

THE BURNABY REFINERY'S

Neighbourhood News

A NEWSLETTER FOR OUR NEIGHBOURS
FALL 2019 - ISSUE 59



PARKLAND



Investigating Concerns is a **Top Priority**

Part of being a good neighbour is listening. That's why we want to hear from you if you ever notice unusual activity or have concerns regarding odours, noise, or other matters.

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CAP
Nov 20

The Parkland Burnaby Refinery Community Advisory Panel (CAP) Annual Neighbourhood Meeting is taking place Wednesday November 20, 2019 from 7-9pm at Confederation Seniors Centre (4585 Albert Street, Burnaby, BC). We hope you'll join us to learn more about our facility and the CAP's work this past year. For more information please contact our Community Relations office at **604-257-5030** or visit **www.parklandcap.ca**.



Parkland's Community Contact Line (604-257-4040) is available 24/7 and talking with a shift supervisor is just a phone call away. Neighbours who are concerned about odours have the additional option of contacting Metro Vancouver Air Quality directly at 604-436-6777.

"We investigate every complaint and we encourage neighbours to call anytime they have a concern," said Environmental Team Lead Vicki Bowman. "When we're notified early, there's a greater chance of a successful investigation. Regardless of the time of day or night or what else is going on at the refinery, all complaints are investigated as soon as it is practical to do so."

Odour Management Plan

The refinery has many processes in place to minimize potential impacts on the surrounding community. The intent is to reduce, if not eliminate, the effects of excessive noise and odours.

"As part of our air permit with Metro Vancouver, we have an Odour Management Plan which was developed with the help of experts," said Vicki. "It is a comprehensive document that identifies all the potential odour sources on our site, outlines how complaint investigations are to be conducted and includes steps for tracking and mitigation. The plan goes through a rigorous review every year where

we assess historical complaints for trends and identify opportunities for improvement. It is then submitted to Metro Vancouver annually for its review and comments."

The Odour Management Plan is referred to whenever new work is being planned at the refinery.

"We routinely assess the risk of potential odour generation as a result of any new work onsite," said Vicki. "We identify any risks and have plans in place to mitigate odours before these have a chance to happen. We also conduct routine odour tours on- and off-site, for which Metro Vancouver regulatory staff may also be present."

Immediate Investigations

Parkland aims to investigate any concerns as soon as they are received. Staff are dispatched to check the area where the complaint was noted and search the facility for any potential sources. If a possible source of an odour is identified, work in that area is immediately stopped and is not allowed to resume until mitigation steps are in place.

"We absolutely welcome your calls as that will help us make further improvements," said Vicki.

Manager's Message

Alex Coles, General Manager

Parkland wants to be a good neighbour and our goal is for you not to notice our operations. As you can read in this issue's cover story, we have robust processes in place to minimize our impact outside our fence line, including following up on every complaint or report of unusual activity. If you do notice something unusual, please report it immediately by calling our Community Contact Line at 604-257-4040. Doing this helps us investigate and resolve the matter quickly.

We are excited to be participating in the BC SMART program (see the Tech Talk article for details). This initiative will lead to more sustainable fuels for marine, aviation, and rail transportation—sectors that are difficult to electrify. Given that Parkland is already producing low-carbon gasoline and diesel from renewable sources, we are proud to be part of this program that will expand our capabilities to other industries.

Each year we host a drill to practice our emergency response procedures. This ensures we're prepared in the unlikely event of an incident. On November 6, we responded to a hypothetical scenario in which a tank fire broke out during a power outage. Using the internationally recognized Incident Command System protocol, refinery staff and external partners worked together to respond in a unified manner. As you can see from our Safety Matters article, these drills are important as they allow for knowledge and expertise to be shared among first responders and stakeholders.

Planning continues for our 2020 turnaround and, as with all such events, we are taking steps to minimize impacts on our neighbours. This includes scheduling noisier activities during the daytime and adhering to a traffic management plan. One of the ways we are working to address year-round traffic to and from the refinery is moving about 300 of our staff to a new office space in nearby Brentwood. More details on these activities can be found in the Across the Fence section of this newsletter.

I'd like to end by drawing your attention to our social investment program. We're proud to support communities in which we operate and initiatives that promote health and safety, the environment, education, and community-building. Check out our Community Corner article to learn more about some of the organizations we have supported this year.



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Parkland and the BC Ministry of Energy, Mines and Petroleum Resources are co-chairing a collaborative committee looking at ways to decarbonize long-distance transportation in British Columbia. The BC SMART (Sustainable Marine, Aviation, Rail and Trucking) program is coordinated by UBC and includes members from across the transportation sector, Metro Vancouver, various municipalities, and other parties interested in developing or using fuels with lower carbon emissions. The group is supported by the BC Bioenergy Network, which coordinates bioenergy initiatives in our province.

“We’re like a consortium, or a coalition of the willing,” said Dave Schick, Parkland’s director of policy and external relations. “The group was formed in 2017 and we’ve been part of it since the beginning. The refinery has been co-processing lower carbon biofuels for some time now and the transportation industry is interested in reducing its carbon footprint. These are industries, particularly the aviation sector, that will not be electrified any time soon and so they are looking to find other solutions.”

Parkland is a leader in creating low-carbon renewable products by co-processing renewable feedstock—like canola and tallow—with crude feedstock to create low-carbon transportation fuels. According to Transport Canada, transportation is responsible for 25 per cent of the



country’s greenhouse gas emissions—the second largest source of emissions. This can make a significant impact in helping to meet Canada’s carbon reduction objectives.

Climate Change Targets

“Parkland recognizes that innovation will play a key role in lowering the impact of transportation emissions,” said Dave. “We are at the forefront of developing new and exciting technologies; creating low-carbon fuels and partnering with governments to support their public policy goals. We believe we are well positioned to supplement Canada’s existing fuels

needs with highly innovative fuels of the future that keep Canadians moving while at the same time lowering their environmental impact.”

The provincial government, notes Dave, has a target that 650 million litres of renewable fuels be produced in B.C. by 2030.

“As we advance our capability to produce lower carbon fuels, we will continue to meet the environmental requirements of all of our regulators,” emphasized Dave.

Safety Matters Annual Emergency Response Drill



Our emergency response drills take place in our designated Incident Command Post located in Parkland's Training Centre

It was a dark and stormy night... or so ran the imaginary scenario that Parkland's Incident Command System team and stakeholders embraced when they participated in our November 6 emergency response drill. While these drills are held annually, the scenario changes each year. This time, the group responded to a hypothetical lightning strike that caused a tank fire. To add more complexity to the drill, the lightning also caused a power outage at the refinery.

"We often practice oil spill responses and this year we wanted to test our capabilities in a different scenario," said Parkland's Director of Health, Safety, and the Environment, Nick Middleton. "The team performed as expected during the exercise and adapted well to the imaginary twists and turns and stresses that were thrown at them throughout the day."

The refinery's emergency response team includes representatives from throughout the facility from senior management to frontline supervisors. Our emergency drills are purposefully designed to feel realistic and during this exercise we mobilized workers on fire trucks to the scene of the imagined fire and simulated spraying foam on it.

Parkland invites a wide range of stakeholders and groups to observe and/or participate in the drills. Tsleil-Waututh Nation, the City of Burnaby, Metro Vancouver, Ministry of the Environment, Port of Vancouver, Canadian Coast Guard, Fraser Health, Western Canada Marine Response Corporation, and RCMP representatives are typically invited, depending on the scenario.

"It's important that our regulators and other stakeholders see firsthand our capabilities and preparedness in the unlikely event a real incident were

to occur," added Nick. "Also, working together during a drill allows us to develop relationships that will serve us well in any potential situation."

The Incident Command System

Parkland follows the Incident Command System (ICS), which is an internationally recognized management system for responding to emergencies.

"As part of ICS, there is a chain of command and documentation process," said Nick. "People trained in ICS can be dropped into an incident any where in the world and be able to assist immediately as we've all been trained to speak the same language. It's critical to have such a standardized process. It also builds relationships and develops trust with regulators who see how seriously we take emergency preparedness and response."

Across the Fence



Scheduled Turnaround Coming up Soon

The next refinery turnaround is scheduled to begin in early February and will last for six to nine weeks. This major maintenance event will focus on a crude unit, the fluid catalytic cracker, and the sulphur recovery unit, along with preventative work on several other units. Proactive upgrades will also be made to safety systems and we'll take some steps to advance our green refining capabilities.

During the peak of activity, we anticipate around 550 contractors will be onsite during each shift.

"Planning for turnarounds begins more than a year before the event itself," said Turnaround Team Lead Travis Hess. "Minimizing the impact we have on neighbours is always top of mind. Higher noise work will be conducted only during day shifts and we'll monitor noise and odour levels along the fence line to ensure we're being good neighbours as well as operating within our regulated limits."

The traffic plan is a major component of every refinery turnaround. Flaggers will be on the ground to help direct vehicles and ensure a safe and efficient flow of traffic. Travis and his team have reviewed lessons learned from past turnarounds regarding logistics and traffic management in order to reduce the impact on our neighbours.

"We conduct turnarounds to optimize the refinery's performance and to ensure we continue to operate safely and reliably," he added. "Our goal is to complete the work in a safe and predictable manner and to be back up and running normally as soon as possible."

Relocating Staff to Ease Traffic and Congestion

Parkland has begun relocating staff who are non-essential to the day-to-day operations of the refinery in office space in Burnaby's SOLO District. Staff and contractors from our downtown Vancouver office moved into the new space earlier this year and the space around them is now being renovated to accommodate the additional staff and contractors who will move there to free

up space at the refinery.

Staff from our planning, project development, supply chain, inspection, technical, and public affairs teams will be moving offsite while our frontline maintenance workers, technical and reliability staff, and construction staff and contractors will remain at the refinery. We will be making upgrades to the refinery's meeting rooms and technologies to ensure we have good communication between our sites.

Refinery moves will begin in December and are expected to be complete following the February turnaround. Relocating staff and contractors will make room for project teams that will be supporting our goal to increase Burnaby's green refining capability. Moving non-essential staff offsite will help manage the challenges of traffic, congestion, and parking.

These moves represent a significant investment by moving our regional head office to Burnaby. Parkland is proud to continue investing in Burnaby and in our efforts to reduce our traffic within the Heights community.

Community Corner

Burnaby Refinery's

Social Investment Program

Parkland is committed to supporting the communities in which we operate.

Focusing largely on immediate-impact, grassroots opportunities that promote community-building, health and safety, environmental initiatives and education, Burnaby Refinery's Social Investment program has provided more than \$150,000 each year in support of various organizations since the program's inception.

So far in 2019, Parkland has supported more than 40 organizations that benefit people in Burnaby and/or the Greater Vancouver area:

Burnaby Neighbourhood House

Hastings Community Little League

Burrard Inlet Water Quality Objectives

St. Helens School

Union Gospel Mission

Fraser River Discovery Centre

Volunteer Cancer Drivers Society

Big Sisters BC Lower Mainland

Holy Cross Elementary School

Heights Merchants Association

Burnaby Community Services

Canadian Cancer Society

City of Burnaby Canada Day Celebration at Swangard Stadium

BCIT Scholarships

Alpha Secondary School

UBC School of Forestry Design Challenge

Burnaby Central Secondary

Healthy Teens Association

Burnaby Blues + Roots Festival

Stoney Creek Environment Committee

Charlene Reaveley Children's Charity

United Way

Burnaby Firefighters Charitable Society

Hancock Wildlife Foundation

Rotary Club of Burnaby

Habitat for Humanity

Gilmore Community School

Pacific Salmon Foundation

Cobble Hill Fair

Mobil Art School

Vancouver Aquarium

Burnaby Hospital Foundation

Prostate Cancer Canada

Dixon Transition Society

Burnaby Lakers Lacrosse

WildResearch

Confederation Seniors Centre

Burnaby North Lawn Bowling Club

Kinsmen Foundation of BC

Burnaby Hospice Society

The Leukemia & Lymphoma Society of Canada

North Shore Emergency Management

Ocean Wise

We look forward to continuing to support our community in 2020 and beyond.

Community Corner



Members of Parkland's HSE team are pictured at their volunteer session at the Greater Vancouver Food Bank

Burnaby Refinery's Health, Safety & Environment Team Volunteers at the Greater Vancouver Food Bank

On August 27, members of our Health, Safety & Environment (HSE) team volunteered at the Greater Vancouver Food Bank. They helped to sort fresh corn and bread shipments into boxes for the storage and distribution center.

"We were looking for a team-building activity and thought this would be a great opportunity for us to give back to the community," said Vicki Bowman, Environmental Team Lead. "Our team had a chance to bond outside of the office and we got to help a fantastic organization in the process."

Contact Us

We welcome your questions and feedback. Please don't hesitate to call or e-mail our **Community Contact Line**:

T **604-257-4040**
E **prbcrefineryinfo@parkland.ca**

Our phone line is monitored during regular business hours. After-hours paging instructions are available to report unusual odours, activities or noise. The public may also report odours directly to Metro Vancouver Air Quality at **604-436-6777**.

For more information about the Parkland Burnaby Refinery, visit **www.parklandcap.ca**

Neighbourhood News is produced by Parkland Refining (B.C.) Ltd. for residents of the Heights, Capitol Hill and surrounding areas of North Burnaby.

We invite your comments, questions or suggestions for future articles.

Please contact us at Neighbourhood News, Parkland Burnaby Refinery, 355 North Willingdon Avenue, Burnaby, B.C., V5C 1X4.

Shannon Urquhart, COMMUNITY AFFAIRS LEAD,
604-257-5030

Kel Coulson, MANAGER - POLICY & EXTERNAL
RELATIONS, **604-296-3856**

