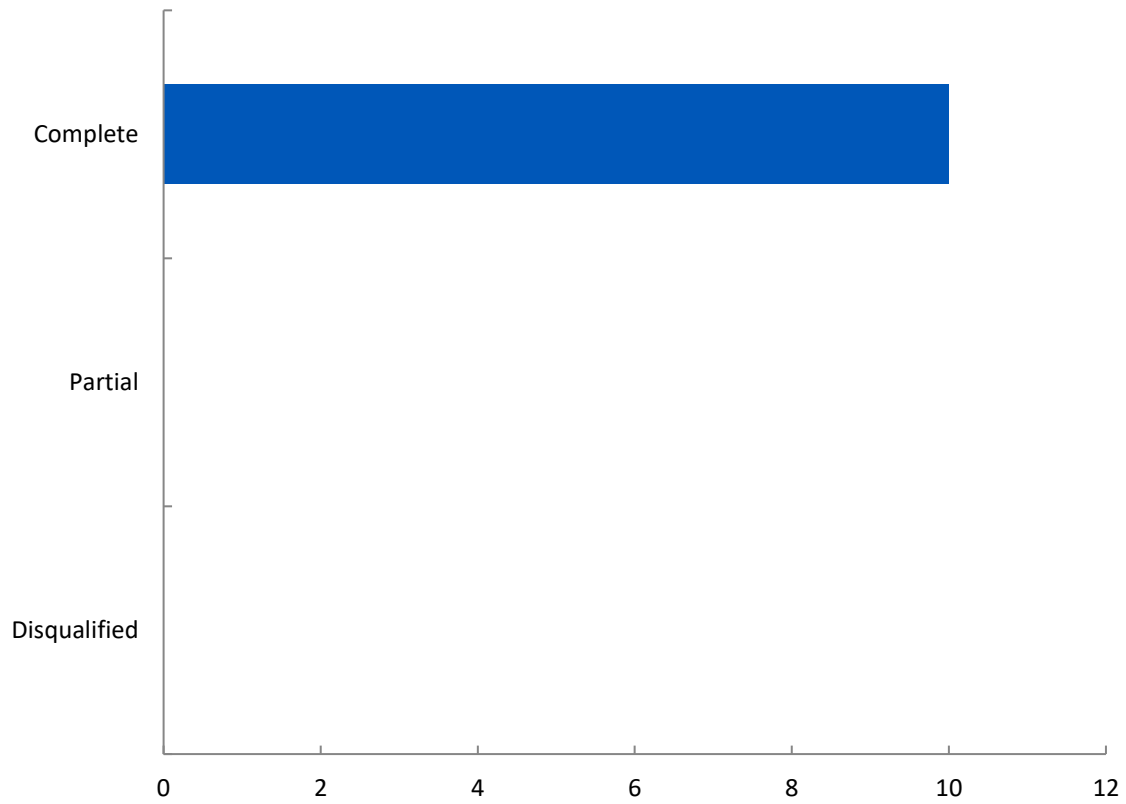




## APPENDIX A

# Community Advisory Panel Survey Questionnaire

## RESPONSE STATISTICS



	Count	Percent
Complete	10	100
Partial	0	0
Disqualified	0	0
Totals	10	

## 1. How long have you been a CAP member?

ResponseID	Response
1	3 years
2	4 years
3	2 years
4	Since beginning of 2022
5	since beginning
6	One month
7	1 year
8	Summer of 2021
9	I am not actually certain. I will guess 6 -8 years?
10	Two months

## 2. How did you come to be on the panel?

ResponseID	Response
1	I was interested after receiving the quarterly mailouts for several years and got interested in the refinery. Once I retired I had time to volunteer to be on the panel.
2	Invited by another member
3	Out of interest
4	Invited by Kathy Mezei
5	as part of NW Capitol Hill Neighbourhood Assoc. (no longer existent)
6	Asked to join
7	Live in the area
8	Friend on panel said there was an opening and asked if I was interested.
9	I was asked by an employee and then approached CAP directly for consideration.
10	A neighbour served on the panel many years ago and suggested I should become involved.

### 3. What is your understanding of the CAP & your role as a CAP member?

ResponseID	Response
1	CAP acts to advise Parkland on issues of concern to its neighbours. My role is to act as a liaison to communicate my neighbours questions/concerns to Parkland and to disseminate information from Parkland to neighbours such as the phone #, website, CAP process that would be helpful to further communication between both stakeholders.
2	To work on behalf of the local community to communicate concerns to the refinery
3	Community advisory and parkland feedback
4	To fairly represent the Local Community's interests regarding their relationship with Parkland
5	to represent the community's interests and concerns about living near a refinery to be informed about the refinery's activities and plans
6	Being a rep of the local community-learning more about the refinery and the role of Parkland. Asking questions as necessary
7	Be aware of what's happening at the refinery and the surrounding property in matters of health and safety. Keep an active profile in the matters that could affect the community around the refinery,
8	CAP is a group that applies a watchful eye on the activity and goings on with respect to Parkland and effects on the community. My role as a member is to communicate through my social channels any information about Parkland that is relevant.
9	To listen and share bidirectional information between the refinery and the neighbourhood.
10	I don't have a very good understanding of the CAP given my short tenure, but my sense is it mediates relations between Parkland and the community in North Burnaby. My role on the panel, as far as I understand, is to represent the community.

### 4. What is the most important thing Parkland can do to be a 'good neighbour'?

ResponseID	Response

1	Close the communication gap by communicating more fully, proactively and with sufficient lead time through a variety of channels, particularly more widely through social media, to inform neighbours of Parkland any events and activities that may impact them or be of interest to them, and in return provide effective feedback loops for neighbours to respond, make inquiries or provide feedback.
2	Be honest and upfront and really listen to concerns
3	Be safe, unseen, and unheard
4	Be honest and open with CAP and the Local Community regarding concerns about current operations and future plans. Be proactive in any situations where Parkland can reasonably expect the Local community to be concerned.
5	be transparent keep the neighbourhood informed about activities, plans, changes, incidents do utmost to mitigate pollution and emissions and noise and traffic
6	Be transparent and open in their dialogue with local neighbourhood. Support the neighbourhood as necessary
7	Not hide anything that concerns the health and welfare of the community and environment. Open and honest consultation. Listen, respond to community concerns.
8	Obviously the need to mitigate effects of emissions etc. Would like to see Parkland support the original concept of the creation of a "buffer zone" around the refinery.
9	Maintain and advocate for the highest possible emergency preparedness.
10	My sense is that Parkland's operations are a little opaque and that it could do a better job communicating its activities to the community and the real and potential impacts those activities do and could have.

5. How do you share Parkland information with others in the community? Who are they and how do you share? For example, do you share information through email or on social

ResponseID	Response
1	Through word of mouth, blockwatch emails and some socials.

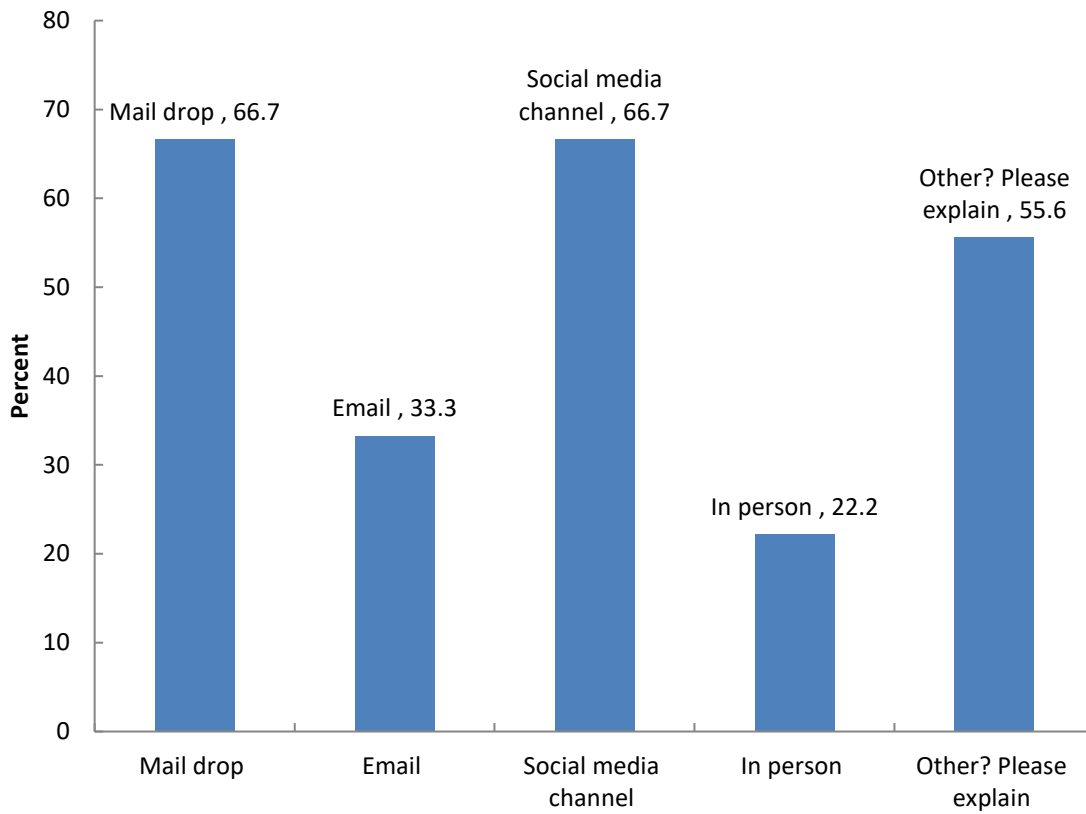
2	Email and social media
3	Email and word of mouth
4	Occasionally through email
5	email conversation social media
6	Email and informal social interactions
7	Mainly word of mouth. With friends and neighbours. Post on Next Door digest.
8	share info through social.
9	Primarily through word of mouth. Less so and sometimes through email or social posts.
10	Mostly by word of mouth but my sense is that the CAP should have a more coordinated strategy for communicating with the community and that Parkland should support these efforts.

## 6. Do you know anyone who is potentially interested or affected by the Burnaby Refinery operations?

ResponseID	Response
1	Yes, all of my neighbours are potentially affected.
2	Everyone on Capital hill and Burnaby heights is affected by the operations at the refinery whether it be emissions, traffic or smell.
3	Every resident in North Burnaby
4	Not sure how to respond to this question. Everyone in the Lower Mainland is affected one way or another by the Burnaby Refinery, the Local Community more so than most. If this question is intended to refer to specific individuals, than I don't know any specific individuals.
5	not sure what you mean here--everyone in the vicinity of the refinery is affected by it are you looking for new CAP members or how to inform the neighbourhood
6	Not yet-but will consider possible membership
7	Unclear as to what the question is asking.
8	I would say any neighbours adjacent to the refinery are interested.
9	Yes, my neighbours.
10	Yes.



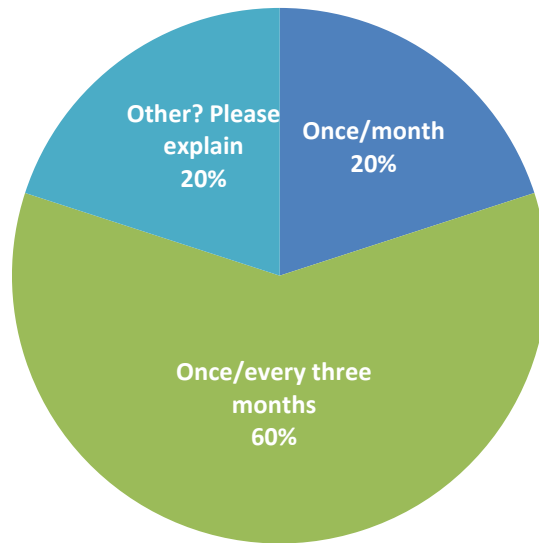
## 7. If so, how might we reach them?



Value	Percent	Count
Mail drop	66.7%	6
Email	33.3%	3
Social media channel	66.7%	6
In person	22.2%	2
Other? Please explain	55.6%	5

Other? Please explain	Count
CAP	1
FB groups like North Burnaby moms have almost 2.5k members. NextDoor would be another way to reach people.	1
I think you need to advertise your social media channel	1
See response to 6 above	1
news articles in Burnaby Now and there's a new online BBY news but can't recall the name	1
Totals	5

8. How often would you like to receive written communication from Parkland (e.g. newsletter)?



Value	Percent	Count
Once/month	20.0%	2
Once/every three months	60.0%	6
Other? Please explain	20.0%	2
	Totals	10

Other? Please explain	Count
Once a month, but since I'm on the CAP I don't think my preference is necessarily representative of the community's!	1
Quarterly and then ad hoc as needed such as for turnaournds, events etc.	1
Totals	2

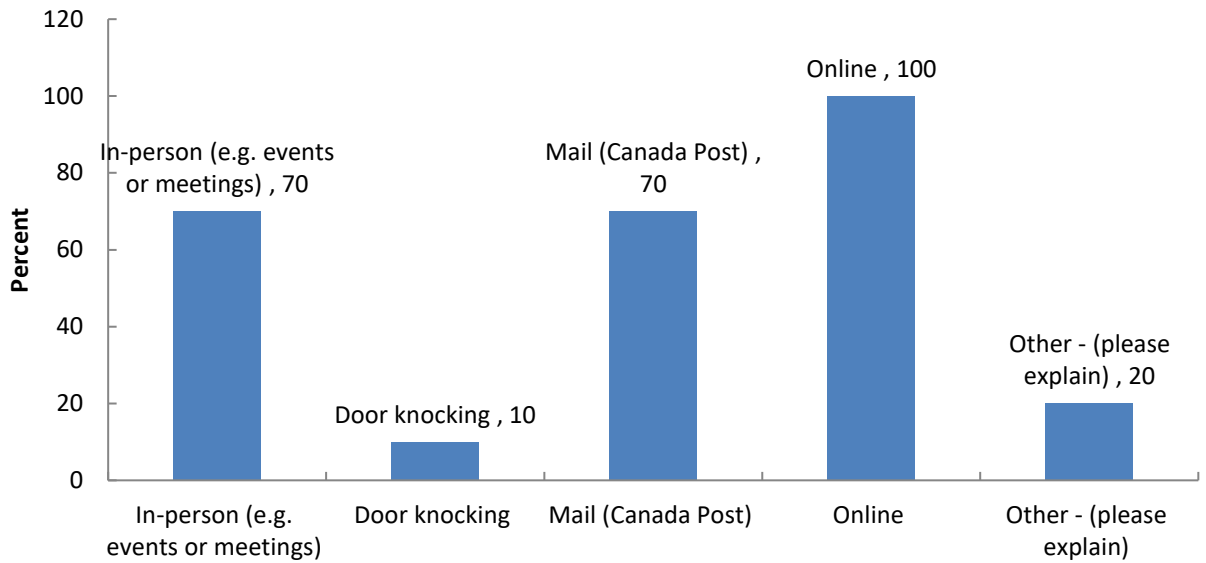
9. When do you expect Parkland to seek your input/consult with you?

ResponseID	Response
1	Several weeks prior to input deadlines, with a reminder half way, then again the day prior.
2	During Cap meetings
3	Our role is advisory per TOR but not binding - parkland is welcome to seek anytime they wish
4	See response to 4 above.
5	when there are proposed changes when there is an incident
6	As necessary-and when events unfold which may impact on immediate neighbourhood
7	Regular scheduled meetings and when a major issue arises.
8	I think that input is sought on a continuous basis. Emails making announcements are sent very regularly and comment is welcomed on all communication. Direct input is sought at all CAP meetings.
9	Once every three months
10	Regularly, but I need to get a better sense of how consultation happens before answering that question with any certainty.

10. How is Parkland doing? Is there something you would like to see more or less of?

ResponseID	Response
1	There is a noticeable lack of (two-way) communication to the broader community via socials. This is a gap that Parkland should strive to close as most people get their information via socials.
2	They are doing much better than Chevron.
3	CAP involvement is much more dynamic and active now than when I first joined. This is a positive.
4	An annual ESG (Environmental, Social, Governance) report, using internationally recognized standards (eg. SASB/GRI), that is independently audited in the same way that Parkland's financial statements are independently audited.
5	appreciate the effort being put into CAP and reaching out to the public less traffic and tree cutting
6	Overall OK-however only been on the panel for about one month
7	Overall I'm pleased with how the process (CAP) has proceeded this far.
8	I believe that Parkland is making an honest attempt to include the community.
9	I think Parkland is investing in the process of being neighbourly. I would like Parkland to promote the social channel more.
10	I'm not sure to be honest. I'll need some time to learn more about how Parkland and the CAP operate.

## 11. What type of outreach would work in the neighbourhood /community?



Value	Percent	Count
In-person (e.g. events or meetings)	70.0%	7
Door knocking	10.0%	1
Mail (Canada Post)	70.0%	7
Online	100.0%	10
Other - (please explain)	20.0%	2

Other - (please explain)	Count
Newspaper advertisements.	1
socials, not just email	1
Totals	2