree clearing / open burn

New Construction Activities

- Parallel Alcan Bridge
- Module Haul Road and Bridges
- Plant Perimeter Wall
- LNG Tank

Shipments

- Permanent Plant Piles
- Cedar Valley Lodge dorms, pipes, rebar, construction materials
- Temporary Construction Trailers

Marine Activities

- Dredging activities continue
- Terminal A Extension Marine piling continues
- Minette Bay Offset work resumes



Cedar Valley Lodge



Cedar Valley Lodge (CVL) is currently under construction and on schedule. The facility is expected to come on line in spring 2020. The LNG Canada Project is working towards a target of April 2020 to achieve all permits. Following a period of mobilization for the contractors who will operate the facility, the camp will open its doors to the first 1,500 workers in May 2020. 1,000 beds will be added each quarter until the facility has reached 4,500 beds by December 2020.

3.1.2. 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. In September 2019 the peak population of non-local Project personnel working on rotational schedules was 1,111 (up from 623 in June 2019) and all workers were housed by the Project in Open Lodge accommodations. The total workforce employed by the Project is greater than this number due to a portion of non-local workers rotated off-shift at any given time and due to local area residents also making up a proportion of the workforce. In September 2019, there were 520 workers from local communities employed by the Project (up from 339 in June). The Project has limited the number of relocated workers and families provided with housing in Kitimat with a total of 28 relocated Project staff accompanied by a total of 7 adult partners and 7 school aged children as of Q3 2019.

Looking ahead, the Project's non-local 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 non-local Project workforce housed at Cedar Valley Lodge 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 continues to have 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.

4.1.1. Project Community Engagement

Table 4 below outlines a range of engagement activities carried out by LNG Canada and its Prime contractor JFJV during Q3 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 4 Project Community Engagement during Q3 2019

Engagement Type	Activities During Q3 2019
Community Feedback Process	589 instances of feedback were tracked through various channels, the vast majority pertaining to employment or business opportunities. During this period 19 concerns or complaints were received and addressed and of these, 10 were pertaining to community level infrastructure & services (9 for traffic, 1 for community health)
Project Website and Facebook page	www.jfvkitimat.com for online construction updates, employment and contract opportunities. Follow JFJV Kitimat on Facebook (1,482 followers)
Project Resource Centre	Walk in Project Resource Centre located at 234 City Centre, Kitimat in the mall, open Mon- Fri
Social Management Roundtable	Q2 meetings held in Kitimat July 30, 2019 (4 working groups: 54 community, First Nations and government participants / 13 project team participants). Q3 meetings held in Terrace November 5, 2019 (3 working groups: 35 community, First Nations and government participants / 13 project team participants)
Open Houses	Community Open Houses held October 1 in Kitimat (~350 participants) and October 2 in Terrace (275 participants)

4.1.2. Engagement to Support CLISMP 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 CLISMP 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. Strategic Social Investments

LNG Canada works closely with local municipalities, First Nations communities and not-for profit organizations to partner on sustainable programs that strengthen community resilience and enhance Project mitigation efforts. One example of this is a five-year funding commitment over the duration of Project construction to support Tamitik Status of Women and Kitimat Community Development Centre with operational funds to support delivery of services through the Cornerstone centre. The shared location serves as a hub in the community for individuals who are homeless or at risk of homelessness, to access necessities such as food, soap and feminine hygiene products, as well as services that can reduce the risk of homelessness or work towards housing.





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 during Q3 2019:

- The Project does not provide Living Out Allowances (LOA) to the workforce
- Non-local workers follow a job rotation system (primarily 14-days on/7-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 LNG Canada non-local staff are also housed at Haisla Town Centre apartments
- LNG Canada 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 will begin to house 1,500 workers in May 2020, increasing capacity by 1,000 per quarter until a capacity of 4,500 beds is reached.

Appendix C provides the Project's CLISMP monitoring metrics for housing and accommodations. During Q3 2019, all non-resident Project workers were accommodated at either Sitka Lodge or Crossroads Lodge. On average, the Project occupied 70% of rooms at the open lodges, which include JFJV and LNG Canada non-local workforce, as well as personnel travelling to Kitimat on business trips and subcontractors in the final stages of contract placement. In addition, a total of 28 Project staff and their families (7 spouses and 7 children) had relocated to Kitimat by September 2019.

6.1.2. Community Reporting

Key Q3 2019 trends in housing and accommodations identified from community reporting:

Region

- Slightly lower hotel and motel occupancy rates (-2% decrease), however higher Average Daily Rate (ADR) (18% increase) compared to Q3 2018
 - Hotels and motels in the region experienced average occupancy rates of 61% in Q3 2019
- Hotel, motel, and Airbnb units remain available to visitors; starting in October, the Project is temporarily housing some of its workforce in hotels in both Kitimat and Terrace
- Increase use of temporary shelters
 - Shelters consistently operating at or over capacity
 - Lack of affordable and safe housing in Kitimat and Terrace



Kitimat

- Continual ramp-up of direct LNG Canada workforce and other workers housed in open lodges (effectively full at end of Q3 2019 with 1,524 occupants⁴)
- In October 2019, there were 148 available apartment units (23% vacancy rate) with 49 of those being furnished 2 bedroom apartments, with average rent of \$2,577 (BRA 2019)
- Increased furnished units and rent in Kitimat, and year over year decrease in rental vacancy rate
- Housing prices have increased by 47.5% since Q3 2018 (average price: \$393,588)

Terrace

- 65 online listings⁵ were available in October 2019 (BRA 2019), however there is insufficient data to calculate Terrace vacancy rates for Q3 2019
- Housing prices increased by 17.6% since Q3 2018 (average price: \$391,279)
- Increase in shelter use by persons from outside the region
- Terrace Homeless Report (April 2019) found top barriers to housing⁶ as rent too high (50%), income too low (35%), addictions (16%), and no suitable housing (16%) (COT 2019)

6.1.3.SMR Feedback

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

- Community members continue to hear anecdotally that Living Out Allowance (LOA) are being paid, despite LNG Canada's policy of not providing LOA. A broader communications effort is desired.
- Clarification needed regarding resources available to tenants and landlords, both commercial and residential, through online education and workshops by BC Housing and the Residential Tenancy branch.
- Concerns raised around workforce accommodation capacity and the temporary Project measure of housing workers in area hotels. Priority considerations: identify if there are any safety concerns, make feedback mechanisms readily available to hotels where workers are staying.
- LNG Canada was asked if the worker Code of Conduct is a public document.
- Tamitik Status of Women in Kitimat shared information on the services they provide through the Cornerstone partnership funded, in part, by LNG Canada.
- DOK indicated its Housing Action Plan Needs Assessment is underway, recognizing the current discrepancy of high vacancy rates and high rental rates compared with a history of low vacancy rates and declining building values. This work will support a long-term housing strategy.
- BC Housing is working on several housing projects in the region. Views were expressed about the opportunity to better balance the location of social housing Projects between Terrace and Kitimat.

⁴ Open lodge peak occupants include both guests and staff.

⁵ 21 listings for houses, 19 listings for suites, 15 listings for rooms, and 13 rowhouse listings.

⁶ Respondents were able to provide more than one answer to this query.



- Shared sentiment that the temporary emergency shelter in Kitimat is not appropriate to address the full extent of the needs in that community, and a year-round shelter or housing project should be considered.

6.1.4. Discussion

All indicators show that the Project has managed its direct demand on the local housing market by housing all 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. The temporary use of hotels to accommodate workers started in October 2019 and is not reflected in monitoring statistics for hotel occupancy levels for Q3 2019.

Increased economic development in the region is resulting in changes to the housing market, as evidenced by decreased short-term accommodation vacancy and increased prices, lower rental vacancy and increased average rent (observed in Kitimat), and elevated demand for social housing in both communities. Feedback from the SMR meeting indicated that the availability of affordable 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 indicating 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 suitable and affordable housing in both Terrace and Kitimat. BC Housing has identified a number of initiatives underway to address this issue. In addition, DOK requires that all workforce accommodations lodges (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 in available funds (DOK 2014).

The SMR identified a number of actions items to help track and/or manage changes in housing and accommodations in the region (see Table 5 in Section 7). Outside of efforts to monitor the workforce staying at hotels, no additional Project mitigation measures were identified in the SMR meeting.

6.2. Community Health

6.2.1. 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)
- 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
- Implementation of site-specific Health Plans in coordination with Northern Health

The Project strives to have little to 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 Q3 2019 the Project recorded two occupational injuries and eighteen non-occupational injuries requiring treatment in local hospitals. There were four occurrences of communicable disease (gastrointestinal infections) requiring notification to Northern Health. Other incidents were addressed by the Project's first aid and medical staff.

6.2.2. Community Reporting

Community health is influenced by access to health services. LNG Canada is working 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.

Community health also focuses on people and their role as determinants of their own and other people's health. Determinants of health are the broad range of personal, social, economic and environmental factors that influence individual and population health. Income is a key social determinant and can have a positive or negative influence on well-being. Economic indicators are not considered within the scope of the CLISMP and are not currently monitored. However anecdotal evidence suggests the increase in overall economic activity may be directly affecting many residents in the Kitimat-Terrace area including neighbouring First Nations communities because of an increase in disposable income.

Determinants of health monitored within the scope of the CLISMP include accessible housing, use of medical services, and trends in crime incidents. Measuring changes in demand for housing and emergency response services can suggest changes in community health or population. It is assumed that the availability and accessibility of community infrastructure and services would influence personal and community health.

Key Q3 2019 trends in community health indicators identified from community reporting are:

- General stress on the community
 - Lack of affordable housing and increased homelessness in Kitimat
 - Continued high demand for affordable housing and shelters in Terrace
 - Increased in-migration into Terrace and Kitimat
- Higher number of crime incidents
 - 23% increase in Kitimat crime incidents¹⁰ between Q3 2018 and Q3 2019
 - 37% increase in Terrace crime incidents¹⁰ between Q3 2018 and Q3 2019
- Increase use of temporary shelters
 - High rental costs affecting vulnerable populations
 - Lack of affordable and safe housing in Kitimat and Terrace, resulting in longer stays at shelters



6.2.3.SMR Feedback

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

- Acknowledgment that Terrace hotels are now being utilized for workers, recommendation for the Project to do outreach with Mills Memorial Hospital in addition to existing efforts with Kitimat General Hospital.
- Request for crime incidents to be broken into types of criminal offenses if the data allows for this.
- Request that clear distinction be made between Terrace and Kitimat statistics to help with advocacy and planning for resources (RCMP, BCEHS). Data has been showing greater impact in Terrace specific to increased overdose call volume.
- Terrace is experiencing an increase in alcohol and drug use, and related mental health incidents. A bylaw compliance officer was assaulted twice within a week. Additional stories were shared of Terrace residents experiencing property crime, aggressive behaviour, etc. Similar observations are being made in Kitimat, but to a lesser extent.
- The Project should include population when tracking illnesses/injuries over time so the rate can be understood within the context of a growing population. For example, increased illnesses/injuries may not indicate an increase in the rate of occurrences if the population is also increasing at a similar pace.
- Northern Health illustrated proxy indicators that could support monitoring of alcohol / mental health and addictions issues and will follow up to provide additional guidance. Indicators for consideration include:
 - 1) single vehicle nighttime crashes;
 - 2) late night violent crimes and sexual assaults; and
 - 3) late night emergency room visits by single males.
- Social housing, shelters, and related support programs are over capacity, while Support services staffing levels remain constant, which has created additional safety issues for staff. Structural changes and additional mental health training for staff have been in the absence of adequate funding/resourcing.
- Discussion around community cannabis use increasing with the opening of two new cannabis stores and whether or not this might impact data. Currently no data exists to show that cannabis use has skewed data sets. LNG Canada confirmed that legal cannabis use is still prohibited under the Project Drug & Alcohol policy
- The Project explained some elements of its Drug & Alcohol policy and committed to providing additional information on access to programs and support systems for those in need.
- Discussion around the ability of Northern Health's Mobile Unit to offset impacts to Terrace Hospital as the regional health centre and whether a second mobile unit is required
- Broader issue of lack of health and safety workers for the region, including first responder programs, fire department, etc. There is a wage parity issue. Cross training and subsidies were two suggestions to be explored as part of a broader solution.
- Suggestion to provide ambulance services employment opportunities and information to project medic applicants as an optional path of employment.
- EXTERNAL PRESENTATION: Janis Shandro presented on Health Impact Assessment (HIA) Framework. Kitselas is separately undertaking this process. A case study was shared on "Special Economic Zone"



approach to development and Health Impact Assessment, which could provide insights to the Province when considering the level of unprecedented development in Kitimat-Terrace area.

- Discussion around how Health Impact Assessment can drive community-centred planning beyond the potential impacts of one Project recognizing every community has different needs. A priority should be shifting the focus of efforts to positive impact and asking what can the community do to bring positive change?

6.2.4. Discussion

In the absence of currently available health services utilization data, it is assumed that the low number of reported Project workforce using local health services means that the Project's direct demand on health services is low. 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 Q4 SMR meeting.

LNG Canada continues to build an understanding of community health, including social determinants, through its monitoring and feedback efforts with several municipalities and First Nations communities. Efforts will continue towards identifying gaps or vulnerabilities that can be collectively addressed to enhance resilience to indirect and induced effects related to the Project and to overall economic growth in the region.

The SMR identified a number of action items to help track and/or manage changes in community health in the region (see Table 5 in Section 7). No additional Project mitigation measures were identified in the SMR meeting.

6.3. Traffic

6.3.1. 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
- Residents from the local Kitimat – Terrace area who work on the Project 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 LNG Canada continue to work with DOK to minimize local traffic impacts from the Project, including parking
- 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 In Vehicle Monitoring System



Appendix C provides the Project's CLISMP monitoring metrics for traffic. In Q3 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 Park'n Ride lots in Kitimat and Terrace. Shuttles moving out-of-town workers between the airport and Kitimat remained constant. Data was not available for the reporting period to capture shuttle movements from the Project site to Workforce Accommodation Centres or other locations in Kitimat. There were nine Traffic-related concerns or complaints raised with the Project during Q3, each of which was addressed within 10 business days.

The volume of commercial flights utilized by the Project through Northwest Regional airport continued to increase during Q3 2019, while a steady volume of the Project's workforce (crews working for Bird-ATCO) were transported by charter rather than commercial carriers during the same period. The Project will transition the majority of the workforce to charter flights in 2020.

6.3.2. Community Reporting

Key Q3 2019 trends in traffic identified from community reporting are:

Kitimat

- 26% increase in Monthly Average Weekday Traffic (MAWDT⁷) at Traffic Monitoring Site P-47-8NS on Highway 37⁸ between Q3 2018 and Q3 2019
- No other traffic data is available for the reporting period

Terrace and Region

- 21% increase in commercial air passengers at the Northwest Regional Airport (YXT) since Q3 2018
- 24% increase in YTD⁹ YXT air passenger volume compared to 2018
- More commercial flights were added by Air Canada over Q3 (YXT 2019)

6.3.3. SMR Feedback

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

- Discussion around traffic management mitigations, including In-Vehicle Monitoring Systems (IVMS) required for all workers carrying out driving activities on the LNG Canada Project, including all contractors.
- Specific discussion around DOK parking and traffic impacts. LNG Canada and JFJV are working on adaptive measures and will record and share learnings with the SMR from these instances.
- MOTI and DOK contributed to the discussion around traffic monitoring, available data and other measures put in place. DOK indicated a new traffic light is being installed in Kitimat early next year and additional monitoring locations could be considered. In addition, DOK will start a Traffic Impact Assessment in Q1 2020 for the intersection of Nalabila and Hwy 37 (open action item from Q2 2019).

⁷ MAWDT (Monthly Average Weekday Traffic): Refers to the average daily traffic calculated from Monday to Thursday over a one-month period. Fridays are excluded from the calculation as they tend to have traffic patterns that do not match other weekdays. Refer to "Permanent Count Statistics" definition for description on how this value is calculated.

⁸ Traffic Monitoring Site P-47-8NS-NY is located on Route 37, 0.8 km south of Oolichan Ave, Kitimat.

⁹ The year-to-date (YTD) reporting period is January to September.



- Raised the issue of winter driving and likelihood of Highway 37 closures during extreme weather events (Hwy 37 was closed for 36-hrs a few years ago in response to a single heavy snowfall event). Pre-planning is needed, involving road transport authorities and emergency responders.
- Two vacancies were noted for regional traffic reconstructionist (collision investigator) roles based in Terrace. These experts are deployed in the event of a road traffic incident that results in fatality or when an act of criminal nature is suspected. Currently, the nearest investigator would be deployed from Prince George, which could result in highway closure of restricted roadway use for 6-8hrs or more.

6.3.4. Discussion

Current (2019) traffic volumes in Kitimat, Terrace, and along Highway 37 are only available for the MOTI Traffic Monitoring Site P-47-8NS (0.8 km south of Oolichan Ave, Kitimat). By enforcing shuttle transit for local workers, the Project limited the use of personal vehicles on local roads, and only a small proportion of the increased traffic is directly attributable to the Project (estimated at less than 4% of total volume). The Project resulted in one traffic related incident/near miss in 3Q 2019, and nine traffic related complaints/ concerns from the public.

There was a 21% increase in Q3 2019 air traffic through YXT compared to Q3 2018. In Q3 2019, the Project directly accounted for approximately 5% of commercial passengers transiting through the airport. The addition of flights by commercial carriers, and the movement of people resulting from induced economic activity, may account for some of the increase in air traffic over the third quarter.

The SMR identified a number of action items to help track and/or manage changes in traffic in the region (refer to Table 5 in Section 7). No additional Project mitigation measures were identified in the SMR meeting.

6.4. Emergency Response

6.4.1. 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 Q3 2019, the Project recorded two incidents requiring ambulance service calls and one RCMP service call to Project site. No Fire calls or medical evacuations from site were required. The mandatory requirement for all workers to complete training and sign a worker's code of comment came into effect May 15, 2019. During Q3 2019 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 that did not complete Worker code of conduct training at that time. On average, 72% of workers were reported to have completed cultural awareness training during Q3 2019. 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%.

6.4.2. Community Reporting

Key Q3 2019 trends in emergency services identified from community reporting are:

Kitimat

- 14% increase in RCMP calls for service compared to Q3 2018, and 23% increase in crime incidents¹⁰, excluding false alarms and mental health files
- -28% decrease in Kitimat Fire and Ambulance Service (KFAS) fire-related calls since Q3 2018
- -2% decrease in medical-related calls to KFAS, year over year since Q3 2018

Terrace

- 18% increase in RCMP service calls compared to Q3 2018, and 37% increase in crime incidents¹⁰, excluding false alarms and mental health files
- Peak RCMP calls for service in August (>1,500 calls)
- 35% increase in Terrace Fire Department calls compared to Q3 2018
- 9% increase in total calls to Terrace ambulance services (BCEHS), and 33% increase in urgent calls requiring lights and sirens response since Q3 2018

6.4.3. SMR Feedback

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

- Increase of emergency responder call volumes in Terrace, call waiting is occurring. Kitimat is sending crews to Terrace. No negative impact to Indigenous communities has been noted at this point. Additional resources/funding are required to adequately manage the volume.
- Emergency service providers in Kitimat are working very well with Kitimat Village who have built up their own staff (nearly 30 volunteers). Working relationship is very good, working hand in hand.
- Infrastructure such as utilities was raised as a gap. It was noted that the Community Amenities session is held at a less frequent rate, but may be the appropriate forum for infrastructure discussions, with the next one to be held in February.
- Wage disparity across the service sector and resourcing gaps for first responders and other emergency services continues to be a priority issue that requires the involvement of all levels of government.

¹⁰ Total crime incidents include all founded general occurrences within the Jurisdiction and exclude false alarms and mental health files and 911 false / abandoned calls.



- Emergency responders provided anecdotal trends: increased drug use, demographics are varied and include men and women ranging in ages from 16-60; including abuse of prescriptions.
- A lack of Terrace RCMP support services was noted. Anecdotal examples shared of sheds being broken into, along with other property theft crimes. Funding, resource availability and demand projections are all areas of challenge to address changing community crime profile over the short, mid, and long-term.

6.4.4. Discussion

Increasing emergency response service calls were experienced in both Kitimat and Terrace in Q3 2019, with less than 2% of the Kitimat calls directly attributable to the Project. During Q3, only three Kitimat service calls were made to the Project site. Privacy laws limit the ability of RCMP to attribute any offsite incidents directly to the Project workforce and it was acknowledged that the Project is unable to monitor the behavior of its workforce while off shift. First responders indicated that increased crime incidents and demand for emergency services are expected and these trends were also observed during previous major construction projects in the region.

RCMP from both Kitimat and Terrace indicate there has been an increase in temporary population as they see more and more unfamiliar faces and out-of-town addresses. The increase in alcohol impaired drivers in Kitimat is believed to be related to the increase in temporary population. Anecdotally, emergency responders indicated there has been an increase in illicit drug use in the community, particularly methamphetamine, which has been uncommon in the region prior to 2019.

The SMR identified a number of actions to help track and/or manage changes in emergency services in the region (refer to Table 5 in Section 7). No additional Project mitigation measures were identified in the SMR meeting.

6.5. Community Amenities, Utilities and Education

Not reported for Q3 2019. This working group only convenes every six-months. The next Community Amenities, Utilities, and Education working group meeting will take place in Terrace on February 5, 2020.

7. SMR Summary and Actions

On November 5, 2019, 35 participants representing communities, First Nations and government, along with 13 Project team members joined LNG Canada Social Management Roundtable meetings to ask questions and to provide feedback and insights. During the meetings, the BC government committed to coordinating within the provincial government to discuss, align and determine appropriate actions for those items that may be indirect effects beyond the scope of what the LNG Canada Project is expected to directly address.

Table 5 summarizes the Action Items identified during the Q3 2019 SMR session for the LNG Canada Project team and SMR participants. Table 6 outlines a list of Follow up Discussion Items for BC Government.



Table 5 Summary of Q3 2019 SMR Working Group Action Items

#	Working Group	Responsible Party	Action
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.
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.
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.
2019-Q3-1	Housing & Accommodations	LNG Canada Project Team	Recommendation to breakdown workforce accommodation monitoring data by contractor and location
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.
2019-Q3-3	Housing & Accommodations	LNG Canada Project Team	Confirm if the Code of Conduct can be shared as a public document.
2019-Q3-4	Housing & Accommodations	SMR Participants	Make use of the LNG Canada Project community feedback email address (info@ifivkitimat.com) to share concerns
2019-Q3-5	Housing & Accommodations	LNG Canada Project Team	Consider current information distribution channels and additional channels through which community feedback contact information can be shared.
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.
2019-Q3-7	Housing & Accommodations	LNG Canada Project Team	Confirm if housing prices are included in the data set / pre-read.
2019-Q3-8	Housing & Accommodations	LNG Canada Project Team	Review how effectively the Project is communicating its "No LOA" policy, intended to limit speculation and renovation activity in rental accommodations.
2019-Q3-9	Housing & Accommodations	BC Housing	Provide list of regional housing projects underway (status, location, timeline) to be shared with SMR participants.
2019-Q3-10	Housing & Accommodations	SMR Participants	Flag to Project Team whether sensitives exist with regard to provided data being shared outside of the SMR.
2019-Q3-11	Community Health	LNG Canada Project Team	Consider routine outreach efforts with Terrace Hospital in addition to Kitimat Hospital.
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.
2019-Q3-13	Community Health	LNG Canada Project Team	Recommendation to report Terrace and Kitimat data sets as separate and distinct where possible.
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.



#	Working Group	Responsible Party	Action
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.
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.
2019-Q3-17	Community Health	Northern Health	Consider providing data from mobile unit service to support SMR monitoring needs
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.
2019-Q3-19	Community Health	LNG Canada	Schedule a separate meeting with First Nations Health Authority prior to the next SMR session in February 2020.
2019-Q3-20	Traffic & Emergency Response	LNG Canada Project Team	Clarify extent of In-Vehicle Monitoring System (IVMS) requirements across all contractors and shuttles.
2019-Q3-21	Traffic & Emergency Response	SMR Participants	Submit Coastal Gas Link-specific questions, as appropriate. LNG Canada will work with CGL to coordinate responses.
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.
2019-Q3-23	Traffic & Emergency Response	LNG Canada Project Team	Recommendation to include Project road and air traffic projections in the data.
2019-Q3-24	Traffic & Emergency Response	Ministry of Transportation and Infrastructure	Recommendation for additional traffic monitoring locations.
2019-Q3-25	Traffic & Emergency Response	LNG Canada Project Team	Confirm whether data set for traffic monitoring includes hourly breakdown/peak times/etc.
2019-Q3-26	Traffic & Emergency Response	LNG Canada Project Team	Share details of Project winter traffic management and emergency preparedness plans.



Table 6 Q3 2019 SMR Follow Up Discussion List for BC Government

SMR Working Group	Items for Follow up Discussion
Housing & Accommodations (MAH, BC Housing, CMHC)	<ul style="list-style-type: none"> • Connect with key agencies on whether the Province has programs to address rent seeking¹¹ behaviour in Kitimat – recognizing the need for affordable rental rates in Kitimat. • Work with CMHC to determine if there is any available, unpublished data on vacancy rates in Kitimat (Kitimat population currently below threshold) • Explore opportunities for potential tenant and landlord workshops and to provide materials and resources for individuals at risk of homelessness • Connect with BC Housing and Northern Health to better understand community experiences and impacts resulting from implemented housing projects in Terrace • Investigate the status and planning for regional social housing and shelters – recognizing the feedback on different level of availability/resourcing between Kitimat and Terrace • Determine if there is a Provincial role in long-term local government planning for housing and accommodation in light of ongoing Kitimat industrial development • Determine if there is a Provincial role in providing protections for commercial tenants (non-profits often rent commercial space).
Community Health (Northern Health, Justice)	<ul style="list-style-type: none"> • Connect on the process by which RCMP and other emergency services resources are allocated to communities (both provincial and municipal resourcing) • Connect with Ministry of Health on programs available to address increased occurrences of illicit drug use in the community • Follow up on Health Impact Assessment experience, including the use of Special Economic Zones (shared by Janis Shandro of Kitselas)
Housing & Accommodations / Traffic & Emergency Response	<ul style="list-style-type: none"> • Connect with key agencies on impacts to service workers and service sector in light of increased housing costs and wage disparities

7.1. Next SMR Meeting

Building on participant recommendations for strengthening the SMR process, future meetings will continue to be structured in a way that makes the data accessible to participants in advance of the sessions and strives to condense

¹¹ In this instance, rent seeking is used literally to refer to the practice of landlords withholding vacant rental units from the market, presumably with the hope of securing much higher rents as demand increases.



the front-end introduction of each session. This allows for the majority of the time to be spent on priority areas: 1) interfacing with LNG Canada project team members directly, and 2) having robust discussions with other SMR participants to highlight what is working well, share ideas and stories, validate information, ask questions and raise concerns.

With the increased presence of the LNG Canada Implementation Secretariat and the introduction of the Follow Up Discussion list, priority will be given to maintaining and tracking both the Action Items list and the items on the Follow Up Discussion list, between quarterly sessions.

The next SMR meeting will take place on February 4-5, 2019 in Terrace for the Q4 2019 monitoring period.

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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)



Appendix B 2019 Q3 SMR WORKING GROUP PARTICIPANTS

Community	Organization	Attendees
Housing and Accommodations Working Group		
Project Team	LNGC	Nina Arvanitidis (Social Performance), David O Donnell (Construction), Jenn Prochera (Community Relations), Hope Regimbald (Indigenous Relations), Denaige McDonnell (HSSE), Ilyas Begaliyev (Real estate), Patti Schom-Moffat (Communications)
	JFJV	Daria Hasselmann (Community Impacts), Rebecca Boys (External Relations), Isaac Thompson (Health)
	Support	Frank Bohlken (Stantec), Lucy Shen (Stantec), Jennifer Davies (Earnscliffe), Rachel Klassen (Earnscliffe)
First Nations	Haisla	Lucille Harms
	Kitselas	Chris Apps, Janis Shandro
District of Kitimat	DOK	Gwendolyn Sewell, Warren Waycheshen
	Tamitik Status of Women	Linda Slanina, Michelle Martins
City of Terrace	City of Terrace	Deklan Corstanje, Heather Avison
	Ksan House Society (Victim Services)	Amanda Bains
Province of BC	LNG Canada Implementation Secretariat	Rachel Shaw, V-David Angus
	Northern Health	V-Melissa Aalhus
	Municipal Affairs & Housing	V-Carol-Anne Hudson
	BC Housing	Valerie Hare
NOTE: V -indicates Virtual participation		

Community Health Working Group		
Project Team	LNGC	Nina Arvanitidis (Social Performance), David O Donnell (Construction), Jenn Prochera (Community Relations), Hope Regimbald (Indigenous Relations), Denaige McDonnell (HSSE), V-Stephanie Mah (Shell Health), Patti Schom-Moffat (Communications)
	JFJV	Daria Hasselmann (Community Impacts), Isaac Thompson (Health)
	Support	Frank Bohlken (Stantec), Lucy Shen (Stantec), Jennifer Davies (Earnscliffe), Rachel Klassen (Earnscliffe)
First Nations	Haisla	Lucille Harms
	Kitselas	Chris Apps, Janis Shandro
	Metlakatla	Anna Osborne
Kitimat	DOK/ KFAS	Trent Bossence
	Kitimat RCMP	V-Stu Egers



Terrace	City of Terrace	Deklan Corstanje, Heather Avison
Province of BC	LNG Canada Implementation Secretariat	Rachel Shaw, V-David Angus
	Northern Health	Raina Fumerton, V-Melissa Aalhus, V-Lindsay Seegmiller
	Municipal Affairs & Housing	V- Kris Nichols + V-Carol Anne Hudson
	BC Emergency Services	Cheryl Spencer, V-Deb Trumbley
	Worksafe BC	Lawrence Joice
	RCMP	V-Alanna Dunlop
NOTE: V -indicates Virtual participation		

Traffic and Emergency Response Working Group		
Project Team	LNGC	Nina Arvanitidis (Social Performance), David O Donnell (Construction), Hope Regimbald (Indigenous Relations), Jenn Prochera (Community Relations), Denaige McDonnell (HSSE), Stephanie Mah (Shell Health), Ilyas Begaliyev (Real Estate)
	JFJV	Daria Hasselmann (Community Impacts), Isaac Thompson (Health)
	Support	Frank Bohken (Stantec), Lucy Shen (Stantec), Jennifer Davies (Earncliffe), Rachel Klassen (Earncliffe)
First Nations	Haisla	Lucille Harms
	Kitseles	Chris Apps, Janis Shandro
District of Kitimat	DOK/ KFAS	Trent Bossence, Alex Ramos-Espinoza
	Kitimat Community Services Society (Victim Services)	Cyndi McIntosh
	Kitimat RCMP	Stu Egers
City of Terrace	City of Terrace	Deklan Corstanje, Heather Avison, Dave Jephson
	YXT	Dave Kumpolt, Carman Hendry
	RCMP	Jayson Lucash, Rob Mitchell
Province of BC	LNG Canada Implementation Secretariat	Rachel Shaw, V-David Angus
	Northern Health	Raina Fumerton, V-Melissa Aalus
	Municipal Affairs & Housing	V-Kris Nichols + V-Carol-Anne Hudson
	MOTI	Dan Baker
	BC Emergency Health Services	Cheryl Spencer
	ICBC	Doug Macdonald
Worksafe BC	Lawrence Joice	
NOTE: V -indicates Virtual participation		

Appendix C PROJECT REPORTING Q3 2019

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

Table C-1 Project Reporting for the Housing & Accommodations Social Management Plan

Workforce Housing & Accommodation	June	July	August	September
Local (resident) workforce	339	387	468	520
Project non-local workforce staying at Sitka & Cross Roads Open Lodges (peak beds)	62312	735	1,018	1,111
Project staff re-located to Kitimat, presently staying in company provided housing	2513	25	27	28
Accompanying Adults of relocated Project staff	10	7	7	7
Accompanying School-aged children of relocated Project staff	9	8	7	7
Number of housing related concerns or complaints	0	0	0	0

Table C-2 Project Reporting for the Traffic Social Management Plan

Project Road & Air Traffic	June	July	August	September
Number of daily Project bus trips from Northwest Regional Airport (YXT) to Kitimat (avg. passengers/day) ¹⁴	not reported	8	8	8
Number of daily Project bus trips from Terrace Park & Ride to Kitimat (avg. passengers/day)	2 (14)	2 (14)	2 (25)	2
Number of daily Project bus trips from Kitimat and Kitimaat Village Park & Ride to Site (avg. passengers/day)	not available	9 (25)	14 (43)	20
Number of daily Project bus trips to Kitimat local pick-up points (avg. passengers/day) ¹⁵	21 (38)	not reported	not reported	not reported

¹² Only Sitka Lodge was used as workforce accommodation in June 2019. Use of Crossroads Lodge began July 2019.

¹³ Methodology updated for measuring Project staff who have re-located to Kitimat (presently staying in company provided housing). This value was previously reported as 7 in Q2 and has been revised upwards to 25 for the same quarter. Values similarly adjusted for Accompanying Adults and School aged children of relocated Project staff.

¹⁴ Number of daily Project bus trips from YXT to Kitimat was not reported in Q2. Average number of passengers per day on Project bus trips from YXT to Kitimat was not reported in Q3.

¹⁵ Number of daily Project bus trips to Kitimat local pick-up points (avg. passengers/day) was not reported in Q3



Project Road & Air Traffic	June	July	August	September
Number of Project bus trips from Project Site to Sitka Lodge (avg. passengers/day) ¹⁶	28 (360)	not reported	not reported	not reported
Number of road transport-related incidents and near misses	0	0	1	0
Number of Project personnel on commercial flights through airport per month	1276	1029	1240	1599
Number of Project personnel on charter flights	349	280	351	304
Provision of project transportation plans to transportation authorities	0	0	0	2
Notifications to service providers and the public regarding scheduling of transportation equipment	0	0	0	0
Number of meeting with transportation authorities on traffic management, congestion and road safety	0	0	0	2
Number of traffic related concerns or complaints	3	5	3	1

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

Project Emergency Response & Health ¹⁷	June	July	August	September
Number of ambulance service calls to site	2	0	0	2
Number of fire department service calls to site	0	0	0	0
Number of RCMP service calls to site	0	1	0	0
Number of meetings held to coordinate and plan emergency response	0	0	0	3
Number of emergency response related concerns or complaints	0	0	0	0
Number of workplace occupational injuries and illnesses requiring treatment at local hospitals	3	2	0	0
Number of workplace non-occupational injuries and illnesses requiring treatment at local hospitals	0	4	4	10
Number of workplace injuries or illnesses requiring medevac ¹⁸	0	0	0	0

¹⁶ Number of Project bus trips from Project Site to Sitka Lodge (avg. passengers/day) was not reported in Q3

¹⁷ Health & Emergency Response metrics are compiled from 4 sources: JFJV; LNGC (CPI contractors); Sitka Lodge medical services provider and Crossroads Lodge medical services provider

¹⁸ Medical evacuation, or "medevac", is the timely and efficient movement with medical care provided by medical personnel to injured being evacuated from the scene of an accident to receiving medical facilities, or to patients at a rural hospital requiring

Joint venture companies



Project Emergency Response & Health ¹⁷	June	July	August	September
Number of recordable occupational injuries ¹⁹	2	2	0	0
Number of recordable non-occupational injuries	0	0	0	0
Number of notifications to health authorities for occurrence of communicable illnesses/diseases	1	1	1	2
Percentage of workers who have signed the Worker Code of Conduct (launched May 2019) ²⁰	136%	229%	117%	175%
Percentage of workers who have completed Cultural Awareness Training ²¹	68%	65%	44%	106%
Number of community health related concerns or complaints	0	0	0	1

urgent care at a better equipped facility using medically equipped ground vehicles (ambulances) or aircraft (air ambulance) either helicopter or fixed wing air crafts.

¹⁹ JFJV follows OSHA (Occupational Safety and Health Administration) 1904 Recordkeeping Guidelines regarding work relatedness, injury classification, and interpretation. We also make sure that there is consistency with our obligations to report to WorkSafeBC on occupational injuries and illnesses for JFJV employees. Contractors are responsible for their recordkeeping and reporting requirements to WorkSafeBC injuries and illnesses of their worker(s).

²⁰ 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. This number will reflect higher than 100% until the gap is successfully closed.

²¹ 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.