

LAKE MANITOBA LAKE ST. MARTIN

OUTLET CHANNELS PROJECT

MANITOBA INFRASTRUCTURE

Complaint Resolution Process

November 16, 2020

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DISCLAIMER

This document was developed to support the Lake Manitoba and Lake St. Martin Outlet Channel Environmental Management and Monitoring Program. This document has been prepared by Manitoba Infrastructure as a way to share information and have discussion with Indigenous Communities and Groups and the public. This document has been prepared using existing environmental and preliminary engineering information, professional judgement as well as information from previous and ongoing public and Indigenous engagement and consultation. The contents of this document are based on conditions and information existing at the time the document was prepared and do not take into account any subsequent changes. The information, data, recommendations, and conclusions in this report are subject to change as the information has been presented as draft and will not be considered complete until further engagement and consultation is complete. The plans may be further revised based on information and direction received from provincial and federal environmental regulators. This draft report be read as a whole, and sections or parts should not be read out of context.

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PREFACE

The Lake Manitoba and Lake St. Martin Permanent Outlet Channels Project (the “Project”) is proposed as a permanent flood control mitigation for Lake Manitoba and Lake St. Martin to alleviate flooding in the Lake St. Martin region of Manitoba. It will involve the construction and operation of two new diversion channels: the Lake Manitoba Outlet Channel (LMOC) will connect Lake Manitoba to Lake St. Martin and the Lake St. Martin Outlet Channel (LSMOC) will connect Lake St. Martin to Lake Winnipeg. Associated with these outlet channels are the development of bridges, control structures with power connections, a new realignment of PR 239, and other ancillary infrastructure.

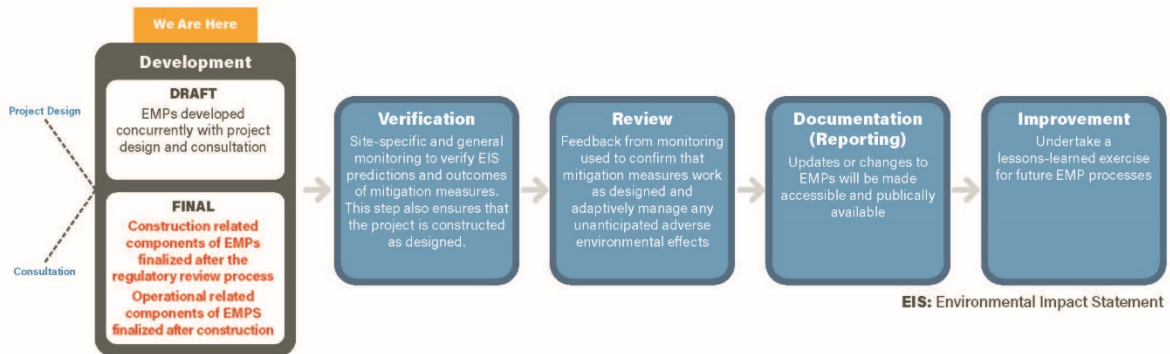
Manitoba Infrastructure (MI) is the proponent for the proposed Project. After receipt of the required regulatory approvals, MI will develop, manage and operate the Project. This Complaint Resolution Process is one component of the overall Environmental Management Program (EMP) framework which describes the environmental management processes that will be followed during the construction and operation phases of the Project. The goal of the EMP is to ensure that the environmental protection measures committed to in the Environmental Impact Statement (EIS) and the requirements of the Environment Act Licence and Federal Decision Statement Conditions are undertaken in a timely and effective manner. This includes the verification that environmental commitments are executed, monitored, and evaluated for effectiveness, and that information is reported back in a timely manner to the Project management team for adjustment if required.

Manitoba Infrastructure remains committed to ongoing engagement and consultation with Indigenous groups and other stakeholders that are potentially impacted by the Project. Detailed EMP review discussions have been incorporated into community-specific consultation work plans and additional engagement opportunities will be provided prior to EMP finalization. Engagement opportunities include virtual open house events and EMP-specific questionnaires. EMP-specific questionnaires will be provided to Indigenous groups and stakeholders to obtain feedback and views on the draft plans, in addition to exploring opportunities for Indigenous participation in follow-up monitoring. Feedback and recommendations will be used to inform the completion of the plans.

The EMP provides the overarching framework for the Construction Environmental Management Program (CEMP) and the Operation Environmental Management Program (OEMP), which will be finalized as separate documents prior to Project construction and ideally operation, respectively. Their finalization will consider applicable conditions of the Environment Act Licence and associated approvals, any other pertinent findings through the design and regulatory review processes and key relevant outcomes of the ongoing Indigenous and public engagement and Consultation processes.

The purpose of the CEMP and OEMP is to guide how environmental issues will be addressed during construction and operation, respectively, and how adverse effects of activities will be mitigated. The CEMP is supported by several specific or targeted management plans (e.g. surface water, groundwater, sediment, etc.), as shown in the Figure below, that will guide MI’s development of the Project’s contract documents and subsequently, the Contractor(s) activities, in constructing the Project in an environmentally responsible manner. The OEMP will likely include the same targeted plans developed to manage issues during construction, but prior to construction completion they would be revised and adapted to suit the specific needs during the operation phase.

Environmental Management Program (EMP) Process



EMPs

- Construction Environmental Management Program¹
 - Operational Environmental Management Program¹
 - Environmental Protection Plan
 - Project Environmental Requirements
 - Access Management Plan
 - Quarry Management Plan
 - Surface Water Management Plan
 - Ground Water Management Plan
 - Revegetation Management Plan
 - Biosecurity Management Plan
 - Dust Control Plan
 - Decommissioning Plan
 - Ice Management Plan
- ¹includes information on waste management, hazardous materials management, debris management, emergency response, heritage resources protection and wildlife protection planning

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1.0 INTRODUCTION

Manitoba Infrastructure is developing a series of environmental management plans and monitoring plans as part of the Environmental Management Program for the Lake Manitoba and Lake St. Martin Outlet Channels Project (the Project). These plans are being developed to provide mitigation measures and Best Management Practices to be applied during Project planning, construction, and operation and maintenance activities to reduce or avoid potential adverse effects. The plans outline monitoring activities that will be undertaken to document environmental conditions, guide mitigation and adaptive management measures, and undertake Project activities such that they are carried out in compliance with applicable environmental legislation and licensing requirements.

Manitoba Infrastructure has developed a process to manage Project-related complaints should they occur. This Complaint Resolution Process (the Process) outlines the methods to receive and document complaints, records management, and process tracking, as well as the process for complaint notification, investigation, and resolution. The Process is illustrated in Figure 1 and will be in place during the construction and operation phases of the Project and will be used to assist contractors and Manitoba Infrastructure to resolve Project-related issues including, but not limited to:

- Groundwater Quality and Quantity
- Noise
- Vibration
- Dust
- Odour
- Emissions
- Weeds

1.1 Project Overview

The Project will develop a permanent flood control mitigation system for Lake Manitoba and Lake St. Martin to alleviate flooding in the Lake St. Martin region. This will be accomplished through construction of a new outlet channel from Lake Manitoba to Lake St. Martin (Lake Manitoba Outlet Channel) and a new outlet channel from Lake St. Martin to Lake Winnipeg (Lake St. Martin Outlet Channel). These new channels will allow for floodwaters to be moved more quickly through Lake Manitoba and Lake St. Martin into Lake Winnipeg. The Project will result in less flooding and reduced lake levels on Lake St. Martin. Other works include re-alignment of Provincial Road (PR) 239 and a hydroelectric distribution line for operation of the Lake St. Martin Outlet Channel outlet structure.

2.0 COMPLAINT RESOLUTION PROCESS

2.1 Initiation

The complaint resolution process will be initiated upon the submission and receipt of a Project-related complaint. An email-based complaint submission process will be used for the Project and will be outlined on the Project's website – <https://www.gov.mb.ca/mit/wms/lmblsmoutlets/>. The Project's website will indicate the information that should be included within the email submission, including:

- Complainant Name and Contact Information
- Description of event or issue
- Date and time of event or when issue was noticed
- Location

2.2 Records and Tracking

Manitoba Infrastructure will assign a tracking number and a complaint resolution lead person immediately upon receipt of a Project-related complaint. The complaint resolution lead will be responsible for the development of the Project Complaint Form (Appendix 1) that will be used to document information throughout the complaint response process.

The complaint resolution lead will contact the complainant (preferably by phone but may also be via email) to communicate the tracking number for future correspondence and to confirm and collect specific information for input into the Project Complaint Form, which will include:

- Tracking number
- Complainant name and contact information (optional)
- Complaint Resolution Lead name and contact information
- Date and time of when complaint was received
- Date and time of event or when issue was noticed
- Location of issue or event
- Description of issue or event
- Other relevant information (e.g., weather conditions, photographs)

Project Complaint Forms will be updated throughout the complaint resolution process and will be available to the applicable regulatory agencies upon request.

2.3 Investigation

Complaint investigation may include the following steps:

- Contacting the complainant to acquire additional information

- Collecting information related to the issue or event through interviews and/or correspondence with stakeholders, contractors, and Project personnel
- Determining the need for monitoring based on the type of issue and implementing monitoring activities, as required
- Determining if the Project is operating within environmental legislation and licensing requirements and/or adhering to Project commitments
- Coordinating the implementation of corrective actions
- Corresponding with regulatory bodies , if required
- Updating the Project Complaint Form throughout the investigation.

2.4 Resolution

Based on an investigation by MI (or its designate), if the Project or a Project activity is found to be in compliance with the applicable environmental and licensing requirements and/or Project commitments, the complaint will be considered resolved; however, it should be noted that mitigation, monitoring, or other considerations may be required.

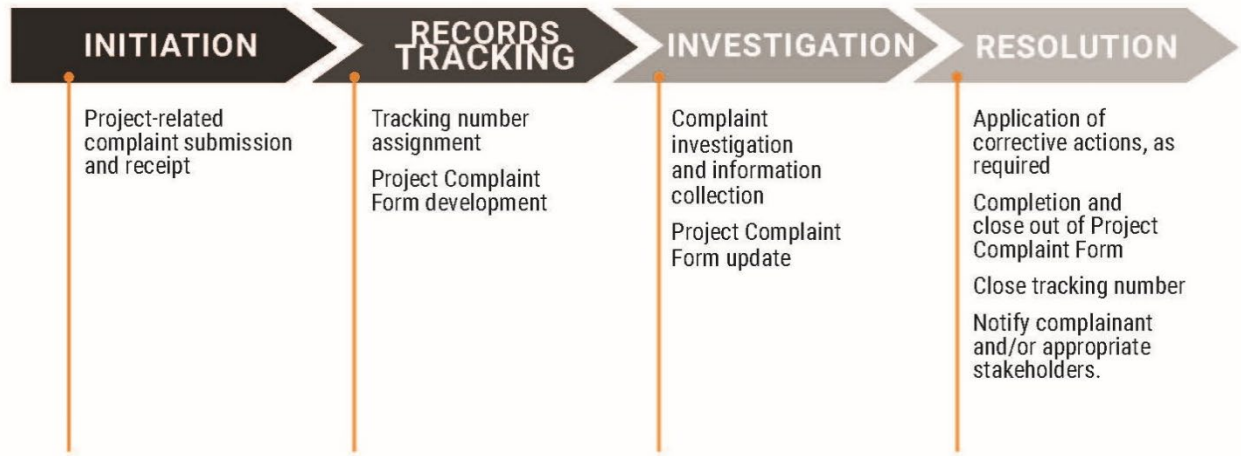
If the Project is found to be out of compliance with the applicable environmental and licensing requirements and/or Project commitments, Manitoba Infrastructure will implement corrective action, as required to transition to compliant status (e.g., in compliance with regulatory requirements, conditions of approval, and/or Project commitments).

When a complaint is resolved, the Project Complaint Form and tracking number will be closed. The complainant and any applicable stakeholders and regulators will be notified of the resolution.

2.5 Timelines and Notifications

Timelines for addressing the complaint will be variable and depend on the nature of the complaint, the need for monitoring (if required), and where applicable, technical challenges associated with the implementation of corrective actions. Effort will be made to initiate corrective actions expeditiously.

Figure 1: Complaint Response Protocol Diagram



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APPENDIX 1

Project Complaint Form

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Project Complaint Form

Complaint Details and Information

Complainant Name

Complainant Email Address

Complainant Phone Number

Complainant Mailing Address

Complainant Postal Code

Tracking Number

Date

Time

Description of Event or Issue

Date of Event or Issue _____

Time of Event or Issue _____

Describe the Event or Issue

Is there any other relevant information you would like to provide (e.g., weather conditions)?

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Investigative Results

Complaint Resolution Lead

Resolution Lead Name

Resolution Lead Email
Address

Resolution Lead Phone Number

Correspondence Tracking Table

Date	Time	Contact Information	Communication Method	Description	Follow-up Action Required (Y/N)

Investigative Results

Investigation Results

Suspected Root Cause

Were there any secondary causes?

Corrective Action

Proposed Immediate Action/s

Proposed Action/s for Long-Term Solution

Additional Remarks

Completed by:

Date: