

NWMO Citizen Panels Report, Phase I: Panel Eight

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Navigator Ltd.

nwmo

NUCLEAR WASTE
MANAGEMENT
ORGANIZATION

SOCIÉTÉ DE GESTION
DES DÉCHETS
NUCLÉAIRES



Nuclear Waste Management Organization
22 St. Clair Avenue East, 6th Floor
Toronto, Ontario
M4T 2S3
Canada

Tel: 416-934-9814
Web: www.nwmo.ca

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 Toronto, Ontario

NUCLEAR WASTE MANAGEMENT ORGANIZATION
TORONTO, 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 Toronto, 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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8. Parking lot questions

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1. NWMO CITIZEN PANEL BACKGROUND

a. Citizen Panel

The Toronto, Ontario Phase One Citizen Panel was held on November 7, 2007 at Inspiration Research, a neutral third party facility in Toronto's downtown core.

The Panel was held over three hours from 6PM to 9PM with 14 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 Toronto Panelists by Panelist identifier code:

| | |
|---|--|
|  | City: Toronto Age: 25-34 Gender: Male Occupation: Student |
| Panelist: T-1A | |
|  | City: Toronto Age: 25-34 Gender: Male Occupation: Employed full-time, construction |
| Panelist: T-2A | |
|  | City: Toronto Age: 55-64 Gender: Male Occupation: Self-employed, semi-retired |
| Panelist: T-3A | |
|  | City: Toronto Age: 55-64 Gender: Male Occupation: Unemployed, former cook, musician |
| Panelist: T-4A | |
|  | City: Toronto Age: 45-54 Gender: Female Occupation: Employed full-time, ODSP employee |
| Panelist: T-5A | |
|  | City: Toronto Age: 25-34 Gender: Female Occupation: Employed full-time, accountant |
| Panelist: T-6A | |
|  | City: Toronto Age: 65+ Gender: Male Occupation: Employed full-time, watch maker |
| Panelist: T-7A | |

| | |
|--|---|
|  | City: Toronto Age: 45-54 Gender: Female Occupation: Employed full-time, translator |
| Panelist: T-8A | |
|  | City: Toronto Age: 55-64 Gender: Female Occupation: Retired |
| Panelist: T-9A | |
|  | City: Toronto Age: 45-54 Gender: Female Occupation: Employed full-time, business analyst |
| Panelist: T-10A | |
|  | City: Toronto Age: 55-64 Gender: Female Occupation: Employed full-time, project manager |
| Panelist: T-11A | |
|  | City: Toronto Age: 35-44 Gender: Female Occupation: Employed full-time, social worker |
| Panelist: T-12A | |
|  | City: Toronto Age: 35-44 Gender: Male Occupation: Unemployed |
| Panelist: T-13A | |
|  | City: Toronto Age: 25-34 Gender: Female Occupation: Employed part-time, administrative assistant |
| Panelist: T-14A | |

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 Toronto and stands alone as a record of the Citizen Panel discussion on November 7, 2007. A larger aggregate report on this wave of Panel discussions, including the Panels in Saskatoon, Montreal, Sault Ste. Marie, Scarborough, Saint John, Regina, and Kingston has also been submitted to the NWMO.

2. GENERAL IMPRESSIONS

Since the previous focus group research, a provincial election had occurred in Ontario, in which Panelists had heard about the eventual shut down of coal plants in the province. Some Toronto Panelists viewed this as a transfer of burden to nuclear, meaning nuclear waste in their eyes has recently become a bigger issue and problem.

Some Panelists spoke of an “environmental conscience” and how people are currently “waking up” to environmental responsibilities, which many had trouble reconciling with the notion of nuclear waste. Many Panelists, when talking to friends about the NWMO and used nuclear fuel, indicated that people said it was “too scary” and had no interest in discussing or learning about the issue.

One Panelist, after getting input from family and friends, hoped that emphasis would be put on finding a recycling solution so the waste could be used again, or diluted in some way to be less dangerous.

In reviewing the NWMO brochure, the reference to “shallow” in terms of temporary storage was unnerving to many Panelists, creating a desire for more information.

Some Panelists thought Canada had a bad record on nuclear safety and storing waste, but were not able to point to an incident or locality when pressed.

All Panelists stressed the need for credible third parties, such as Greenpeace, to partner with the NWMO and, in some cases, have input into NWMO decisions.

When discussing strategic objectives, most Panelists’ number one concern was security. They want more emphasis and more assurances from the NWMO that there will never be a threat involving the use of nuclear fuel.

Panelists were very impressed with the NWMO’s transparency policy, feeling that it, in fact, was above and beyond their expectations.

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 Toronto NWMO Citizen Panel
First Meeting
7 November 2007

General Discussion

[Discussion Leader]: **After the last group, did you think anymore about the NWMO? Talk to any of your friends? See anything/read anything in the media?**

T-14A: I read they want to phase out coal plants and have more nuclear plants.

T-13A: Didn't the government announce something in their budget for nuclear? The Federal government, just recently? I think it was 44 billion dollars?

[Discussion Leader]: **Did you talk to friends, family about the NWMO? Did you go to the website?**

T-9A: The younger generation has more environmental conscience, and thinks we should have more alternative fuels.

T-7A: This is the only viable way to go. Any carbon based fuel is too deadly. In the meantime, for the next couple of decades, I think that there is no substitute for nuclear energy. Yes, the feedback I received was that a lot of people would like know about the nature of the feedback of the people. Everybody has opinions on this subject. People are so frustrated. They ask your opinion and just walk away and don't take it into consideration. Feedback I

received was they are keenly interested in an organization like this, but are despondent about how in the past they feel that they [have made the effort to express their views and have not been heard].

T-5A: The people I talked to, their basic reaction was that it was too scary to talk about. If it were them, they would have just left the group. I'm surprised you got that reaction. I heard "I don't want to know, I don't want to hear it."

T-11A: People I talked to were fascinated, they were fascinated this organization was in place already, we knew we had to find a safe place we have to monitor forever and ever. People know but don't think about it. They wanted to know if you have to pay province to take it in because who would take it.

T-9A: Who is going to want this?

T-3A: It's already places like Pickering.

T-7A: They'll put it most likely on crown land.

T-5A: If there are people willing to take our garbage, there will be communities willing but they're going to want to know what's going on.

[Discussion Leader]: **What was the focus of the discussion when you talked to people? Did you even talk to people about it?**

T-11A: I was really fascinated. I talked to people right away. Everyone I mentioned it to was really interested in it – colleagues and friends. I talked about the make up of British committee to British friend who was not informed and she was interested as well.

T-1A: One of the topics that I found that came up often were the different uses for the fuels. The concern was what other nations have done with Canadian reactors.

T-4A: My companions wanted to know about recycling. Were these fuel rods being recycled? Were there scientists researching ways to neutralize it? The overwhelming thing was that everyone wanted to have energy produced that did not have any kind of waste to it.

T-8A: I agree with that too. I talked with my boyfriend and he said that the private companies should not be involved in that. The financial interest would be bad.

T-12A: No idea if I spoke to any one about this after the last group. I did today. I told some colleagues and people were interested and wanted to know more. They were interested that people were going to be consulted and interested that there was a consultation process going on.

T-6A: I was like T-12A. I mentioned it to some people but it got lost in the playground.

[Discussion Leader]: **Did anyone read anything, see anything or hear anything?**

T-4A: Just the thing about the new nuclear things that will happen in the future.

T-5A: I heard lots about the use of nuclear power, but not much about waste management. Loads and loads about the use of nuclear power.

Red Green Pen Exercise

Front Cover

[Discussion Leader]: **What did you think when you saw this cover?**

T-5A: I didn't really look at it until now.

T-14A: It made me want to go to the next page. I liked all the colours, plus the directional arrows, it made me think "let's see what comes next."

T-5A: I can see what it was supposed to mean now.

T-1A: It seemed kind of boring. I didn't really see what it was about.

T-4A: When you open it up, you realize it actually has a meaning.

T-7A: To me, this is deeply meaningful because it seems there is a process that will inquire about the opinions of people and the majority will go in a pre-set direction. Some will bump in the wall, some will change, some will not change.

T-2A: I didn't think about anything.

T-11A: I liked it. It is very clean looking. I liked the "Moving Forward" in green because green means go.

T-4A: I was impressed with the art.

- T-12A: The arrows suggest choice to me, different choices that you can make.
- T-5A: It makes me think we're at a crossroads.
- T-13A: I figured it was trying to steer us in another direction.
- T-10A: It makes me think not a common goal, which is bad. Finally, we should have a common goal, but not here and that's okay.

Inside Cover and Page 1

[Discussion Leader]: **What do you think?**

- T-7A: Waste. Lights on and no one's working. Even though I thought it was just plain horrible, I thought of nuclear energy and how we can get buy because ultimately, it's very cheap.
- T-9A: To me it indicated we need it for lights. I didn't really put anything else into it.
- T-1A: It looks like a properly working society.
- T-14A: I liked the legend. When you're on a map you look for legends and there's that whole map motif throughout the book. Legends are there to clarify, that's what I like about it.
- T-12A: The legend made me curious. It suggested what would be in it, so I wanted to know.
- T-3A: The layout, never mind the actual picture. Do people actually read this stuff? I did, but do people read all the small print? Do they know who Dr. Gary Kugler is? Will they phone him up?
- T-9A: I thought the design of the booklet was very good. The pictures added to interest, roadmaps, highlighted in different colours to stand out. 5 football fields. I really liked it.
- T-11A: I was reading this very quickly, but, in doing so, I like the quotes that they have here from the organization. If you want to go through it, you can pick up information in quotes. You can go through it quickly without stopping to read all the bits and pieces. I like "collaboratively" and "stewardship." They're telling us what they're doing in a simple way and I like that.

T-1A: The legend does show organization and more in hindsight, it goes with the road signs.

T-11A: I wouldn't have "our destination is clear" in white. I would have it stand out more.

[Discussion Leader]: **Did anyone miss the first page?**

Panelists all responded with "no."

T-11A: I found I didn't read this verbiage and went to the legend.

T-14A: I worried about the word destination because it implies there is an end, which there isn't. A destination always implies it will stop at one time.

T-1A: There is a destination as to where the waste goes.

T-14A: But that's not what they mean.

T-5A: There is no destination, just a waste station on the way. I moved straight into the text. I liked the way the text was different colours and sizes. If everything is the same, your brain gets lazy and you don't really take it in. I thought the words were clear and concise but also in plain language. No technical language, nothing that makes me think I'm not smart enough. I'm iffy on focusing being spelled with two s's.

T-8A: I am surprised that Canada's electricity is used internationally. It also produces waste

T-3A: I read that as producing something that is not only used in Canada.

Pages 2 and 3

T-6A: I'm feeling better that it's going to be somewhere stored properly and not just kept anywhere. 5 football fields kind of shocking, I still have no idea how much that actually means it is.

T-7A: The punch line is if you start considering that you get so much energy out of such a small resource, it's unbelievable.

T-9A: But the waste will be around for a long time.

T-12A: T-7A, you seem like a plant.

T-7A: To tell you the truth, this is the only picture [of the silos] I sort of like because it really drove home for me that it is something that, if approached properly, we can manage.

T-11A: I liked the photograph as well. It looks like its being stored very carefully at this point in time, felicitously taken care of. Already I have a feeling that the right things are being looked at before it's put into the Canadian Shield. I like the picture of the rods as well because it shows you what you're looking at.

T-5A: It gives you a reference.

Most Panelists had not seen what the rods looked like.

T-13A: The silo picture almost looks too clean to believe. It was the "Did You Know" section that really caught my eye. I couldn't believe the size and how many homes it heated for that size.

T-11A: I would make the font under "Did You Know" bigger because it's quite interesting.

T-6A: When 5 hockey fields was said in the first group, I still couldn't visualize so now seeing this, it makes it more clear.

[Discussion Leader]: **Just to clarify, when we say hockey rink, it's just the ice surface.**

T-10A: Is it possible for them to give the real number? Is it possible for them to give the idea of how much waste will be generated for a certain amount of power? Then we'll have a rough idea.

T-5A: I was very struck that Ontario has more than everywhere else. I know we have the highest population but the difference seems to be very high.

T-1A: It looks safe, especially because they've placed people beside the silos. They wouldn't put people beside them if it wasn't safe.

[Discussion Leader]: **People have been very interested in the international perspective but no one brought that up as being particularly interesting?**

T-5A: I thought it was interesting.

T-11A: When it says Sweden and Finland, I see that as being good. They're both progressive, they have the best standard of life. France, I'm not that that impressed, but it is economically progressive.

- T-2A: Shows that a lot of countries are going through this process. It's important, not something that just us have to deal with.
- T-14A: I mentioned this to someone who said "why don't they be more like Europeans, Americans are all nuclear."
- T-6A: The international perspective didn't jump out at me. When I read things quickly, I go to what's readable.
- T-11A: I'd bold it and take the map out.

Pages 4 and 5

- T-14A: Could page 4 be page 1? Would it make more sense to be at the beginning, especially since page 2 is "Where We Began." I thought it should go first.
- T-11A: I disagree. I think you have to get your idea across and then tell who's who. Who's interested in that until you know what it's all about?
- T-5A: I could have done without any of those pictures.
- T-9A: Shows people are involved
- T-7A: Makes it human.
- T-4A: It gives it a humanistic aspect.
- T-7A: It's like one machine talking to another machine. I would like to see some smiling people. Destiny is to get people in touch with people. This should have been the first page.
- T-2A: What are we trying to do here? Make the brochure better? Sell the ideas or inform people? All comments are nice and good but how is it going to help us make the decision that nuclear energy is good or bad?
- T-4A: There no negativity in this whole thing, it's really positive and informative.
- T-11A: When they show you photos, you see green in the back. It's healthy. I don't like the charcoal box. I would use a colour not so heavy looking.

[Discussion Leader]: **Anyone know who these people are?**

- T-12A: If this is a stock photo, they're too white.
- T-11A: I think it's not stock, I think it's actually them. Can you see the colouration at the back?
- T-4A: This is a set up, they've hired actors.
- T-7A: I don't understand, what is the level that they want to reach? I think people have a lot of information that they either apply incorrectly or the information itself is biased. It would be a good thing to inform the people about the nature of nuclear energy in such a way that you are getting in touch with the people.

[Discussion Leader]: **The NWMO is about managing the used fuel. This brochure is one effort, it's not perfect but they're trying to find out how people respond to it tonight.**

- T-1A: What is interesting on those pages is the focus on how Canada is an example. It shows that our system is working and other countries are interested.
- T-14A: When they say the Nuclear Fuel Waste Act, is there not a year included in that? It's not authoritative enough.
- T-3A: You're right, how old is it? When was it formed?

T-11A agreed with T-3A and T-14A's point.

- T-11A: I like the quotes. If you're breezing, I like that the quote is very large at the top and comes from the organization itself.

[Discussion Leader]: **Would you like to know who they are?**

General consensus among panel members that yes, they do.

- T-5A: I found the technical research column too hard to read. It's boxy, small font, and hard to scan down.
- T-11A: It's dense.
- T-5A: Once I read the words themselves, I was interested.

Pages 6 and 7

- T-9A: I like the picture of the rocks and the green leaf. It gives a feeling that both can co-exist. Basically I like the graphics in the whole

brochure. I think it is excellent. Everything stands out in the right places.

T-13A: I think this picture gives us hope for new life, the old with the new. The plant is like a new life, new energy.

T-1A: It's like a melding of various worlds. On the other page, you get the mix of earth as a mother and natives, various worlds coming together and working towards a common goal.

T-11A: I like the stones as well because it will be in the shield so it gives you a heads up in an off way, prepares you for that. I like the coloration.

T-8A: [I don't understand why there is so much focus being put on the involvement of Aboriginal people].

T-14A: It's their land...

T-11A: Excuse me, it's their land. I like the values on this page.

T-5A: I like the dream catcher, it caught my eye. This is bad dream category for me, it's very scary. I thought I don't need to be so scared, so it's symbolic but nice.

T-11A: The photograph is good too.

T-2A: "The fundamental beliefs that guide our work." I like it the best. This box is what the brochure is about. These are the main things I was looking for from the beginning. It shows that they believe in the same things and take these as principles, as long as they are honest.

[Discussion Leader]: **Do you think they are honest?**

T-2A: Yes, so far, with all this effort.

T-9A: If you get so many people involved, how are you ever going to decide on anything?

T-2A: One of the guys I talked to said that if they need it, they're doing it anyway, they're not asking us.

T-11A: I liked "By the Numbers." It really sells how much effort is put into this whole process by dealing with every kind of person, anyone who could possibly be involved. It's very good.

- T-5A: On page 6, last paragraph, I was very impressed at the whole way it was put together. The entire chapter distilled into one chapter - “the values that Canadians said...”
- T-6A: I also liked the one in the top right corner about the children as they will look after our future.
- T-13A: I agree.
- T-1A: One of the reasons they speak to the Aboriginals is because a lot of the actual disposing is on their tree line.
- T-12A: I didn’t like the use of the word outgrowth. It seemed like PR lingo, I didn’t get that word.
- T-6A: Three nation wide surveys and focus groups. I wonder if we had anything to do with it?

Pages 8 and 9

- T-3A: Reading the text, do you expect people to read the text and come up with an opinion on nuclear waste or the organization? The words are well meaning but it’s also soft sell propaganda. I have a lot of questions about what this organization is, like who actually pays their salaries?

[Discussion Leader]: **What questions were answered?**

- T-3A: Adapted Phase Management - who thought up that phrase? Propagandistic catch ball. You can figure it out if you’ve been to university...
- T-11A: The quote on the bottom speaks to something that pertains to that as well. I really like the green box. I loved the idea of continuing to build new knowledge, it’s not a fait a compli. If something new comes up, we can take it out and do something with it. I like that the producers of used fuel have to contribute annually to a trust.
- T-4A: That puzzled me. Who are these producers of used fuel? Where’s the money coming from and who’s paying for it? Is it tax money?
- T-9A: Who’s going to pay for it? It just tells us how much money they will collect but not if it will be efficient.
- T-5A: Doesn’t it say underneath?

T-3A: There's a 1.1 billion dollar shortfall already. It says legal responsibilities but not financial responsibilities.

T-1A: Interesting that it's the middle of the text with the same picture as on the cover. In a strange way they re-summarize but also move in a slightly different direction. Now they're telling us what they're going to do.

[Discussion Leader]: **Was there anything that stood out?**

T-5A: I liked the way it was set up. It got my brain interested.

T-12A: I had my worst red and best green on this page. The Nuclear Waste Act, the whole thing was informative but I do not like the paragraph where the NWMO said that we made the 4th approach. It seemed a bit too "braggy" and I didn't trust it as much, but the rest of it was my favourite part.

[Discussion Leader]: **Does anyone else have an issue around the money thing?**

T-7A: The first sentence on page 9 sounds so much like a lawyer that I don't know who this brochure is being addressed too. The average person will not understand this sentence.

T-14A: What is committed liability? We've already accepted a loss? It should say the liability assumed by us.

T-12A: I didn't notice that the first time.

Pages 10 and 11

T-14A: I liked the compass, like orienteering.

T-5A: This is the first time I've noticed the compass.

T-10A: I didn't spend too much time on these pages, I ran out of time.

T-11A: I liked the blue and green box with the arrows. I think it sums it up fairly simply and I liked that.

T-1A: It's interesting they say the amount of responsibility they're taking. It goes with the last page about people being liable.

[Discussion Leader]: **Who started running out of time? Who ran out of steam?**

T-11A: The next page did that for me.

- T-14A: 3D relief helped.
- T-6A: When I got to it, I didn't mind reading until then. But then it gets more technical so I skipped it. That's what I do. I didn't run out of time.
- T-5A: I'm with T-6A. It looked like a map to me and I was not interested.
- T-11A: I think men will like it a lot better.
- T-4A: What drew me right in is that I like to see the scale of things.
- T-1A: I thought spatial visualization was very female.
- T-2A: The last quote, it kind of caught my attention. I liked it. What I understood here is that they're not just going to put those rods there and pour concrete and leave it there. If technology evolves, it's not going to be there forever. Maybe if it was explained more...
- T-11A: I'd bump up that quote too, I missed it.
- T-13A: I was more interested in Thunder Bay.
- T-9A: What is the point of these shallow storage facilities? It doesn't seem as safe. To me, shallow stuff does not seem safe, it's probably safer where it is now.
- T-5A: The very word shallow gave me apprehension.
- T-10A: I like this page, really.

Pages 12 and 13

- T-5A: I skipped this page.
- T-6A: Me too.
- T-10A: I didn't read it.
- T-11A: I would push it back in the brochure, it's too complicated.
- T-12A: I would use this page as a reference if someone asked me a question.

[Discussion Leader]: **Did you flip over it because of how it appeared visually or was it the content?**

T-5A: At work, whenever they are trying to roll out some great plan, they give us a chart like this, I never read them. They turn me off.

T-11A: I think it's important to be there.

[Discussion Leader]: **Anyone who read it, any thoughts?**

T-3A: I liked all the diagrams and legends, but it's the approximate timetable that bothered me. 30 years, that's a long time. You have to read the text.

T-4A: I found it was reiterating a lot of stuff that came before.

T-11A: It has more details because it tells you exact actions, very detailed.

T-7A: This was the only page that induced me to do private research on the whole process of dealing with waste management. I never have been introduced to the field of waste management so this page made me want to do a bit of research on this very subject.

T-6A: Now that I read it, they should have had the overview at the right first so that I knew what the diagram was about. All this little paragraph says is what's in this busy diagram.

T-12A: The licensing process in red worried me. What if they couldn't get a license?

Pages 14 and 15

T-4A: Now we're talking. Why don't we recycle? That's what I like to see. This page asked questions I was interested in.

T-11A: I thought it was good because one of my concerns would be transporting. They give you a fairly good idea of what's involved, type of vehicle they would use.

T-5A: I don't like the photos. They sappy and trying to make us feel cosy and good.

T-4A: It's like they want to get a good view that lots of people are involved.

- T-12A: I thought the paragraph was excellent, a good wrap up. Lots of contact info.
- T-2A: I liked it, I liked first paragraph. I liked that they acknowledged they don't know everything and it's an ongoing process. It's not like you're trying to sell them something. Just be honest so they know you're trying your best.
- T-6A: The sign makes sense, unlike the sign on the cover.
- T-8A: They mention host community but don't explain how they will choose the host community.
- T-9A: Look at the trouble with the garbage dump up north and this is a lot worst than a garbage dump.
- T-5A: "...so Canada can continue it's legacy..." I thought that was a big fat lie. I think we have a history of slipping things under the radar, but no safe legacy of anything.
- T-1A: They have extra safeguards here. I think there should be something concerning the idea of the waste or products from certain reactions being used for the wrong reasons. That's the only point that didn't seem as safe.

[Discussion Leader]: **Do we agree with T-5A that Canada has not safely looked after our nuclear fuel?**

- T-5A: It doesn't say nuclear, it just says fuel and we don't have a wonderful legacy.
- T-14A: I can't think of one, do you know?
- T-5A: I don't have a specific example.
- T-11A: In comparison to who when you're saying that?

[Discussion Leader]: **When you read through this, is it roughly where you thought they should be?**

- T-2A: Yes, the way the book is designed is very logical. They don't know all the right answers but it's an ongoing process.

[Discussion Leader]: **To the extent the brochure is representative of the organization, is this what you'd expect? Are they on the right track? Off the track?**

T-12A: This is the first time I ever remember business or government consulting me or consulting widely, which is really important to me. I remember doing the focus group and I see what I said in the brochure. I don't ever remember being consulted before. I feel oddly positive about it. It's important to me and my kids.

T-8A: It looks okay. Myself, it's the willing host I am uncomfortable with.

[Discussion Leader]: **I'm wondering if there are other organizations they should be involving or any other groups?**

T-14A: Of course the Ministry of the Environment.

T-4A: The military. They should be involved and get their viewpoints. Not sure from what perspective, but I'm sure they have quite a bit to say.

T-1A: Military has technology that might assist.

[Discussion Leader]: **What about credible third parties?**

T-12A: Greenpeace or someone like that. If well known environmental organizations say yes, I think they are consulting properly and that would add credibility.

[Discussion Leader]: **Is that achievable?**

T-12A: I would assume so. Greenpeace has scientists that are interested in what to do with that and would give their input,

T-11A: If they were included on the Board as interested parties, you could probably squeeze an endorsement out of them if they were allowed to have ongoing input.

T-7A: I couldn't name the organization I am thinking of, it starts with R. No one so far mentioned security. Who is responsible? What kind of security do these people intend to implement?

T-10A: This is only one organization making the decision, it's not enough. The government needs to get involved for sure. Some specialist from technical/science field needs to get involved too.

T-9A: I would think universities have the highest knowledge around. They should have wealth of knowledge.

T-10A: I agree.

T-14A: “Consulting with other universities.” That sentence didn’t belong there. It needed a semi colon. They really need to look at their grammar in their booklet.

Strategic Objectives Exercise

[Discussion Leader]: **Did you think that anything was missing? Should they be adding anything?**

T-7A: Security. There is an obvious lack of concern with this very important subject. The idea that they don’t mention it will generate even more anxiety and suspicion.

T-9A: But the security is like 30 years down the road, they’re objective is to do it 30 years down the road

T-7A: It’s even more important. In the meantime all the terrorists can come over.

T-9A: But they know that.

T-7A: All you need is some TNT and radioactive fuel.

T-9A: they have to deal with that at a later stage, not right now.

T-9A: These people are not looking at Pickering or Kincardine.

T-4A and T-1A agree with T-7A that consideration of security should be a strategic objective.

T-3A: Who is the president? It shouldn’t necessarily be added as a strategic objective, but who is he? Who pays his salary?

[Discussion Leader]: **You would like to know about the organization’s governance?**

T-3A: Yes.

T-14A agrees

T-3A: I’d like to see the organization’s corporate chart.

[Discussion Leader]: **Is anything not clear? Does anything not make sense?**

T-9A: We don't know how many members of this organization. Who's on it? What's their background? We don't know anything.

T-4A: My concern is with #6. The implementing organization being able to make government decisions.

T-5A: Implementing organization, I have concerns of it becoming a power unto itself, a body where we don't know what they're doing or how their doing it.

T-1A: CSIS does get checked by a security council in the same way this should be too. Maybe a clearer objective concerning future uses?

T-4A: We are reforming the NWMO? I thought it was just forming? I thought it was in its infancy instead of at a point it could be reformed?

[Discussion Leader]: **Anything you would like to add?**

T-3A: Who's on the hook for the finances? How much money are you talking? Where's it going?

Transparency Exercise

[Discussion Leader]: **I'm wondering if you can think about what your expectations of transparency were when we last chatted. This is the approach the NWMO is looking at. Does it match what you're thinking?**

T-11A: It's a tall order. I guess you could ask more, but I think they've covered a lot of ground here.

T-9A: I think it's more than I would ask. I don't think I'd expect to see things like meeting discussions and discussion groups. I would expect to post annual report sand major decisions but not little things.

T-5A: This is amazing.

T-11A: I think it's wonderful.

T-4A: It doesn't say anywhere they're going to document how much money it costs.

T-12A: Prudent resources, that's money.

T-11A: I think that they'll be posting work plans, that's more than I would have expected.

T-12A: I agree. Imagine if condo developers would do that?

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.

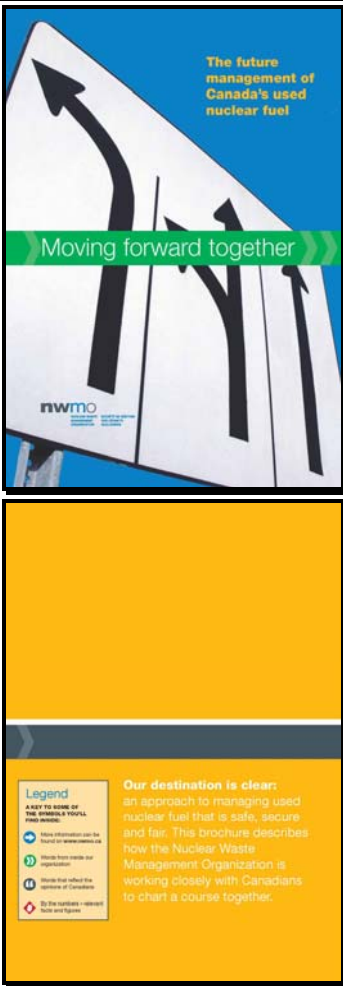
Instructions were provided by the Discussion Leader, as well as in written form. A copy of the instructions provided is attached in the appendices to this report.

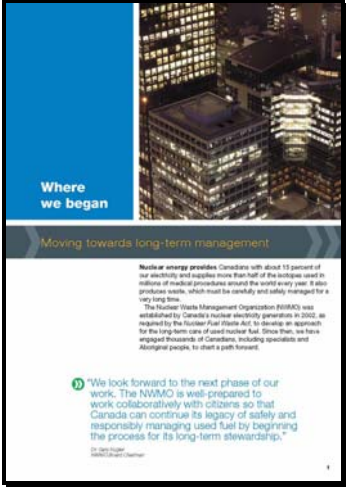
The Discussion Leader, later in the Panel, led a discussion and page-by-page review of Panelist impressions of the brochure. To aid the discussion, the Discussion Leader had a large, laminated “storybook” version of the brochure.

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, Toronto Panelists were pleased with the brochure, but many repeatedly voiced a concern about the notion of both “shallow” and “temporary” storage of the waste. A number of Panelists liked the mention of international collaboration, specifically with countries such as Sweden and Finland, which they deemed progressive. Toronto Panelists liked the graphics and photo but repeatedly voiced a desire to have them labelled.

Front Cover and Inside Front Cover



| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with | |
|--|--|--|
| <ul style="list-style-type: none"> ...an approach to managing used nuclear fuel that is safe, secure and fair | |  |

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with | |
|---|---|---|
| <ul style="list-style-type: none"> • Since then we have engaged thousands of Canadians, including specialists and Aboriginal people, to chart a path forward. • “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. | <ul style="list-style-type: none"> • ...specialists and Aboriginal people. |  |

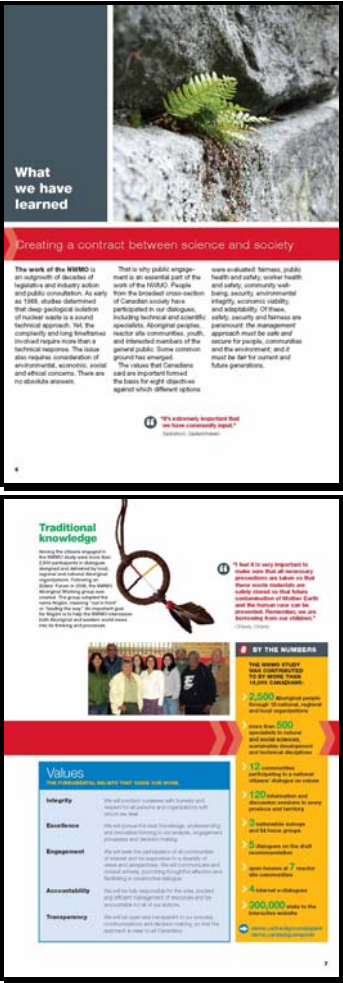
Pages 2 and 3

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with | |
|---|---|--|
| <ul style="list-style-type: none"> • Our mandate is to work collaboratively with Canadians to develop and implement a long-term management approach that will safely isolate the used fuel from people and the environment, essentially indefinitely. • "...our generation has a responsibility to safely manage the waste we produce." • The NWMO is committed to ensuring Canada benefits from the best experience and knowledge from around the world. perspective... | <ul style="list-style-type: none"> • 2 million used fuel bundles | |

Pages 4 and 5

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with |  |
|--|--|--|
| <ul style="list-style-type: none"> • Canadians also have the benefit of an independent Advisory Council to monitor the work of the NWMO. This group of individuals is knowledgeable in nuclear waste management issues and experienced in working with citizens and communities on a range of public policy issues. • Guiding principles: Vision and Mission | <ul style="list-style-type: none"> • “Both Sweden and Finland are considering approaches for long-term management of used nuclear fuel that are very similar to the NWMO’s recommended approach for Canada, and their waste management programs are more advanced with respect to technology development and the siting and approvals process.” • Technical research |  |


Pages 6 and 7

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with |  |
|--|--|---|
| <ul style="list-style-type: none"> The issue also requires consideration of environmental, economic, social and ethical concerns. There are no absolute answers. The values that Canadians said are important formed the basis for eight objectives against which different options were evaluated... ...the management approach must be safe and secure for people, communities and the environment; and it must be fair for current and future generations. “It’s extremely important that we have community input.” “...Remember, we are borrowing from our children.” Values: The fundamental beliefs that guide our work... | <ul style="list-style-type: none"> 2,500 Aboriginal people through 15 national, regional and local organizations. | <p>What we have learned</p> <p>Creating a contract between science and society</p> <p>The work of the WMO is an outgrowth of decades of legislative and industry action and public consultation. As early as 1985, studies determined that deep geological isolation of nuclear waste is a sound technical approach, but the complexity and long timeframes involved require more than a technical response. The issue also requires consideration of environmental, economic, social and ethical concerns. There are no absolute answers.</p> <p>That is why public engagement is an essential part of the work of the WMO. People from the broadest cross-section of Canadian society have participated in our dialogue, including technical and scientific specialists, Aboriginal peoples, industry, community groups, and interested members of the general public. Over time, common ground has emerged.</p> <p>The values that Canadians said are important formed the basis for eight objectives against which different options were evaluated: human health and safety, worker health and safety, community well-being, security, environmental integrity, economic viability, and adaptability. Of these, safety, security and human health and safety are the most important, and they must be met for current and future generations.</p> <p>“It’s extremely important that we have community input.” <small>Richard Robertson</small></p> <hr/> <p>Traditional knowledge</p> <p>Along the Ottawa corridor, the WMO will work with the 15 Aboriginal communities, organizations, and individuals to ensure that their traditional knowledge is integrated into the WMO’s work. The goal is to ensure that the WMO’s work is respectful of and responsive to the needs and values of these communities.</p> <p>“It’s not only important to make sure that all necessary precautions are taken so that these communities are safe, but also to ensure that the WMO’s work is respectful of and responsive to the needs and values of these communities.” <small>Chris Olson</small></p> <p>BY THE NUMBERS</p> <p>The WMO’s work will have a significant impact on the lives of 2,500 Aboriginal people through 15 national, regional and local organizations.</p> <p>More than 500 individuals, organizations and social networks participated in the WMO’s work.</p> <p>13 communities participating in a national effort to ensure that their traditional knowledge is integrated into the WMO’s work.</p> <p>120 individuals and social networks participating in the WMO’s work.</p> <p>2 communities participating in the WMO’s work.</p> <p>3 communities participating in the WMO’s work.</p> <p>100,000 people participating in the WMO’s work.</p> <p>300,000 people participating in the WMO’s work.</p> <p>Values</p> <p>Integrity We will operate with honesty and transparency, and we will be open and transparent in our work.</p> <p>Excellence We will ensure that our work is of the highest quality and that we are responsive to the needs and values of our communities.</p> <p>Engagement We will ensure that our work is respectful of and responsive to the needs and values of our communities.</p> <p>Accountability We will be held responsible for the work we do and for the results we achieve.</p> <p>Transparency We will be open and transparent in our work, and we will be responsive to the needs and values of our communities.</p> |

Pages 8 and 9

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with | |
|---|--|--|
| <ul style="list-style-type: none"> • “We shouldn’t think we have all the answers right now. We need to take into view the development of new technologies.” • ...safe and secure long-term storage of used nuclear fuel that we produce and flexibility for the future generations to act in their own best interests. • Expectations for implementation | | |

Pages 10 and 11

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with |  | | | | | |
|--|---|---|----------------------------|------------------|-------------------|--|---|
| <ul style="list-style-type: none"> Phase 1: Preparation Phase 2: Technology Demonstration Phase 3: Long-term Containment | <ul style="list-style-type: none"> ...optional shallow storage facility, if required. | <p>How we'll navigate the way</p> <p>Implementing Adaptive Phased Management</p> <p>The NWMO is responsible for implementing Canada's approach to long-term used nuclear fuel management, subject to all regulatory approvals. We propose to do this in phases. With our current knowledge, how long each phase of implementation will require, we have developed an illustrative schedule based on conceptual designs and cost estimates.</p> <p>The implementation process will span many decades and continue to be collaborative. Each phase will involve many activities and decision points, all of which will allow many opportunities to incorporate new science and social learning.</p> <table border="1"> <thead> <tr> <th>Adaptive Phased Management</th> <th>Technical Method</th> <th>Management System</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> Conceptual refinement and iteration Deep geological repository in a suitable rock formation Used fuel remains retrievable Extended monitoring </td> <td> <ul style="list-style-type: none"> Public engagement Process assessment Continuous learning and iteration Clear indicators for safety progress Minimized, rolling land reclamation </td> </tr> </tbody> </table> <p>Adaptive Phased Management will be implemented in phases with many activities and decision points</p> <p>1 IDENTIFICATION</p> <ul style="list-style-type: none"> Identify used fuel storage at reactor sites while preparing for central storage Identify an informed, willing host community Design, finance and construct an underground characterization facility and optional shallow storage facility, if required <p>2 INVESTIGATION</p> <ul style="list-style-type: none"> Demonstrate if long-term central repository, underground characterization facility Optimize siting and design of host communities Design and construction of deep geological repository <p>3 LOADS FINAL DISPOSITION</p> <ul style="list-style-type: none"> Used fuel packaged into long-lived containers and placed in final deep geological repository Used fuel remains retrievable Extended monitoring <p><i>"What we need is a flexible plan that gives future generations a choice."</i> —Bruce D. Clark</p> | Adaptive Phased Management | Technical Method | Management System | <ul style="list-style-type: none"> Conceptual refinement and iteration Deep geological repository in a suitable rock formation Used fuel remains retrievable Extended monitoring | <ul style="list-style-type: none"> Public engagement Process assessment Continuous learning and iteration Clear indicators for safety progress Minimized, rolling land reclamation |
| Adaptive Phased Management | Technical Method | Management System | | | | | |
| <ul style="list-style-type: none"> Conceptual refinement and iteration Deep geological repository in a suitable rock formation Used fuel remains retrievable Extended monitoring | <ul style="list-style-type: none"> Public engagement Process assessment Continuous learning and iteration Clear indicators for safety progress Minimized, rolling land reclamation | | | | | | |

Pages 12 and 13

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with | <p>More about Adaptive Phased Management</p> <p>Early in Phase 1, the NWMO will invite Canadians to participate in the development of an approach for site selection that is open, transparent, fair and inclusive. This is expected to take approximately two years; site selection itself could take ten years, or more.</p> |
|--|--|---|
| <ul style="list-style-type: none"> The entire chart | | |

Pages 14 and 15

| Statements/Images Panelists Agreed with | Statements/Images Panelists Disagreed with | |
|---|---|--|
| <ul style="list-style-type: none"> • 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. • Why don't we recycle used nuclear fuel? | <ul style="list-style-type: none"> • Why don't we recycle used nuclear fuel? | <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 asked about a number of siting principles. Among them, was the need that the location must be accessible to an informed and willing host community. The site must also be technically sound, suitable for a long-term repository, for national disaster preparedness and for a characterization facility. Siting efforts will be focused in the four provinces directly 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 from Canada's existing reactors. We have looked at how APM might manage future used fuel scenarios and it has been found 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 as Canadian energy policy evolves, 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> <p>14</p> <p>Why don't we recycle the used nuclear fuel?</p> <p>Used nuclear fuel is reprocessed in some parts of the world. In Canada, any decision to reprocess would have to be made by the current operators in cooperation with government and the regulators. Consideration should first be given to other types of radioactive wastes which would be produced. The potential for reprocessing used nuclear fuel could be used in the production of nuclear weapons and the release of radioactivity. Furthermore, the NWMO must be responsible for the long-term management of high level wastes resulting from reprocessing and we continue to monitor ongoing research in the area of reprocessing used nuclear fuel.</p> <p>The NWMO will need to demonstrate the safety of any transportation system prior to its implementation. Our research and discussions with authorized 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. Recent transport containers are designed to withstand severe accidents and transport conditions, and meet high standards which are continually reviewed by the industry and regulatory 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"> Striking the right balance | | |

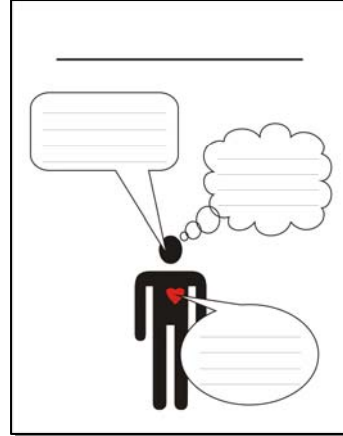
b. “Sharpie” Marker Exercise

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"> • Pg. 5: Both Sweden and Finland are considering long-term management of used nuclear fuel • Pg. 15: Separation of usable and non-usable nuclear waste - Bad if misused • Values (pg. 7) • Emerging technologies (pg. 9) • Why don't we recycle used nuclear waste? (pg. 15) • Fairness, public health and safety, worker health and safety, community wellbeing security, environmental integrity (pg. 6) • Pg. 8: We shouldn't think we have all the answers now, we need to take into view the development of new technologies • Our generation has a responsibility to manage the waste we produce (pg. 3) • Safe and secure long-term storage of used nuclear fuel that we produce; and flexibility for future generations to act in their own best interests (pg. 8) | <ul style="list-style-type: none"> • Pg. 7: I feel it is very important to take the all necessary precautions • 2,500 aboriginal people through 15 national, regional and local organizations (pg. 7) • Pg. 11: Interim storage in shallow underground storage - How long? • Why don't we recycle the used nuclear fuel? (pg. 15) |

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 about the brochure, a number of Toronto Panelists were quite skeptical of both the NWMO, as well as the future and effects of nuclear waste. When asked what they would say about the brochure, however, the comments provided by most Panelists were far more positive, praising the brochure for being inclusive and well done. When asked how it made them feel, Panelists generally cited that they felt scared and anxious about the future.

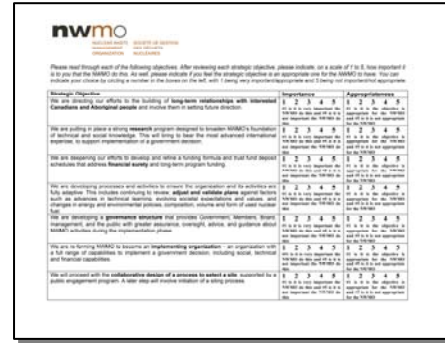
The following are what Toronto Panelists thought, said and felt.

| | |
|--------------|--|
| THINK | In fact the science concerning radiation is in its infancy and is barely understood. |
| | Too many debates about this source, enough. |
| | Corporate slick manipulation soft-sell. |
| | It reads like an extended ad, no mentioning of the huge problems involved and who will pay for them. |
| | We're screwed. If we don't mess it up our children or grand children will. |
| | It's still sounding a little technical and confusing for me. |
| | Will everyone listen? |
| | I wonder why the aboriginals are so much involved? I also wonder who are those "willing host communities". |
| | Where are they going to find a willing community to take it? Oh my God so much nuclear waste, I hope it doesn't blow up or something. |
| | How to make sure the organization functions well? Ho the members in the NWMO are chosen? Full time or part time? |
| | Perhaps the same thing/idea repeated too often, however people absorb information differently. |
| | 15 years ago I would have been ballistic about this i.e.: negative views about nuclear power and big business and government but I have really mellowed. I am not as concerned and realize there is nothing I can do about it. |
| | Safe, how can I be sure? |
| | This stuff (NW) is never going away! |
| SAY | Nuclear energy is generally misunderstood. Medical isotopes and other waste products are used safely thus not all things called waste are dangerous. |
| | Nuclear energy seems to be the number one energy source in the near future because of its efficiency. |
| | Trying to be good, inclusive maybe too nice. |

| | |
|-------------|---|
| | The brochure NWMO produced is very well done, full colour, good art, and describes very well their position and activities. |
| | NWMO is committed to devising a plan for safe storage of nuclear waste. |
| | They are listening to the feedback of the people like us. They are thinking of the future of our children. |
| | Get educated about nuclear energy as it is the only short term solution and voice your concerns. |
| | The planning seems carefully done. |
| | Having the organization to deal with nuclear waste is important. To create a plan is not too hard, but to realize it is. |
| | The brochure was well presented, clear for the most part. Canada is taking the right approach. |
| | The nuclear waste management organization has produced a fancy brochure describing an important set of decisions that have to be made about nuclear waste, they are consulting across the country and seem to be thinking hard about what is the right thing to do. |
| | How do you feel about a new way of energy. |
| | The brochure is really well presented and has a chronology to it. NW is here to stay and the booklet gives a laymen's understanding of the subject. |
| FEEL | With safe use and wisdom the proper disposal and use of nuclear power is beneficial. |
| | It looks too good! More like an advertisement than an informative brochure. It is very clear and understandable. |
| | They mean well pragmatically for the future. |
| | I feel curious still.... |
| | Fear, fear and more fear.....well, apprehension anyway. |
| | Frustrated, scared for the future of my children. Not sure what effect nuclear waste will really have. |
| | Worry about the efficiency of saying what is really important. |
| | Still, I feel a little scared. |
| | Should feel confident on this org. Hope it functions. |
| | Encouraged, hopeful, involved, informed. |
| | A bit sad and nostalgic about my old more radical politics. |
| | Secure, informed, scared. |
| | The world should end in fire, the world should end in ice but by the end either will suffice. |

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 on a scale, 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, 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.

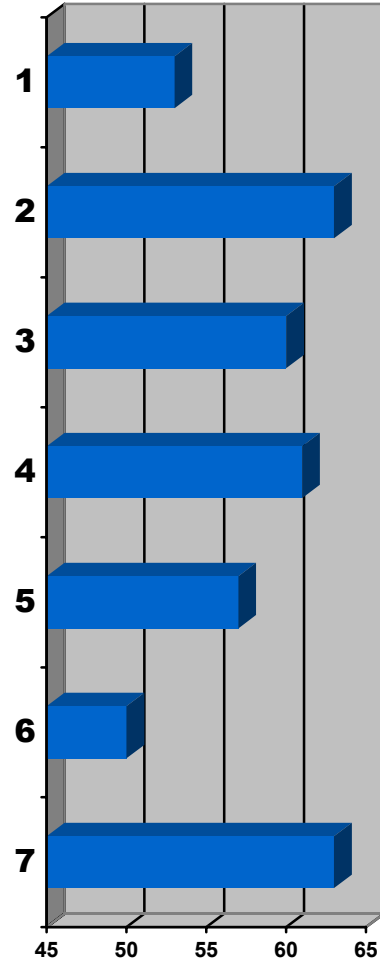
The results expressed were weighted and then tabulated, such that the first preference had the highest value, the second preference the second highest value etc. In the charts that follow, the total values are the sum of the weighted preferences.

Overall, Toronto Panelists rated as most important the objective concerning the development of a “strong research program,” as well as the objective concerning the collaborative siting process, which was also rated as most appropriate. Rated considerably less important to Toronto Panelists was the objective concerning the re-formation of the NWMO into an “implementing organization,” and rated considerably less appropriate was the objective concerning the NWMO’s efforts to build long-term relationships with both 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.

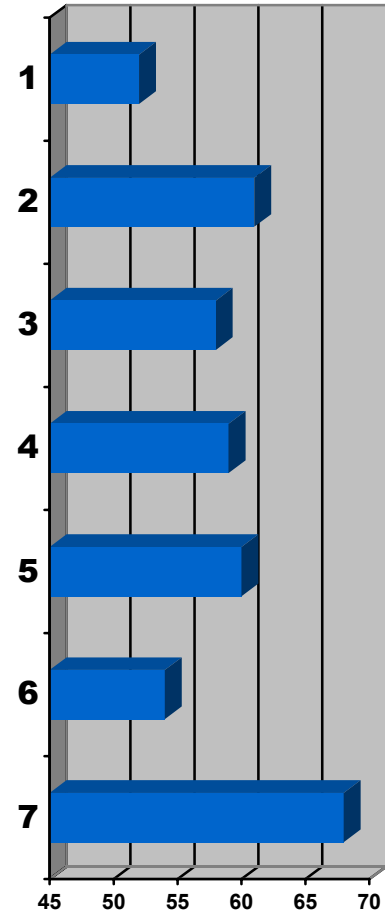


| | T-1A | T-2A | T-3A | T-4A | T-5A | T-6A | T-7A | T-8A | T-9A | T-10A | T-11A | T-12A | T-13A | T-14A |
|-------------------|------|------|------|------|------|------|------|------|------|-------|-------|-------|-------|-------|
| Panelist | | | | | | | | | | | | | | |
| IMPORTANCE | | | | | | | | | | | | | | |
| 1. | 1 | 1 | 1 | 1 | 5 | 1 | 3 | 4 | 3 | 3 | 2 | 2 | 1 | 3 |
| 2. | 1 | 1 | 1 | 1 | 5 | 1 | 1 | 1 | 1 | 4 | 1 | 1 | 1 | 1 |
| 3. | 1 | 1 | 3 | 1 | 5 | 1 | 1 | 3 | 1 | 3 | 1 | 1 | 1 | 1 |
| 4. | 1 | 1 | 2 | 1 | 5 | 1 | 1 | 3 | 1 | 1 | 1 | 1 | 1 | 3 |
| 5. | 1 | 2 | 1 | 1 | 5 | 1 | 1 | 4 | 1 | 2 | 4 | 2 | 1 | 1 |
| 6. | 1 | 1 | 3 | 5 | 5 | 1 | 1 | 4 | 1 | 3 | 1 | 2 | 1 | 5 |
| 7. | 1 | 1 | 1 | 1 | 5 | 1 | 1 | 2 | 1 | 2 | 1 | 2 | 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 | T-1A | T-2A | T-3A | T-4A | T-5A | T-6A | T-7A | T-8A | T-9A | T-10A | T-11A | T-12A | T-13A | T-14A |
|------------------------|------|------|------|------|------|------|------|------|------|-------|-------|-------|-------|-------|
| APPROPRIATENESS | | | | | | | | | | | | | | |
| 1. | 1 | 1 | 2 | 1 | 5 | 1 | 3 | 5 | 2 | 4 | 2 | 1 | 1 | 3 |
| 2. | 1 | 1 | 2 | 1 | 5 | 1 | 1 | 1 | 1 | 5 | 1 | 1 | 1 | 1 |
| 3. | 1 | 1 | 2 | 1 | 5 | 1 | 1 | 4 | 1 | 5 | 1 | 1 | 1 | 1 |
| 4. | 1 | 1 | 3 | 1 | 5 | 1 | 1 | 2 | 2 | 2 | 1 | 1 | 1 | 3 |
| 5. | 1 | 1 | 1 | 1 | 5 | 1 | 1 | 3 | 1 | 3 | 3 | 1 | 1 | 1 |
| 6. | 1 | 1 | 3 | 5 | 1 | 1 | 1 | 4 | 2 | 3 | 1 | 1 | 1 | 5 |
| 7. | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 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.

Most Toronto Panelists were very impressed with the NWMO's proposed transparency policy, some even feeling that it went above and beyond their expectations. Panelists had nothing but positive comments, even citing that they wished other companies and organizations would follow the same guidelines.



7. WEBSITE REVIEW (POST-SESSION WORK)

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

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



The image shows a survey questionnaire titled "NAVIGATOR" with a logo at the top. Below the title, there are three open-ended questions in a form layout:

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

Currently, of the Panelists responses received, feedback has been generally positive. The majority of Panelists find the website informative and easy to navigate, but some criticize it for what some deem a “lack of artistic flare. Many Toronto Panelists would like the website to be more dynamic, but have no problem with the actual content.

All find that the website appeals to them and feel that the intended audience for the website is the general Canadian public.

Some Toronto Panelists felt that the biographical information about the Board, information about nuclear waste and nuclear waste management technologies, as well as the annual reports were the most interesting aspects of the website. In terms of how they would improve the website, many Panelists largely suggested more use of colour and graphics. As for what they were hoping to but did not see on the website, Toronto Panelists responded with issues such as alternative ideas of waste recycling, a more sophisticated explanation of funding, a glossary and more information on choosing a willing host community.

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.

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

- What is the anticipated criteria and procedure for choosing “host community” for storage?
- If other countries are using Canada’s nuclear waste management, no other country would want to copy us. Rather they would demand we change.
- The idea of alternative uses for the waste - solar energy is hydrogen.
- Decisions should not be based on financial interests of private companies, those companies should not be involved.
- What is currently being done in this field regarding recycling fuel rods? Any research?
- Shallow means easy to retrieve what we realized we must be concerned about continuously – thus it is proof of continued proper management.

APPENDICES

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

I. PERSONNEL

JAMES STEWART WATT, SENIOR DISCUSSION LEADER

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

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

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

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

CHAD A. ROGERS, SUPPORTING DISCUSSION LEADER

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

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

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

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

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

COURTNEY GLEN, PROJECT MANAGER

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

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

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

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

JOSEPH LAVOIE, PANEL MANAGER (FRANCOPHONE)

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

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

STEPHEN LEONARD, PANEL MANAGER (ANGLOPHONE)

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

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

II. DISCUSSION LEADER'S GUIDE

PHASE ONE CITIZEN PANELS

DISCUSSION LEADER'S GUIDE / PANEL OBJECTIVES

Panel Objectives:

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

Panel Dates:

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

PHASE ONE CITIZEN PANELS
DISCUSSION LEADER'S GUIDE / PANEL OBJECTIVES

Discussion Leader: Jaime Watt
Transcriber: Courtney Glen

ADVANCE OF DISCUSSION

1. LOBBY EXERCISE (0:00 – 0:20)

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

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

PANEL DISCUSSION

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

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

2. INTRODUCTIONS (0:25 – 0:35)

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

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

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

4. GENERAL DISCUSSION (0:45 – 1:00)

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

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

5. BROCHURE (1:00 – 2:00)

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

Think/Feel/Say Exercise

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

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

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

Red/Green Pen Exercise

[Discussion Leader uses large copy to lead the discussion]

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

- Page by page review

6. NWMO IMPLEMENTATION (2:00 – 2:25)

Review of the status of the APM

[Distribute NWMO newsletter]

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

Review of NWMO Strategic Objectives

[Distribute NWMO strategic objectives]

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

7. TRANSPARENCY (2:25 – 2:40)

Discussion of needs of NWMO Transparency Policy

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

[Distribute NWMO transparency document]

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

[If so, why?]

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

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

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

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

8. WRAP-UP (2:40 – 2:50)

- Parking lot questions

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

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

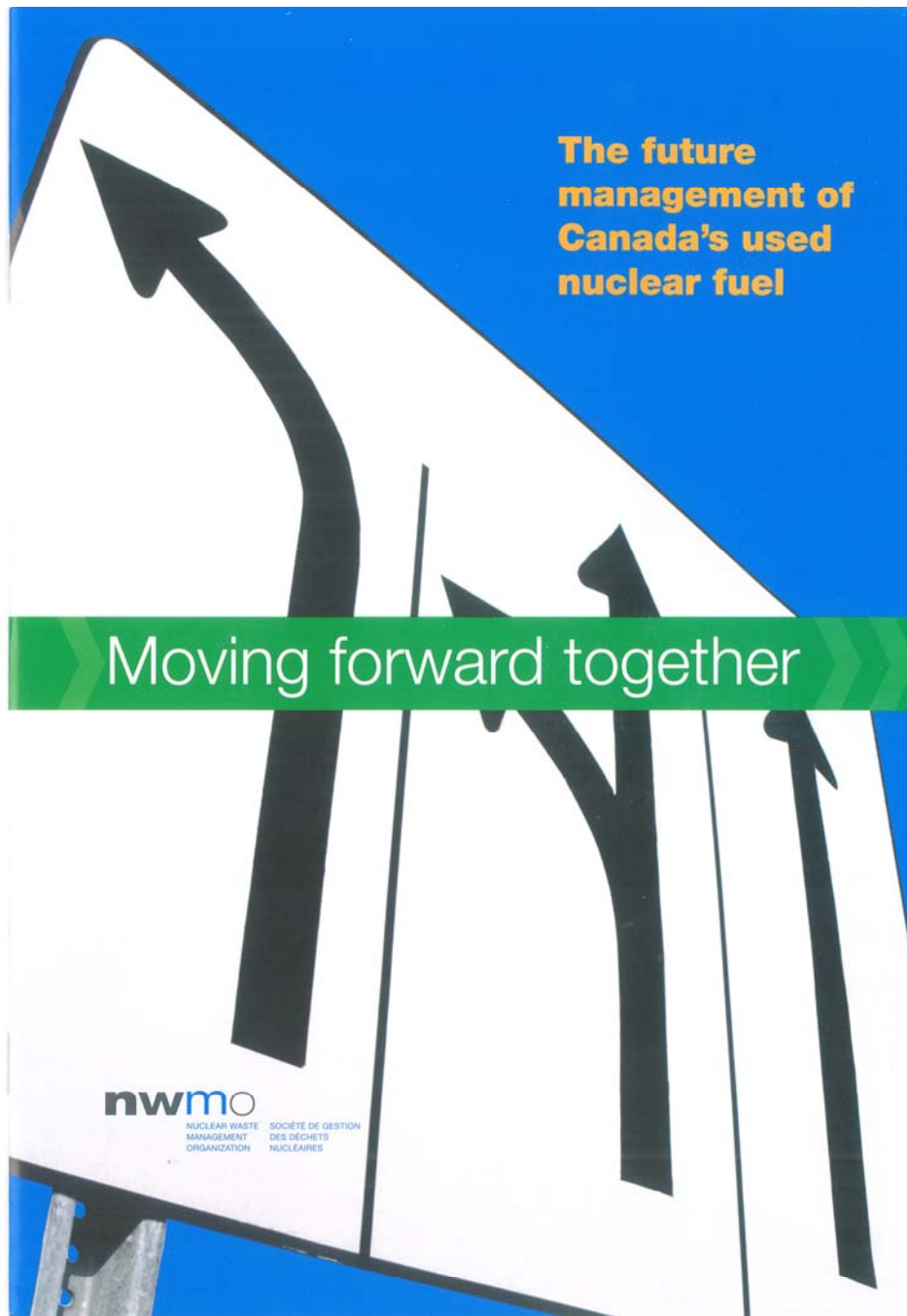
9. NEXT SESSION (2:50 – 3:00)

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

- Possible dates of next meetings

- Explanation of incentive schedule
- Adjourn

III. NWMO BROCHURE INFORMATION



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

IV. RED/GREEN PEN EXERCISE INSTRUCTIONS

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

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

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

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

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

V. STRATEGIC OBJECTIVES

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

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

VI. NWMO TRANSPARENCY DISCUSSION PAPER (EXCERPT)

NWMO Approach to Transparency

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

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

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

VII. WEBSITE SURVEY

Open Ended Questions:

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

Strongly Agree/Disagree Scale

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

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