

NWMO Citizen Panels Report, Phase I: Panel Six

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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 Scarborough, Ontario

NUCLEAR WASTE MANAGEMENT ORGANIZATION
SCARBOROUGH, ONTARIO 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 Scarborough, Ontario 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 Scarborough, Ontario Phase One Citizen Panel was held on November 19, 2007 at the Delta Scarborough, a neutral third party facility in the heart of Scarborough.

The Panel was held over three hours from 6PM to 9PM with 17 Panelists in attendance. Jaime Watt, a Navigator 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 Scarborough Panelists by Panelist identifier code:

 Panelist: S-1A	City: Scarborough Age: 55-64 Gender: Female Occupation: Retired registered nurse	 Panelist: S-10A	City: Scarborough Age: Male Gender: 45-54 Occupation: Employed full-time, financial analyst with Coca Cola
 Panelist: S-2A	City: Scarborough Age: 55-64 Gender: Male Occupation: Employed full-time, health and nutritionist	 Panelist: S-11A	City: Scarborough Age: 25-34 Gender: Female Occupation: Employed full-time, grade 6 teacher
 Panelist: S-3A	City: Scarborough Age: 55-64 Gender: Female Occupation: Employed full-time, real estate/insurance agent	 Panelist: S-12A	City: Scarborough Age: 25-34 Gender: Female Occupation: Employed part-time
 Panelist: S-4A	City: Scarborough Age: 35-44 Gender: Female Occupation: Part-time day care provider	 Panelist: S-13A	City: Scarborough Age: 25-34 Gender: Female Occupation: Self-employed, teacher
 Panelist: S-5A	City: Scarborough Age: 35-44 Gender: Male Occupation: Employed full-time, auto maintenance	 Panelist: S-14A	City: Scarborough Age: 18-24 Gender: Male Occupation: Student
 Panelist: S-6A	City: Scarborough Age: 18-24 Gender: Male Occupation: Employed part-time, painter	 Panelist: S-15A	City: Scarborough Age: 25-34 Gender: Male Occupation: Employed full-time, Bank of Montreal
 Panelist: S-7A	City: Scarborough Age: 25-34 Gender: Female Occupation: Employed part-time, sales representative	 Panelist: S-16A	City: Scarborough Age: 25-34 Gender: Female Occupation: Unemployed
 Panelist: S-8A	City: Scarborough Age: 18-24 Gender: Male Occupation: Employed part-time, grocery store	 Panelist: S-17A	City: Scarborough Age: 35-44 Gender: Female Occupation: Employed full-time, print buyer
 Panelist: S-9A	City: Scarborough Age: 45-54 Gender: Female Occupation: Unemployed		

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 Scarborough and stands alone as a record of the Citizen Panel discussion on November 19, 2007. A larger aggregate report on this wave of Panel discussions, including the Panels in Montreal, Toronto, Sault Ste. Marie, Kingston, Saint John, Saskatoon, and Regina has also been submitted to the NWMO.

2. GENERAL IMPRESSIONS

As the discussion with the Scarborough Panel opened, the proximity to Pickering became a significant part of the discussion. Many Panelists have a friend, relative or acquaintance that lives near this reactor site and spoke about their thoughts since the last session through the lens of having either spoken with or thinking of that individual.

A number of Panelists were surprised that Canada is only considering a long-term waste solution today, wondering what had been done for all of the years power has been generated and waste created.

Panelists reported that, in conversations with friends, it was clear that the underground solution was apparent to people, but there is significant anxiety about its safety and long-term viability. Scarborough Panelists gave credit to NWMO and to the local team at the Pickering reactor for attempts to be transparent. While there were specific comments about the language feedback on the brochure was positive.

There was concern that if operators paid to dispose of waste, there might be a connection to a rise in power rates in the near term.

In the discussion on strategic objectives, some Panelists had some problem comprehending the objectives involving governance and Aboriginal peoples respectively, as it was not apparent what the intent of either might be specifically. Many Panelists would like to see more emphasis on recycling the waste such that it could be re-purposed for another use. One Panelist wondered if the enthusiasm for nuclear power decreased, would the long-term funding for the waste storage system still be viable?

Panelists were impressed with the transparency policy, at least the proposal. Many said it was a wonderful proposal to release “so long as they do it.” As with the NWMO brochure, the financial language did confuse some. Financial transparency was very important to them and they were not sure how inclusive “audited financial statements” might actually be.

Panelists were very happy that research would be made public and hoped their comments would someday be public as well.

Panelists were happy to have a representative of the NWMO at a future session but were in no rush to see this happen.

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.

The transcriber for this panel was Courtney Glen, a Navigator research professional.

b) Panel Notes

Report of the Scarborough NWMO Citizen Panel
First Meeting
19 November 2007

General Discussion

[Discussion Leader]: **Did you talk about the NWMO after last time? Did you read or hear anything about the NWMO? Or did you just forget about it after the group?**

S-14A: I spoke with a professor about it who lives right near the Pickering power plant and told her all about the discussion. She thought it was very interesting and told me how she noticed there were mounds and hills had appeared near the plant recently. As soon as a power plant goes up there, mountains go up? This needs to be investigated.

S-10A: When I came in, I had a very different impression of nuclear energy. I didn't know what the process was with nuclear storage. I went home and discussed it with my wife. She said she felt comfortable because there is a process in place to store the nuclear waste. People always talk about Chernobyl and explosions, so it's given me some comfort that the government is taken action and there's been a discussion with people who are concerned with the nuclear station in Pickering so they can be told that a process is in place and there is an agency looking out for everything.

S-9A: When I spoke to my family, they had the opposite reaction. They felt it was surprising that we're using all this nuclear energy and now all of a sudden we are thinking "what are we doing with it"

without already having the process in place. It's like an afterthought and now they're scrambling. I am glad they are researching but it should have been done in the beginning. I did not read or see anything.

S-7A: People I talked to said it was about time. I didn't know the nuclear power plant sends us out those newsletters. I started to read it but thought they were very lengthy so set them aside, but it's actually very interesting. It really stuck out to me that they have 24/7 security. It's nice to hear that after 9/11. I didn't notice anything we had talked about. It was all from their point of view. There was a big difference, though. I thought "who is really saying this?" I liked the fact that you guys were being open.

S-2A: Since we met together, I did discuss it a little with family and friends. I'm more aware of nuclear set up now, especially since we make use of the waterfront area and walk around where the nuclear area is. I noticed in the brochures from Nuclear Generation that they did mention security. However, when you spend time around there, I don't have that sense of calm.

S-10A: Nuclear Generation does an open house once a year so we can go see how it's working.

S-15A: If you look at the intersections leading to the power plant, there are cameras, but there are not cameras at any other intersection. I discussed it briefly with my girlfriend about what the NWMO is supposed to do. She was unnerved, she is not a fan of nuclear energy. We didn't go into an in depth discussion.

S-8A: Every now and again my friends and I will have a Starbucks chat. We started talking about nuclear waste. I mentioned the focus group and within the second guess, everyone got that they were shoving it underground, second after the sun. I think the NWMO should stress the details of the plan a bit more. I mean, if my friends figured it out after the second guess, what did they do after the 2 minutes it took the NWMO to come up with burying it. A lot of people I talked to, their opinions matched up with people in the group, especially with them needing to know about it. People on the street don't know how it works, they don't know it's really a hydro electric dam. People don't know and they aren't educated. One of the other things I found discussing this with my friends is that people do not know what nuclear energy is.

S-17A: I Googled it. We got reimbursed so handsomely so I was interested and went to the website. I liked the brochure. It gives all the positives and what great strides they're taking, but we have to look

at other sides also, they don't give the downside. I was shocked to hear they have to sit in a pool for 10 years to cool down, that's pretty scary. There was a lot of surprise among friends. I don't remember if it was 5 or 3 hockey rinks, but most people thought there would be more.

Red Green Pen Exercise

Front Cover

- S-7A: I thought it was for the MTO.
- S-8A: It needs more nuclear pictures. We're so used to seeing that isotope. One of those would be eye catching to know it's nuclear.
- S-17A: The NWMO logo is much too small in bottom left.
- S-13A: Doesn't show anything about the environment. If it has something more captivating and that isotope sign. It's too much like the Ministry brochure you never read.
- S-6A: It's like they're trying to force me to go in some direction and I like to make my own decision.
- S-15A: There's nothing to pull you to the brochure to pick it up.
- S-2A: Nothing that grabs you.
- S-17A: It's better on the back cover. Once you've gone through all the contents, it can give you direction.
- S-8A: "Moving forward together" is bigger than the words Canada and nuclear.
- S-15A: It is our future, it affects every person, but the brochure is a little too light.
- S-1A: Maybe it should say something like hot rocks and what to do with them.
- S-7A: It's nice that you've got used nuclear fuel because everyone wants to know what they're doing with it, but it gets lost, and the colours don't appeal to you at all.

- S-14A: I don't like the fact that they went to the "keep it simple stupid" approach.
- S-8A: The sign starts out here and is going all different ways. We're "Moving forward together" but if you have a different idea, we're going without you.
- S-2A: I don't think anyone looking at this initially would know what they were going to be looking at. It might draw more attention if drawn out in smaller letters. Concerned people are more likely to focus in on it.

Inside Cover and Page 1

- S-15A: I like the fact that they right away got to the vision with "our destination is clear." I would like them to move it up so your eye is drawn to it. My eyes gravitate towards next page.
- S-9A: I liked the positive quotes, they are reassuring.
- S-6A: I like the legend.
- S-11A: The line "since then we've engaged...specialists and Aboriginal people." I like they are including aboriginal but I don't like that aboriginals are not included into the specialist part.
- S-8A: I had the same thing underlined. That jumped out at me. Are Aboriginal people not Canadians? It's worded much better later in the text as it says that they're being included.
- S-10A: They're all Canadian
- S-5A: These two pages are boring. When I looked at this, I read through section fairly quickly. This page I didn't pay much attention to. There's a lot of empty space there and they could fit more information on this one page. There is only information in one quarter of it. If you wanted to fill space up, put something else in there.
- S-13A: I like the pictures of the building. That drives me nuts and gets the point across. Look how much energy we're using on useless crap!
- S-2A: I had a negative view of the picture. It's talking about where we began and to me it looks like any old picture of downtown. It doesn't talk to me in terms of nuclear power, it talks to me in terms of electricity. It's a boring picture to start things off with.

- S-8A: It's almost like a Google image search result.
- S-10A: The introduction should explain nuclear energy and what the concept is to Canadians then we can go into detail. The reasons we need nuclear energy, then we can figure out if it's the right decision. I heard the Premier say we were going nuclear. This isn't going into the concept of why we can't find alternatives.

[Discussion Leader]: **That's not the point of the electricity.**

- S-10A: We are going to have more waste and it's their job to store it. My concern is that they should educate us and make us comfortable. I was hesitant to buy a house in Pickering, but now I'm learning a lot.
- S-13A: I like that it has "our destination." This is where we're going and this is why we're doing it. Okay, so you have this nuclear waste, what's the outcome? What can it do? Sometimes you need a bit of a shock factor at the beginning, just to clinch you in. You need something to startle people into saying "just look at it."
- S-9A: Just to read the brochure you need that.
- S-12A: I agree with the shock factor. I'm not concerned about nuclear waste on an every day basis. The shock factor would get my attention. I think it is something I should pay attention to and be concerned with.
- S-1A: It explains how it's working with Canadians and presumes people reading this have knowledge on the issue. It gives website so you can go, but describing nuclear energy and how it works is not what this booklet is about. That is the sole purpose of this book.
- S-10A: Yes but imagine you don't know anything about the book.
- S-3A: Where we began? Where you begin now? I don't understand. You've already started something? If you say, where we begin, then you're starting to do something about it
- S-16A: Maybe if they were to show timelines or something.

Pages 2 and 3

- S-7A: Well, it's ugly.

- S-4A: I was really surprised to see the rods and the “Did you know” section. Just by looking at the picture, I can imagine. It’s something visual for me and really informative actually.
- S-14A: I like the international perspective. It shows the reader there’s interest from other countries on this, strength in numbers. Then more people will be interested in this.
- S-15A: With regards to global perspective, say they are consulting people that have already started to implement, which strengthens their position. We are not starting from scratch. Maybe we want to expand a little more, maybe give it a whole page.
- S-5A: I think this page is great because it gives a face to the bundle. When you see that and they throw the numbers at you, it’s great in that sense. It tells you exactly what you want to know. The description with the rink is great.
- S-14A: I think the analogy of the rink is really well done. It leads you directly to the problem. They should have started out with something like this to showcase the problem.
- S-5A: As far as the layout goes, it’s a little confusing with all the pictures. The international perspective didn’t stand out. What stood out to me was “here is the problem, here is where we are.” The guys in front of the canisters makes you feel secure because it’s clean, shows they aren’t just throwing it somewhere. It shows they’ve got their act together.
- S-2A: I’m questioning what’s in the canisters. There’s no description. It could be water, the canisters could be cement canisters housing rods. From my personal experience going through the plants, I witnessed bundles in big swimming pool. Did say that they would be transferred at a later date? I think for just the sake of helping us understand, simple signage would be good.
- S-12A: The international perspective, Finland and willing host community. I’m wondering about that. Is the community informed? Did they go to information sessions? How really willing are they?
- S-3A: Someone’s ahead of the game, they’ve already identified the site.
- [Discussion Leader]: **What does willing host mean?**
- S-8A: To me it means that if someone is not willing, this will not happen. Maybe if it means putting it in an isolated, far away area so people

have to drive a long time to work? If it's just a case of showing it in the city like in Pickering, you're just housing the waste.

- S-17A: I don't know how willing anyone is. Who would want it in their backyard?
- S-8A: I guess the question is other than the jobs it would create, what would be the benefit for the city?
- S-17A: I do like the fact that they put in a date. The directional arrows, I don't like them in the front, but like them on these pages.
- S-3A: That's going to be a challenge, finding a willing host community. I certainly don't want to be around there.
- S-9A: When I think of willing host, I think of the Pickering dump. People bought the land and then were faced with these issues and people felt victimized. Maybe I would say that research would be done to find an area that would be suitable? Maybe say something about the fact that a non city type place?
- S-1A: What about an unpopulated area?
- S-9A: Less populated to make people feel a little more secure. A lot of people feel like "not in my backyard", I've got enough. Just make it sound like it's not forced on people. There are always some that are willing, but then you've got the majority that are pretty quiet about things.
- S-3A: If it's a poor community and there's an incentive so they can live happily ever after, I'm sure then it would be welcome in some communities.
- S-10A: If you educate people well, people will understand and let you build in their community. It's not like it's a death sentence when there's something like that in your community.
- S-13A: It should not be a "willing host community", that is the worst possible explanation. It brings in greed rather than the environment. I think it should be the best possible option for the environment.

[Discussion Leader]: **There are 2 criteria – environment and a willing host.**

- S-13A: But are they going to ever get that? 80 years from now we're still at this point because they can't get it? We've got to do something for the greater good.

S-2A: I feel uncomfortable that it's our generation's responsibility. We're being directed, I personally feel that someone else is giving me a responsibility that I don't have a say in pursuing. Personally, I would like to see safeguards for our future, but I don't see myself as having a lot of input, but more as being directed. It's put very nicely here, we have the responsibility to accept the direction rather than me saying what I would like.

S-6A: All the arrows going in the same direction but there are three different choices to make. I see it as either way we're going on with or without you.

S-7A: I highlighted pretty much what everyone said here. I had 2 red things. I didn't get essentially indefinitely at the end of the mandate, I find that wording a little ambiguous. Water cools and radioactivity decreases, that's great but how and by how much?

Pages 4 and 5

S-14A: I like that they talk about Canadians having the benefit of an independent Advisory Council. Second is the technical research. Contracts with Canadian universities have been made. I think this is linked to simple formula that's on the board. It's linked to new minds, there are lots of ideas at universities.

S-12A: I tend to look for diversity and representation, but in terms of racial groups, you don't see that and this is basically telling you who the NWMO is. I'm assuming they're representatives. I should hope so.

S-1A: Is this actually Ken Nash?

S-9A: I thought they were just actors that looked good. They are people that they got to dress up and look presentable. I would have put a little more cultural diversity in here, if it is supposed to be representative of the people. Society is more diverse.

S-17A: They look like just average people in your community, there's nothing spectacular about them.

S-7A: I thought the people in the top left were executives. It would be nice to have the pictures labelled. If that's Ken Nash, it would be nice to highlight that.

S-8A: I'm assuming he's the one who's standing and assuming more importance of the picture. They give you the obvious candid work photos. Captions would be good.

- S-17A: To me, showing all the pictures takes away from the brochure. When you go a page back, it tells you that they are the biggest producers. Everyone is looking at the pictures but really, who is the NWMO? Is it really the people who are producing this stuff? It's not the people, it's the organizations and corporations. It has nothing to do with the nice people.
- S-7A: But the people are heading up the organization.
- S-2A: I did like the guiding principles. For the first time, we have a further contact giving you the website. It could help you learn more about it. That to me was the most positive part of the 2 pages.
- S-11A: For me, the guiding principles were kind of repetitive. I read the page before and liked the picture because it makes me think that a lot is being put into it, it's not just people sitting around the office.
- S-8A: It's a better layout, there is not a lot of unused space. Technical research refers to other programs as being more advanced? Is that Canada being more advanced or Sweden and Finland? If it's the reverse of that, it could discuss Canada working with Sweden or Finland or striving for improvement?
- S-5A: The way I interpreted it are the 3 people on the top left oversee the big picture, the five on the other page are the consultants, and the bottom ones are the ones that look after the details.
- S-8A: I really agree with S-5A. Maybe considering the implications that we're consulting the little guy, maybe we can blow up a couple of those pictures.

Pages 6 and 7

- S-13A: It took to page 6 to get anything about the environment highlighted. It's about time. Tell me what the effects are on the environment.
- S-15A: I didn't like that the values should be moved back a page. This whole page should be strictly about the environment and should have appeared earlier.
- S-6A: Why has it taken so long to establish a Nuclear Waste Act?
- S-14A: Why hasn't anything been done before now? If you discovered it 1988? That point would reiterate that people have been lacking on

their responsibilities. Why hasn't the generation started doing this earlier?

[Discussion Leader]: **Why does it contradict their values?**

S-14A: Why hasn't an organization like this been established earlier? As it is the responsibility of our generation, why has nothing been done earlier?

S-11A: My favourite phrase on page 6 is that the "management approach must be safe..." It sums it all up and is clear. What I do see that can be improved are these quotation marks. They should put a name of who actually said that. Is it a female, male? Anyone could just put a question mark, but if you put a name to it, it becomes more real.

[Discussion Leader]: **What did you think of the values statement?**

S-3A: They were good. Not over the top and good for Canadian values.

S-16A: I agree with S-11A, that was my favourite phrase. I would stress more on the actual numbers and values as well since we're trying to learn. I don't have any negatives on this page.

S-1A: I circled that as well.

S-7A: It's all good, it's funny how people read things differently. "Given for future generations..." But what does that really mean? We don't want stall tactics at this point, I just want to get on with it. And then at the top, what about this can be prevented? Is that a typo? And values, nice to see that the values we talked about previously were included.

All Panelists agree that they saw things they had talked about before reflected.

S-7A: It makes you feel good that your input mattered.

S-16A: The red alerts us as to what we should be concentrating on. The colours mean something, the red feels important.

S-9A: I've just noticed that throughout the pictures are so large and the words are so much smaller. Why the plant going out of the rock? I would make the pictures a little smaller and make the words so people will read them, otherwise you just glance through. You tend to breeze through small print. I wouldn't give the rock with the plant such a large space.

- S-12A: In the traditional knowledge part, it's nice they're including aboriginals. And it's an important goal to incorporate aboriginal and western world views. What about other world views?
- S-8A: What are they doing? They're consulting with them and taking in their input, but in what way would they be helping them direct them? Are they considering somewhere near a reservation? What are their views for putting it in the earth with aboriginal respect for land? This seemed like a point brought up with least amount of follow up information.
- S-3A: Maybe they are transporting it to reserves? What is the dream catcher for?
- S-8A: It's a kind of token.
- S-3A: I'm wondering why they have talked about aboriginal people here. Will they be running transportation through their land?
- S-7A: It's random that they're in there like that without being explained. With that picture, it can be of hope, but it's kind of a depressing picture. All we have is grey rock but we're trying to make something grow as well.
- S-2A: I would have liked to see a bit of a more positive statement at the end of the first paragraph, coming out with a more positive approach would make me feel more at ease.
- S-7A: But when I read that, I circled it in green and said they were being honest.
- S-10A: Aboriginals lay claim to most land, the federal government took their land so might be contacting them because of that, or to discuss secret places where they buried their ancestors.
- S-9A: Not having a lot of time to look through, it's hard to figure out why certain things are grouped on the pages together. When I see that plant growing out, it makes me think that nuclear waste leaked out of the ground. If that little plant can come through, what else can come through? It doesn't feel secure.
- S-8A: The statement that included the Aboriginals in the middle of page 6 is very well worded.

Pages 8 and 9

- S-14A: Finally the path where we want them to go and the introduction of APM.

S-11A: I don't like the money aspect.

S-2A: The Nuclear Waste Act requiring companies to fund the process. I think we should know that we are the ones because one way or another we're going to be funding this. I would much rather we skip a step and let the government look after the funding for this and have it be the responsibility of government to make sure it's done. If possible, I would like to pay once source and have it done, rather than have it go through different levels. If there's an Act, it's a government responsibility. There are certain expectations that things be done.

[Discussion Leader]: **Why would you prefer to do it this way?**

S-2A: I can't see it. My way of looking at it is that we're paying one way or another.

[Discussion Leader]: **But we're not...**

S-13A: If the government does it, it's detrimental to health care and social services.

S-9A: I like the expectations for implementation. They're very clearly laid out and I felt like it was giving me a voice. It encompasses what the group said on a whole. With the small points, it strikes me that they want me to know that they listened to Canadians.

S-16A: I like that it's not a set plan and we have a lot of input in the changes.

S-5A: What is APM? I want them to keep it simple

S-16A: They show the benefits before you show what the actual product is.

S-1A: It says right here, APM a management system...

S-5A: What are those phases?

S-14A: Go to the next page.

S-15A: When I looked at these two pages, if you notice throughout the book, you have colours that are more stimulating. When you get here and should want to generate more attention, you use softer colours. You need something that will draw me into it more. It seems so trivial and looks environmentally friendly but does it draw you in there?

S-13A: There's only so much they can put on this page that gets you to the next page. If you truly want to know, you're going to read it if it's in Braille.

S-9A: I liked how they laid out the Act and the fact that there are trust funds, secure deposit that can just be dipped into. It gives a sense of security. When my kids get older, there will be money set aside to do something like that.

S-10A: Look at the funding. They are short over a billion dollars.

S-15A: When it comes to safety, you don't really need to put numbers and a cost on it. If you tell them it's detrimental, funding is not important; they just want to know if they will be safe.

S-8A: I had been doing a school project focusing on environmental energy. I came across number that in 28 years, level of uranium that we use for nuclear power will diminish to such a level that our costs will decrease anyway. Am I going to be paying extra for this? When we say that the producers are the ones contributing, but these companies don't usually like to spend money without having a way to get it back. Will our rates go up? They should maybe try to address this issue.

Pages 10 and 11

S-12A: Just in terms of graphics, I liked that they used the compass.

S-15A: The breakdown of technology is an excellent way to do it. What I'd like to see is maybe a fold out piece that may go into more detail so if you want to go into it, you can.

S-10A: This gives you a picture of how they are thinking and doing things, it gives you an idea.

The Panel was unanimous that these two pages are very clear.

S-3A: I like the quote very much, it shows we have a flexible plan.

S-11A: I give it thumbs up.

S-6A: I find it very unsettling. They are just burying waste. For me, you feed from the earth so to me it doesn't look good.

- S-7A: If required, there will be a lot of variables with this. What about transportation? Yes, I like the plan and I like the way it's laid out, but now I feel that we are touching it a lot more.
- S-8A: This not what I expected, just from the little pictures like the little trees and body of water. I imagined some type of rock formation in the middle of nowhere - this is next to the water.
- S-1A: That's at the reactor site.
- S-7A: However, that's dangerous too
- S-8A: I didn't know that's how it would be arranged underground. The visual is a positive thing. Maybe it could be a little bit bigger. I like what S-15A was saying. Maybe a bigger more detailed picture. It seems very important and everyone wants to know about it.

Pages 12 and 13

S-1A, S-2A and S-11A: This is too much

- S-6A: This is too technical. Average people won't get it.
- S-13A: I disagree because now I can look at the picture and see exactly how it goes. This is where we can make a decision, this is where we can stop. Now you know how it's broken down. I thought it was really good. I liked the legend. If you really want to know, you'll read through it.
- S-15A: I agree with S-13A. One thing that could help is rearranging how the page is organized. It appears technical, maybe because of the size of font. Maybe make it larger into a fold out. I would want to read it.
- S-7A: The legend is good. I think it is a wonderful page.
- S-9A: This has a lot to do with learning styles. My daughter would love this, I would not. The brochure aims at many different learning styles. If this type of thing appeals to you, it's very beneficial.
- S-17A: The first thing my eyes were attracted to was the red. It's calming me and telling me it's okay. Everything is going to be regulated, everything is going to be alright.
- S-8A: I liked the legend and I liked the exclamation point at the end. The colours are distracting. Putting in green things for people to look at

when there is no green text highlight on the legend? They need to add that into the legend.

[Discussion Leader]: **People say that the stuff on the page isn't as complicated as the look of the page. That the look is off putting. Do you agree?**

S-3A: It looks a little crowded but they really are doing it step by step.

S-8A: I had a problem with the directional arrows used throughout whole book, many of the arrows tend to split but we're talking about going together.

[Discussion Leader]: **But that doesn't mean that we can't still go on our trip together?**

S-8A: When I see the use of an arrow and the words "Moving forward together," that statement is pretty conclusive. I find the arrows distracting.

S-16A: If you look forward, they come together in the end

Pages 14 and 15

S-3A: Why do we recycle used nuclear fuel. The waste that we have is already there and now we're thinking of recycling it? I can't believe that thought would cross their mind and you come up with more waste.

S-11A: In the last paragraph on page 15, there's an error in the red box. The red box is kind of in the middle, and it should be at the top rather than cutting it in the middle.

S-1A: On page 14, there's a very awkwardly worded question - can APM ...or different types of used fuel? Doesn't make sense.

S-13A: I thought this section was great because I thought of all those questions throughout the pamphlet. I thought it was perfect and it shows a variety of people.

S-14A: I agree with S-13A. Some of these questions I had had in mind. For instance, can we accommodate growth in Canada? This reassures us that they will continue doing research. I think these two pages address most people's questions.

S-9A: I look at the pictures on here and they look like just your average neighbours and the information is written in a straightforward way. I think it's a really good couple of pages.

- S-5A: I found the first page pretty repetitive but recycling and transportation really interesting.
- S-6A: I want to know some of the dangers in storing the fuel. They haven't said anything about potential dangers
- S-14A: They keep on talking about it being a long term process but don't outline what might go wrong for us. I'd like to know that.
- S-8A: What wasn't stressed enough in the book is the message of the organization. And the waste being contained but retrievable. The idea of keeping something that we right now have no use for is great. They should say we're trying to preserve a resource for future generations, in the meantime we're babysitting. It's amazing foresight and planning.
- S-2A: The question of babysitting it comes up with willing host communities. All the people here are nice people, I think I'm a nice person but it's the NIMBY thing again. Who wants to be the good host?

Pages 16 and 17

- S-17A: My eyes went to recycling post consumer waste.
- S-12A: I like that they put all the contact info so if you're really interested in contacting them, you could do so
- S-1A: I like the fact that the road sign shows more togetherness. Everyone is on the same page and all have same ideas going forward.
- S-15A: In any adaptation, there are growing pains but eventually you'll all have the same goals and focus.
- S-2A: I think finding out that you can get it in French should perhaps be somewhere closer to the front and stand out more.
- S-14A: Where it says there is no quick or simple way to explore. That's really important and shows us there's a learning curve to all of this. I think that's really important. Learning curves will help enhance the entire efficiency of the project in the end.
- S-1A: It's inviting anyone who's interested in being involved to visit the website

S-16A: It says NWMO working hard to listen to interested Canadians, but they're only picking interested. It singles them out

S-6A: Something this important you should force people though.

Strategic Objectives Exercise

[Discussion Leader]: **Anyone have anything they would like to add? Do these seem like the right objectives? Any should be off the list?**

S-8A: I think some of them are worded weirdly. For instance, long term relationship with Canadians and aboriginal people. Maybe use the word especially instead.

S-15A: Aboriginal people are pushing for a self governing structure, they want to see themselves as a separate community.

S-8A: If that's their case, then okay, then I'm wrong. As someone who's not an aboriginal person, it's a little weird. The other one was "governance structure that provides... "It's a deep breath, I had to reread it a couple times. Maybe if it was broken down into 2 thoughts?

[Discussion Leader]: **Are these the right objectives? Are there ones missing?**

S-2A: I'm accepting that these are their mandates.

S-9A: My question is with #2. They're putting together a strong research program. It almost sounds like it's just to make the government happy. I would hope it would be an ongoing process that decides if this is the best way. Different types of research, this seems like think tank research to me

S-6A: There's nothing again that promotes the legal aspect in the Act.

S-13A: I would like to see something that will hold companies accountable. The NWMO will always control the accountability to the people that are doing it in the first place. Those who make the waste should be the ones keeping it clean.

S-3A: #4 covers most of it

S-14A: #6 – reforming of NWMO to being an implementing organization. I personally wouldn't like to give them more power but would rather take more power back and give it to the people. I wouldn't want them to be their own self governing body where they can make their own decisions. Regardless, if there could still be fraud

still associated with it, I come from an accounting point of view – the more power you give someone, the more corruption it could lead to.

S-10A: That's why they are accountable to the government and the public. But the government is not exactly not corrupt.

S-1A: S-14A, do you think the reformed NWMO was going to implement things on their own? It says they are an organization to implement government decisions. They don't make the decisions themselves.

S-15A: What we could do is have a PTA format. Something where you could get citizens involved in the community in a PTA sort of thing.

[Discussion Leader]: **Is there anything more that you think should be put onto this list?**

S-8A: When they reference researching for new technologies, maybe putting some specifics there. What they're trying to do. It occurs to me that the people that make the nuclear waste are the ones funding the NWMO. If our reliance on nuclear power goes down, then their funding goes down. Would they be able to maintain funding if dependence on nuclear power decreases? I have a concern as to whether or not the generating places can see "we're not in business, you don't exist"

S-2A: I think there should be some commentary on the openness of their structure and communications with community at large.

Transparency Exercise

[Discussion Leader]: **Now that you see this on paper, is it what you were expecting?**

S-6A: I like it, I like the second half because of the website. We can access it at our own convenience.

S-7A: I really thought this was wonderful, as long as they do it.

S-14A: They're going to publish final reports for research? Are they publishing financial reports?

S-1A: It says right here, audited financial statements.

S-7A: Everything is covered.

- S-13A: The best one is that they will be fully responsible. You will be able to hold them accountable.
- S-17A: The report from all public attitude research commissioned by the NWMO - they're not going to commission people who don't like something, who aren't happy with something.
- S-1A: We're part of the public attitude research
- S-5A: Everything is covered
- S-3A: It's like an open book
- S-8A: It's like a transcript from our meetings together

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.

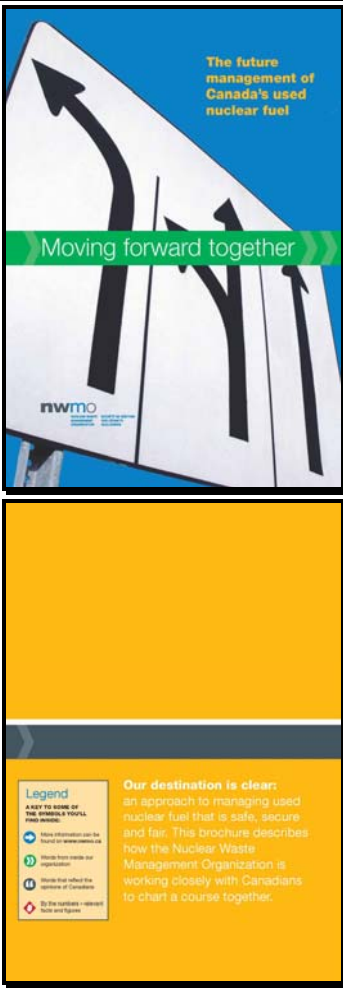
Instructions were provided by the Discussion Leader, as well as in written form. A copy of the instructions provided is attached in the appendices to this report.

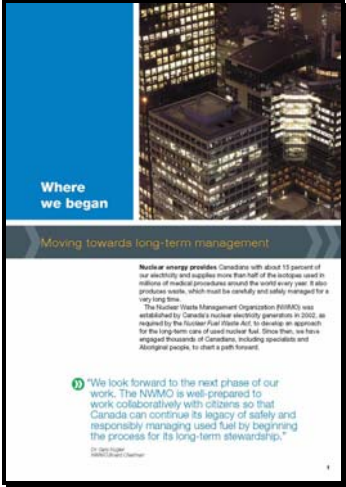
The Discussion Leader, later in the Panel, led a discussion and page-by-page review of Panelist impressions of the brochure. To aid the discussion, the Discussion Leader had a large, laminated “storybook” version of the brochure.

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, Scarborough Panelists were pleased with the content of the brochure. As with the entire discussion, Pickering was a large part of the discussion, specifically in reference to a “willing host community.” They could often relate to certain issues discussed in the brochure, and felt very strongly that they did not want any waste in their backyard, as they had “enough already.”

Front Cover and Inside Front Cover

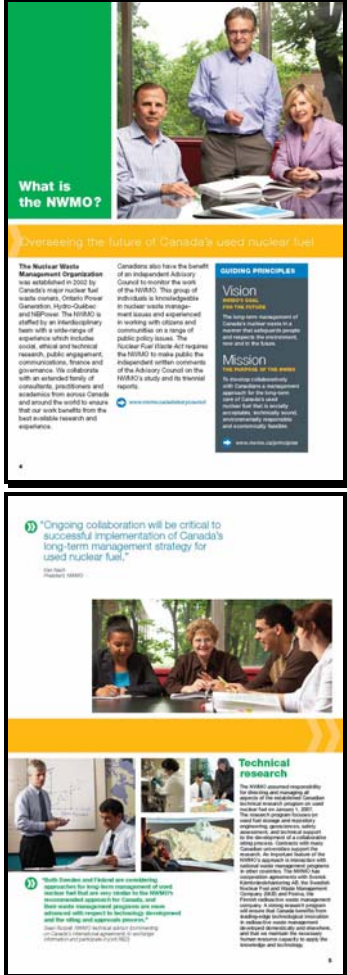

Statements/Images Panelists Agreed with	Statements/Images Panelists Disagreed with	
<ul style="list-style-type: none"> Our destination is clear 	<ul style="list-style-type: none"> Arrows 	

Statements/Images Panelists Agreed with	Statements/Images Panelists Disagreed with	
<ul style="list-style-type: none"> Nuclear energy provides Canadians with about 15 percent of our electricity and supplies more than half of the isotopes used in millions of medical procedures around the world every year. “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 safely and responsibly managing used fuel by beginning the process for its long-term stewardship.” ...we have engaged thousands of Canadians, including specialists and Aboriginal people, to chart a path forward. 	<ul style="list-style-type: none"> ...Since then, we have engaged thousands of Canadians, including specialists and Aboriginal people... 	

Pages 2 and 3

Statements/Images Panelists Agreed with	Statements/Images Panelists Disagreed with	
<ul style="list-style-type: none"> The NWMO is focused on the long-term management of used nuclear fuel. 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? “...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.” International perspective By the numbers...perspective... 	<ul style="list-style-type: none"> ...facilities licensed for temporary storage at the reactor sites. 	

Pages 4 and 5

Statements/Images Panelists Agreed with	Statements/Images Panelists Disagreed with	
<ul style="list-style-type: none"> • Canadians have the benefit of an independent Advisory Council to monitor the world 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. • www.nwmo.ca/advisorycouncil • Guiding Principles: Vision and Mission... • An important feature of the NWMO's approach is interaction with national waste management programs in other countries. ... 	<p>The Nuclear Waste Management Organization was established in 2002 by Canada's major nuclear fuel waste owners, Ontario Power Generation, Hydro-Quebec and NBPower.</p>	


Pages 6 and 7

Statements/Images Panelists Agreed with	Statements/Images Panelists Disagreed with	
<ul style="list-style-type: none"> The values that Canadians said are important formed the basis for eight objectives against which different options were evaluated: fairness, health and safety, community well-being, security, environmental integrity, economic viability, and adaptability. ...the management approach must be safe and secure for people, communities and the environment; and it must be fair for current and future generations. Values: The fundamental beliefs that guide our work. 	<ul style="list-style-type: none"> There are no absolute answers. ...long timeframes... 	<p>The image shows two pages from a report. Page 6 features a photograph of a fern growing on a rock, with the heading 'What we have learned'. Below the photo is a red banner with the text 'Creating a contract between science and society'. The main text discusses the work of the WMMO and the importance of public engagement. Page 7 features a photograph of a person, with the heading 'Traditional knowledge'. Below the photo is a 'BY THE NUMBERS' infographic with various statistics.</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. • Expectations for implementation... • ...contribute annually to trust funds... • “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"> • The committed liability associated with the long-term management of the current inventory of used nuclear fuel is about \$4.4 billion [as of January 1, 2007]. The total value of the waste owners’ aggregated funds (including trust funds) dedicated to the long-term management of used nuclear fuel is \$3.3 billion [as of Dec. 31/2006]. 	



Pages 10 and 11

Statements/Images Panelists Agreed with	Statements/Images Panelists Disagreed with	
<ul style="list-style-type: none"> • “What we need is a flexible plan that gives future generations a choice.” 	<ul style="list-style-type: none"> • The implementation process will span many decades and continue to be collaborative. • Identify an informed, willing host community 	

Pages 14 and 15

Statements/Images Panelists Agreed with	Statements/Images Panelists Disagreed with	<p>What is the process for choosing a site?</p> <p>The process for selection of a central site will be developed collaboratively with Canadians. During the study phase, Canadians were clear about a number of siting principles. Among them, was the belief that the location must be acceptable to an informed and willing host community. The site must also be technically sound, suitable for a long-term responsibility for national and/or international storage and for a characterization facility. Siting efforts will be focused in the four provinces already involved in the nuclear fuel cycle: Ontario, Quebec, New Brunswick and Saskatchewan. Should communities in other regions express an interest, they will also be considered.</p>  <p>Asking tough questions</p> <p>Can APM accommodate growth in Canada's nuclear power industry? Or different types of used fuel?</p> <p>The NWMO has a legal obligation to manage all of Canada's used nuclear fuel. That which exists now and that which will be produced in the future, APM was primarily designed for the fuel type. Canada's existing reactors, the two CANDU reactors, have been designed to be technically capable of dealing with additional quantities and different types of used nuclear fuel. It has the potential to accommodate many of the changes that are likely to be required in Canadian energy policy, economic, science and technology advances, and societal expectations and values evolve. The NWMO will continue research and testing to ensure that the plans and programs address new circumstances and remain robust.</p>
<ul style="list-style-type: none"> The NWMO will continue research and testing to ensure that the plans and programs address new circumstances and remain robust. Robust transport containers are designed to withstand severe accidents and transport conditions and meet high standards which are continually reviewed by regulatory licensing bodies. Why don't we recycle the used nuclear fuel? 	<ul style="list-style-type: none"> Why don't we recycle used nuclear fuel? In Canada, any decision to reprocess would have to be made by the nuclear operators in conjunction with government and the regulators. Used nuclear fuel is reprocessed in some parts of the world... 	<p>Used nuclear fuel is reprocessed in some parts of the world. In Canada, any decision to reprocess should have to be made by the nuclear operators in conjunction with government and the regulators. Consideration should also be given to other types of radioactive wastes which would be produced, the potential for emitting used nuclear fuel which could be used in the production of nuclear weapons and the exposure of communities. However, the NWMO would be responsible for the long-term management of high-level waste resulting from reprocessing and will continue to monitor ongoing research in the area of recycling used nuclear fuel.</p>  <p>The NWMO will need to demonstrate the safety of any transportation system prior to its implementation. Our research and consultation with authorities in Canada and abroad, suggest that used nuclear fuel can be transported safely. Internationally, many nations have been regularly transporting used nuclear fuel for decades. Nuclear transport containers are designed to withstand severe accidents and transport conditions, and meet high standards which are continually reviewed by regulatory and licensing bodies.</p> <p>What about the danger of transporting used nuclear fuel?</p> 

Page 16 and Inside Back Cover

Statements/Images Panelists Agreed with	Statements/Images Panelists Disagreed with	
<ul style="list-style-type: none"> We are ready to take the next steps www.nwmo.ca Contact information 	<ul style="list-style-type: none"> We are ready to take the next steps 	

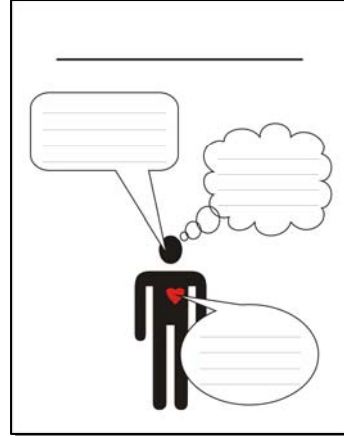
b. “Sharpie” Marker Exercise

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"> • What we need is a more flexible plan that gives future generations a choice (pg. 11) • Guiding principles (pg. 4) • International perspective (pg. 3) • The management approach must be safe and secure for people, communities and the environment (pg. 6) • Adaptive Phased Management (pg. 11) • Phase 1, licensing process, environmental assessment process (pg. 12) 	<ul style="list-style-type: none"> • Page 12-13 • As early as 1988 studies determined that deep geological isolation of nuclear waste is a sound technical approach (pg. 6) • The committed liability associated with the long-term management of the current inventory of used nuclear fuel is about \$4.4 billion (pg. 9) • Pg. 2: We are here • NWMO established in 2002 by OPG, Hydro-Quebec, NBPower (pg. 4)

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, many Scarborough Panelists responded quite skeptically, questioning why the brochure was “too positive.” When asked what they would say about the brochure, Panelists responded with generally positive comments, stating the brochure was informative and detailed. In terms of how the brochure made them feel, many Panelists felt worried, anxious and, although enlightened, concerned about the future.

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

THINK	Industry is really trying hard to win converts
	The brochure was a slick self serving-long attempt at information
	Why in the world are they even thinking of recycling? Do they want more to recycle?
	I am really interested to know about re-processing and recycling nuclear waste
	It had too much information, people wont read through the whole report
	What are the negative consequences of storage?
	I hope they are doing what they say they are
	It’s lacking information. How does this affect me? Canadians? Environment?
	I don’t know if all the kinks have been worked out and if it’s really safe.
	The brochure presented very little about other side of nuclear waste materials.
	There are a number of repetitive parts but I guess they want you to really remember or believe those.
	I should become more informed on this topic. Never been much of an interest to me.
	Emphasis needs to be also on minimizing the use of N.E. not just storing and cartridges.
	Too much “positive” information with little focus on the possible negative impacts.
	It is informative and looks good on paper but can this move from paper to reality and be maintained?
	A little late, but better than none. And are we safe in the meantime.
	I’m melting!
SAY	If you want to learn more about what’s happening today in the nuclear industry,

	read this brochure
	The brochure was informative and yielded a positive direction
	Do you know there is a rod of nuclear waste buried underground Pickering that has to be transported?
	Nuclear waste will be transported safely unlike the other courier Have been doing so for many years.
	It was informative and detailed
	Lots of information
	Full of info, websites to get further info, positive spin
	Many countries have similar plans for development with better technologies.
	This brochure explains how we will store nuclear waste.
	The ideas in the brochure sound very good. The presentation was good.
	The NWMO has gone through a lot to ensure that nuclear waste management is safe and fair to our generation and the one that follows.
	The brochure is quite informative and seems to make an attempt to reach a broad base of people.
	A lot is being discussed about a major “underground” problem. We all need to learn more and get involved if we want to see action and change.
	Lots of useful information that will lead to results. Maybe not all positive.
	The document is quite informative. It really gives you in depth insight as to what the goal and purpose of NWMO is.
	There is a nuclear waste management plan in place that will protect us in the future.
	Colourful well designed, thorough, great explanation.
FEEL	This is a fairly good attempt to educate and win over the public
	I am pleased that something is being done but there is a cynical feeling
	What if there is going to be a major catastrophe?
	The APM will actually take responsibility for transporting the waste safely.
	It is important to make this information available to the people.
	Feel like I’m only being told half the story
	Good they are really thinking about “it”.
	Safe- as in a plan is being set to contain this waste, hopeful for new uses for the materials.
	Appealing to make me like it, confusing detail, smooth marketing, some parts soothe my fears.
	I feel a little comfortable about knowing the government is monitoring the nuclear facilities.
	Somewhat comforted to know that many specialists have been consulted. A bit nervous because it almost sounds like a sales pitch.
	I feel unsure about the topic largely due to my lack of knowledge and concern.
	Enlightened about issue. Horrified about lack of action up until now. Relieved to be involved and not just a bystander.
	How much of this information is just being “sold” in order to advance in the process. A story that needs our direction.
	This is a move in the right direction but the document cannot replace a human touch.
	I feel comfortable about future plans, but uneasy about the lengthy process.

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,

Strategic Objective	Importance	Appropriateness
We are building our efforts to the building of long-term relationships with interested Canadian and Aboriginal people and involve them in various future activities.	1 2 3 4 5	1 2 3 4 5
We are putting in place a strong research program designed to broaden NWMO's knowledge of nuclear and waste management. This will bring to bear the most advanced international expertise to support implementation of a government decision.	1 2 3 4 5	1 2 3 4 5
We are re-organizing our efforts to ensure that we are a leading national and international organization that achieves financial stability and long-term program funding.	1 2 3 4 5	1 2 3 4 5
We are reorganizing processes and activities to ensure the organization and its activities are fully effective. This includes continuing to review, adjust and update plans, organizational structure, and strategic, operational, financial, environmental, and social and public relations plans.	1 2 3 4 5	1 2 3 4 5
We are implementing a governance structure that provides Government, Stakeholders, Board management, and the public with greater assurance, oversight, advice and guidance and enhanced interaction during the implementation phase.	1 2 3 4 5	1 2 3 4 5
We are 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 2 3 4 5
We will conduct and the collaborative decision of a process to select a site, consistent with public engagement program, a site visit and receive approval of a siting process.	1 2 3 4 5	1 2 3 4 5

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.

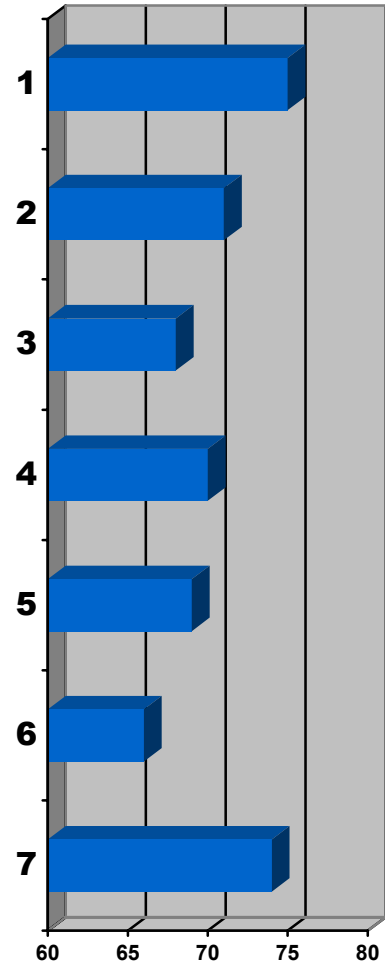
The results expressed were weighted and then tabulated, such that the first preference had the highest value, the second preference the second highest value etc. In the charts that follow, the total values are the sum of the weighted preferences.

Overall, Scarborough Panelists rated the objective concerning the NWMO’s efforts to build long-term relationships with Canadian and Aboriginal peoples as most important and the objective outlining the NWMO’s intentions to develop a “strong research program” as most appropriate. Considerably less important to Panelists was the objective concerning the re-formation of the NWMO into an “implementing organization,” which was also rated as considerably less appropriate, as well as and the objective concerning the NWMO’s efforts go build long-term relationships with Canadian and Aboriginal peoples.

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 alternative step will involve initiation of a citing process.

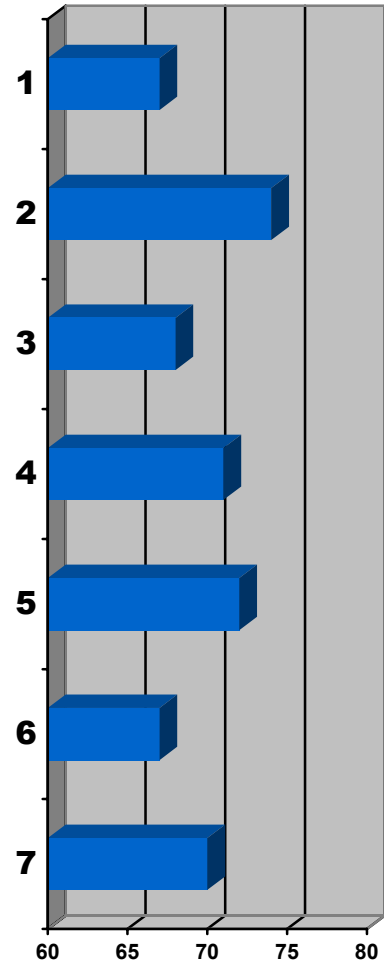


	S-1A	S-2A	S-3A	S-4A	S-5A	S-6A	S-7A	S-8A	S-9A	S-10A	S-11A	S-12A	S-13A	S-14A	S-15A	S-16A	S-17A
Panelist																	
IMPORTANCE																	
1.	1	2	1	5	3	1	1	1	1	1	2	2	1	1	1	1	2
2.	1	3	1	5	1	2	1	1	2	1	2	3	1	4	1	1	1
3.	2	1	1	4	1	3	3	2	1	1	3	2	1	5	1	1	2
4.	1	2	1	5	1	3	1	1	3	1	2	3	1	3	1	2	1
5.	2	1	2	3	1	2	1	2	2	1	2	2	3	5	1	2	1
6.	3	2	2	5	2	1	3	2	5	1	1	3	2	1	1	1	1
7.	1	1	2	5	1	1	1	2	1	1	1	3	1	4	1	1	1

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 alternative step will involve initiation of a citing process.



Panelist	S-1A	S-2A	S-3A	S-4A	S-5A	S-6A	S-7A	S-8A	S-9A	S-10A	S-11A	S-12A	S-13A	S-14A	S-15A	S-16A	S-17A
APPROPRIATENESS																	
1.	1	2	2	4	3	1	1	2	1	1	2	3	1	3	1	N/A	1
2.	1	2	1	4	1	1	1	1	1	1	1	1	1	3	1	N/A	1
3.	1	1	2	5	1	1	1	1	1	1	2	1	1	4	3	N/A	2
4.	1	1	2	5	1	1	1	1	3	1	1	1	1	3	1	N/A	1
5.	1	1	2	3	1	1	1	2	1	1	2	1	1	4	1	N/A	1
6.	2	3	2	5	2	1	1	2	2	1	2	2	1	1	1	N/A	1
7.	1	1	3	5	1	1	1	1	1	1	1	2	1	4	1	N/A	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, Scarborough Panelists were impressed with the NWMO's proposed transparency policy. Panelists thought it was a comprehensive and positive commitment to transparency, "so long as they do it." Some Panelists were confused by the financial information included in the policy. Financial transparency is very important to them, but they were not sure how inclusive "audited financial statements" might actually be.



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.

A screenshot of a survey questionnaire. At the top, the word "NAVIGATOR" is written in a bold, sans-serif font, with a stylized blue and yellow logo to its right. Below the title, there are three text input fields, each preceded by a question. The first question is "What is your overall impression of the NWMO website?". The second question is "Does the website appeal to you? Why?". The third question is "Why do you feel is the intended audience for the website? What makes you think that?". The survey is presented on a white background with a thin black border.

Of those responses received, feedback has been positive. Most Scarborough Panelists feel the site is user-friendly, informative and thorough and appeals to them. The majority feel its intended audience is the general public, although some state that they feel the website is intended for the well-educated rather than the average Canadian.

A number of Scarborough Panelists felt the availability of committee reports, information on board members and statistics about nuclear waste were the most interesting aspects of the website. In terms of what they were hoping to, but did not see on the website, some Panelists mentioned the selection criteria for the NWMO board and executives, as well as photos of the current nuclear waste storage facilities.

Panelists all 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.

The “Parking Lot” question from a Scarborough Panelist was the following:

- Does this organization support continued use of nuclear power at this rate?

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?

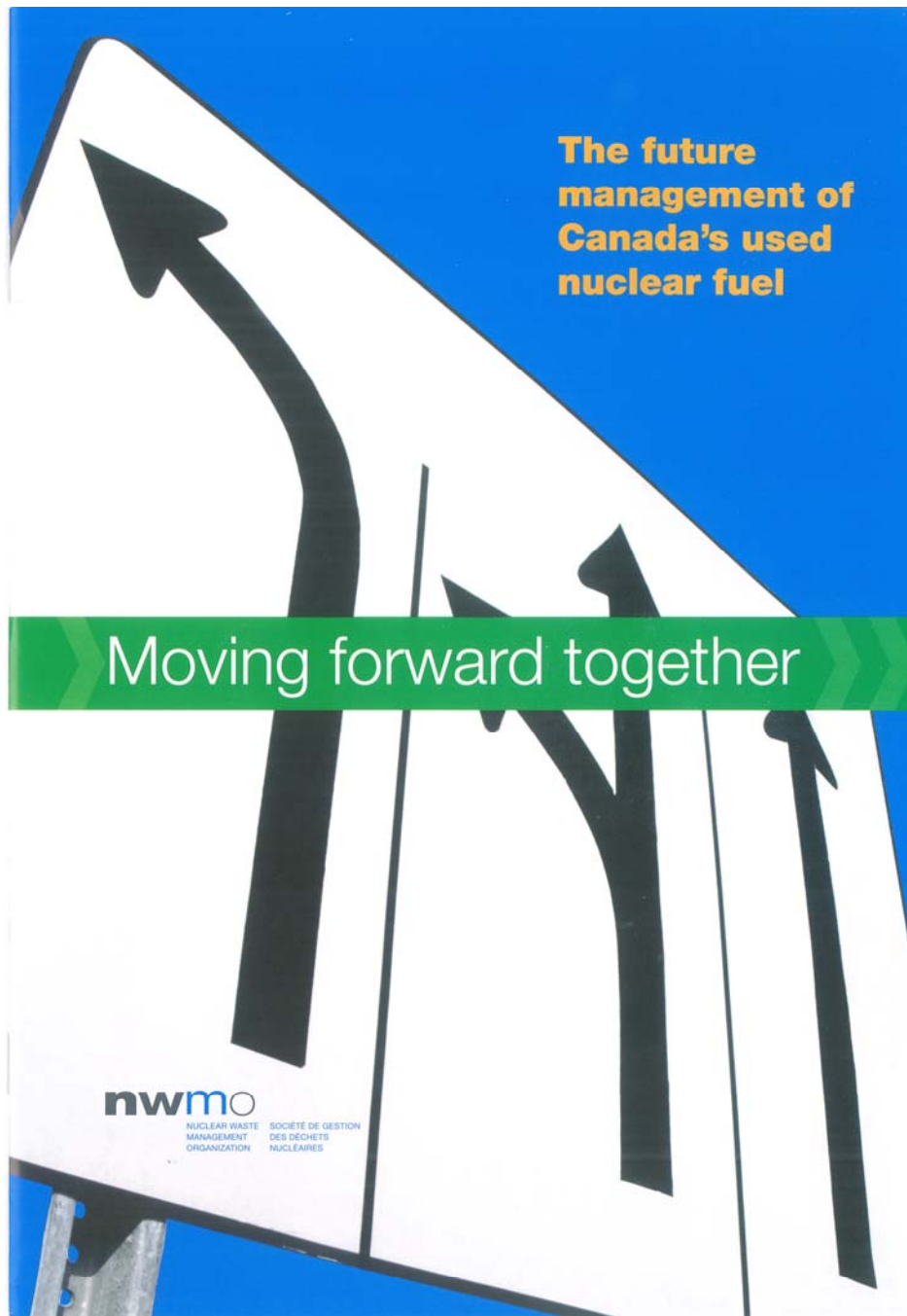
9. NEXT SESSION (2:50 – 3:00)

- 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



**The future
management of
Canada's used
nuclear fuel**

Moving forward together

nwmo
NUCLEAR WASTE
MANAGEMENT
ORGANIZATION SOCIÉTÉ DE GESTION
DES DÉCHETS
NUCLÉAIRES

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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