

# Community Feedback Process

**Cedar LNG Project** 

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#### **REVISION HISTORY**

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A	Cedar Review	19/10/23
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### 1.0 Introduction

Cedar LNG Partners LP, by its general partner Cedar LNG Partners (GP) Ltd. (Cedar), a Haisla Nation-led partnership with Pembina Pipeline Corporation (Pembina), is planning to construct and operate a liquefied natural gas (LNG) export facility within the District of Kitimat, British Columbia (BC) (the Project). The LNG facility will have the capacity to liquify up to 400 million standard cubic feet per day (11.33 million cubic meters per day) natural gas to produce LNG for export.

The Project is subject to the requirements of the provincial *Environmental Assessment Act* and federal *Impact Assessment Act* and underwent a comprehensive environmental assessment from 2019 to 2023. Cedar received an environmental assessment certificate (EAC) under the *Environmental Assessment Act* (EAC #23-01) on March 13, 2023 and a positive Decision under the *Impact Assessment Act* on March 15, 2023.

This Community Feedback Process has been prepared to address Condition 11 of EAC #E23-01 as well as Condition 9 of the Decision Statement. A table of concordance demonstrating how these conditions have been met is provided in Appendix A.

The locations of the Project components relevant to this this Community Feedback Process are shown on Figure 1 and consist of:

- A floating liquefied natural gas (FLNG) facility, marine terminal and supporting infrastructure located within District Lot 99, a portion of the adjacent water lot (Lot A District Lot 5469), and an area of submerged Crown land.
- An approximately 8 km long transmission line within a 45 m wide right-of-way that crosses un-surveyed Crown land and two parcels of private property between the Marine Terminal Area and BC Hydro's Minette Substation.

This Community Feedback Process also covers shipping along the marine shipping route shown on Figure 2.

### 1.1 Objectives

Cedar is committed to constructing, operating, and decommissioning the Project in a manner that reduces effects on local communities. As part of this commitment, Cedar will implement a Community Feedback Process that provides opportunities for members of communities adjacent to project activities to seek information and share feedback as well as have inquiries addressed in a timely manner.

The objectives of the Community Feedback Process are as follows:

- Achieve consistency and compliance with provincial and federal conditions required as part of the EAC and Decision Statement.
- Establish a communication framework for local communities to enquire for information and share feedback regarding the Project.
- Outline relevant procedures for Cedar to appropriately consider community-related feedback and adjust mitigation measures or develop new measures.
- Describe the mechanism to report out on outcomes of Community Feedback Process.



The Community Feedback Process is expected to evolve over time as the Project advances and based on feedback from Indigenous Nations and community groups.

### **1.2 Roles and Responsibilities**

Implementation of the Community Feedback Process is the responsibility of Cedar with support from its contractors. Roles and responsibilities of Cedar and its contractors are described below.

#### 1.2.1 Cedar

Cedar will:

- Develop, implement, and maintain the Community Feedback Process.
- Lead communication and consultation with Indigenous Nations, stakeholders, and members of the public who provide feedback on the Project.
- Provide communication tools as described in the Community Feedback Process for the submission of feedback.
- Track and record feedback within 48 hours of receiving the feedback.
- Respond to feedback, where a response required, within seven days.
- Prepare summary reports at the frequency specified in the Community Feedback Process and report to Indigenous Nations, Northern Health, and the Environmental Assessment Office regarding feedback received and action taken.
- Analyze and investigate grievance-related feedback in accordance with the Community Feedback Process, and lead development and implementation of modified or additional mitigation or followup measures, where required, to respond to grievance-related feedback.
- Make Cedar staff and contractors aware of the Community Feedback Process as well as the requirement for compliance with the Community Feedback Process.
- Engage with Indigenous Nations and interested parties regarding feedback, summary reports and potential adjustments required for the Community Feedback Process to improve community feedback.
- Develop and implement processes for Cedar employees to raise concerns (see the Gender Equity and Diversity Plan).

#### 1.2.2 Contractors

Contractors will:

- Identify personnel who will be liaising with Cedar regarding implementation of the Community Feedback Process.
- As deemed necessary by Cedar to resolve community-related grievances or feedback, undertake applicable developed, modified, or additional mitigation measures.
- Inform Cedar should any feedback be provided to the contractor directly and share feedback with Cedar for documentation and follow up purposes. As much as possible, contractors should direct people to provide feedback through the Cedar-managed communication tools identified in this Community Feedback Process.
- Provide Cedar with data relevant to implementation of the Community Feedback Process including photos, records, and logs.



# 2.0 Consultation

Cedar provided an opportunity for Indigenous Nations to review this process as part of its development. The purpose of this engagement was to verify that the plan addresses their concerns around interactions between the Project and their members as well as to provide an understanding of the Community Feedback Process and the associated reporting requirements.

For the Community Feedback Process, Cedar will engaged the following Nations:

- Haisla Nation
- Kitselas First Nation
- Kitsumkalum First Nation
- Gitga'at First Nation
- Gitxaała Nation
- Metlakatla First Nation
- Lax Kw'alaams Band
- Haida Nation
- Métis Nation British Columbia

Cedar received comments from Kitselas First Nation, Kitsumkalum First Nation, and Gitga'at First Nation. In addition, Métis Nation BC and Northern Health confirmed that they did not have any feedback regarding the Community Feedback Process.

Engagement on the Community Feedback Process will be documented in a report to be issued annually through construction and the first five years of operations.

### 3.0 Communication Activities and Tools

A variety of communication activities and tools will be available throughout the construction, operation, and decommissioning phases of the Project. While the tools may vary depending on the project phase, and feedback received, at a minimum, these will include a project website with an online form, an email address, and a telephone line. Advertising in traditional and social media will also be employed for activities that the Cedar Construction Manager determines may affect members of the public or as requested by Indigenous Nations.

Those providing feedback to Cedar will have the option to submit anonymously or provide their contact information should they wish to receive a response. For those that wish to submit anonymously, the online form or telephone options would provide that ability. There will also be an opportunity to self-identify as a member of an Indigenous Nation. Cedar will record all feedback received, regardless of whether any action, including follow up and adjustment of mitigation measures, is required.

Cedar notified Indigenous Nations and Northern Health of the establishment of the communication methods.



### 3.1 Project Website

Cedar refreshed its Project Website (www.cedarlng.com) more than 60 days prior to the commencement of construction to provide information related to construction schedule, timing of activities, and communication methods. This information is organized in a way that makes it easily accessible.

Cedar will update its website a minimum of monthly during construction and annually during operations and decommissioning.

Cedar will include the following on its website:

- Access to copies of the current version of the EAC, Federal Decision Statement, and any amendments thereto
- A description of the Project and the current Project status
- Project updates
- Contact information for Cedar
- A description of how to submit feedback about the Project to Cedar, including options for anonymous submissions and self-identification as Indigenous, and a description of how personally identifying information for any person submitting a comment will be kept confidential
- Notice of any community meetings or other engagement opportunities
- Current versions of all plans and reports required to be provided to the Environmental Assessment Office under the EAC.

Where feedback is provided through the Project website or email, Cedar will provide the grievance originator with a formal confirmation to acknowledge receipt which will serve as record for both parties and to provide assurance that their feedback is being taken seriously. The formal confirmation will include the anticipated timeframe to address the grievance-related feedback. Confirmation will not be provided for anonymous comments.

#### 3.2 Newspaper Advertisements

Cedar will place advertisements in the *Northern Sentinel* and *Terrace Standard* regarding its project timelines and construction schedule as well as promote the Community Feedback Process and contact details. Cedar will place these newspaper advertisements at the commencement of construction, operation, and decommissioning. The initial advertisement regarding construction was published in March 2024 – more than 60 days in advance of construction. In addition, Cedar will run Project updates annually at a minimum during construction.

At the time of placing the newspaper advertisements, Cedar will also share a copy with Haisla Nation, Kitselas First Nation, Kitsumkalum First Nation, Gitga'at First Nation, Gitxaala Nation, Metlakatla First Nation, and Lax Kw'alaams Band. Providing this information will allow the Nations to share it in their newsletters or via social media if desired.

#### 3.3 Social Media

Prior to commencing construction, Cedar will establish social media accounts. Information posted to social media will include:

• Key project updates, including newspaper advertisements



- Information promoting ways to get in touch with Cedar (i.e., the telephone number and email address)
- Notices for community meetings

### 3.4 Telephone Line

Cedar established the Project telephone line in March 2024 for stakeholders to ask questions, share concerns and receive more information about the Project. Cedar will ensure the telephone line remains operational during the Project and that any messages are conveyed to the appropriate team member and addressed where required.

To the extent Project-specific information is provided on the telephone answering service, this information will be verified and updated monthly.

Where feedback is provided by telephone, Cedar will provide the grievance originator with a formal confirmation to acknowledge receipt which will serve as record for both parties and to provide assurance that their feedback is being taken seriously. The formal confirmation should include the likely timeframe to address the grievance-related feedback. Confirmation will not be provided for anonymous comments or where contact information is not provided.

### **3.5 Community Meetings**

Cedar will host community meetings in Kitamaat Village (for Haisla Nation members) and Kitimat (general public) a minimum of once per year during construction to provide Project updates, receive feedback, and address community interests. This forum will provide an opportunity to report out on feedback raised, actions being implemented to address feedback, and opportunities to adjust communications and information sharing methods as needed.

Where requested by Indigenous Nations, Cedar will host or attend Indigenous community meetings to provide updates regarding the Project. Such requests should be made to Cedar's Indigenous Advisor as part of Cedar's ongoing engagement with Indigenous Nations.

Advertising of community meetings will vary:

- For public meetings, Cedar will place notices in the local newspaper, on its website, and on its social media channel(s)
- For meetings in Indigenous communities, Cedar will work with each Nation to determine the most appropriate means of advertising (e.g., Nation newsletters, social media)

Cedar will summarize the information shared at the community meetings as part of the Community Feedback Process reporting (Section 5.0), which will be posted on the Project website and shared with Indigenous Nations.

Cedar will continue to meet with community groups as requested and as needed. Meetings with community groups will continue to focus on the Kitimat and Terrace areas. Cedar's participation in community meetings, and any relevant actions, will be documented in Community Feedback Process reporting (Section 5.0)



### 3.6 Feedback Documentation

For each submission, Cedar will collect the following voluntary information as part of the Community Feedback Process.

- Name
- Organization or Indigenous Nation
- Contact information (mail, telephone, email)
- Description of feedback (who, what, where)
- Date of concern or incident (one-time, multiple instances, ongoing)
- Additional information

The feedback provider can choose not to provide all requested information; however, they will not receive a response from Cedar if contact information is not provided:

Feedback and Cedar's action will be tracked for internal purposes. A summary of the feedback and responses will be provided as part of the reports (See Section 5.0).

### 4.0 Analysis of Feedback and Follow-Up

All feedback will be reviewed by Cedar with the purpose of determining specific actions to address community questions, issues, or concerns. Feedback that is deemed to be a complaint or grievance related to the Project will be categorized as such and responded to, monitored, and reconciled as needed. Grievance-related feedback regarding Project activities will be analysed and followed up as described in Table 2. All feedback will considered and follow up provided regardless of the level of impact or duration of the effect, subject to the submission not being classified as anonymous. Regardless all feedback and action will be document.

The Community Feedback Process is not intended to address major concerns (e.g., violations of laws). Instead, it is intended to address disturbances to members of the community associated with construction and operation of the Project. Criminal acts reported to the Community Feedback Process would be referred to the Kitimat RCMP and addressed by the Cedar human resources department. If environmental concerns are reported through the Community Feedback Process, they would be addressed in accordance with the applicable environmental legislation. Regardless of whether the concerns are elevated beyond the Community Feedback Process, Cedar will follow-up with the commenter. Responses may be limited by privacy requirements (e.g., human resources issues).

Classification	Overview	Mitigative and Follow-Up Actions
Low Impact	Short-term or non-reoccurring activities that may affect a small portion of the community (e.g., one resident or one neighbourhood raises the concern a single time).	Low impact concerns can generally be resolved through engagement or are of a short duration therefore not likely to require the implementation of mitigation measures or monitoring.

#### Table 2 Grievance-related Feedback Analysis and Follow Up

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Classification	Overview	Mitigative and Follow-Up Actions
		Cedar will provide a formal follow-up letter or communication to the feedback originator.
Moderate Impact	Activities that are deemed a nuisance over a period greater than a single event but less than six months. Short- term activities with an impact greater than being a nuisance may be elevated to a moderate impact (e.g., if the activity results in an unplanned interference with people's activities). These concerns would be raised on a more frequent basis than low impact concerns and related to project activities that are impacting a broader portion of the community.	Moderate impact concerns can generally be addressed through engagement or are of a short duration and may or may not require the implementation of mitigation measures to resolve or monitoring to ensure mitigation measures are being implemented in accordance with commitments. Where appropriate, meetings or site visits with feedback originators can be offered to discuss and attempt to resolve the grievance-related feedback. Cedar will provide a formal follow-up letter or communication to the feedback
High Impact	Activities that are deemed a nuisance for a period of greater than six months, and result in frequent, repeated complaints from a broad range of residents, communities, and Indigenous Nations. Short-term activities that result in substantive effects may be elevated to a high impact.	originator. High-impact concerns may require the implementation of additional mitigation or monitoring measures. Mitigative actions may include: Additional community engagement and notification; Investigation into effectiveness of existing mitigation; Increased monitoring of a nuisance-related activity; and/or Implementation of additional mitigation measures. Where appropriate, meetings or site visits with feedback originators can be offered to discuss and resolve the grievance- related feedback. Regular status updates to feedback originators can be provided until modified or additional mitigation or monitoring measures are in place. Appropriately update relevant Project documents and procedures to incorporate



Classification	Overview	Mitigative and Follow-Up Actions
		modified or additional mitigation or monitoring measures.
		Cedar will provide a formal follow-up letter or communication to the feedback originator describing the modified or additional mitigation measures or monitoring that are in place and their expected effectiveness and success.

### 5.0 Reporting

Cedar will develop Summary Reports recapping the activities and outcomes of related to community engagement and notification (**Section 3.4**), as well as relevant details from the Community Feedback Process.

The initial Report will be provided to the Environmental Assessment Office, Indigenous Nations, and Northern Health 60 days prior to the planned commencement of construction. Afterwards, the summary report will be issued on an annual basis during construction and operation and up until the fifth anniversary of the start of operation. Reports prepared after the start of construction will include a summary of any feedback and actions taken as a result of the Community Feedback Program. Reports will be submitted via email unless otherwise requested.

Summary Reports will include:

- A description of how Cedar has engaged and notified property owners within the local assessment area for land and resources use of the location and timing of project activities.
- A description of how Cedar has engaged and notified non-tenured land users within the local assessment area for land and resources use of location and timing of project activities.
- A summary of community notification and engagement activities.
- The number and summary of any comments / feedback provided through the Community Feedback Process or stakeholder engagement and notification activities.
- Location information, where concerns are location-specific and non-confidential, and identification of trends or locations of concerns.
- A summary of Cedar's response to issues raised, including follow-up actions, mitigations, or resolutions applied.
- A description of any modified or additional mitigation and/or follow-up measure implemented by Cedar in response to feedback. Cedar will provide the timeline it took to implement the mitigation and/or follow-up measures. Justifications will be provided for feedback that Cedar determined that there was no technically and economically feasible mitigation or follow-up measure available to implement.

Access to summary reports will be available on Cedar's website.



### 6.0 Community Feedback Process Updates

The Community Feedback Process may be subject to updates to improve its implementation based on Cedar's feedback and effectiveness of the communications tools and notification processes.

Cedar may implement simple and immaterial updates without feedback from regulators and Indigenous Nations, such as maintaining the currency of the Community Feedback Process (e.g., references) or to correct any typographical or grammatical errors. For any major updates proposed for the Community Feedback Process, Cedar will offer to meet with Indigenous Nations to discuss changes.

Major updates to the Community Feedback Process will be reported on the Project website (**Section 5.1**) and in the Public Feedback and Engagement Summary Report (**Section 5.2**). The updated Community Feedback Process will be uploaded to the Project website, and electronically provided to the Environmental Assessment Office, Impact Assessment Agency of Canada, Indigenous Nations, and Northern Health.

# 7.0 Monitoring

To determine the Plan's performance in addressing adverse community effects, Cedar will track feedback through the Community Feedback Protocol (i.e., the number and nature of the comments) as well as the effectiveness of mitigation measures implemented in response to feedback. The number and nature of the feedback will be tabulated monthly during construction and quarterly during operations. Where trends are observed, these trends will be conveyed to the Construction Manager who will determine whether follow-up actions are required.

Specific monitoring and tracking will continue over the same period as reporting (i.e., through construction and for the first five years of operations) unless otherwise directed by the Environmental Assessment Office. The communication activities and tools (Section 3.0) will remain in place for the lifespan of the Project.

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# 8.0 Figures









# Appendix A Table of Concordance

Community Feedback Process



Source	Condition Number	Mitigation/Mitigation Mechanism	Section of the Community Feedback Process
EAC Conditions	11.1	The Holder must establish communication methods for providing the public with information about the Project and enabling the public to submit comments or concerns about the Project. These methods must include: a dedicated Project website, a telephone line, and newspaper notices; unless there are alternative medias that provide the same or better access to the Project information as these communication methods. The methods must allow the public to access the information required in subsection 11.2 without tracking, or the need for registration, credentials or payment.	Section 3.0
EAC Conditions	11.2	<ul> <li>The Holder must make the following information available through one or more of the communication methods: <ul> <li>a. A copy of the current version of this Certificate and any amendments thereto;</li> <li>b. A description of the Project and the current Project status;</li> <li>c. Project updates;</li> <li>d. Contact information for the Holder;</li> <li>e. A description of how to submit questions or concerns about the Project to the Holder, including options for anonymous submissions and self-identification as Indigenous, and a description of how personally identifying information for any person submitting a comment will be kept confidential;</li> <li>f. Notice of any community meetings or other engagement opportunities for the public or land users; and</li> <li>g. Current versions of all plans and reports required to be provided to the EAO by this Certificate.</li> </ul> </li> </ul>	Section 3.1
EAC Conditions	11.3	The website and phone line, or alternative media as allowed for in subsection 11.1, must be updated at least monthly during Construction and annually during Operations and Decommissioning, unless otherwise authorized by the EAO. Project updates must be published in newspapers at least annually during Construction.	Sections 3.1 and 3.4
EAC Conditions	11.4	The Holder must prepare a report in consultation with Indigenous Nations on the community feedback process and engagement activities, as required in paragraphs 11.4(a) and (b). The report must be to the EAO's satisfaction and provided to the EAO, Northern Health and Indigenous Nations at the following times, unless otherwise authorized by the EAO: a. 60 days prior to the planned commencement of Construction; and b. Annually from the date in paragraph 11.3(a) through Construction and the first five years of Operations.	Section 5.0
EAC Conditions	11.5	The report specified in subsection 11.3 must include the following information: a. A description of how the Holder has engaged and notified property owners within the local assessment area (LAA) for land and resources use,	Section 5.0

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	as defined in section 7.9 of the Application of location and timing of project	
	activities; b. A description of how the Holder has engaged and notified non-tenured land users within the LAA for land and resources use, as defined in section 7.9 of the Application of location and timing of project activities; c. The number and summary of comments and issues submitted through the community feedback process or other engagement activities of the Holder; d. Location information, where concerns are location-specific and non- confidential, and identification of trends or locations of concerns; and e. A summary of the Holder's response to issues raised, including follow- up actions, mitigations, or resolutions applied.	
EAC 11. Conditions	.6 The Holder must establish communication methods at least 60 days prior to the planned commencement of Construction.	Section 3.0
EAC 11. Conditions		Section 3.0
EAC 11. Conditions		Section 3.0
Decision 9. Statement	1 The Proponent shall develop, prior to construction and in consultation with Indigenous groups, and implement, during all phases of the Designated Project, a community feedback protocol with respect to adverse federal effects. As part of the development of the community feedback protocol, the Proponent shall identify how feedback will be	9.1.1) Sections 3.0 and 4.0 9.1.2) Section 1.2.1 9.1.3) Section 4.0 9.1.4) Section 5.0 9.1.5) Section 6.0 9.1.6) Section 6.0

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 interval taken by the Proponent to implement the mitigation measure(s) and/or	
follow-up requirement(s), or, if the Proponent determined that no technically	
and economically feasible mitigation measure(s) and/or follow-up	
requirement(s) under its care and control can be implemented in response to	
the feedback, a justification for that determination;	
9.1.5 offer to meet with each Indigenous group to discuss the summary report(s)	
referred to in condition 9.1.4 and any change required to the community	
feedback protocol to improve its implementation, and hold any requested	
meeting at the convenience of Indigenous groups; and	
9.1.6 if the Proponent makes any change to the community feedback protocol to	
improve its implementation, provide the updated community feedback protocol	
to Indigenous groups.	



### **Appendix B Qualified Contributors**

Lara Taylor is the Environmental Assessment Lead for the Cedar LNG Project. She is a professional civil engineer with a master's degree in resource and environmental management. Lara has more than 18 years of experience providing strategic regulatory advice to project proponents, supporting due diligence processes, and undertaking third-party reviews on behalf of government agencies and Crown corporations. She has extensive experience managing environmental assessments under the British Columbia *Environmental Assessment Act*, the *Impact Assessment Act* and the *Canadian Environmental Assessment Act*, 2012.

Susan Bruckner has more than 20 years of experience providing communications and engagement advice to major infrastructure projects across British Columbia. Susan has extensive experience with all stages of major capital infrastructure projects, from project definition, to regulatory review and construction; and has particular expertise communicating technical and often controversial projects and policies in a manner that builds understanding and support. In her professional career, Susan has been directly involved in the development of some of British Columbia's largest and most complex projects spanning a range of sectors and industries, including transportation, education, mining and resource development, and energy.