



Nuclear Public Information Disclosure and Transparency Protocol

Ontario Power Generation (OPG) Disclosure Policy

OPG is committed to being ethical and credible in our relationships with employees, suppliers, customers and the public with whom we do business and in the communities in which we operate. OPG will conduct all business in accordance with the ethical principles of integrity, excellence and citizenship as outlined in the OPG Code of Business Conduct Policy. OPG's Disclosure Policy ensures public communications are informative, timely, accurate and material information is disclosed in accordance with applicable legal and regulatory requirements.

Nuclear Public Information Disclosure and Transparency Protocol

OPG is committed to open and transparent communication. Our Nuclear Public Information Disclosure and Transparency Protocol ("Protocol") ensures information is provided in a timely manner to host communities, the public, First Nations and Métis, stakeholders and organizations with an interest in nuclear operations. Information is communicated in a number of ways based on audience identification, their interests, perception of risk, and their preferred means of communication. This ensures clear understanding of nuclear operations, activities and projects to allow the public to make informed objective decisions through readily accessible information, open dialogue and opportunities to have concerns addressed.

Objectives

Ensure consistent standards and procedures for public disclosure of material and non-material information.

Ensure communications, whether positive or negative, are full, fair, accurate, timely and understandable and are broadly communicated in a non-selective manner to individuals, organizations, stakeholders and the public based on real or perceived risks and public interest or concern.

The public information program will provide information on health, safety, and security of persons and the environment, and ensure issues associated with the stations' licensed operations and activities are communicated.

Communicate, on an ongoing and timely basis, respecting the public's perception of risk, as well as the level of public interest of station operations, activities, and anticipated effects on environment and health and safety of persons.

Use a managed system to ensure high standards of performance, compliance, and ongoing effectiveness

Information Requirements and Reporting

OPG commits to, but is not limited to:

- Communicate significant nuclear operational developments such as expansion or changes to facility design or operation;
- Communicate within one business day (or sooner if appropriate), unplanned events exceeding regulatory limits, offsite effects, or events which could result in public or media interest or concern;
- Posting quarterly on OPG.com a listing of CNSC regulatory event reports;
- Communicate changes in station operations and the environment, either planned or unplanned, that may have the potential for the public or media interest to see, hear or otherwise be impacted;
- Manage stakeholder communications effectively with 24/7 on-call support;
- Post and issue media releases, by the end of the following business day (or sooner if appropriate), information that reflects safe and effective operations or information resulting in significant changes in operations or environmental events;
- Maintain comprehensive crisis communication procedures to effectively manage events of significance to ensure timely and effective communications and dissemination of information;
- Maintain two-way communication channels with the public to address issues and concerns;
- Report and post various emissions and spills on a quarterly and annual basis, depending on requirements, through established notification protocols with regulatory and municipal and provincial agencies;
- Post and communicate annual Radiological Environmental Monitoring Program (REMP) detailing all emissions and spills;
- Post and communicate quarterly performance reports on facilities operations;
- Provide updates and briefings on our nuclear operations to local organizations, local and provincial elected officials, agencies and First Nations and Métis communities to ensure open and transparent communication;
- Communicate broadly to residents and stakeholders in facility host communities via newsletters; fact sheets, emails, information phone lines, public information centres and electronically via websites, emails and social media;
- Receive, document and respond to concerns, complaints, and irregular inquiries, including those related to impacts of the facility on the environment, from stakeholders and the public
- Consult periodically with the public and stakeholders to confirm types of information of public interest; and
- Post publicly the Protocol.