

Grand Valley 2 Limited Partnership

Communication and Complaint Response Protocol for the Grand Valley Wind Farms – Phase 3 Project

May 20, 2015
Rev 1.

DISCLAIMER

This Communication and Complaint Response Protocol (CCRP) has been prepared for the construction of the Grand Valley Wind Farms – Phase 3 Project (the Project). It is intended to provide guidance to all personnel and authorized visitors relating to the management of communication and complaint response issues during the construction phase of the facility. The contents are current as at the time of writing but may be revised from time-to-time to incorporate the latest available information. The CCRP is therefore a living document for the duration of the construction and pre-commissioning of the Project.

Printed versions of this document are not controlled and may not be current. It is the user's responsibility to verify that this is the current version. The current version is posted on Sustainability Management and Reporting Tools (SMART).

The information contained in this document is confidential and prepared for the sole benefit of employees, contractors and subcontractors of the Project. Any unauthorized use, disclosure or reproduction of this document is prohibited. The Project accepts no responsibility for the unauthorized use of this document by a third party.

RECORD OF REVISIONS

Revision Number	Revised Pages	Date of Revision	Revision Reviewed by	Revision Authorized by	Date Implemented
1	3	May 20, 2015	Hali Martin	John Craig	June 3, 2015

TABLE OF CONTENTS

	PAGE
EXECUTIVE SUMMARY	IV
1. BACKGROUND	1
1.1 ENVIRONMENTAL, HEALTH & SAFETY MANAGEMENT PLAN FOR CONSTRUCTION	1
2. COMMUNICATION PROTOCOL	1
2.1 OBJECTIVES	1
2.2 COMMUNICATION METHODS	1
2.3 COMPLAINT RESPONSE	2
2.4 EMERGENCY SERVICE PROVIDERS	3

EXECUTIVE SUMMARY

Grand Valley 2 Limited Partnership (GV2LP) has engaged the services of RES Canada Construction (Ontario) LP (RES) in the capacity of General Contractor (the Contractor) for the construction of the Grand Valley Wind Farms – Phase 3 Project (the Project). The Project is sited in the Town of Grand Valley and Township of Amaranth, Dufferin County. The basic components of the Project include: 16 Siemens 3.0 -113 wind turbine generators with a maximum installed nameplate capacity of 40 megawatts (MW); a 34.5 kV underground power line collector system; fibre optic cabling; turbine access roads; crane pads; one connection point to the existing Hydro One Networks Inc. (HONI) electrical system; an existing operations and maintenance building; and a 34.5 kV/230 kV 45 MVA transformer station.

Activities associated with construction of the Project have the potential to produce negative environmental, health and safety (EHS) impacts. As such, this Communication and Complaint Response Protocol (CCRP), as a supplement to the Environmental, Health and Safety Management Plan (EHSMP), is a key component in mitigating those impacts and is intended to provide guidance to all personnel working on the Project, and authorized visitors in matters relating to communication and complaint response during construction.

1. BACKGROUND

1.1 ENVIRONMENTAL, HEALTH & SAFETY MANAGEMENT PLAN FOR CONSTRUCTION

Activities associated with construction of the Project have the potential to produce negative environmental, health and safety (EHS) impacts. An Environmental, Health and Safety Management Plan (EHSMP) is a key component in mitigating those impacts and is intended to provide guidance to all Project personnel and authorized visitors in matters relating to EHS issue management during construction. An EHSMP is a requirement of the Renewable Energy Approval (REA) for the Project, and will ensure the Project is in compliance with applicable legislation, permits, and approvals.

The objectives of the EHSMP will be incorporated into RES' site orientation and training exercise for all onsite personnel working on the Project and authorized visitors. A copy of the EHSMP will be available onsite at the Contractor's office at all times during construction. Copies will also be available at the Project's corporate office and posted on Veresen's online electronic Compliance Database system (SMART). During the Contractor's site orientation and training, all personnel working on the Project and authorized visitors will be made aware of the requirements of the EHSMP and where it is located onsite.

The EHSMP includes several supporting plans and/or protocols, including this Communication and Complaint Response Protocol (CCRP). The purpose of these individual plans is to provide a more detailed and comprehensive protocol in regard to EHS management areas.

2. COMMUNICATION PROTOCOL

2.1 OBJECTIVES

GV2LP has committed to undertaking public communication early in the development of the Project and will continue to communicate throughout the construction and operation phases of the Project. The main objectives of the communications protocol are to:

- Involve the local community and keep them informed of the Project;
- Work with the local community to address concerns, where possible; and,
- Provide the community and Project personnel with an opportunity for direct communication.

2.2 COMMUNICATION METHODS

All inquiries related to the Project can be communicated by the followings means:

- Project email address – gvwf@vereseninc.com
- Toll-free number – 1-855-705-3280
- Mail – 35 Main Street South, Grand Valley ON L9W 5S8

Information regarding the Project is posted on the Project website at www.vereseninc.com, and additional updates may be provided to stakeholders via letters/newsletters, newspaper notices, or direct contact.

The Project has also established a Community Liaison Committee (CLC) for the Project where two meetings will be held during the construction of the Project, and two meeting will be held in the year after the Project has commenced operations. The CLC is a forum for GV2LP to share updates on the progress of the Project and to address any questions or concerns raised by the public.

Contact information for the Project will be provided directly to the Town of Grand Valley, Township of Amaranth and Dufferin County. These will be the direct contact points for GV2LP and/or the Construction and Operation & Maintenance Contractors during all phases of the Project.

2.3 COMPLAINT RESPONSE

The toll-free number provided for reporting concerns and/or complaints is equipped with a voice message system. All messages will be recorded on a Contact Record Form to maintain a record of all concerns and/or complaints. A copy of the Contact Record Form is provided in Attachment A.

GV2LP will endeavor to respond to messages within 48 hours, after consultation with the Contractor where appropriate. All reasonable commercial efforts will be made to take appropriate action as a result of concerns as soon as practicable. The actions taken to remediate the cause of the complaint and the proposed actions to be taken to prevent recurrences of the same complaint in the future will also be recorded within the Contact Record Form. If appropriate, the Ministry of the Environment and Climate Change (MOECC) Spills Action Centre will be contacted to notify them of the complaint.

For any complaint alleging an Adverse Effect (as described in the Project REA), the following additional information will be collected:

1. Description of the complaint that includes as a minimum the following:
 - a. the date and time the complaint was made;
 - b. the name, address and contact information of the person who submitted the complaint;
2. Description of each incident to which the complaint relates that includes as a minimum the following:
 - a. the date and time of each incident;
 - b. the duration of each incident;
 - c. the wind speed and wind direction at the time of each incident;
 - d. the ID of the equipment involved in each incident and its output at the time of each incident;
 - e. the location of the person who submitted the complaint at the time of each incident; and,
3. Description of the measures taken to address the cause of each incident to which the complaint relates and to prevent a similar occurrence in the future.

For all complaints alleging an Adverse Effect, GV2LP will notify the MOECC District Manager of each complaint within two (2) business days of the receipt of the complaint and shall provide a written record within eight (8) business days of the receipt of the complaint.

Correspondence will be shared with other stakeholders, such as the MOECC, as required and/or as deemed appropriate. All records relating to complaints shall be retained for a minimum of five (5) years from the date of their creation.

2.4 EMERGENCY SERVICE PROVIDERS

Key emergency contact information during construction of the Project is shown in the table below:

Title	Name	Contact Information
Grand Valley Wind Farms – Phase 3 Project Email	Project Email and 1-800 number	gvwf@vereseninc.com 1-855-705-3280
Grand Valley 2 Limited Partnership	John Craig, Project Manager	1-416-543-9732
Grand Valley 2 Limited Partnership	David Hayles, Operations Manager	1-519-928-3031 (office)
Grand Valley 2 Limited Partnership	Hali Martin, Environment Manager - East	1-416-479-0865
Grand Valley 2 Limited Partnership	Aaron Hills, Health & Safety Construction Coordinator	1-647-920-1503
Canadian Projects Limited	Zach Vorvis, Project Manager	1-705-720-6555
MOECC	Spills Action Centre (SAC)	1-800-268-6060
MOECC	Guelph District Office	1-800-265-8658
Town of Grand Valley	Tracey Atkinson, Planner	1-519-928-5652
	Glenn Sterrett, Public Works Superintendent	
Township of Amaranth	Ben Ryzebol, Director, Public Works	1-519-941-1007 ex. 223
	Christine Gervais, Planner	1-519-941-1007 ex. 228
Dufferin County	Scott Burns, Director, Public Works	1-519-941-2816 ex. 2602
	General Line	1-519-941-2816
Grand River Conservation Authority	General Line	1-519-621-2761
Ontario Provincial Police	Fergus, ON	1-519-846-5930
Grand Valley & District Fire Department	General Line	1-519-924-3460
Orangeville Walk-in Clinic		1-519-307-1201
Community Liaison Committee	Email	gvwf@vereseninc.com
Credit Valley Hospital	General Line	1-905-813-2200
Ministry of Tourism, Culture and Sport	General Line	1-888-997-9015
Ministry of Community Safety and Correctional Services	General Inquiries	1-866-517-0571