

## Burnaby Refinery

# 2025 Scheduled Maintenance Your Questions Answered

The Burnaby Refinery has scheduled maintenance beginning February 1, 2025, with anticipated completion in late February. This is a key element of our continuous efforts to ensure the Refinery is operating safely, reliably, and optimally.

### 1. What takes place during scheduled maintenance?

We temporarily take a few process units offline to enable us to clean, inspect, and service our machinery more thoroughly and efficiently than can be done while the Refinery is in full operation. This is an important step in fully assessing the current state of the Refinery, and of ensuring its continued safe and reliable operations.

### 2. Why can't this work be "spaced out" for less impact?

A dedicated and relatively short maintenance period enables us to complete this work much more efficiently, thus better enabling us to continue to meet crucial customer needs with less commercial disruption for our business and a shorter duration of impact for our neighbours.

### 3. How many additional workers will be on-site?

Given the scope of the work we need to do during this scheduled maintenance, we expect to have about 250 people on-site per shift.

### 4. What might neighbours notice or be impacted by?

We plan each scheduled maintenance to minimize community impacts as much as possible. We anticipate concerns that may arise will relate mainly to flaring and noise. We recognize the additional contractors on-site will increase traffic at the beginning and end of each shift. We will issue notifications in advance of any work that may result in an increase in noise and flaring.

### 5. What are you doing to manage traffic impacts?

We have a traffic management plan in place that specifies routes and directions of travel.

### 6. What are you doing to manage flaring?

Flaring will be closely monitored throughout the maintenance period, including both flare size and the noise level. We will minimize excess flaring to the best of our ability and provide specific notification to the community during stages of the work when we anticipate elevated flaring (due to the shutdown and re-start of equipment).

### 7. What are you doing to manage noise?

Scheduled maintenance unavoidably involves some relatively loud activities, such as industrial vacuuming and high-pressure water cleaning. We will schedule such activities as much as possible for daytime hours to minimize disruptions and will maintain compliance with noise-related bylaws.

### 8. How do you ensure on-site safety during scheduled maintenance?

Our Refinery always operates with the benefit of rigorous safety training, processes, and awareness. We will ensure that this extends to all contractors working on-site. Safety performance is a criterion in contractor selection, and all contract personnel go through comprehensive safety orientations specific to our site and the work they will be doing.

We have a maintenance-specific safety plan in place and robust emergency response capabilities in the unlikely event of an incident.

### 9. Do you have to get regulatory permission to do this?

No, scheduled maintenance is covered under our existing permits.

We will continue our commitment to upholding all environmental, safety and regulatory requirements throughout these scheduled maintenance periods.

### 10. How often do you have to do this kind of maintenance?

The precise timeframe varies depending on our assessment of equipment status. Our last scheduled maintenance was in February/March of 2024. A frequency of roughly every 12-24 months is typical.

## QUESTIONS, CONCERNS OR FEEDBACK?

We're here to listen and respond. Please contact the Parkland Community Relations Team at [CommunityBC@parkland.ca](mailto:CommunityBC@parkland.ca) or **604-257-4040** (telephone line is monitored after regular working hours for urgent matters).

More information is also available at [www.burnabyrefinery.ca/maintenance](http://www.burnabyrefinery.ca/maintenance).