

Noise Communication Protocol

CN is committed to ensuring noise during construction and into operation is managed as predicted in the Environmental Impact Statement and as discussed throughout the environmental assessment process for the Milton Logistics Hub Project. This document comprises the Noise Communication Protocol pursuant to condition 4.7, 4.8 and 4.9. An Acoustic Environment Follow-up Plan (separate from this communication protocol) has been developed to monitor and confirm the accuracy of the assessments and effectiveness of the mitigation proposed during the assessment process.

1. Schedule of Construction Activities

The construction schedule and sequencing has been prepared pursuant to Condition 15.2. The construction schedule will be available on CNMilton.ca for easy access to the public or interested parties. This information will be updated as required.

2. Notification of Construction Activities including Night Work

Prior to construction, CN will advise local residents and interested parties so that they are aware of CN's proposed construction schedule and timing for the completion of activities. This schedule will be updated as required as construction progresses. While it is expected that much of the construction will occur during daylight hours, any night time activities of relevance to the community and nearby neighbourhoods will be communicated 7 days in advance of the start of the night time work. Examples of the notification methods include:

- print and digital advertisements with the Milton Canadian Champion and on InsideHalton.ca;
- Construction updates on CNMilton.ca;
- Email notification to the local government and the Project email list;
- Door drops to residents located near the project.

3. Providing Feedback to CN

Feedback can be provided to CN through a number of mechanisms. These include:

a) CN PUBLIC INQUIRY LINE – "PIL"

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

All enquiries received by PIL about the Milton Logistics Hub, including noise, will be directed to the CN Milton Project Team for action.

b) CNMILTON.CA

Contact information to reach the Project team is available at CNMilton.ca. Parties can use the website to seek answers to questions or get more information by going to the 'Contact Us' page and filling out a webform with their contact information and the nature of their question or concern. This webform goes directly to CN staff responsible for the Milton Logistics Hub, where the issue can be reviewed to determine what type of follow-up is required.

c) EMERGENCY LINE

A 24-hour toll-free emergency line at 1.888.465.9239 is monitored by CN Police Service. This number will be available throughout construction and operation of the Project.

d) COMMUNITY CONSULTATION COMMITTEE

A Community Liaison Communication Process pursuant to condition 3.2 (including a Community Consultation Committee) will be established as an additional means of information-sharing relevant to the Project during construction and into operation. The Committee is not intended to replace or duplicate other processes mentioned above and available to Parties to raise issues or comments, but rather is intended to provide an additional forum for constructive dialogue and resolution of broader issues or concerns as the project moves forward.

4. Documenting a Noise Issue

Concerns associated with the Milton Logistics Hub construction or operation noise can be directed to CN via one of the mechanisms identified above; the preferred option via CN's Public Inquiry Line.

When sending information regarding a noise concern, please provide as much information as possible:

- Include the date and time of the concern.
- Identify (if possible) whether the sound was coming from the project site, from trains moving on the mainline, from truck traffic or another source.
 - If the sound was coming from a passing train, include the direction the train was travelling
 - If the sound was coming from a truck on the local roads, please provide as much as you can about the road location, the ID number on the truck or the ID number on the container being carried
- Describe the sound as best you can.

This information is important for CN to determine how to address the concern.

5. Documenting Feedback

CN will gather feedback received from all the methods described above and will circulate to the project team for review and action as necessary. Any comments received regarding noise concerns related to the project will be acknowledged within 48 hours of receipt. The CN project team will review all noise complaints and determine what actions may be required.

6. Actioning Instances of Noise Complaints

The CN project team will review all noise concerns, determine if they are associated with the Milton Logistics Hub Project and what actions may be required. If CN receives noise concerns on a regular basis from a given area, additional acoustic measurements may be undertaken to identify the noise profile and determine if additional mitigation is necessary.

In addition to evaluating any concerns received from the public, CN will also be undertaking an Acoustic Environment Follow-up Plan to verify the accuracy of the assessments and effectiveness of the mitigation. These sampling events will occur during construction and during operation. If additional mitigation is deemed necessary following the results of those studies, CN will develop additional mechanisms to address any areas of concern.

7. Reporting Feedback

CN will document all feedback received during each reporting quarter and any corrective action taken including results of any additional acoustic measurements. This report will be compiled and issued quarterly to the Impact Assessment Agency of Canada (IAAC), potentially affected parties and the Town of Milton. This information will be made available on CN's project website CNMilton.ca.

The results of the Acoustic Environment Follow-up Plan will be compiled on an annual basis and a summary of the results issued as part of the Annual Report referred to in Condition 2.11 to IAAC.