

NWMO Citizen Panels Report, Phase I: Panel Two

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Navigator Ltd.

nwmo

NUCLEAR WASTE
MANAGEMENT
ORGANIZATION

SOCIÉTÉ DE GESTION
DES DÉCHETS
NUCLÉAIRES



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Nuclear Waste Management Organization

The Nuclear Waste Management Organization (NWMO) was established in 2002 by Ontario Power Generation Inc., Hydro- Québec and New Brunswick Power Corporation in accordance with the *Nuclear Fuel Waste Act (NFWA)* to assume responsibility for the long-term management of Canada's used nuclear fuel.

NWMO's first mandate was to study options for the long-term management of used nuclear fuel. On June 14, 2007, the Government of Canada selected the NWMO's recommendation for Adaptive Phased Management (APM). The NWMO now has the mandate to implement the Government's decision.

Technically, Adaptive Phased Management (APM) has as its end-point the isolation and containment of used nuclear fuel in a deep repository constructed in a suitable rock formation. Collaboration, continuous learning and adaptability will underpin our implementation of the plan which will unfold over many decades, subject to extensive oversight and regulatory approvals.

NWMO Social Research

The objective of the social research program is to assist the NWMO, and interested citizens and organizations, in exploring and understanding the social issues and concerns associated with the implementation of Adaptive Phased Management. The program is also intended to support the adoption of appropriate processes and techniques to engage potentially affected citizens in decision-making.

The social research program is intended to be a support to NWMO's ongoing dialogue and collaboration activities, including work to engage potentially affected citizens in near term visioning of the implementation process going forward, long term visioning and the development of decision-making processes to be used into the future. The program includes work to learn from the experience of others through examination of case studies and conversation with those involved in similar processes both in Canada and abroad. NWMO's social research is expected to engage a wide variety of specialists and explore a variety of perspectives on key issues of concern. The nature and conduct of this work is expected to change over time, as best practices evolve and as interested citizens and organizations identify the issues of most interest and concern throughout the implementation of Adaptive Phased Management.

Disclaimer:

This report does not necessarily reflect the views or position of the Nuclear Waste Management Organization, its directors, officers, employees and agents (the "NWMO") and unless otherwise specifically stated, is made available to the public by the NWMO for information only. The contents of this report reflect the views of the author(s) who are solely responsible for the text and its conclusions as well as the accuracy of any data used in its creation. The NWMO does not make any warranty, express or implied, or assume any legal liability or responsibility for the accuracy, completeness, or usefulness of any information disclosed, or represent that the use of any information would not infringe privately owned rights. Any reference to a specific commercial product, process or service by trade name, trademark, manufacturer, or otherwise, does not constitute or imply its endorsement, recommendation, or preference by NWMO.



NAVIGATOR

NWMO Citizen Panel Report Montreal, Quebec

NUCLEAR WASTE MANAGEMENT ORGANIZATION
MONTREAL, QUEBEC CITIZEN PANEL REPORT
DECEMBER 2007

WHAT ARE CITIZEN PANELS?

Building on previous qualitative research studies, the NWMO contracted Navigator to initiate Citizen Panels in 8 cities across Canada. The goal of the Citizen Panel project was to further explore the feelings, attitudes and perceptions of Canadians toward the long-term storage of Canada's spent nuclear fuel.

The Citizen Panel project is markedly different than the qualitative research projects that have preceded it. The intent of the Citizen Panel format used in this project is to allow for the discussion to be formed and driven by the views of the individual Panelists. These Panelists have had a brief introduction to the NWMO and are aware of rudimentary facts surrounding Canada's used nuclear fuel such that an informed discussion can occur.

Phase One of the Citizen Panel project occurred in Montreal, Quebec in late fall 2007.

WHAT IS NAVIGATOR?

Navigator is a research-based public affairs firm that works with companies, organizations and governments involved in the public policy field.

Navigator has grown to become a diverse firm with consultants from a variety of backgrounds who have excelled in the fields of journalism, public opinion research, politics, marketing and law.

Our strategic approach can be summed up as: *"Research. Strategy. Results."*

PANEL REPORT OUTLINE

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1. NWMO CITIZEN PANEL BACKGROUND

a. Citizen Panel

The Montreal, Quebec Phase One Citizen Panel was held on November 14, 2007 at Leger Marketing, a neutral third party facility in Montreal's downtown core.

The Panel was held over three hours from 6PM to 9PM with 13 Panelists in attendance. Daniel Meloche, a Leger Marketing research professional, acted as Discussion Leader.

A general outline of discussion objectives, as well as discussion materials intended to guide the work of the Panel were prepared in advance of the Citizen Panel. Reproductions of all materials shown to the Panel can be found at the end of this report as appendices.














b. Panelist Profile

In order to ensure that Panelists speak openly and freely over the course of this research, the individual identities of Panelists will remain protected and not revealed to the NWMO at any point of the project. Contact with Panelists is managed exclusively by a dedicated Panel manager and each Panelist has been given an identifier code to ensure anonymity in all accessible Panel documents. All personal information and contact reports are stored separately and controlled by the Panel manager.

While verbatim comments are used through this report, the identification will be only by Panel or by unique Panelist identifier code, but never by name.

Panelists have agreed to offer additional information, including their gender and one additional fact about their lives to make the Panel reporting richer for the reader.

Below are the profiles of the Montreal Panelists by Panelist identifier code:

| | | | |
|---|--|--|---|
|  | City: Montreal Age: 55-64 Gender: Male Occupation: Self-employed as an informatique |  | City: Montreal Age: 45-54 Gender: Female Occupation: Self-employed |
| Panelist: M-1A | | Panelist: M-8A | |
|  | City: Montreal Age: 55-64 Gender: Female Occupation: Employed full-time as a psychologist |  | City: Montreal Age: 35-44 Gender: Male Occupation: Student |
| Panelist: M-2A | | Panelist: M-9A | |
|  | City: Montreal Age: 45-54 Gender: Female Occupation: Employed full-time, placement counsellor |  | City: Montreal Age: N/A Gender: Male Occupation: N/A |
| Panelist: M-3A | | Panelist: M-10A | |
|  | City: Montreal Age: 45-54 Gender: Female Occupation: Employed full-time as a secretary |  | City: Montreal Age: 65+ Gender: Female Occupation: Retired |
| Panelist: M-4A | | Panelist: M-11A | |
|  | City: Montreal Age: 25-34 Gender: Male Occupation: Employed full-time as a video developer |  | City: Montreal Age: 55-64 Gender: Female Occupation: Commission de securite de travail |
| Panelist: M-5A | | Panelist: M-12A | |
|  | City: Montreal Age: 35-44 Gender: Male Occupation: Employed full-time as an architect |  | City: Montreal Age: 18-24 Gender: Male Occupation: Financial Analyst |
| Panelist: M-6A | | Panelist: M-13A | |
|  | City: Montreal Age: 45-54 Gender: Female Occupation: Unemployed | | |
| Panelist: M-7A | | | |

c. Panel Methodology

These Citizen Panels have been designed, as much as possible, as collaborative discussions facilitated by a Discussion Leader. They are separate and apart from focus groups in that they empower individual Panelists to raise questions and introduce new topics. The role of the Discussion Leader, in this format, is merely to introduce new topics of discussion and lead the Panel through a number of discussion exercises.

As well, additional measures were incorporated into this Citizen Panel format to empower individual Panelists. Each Panelist was made aware of their independence and responsibilities to both contribute to, and lead, the Panel discussion. A transcriber, traditionally taking contemporaneous notes behind one-way glass or in another room, was, in this case, placed inside the discussion room. Panelists were empowered to direct him or her to take special note of elements of the Panel discussion they felt were important, or ask him or her to recap any part of the discussion upon request. A commitment was made by the Discussion Leader that the notes taken would be sent to Panelists for review, possible revision and approval, to help Panelists have faith they are in control of the proceedings and ensure their contribution is reflected accurately.

Potential Panelists were originally selected through random digit dialling among a general population sample in the wide area in which each Panel was held. Individuals called underwent a standard research screening survey in which they indicated that they were interested and able to participate in a discussion about a general public policy issue with no advance notice of the specific topic. Individuals were screened to include community-engaged opinion leaders in at least one of these topics: community, environment, and/or public/social issues. Those that passed the screening process were asked to participate in a traditional focus group on the perceived trust and credibility of the NWMO, which allowed an introduction to the topic of used nuclear fuel and topics such as Adaptive Phased Management. The discussions were neutral in tone and did not pre-suppose any outcome on issues such as nuclear power generation and siting for used nuclear fuel.

At the end of this research study, participants were asked if they would be willing to continue in discussions on the topic of used nuclear fuel. Those that expressed interest were placed on a “short list” of potential Panelists for the four-phased Citizen Panel project. Research professionals at Navigator subsequently used this pool to select Panelists that would ensure a diversity of age, gender and experience in the Panels. Only participants who demonstrated both a willingness and ability to contribute to group discussion and complete exercises were included in the pool. The content of each participant’s contribution in the focus groups was not reviewed by Navigator professionals. Rather, the only qualifiers were that individuals could speak clearly and were able to grasp concepts introduced to them at a basic level.

A target Panel population of 18 was determined for each location in the interest of ensuring the long-term viability of each Panel over the course of four discussions.

This Panel report is, to the best of Navigator's abilities, a faithful rendering of the discussion held in Montreal and stands alone as a record of the Citizen Panel discussion on November 14, 2007. A larger aggregate report on this wave of Panel discussions, including the Panels in Saskatoon, Toronto, Sault Ste. Marie, Scarborough, Saint John, Regina, and Kingston has also been submitted to the NWMO.

2. GENERAL IMPRESSIONS

The Montreal Panel launched into a discussion of nuclear waste and conversations with family and friends since the focus group. The discussion turned quickly into a debate on nuclear power generation. Many in the Montreal Panel had gone online and done research, citing references to the approaches in Sweden and the dangers of countries with lower environmental standards, like China.

When the discussion turned to the NWMO, many Panelists spoke of news they had heard from France in relation to its large nuclear industry and that they must have found a way in which to deal with waste. The threat of contamination to ground water, possible use for weapons and the long-term health threat of developing cancer were cited by some as the specific fears about hosting waste.

A number of Montreal Panelists were happy to see in the NWMO brochure where the waste comes from and that their contribution was significantly less than that of Ontario.

There was general concern about the fact that the NWMO has an Anglophone identity, using only an English acronym. Panelists cited other national organizations, particularly those with scientific mandates (i.e. the Canadian Space Agency) that had, in fact, dual French and English identities.

Discussing transparency, one Panelist cited the Quebec reactors at Gentilly and a sense that citizens of the province do not know what goes on there due to a very low level of transparency. The debate expanded to some Panelists wondering if there is a tolerance of nuclear reactors and waste simply because awareness is low.

Many on the Montreal Panel felt strongly that third party oversight was necessary, both generally and in regards to transparency, such as the oversight provided by the Auditor General.

Montreal Panelists would very much like the chance to speak with and pose questions to an NWMO representative.

The Montreal panel was conducted in French, with a French Discussion Leader and interpretation for the research team. Notes from this session are from a French to English transcription using audio recordings.

3. PANEL NOTES

a) Disclaimer

The attached are contemporaneous notes taken by a transcriber positioned in the room with the Panelists. The transcriber was taking direction from the Citizen Panel on specific points of interest. The following is not an official transcript, but a best effort to capture the sense of discussion with some granularity.

Panel notes will be reviewed by all Panelists, with each having an opportunity to revise (add or subtract) their individual contributions such that it the notes then stand as a clearer rendering of the Panel discussion.

b) Panel Notes

Report of the Montreal NWMO Citizen Panel
First Meeting
14 November 2007

General Discussion

[Discussion Leader]: **I'm wondering if you thought more about the NWMO after our last session. I know a few of you said that even though you intended to do it, you got involved in your day-to-day activities and you didn't have a chance. But what about the rest of you?**

M-11A: I think that's more or less what happened to me, but I read a bit about it on the Internet They're talking about the dangers and the countries that are involved and it seems to me that Sweden didn't do such a good job of recycling and waste management – they were dumping it into the ocean and that's not an intelligent choice.

[Discussion Leader]: **What about the rest of you? Now, I'm asking you a few questions just to get things going, but after that I'm opening up the floor to you...**

M-1A: Well, I think we're going back to nuclear energy as an option because there was a freeze on the development of nuclear energy and I don't know how many of these are under construction, but there's a major number of nuclear plants under construction in India and China and even in the States. And France already has used nuclear energy for a long time. And whether or not you like nuclear power, I think we have to be aware of it, and when you see that Iran is going to have nuclear energy sources... So, I think that it's a good idea that Canada's doing this and we have to consider the world-level or worldwide management of nuclear waste – we have to take care of this waste.

- M-1A:** But, tell me, do all countries that are equipped with nuclear power plants, are they going to manage their nuclear waste? It's not just a job for Canada. Canada can share their expertise, but this is a world problem. As soon as someone has nuclear waste, whether in Canada or elsewhere, it has an impact on all of us. There's more and more nuclear power plants across the world and yet we're not really taking care of them – we're not managing nuclear waste.
- M-4A:** I agree that nuclear waste is a worldwide problem.
- M-4A:** When was Chernobyl? Was that in the 80's?
- M-1A:** Yes, I think it was in '86. And then there was a freeze put on it and France might have been active, but most places stopped construction, but the opposite is happening now – there's a real resurgence in nuclear energy. I think there are more than 150 centres, nuclear reactors, in the world, currently as we speak. And I'm not saying it's bad at all, I'm just not sure that there's a civil organization taking responsibility for that waste. There's also the question of what quality of product they're working with.
- M-1A:** Well, I've been to China a couple of times and the Chinese are much more responsible than you think and I think the media made a big tra-la-la about quality, but the Chinese are not really a threat. China is coming out of 50 years under communist regime and when you talk about managing that number of people... So, from one day to the next, they can't make dramatic change and become something else. Also, there are a lot of ecological cities outside of Shanghai and there's not a lot of countries that are doing that, so there's a best and worst in China and they can't just clean up from 50 years of disaster overnight.
- M-5A:** But at the same time, they can't take short cuts when it comes to dealing with dangerous substances.
- M-3A:** I'd rather talk about Canada because regardless of what's happening in China or Iran or India, we have to keep up to date and take care of our nuclear waste. Two weeks ago I spoke to an engineer and I asked him about nuclear waste and he said we can't manage with out it, that's where we're headed. First of all, we're going to have a shortage of oil, so where's our energy going to come from? So, basically, that's where we're headed. So, yes I think there are countries where there are problems, but I think in Canada we have to decide what we're going to do. And if we become a worthwhile model to follow, then we can have more

weight internationally because this is a worldwide issue, a global issue.

M-12A: I saw something on TV about how they discovered something in Mars or the moon – a mineral that will make nuclear development a lot easier. So, basically, now they're seeing who will get there quicker to extract this first. I think, basically, it will bring back into focus that race to land on the moon.

[Discussion Leader]: **Do you remember having read, seen or hearing something about the NWMO since you participated in the last session?**

M-7A: No, I would have noticed that.

M-6A: No.

M-7A: I heard about something, but it was just so vague that I don't remember what it was. And, in general, people don't talk about nuclear energy here and we don't hear much about it either whereas a neighbour of mine who is from France, he knows a lot about it and he knows the alternatives too. So, I think it's just something in Canada where the people aren't that familiar with it whereas French people, for instance, have already had that discussion in the media – we've just simply not talked about it in the media here. And 85% of the energy in France comes from a nuclear source whereas we have 0% here and I'm not even sure whether the Quebec reactor even produces anything – I think it's just to help in case of emergencies.

M-12A: I heard about something in Ontario... I heard about some contaminated soil just outside of Toronto and people have to do tests and things to see whether it's dangerous. So, in terms of health... You know, this was the standard 30-35 years ago, but...

[Discussion Leader]: **Have any of you mentioned anything about the subject of nuclear energy to your colleagues, to your family, to your friends, since we last met?**

M-9A: I have a colleague and I told her I was coming here and I mentioned it was on nuclear waste and she said "I'm against that, I'm against that, I'm against that! That's a horrible thing!" But, you know what? The planet is in a critical situation and we don't have the resources and she may well be against it, but it doesn't change anything!

M-11A: But I'd like to know what it is concretely when we're talking about nuclear waste.

[Discussion Leader]: **Write that question down and we're going to make sure that we answer that question in detail later.**

M-6A: I don't think the security is sufficient enough, especially when you see the risk of cancer in Canada is already so high. I think that we really have to work on this. There's something about this that's not safe and we have to work on it.

M-4A: I think this brochure is really reassuring and it's implying that there's no problem and that may be so...until we actually do have a problem. And history shows that we had Chernobyl and that was awful.

M-6A: But there are lots of nuclear centres in France and they've never had any problems.

M-3A: But in Gentilly I think there are more and more people who have cancer compared to the general population. People who live near that nuclear power station apparently have higher levels of cancer and these things concern me a lot and I think there's a lot of security and safety issues and I'm very concerned about that. I'm not saying I'm against it, but all I'm saying is that this is a very important point nonetheless.

M-13A: It's an important point, there's no question about it and I think we really have to work hard on this issue and not just take it lightly. I think we should put a lot of emphasis on the safety aspect of this.

M-8A: I agree and I think that a lot of countries would be influenced by the fact that there's an independent organization that's monitoring it. At the same time, in France there hasn't been a lot of accidents, but are they expecting an eventual accident and are they ready for it?

M-1A: I think there are more people who die of car accidents in France or because of obesity because they eat too much. I don't think that nuclear energy is a significant cause of death.

M-4A: What scares me is that there are too many things that are hidden. I mean, they've been saying for years that if you walk under hydro lines you can get cancer, but Hydro-Québec has always denied that. So, is there a way to actually know about these things?

M-14A: You asked if we had heard anything in the news... Yes, there was something in Alberta – I think it was in Alberta – where a doctor saw something and there were 3-4 people who died with something related to nuclear, either linked with contaminated water or

something... I think that was in Alberta and they were so mad that they're now in court and the doctor was fired, so I think it had something to do with contamination of water. And I think there was something else in Halifax where there were a lot of kids who died... something about children dying in Halifax and now they're investigating it.

M-14A: I heard that nuclear waste has to be buried into the ground, so my concern is it going to leech into the ground and contaminate water? Are we going to be killing our children and grandchildren? So, I think this is something that really should be talked about.

[Discussion Leader]: **So, is this a question you would like to have an answer to?**

M-14A: Yes, I'll write it down.

M-1A: What I'm afraid of is in some countries it's not really an accident we're afraid of, it's that the nuclear waste will not be controlled, but rather it will be used by terrorists to build nuclear bombs. So, what really frightens me is the lack of worldwide control of nuclear power, not because of accidents, but because of human acts. I think you can't stop the construction of nuclear power plants, but you can have a worldwide movement to make sure that this nuclear waste is being managed properly. And it should be an independent organization within each country so that these controls are managed and to make sure that the waste will not be taken over by terrorists to make bombs and to create a catastrophe.

Think/Feel/Say/Exercise

[Discussion Leader]: **In general, what were your first impressions?**

M-3A: I thought it was very, very informative and instructive and educational. I learned a lot of things here – a lot. And just looking at it, these things look like logs. And just seeing the number of them and how many there are...

[Discussion Leader]: **What about the rest of you?**

M-7A: I thought it was very interesting, but I ran out of time – 20 minutes for me is not enough to go through all this.

M-5A: I think that some of the points we actually talked about in the last session were actually included in here, so it raised a bit of questions for me. Rather than setting the objective of the organization, basically what they're saying is what people want to

hear. So, I basically got the feeling that it was like “This is what you said you wanted to hear, so here it is!” It was almost as if it was designed after the sessions we had, so it leaves me with the impression that the document was not made to present information, but to get us to accept it.

[Discussion Leader]: **What do you think the population in general would say about this?**

M-5A: That it’s instructive, definitely, and that there’s lots of valid information here. There’s a lot of information about where the nuclear waste comes from and I think it’s good, I think it’s reassuring. So, I think the objective is it’s attempting to reassure us, particularly in Quebec because outside of Quebec it’s different. You know, it’s almost like the taboo thing that we don’t talk about here and I don’t think it’s part of our collective consciousness.

M-7A: But I don’t think people would actually read this because it would basically take a half an hour. So, I think they should have a lighter version. But they’re talking about Kyoto as well as the nuclear issue and I think that’s good because we all know about the fight that’s happening now between Harper and Dion at the government level and how we’re not meeting our targets.

M-1A: But this isn’t sponsored by the government... The companies have to give a certain amount of money to this organization, so it’s financially independent of the government. So, this is not the government who’s doing this. These companies here have given a percentage of their sales to this organization and I think what’s brilliant about this is that this organization doesn’t have to ask the government for money – they have their own money so that they can be independent.

Red Green Pen Exercise

[Discussion Leader]: **Alright, let’s go through the document now, page by page. Let’s start with the cover page.**

M-7A: I’ve never heard about “irradiated nuclear combustion,” rather than “nuclear waste.” They’re talking about the management of used nuclear fuel, but that’s not a term that’s familiar to me. I’m an Anglophone, but, nonetheless, it makes me think of fire when I hear that term... makes me think about something burning. It’s supposed to be nuclear waste and I think it’s a bad translation.

M-5A: I agree with you. I’ve never seen that term either and I marked it down too on there and I thought we should have a definition of this

because this is not common parlance. I understand the idea and that they're talking about nuclear waste and it's used to make nuclear energy, but it's not a familiar term.

M-12A: As far as I'm concerned, it looks like a SAQ¹ marketing item.

[Discussion Leader]: **Let's go to the next page now – there's a legend here. Does anybody have any comments to make about this page?**

M-9A: Well, I think it's important that they indicate the legend to that we know what's important here.

[Discussion Leader]: **And what about Page 1?**

M-10A: Where they're talking about being "impatient" in French to get going on their work, there at the bottom, I think that can be interpreted negatively. I think this is an Anglophone. I think the idea is if you're impatient, you're going to take shortcuts. They could say they're "anxious" too, but I think they should say they're "enthusiastic." It's not the right word.

M-7A: It says at the top that half of it is used in the world's [incomprehensible], but what does that mean? Does that mean we're giving it to...? I don't understand this. I'm not sure what they're trying to say here. Are they saying we provide half of all those that are used in the world? That Canada is a major producer? Well, if that's true... I never thought of this, but this is an important point.

M-1A: 15% of energy is provided by nuclear energy and in the medical context Canada, which is a major uranium producer...
[interpreter's note: too many conversations at once – inaudible]

[Discussion Leader]: **One at a time please...**

M-13A: What I underlined here is the title. It spoke to me because I thought it sounds like they want to do a job and they want to do it well and they're looking at the long-term impact. And they know that this can't be done from one day to the next and I think it really does reassure me – when they use the term "long term," it reassures me.

M-10A: I underlined the same thing, for the same reason.

[Discussion Leader]: **Let's move on to Page 2. Did anybody underline anything here?**

¹ Société des Alcools du Québec

M-1A: Well, they're talking about "temporary," but there's a difference between "*provisoire*" [provisory] and "*temporaire*" [temporary]. I think what they want to say is "*temporaire*," but they used the word "*provisoire*." Temporary is for a certain period of time and provisory means conditional and could be interpreted as "We've stopped because we're not sure of what we're doing." So that's a bad use of terminology.

M-8A: What I didn't like was I thought "What do they do after the ten-year period?"

M-1A: Well, then they move it to a geologically stable site, but they have to give it a chance to cool down, temporarily.

M-3A: I think that it's going to reduce the usage of gas for the production of electricity. As well, if we use more nuclear energy, it's going to reduce the impact, it's just the management of the waste that's problematic.

M-6A: I thought that using the ice skating rink was a good idea.

M-9A: On Page 3, they're talking about managing the waste [interpreter's note: inaudible]

[Discussion Leader]: **So, did you underline that?**

M-9A: Yes.

M-9A: I didn't understand why on Page 3 at the top it says [incomprehensible]. So, regardless of the decisions, that's the one will be taken or chosen. I think there's two advantages of nuclear energy: 1) it reduces the waste that's put into the atmosphere and 2) [interpreter's note: inaudible; too many conversations at once]

M-7A: When they were talking about the international perspective, it reassured me to see that Sweden and Finland were mentioned here.

[Discussion Leader]: **Why is that?**

M-7A: Because I think these are countries that are known for this and I thought they wouldn't put Poland or Ukraine there. They've made a choice of countries that are more internationally respected. And it is a good thing, but it's also a bit erroneous in the sense that Canada has been quite responsible, but was it responsible when they sold reactors to Pakistan or Romania without looking at what's going on there? Another point – and **M-11A** mentioned this

– was that Sweden was throwing nuclear waste into the ocean, but I simply don't think that's true.

[Discussion Leader]: **Did anybody else underline anything in green or red on this page?**

M-10A: Well, I think the numbers were a good idea.

[Discussion Leader]: **So, did you know this information?**

M-1A: Yes, it's good, it's well-illustrated and I'm happy to see this here because we're talking about the management of waste and we're talking about Canada's role... But I think that they would have a better impact if they made an effort to explain how we can reduce the risk – there's very few examples of this. So, they're focusing on the management of this, but the documentary that was produced in France was a good document because it helped people understand that yes there's a risk, but how can we minimize it? So, management is important, but how can we minimize the risk?

M-5A: I think one of the major challenges that they're trying to point out here is that they're not going to put a storage site up somewhere where people don't know about it. And I think that Canada is so huge and there are so many deserted areas that they're not going to put it in someone's backyard, but it's always someone backyard, regardless of where you go, even though three quarters of Canada is almost empty.

M-7A: I have a comment here with respect to the numbers: "There are 32 countries that operate more than..." There should be two sentences here, one to say that there are 32 countries that operate nuclear power reactors and another to say that Canada has generated nuclear power for over 35 years. It's a question of style because I was expecting that they'd also say how long the other countries have been doing it.

[Discussion Leader]: **Let's move on to the next page – Page 4.**

M-5A: I think here where they're talking here about how the company was founded or established, I find it rather heavy. I find this a bit heavy. I'm happy to know where it comes from, but...

M-13A: I think it's okay.

M-10A: I like this page because this is where we learn that there is this independent governing body that's monitoring things and that they simply can't do what they want to do. So, it talks about the fact

that Canadians can count on this organization being vigilant on their behalf.

- M-6A:** On Page 5 they're talking about eco-research and there's a lot of information here in very, very small type and it's very condensed and I just...I didn't find that too pleasant to read.
- M-12A:** I liked the comments about the universities being involved in research. I liked that idea because it gives me the impression that they're more independent.
- M-5A:** What I liked about Page 5 was that they're making the comparison with Finland and Sweden and they're talking about the solutions that they're targeting. So, we're not the only country to be thinking about this and there are other countries that are interested in this as well. However, what I think is that if their decision-making process is the same as ours that's great, but it's good to see what's being done elsewhere. So, we could be talking more about sharing expertise.
- M-12A:** I have a question mark here where it says "constant collaboration" because collaboration is good when it works between people, but when it doesn't serve you anymore, you should stop collaborating.
- M-4A:** I think that these people here all look too good. They're all smiling, they're all well-dressed...I find it a bit too heavy on the marketing.
- M-10A:** And they're talking about the president of the organization, but I think we haven't seen this president once. So, the photographs aren't connected here. I didn't even notice what these photos over here were and why are they showing us these photos?
- M-8A:** I think they probably should have provided us with more information.
- M-9A:** I underlined on Page 4 about the law about nuclear waste – they mention the Nuclear Waste Act. So, I underlined that. It's good that there's a law governing that and this is the first time it's being mentioned here.
- M-9A:** I underlined in red where they're talking about Sweden and Finland...talking about their program being more advanced. I think it's critical that ours is not yet well-advanced enough.
- M-5A:** I read that differently. I saw that in the sense that we are planning on going in that direction, we're looking at what's being done

elsewhere and they're more advanced, but we've also opted for this decision. So, I saw it in an optimistic light. So, they're more advanced than we are, but we're headed in that same direction and these are countries that we respect. So, that's how I saw it.

[Discussion Leader]: **Let's move on to Page 6.**

M-5A: Well, they're talking about Ottawa or some city in Ontario and then they have a comment from some Joe Blow, but they're not even mentioning the name. They don't even have a name here! So, this is not a real comment. They don't reference it to anyone. At least if you have a name, even of someone who you don't know who they are, at least it makes it real. So, basically, these little sentences here, I think they just made them up to impress us!

[Discussion Leader]: **Did anyone else underline anything on this page?**

M-14A: I underlined that there's not one good answer there. So, there's no absolute answers.

[Discussion Leader]: **OK, Page 7...**

M-5A: Well, they're talking about values here. They're talking about integrity, excellence, responsibility, but I'm not sure any of that has any role to play in a document like this. I didn't think it was appropriate. I think they're just trying to sell us on the idea. What I also found a bit strange is they put the emphasis on the fact that Aboriginals were involved in the selection of this organization and, generally speaking, they're concerned with the environment, but what's interesting is that they're not mentioning any environmental groups at all. So, that leads me to say that this isn't necessarily environmentally good. You need some studies from independent organizations and pressure groups that would indicate that. So, it's nice that Aboriginals are happy with this, but, generally speaking, they're more concerned with their own community than global issues. And I think one of the concerns with nuclear waste is what's going to happen to the environment in the long term, so I think it's important to hear information from somebody other than this organization itself.

M-7A: For me, as soon as I see that they're talking about Aboriginals, it makes me think that they're going to put it in the north somewhere in the Canadian Shield and they're trying to reassure these people and to get their approval.

M-3A: I think the idea is that they really want to sell the product and I think that waste management is too important to be decided by just anybody.

[Discussion Leader]: **Who do you think this pamphlet is aimed at?**

M-3A: Well, it's taxpayers that are responsible for the finance of this, but, at the same time, it should be experts that make the decision. You know, it's sort of like they're trying to say that everybody contributes to the decision and I don't think that's true. I mean, I don't think that these little committees like this are going to have any power in this.

M-1A: Yes, but we'll be informed and I think they're trying to get everybody's opinion. Basically, the idea here is that they've taken the time to talk to people and they're not doing anything behind closed doors and I think that's basically the message that they want to get across. If they did this behind closed doors, then people would say "Hey, you're hiding something."

[Discussion Leader]: **Let's move on to Page 8. What's your reaction to this?**

M-12A: I think that they're talking about introducing "adaptive management" and I think it's a well-adapted term because I think the idea is you have to adapt. You can't have a plan without really looking at the evolution of things. So, I think this is a concept that is clearly explained – that over time we're going to be adjusting to this.

M-1A: I think the idea here is that we're making decisions that will allow the next generations to have flexibility in the choices they make. I don't know if that's easy to do or not, but the intention is there. And it's a very laudable intention, is it not? We're going to leave options open for the future generations and I think that's a good thing.

M-10A: Yes, but this term, is excessively irritating, as far as I'm concerned. I had to really wonder what it meant! "Adaptive Phase Management."

[Discussion Leader]: **What if they used the acronym?**

M-10A: Yes, but then you forget what it stands for! And I think they have too many acronyms here, starting with NWMO. I don't like it. I find it aggressive.

M-1A: What I like the best about this is that they're accumulating funds now so that once the waste is there, they have the money to treat it. I think that's the thing I like the best about this because they're not dependent on politicians or taxpayers to cover the cost. And it's not like when you buy a tire today and there's no money tomorrow to dispose of it. In this case, the money will already be there. I think it's sort of like condo fees and they already have \$4.4 billion – that's a lot of money! So, I think I like that idea of having the revenue from the nuclear energy that generates the capital also generates the principal so that we're not going to be in a position where we'll say "Where will we find the money to do this?" We use it and sell it and in the sales prices there is x-amount of money that is set aside that will cover these costs. That's a good practice and it should be the same thing for cars and tires – the amount of money should be included in there so that I can dispose of it once my car is no longer useful. And it should apply to everything! In the sale price, there should be calculated into it the disposal price.

[Discussion Leader]: **Any other comments on Page 9?**

M-5A: I like it a lot. I think they've indicated here that they've done studies and they're indicating that they're concerned with doing this in a way that people feel good about. And I think this green square justifies the consultation that they've done with everyone. They've consulted the population at large and they've written down what the population is concerned with.

M-13A: What I wrote down on Page 7 is that 18,000 Canadians participated, but is that representative? It's not a very large sampling. There are different sampling methods, but who decided that 18,000 people represented all of Canada?

M-1A: We'll, we can criticize it, but at least they've made an effort.

M-13A: Yeah, but still... I do statistical studies and I just have to ask is this 18,000 representative. Maybe I'm just being technical, but we don't know the sampling method that they used. And rather than having it on Page 7 they should have it on Page 8 so that you could understand where the sample came from and here are the results because here you have to remember what's on Page 7 and then wait until Page 9 to see the results.

[Discussion Leader]: **Let's move on to Page 10.**

M-1A: They're skipping around from one subject to another and they're basically talking about how they're ensuring financing of this and then they're talking about the organization and who manages it.

And then here it describes how we should have all the money we need... So, it's all confused here. Whoever did this probably has a sleeping disorder or something!

M-5A: I think it's probably set up for people who speed read, so they can just quickly scan through it.

M-5A: Yes, but based on whether it's on the first page or second page or third page is indicative of how important the information is. So, there are certain areas of a publication like this that are more commonly read than others and I think that's what they're relying on, but I think it's just really poorly laid out.

M-14A: I don't like this photo. It doesn't speak to me at all...it's just a compass.

[Discussion Leader]: **And what about the rest of you?**

M-14A: I think that when I looked at Page 11 where they're talking about digging to bury the waste, I think they do a very good job of explaining it.

[Discussion Leader]: **Before moving on to Page 11, did anybody underline anything on Page 10?**

M-1A: I think that they're talking about the gap before and here they're talking about what it is. So, two pages before they talked about gap and so the whole document is all confused.

[Discussion Leader]: **What about Page 11?**

M-5A: I liked it because I'm left with the impression of what type of deep geological site they're using and I'm also concerned or wondering what happens with the medical usage. But I think it's good.

[Discussion Leader]: **M-10A, what about you?**

M-10A: Well, they're talking a little bit about everything. They're talking about the Ontario citizens here, but there's nobody from Quebec – I'd like to see a citizen from Quebec quoted here.

[Discussion Leader]: **Any other comments about Page 11?**

M-5A: No, it's fine, it's good. I like it a lot, although it is a bit strange that they put it at the end of the document. But it's good because I wondered what one of these sites was like and I understand that they want to talk about the process before that, but nonetheless...

[Discussion Leader]: **Any other comments?**

M-7A: Well, they talk about monitoring it over an extended period of time, but that's a big vague. They refer to it as "a certain period of time," but we don't know what that means. So, I think the vocabulary is poorly chosen.

[Discussion Leader]: **Let's move on to Page 12 and 13.**

M-5A: Well, they're talking about nuclear storage and power stations, but I think they should also talk about how they transport this stuff – how they transport it to the long-term sites. That's very important because what happens if there's an accident or whatever or a terrorist attack? So, we really don't know how it's transported. Does some guy just get into his car and say "Here, I'll take it!"?

[Discussion Leader]: **Let's get back to Pages 12 and 13...**

M-6A: These pages are very heavy – there's too much information and it's very repetitive. They want to go into details about points they've already spoken about, but this is a lot of very precise information that they're providing us with here and I basically was not alert enough at this point to read that kind of information.

[Discussion Leader]: **So, apart from the fact that you find there's too much information and that the information is too heavy, what other comments do you have?**

M-12A: I think that all the steps in terms of request for a permit, authorization given, etc. I think these are points that I agree with, but I also know that everyone always says "Not in my backyard." So, I don't know how they got their permits. I'm sure that there was protesting or something with respect to the... I mean, I can see this coming – I can see demonstrations.

M-5A: Except for the Aboriginal people because the First Nations all agreed!

[Discussion Leader]: **What other comments do you have about these two pages?**

M-5A: What I remember about these is like those magazines we used to get as kids so we could pull out the centrefold – this reminds me of that. Makes me feel a little nostalgic.

[Discussion Leader]: **So, too much information and too little space, is that what you're saying?**

M-4A: I think this is good information, but it should be more detailed.

[Discussion Leader]: **Let's move on to Page 14 and 15 then, please...**

M-5A: On Page 15 they say it's not dangerous to transport it and this is the kind of thing that should be presented on the first page. I think that would be a good idea rather than putting it at the end as a conclusion.

M-9A: I think the document is all backwards.

M-12A: Yeah, me too.

M-5A: I agree, but I think it's a good idea to mention it and explain it. But it's true that it's not positioned properly.

[Discussion Leader]: **Any other comments on Page 14 and 15?**

M-6A: I think there were certain incoherent aspects when I got to this page here. I saw photographs and I thought "Oh, good. Here we have some testimonials," so I expected to get some testimonials of the people who are on these pages, but that's not what happened at all. So, the photos don't go with the information.

[Discussion Leader]: **Would you like to add anything else?**

M-7A: Well, when we see the first paragraph, in terms of the process used to choose a site, basically the idea here is that it's not yet resolved – they've identified the problems, but they've not identified the site. It's a bit worrisome. And I would think that they would have to have a general idea about how to do this, in terms of determining what the best site is. You know, I'm not sure why they aren't saying it...maybe it's because people don't agree with it, so they don't want to finalize anything. And they say they want to inform the people and I think that's a good thing, but it's not always a good idea to inform everybody about everything.

[Discussion Leader]: **Let's look at Page 16, please. Did anyone underline or circle anything on this page?**

M-4A: I circled the paragraph: "Moving ahead and that Canadians would have an opportunity to contribute." And I hope that's true because I'd like to be able to give me opinion on the site. But this intention is good, the fact that they want people to participate.

[Discussion Leader]: **Any other comments on Page 16 and 17?**

M-6A: Page 17 is good because we have their contacts – they have their website and all that.

M-5A: I don't like the NWMO logo because we're talking throughout the brochure about the French acronym, but they don't have an actual logo that reflects that. You know, like the Canadian Space Agency has CSA and ASC for both French and English and all pan-Canadian organizations are bilingual, but not this. And it also says "English version readily available," so perhaps the English version is better explained than this. I think this was a translation, a very bad translation at that.

M-9A: Perhaps it's just my impression, but the combination of colours here is not that appealing. That black and orange hurts my eyes.

[Discussion Leader]: **Any other comments about this last page?**

M-10A: Basically it's the most expensive and there's not a word on it.

NWMO Newsletter

M-3A: There's a difference between "important" and "pertinent" in the sense that there are some things that are both very pertinent and important. What I thought here was that [interpreter's note: inaudible].

[Discussion Leader]: **And how did you interpret this?**

M-5A: Well, importance and pertinence is more or less the same. But, you know, there are some things that are pertinent, but that aren't necessarily important. So, they're related without necessarily being important – "Pertinent" simply means it's related to the subject or not. So, it could be something that's important, but not pertinent, or vice versa.

[Discussion Leader]: **So, basically, there could be something that an organization is doing that is important, but not necessarily pertinent. And it might be appropriate in ten years, but it's not important that they're delegating their resources for this or spending for it.**

M-8A: There's a difference here... They're saying everything is important but, basically, is everything possible?

[Discussion Leader]: **I just want to ask you a few questions here, just so that you understand the difference between importance and appropriateness. I have an example here... For example, is it the right priority and to what extent is it important that the NWMO dedicate resources to this?**

M-1A: Well, basically, it's important that they have logos so they can do their job, but it's not that important when it comes to managing nuclear waste.

Strategic Objectives Exercise

[Discussion Leader]: **We're not going to talk about the strategic objectives, so I'm going to ask you to put them back in the envelope, unless there's something that is really preoccupying you and that you feel we need to discuss at this point.**

M-12A: Well, I have a question: Do they need to send everything to the same spot?

[Discussion Leader]: **I don't know. Write the question down, please, on the yellow Post-it note.**

Transparency Exercise

[Discussion Leader]: **Alright, so let's talk about the transparency policy here. As far as you're concerned, [audio recording interrupted]...important?**

M-12A: I think it's a bit backwards. You know, we have a Gentilly in Quebec – we have nuclear reactors – but we don't know what they're doing. So, it's not transparent at all. So, it doesn't bother us, but that's just because we don't know about it. If we knew, it might bother us.

M-1A: But I'm sure there were major debates about this at some point. So, I'm sure that the people who live right next to it are very aware of it. But the fact that we don't know about it, it causes us no pain.

[Discussion Leader]: **Based on what you hear about transparency policies, what does that mean?**

M-4A: They're saying that they're honest and that they're truthful so that we can get some answers.

M-5A: When they talk about transparency, basically, it means diffusing information. That they're not just saying "Yes, everything's fine," but so that we know what's going on. But they're not really transparent. We have problems with our garbage and we're talking about nuclear waste, but even in Vancouver they don't really know

what to do with their garbage. And in Italy they don't know what to do with their waste. And in Montreal, we don't really know what to do with our garbage either. So, we're talking about it, but, nonetheless, we don't know what to do with our garbage. And then there's recycling and all of that, but, still, they want it to be transparent and honest and I think that we have to be careful – we're skipping to the nuclear too fast while I think we should be focused on waste.

M-1A: But this organization is not yet managing their radioactive waste, so the work hasn't even started.

M-1A: No, but they've said that they're saving money to do it. And it's not when you've already got an old tire that you should start thinking about how to dispose of it, they should start thinking about that when it's manufactured. So, it's very wise to say that we're using nuclear energy and we're going to set aside money today for tomorrow.

[Discussion Leader]: **What would you expect to find in a document like that, that would talk about transparency?**

M-13A: I think it's important to talk about the environment and protection and when we're talking about transparency. As far as I'm concerned, the transparency issue deals with environmental protection issues and less technical issues.

M-3A: I think it's important that they provide information, but you don't really need to consult everybody. It's going to be quite secret information, it's going to be sensitive stuff, so we don't necessarily need to know everything. I think that Radio-Canada has been showing us the weakness of Hydro monitoring and that's ridiculous to present that information, it's irresponsible to do it.

[Discussion Leader distributes NWMO transparency document]

[Discussion Leader]: **Does this fit with what you thought when you thought about a transparency policy?**

M-6A: Yeah, I'm satisfied with it.

M-1A: I think it's a good idea, but in addition to this I would like to have it fall under a parliamentary committee and the Auditor General of Canada because they're talking about their finances and taking care of the environment, so I think it's important that all that be correct and appropriate because they can be transparent, but somebody has to control this transparency.

M-5A: I think it's a bit strange to be talking about transparency here because the last point says that all the decisions will be open, that it will be available to all Canadians. So, basically, here's our definition of transparency and it will be transparent – they are assuring us that it will be transparent.

M-9A: I think that they should have a website where everybody can ask them questions and where they will post the answers as well. So, a site where anybody in the community can ask questions and where they will give the answers.

[Discussion Leader]: **When you look at this information, is this what you would expect from an organization like this?**

M-14A: I think they're repeating a number of things here and I think if you want people to be interested in this, I think they have to have précis – this is a lot of text here and I think they should take this whole page and reduce it to half of what it is. Basically, this is just too much information and they're asking too much of people – you can't give everybody this and expect people to read and understand it. But if they put half of it, maybe people would react more quickly. There's just too much “blah, blah” here. They're drowning us in information.

M-1A: I think they should be independently monitored. I think that the Auditor General of Canada does a very good job of it and I think if they were under their control that we would trust them more – we trust this department.

4. BROCHURE

The NWMO brochure “Moving Forward Together” was provided to Navigator, in both English and French, as a discussion material for Phase One Citizen Panels.

a. Red/Green Pen Exercise

Upon arrival, Panelists were given a twenty minute period to review the sixteen page brochure in its entirety. Each Panelist was given a red pen, green pen and a black “Sharpie” marker and instructed to, as they reviewed the brochure, mark page-by-page any element they felt positively about or agreed with in green and felt negatively about, or did not agree with, in red. Panelists were free to underline, circle, or mark with any mark to indicate a general like or dislike of any element in the brochure, including content, design, graphics or photographs. In cases where they had a question or comment about something they read or saw in the brochure, they were instructed to write their question on the document.

Additionally, after reviewing the entire brochure and marking it with both red and green pens, Panelists were asked to review their markings and identify the items they felt the most strongly about, both positively and negatively, by circling them with the “Sharpie” marker.

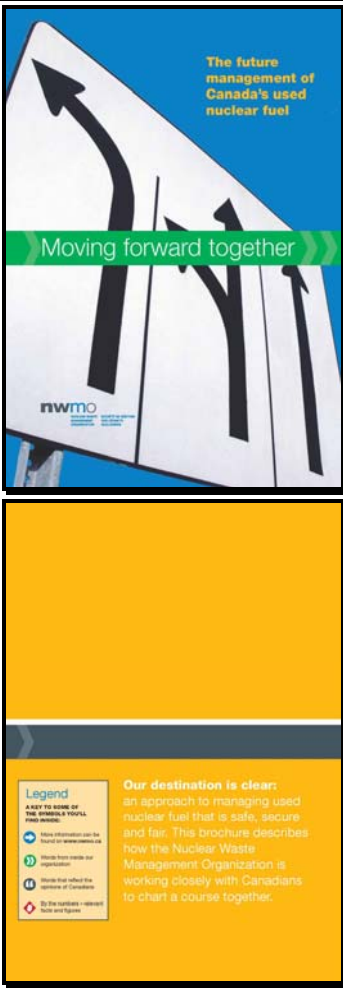
Instructions were provided by the Discussion Leader, as well as in written form. A copy of the instructions provided is attached in the appendices to this report.


The Discussion Leader, later in the Panel, led a discussion and page-by-page review of Panelist impressions of the brochure. To aid the discussion, the Discussion Leader had a large, laminated “storybook” version of the brochure.

On the following pages are thumbnail depictions of the brochure, as well as an indication of what Panelists marked with red and green pen.

Overall, Montreal Panelists were pleased with the content of the brochure, specifically the overview of where the waste comes from and that the contribution of Quebec was significantly less than that of Ontario. Some Panelists were concerned, however, with the Anglophone identity of the NWMO. The NWMO’s use of an only English acronym was criticized by many on the Panel, who cited examples of other organizations that had both French and English identities.

Front Cover and Inside Front Cover



| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with | |
|---|--|--|
| <ul style="list-style-type: none"> More information can be found on www.nwmo.ca | <ul style="list-style-type: none"> Translation of “used nuclear fuel” Logo – SGDN? |  |

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with | |
|--|---|---|
| <ul style="list-style-type: none"> • ...isotopes used in millions of medical procedures around the world every year. • ...Aboriginal people... | <ul style="list-style-type: none"> • ...including specialists and Aboriginal people... |  <p>Where we began</p> <p>Moving towards long-term management</p> <p>Nuclear energy provides Canadians with about 13 percent of our electricity and supplies more than half of the isotopes used in millions of medical procedures around the world every year. It also produces waste, which must be carefully and safely managed for a very long time.</p> <p>The Nuclear Waste Management Organization (NWMO) was established by Canada's nuclear electricity generators in 2002, as required by the Nuclear Fuel Waste Act, to develop an approach for the long-term care of used nuclear fuel. Since then, we have engaged thousands of Canadians, including specialists and Aboriginal people, to chart a path forward.</p> <p>D "We look forward to the next phase of our work. The NWMO is well-prepared to work collaboratively with citizens so that Canada can continue its legacy of safety and responsibly managing used fuel by beginning the process for its long-term stewardship."</p> <p>Dr. Ken Fisher NWMO Board Chairman</p> |

Pages 2 and 3

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with | |
|--|--|--|
| <ul style="list-style-type: none"> • Our mandate is to work collaboratively with Canadians to develop an implement a long-term management approach that will safely isolate the used fuel from people and the environment, essentially indefinitely. • Did you know? • 5x hockey rink • The NWMO is committed to ensuring Canada benefits from the best experience and knowledge from around the world. • ...our generation has a responsibility to safely manage the waste we produce. | <ul style="list-style-type: none"> • ...willing host community... | <p>We are here</p> <p>Helping Canadians understand the issues</p> <p>Canada has operated nuclear power plants... The NWMO is focused on the long-term management of used nuclear fuel... 5x hockey rink</p> <p>“...regardless of decisions which will be taken about how electricity should be generated, our generation has a responsibility to safely manage the waste we produce...”</p> <p>BY THE NUMBERS</p> <ul style="list-style-type: none"> 22 provinces and territories 2 million tonnes of used fuel 85,000 tonnes of used fuel 2 million tonnes of used fuel 1.7 million tonnes of used fuel 105,000 tonnes of used fuel 115,000 tonnes of used fuel |


Pages 4 and 5

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with |
|--|--|
| <ul style="list-style-type: none"> • Canadians also have the benefit of an independent Advisory Council to monitor the work of the NWMO. • The <i>Nuclear Fuel Waste Act</i> requires the NWMO to make public the independent written comments of the Advisory Council on the NWMO study and its triennial reports. • ...Sweden and Finland... • Contracts with many Canadian universities support the research. An important feature of the NWMO's approach is interaction with national waste management programs in other countries. The <i>Nuclear Fuel Waste Act</i> requires the NWMO to make public the independent written comments of the Advisory Council on the NWMO study and its triennial reports. • Guiding Principles: Vision and Mission • Technical research |   |

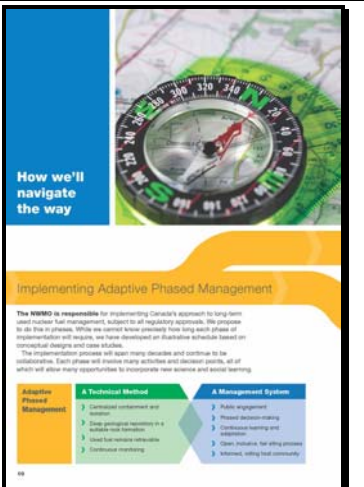
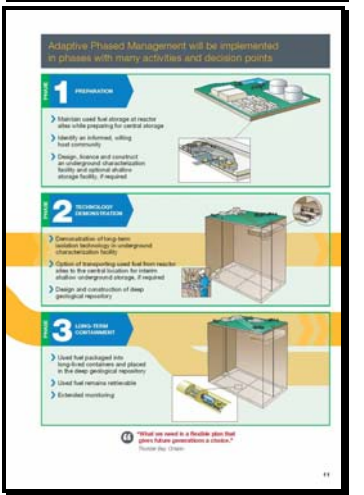
Pages 6 and 7

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with | |
|---|--|--|
| <ul style="list-style-type: none"> • There are no absolute answers. • ...the management approach must be safe and secure for people, communities and the environment; and it must be fair for current and future generations. | <ul style="list-style-type: none"> • Values: The fundamental beliefs that guide our work... | <p>What we have learned</p> <p>Creating a contract between science and society</p> <p>The work of the WMO is an outgrowth of decades of legislative and industry action and public consultation. As early as 1985, studies determined that deep geological isolation of nuclear waste is a sound technical approach, but the complexity and long timeframes involved require more than a technical response. The issue also requires consideration of environmental, economic, social and ethical concerns. There are no absolute answers.</p> <p>That is why public engagement is an essential part of the work of the WMO. People from the broader cross-section of Canadian society have participated in our dialogue, including technical and scientific specialists. Aboriginal peoples, including communities, youth, and interested members of the general public. Many concerns and issues have emerged. The values that Canadians hold are an important part of the basis for the right objectives against which different options</p> <p>have evaluated: human health and safety, worker health and safety, community well-being, security, environmental integrity, economic viability, and adaptability. Of these, safety, security and human health and safety are the most important. The management approach must be safe and secure for people, communities and the environment, and it must be fair for current and future generations.</p> <p>It's extremely important that we have consensus agreements.</p> <p>Traditional knowledge</p> <p>Among the values emphasized by the WMO are the recognition and respect for traditional knowledge. This is the knowledge that has been passed down from generation to generation. It is the knowledge that has been used to guide the actions of our ancestors. It is the knowledge that has been used to guide the actions of our ancestors. It is the knowledge that has been used to guide the actions of our ancestors.</p> <p>BY THE NUMBERS</p> <p>The WMO's approach has a commitment to the values, human health and safety, security, environmental integrity, economic viability, and adaptability.</p> <ul style="list-style-type: none"> 2,500 Aboriginal people consulted through regional engagement 500+ opportunities for human and social benefits, sustainable development and creation of jobs 13 communities participating in a national advisory dialogue on nuclear waste management and safety 120+ stakeholders and interested parties to the project 30+ Aboriginal groups and organizations 50+ Aboriginal youth and young professionals 100+ Aboriginal youth and young professionals 300,000+ jobs to be created by the WMO <p>Values</p> <p>Integrity: We will operate with honesty and transparency, and we will be open and transparent in our process, communications and decision-making, so that the public is able to see all our actions.</p> <p>Excellence: We will operate with the highest quality and standards, and we will be open and transparent in our process, communications and decision-making, so that the public is able to see all our actions.</p> <p>Engagement: We will operate with the highest quality and standards, and we will be open and transparent in our process, communications and decision-making, so that the public is able to see all our actions.</p> <p>Accountability: We will be held responsible for the risks, costs and benefits of our actions, and we will be open and transparent in our process, communications and decision-making, so that the public is able to see all our actions.</p> <p>Transparency: We will be open and transparent in our process, communications and decision-making, so that the public is able to see all our actions.</p> |

Pages 8 and 9

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with |  |
|---|---|---|
| <ul style="list-style-type: none"> • APM builds “expecting the unexpected” into the process. It allows us to learn and adapt as we move forward, to continually explore, evaluate, criticize and reaffirm our course. • ...safe and secure long-term storage of used nuclear fuel that we produce and flexibility for future generations to act in their own best interests. • Expectations for implementation • The <i>Nuclear Fuel Waste Act</i> requires producers of used fuel to contribute annually to trust funds to ensure that the NWMO has the money necessary to implement the long-term management approach. • “This is a safe, long-term approach. APM will ensure the used nuclear fuel is monitored and retrievable. It is also designed to take advantage of emerging technologies.” | <ul style="list-style-type: none"> • ...deep geological disposal in the Canadian Shield... | <p>Where we go from here</p> <p>Introducing Adaptive Phased Management</p> <p>The Nuclear Fuel Waste Act requires the NWMO to develop a long-term management plan for used nuclear fuel. The NWMO is currently developing this plan. From a technical perspective, APM has an ultimate goal: to ensure that used nuclear fuel is stored in a safe and secure manner. APM is a management system that allows for flexibility and adaptability. It is designed to take advantage of emerging technologies.</p> <p>FUNDING ADAPTIVE PHASED MANAGEMENT</p> <p>The Nuclear Fuel Waste Act requires producers of used fuel to contribute annually to trust funds to ensure that the NWMO has the money necessary to implement the long-term management approach. The legal responsibilities for these contributions rest with the individual companies. The NWMO may have access to these funds only for the purpose of implementing Canada's management approach once a construction or operating licence has been issued under the Nuclear Safety and Control Act.</p> <p>Expectations for implementation</p> <ul style="list-style-type: none"> • Continue to build stakeholder confidence • Advance the public about emerging technologies • Meet the public's information needs • Continue to build stakeholder confidence • Advance the public about emerging technologies • Meet the public's information needs • Continue to build stakeholder confidence • Advance the public about emerging technologies • Meet the public's information needs <p>This is a safe, long-term approach. APM will ensure the used nuclear fuel is monitored and retrievable. It is also designed to take advantage of emerging technologies.</p> |


Pages 10 and 11

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with |  |
|---|--|--|
| <ul style="list-style-type: none"> Page 11 | <ul style="list-style-type: none"> The implementation process will span many decades and continue to be collaborative. Option of transporting used fuel from reactor sites to the central location for interim shallow underground storage, if required. |  |

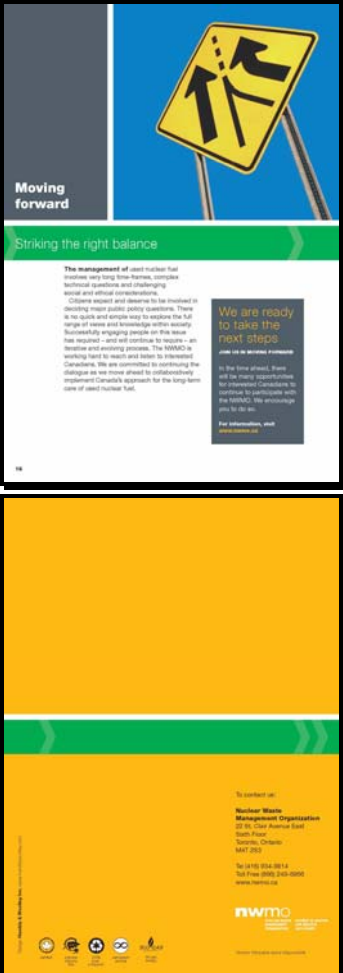
Pages 12 and 13

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with | <p>More about Adaptive Phased Management</p> |
|---|--|---|
| <ul style="list-style-type: none"> Work collaboratively with citizens to design a process for choosing a central site. | <ul style="list-style-type: none"> Obtain operating license for deep geological repository. | <p>More about Adaptive Phased Management</p> <p>Early in Phase 1, the NWMO will invite Canadians to participate in the development of an approach for site selection that is open, transparent, fair and inclusive. This is expected to take approximately two years; site selection itself could take ten years, or more.</p> <p>1 Preparing for central used fuel management Approximate timeline: 30 years</p> <p>2 Central storage and technology demonstration Approximate timeline: 30 years</p> <p>3 Long-term containment, isolation and monitoring Approximate timeline: 30 to 100 years</p> <p>Legend</p> <ul style="list-style-type: none"> Input Point: New input to action and decision Ongoing Activities: Activities and programs for a phase through the phase to return and support implementation and review Action Point: Specific actions required to advance implementation Decision Point: The decision that affects implementation Regulatory Oversight: Regulatory approval required before work proceeds <p><i>APM is designed to be flexible, to respond to new data and technological development. It is expected that all stages will have learning and new technology to be developed and will continue through the phase to return and support implementation and review.</i></p> |

Pages 14 and 15

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with |  |
|--|--|--|
| <ul style="list-style-type: none"> • Why don't we recycle the used nuclear fuel? • What about the danger of transporting used nuclear fuel? • The NWMO will need to demonstrate the safety of any transportation system prior to its implementation. Our research and discussions with authorities in Canada and abroad suggest that used nuclear fuel can be transported safely. The NWMO will need to demonstrate the safety of any transportation systems prior to its implementation. Our research and discussions with authorities in Canada and abroad suggest that used nuclear fuel can be transported safely... • Why don't we recycle the used nuclear fuel? | | |

Page 16 and Inside Back Cover

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with |  |
|--|--|--|
| <ul style="list-style-type: none"> We are committed to continuing the dialogue as we move ahead to collaboratively implement Canada's approach for the long-term care of used nuclear fuel. | | |

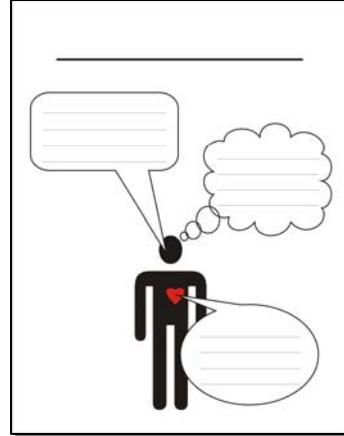
b. “Sharpie” Marker Exercise

The following are what Panelists marked with a “Sharpie” marker to indicate what they felt the most strongly about, positively or negatively.

| Statements/Images Panelists Agreed with the most | Statements/Images Panelists Disagreed with the most |
|--|--|
| <ul style="list-style-type: none"> • Regardless of decisions which will be taken about how electricity should be generated, our generation has a responsibility to safely manage the waste we produce (pg. 3) • Expectations for implementation (pg. 9) • The NWMO will need to demonstrate the safety of any transportation system prior to its implementation (pg. 15) • International Perspective and By The Numbers (pg. 3) • Both Sweden and Finland are considering long-term management of used nuclear fuel (pg. 5) • Phase 1,2,3 (pg. 11) • Contracts with many Canadian universities support the research (pg. 5) | <ul style="list-style-type: none"> • Values chart: Redundant (pg. 7) • Phase 2 (pg. 11) • Values (pg. 7) • Deep geological repository in a suitable rock formation (pg. 8) • Initiate licensing process, trigger environmental assessment process (pg. 12) • Expectations for Implementation (pg. 9) |

c. Think/Feel/Say

Panelists, after individually reviewing the entire NWMO brochure, were asked to write down what they thought about the brochure, what they would say about the brochure and how the brochure made them feel. This metaphorical or projective exercise was an attempt to get a more nuanced view of the brochure and to have Panelists share some of their internal reservations they may have been holding back from the Panel. These exercises were not discussed but done individually in writing and immediately collected.



Overall, when asked what they thought of the brochure, most Montreal Panelists thought it was interesting and well done, but contained a great deal of information that some felt was both dense and repetitive. When asked what they would say about the brochure, one Panelist said it was technical and contained jargon, but was generally informative. In terms of how the brochure made them feel, many Panelists expressed feelings of reassurance and hope, yet fear for the future.

The following are what Montreal Panelists thought, said and felt:

| | |
|--------------|---|
| THINK | They're finally taking this situation seriously. They used to sell CANDU reactors without thinking of the nuclear waste. |
| | I thought the report on the whole was good – lots was repeated – did not get to focus on the <i>gravity</i> of nuclear waste. |
| | I understand that the money comes from taxpayers, but taxpayers are not <i>experts</i> . |
| | A nice brochure which is nicely detailed. |
| | The document seems overly polished, as if there was something to hide. |
| | Too heavy/dense |
| | Complicated. Interesting. |
| | Lots of information |
| | It's not just one person who worked on this, it seems like a collective work. |
| | Overall, too repetitive |
| | Why are all the countries not working together to eliminate nuclear waste in the same fashion? |
| | It's showing us the assuring side of the project. It wants to inspire. |
| | I hope the information in this is verifiable, that it addresses the real dangers. |
| SAY | How to you envision sharing your expertise with other countries that lack the expertise? |
| | Good report – on Nuclear Waste Management Organization – but really a partial report. |
| | The report is well done and very informative. |
| | Who is charged with following the rules of nuclear waste? |
| | It's important to conduct quality research at present the findings to the population in a reassuring way. |
| | Very instructive |

| | |
|-------------|---|
| | Well done, but a but complicated. I didn't quite understand the difference between APM and the first method of evacuation. |
| | A lot of work |
| | The report presents the essential points concerning good management of nuclear waste. |
| | Too much technical jargon, but I liked the Q and A page. |
| | It seems to have a very Canada-centric vision. |
| | It seems this organization is conscious of the enormity of the risks and of the necessity of adjusting. |
| FEEL | We must address the situation |
| | It made me aware of the gravity of nuclear waste – how it could damage future generations and the globe and the environment |
| | I'm not afraid of nuclear waste, but what about those 200-300 years down the road? We have to mind this. |
| | Must this organization be centralized in Canada? |
| | I doubt the validity of the info presented. |
| | Reassured |
| | Reassuring |
| | Despite what I read, I fear for the future of our planet. |
| | It's well done; informative; and convincing. |
| | Trying to secure a good rapport |
| | A lot of good effort/will to eliminate waste. |
| | Worry that this noble project will face a lot of obstacles. |
| | I feel there are good intentions. |

5. STRATEGIC OBJECTIVES EXERCISE

Panelists were provided with an NWMO document summarizing the organization’s current strategic objectives. After reviewing this exercise, Panelists were asked to rate how important each strategic objective was to them, as well as how appropriate the particular objective was to them. The rating of importance was intended to demonstrate how important each Panelist felt it was for the NWMO to undertake each strategic objective,

The screenshot shows a document from the Nuclear Waste Management Organization (NWMO) titled 'Strategic Objectives'. It lists several objectives and provides a table for rating their importance and appropriateness. The table has two columns: 'Importance' and 'Appropriateness', both with a scale from 1 to 5. The objectives listed include:

- Developing and maintaining long-term relationships with Canadians and Aboriginal people and involve them in setting future direction.
- Putting in place a strong research program designed to broaden NWMO's knowledge of nuclear waste management, including the development of a governance structure to support implementation of a governance plan.
- Establishing an office to monitor and manage a long-term program that addresses financial stability and long-term program funding.
- Developing processes and activities to ensure the organization and its activities fully integrate the values of the organization and its stakeholders. This includes continuing to review, adjust and update plans, agreed policies, and strategies in relation to the organization's mission, vision, and values.
- Developing a governance structure that provides Canadians, including the public, with greater assurance, oversight, advice and guidance about nuclear waste management during the implementation phase.
- Working towards becoming an implementing organization, an organization with a full range of capabilities to implement a governance structure, including social, technical and financial capabilities.
- Continuing with the collaborative search for a process to select a site, consistent with public engagement programs, a site visit and future stages of a siting process.

whereas the appropriate rating was intended to demonstrate how appropriate Panelists felt it was for the NWMO to have each as a strategic objective for their organization.

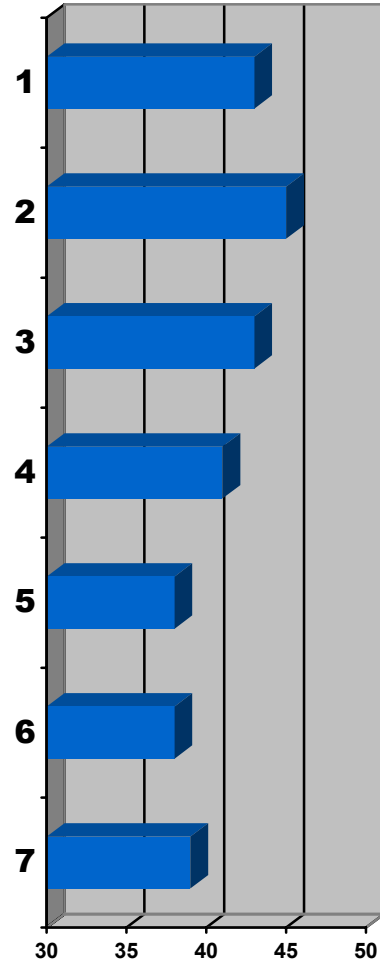
Additionally, Panelists were asked if any strategic objective was unclear, or if there were any objectives not on the list that they would like to see present.

Overall, Montreal Panelists rated both the strategic objective concerning the NWMO’s development of a “strong research program” as most important. Rated most appropriate by Montreal Panelists were three objectives: the objective concerning the NWMO’s efforts to build long-term relationships with both Canadians and Aboriginal people, the objective concerning the development of a “strong research program” and the reformation of the NWMO as an “implementing organization.” Overall, deemed somewhat less important to Montreal Panelists was both the objective concerning the development of a “governance structure” as well as the objective concerning the NWMO as an implementing organization. Rated somewhat less appropriate was the objective concerning the NWMO’s development of a “governance structure.”

The following are strategic objectives as rated by importance by Panelists:

Importance

1. We are directing our efforts to the building of long-term relationships with interested Canadians and Aboriginal people and involve them in setting future direction
2. We are putting in place a strong research program designed to broaden NWMO's foundation of technical and social knowledge. This will bring to bear the most advanced international expertise, to support implementation of a government decision.
3. We are deepening our efforts to develop and refine a funding formula and trust fund deposit schedules that address financial surety and long-term program funding.
4. We are developing processes and activities to ensure the organization and its activities are fully adaptive. This includes continuing to review, adjust and validate plans against factors such as advances in technical learning, evolving societal expectations and values, and changes in energy and environmental policies, composition, volume and form of used nuclear fuel.
5. We are developing a governance structure that provides Government, Members, Board, management and the public with greater assurance, oversight, advice and guidance about NWMO activities during the implementation phase.
6. We are re-forming NWMO to become an implementing organization - an organization with a full range of capabilities to implement a government decision, including social, technical and financial capabilities.
7. We will proceed with the collaborative design of a process to select a site, supported by a public engagement program. An alternate step will involve initiation of a citing process.

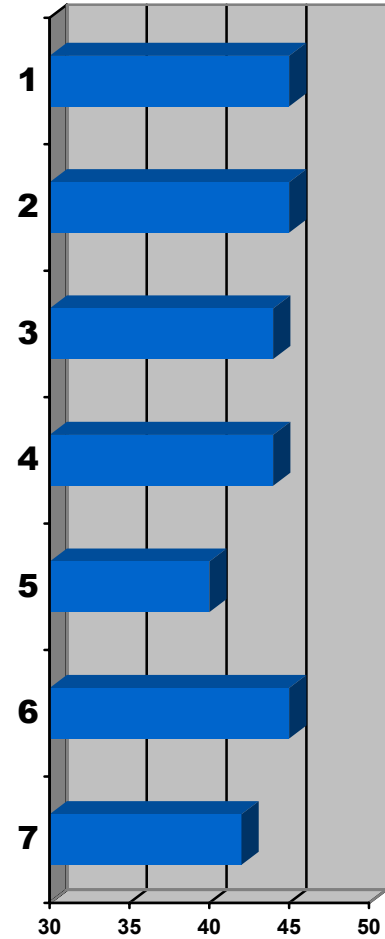


| | M-1A | M-2A | M-3A | M-4A | M-5A | M-6A | M-7A | M-8A | M-9A | M-10A | M-11A | M-12A | M-13A |
|-------------------|------|------|------|------|------|------|------|------|------|-------|-------|-------|-------|
| Participant | | | | | | | | | | | | | |
| IMPORTANCE | | | | | | | | | | | | | |
| 1. | 3 | 1 | 4 | 1 | 3 | 5 | 3 | 1 | 2 | 3 | N/A | 2 | 1 |
| 2. | 1 | 3 | 5 | 1 | 1 | 5 | 1 | 2 | 1 | 4 | N/A | 2 | 1 |
| 3. | 1 | 1 | 5 | 2 | 2 | 5 | 1 | 3 | 3 | 2 | N/A | 2 | 2 |
| 4. | 2 | 4 | 5 | 1 | 2 | 5 | 1 | 3 | 2 | 3 | N/A | 2 | 1 |
| 5. | 2 | 2 | 2 | 1 | 3 | 5 | 3 | 3 | 3 | 4 | N/A | 3 | 3 |
| 6. | 2 | 3 | 5 | 1 | 3 | 4 | 3 | 2 | 3 | 3 | N/A | 3 | 2 |
| 7. | 3 | 3 | 5 | 1 | 3 | 5 | 2 | 2 | 2 | 4 | N/A | 1 | 2 |

The following are strategic objectives as rated by appropriateness by Panelists:

Appropriateness

1. We are directing our efforts to the building of long-term relationships with interested Canadians and Aboriginal people and involve them in setting future direction
2. We are putting in place a strong research program designed to broaden NWMO's foundation of technical and social knowledge. This will bring to bear the most advanced international expertise, to support implementation of a government decision.
3. We are deepening our efforts to develop and refine a funding formula and trust fund deposit schedules that address financial surety and long-term program funding.
4. We are developing processes and activities to ensure the organization and its activities are fully adaptive. This includes continuing to review, adjust and validate plans against factors such as advances in technical learning, evolving societal expectations and values, and changes in energy and environmental policies, composition, volume and form of used nuclear fuel.
5. We are developing a governance structure that provides Government, Members, Board, management and the public with greater assurance, oversight, advice and guidance about NWMO activities during the implementation phase.
6. We are re-forming NWMO to become an implementing organization - an organization with a full range of capabilities to implement a government decision, including social, technical and financial capabilities.
7. We will proceed with the collaborative design of a process to select a site, supported by a public engagement program. An alternate step will involve initiation of a citing process.



| Participant | M-1A | M-2A | M-3A | M-4A | M-5A | M-6A | M-7A | M-8A | M-9A | M-10A | M-11A | M-12A | M-13A |
|------------------------|------|------|------|------|------|------|------|------|------|-------|-------|-------|-------|
| APPROPRIATENESS | | | | | | | | | | | | | |
| 1. | 3 | 3 | 1 | 1 | 3 | 5 | 2 | 1 | 2 | 3 | N/A | 2 | 1 |
| 2. | 1 | 2 | 5 | 2 | 1 | 5 | 1 | 2 | 1 | 4 | N/A | 2 | 1 |
| 3. | 1 | 3 | 2 | 2 | 1 | 5 | 1 | 2 | 3 | 4 | N/A | 2 | 2 |
| 4. | 2 | 3 | 2 | 1 | 2 | 5 | 1 | 3 | 2 | 3 | N/A | 2 | 2 |
| 5. | 2 | 4 | 2 | 1 | 3 | 5 | 3 | 1 | 2 | 4 | N/A | 3 | 2 |
| 6. | 2 | 2 | 1 | 3 | 2 | 4 | 3 | 1 | 1 | 3 | N/A | 3 | 2 |
| 7. | 3 | 3 | 1 | 2 | 3 | 5 | 1 | 3 | 2 | 4 | N/A | 2 | 1 |

6. TRANSPARENCY EXERCISE

Panelists were provided with an excerpt of the draft NWMO Transparency Policy. The exercise was introduced with a reminder to Panelists about the frequency with which they raised the issue of transparency as an important pursuit and focus for the NWMO in the previous research phase of the study.

After taking time to review the Policy individually, Panelists were asked to discuss whether or not this met with their general expectations.

Overall, a number of Montreal Panelists were skeptical of the NWMO's proposed transparency policy, largely due to a perceived lack of transparency in regards to matters concerning nuclear reactors in their own province. Some Panelists felt that third party oversight was necessary for transparency, as well as in general.



7. WEBSITE REVIEW (POST-SESSION WORK)

Panelists were provided with post-session work (homework) to complete following the Citizen Panel. The work consisted of a simple seven question survey to be completed after a brief review of the NWMO website. Those without any access or ability to use the internet were exempted from the exercise.

The survey could be completed in hard copy and mailed-in to Navigator or through an online survey engine. A copy of the survey questionnaire is included as an appendix to this document.



The image shows a survey form with the 'NAVIGATOR' logo at the top. Below the logo, there are three text boxes for responses, each preceded by a question:

- What is your overall impression of the NWMO website?
- Does the website appeal to you? Why?
- What do you feel is the ideal solution for the website? What makes you think that?

Of the responses received, feedback has been positive. Montreal Panelists generally feel that the website is very good, informative and accessible and appeals to them. A number of them mentioned that they felt the intended audience is the general public, specifically those interested in environmental issues. Some Panelists complained that the site could be difficult to read as it has too many links and, due to its abundance of information, can often be slow to load. As well, numerous Montreal Panelists would like to see more photos included on the website.

On the whole, Panelists agree that the website has a consistent look and feel and is easy to navigate, and do not feel that it contains too much information.

8. PARKING LOT QUESTIONS

Throughout the Panel discussion, whenever a question was raised that was outside of the current discussion, about a specific matter the Discussion Leader could not address or simply brought up for future consideration, Panelists were asked to outline their question on the Post-it notes provided and place the question in the “Parking Lot.” Panelists were informed that all questions put in the “Parking lot,” a flip chart beside the Discussion Leader, would be answered by the NWMO and provided to Panelists at a future session. This was a further means by which Panelists were empowered and encouraged to think of their contributions longitudinally over the life of the Panel.

“Parking Lot” questions from Montreal Panelists were the following:

- Will nuclear garbage spill over into the environment? How will we protect future generations of nuclear contaminations?
- Does Canada produce half the medical radio isotopes used in the whole world?
- Will it be obligatory to store the waste in the same place?
- What is the nuclear waste? Citizens of the world must make an effort to reduce their effects on the world as well.
- What will happen if a site cannot be found?
- NWMO should be under control of the Auditor General or Parliament.

APPENDICES

- i. Personnel
- ii. Discussion Leader's Guide
- iii. NWMO Brochure Information
- iv. Red/Green Pen Exercise Instructions
- v. NWMO Strategic Objectives
- vi. NWMO Transparency Discussion Paper (Excerpt)
- vii. Website Survey

I. PERSONNEL

JAMES STEWART WATT, SENIOR DISCUSSION LEADER

Jaime Watt is Chair of Navigator, a Toronto-based research consulting firm that specializes in public opinion research, strategy and public policy development.

Prior to relocating to Toronto, he was, for ten years, Chair of Thomas Watt Advertising, a leading regional advertising agency and communications consulting firm based in London, Ontario.

A specialist in complex communications issues, Jaime has served clients in the corporate, professional services, not-for-profit and government sectors and has worked in every province in Canada, the United States, the United Kingdom, France, Central America, Korea and Kosovo.

He currently serves as Chair of Casey House, Canada's pioneer AIDS hospice, as well as Casey House Foundation and is a Vice President of the Albany Club. He is a director of the Dominion Institute, Woodrow Wilson Center's Canada Institute, TD Canada Trust's Private Giving Foundation, The Canadian Club of Toronto and The Clean Water Foundation. As well, he is a member of the President's Advisory Council for the Canadian Red Cross and is a member of the Executive Committee of Canadians for Equal Marriage. He was a founding Trustee and Co-chair of the Canadian Human Rights Trust and the Canadian Human Rights Campaign.

CHAD A. ROGERS, SUPPORTING DISCUSSION LEADER

Chad Rogers is a Consultant at Navigator providing strategic planning and public opinion research advice to government, corporate and not-for-profit clients.

He has recently returned to Canada after working abroad with the Washington, DC based National Democratic Institute as director of their programs in Kosovo and Armenia respectively. Chad oversaw multi-million dollar democracy and governance assistance programs directed at political parties, parliaments and civil society organizations in newly

democratic nations. He conducted high-level training with the political leadership of Armenia, Bosnia Herzegovina, Iraq, Kyrgyzstan, Macedonia, Moldova and Serbia.

Having previously worked on Parliament Hill as both a legislative and communications assistant to Members of Parliament and Senators, he has an in-depth knowledge of Canada's Parliament and its committees, caucuses and procedures.

He is a board member of the Kosova Democratic Institute and is a member in good standing of the Public Affairs Association of Canada (PAAC) and the Market Research & Intelligence Association (MRIA). Chad has trained at the RIVA Qualitative Research Training Institute.

COURTNEY GLEN, PROJECT MANAGER

Courtney Glen is a Consultant at Navigator assisting in public opinion research, strategic planning and public policy advice for government, corporate and not-for-profit clients.

Courtney most recently worked at the Fraser Institute as a junior policy analyst in health and pharmaceutical policy. In her time at the Institute, Courtney co-authored a major pharmaceutical policy paper and contributed to their monthly policy journal, *The Fraser Forum*.

Prior to that, Courtney worked as a researcher for the Scottish Labour Party in Edinburgh, Scotland, conducting an audit of the Parliament's Cross Party Group on International Development.

Courtney has a Masters in International and European Politics from the University of Edinburgh in Scotland and a Bachelor of Arts Honours degree in Political Science from the University of Guelph.

JOSEPH LAVOIE, PANEL MANAGER (FRANCOPHONE)

Prior to joining Navigator, Joseph Lavoie worked at Citigroup Global Transaction Services where he improved communications within the Transfer Agency Systems department. Joseph achieved this objective via Web 2.0 technologies, which he previously leveraged in developing Santa's Journal, a successful viral marketing campaign that introduced Santa Claus to the world of blogging and podcasting.

Joseph has been active in numerous provincial and federal election campaigns; has provided political commentary for various websites and television/radio programs; and has served as the recruitment director for the Ontario Progressive Conservative Youth Association. In March 2007, Joseph was selected *Canada's Next Great Prime Minister* by Canadians as part of a scholarship program sponsored by Magna International, the Dominion Institute, and the Canada-US Fulbright Program. He currently serves on the Public Affairs/Marketing Team for the Toronto Symphony Volunteer Committee.

STEPHEN LEONARD, PANEL MANAGER (ANGLOPHONE)

Prior to joining Navigator, Stephen attended the University of Guelph where he graduated with a Bachelor of Arts Honours degree in History. Throughout his undergraduate career, Stephen was an active member of the Canadian Forces Army Reserve in Toronto, which he left in June due to medical reasons as a Corporal.

Stephen is head Panel Manager and plays a vital role in the management and organization of the Citizen Panel project.

II. DISCUSSION LEADER'S GUIDE

PHASE ONE CITIZEN PANELS

DISCUSSION LEADER'S GUIDE / PANEL OBJECTIVES

Panel Objectives:

1. To initiate a Citizen's Panel for the Nuclear Waste Management Organization (NWMO).
2. To fully explore the NWMO brochure and have Panelists give direction on possible improvements for future iterations.
3. To gain insight and perspective from Panelists on the direction of the NWMO as it concerns Adaptive Phased Management (APM) and NWMO's movement into the implementation phase of its work.
4. To explore the feelings of Panelists toward an NWMO Transparency Policy and what suggestions they might have for such a policy in the future.

Panel Dates:

| | |
|-------------------------|---------------------------|
| Monday, November 5: | Regina, Saskatchewan |
| Tuesday, November 6: | Saskatoon, Saskatchewan |
| Wednesday, November 7: | Toronto, Ontario |
| Saturday, November 10: | Kingston, Ontario |
| Tuesday, November 13: | Saint John, New Brunswick |
| Wednesday, November 14: | Montreal, Quebec |
| Thursday, November 15: | Sault Ste. Marie, Ontario |
| Monday, November 19: | Scarborough, Ontario |

PHASE ONE CITIZEN PANELS

DISCUSSION LEADER'S GUIDE / PANEL OBJECTIVES

Discussion Leader: Jaime Watt
Transcriber: Courtney Glen

ADVANCE OF DISCUSSION

1. LOBBY EXERCISE (0:00 – 0:20)

- **Red Green pen exercise on NWMO brochure**
 - Mark with a green pen those things you like and agree with and things that make sense to you.
 - Mark with a red pen those things you dislike or disagree with and things that do not make sense to you.
 - Your marking can be for text content (underline), graphics or photos (circle) or any element of the publication.
- **One page of written instructions, addressed briefly by Discussion Leader**
 - I would like you to review the document once completely before making any marks on it. After you have reviewed the document from start to finish, I would ask that you take the red and green pens you have been provided and mark in any way (underline, circle, strikethrough) things you like or agree with and things you dislike or disagree with. The green pen is for marking those things that you like or agree with and the red pen is for marking those things that you dislike or disagree with.
 - You are free to mark anything in the document, not just the text. For instance, if there is a graphic or layout element you like or dislike, you can mark this as well.
 - After you have finished reviewing the entire document and marking it with the red and green pens, please take the black sharpie marker provided and mark, with a circle, the one thing you liked most or agreed with the most, as well as the one thing you disliked most or disagreed with the most. That is, of all the marks you made, pick one red and one green that you felt the most strongly about and put a big circle around them with the sharpie marker.

- When you have marked the document with your red and green pens, and then with the black marker for the red and green marking you felt most strongly about, place the document in the envelope. You do not need to seal the envelope.
- Please print in clear block letters your first name and the first letter of your last name on the front of the envelope.

PANEL DISCUSSION

1. OPENING OF PANEL SESSION (0:20 – 0:25)

- Welcome back
- Explanation of Panel methodology
 - Difference between a focus group and Citizen Panel discussion
 - Discussion and interplay between Panelists
 - Debate and raising questions, as opposed to the Discussion Leader asking all the questions
- Confidentiality of session
 - While nothing we do here today is secret, we do need to all feel safe that we can air our opinions freely and honestly. I would ask if everyone can consent to not speaking to the media about our discussions and agreeing not to quote the words of any one person.
 - In our reports and work, we will never identify comments in a way that would identify you.
- Explanation of NWMO disclosure of proceedings

2. INTRODUCTIONS (0:25 – 0:35)

- Brief introductions
 - First names only
 - Occupation, family, place of residence
 - One thing that connects you to one other introduction you have heard

3. AGENDA & EXPECTATIONS (0:35 – 0:45)

- Role of Discussion Leader
 - As mentioned, a Discussion Leader is different than moderator
 - Looking to the panel to have more of a role in the discussion, although I will assist in helping us use our time in the best manner
- Introduction of Steve Leonard
 - In front of you, you will find his contact information.
 - Your point of contact, please feel free to call him if you have any questions or concerns.
- Transcriber
 - Works for the whole panel, please feel free to direct the transcriber to make special note of important points
- Parking lot
 - Everyone has in front of them a number of Post-it notes
 - I would ask that when you have a question, a thought, an idea or a point you want to make that may not relate directly to what we are discussing you jot it down and pass to me, I will place it on the ‘Parking Lot’ flip chart
 - At the end of the session we will come back to this list and attempt to get answers

4. GENERAL DISCUSSION (0:45 – 1:00)

- I am wondering if you thought more about the NWMO after our last session, as many people tell me that, despite their best intentions, they just go back to their daily routines without giving it another thought.
- Has anyone read, seen or heard anything about NWMO in the media since our last discussion?

- Has anyone mentioned anything about used nuclear fuel to a friend, family member or co-worker since our last discussion?
- Have you thought about anything since our last discussion that you wish you had mentioned?

5. BROCHURE (1:00 – 2:00)

[Ask Panelists to take the manila envelope they place their marked copy of the NWMO report in and remove the report]

Think/Feel/Say Exercise

- I am now distributing a sheet with a caricature representing a person. This person is intended to be you. I would like you, after having reviewed the NWMO report earlier this evening, to write in the three spaces provided how you thought, felt and what you would have said about the report.

[For all questions below, probe why – reasons the report makes them feel the way they do]

- For instance, how did the report make you feel? Did it raise any emotions?
- What did you think of the report that you might hesitate to say out loud, knowing that someone from the NWMO was here?
- What would you have said to the person who wrote the report if they were here?
- What did you think of the report when you saw it?
- What do you think others would say about this report?

Red/Green Pen Exercise

[Discussion Leader uses large copy to lead the discussion]

- Review red green pen markings by section, assign:
 - One strongest like/agreement from each Panelist
 - One strongest dislike/disagreement from each Panelist

- Page by page review

6. NWMO IMPLEMENTATION (2:00 – 2:25)

Review of the status of the APM

[Distribute NWMO newsletter]

- Are NWMO's objectives and progress in line with your expectations? Why do you say that? What did you expect? How would you know what to expect?
- What is your reaction to the current status? Why do you say that?
- What organizations should be involved at this point? Why do you say that? How should they be involved?
- What type of groups would you like to see NWMO working or consulting with? What type of groups should they not be consulting or working with?
- Are there any credible third party groups you feel could help NWMO with their work?

Review of NWMO Strategic Objectives

[Distribute NWMO strategic objectives]

- I have a brief exercise I would like everyone to complete.
 - Please read it through once in its entirety. This is a list of strategic objectives NWMO is considering for itself. These would be the overall objectives that guide the organization.
 - After reviewing each strategic objective, please indicate, on a scale of 1 to 5, how important it is to you that the NWMO do this. As well, please indicate if you feel the strategic objective is an appropriate one for the NWMO to have.
 - Please do this exercise individually and then we will discuss your responses
- Review group responses in brief discussion
 - I want to ask you about Importance vs. appropriate for example:
 1. Is this the right priority, if it is, how important is it that they dedicate resources to it

7. TRANSPARENCY (2:25 – 2:40)

Discussion of needs of NWMO Transparency Policy

- I now want to have a discussion about transparency policy. What do you think a transparency policy is?
- Do you think it is important for an organization, such as the NWMO, to have a transparency policy? Is it needed? Why?
- How does having a transparency policy serve an organization such as the NWMO?
- What do you expect a transparency policy to cover? What would you like it to include?
- What would you expect to see in a document outlining the NWMO's transparency policy?

[Distribute NWMO transparency document]

- I am now handing out a document which is a high-level summary of NWMO's transparency practices.
 - Does this meet with your expectations?
 - Do you feel there is any special effort that NWMO must make to be transparent? Do you see that reflected here?
- Do you feel there is a need for transparency measures such as the following:

[If so, why?]

[Discussion Leader will explore each of the three concepts as the discussion progresses.]

- *Presumed Disclosure* – Some institutions, especially those with mandates that involve the public or large social groups as stakeholders, assume that information is to be disclosed unless it meets specific criteria for classifying it as confidential.
- *Leaving space for internal contemplation* – Some organizations purposely allow themselves free space to openly discuss and

deliberate ideas within the organization through the exemption of some forms of internal communications from disclosure.

- *Independent Oversight* – Some transparency and disclosure regimes, both inside and outside of the private sector, employ the use of some form of independent review or oversight to ensure adherence to policies. Within public institutions, a review committee may be set up to hear complaints regarding the process, or hear appeals when requests for information are rejected. In the private sector, where information is more likely to be voluntarily offered to the public as opposed to being available for request, auditing firms may be employed to ensure that the information being offered is accurate and in line with established guidelines.

8. WRAP-UP (2:40 – 2:50)

- Parking lot questions

- Invite NWMO discussion
 - You have raised a number of questions and issues that may require an expert answer. Additionally, we are covering material like NWMO implementation which exceeds my ability to explain to you. Would you like, for a portion of our future session, to invite an NWMO representative into the room to answer your questions and present the current situation from NWMO's perspective? This person would not have to be here for the whole session and would be at your disposal.

- As we end our session does anyone have any remaining issues to discuss or questions to raise about our work?

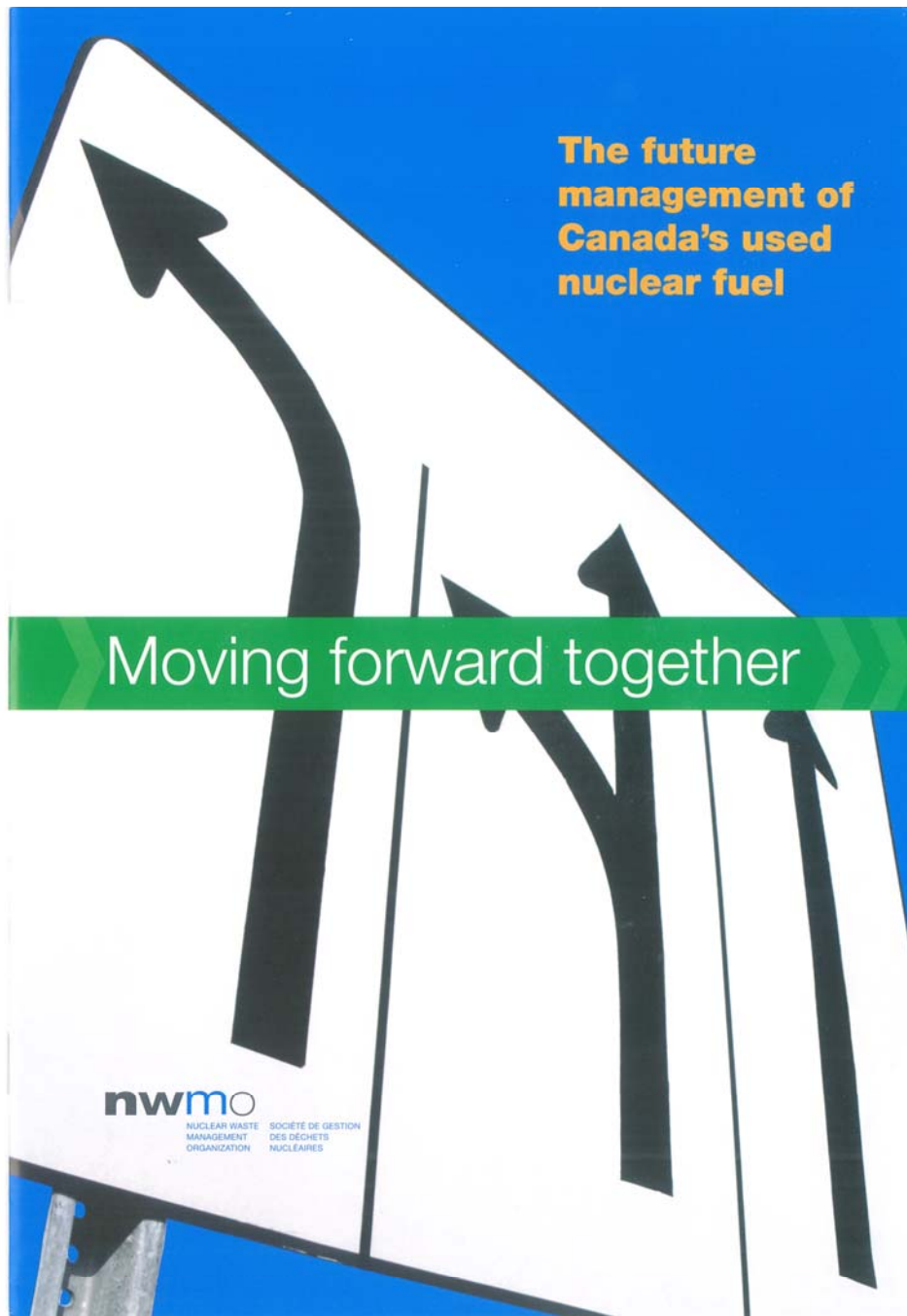
9. NEXT SESSION (2:50 – 3:00)

- Homework
 - Website review (for those with web access)
 - Copy of survey to fill out with stamped return envelope
 - General Question Sheet (Parking Lot for take home purposes)

- Possible dates of next meetings

- Explanation of incentive schedule
- Adjourn

III. NWMO BROCHURE INFORMATION



Information available at www.nwmo.ca
L'information disponible en français.

IV. RED/GREEN PEN EXERCISE INSTRUCTIONS

In front of you, you will see the document “Moving Forward Together.” Please take a moment to review the document completely.

Once you have reviewed the document from start to finish, please do the following:

1. Take the red and green pens you have been provided and begin to mark, in any way (underline, circle, strike through), things that you like or agree with and things that you dislike or disagree with. The green pen is for marking those things that you like or agree with and the red pen is for marking those things that you dislike or disagree with.

You are free to mark anything in the document, not just the text. For instance, if there is a graphic or layout element you like or dislike, you can mark this as well.

2. Once you have finished reviewing the entire document and marking it with the red and green pens, please take the black sharpie marker you have been provided and mark, with a circle, the one thing you liked most or agreed with the most, as well as the one thing you disliked the most or disagreed with the most. That is, of all the marks you made, pick one red and one green that you feel most strongly about and put a big circle around them.
3. Once you have marked the document with your red and green pens, and then with the black marker for the red and green marking you felt most strongly about, place the document in the envelope provided. You do not need to seal the envelope.
4. Please print in clear block letters your first name and the first letter of your last name on the front of the envelope. The Discussion Leader will be out to get you shortly.

V. STRATEGIC OBJECTIVES

Please read through each of the following objectives. After reviewing each strategic objective, please indicate, on a scale of 1 to 5, how important it is to you that the NWMO do this. As well, please indicate if you feel the strategic objective is an appropriate one for the NWMO to have. You can indicate your choice by circling a number in the boxes on the left, with 1 being very important/appropriate and 5 being not important/not appropriate.

| Strategic Objective | Importance | Appropriateness |
|---|--|--|
| We are directing our efforts to the building of long-term relationships with interested Canadians and Aboriginal people and involve them in setting future direction. | 1 2 3 4 5 #1 is it is very important the NWMO do this and #5 is it is not important the NWMO do this | 1 2 3 4 5 #1 is it is the objective is appropriate for the NWMO and #5 is it is not appropriate for the NWMO |
| We are putting in place a strong research program designed to broaden NWMO's foundation of technical and social knowledge. This will bring to bear the most advanced international expertise, to support implementation of a government decision. | 1 2 3 4 5 #1 is it is very important the NWMO do this and #5 is it is not important the NWMO do this | 1 2 3 4 5 #1 is it is the objective is appropriate for the NWMO and #5 is it is not appropriate for the NWMO |
| We are deepening our efforts to develop and refine a funding formula and trust fund deposit schedules that address financial surety and long-term program funding. | 1 2 3 4 5 #1 is it is very important the NWMO do this and #5 is it is not important the NWMO do this | 1 2 3 4 5 #1 is it is the objective is appropriate for the NWMO and #5 is it is not appropriate for the NWMO |
| We are developing processes and activities to ensure the organization and its activities are fully adaptive. This includes continuing to review, adjust and validate plans against factors such as advances in technical learning, evolving societal expectations and values, and changes in energy and environmental policies, composition, volume and form of used nuclear fuel. | 1 2 3 4 5 #1 is it is very important the NWMO do this and #5 is it is not important the NWMO do this | 1 2 3 4 5 #1 is it is the objective is appropriate for the NWMO and #5 is it is not appropriate for the NWMO |
| We are developing a governance structure that provides Government, Members, Board, management, and the public with greater assurance, oversight, advice, and guidance about NWMO activities during the implementation phase. | 1 2 3 4 5 #1 is it is very important the NWMO do this and #5 is it is not important the NWMO do this | 1 2 3 4 5 #1 is it is the objective is appropriate for the NWMO and #5 is it is not appropriate for the NWMO |
| We are re-forming NWMO to become an implementing organization – an organization with a full range of capabilities to implement a government decision, including social, technical and financial capabilities. | 1 2 3 4 5 #1 is it is very important the NWMO do this and #5 is it is not important the NWMO do this | 1 2 3 4 5 #1 is it is the objective is appropriate for the NWMO and #5 is it is not appropriate for the NWMO |
| We will proceed with the collaborative design of a process to select a site , supported by a public engagement program. A later step will involve initiation of a siting process. | 1 2 3 4 5 #1 is it is very important the NWMO do this and #5 is it is not important the NWMO do this | 1 2 3 4 5 #1 is it is the objective is appropriate for the NWMO and #5 is it is not appropriate for the NWMO |

VI. NWMO TRANSPARENCY DISCUSSION PAPER (EXCERPT)

NWMO Approach to Transparency

- We will conduct ourselves with honesty and respect for all persons and organizations.
- We will pursue the best knowledge, understanding and innovative thinking in our analysis, engagement processes and decision-making.
- We will seek the participation of all *communities of interest* and be responsive to a diversity of views and perspectives.
- We will communicate and consult actively, promoting thoughtful reflection and facilitating a constructive dialogue.
- We will be fully responsible for the wise, prudent and efficient management of resources and be accountable for all our actions.
- We will be open and transparent in our process, communications and decision-making, so that the approach is clear to all Canadians.

We will give evidence of this by publishing on the NWMO's website, in a timely manner:

- A copy of the legislation which outlines the mandate of the NWMO, to facilitate public access.
- Our formal reports to Government (Annual Report, Audited Financial Statements), and formal direction received from Government.
- The vision, mission and values which inform NWMO's activities.
- Minutes of meetings of any decision-making and/or advisory body struck.
- (Final) Reports from all research commissioned by the NWMO, whether it be scientific, technical and/or social scientific in nature.
- NWMO work plans, which outline the planned work of the NWMO for the coming period.
- Discussion documents, in order to share NWMO thinking with the public at critical decision points through the implementation process, and solicit comment and direction before proceeding to the next step.
- Advice and direction received by the NWMO through dialogues and/or submissions in summary form, and by individual or organization where the NWMO has explicit permission to do so. This includes reports from dialogues and workshops (including expert workshops).
- Reports from all public attitude research commissioned by the NWMO.
- All speeches delivered by the President of the NWMO in conferences and/or workshops.

VII. WEBSITE SURVEY

Open Ended Questions:

1. What is your overall impression of the NWMO website?
2. Does the website appeal to you? Why?
3. Who do you feel is the intended audience for the website? What makes you think that?
4. Was there something you were hoping to find on the web site that you did not see? If so, please outline what it is you were hoping to find.
5. What, if anything, did you find most interesting on the website?
6. Could you identify ways in which you would improve the website? If so, please describe.
7. What do you like most about the website?
8. Is there anything you do not like about the website?

Strongly Agree/Disagree Scale

1. I find the website has a consistent look and feel.
2. I find the website is easy to navigate.
3. I find the website has too much information.
4. I find that it is easy to find the specific information I am looking for on this website.
5. I find the navigation buttons are descriptive.

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