



Summary Report

CN Milton Logistics Hub

Community Liaison Communication Process Consultation and
Community Engagement

May 26–June 30, 2021

Kirk&Co.

ABOUT KIRK & CO. CONSULTING LTD.

Kirk & Co. is a recognized industry leader in designing and implementing comprehensive public and stakeholder consultation and engagement programs. Utilizing best practices, consultation and engagement programs are designed to maximize opportunities for input. Kirk & Co. independently analyzes and reports on public and stakeholder input.

ABOUT THIS CONSULTATION AND ENGAGEMENT SUMMARY REPORT

The views represented in this engagement summary report reflect the priorities and concerns of engagement participants. They may not be representative of the views of the public and other stakeholders because participants self-selected into the community engagement, and therefore do not reflect a random sample.

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1. Background

ABOUT THE PROJECT

CN is building the Milton Logistics Hub, a new intermodal logistics and transportation hub in Milton, Ontario. The Milton Logistics Hub Project (the “Project”) is a critical investment in Canada, and will help meet the growing demand for goods in southern Ontario, reduce greenhouse gas emissions, and create jobs.

The Milton Logistics Hub was approved by the federal government on January 21, 2021, following an extensive environmental assessment under the Canadian Environmental Assessment Act, 2012. It is subject to 325 legally binding conditions designed to protect the community and the environment,

including Condition 3.2 that requires CN to develop a community liaison communication process.

The Project is subject to regulatory permits. Construction is anticipated to begin in late 2021 and will take approximately two years to complete.

2. Engagement overview

To begin efforts to fulfill Condition 3.2, from May 26, 2021 to June 30, 2021, CN gathered input from the public on how they will continue to communicate and engage prior to and during project construction and into operation through a survey made available on cnmilton.ca, and asked

for public feedback on the proposed [Community Liaison Communication Process document](#). The input provided will help guide how CN keeps the community informed about the Project. The survey provided to the public can be found in [Appendix B](#) of this report.

3. Notification

COMMUNITY CONSULTATION NOTIFICATION

Notification of the opportunity to provide input on the Community Liaison Communication Process was provided through the following methods:



Updates to the Project website (cnmilton.ca)

On May 26, 2021, the Project website was updated to include information about the proposed Community Liaison Communication Process, the Milton Community Consultation Committee, a live survey, as well as additional opportunities to provide further input, such as through committee participation.



Digital advertising

Digital display advertising was placed in InsideHalton.com and the Torstar Network, targeted to Milton for 450,000 impressions between May 27 and June 30, 2021.



Email notification

Emails about the engagement were sent to the Project's distribution list on June 15 and June 30, 2021. Emails were also sent directly to the Halton Region to notify them of the opportunity to complete the survey.



Postcard

Postcards with notification of the engagement were distributed via Canada Post to approximately 9,000 neighboring residences in southwest Milton.



Newspaper advertising

Advertising was placed in the print publications of the Milton local newspaper *The Canadian Champion* for four consecutive weeks: June 3, 10, 17, and 24, 2021.

4. Engagement methods and participation



Online survey

Between May 26 and June 30, 2021, 69 online surveys were completed. The online survey was available through a link on the Project website at cnmilton.ca, hosted on a civic engagement platform. The online survey asked participants for their feedback on the proposed Community Liaison Communication Process document, which was available to read on the Project website.



Project website

Information about the Project and ways to participate in the survey were posted on cnmilton.ca. The website includes information about the Project, the proposed Community Liaison Communication Process document and information about the Community Consultation Committee. The Project website will continue to be updated throughout the life of the proposed Project.

The 35-day consultation period resulted in:



69 survey respondents



15 expressions of interest in participating in the Community Consultation Committee



40 people signed up to receive project updates

5. What we heard

All survey questions were optional, resulting in some surveys being submitted without answering all the questions asked. Input received from the **69 survey respondents** regarding the Communication Process found support for the following:

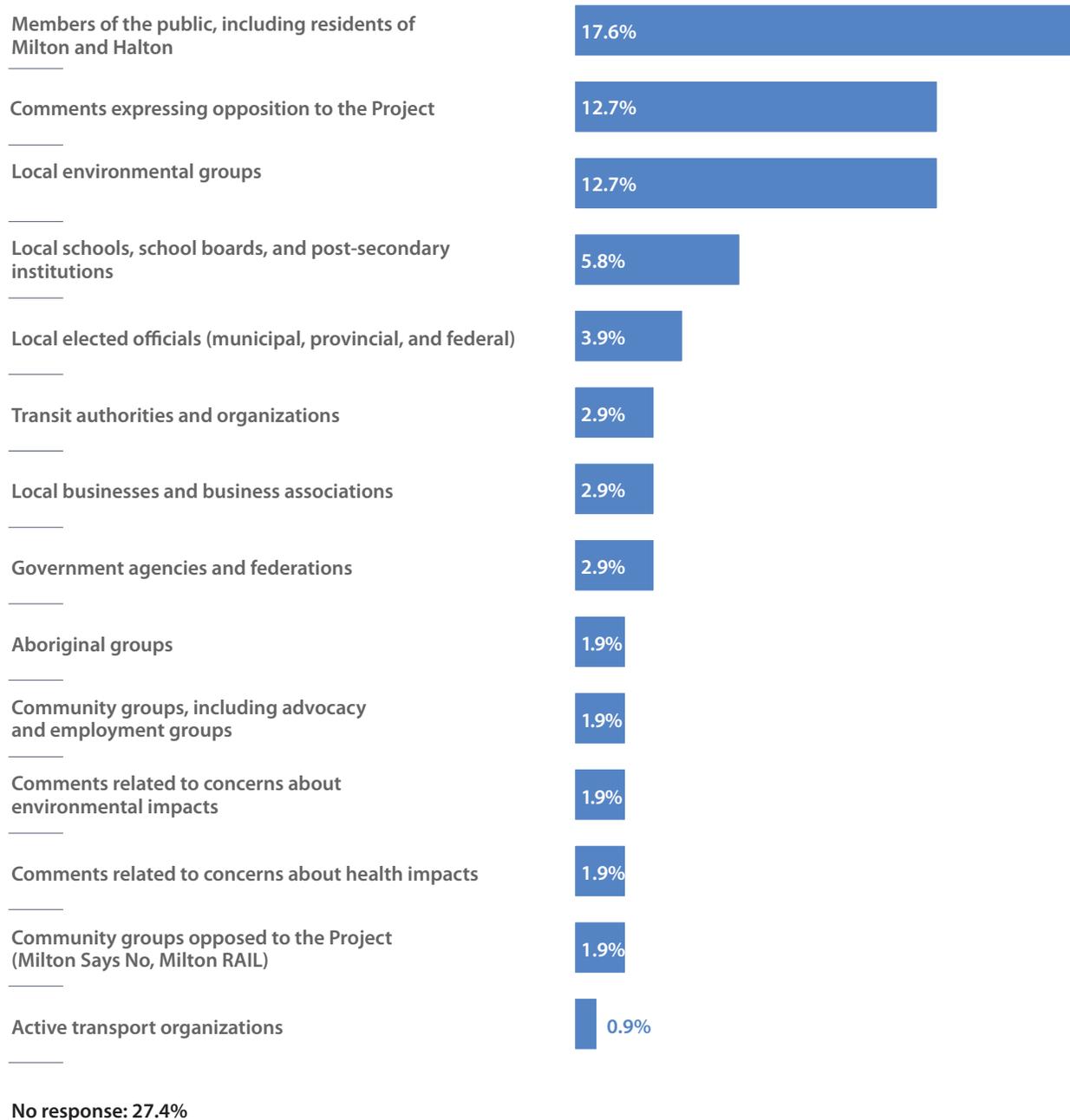
- **Engagement with a diverse group of stakeholders**, including government and agencies, business, and community and environmental groups
- **Direct email communication** as a primary means of providing project updates
- **Ongoing engagement** with local government
- **Online engagement methods**, including online meetings, use of the Project website, and online feedback forms as a means to provide feedback throughout different stages of the Project
- **Diverse stakeholder representation** on the Community Consultation Committee

As part of this consultation, CN received general feedback about the Project itself unrelated to the Communication Process. This included general opposition to the Project, support for the Project, and concerns about potential impacts of the Project.

The following pages summarize the top responses received for each survey question related to the consultation's Communication Process.

Q1: What organizations would you like to ensure are included in CN’s outreach and engagement efforts?

Survey respondents suggested the following organizations be included in CN’s outreach and engagement efforts:



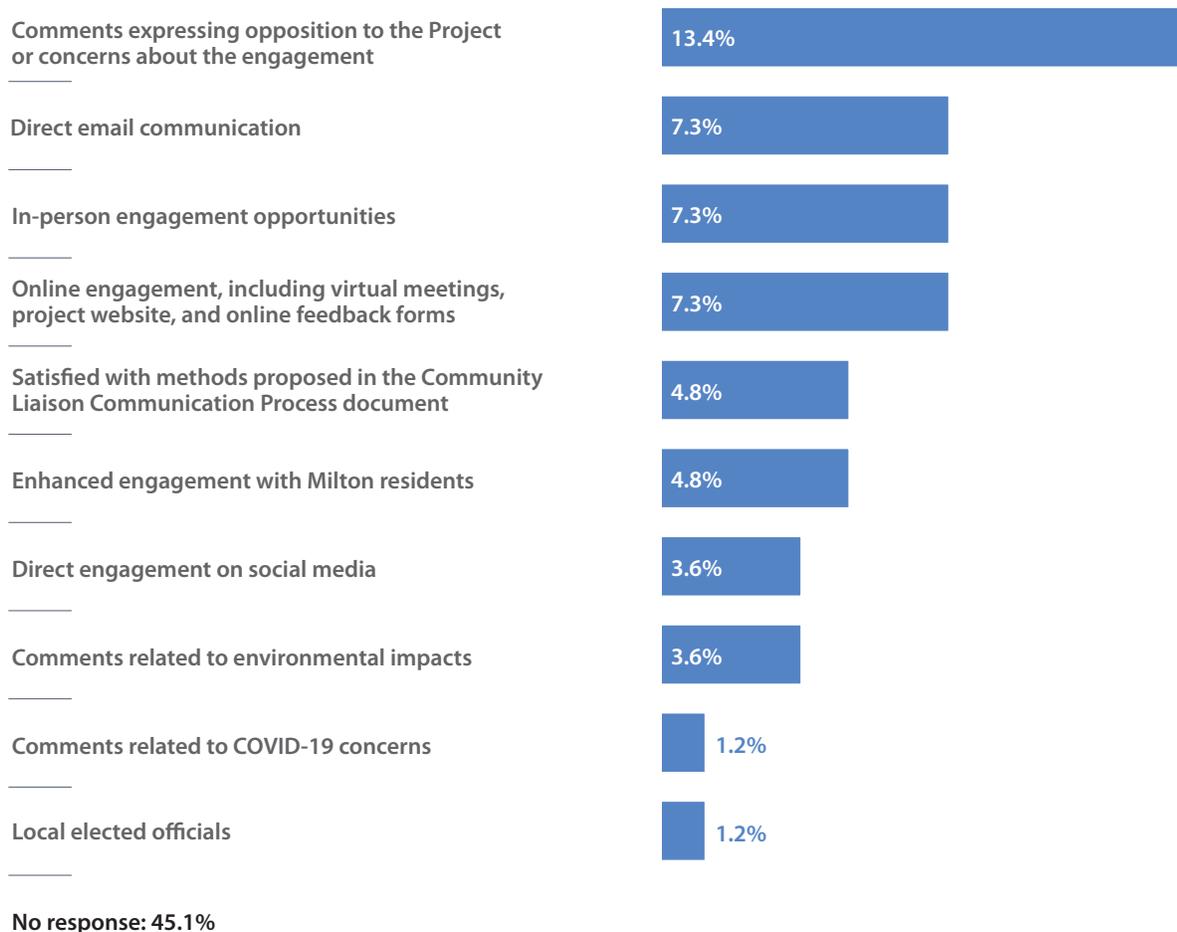
Q2: How important are the following methods for CN to share information about the Project with the community? Please rate each item’s importance from 1-5, with 1 being least important and 5 being most important.

The table below indicates the number of survey respondents who indicated that the specified communication method is the **most important** or a **fairly important** method.

Communication method	Respondents
Email	52
Local government engagement	51
cnmilton.ca	36
Door-to-door with project neighbours	33
CN Milton Information Centre	27

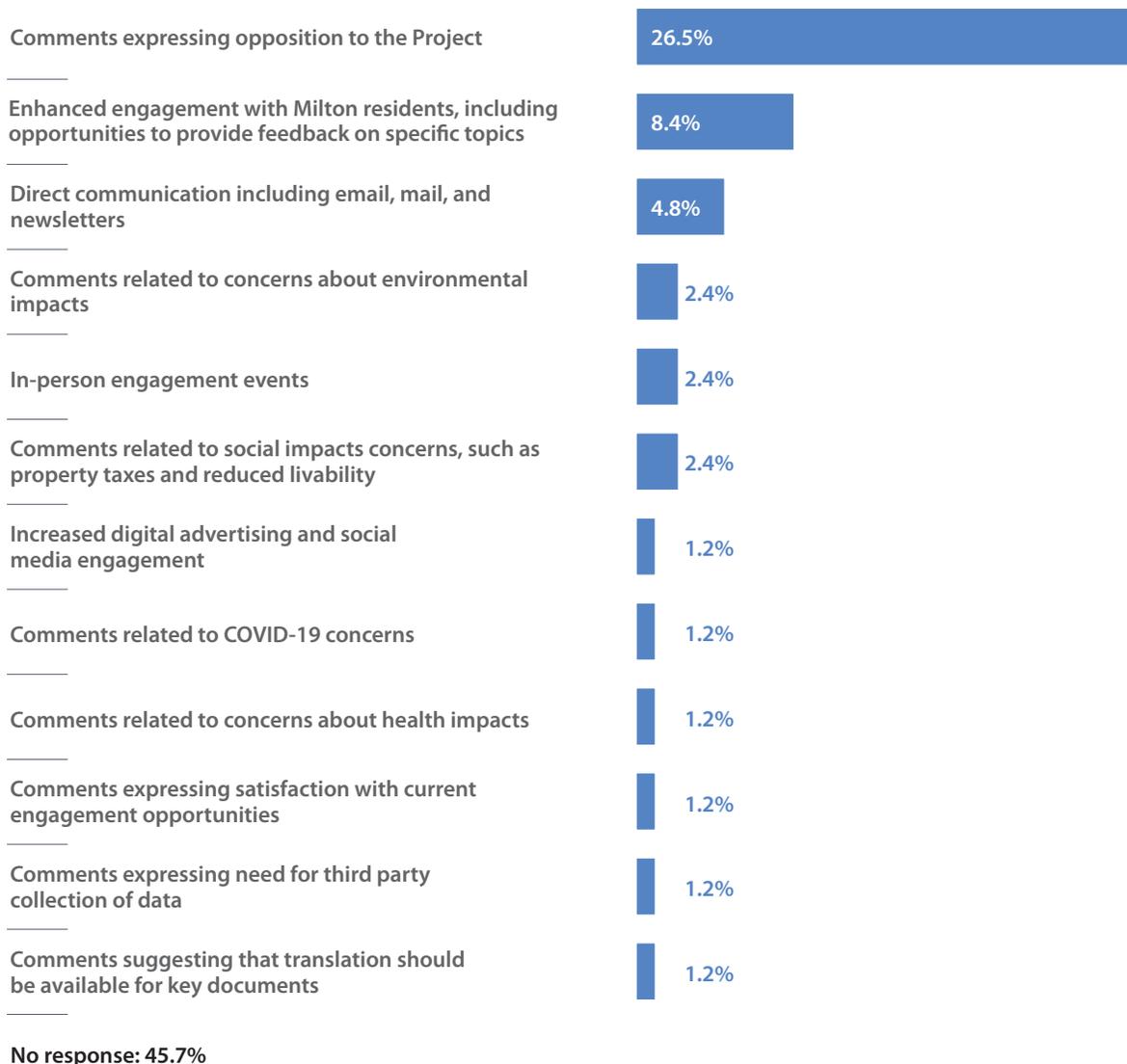
Q3: CN is proposing a variety of ways for individuals to provide feedback to CN about the construction and operation of the Project. Other than what is proposed in section 2.2.2 of the Community Liaison Communication Process, are there other ways you would like to be able to provide feedback to CN?

Survey respondents suggested the following other methods be made available to provide feedback to CN (in order of most suggested):



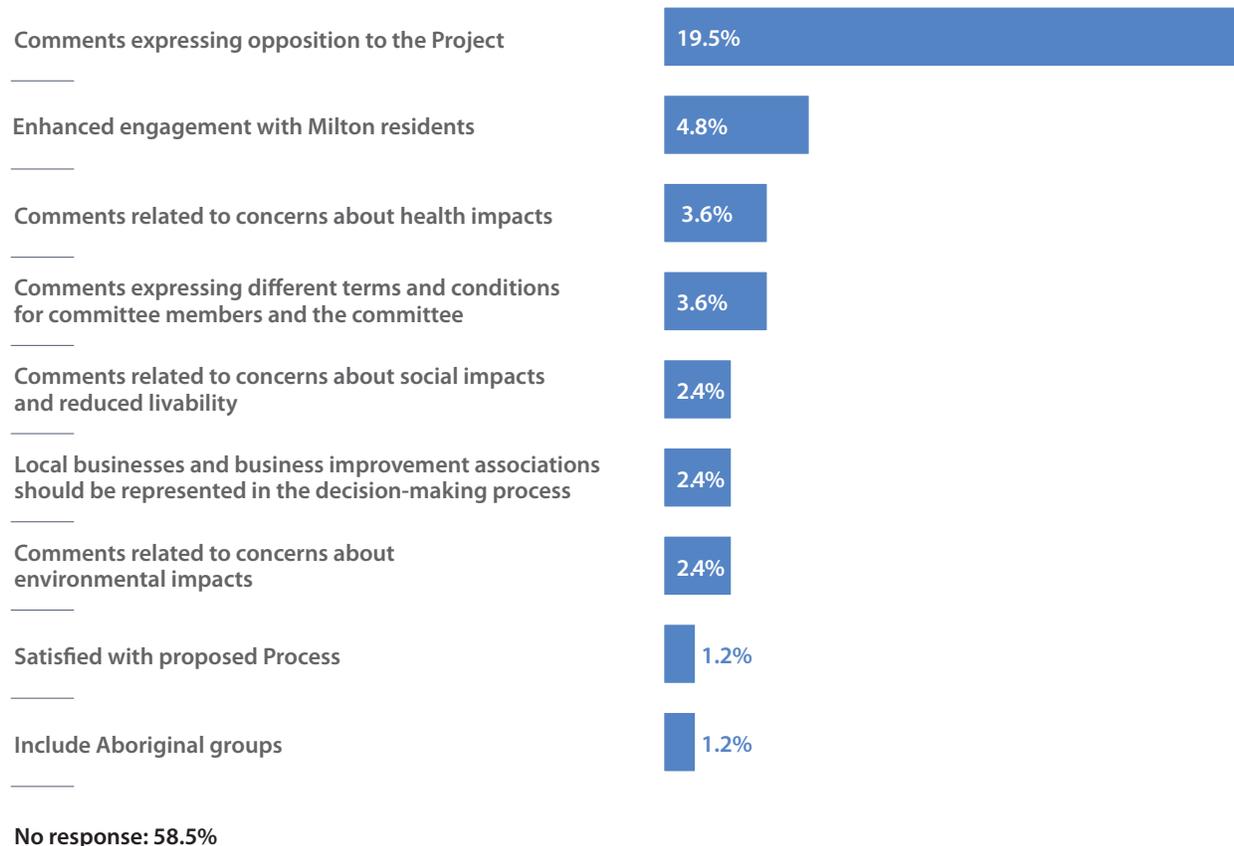
Q4: CN is proposing to track feedback from all public engagement efforts and ensure that feedback is considered and addressed by the Project team. This will be summarized and publicly disclosed in our year-end report to the Impact Assessment Agency of Canada (IAAC), that will be posted on the Project website, emailed to the project distribution list, and shared with the Community Consultation Committee. Do you have any recommendations to the proposed process?

Survey respondents provided the following recommendations on the proposed process (in order of most recommended):



Q5. CN is proposing to create a Community Consultation Committee as part of the Community Liaison Communication Process. The Terms of Reference for the committee can be found in Appendix 2 of the Community Liaison Communication Process. After reviewing the Terms of Reference for the committee, do you have any recommendations to improve this proposed process?

Survey respondents provided the following recommendations to improve the proposed process (in order of most recommended):



Q6. If you would be interested in being considered to be a part of the committee, please provide your name and contact information below. Please also let us know if you represent a specific organization in Milton.

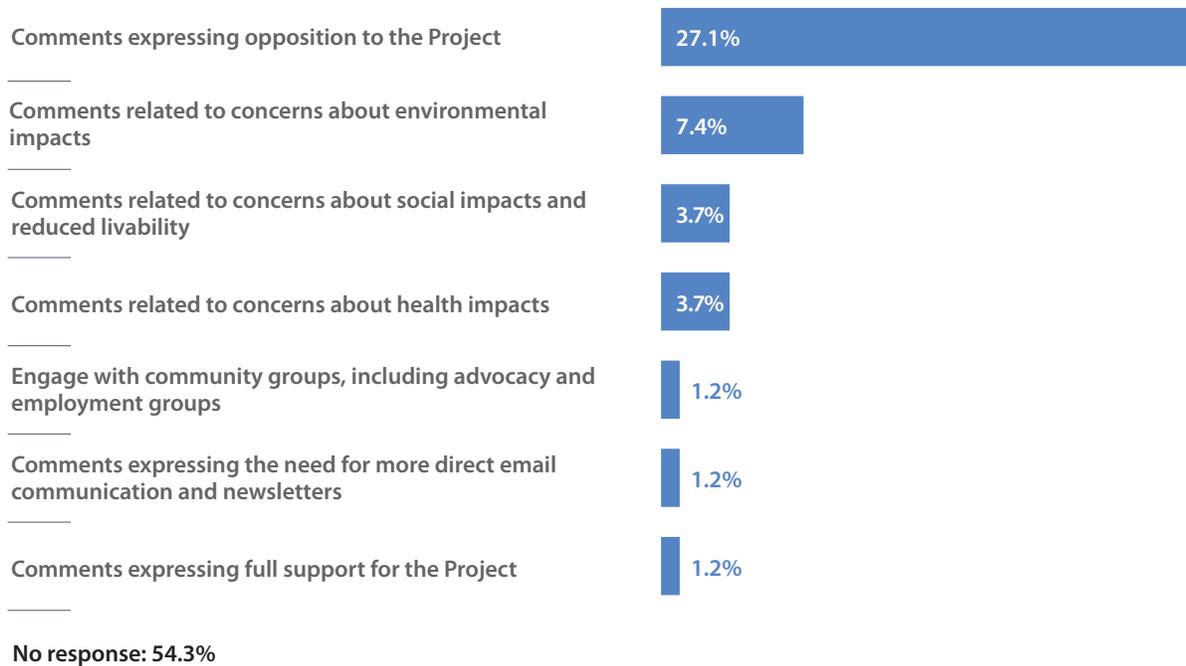
In total, **15 respondents indicated that they may be interested in participating as a member of the committee and submitted their name and contact information.** This information was forwarded to the independent third-party committee facilitators who will consider these candidates for participation.

Q7. If you would like to be kept up-to-date on the overall Milton Logistics Hub Project, please provide your name and contact information below.

Overall, **40 respondents provided their name and contact information to receive project updates.** These respondents have been added to CN's Project Email Distribution list and have been included in the list of Potentially Affected Parties, per Condition 3.1

8. Do you have any other recommendations for CN to consider regarding the proposed Community Liaison Communication Process?

Survey respondents provided the following recommendations for CN to consider regarding the proposed Community Liaison Communication Process (in order of most recommended):



6. Next steps and ongoing engagement

Feedback collected through the survey will be used to help guide how CN keeps the community informed about the Project. Next steps in CN's ongoing engagement are as follows:

- **CN will consider the feedback** about the preferred methods of communication and engagement and will update the Community Liaison Communication Process to reflect the community's recommendations, per Condition 3.2.
- **Contact information for respondents who indicated interest in participating in the Community Consultation Committee will be shared** with the independent third-party committee facilitators, who will consider these individuals for participation on the committee.
- **Respondents who requested to be registered for Project email updates will be added to CN's Project Email Distribution list.** These names will also be included on the list of Potentially Affected Parties that CN will submit to IAAC, per Condition 3.1.

CN remains committed to continuing active engagement with potentially affected parties, including the local community, Aboriginal groups, all levels of government and other stakeholders. CN will engage constructively and collaboratively with local governments to help ensure the economic, environmental, and health benefits made possible by the Project are realized, and that CN can continue to contribute in a positive way to the achievement of community goals.

CN is establishing a Community Consultation Committee, an integral component of the Community Liaison Communication Process, to provide a forum for CN to share information about the Project and to listen to and consider community feedback as the Project progresses through construction and into operation. For more information about the committee, visit cnmilton.ca/community.

Appendix A
Notification materials

Postcard

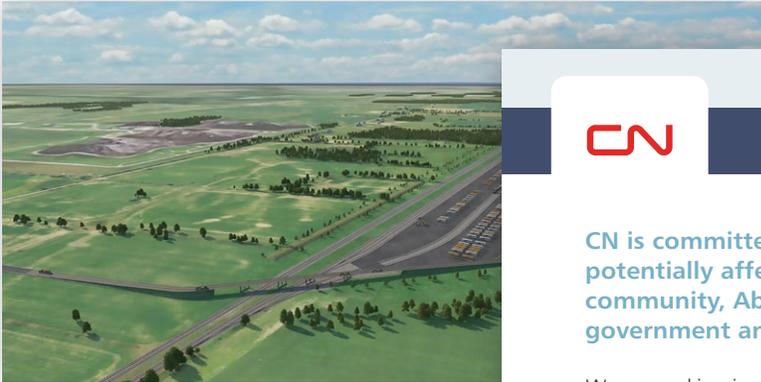


Milton Logistics Hub

Tell us how you want to stay engaged and informed

The CN Milton Logistics Hub project was the subject of a multi-year federal environmental assessment process, which culminated in a federal government Decision Statement earlier this year.

This project will provide critical infrastructure to help keep the regional and national economies moving by supporting the import of day-to-day goods and home deliveries and by creating export opportunities for local businesses.



This is an artist's rendering based on concepts that are subject to change.



Milton Logistics Hub

CN is committed to ongoing engagement with potentially affected parties, including the local community, Aboriginal groups, all levels of government and other stakeholders

We are seeking input on how we will continue to communicate and engage prior to and during project construction, as well as into operation, if and when the project receives all necessary approvals.

Between May 26 and June 30, we want to hear from you.



Learn more and complete the survey at cnmilton.ca

Print advertising



Milton Logistics Hub

We want to hear from you

The CN Milton Logistics Hub project will provide critical infrastructure to help keep the regional and national economies moving by supporting the import of day-to-day goods and home deliveries and by creating export opportunities for local businesses.

CN is committed to ongoing engagement with potentially affected parties, including the local community, Aboriginal groups, all levels of government and other stakeholders. Between May 26 and June 30, we are seeking input on how we will continue to communicate and engage prior to and during project construction, as well as into operation, if and when the project receives all necessary approvals.

Learn more and complete the survey at cnmilton.ca



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Learn more and complete the survey at cnmilton.ca



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Digital advertising

Milton Logistics Hub



Tell us how you want to stay engaged and informed

[Take the survey](#)



Milton Logistics Hub
Tell us how you want to stay engaged and informed



[Take the survey](#)

Milton Logistics Hub
Tell us how you want to stay engaged and informed



[Take the survey](#)

Milton Logistics Hub
Tell us how you want to stay engaged and informed

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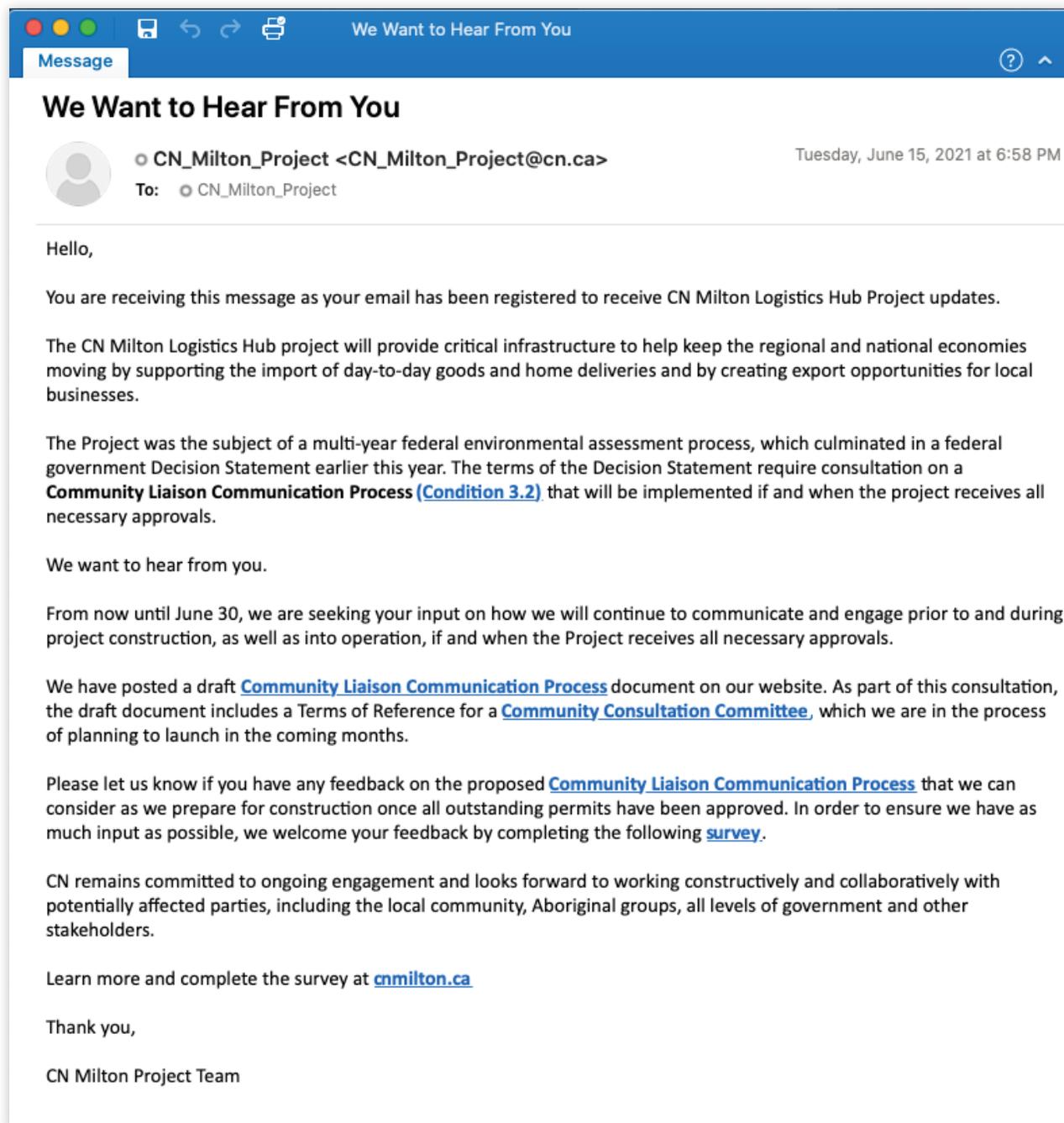


Milton Logistics Hub
Tell us how you want to stay engaged and informed

[Take the survey](#)



Email invitations



The screenshot shows an email client window with a blue header bar. The title bar contains the text "We Want to Hear From You" and standard window control icons. Below the header, the email content is displayed. The subject line is "We Want to Hear From You". The sender is identified as "CN_Milton_Project <CN_Milton_Project@cn.ca>" and the recipient is "CN_Milton_Project". The date and time of the email are "Tuesday, June 15, 2021 at 6:58 PM". The body of the email begins with "Hello," followed by a paragraph explaining that the recipient is receiving the message because their email is registered for updates. The next paragraph describes the project's goal: to provide critical infrastructure for regional and national economies. The third paragraph details the project's history, including a federal environmental assessment and a Decision Statement, and mentions a "Community Liaison Communication Process (Condition 3.2)". The fourth paragraph states the project's goal to hear from the community. The fifth paragraph explains the current consultation period (until June 30) and the need for input on communication and engagement. The sixth paragraph mentions a draft "Community Liaison Communication Process" document and a "Community Consultation Committee". The seventh paragraph asks for feedback on the proposed process and provides a link to a survey. The eighth paragraph states the project's commitment to ongoing engagement with stakeholders. The final paragraph provides a link to the survey at cnmilton.ca and ends with "Thank you," and "CN Milton Project Team".

We Want to Hear From You

Message

We Want to Hear From You

From: CN_Milton_Project <CN_Milton_Project@cn.ca> Tuesday, June 15, 2021 at 6:58 PM

To: CN_Milton_Project

Hello,

You are receiving this message as your email has been registered to receive CN Milton Logistics Hub Project updates.

The CN Milton Logistics Hub project will provide critical infrastructure to help keep the regional and national economies moving by supporting the import of day-to-day goods and home deliveries and by creating export opportunities for local businesses.

The Project was the subject of a multi-year federal environmental assessment process, which culminated in a federal government Decision Statement earlier this year. The terms of the Decision Statement require consultation on a **Community Liaison Communication Process (Condition 3.2)** that will be implemented if and when the project receives all necessary approvals.

We want to hear from you.

From now until June 30, we are seeking your input on how we will continue to communicate and engage prior to and during project construction, as well as into operation, if and when the Project receives all necessary approvals.

We have posted a draft [Community Liaison Communication Process](#) document on our website. As part of this consultation, the draft document includes a Terms of Reference for a [Community Consultation Committee](#), which we are in the process of planning to launch in the coming months.

Please let us know if you have any feedback on the proposed [Community Liaison Communication Process](#) that we can consider as we prepare for construction once all outstanding permits have been approved. In order to ensure we have as much input as possible, we welcome your feedback by completing the following [survey](#).

CN remains committed to ongoing engagement and looks forward to working constructively and collaboratively with potentially affected parties, including the local community, Aboriginal groups, all levels of government and other stakeholders.

Learn more and complete the survey at cnmilton.ca

Thank you,

CN Milton Project Team

RE: We Want to Hear From You

Message

RE: We Want to Hear From You

 **CN_Milton_Project** <CN_Milton_Project@cn.ca> Wednesday, June 30, 2021 at 9:06 AM

To:  CN_Milton_Project;  CN_Milton_Project

The CN Milton Logistics Hub project will provide critical infrastructure to help keep the regional and national economies moving by supporting the import of day-to-day goods and home deliveries and by creating export opportunities for local businesses.

The Project was the subject of a multi-year federal environmental assessment process, which culminated in a federal government Decision Statement earlier this year. The terms of the Decision Statement require consultation on a **Community Liaison Communication Process** ([Condition 3.2](#)) that will be implemented if and when the project receives all necessary approvals.

We want to hear from you.

We are seeking your input on how we will continue to communicate and engage prior to and during project construction, as well as into operation, if and when the Project receives all necessary approvals. **The last day to provide your input on this Community Consultation is June 30.**

We have posted a draft [Community Liaison Communication Process](#) document on our website. As part of this consultation, the draft document includes a Terms of Reference for a [Community Consultation Committee](#), a community feedback forum to support the exchange of information between CN and local stakeholders regarding the Project. CN recently appointed two independent, third-party facilitators to lead this Committee, which will be established in the coming months.

Please let us know if you have any feedback on the proposed [Community Liaison Communication Process](#) that we can consider as we prepare for construction once all outstanding permits have been approved. In order to ensure we have as much input as possible, complete the following [survey](#) today.

CN remains committed to ongoing engagement and looks forward to working constructively and collaboratively with potentially affected parties, including the local community, Aboriginal groups, all levels of government and other stakeholders.

Your input is important to us. Thank you to those who have already participated in this community consultation. If you have not done so already, please visit our website to learn more and complete the survey at [cnmilton.ca](#).

Continue to visit [cnmilton.ca](#) for ongoing updates and for further opportunities to provide feedback.

Thank you,

CN Milton Project Team

Appendix B

Engagement materials

- 1. Survey**
- 2. Community Liaison Communication Process**

Survey

The CN Milton Logistics Hub Project will provide critical infrastructure to help keep the regional and national economies moving by supporting the import of day-to-day goods and home deliveries and by creating export opportunities for local businesses.

CN is committed to ongoing engagement with potentially affected parties, including the local community, Aboriginal groups, all levels of government and other stakeholders. We are seeking input on how we will continue to communicate and engage prior to and during project construction, as well as into operation, if and when the Project receives all necessary approvals.

This survey is designed to provide CN with important feedback about our proposed Community Liaison Communication Process. Once you have reviewed the document at cnmilton.com/community, please fill out this survey to help ensure we can incorporate your input to our ongoing effort to share information and address potential concerns.

1. What organizations would you like to ensure are included in CN's further outreach and engagement efforts?

2. How important are the following methods for CN to share information about the Project with the community? Please rate each item's importance from 1-5, with 1 being least important and 5 being most important.

	1	2	3	4	5
cnmilton.ca	<input type="checkbox"/>				
Email	<input type="checkbox"/>				
CN Milton Information Centre	<input type="checkbox"/>				
Door-to-door with Project neighbours	<input type="checkbox"/>				
Local government engagement	<input type="checkbox"/>				

3. CN is proposing a variety of ways for individuals to provide feedback to CN about the construction and operation of the Project. Other than what is proposed in section 2.2.2 of the Community Liaison Communication Process, are there other ways you would like to be able to provide feedback to CN?

4. CN is proposing to track feedback from all public engagement efforts and ensure that feedback is considered and addressed by the Project team. This will be summarized and publicly disclosed in our year-end report to the Impact Assessment Agency of Canada (IAAC), that will be posted on the Project website, emailed to Project distribution list, and shared with the Community Consultation Committee. Do you have any recommendations to the proposed process?

5. CN is proposing to create a Community Consultation Committee as part of the Community Liaison Communication Process. The Terms of Reference for the committee can be found in Appendix 2 of the Community Liaison Communication Process. After reviewing the Terms of Reference for the committee, do you have any recommendations to improve this proposed process?



CN Milton Logistics Hub

Community Liaison Communication Process

November 2021





CN's Milton Logistic Hub Project (the "Project") was the subject of a multi-year federal environmental assessment process, which culminated in a federal government Decision Statement on January 21, 2021. It is subject to 325 legally binding conditions designed to protect the community and the environment, including a requirement to develop a **Community Liaison Communication Process** in consultation with potentially affected parties.

A draft version of this document was posted on **CNMilton.ca** from May 26 to June 30, 2021 for feedback from the general public. This document includes input received during this public consultation period and how CN has incorporated that feedback into the Community Liaison Communication Process.

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Appendix 1 — Conditions Pertaining To The Community Liaison Communication Process

Appendix 2 — Community Consultation Committee Terms Of Reference

Section 1 — Overview

1.1 PURPOSE

The purpose of this document is to outline the community liaison communication process (the Process) to be implemented by CN throughout the construction and operation of the Milton Logistics Hub Project (the Project), in accordance with the conditions in part 3 of the conditions set out in the federal Decision Statement with respect to the Project.

The document has been drafted to support consultation with potentially affected parties as required by Condition 3.2. CN will consider feedback from potentially affected parties on the draft Process prior to finalizing and providing the Process to the Impact Assessment Agency of Canada (IAAC).

1.2 CONSULTATION BACKGROUND

From 2015 to 2021, the Milton Logistics Hub Project underwent a comprehensive federal review pursuant to the Canadian Environmental Assessment Act, 2012 (CEAA 2012), including an environmental assessment (EA) by an independent Joint Review Panel appointed by the federal Minister of Environment and Climate Change. The EA process included a number of opportunities for public participation, including opportunities to **comment on a summary of the Project Description** (which informed the federal government's decision regarding whether a federal EA was needed); the **draft Environmental Impact Statement (EIS) Guidelines** (which outlined the information required to be included in the proponent's EIS); the **draft Review Panel Agreement and the Panel's Terms of Reference** (which described what the Panel was to consider and how); the **EIS** itself; CN's responses to Information Requests (opportunities commencing **June 21, 2017, July 3, 2018, August 24, 2018, and March 25, 2019**); the **draft public hearing procedures**; and the **draft conditions**; as well as opportunities to participate in the **public hearing** and to provide oral and written evidence.

In addition to these many opportunities for public participation, CN also carried out extensive, additional consultation with local governments, Aboriginal groups, and other stakeholders, including residents

and community groups, prior to and throughout the EA process. The consultation activities carried out by CN, as well as the outcomes of the consultation and how CN considered feedback received through the consultation, were documented in summary reports and consideration memos, available on the Project website, **CNMilton.ca**, and on the Canadian Impact Assessment Registry (CIAR) for the Project. Consultation undertaken in 2014 and 2015, prior to and following the announcement of the Project, is documented in Chapter 4 and Appendix D of the EIS (**CIAR #57**); consultation and engagement following submission of the EIS is documented in an **Updated Consultation Record** available on the CIAR, and includes additional consultation and engagement undertaken in 2017 and 2018.

During the EA process, CN committed to continuing active engagement with the community regarding the Project. During the public hearing held in June and July 2019, CN further committed to establish a Community Consultation Committee to facilitate the ongoing sharing of Project information with and consideration of feedback from the community. These commitments are also reflected in this draft community liaison communication process.

1.3 OVERVIEW OF CONDITIONS

On January 21, 2021 the Minister of Environment and Climate Change issued a **Decision Statement** with respect to the Milton Logistics Hub Project. The Decision Statement establishes the conditions with which CN must comply during construction and operation of the Project. Part 3 outlines the specific conditions related to the community liaison communication process; for convenience, those conditions are provided in Appendix 1 of this document.

In summary, the conditions require CN to:

- identify and maintain a list of parties that may be potentially affected by the Project and provide the list to the IAAC, which will oversee CN's compliance with the Decision Statement;
- develop a community liaison communication process in consultation with potentially affected parties, which is to include, for each phase of the Project:
 - a method for CN to share information about the Project with potentially affected parties;
 - a description of the information that will be shared by CN with potentially affected parties;
 - a method for potentially affected parties to provide feedback to CN about any adverse effect of the Project; and
 - a description of how CN will document and report on feedback received and how it has addressed that feedback;
- provide the community liaison communication process to the IAAC prior to construction;
- implement the community liaison communication process throughout Project construction and operation, including implementing, if and as required, modified or additional mitigation measures and/or follow-up programs to address feedback received from potentially affected parties; and
- report on the implementation of the community liaison communication process.

CN has committed to ongoing engagement with the community and will continue to share information about the Project and listen to and address feedback. As part of this process, CN has committed to establishing a Community Consultation Committee to facilitate ongoing dialogue with the community during construction and into operation of the Project. Information about that Committee is described further in this document, with a draft Terms of Reference provided in Appendix 2.

Section 2 — Community Liaison Communication Process

CN is committed to continuing engagement with the community regarding the Milton Logistics Hub. In addition to the extensive consultation carried out prior to and during the federal review process, CN has committed to further community consultation using a variety of methods, including the establishment of a Community Consultation Committee. The conditions established in the Decision Statement specify the elements that CN's ongoing community consultation must include, including the information to be shared.

In general, the goal of the community liaison communication process outlined in this document is to enable CN to fulfil its own commitments for ongoing community consultation, as well as the conditions established in the Decision Statement. Specifically, the objectives of the community liaison communication process outlined in this document are to:

- identify potentially affected parties who wish to be included in ongoing consultation regarding the Project;
- establish methods for CN to share information about the Project with those potentially affected parties;
- specify the information that will be shared by CN with potentially affected parties and share this information;
- establish methods for potentially affected parties to provide feedback to CN about any adverse effect of the Project; and
- explain how CN will document and report on feedback received and how it has addressed that feedback.

Each of these Process elements is described further below, with supporting documents provided in Appendix 1 (Conditions – Part 3) and Appendix 2 (Community Consultation Committee Terms of Reference).



2.1 LIST OF POTENTIALLY AFFECTED PARTIES

Consideration of input:

Based on input from the community, the following groups were added or confirmed in the list of Potentially Affected Parties:

- Halton Environmental Network and Sustainable Milton
- All local school boards including Halton District School Board and the Halton Catholic District School Board
- Local elected officials of all levels of government
- Milton Transit and local cycling groups
- Milton Chamber of Commerce and Milton’s Downtown Business Improvement Area (BIA)
- Milton Says No and Milton Residents Against Intermodal Lines (RAIL)

As stipulated in Condition 3.1, CN will develop and maintain a list of potentially affected parties (Parties), including contact information, for the purposes of continued communication and engagement during construction and into operation of the Project. This list will include:

- representatives of local and municipal governments;
- interested residents;
- community organizations and business organizations; and
- the Mississaugas of the Credit First Nation, the Six Nations of the Grand River, and the Huron-Wendat Nation.

2.2 SHARING INFORMATION AND PROVIDING FEEDBACK

CN is committed to maintaining a positive and proactive approach to sharing information and providing feedback. To keep the lines of communication open and deliver accurate, consistent information to the public, CN will share information using the methods outlined below. CN will also use these already established methods to gather and seek input on the project throughout each phase (construction and operation).

CN will create opportunities for interested parties to express interest in being included on the list of

Consideration of input:

Input from the community supported sharing information and providing feedback by email (2.2.1 c), through independent third-party facilitation of information and feedback exchange (Appendix 2), through engagement with local government officials (2.2.1 f), via fact sheets and other notices (2.2.1 a), through direct social media engagement (2.2.2 g), through direct door-to-door engagement (2.2.1 e), and online via the project website at CNMilton.ca (2.2.1 a). This is consistent with the approach being proposed in this section.

Some feedback also suggested translating materials into other languages commonly used in the Milton area. CN considered this input and has added making information about key documents available in other languages commonly used in the community into this plan.

potentially affected parties, using the communication methods outlined in Section 2.2; however, it will be incumbent on interested parties to express that interest. To be clear, CN can only identify and provide contact information for Parties who consent to be included on the list for the purposes of ongoing consultation in relation to the Project and who agree to be identified publicly and who provide valid contact information. CN will maintain and provide the list to the IAAC in accordance with applicable privacy legislation.

The following section outlines the information to be shared, and the methods that will be used to share information and gather feedback during each phase of the Project.

2.2.1 Sharing Information

CN will share information with Parties and the wider community in a number of ways. Recognizing that some methods will be more effective for sharing certain kinds of information, and may be more accessible to some parties than others, CN will discuss appropriate methods for information-sharing with the Community Consultation Committee. Information about key documents will be available in other languages commonly used in the community.

a) CNMilton.ca

The Project website, CNMilton.ca, will be used as the primary hub for information about the Project, and will be available during construction and into operation. Information shared on the Project website will include:

- Contact information for providing feedback
 - Details about how to lodge a concern or complaint
 - Project updates – these have been developed periodically since the Project was first announced, and will continue to be a source of information for Parties, including for key milestones and events relevant to the community
 - Past Project information and consultation summaries
 - Fact sheets – if specific topics require a more detailed explanation, fact sheets will be used to help Parties understand issues and what CN is doing to manage potential impacts
 - Information specific to the Community Consultation Committee, including Terms of Reference and information to be shared
 - Opportunities for community input, including online surveys (as and when appropriate)
- Construction notification and schedules, including important notices for nearby residents or the broader community regarding construction activities that may disrupt normal traffic flow, those that produce noise, and any nighttime construction activities, if required
 - Relevant documents and plans, and any schedules, updates or revisions relating to these documents, including:
 - Annual reports and executive summaries
 - Air pollution emissions reduction plans
 - Final offsetting plan(s)
 - Wildlife management and connectivity plan
 - Cultural heritage property maintenance and reuse plan
 - The following, per Condition 3.2.1.4
 - A summary of results of follow-up program requirements, including any modified or additional mitigation measure implemented or proposed
 - Quarterly reports, including information about noise complaints
 - Land use history, construction details, and photographic record
 - Results of post-construction inspections
 - Results of the heritage impact assessment
 - Information about an accident or malfunction, should that occur, including the date and location of the accident or malfunction, a summary description, and, if relevant, information about any substance potentially released to the environment as a result

¹ Per Condition 4.7

² Per Condition 2.13, CN will share these documents on the Project website and notify Parties of their availability within 48 hours of their publication

Notification: The following communication methods include methods of notifying Parties of relevant information posted to the Project website, as may be required.

b) Community Consultation Committee

During the public hearing held by the independent Joint Review Panel in June and July 2019, CN committed to creating a Community Consultation Committee. The purpose of the Community Consultation Committee is to provide a forum for CN to share information about the Project, exchange ideas, listen to feedback, and address concerns from representatives of committee members during construction and into operation. Terms of Reference (TOR) for the Community Consultation Committee are included in Appendix 2 of this document. The TOR outline the purpose of the Committee, its scope, proposed membership, facilitation, and roles and responsibilities of committee participants. CN will also discuss with the Committee appropriate methods for sharing information with other Parties.

c) Email Updates

From time to time, CN will use the registered list of Parties (described in Section 2.1 above) to distribute email updates about the Project, including notification of information posted to the Project website, as appropriate, as well as construction notification and updates. Those who have indicated their interest in continuing to be engaged regarding the Project will receive periodic emails highlighting ongoing engagement opportunities, Project updates, construction notices (including for nighttime construction activities), or other important Project-related information. Email updates will be used as a method of communication during construction and into operation.

d) Information Centre

CN will continue to operate an Information Centre in Milton during Project construction. Staff will be present during daytime operating hours (as noted on the Project website and tailored based on demand), and are there to provide information or help point Parties toward relevant resources. All information shared on the Project website can be accessed at the Information Centre.

e) Door-To-Door Construction Notification

From time to time during construction, CN will develop printed materials for distribution through a door-to-door mail drop. Door-to-door notices will be considered as a way to reach nearby residents in a defined area, relating to notification of a specific construction update that may affect them (e.g., relating to nighttime construction or temporary traffic pattern changes), which would also be posted to the Project website. This approach will help to ensure that Parties that did not self-identify (as described in Section 2.1 above) or that are new to the area around the Project receive relevant construction information. Any notification material distributed will also direct people to the Project website, provide contact information, and instructions for how to register for ongoing email updates.

f) Local Government Engagement

Prior to construction, CN will provide local governments with an information sheet outlining how to receive information about the Project, how complaints can be communicated to CN, and how CN will respond to and address complaints. Paper and electronic versions of this information sheet will be shared so that local governments can share with the public upon request.

2.2.2 Providing Feedback

The following methods will be available to Parties and the wider community for providing feedback to CN about the Project.

a) CN Public Inquiry Line

CN maintains a Public Inquiry Line (PIL) to respond to non-emergency questions and issues from the public across Canada and the United States. The general public can reach the inquiry team toll-free at 1.888.888.5909 or by email at contact@cn.ca 8 a.m. to 6 p.m. ET, Monday to Friday. This is the primary method to register complaints or concerns across all of CN's operations, and will be available throughout Project construction and operation.

All enquiries received by PIL about the Milton Logistics Hub, including noise complaints, will be directed to the CN Milton Project Team for action. The Project Team will log and investigate complaints to assess whether they are linked with Project activities. Section 2.3 below further describes how CN will document and address feedback, and reporting requirements are described in Section 2.4.

b) Community Consultation Committee

As outlined above and in the Terms of Reference provided in Appendix 2, the Community Consultation Committee will be established as an additional means of information-sharing relevant to the Project during construction and into operation. The Committee is not intended to replace or duplicate other processes

available to Parties to raise issues or concerns, but to serve as an additional forum for constructive dialogue. See the draft Terms of Reference in Appendix 2 for more information.

c) CNMilton.ca

Contact information for the Project is available at CNMilton.ca. Parties can use the website to seek answers to questions or get more information by going to the 'Contact Us' page and filling out a webform with their contact information and the nature of their question or concern. This webform goes directly to CN staff responsible for the Milton Logistics Hub, where the issue can be reviewed to determine what type of follow-up is required. Any corrective action, if required, will be implemented in a timely manner, and CN will document, address and report on feedback received, as described below in Sections 2.3 and 2.4. In addition, from time to time, CN uses online surveys to seek community input, which (when active) can be accessed by links directly on the website.

d) Emergency Line

A 24-hour toll-free emergency line at 1.888.465.9239 is monitored by CN Police Service. This number will be available throughout construction and operation of the Project. All non-emergency calls to this line are directed to the PIL for processing.

Consideration of input:

Input from the community supported providing feedback online through the project website (2.2.2 c), and supported the use of social media as a means of providing more direct feedback (2.2.2 g). As described below, CN's project website will continue to be a key point of contact for members of the community to contact CN to provide feedback, and concerns raised on social media will be forwarded directly to the project team for review, consideration, and response.

Members of the community also supported the development of the Community Consultation Committee as a means of providing feedback, and suggested that committee members be compensated. While the committee members will be volunteers and will serve without remuneration, CN has committed to working with members of the committee to provide compensation for related expenses upon review of the committee chairs. In addition to this, community members also supported increasing the length of terms to two years, with reappointment remaining up to the discretion of the committee chairs.

e) Project Information Centre

During construction, inquiries can be registered in person during office hours at the Information Centre in Milton. Staff at the Information Centre will log all inquiries or concerns received and advise the Project Team for further action. CN will document, address, and report on feedback received, as outlined further below, and any corrective action will be implemented in a timely manner.

f) Local Government Engagement

Consistent with CN operations across the CN network, elected officials and local stakeholders may contact the local CN Public and Government Affairs representative to share concerns. These representatives will advise the Project Team, who will log and investigate inquiries to assess whether they are linked with Project activities. CN will document, address, and report on feedback, as described further below.

g) Social Media

All matters raised on social media relating to the Milton Logistics Hub will be shared with the Project Team within a 24 hour period, which will log and investigate inquiries to assess whether they are linked with Project activities. CN will document, address, and report on feedback, as described below.

h) Noise Complaints Protocol

CN will use the established Public Inquiry Line for receiving and responding to noise complaints related to the Project during construction and into operation. As stipulated in Condition 4.9.1, CN will acknowledge any noise complaint attributed to the Project, received through the Public Inquiry Line or through other methods described here, within 48 hours of the complaint being received, and implement corrective action attributed to the project, if required to reduce exposure to noise, in a timely manner. CN will document, address, and report on feedback received, as outlined further below.



2.3 DOCUMENTING AND ADDRESSING FEEDBACK

CN will track feedback received from community members and Parties through all of the methods described above. This would be done in a similar way as the Updated Consultation Record that was submitted to the Review Panel (Attachment 1) prior to the Public Hearing in May 2019, which documented the consultation and engagement activities undertaken following submission of the EIS and before the start of the Public Hearing. This document also includes the summary reports and consideration memos prepared for each phase of consultation and engagement.

2.3.1 Tracking Feedback

CN will log and track all feedback received pertaining to the Project, and the status of any complaints, including by:

- Tracking in a spreadsheet the number of calls, emails, and visits to the dedicated phone number, dedicated email address, CNMilton.ca web form, and Information Centre, including the concern raised or feedback provided (private information will not be tracked or held for the purposes of reporting);
- Tracking in a spreadsheet any meetings with community groups, stakeholders, associations, or government representatives related to the Project, with a high-level summary of feedback received during the meeting;
- Developing minutes from meetings of the Community Consultation Committee, summarizing the points of discussion.

2.3.2 Addressing Feedback

The CN Milton Project Team will review all feedback received through all methods described above. Technical subgroups will be established, as necessary, to consider technical requirements and responses, determine a plan of action (e.g., whether any additional or modified mitigation measures are needed to address an issue), and develop a consideration memo to report on how the issues have been addressed. This reporting is described further below.

Consideration of input:

Input from the community supported documenting and addressing feedback by email and newsletters and with social media engagement which is consistent with sections 2.2.2 g and 2.4.1. CN is committed to sharing its regular reports, including how feedback has been considered and addressed, online and by email to the project email list.

In addition, as noted above, information about key documents will be made available in other commonly used languages.

2.4 REPORTING FEEDBACK

2.4.1 Quarterly Reports

On a quarterly basis, through all stages of the Project, CN will provide a report describing the feedback received and how it was addressed.

CN is planning to provide this report in the form of a Consideration Memo, similar to those that were developed and shared with community members following rounds of consultation in 2017 and 2018, available at CNMilton.ca.

The Consideration Memo will be prepared quarterly, summarizing feedback from Parties into key themes, citing the various sources of that feedback, and describing a response from CN about how that feedback has been considered and addressed. Per Condition 4.9.3, this quarterly report will include noise complaints related to exposure to noise attributable to the Project, and any corrective action taken during the reporting quarter relating to noise complaints.

Example:

Topic		
Summary of Topic	Source of Input	CN Consideration
Explanation of the feedback (e.g., questions or concerns about construction noise).	Description of how the feedback has been received (e.g., phone calls, emails, Information Centre)	Explanation from CN about how this feedback has been considered and how it has been addressed (e.g. follow-up within 48 hours; any corrective action taken, if required)

The Quarterly Reports will be shared with Parties by:

- Posting on CNMilton.ca;
- Emailing an update to the email distribution list;
- Sharing with the Community Consultation Committee;
- Included as an appendix in the Annual Report referred to in **Condition 2.12**.

2.4.2 Annual Report

In conjunction with the annual reporting requirements stipulated in **Condition 2.12**, CN will provide the quarterly consideration memos, attached as an appendix to the Annual Report, summarizing the feedback received throughout the year, key themes, and how CN addressed those themes.

Per **Condition 2.13**, the Annual Report will be posted online at CNMilton.ca, along with other documents outlined in section 2.2.1 of this communication plan. Notification of the availability

of these documents will be provided to potentially affected parties by email (to those who have opted in to receive project emails) within 48 hours of their publication on the project website.

Public reporting will not include any confidential information, such as the location of species-at-risk or their habitat, site-specific emergency response plans, the location of hazardous goods, or other confidential information relating to the project.

Appendices

Appendix 1 — Conditions Pertaining To The Community Liaison Communication Process

The Decision Statement issued by the Minister of Environment and Climate Change on January 21, 2021 established conditions with which CN must comply. Part 3 of the conditions addresses the community liaison communication process; these specific conditions are reproduced here for reference.

- 3.1 The Proponent shall identify, prior to construction, parties that may be potentially affected by the Designated Project or by any environmental effect of the Designated Project, which shall include representatives of local and municipal governments, nearby residents, community organizations and business organizations identified by the Proponent in appendix D of the environmental impact statement, the Mississaugas of the Credit First Nation, the Six Nations of the Grand River and the Huron-Wendat Nation. The Proponent shall provide the list of potentially affected parties, including their contact information, to the Agency prior to construction and shall provide an updated list to the Agency upon request during any phase of the Designated Project.
- 3.2 The Proponent shall develop, prior to construction and in consultation with potentially affected parties, a community liaison communication process. The Proponent shall implement the community liaison communication process throughout all phases of the Designated Project. The Proponent shall include, as part of the community liaison communication process, a method for potentially affected parties to provide feedback to the Proponent about any adverse environmental effect caused by any component of the Designated Project and a method for the Proponent to share information about the Designated Project with potentially affected parties, to document and respond to feedback received and to demonstrate how feedback has been addressed, including through the implementation of modified or additional mitigation measure(s) and/or modified or additional follow-up program requirement(s). This includes liaison with potentially affected parties throughout all phases of the Designated Project to identify and address potential impacts of truck traffic on the community and road safety. In doing so, the Proponent shall:
 - 3.2.1 determine, as part of the development of the community liaison communication process:
 - 3.2.1.1 the communication methods (including electronic and in-person communication methods) by which potentially affected parties may provide feedback to the Proponent and communication methods (including electronic and in-person communication methods) by which the Proponent shall share information about the Designated Project and address feedback received. The Proponent shall retain a third-party facilitator to support the exchange of information between the Proponent and potentially affected parties during in-person communication opportunities;
 - 3.2.1.2 how the Proponent shall document feedback received and how that feedback has been addressed, including through the implementation of any modified or additional mitigation measure and/or any modified or additional follow-up program requirement;
 - 3.2.1.3 how the Proponent shall report the information referred to in condition 3.2.1.2 to potentially affected parties (including the frequency at which the Proponent shall report that information, which shall be no less than quarterly, and the communication methods by which the Proponent shall report that information);

- 3.2.1.4 the information about the Designated Project that the Proponent shall share with potentially affected parties, which shall include the following information:
 - 3.2.1.4.1 a summary of the results of all follow-up program requirements identified in conditions 4.5, 4.10, 4.21, 5.9, 5.10, 5.13, 6.3, 6.10, 7.12, 11 8.4, 8.10, 8.13, 8.21, 8.25, 8.28, 8.32, 9.1 and 9.3, including any modified or additional mitigation measure implemented or proposed to be implemented by the Proponent;
 - 3.2.1.4.2 the quarterly reports related to noise complaints referred to in condition 4.9.3;
 - 3.2.1.4.3 the land use history, construction details and photographic record referred to in condition 11.2.2;
 - 3.2.1.4.4 the results of the post-construction inspections referred to in condition 11.4; and
 - 3.2.1.4.5 the results of the heritage impact assessment referred to in condition 11.6.
- 3.2.1.5 how the requirements set out in conditions 3.2.1.1 to 3.2.1.3 may vary throughout any phase of the Designated Project, including during each phase of construction identified in the construction schedule referred to in condition 15.2, during the first year of operation and during the first year of operation at which the Designated Project operates at its full operational capacity;
- 3.2.2 provide the community liaison communication process to the Agency prior to construction;
- 3.2.3 as part of the implementation of the community liaison communication process:
 - 3.2.3.1 implement the community liaison communication process according to the information determined pursuant to conditions 3.2.1.1 to 3.2.1.5;
 - 3.2.3.2 respond to all feedback received through the community liaison communication process in a timely manner, including, if the Proponent determines that no mitigation measure and/or follow-up program requirement is required to address the feedback, by providing a rationale for that determination;
 - 3.2.3.3 implement any mitigation measure and/or follow-up program requirement that the Proponent determined is required to address feedback received (including any modified or additional mitigation measure and/or modified or additional follow-up program requirement); and
 - 3.2.3.4 provide to the Agency, as part of the annual report referred to in condition 2.11, all feedback received during the reporting year and how the Proponent has addressed all feedback, including any mitigation measure and/or any follow-up program requirement that the Proponent has implemented or plans to implement pursuant to condition 3.2.3.3, or a rationale as to why no mitigation measure or no follow-up program requirement is required to address the feedback.

Appendix 2 — Community Consultation Committee Terms Of Reference

Consideration of Input:

Based on input from the community and Committee members, the following changes were adapted into the Terms of Reference:

Expanding the definition of the scope of the Committee to include the members' role in facilitating ongoing dialogue between the community and local organizations and interest groups and CN.

Extending the term limit for community members to two years, with reappointment at the discretion of the Co-Facilitators.

Consideration of the carbon footprint associated with the work in order to become as waste free and carbon neutral as possible.

1 PROJECT OVERVIEW

The Milton Logistics Hub (MLH) is a Canadian National Railway Company (CN) rail facility that will serve the demand for goods movement in and out of the Greater Toronto and Hamilton Area (GTHA). CN is committed to maintaining a dialogue with the community of Milton, Aboriginal groups, relevant stakeholders and levels of governments throughout the construction and operation of the Milton Logistics Hub.

2 PURPOSE

CN has established a Community Consultation Committee ("CCC") as an advisory forum to provide information, exchange ideas, listen to feedback, and address concerns from the community, Aboriginal groups and all levels of government and other stakeholders as the MLH Project ("the Project") progresses through construction and into operation. The CCC provides a forum for CN to listen to and consider community feedback regarding concerns that may be raised related to the construction and operation of the MLH.

3 SCOPE

The CCC does not exercise any supervisory, regulatory, legal, approval or other decision-making role and will not serve as a reviewer of individual management decisions or as arbiters of individual disputes or negotiations, business transactions, or other stakeholder interactions with respect to the development of the Project.

Members of the Committee will review materials pertaining to the CN Milton Logistics Hub Project for the purpose of providing comments, recommendations, or other feedback to CN. Members may share information with stakeholders, including the organizations they represent and the community at large, to facilitate an ongoing dialogue between the community and local organizations and interest groups, and CN.

The CCC does not replace other means for citizens, agencies, or other organizations to express their observations and ideas.

4 MEMBERSHIP & RECRUITMENT

The CCC aims to be inclusive and representative of the region including a range of professional and personal backgrounds, with emphasis on experience, insight, and diversity.

MEMBERSHIP

In addition to two appointed Co-Facilitators who will act as Chairs, a Committee Administrator, along with senior CN representatives, the Committee will consist of 9-12 participants and/or observers, including:

- Community members-at-large, representing:
 - local residents;
 - community groups; and
 - local businesses and business associations.
- Regional and municipal governmental representatives; and
- Aboriginal groups and governmental representatives (Participation in this committee is optional and would be in addition to CN's existing and ongoing engagement with Aboriginal groups).

MEMBER RECRUITMENT AND SELECTION

CCC members will be recruited and selected through a transparent process directed by the Co-Facilitators, in accordance with Section 3.0 of these Terms of Reference.

Community members-at-large must reside full-time, operate a business, represent a community group within Milton or maintain another significant connection to the community.

REMUNERATION

Participation in the CCC is a voluntary activity and its members will serve without remuneration. Participants will be reimbursed for related expenses, such as mileage, as agreed in advance with the Committee Co-Facilitators.

TERM

Individual community participants will serve two-year terms, with the possibility of renewal at the discretion of the Committee Co-Facilitators. After the first two-year term is completed, a staggered renewal of public members will be instituted to retain institutional knowledge in the committee while providing for a fresh perspective.

EXPERT INVITATIONS

As approved by the Co-Facilitators, experts or government agency representatives may be invited to attend meetings of the CCC to provide subject-matter expertise or information that will benefit the Committee dialogue.

5 ROLES AND RESPONSIBILITIES

The mandate of the Committee is to provide a forum for information exchange, specifically:

CN responsibilities:

- Provide timely and relevant information about the construction and operation phases of the Project;
- A commitment to listen to and consider input provided by members of the CCC at meetings and to address feedback regarding their interests and concerns related to the Project's construction or operation plans/activities; and
- Cover costs associated with the meeting venue, staff resources, and other related Committee expenses.

Member responsibilities:

- To consider information provided by CN and to offer constructive feedback or questions regarding their interests and concerns related to the Project's construction or operation plans/activities;
- To provide constructive feedback and advice on mitigation measures and monitoring activities as they relate to the construction or operation of the MLH; and
- To review and discuss comments and questions emailed to (or otherwise received by) the CCC from members of the public or the organizations they represent.

THIRD-PARTY FACILITATION

The CCC will be led by two Co-Facilitators who will act as independent third-party facilitators and chair the meetings.

The Co-Facilitators will share responsibility for leading and guiding the CCC per these Terms of Reference. They will be responsible for guiding the meetings as per the agenda and will provide structure and process to discussions to help align meetings to focus on effective and efficient discussion of interests and concerns related to information provided by CN about specific construction and operational topics.

COMMITTEE ADMINISTRATOR

A committee administrator will provide logistical and administrative services to support the effective operation of the CCC, such as: scheduling meetings, preparing meeting summary notes, documenting action items and tasks to completion or closure, and coordinating the distribution of materials to CCC members.

6 MEETINGS

The CCC will be established prior to the commencement of construction and will meet four to six times per year during construction. Meetings will continue quarterly for the first five years of operation, or at different intervals determined appropriate by CN after consultation with the committee.

Meetings will be held in Milton, Ontario at a location convenient and accessible to members of the community. Dates and times of meetings will be determined and agreed upon by the CCC. Online meeting participation will be enabled at the discretion of the Co-Facilitators.

Meeting materials will be circulated by the Committee Co-Facilitators, or the Committee Administrator on their behalf, in advance of each meeting.

The committee meetings will take into consideration the carbon footprint associated with the work and strive to be as waste free and carbon neutral as possible.

7 CONDUCT

All members of the CCC are expected to act in a civil and professional manner at all times and to be respectful of diverse views and each other's time. Discussions are to be constructive and collaborative.

Information shared within the group is considered public information unless otherwise indicated, such as commercially confidential information. All participants are to ensure they do not misrepresent committee information, discussions or what individuals said, when communicating outside the group.

Membership on the CCC does not constitute support, endorsement, or opposition to the Project.

CCC membership requires a commitment to attend meetings as scheduled. Members who do not attend at least 50% of meetings during their term may be removed by the Co-Facilitators.

The Co-Facilitators may terminate any member's participation in the CCC if the individual acts in a manner that is disruptive, not contributing constructively to the process, or contravenes the conduct expected of all members.

8 COMMUNICATIONS

CCC meeting summaries, annual reports, and other relevant communications will be circulated to committee members prior to being posted on the Project website.

9 COMMITTEE MEMBER COMMITMENT

Members of the CCC must thoroughly review these Terms of Reference and agree to participate in the committee in a spirit of cooperation and in accordance with the terms herein.

10 REVIEW

These Terms of Reference will be reviewed at least annually and updated as needed, with agreement of the Co-Facilitators and CN.

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