

THE BURNABY REFINERY'S

Neighbourhood News

A NEWSLETTER FOR OUR NEIGHBOURS
FALL 2018 - ISSUE 56



Becoming Parkland

The Refinery Marks
One Year of New
Ownership

CAP
Nov 21

The Parkland Burnaby Refinery Community Advisory Panel (CAP) Annual Neighbourhood Meeting is taking place Wednesday November 21, 2018 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.



It's been just over a year since the refinery switched hands from Chevron Canada to Parkland Fuel Corporation. The past 12 months have been an exciting time with the refinery undergoing its largest turnaround event to date. Parkland's values and dedication to safety and to the community haven't changed: we are committed to continue investing in local initiatives, just as the refinery has done over the years.

The Burnaby Refinery is a proven asset that directly supports Parkland's core fuel marketing business in Western Canada and enhances its supply advantage. We are Canada's largest and one of North America's fastest growing independent marketers of fuel and petroleum products. There are only two refineries in British Columbia: here in Burnaby, with the other in Prince George. Our 55,000 barrel per day output significantly supports transportation in this region. Our refinery supplies 30 per cent of Metro Vancouver's gasoline, 25 per cent of the Vancouver International Airport's jet fuel, and one quarter of all transportation fuel in B.C.

A Historical Turnaround

The refinery's largest ever turnaround earlier this year was a very successful event. We appreciate the understanding and patience of the community during the turnaround

"All the equipment and infrastructure that underwent maintenance last spring continues to run smoothly," said General Manager Alex Coles. "There were also lessons learned, particularly with our traffic management strategy that we can take forward for our next turnaround in 2019."

The turnaround's success was just one of several for the refinery during its first year under Parkland's management.

"Transitioning from one company to another takes time, but overall it has been a positive experience," added Alex. "Our ownership may have changed but our commitment to operational excellence hasn't. We still want to be the best neighbours we can be and produce high-quality hydrocarbon products for our customers."

Community Commitment Remains Strong

Hats Off Day and the Burnaby Blues + Roots Festival have long been two of the refinery's favourite community events and commitment to programs like these is a Parkland priority.

"We plan to continue to support events such as these - which have become staples in the Burnaby community - as well as other grassroots organizations that have a positive impact in this region," said Alex.

Parkland's community giving program, the Parkland Pledge, also encourages and financially supports individual volunteering and contributions from Parkland employees. "We take our relationship with our neighbours seriously," commented Alex. "We want to be good neighbours and encourage an open dialogue.

If anyone has questions about our facility, please don't hesitate to call our Community Contact Line at 604-257-4040 or email us at prbcrefineryinfo@parkland.ca."

Looking to the Future

Parkland is committed to investing in the Burnaby Refinery and looks forward to supporting the ongoing development of low carbon fuels. We will be ensuring the facility is equipped with the right infrastructure to manufacture and supply the fuels of the future.

Manager's Message

Alex Coles, General Manager

I am close to marking my first anniversary as the refinery's general manager and it's been a wonderful experience for me professionally and personally. Our staff and contractors share the same values of environmental and social responsibility and it's important to all of us that the refinery operates safely and reliably; minimizing our impact on the community. The refinery's successful operation is facilitated by our incident- and injury-free culture of care. Safety is one of Parkland's core values and our dedication to safe practices ensures we can continue to supply high-quality products to local markets and beyond.

As you will read in this issue, we take environmental stewardship seriously. As part of our updated Metro Vancouver air permit requirements, we will be looking at ways to meet evolving regulatory standards.

Safety is a top concern for Parkland – both at the refinery and on the roads. The latter is especially important with winter just around the corner. Naturally we want to make sure our customers get their products on time. But it's more important that we make sure our drivers are safe while making their deliveries and we've outlined some of the measures we take to ensure this happens.

I'm proud of our team for helping facilitate a recent donation to Habitat for Humanity. It's always rewarding to be able to help deserving organizations and in this instance we were also able to put materials that we could no longer use to good use elsewhere.

Lastly, I'd like to mention that we're thrilled to be this year's recipient of the Burnaby Hospital Foundation's Corporate Citizenship Award. We are happy to be able to support such an important organization in our community.



Our staff and contractors share the same values of environmental and social responsibility

Tech Talk Our New Metro Vancouver Air Permit

Stewarding Environmental Excellence

The Parkland Refinery has a new three-year air permit from Metro Vancouver, which governs the facility's discharges into the air. This is the most complex of the permits under which the refinery operates and is another way we steward environmental excellence.

"Our previous air permit had been in operation for 10 years and was due for revision," said Environmental Team Lead Vicki Bowman. "The new permit requires us to conduct various studies to determine potential impacts of the refinery's air emissions on the ambient air quality, and subsequently evaluating options to determine next steps to meet evolving regulatory standards."

During the refining process, constituents such as sulphur are removed from fuels so our vehicles have cleaner emissions. This makes a significant difference to the overall region's air quality. But, as the refinery operates, it emits constituents such as sulphur dioxide, nitrogen dioxide and particulate matter. Metro Vancouver

sets strict limits for all onsite emission sources such as the refinery's furnaces, boilers, and processing units to ensure these emissions do not have a negative impact on the local air quality.

Short- and Long-term Requirements

"We will be conducting an interim solutions review to assess what changes we can make to our permitted air emissions over the short-term," said Vicki. "We will also identify long-term requirements that will be taken into account when we renew our air permit in 2021."

A third party conducts an analysis to predict ambient concentrations of sulphur dioxide, nitrogen dioxide and particulate matter resulting from emissions that leave the facility, and this information is shared with Metro Vancouver.

"The new air permit requires us to take a look at the results of the analysis, and conduct studies to determine what technologies we may need to implement based on those

results," added Vicki. "This will guide us on where we need to focus capital investments. Metro Vancouver has an excellent record of protecting air quality in the Lower Mainland and the work we do at the refinery complements these efforts. It's our responsibility to do our job in an environmentally responsible way."



Safety Matters

Winter Driving Tips

How our Drivers Stay Safe

There's nothing like a bit of snow to send Metro Vancouver drivers into a tizzy. Many of us don't prepare properly for the season, and driving without taking the conditions into account can be hazardous. Parkland has about 500 drivers across Canada who deliver gasoline, diesel, jet fuel, propane, and heating fuel to customers. Safety is always their top priority and they receive specialized driver training. Lance Amos, Parkland's National Health, Safety and Environmental Manager, Field Operations, works with them closely.

"All our drivers learn defensive driving, which includes understanding speed control and following distances," said Lance. "How to use truck engine brakes in winter is of critical importance, as is chaining up truck wheels during snow."

All Parkland's trucks are properly inspected and maintained - a step that's important for all vehicles, especially when operating in unpredictable weather and cold temperatures. Making sure you have the right tires and that they are in good

condition is also vital as tires have reduced traction in the winter.

Drivers are required to be aware of the chain-up and pull-out locations for their routes. Winter contingency plans are discussed and confirmed. Pre-trip inspections during winter include confirmation that a truck has sufficient coolant, washer fluid and oil levels, the cab heater and defroster work, wiper blades are in good condition, windows and mirrors are clear, and exterior lights are in good working condition and free of mud and snow.

"Whether we're driving a truck in downtown Vancouver or on a remote winter road, there are many aspects we have to be aware of," added Lance. "In residential areas, we sometimes have to deal with narrow lanes and be prepared for children and dogs to appear out of nowhere."

Parkland drivers often stop working during snowfalls and will wait out the weather. In the event of an emergency that requires a delivery, trucks are equipped with chains for both the front and the rear tires.

Safety is also a priority for the other trucking companies that load up with refinery products from the facility's loading rack. All drivers who access this site also must have Canadian Fuel Association training and have done 10 supervised loads.

Keep Your Distance!

The number one thing Lance would like other drivers to understand is the importance of allowing distance between vehicles.

"We're trained to allow a long distance between our truck and the vehicle in front of us," he said. "That gap's there to be a safe stopping distance. But people often pull into it, which can be very dangerous for them and our trucks. A truck hauling liquid can't stop as fast as a small vehicle."

We are proud of our dedicated team of drivers and field staff who are committed to staying safe while on the road, and we encourage everyone to be prepared for potential inclement driving conditions this winter season.



Across the Fence

Refinery Donates Lumber to Habitat for Humanity

During our spring shutdown, the refinery built a temporary contractor compound. Afterwards, Parkland donated the compound's four lifts of plywood (a lift generally contains 48 sheets) that were still in good shape to Habitat for Humanity Greater Vancouver. This non-profit organization's mission is to mobilize volunteers and community partners in building affordable housing and promoting homeownership to help break the cycle of poverty. The plywood Parkland donated formed footings for six homes Habitat for Humanity is building in Richmond for 12 families

"We couldn't use the wood again and we didn't want to send it to the landfill," said Parkland's Construction Team Lead Stuart McLean. "One of our

contractors knew Habitat for Humanity would welcome the donation and we were pleased to see the wood used again for such a great purpose. The desire to reuse and recycle is ingrained in us and it was an opportunity for Parkland to be a good environmental steward."

"We're grateful to Parkland for its donation," added Habitat for Humanity's Director of Operations Stephani Baker. "We rely on donations of product and services to reduce the costs of building homes for more families. Product we can't use on our own building sites is sold in our ReStore locations, which reduces our operating costs and allows all cash donations to go directly to building homes."



Community Corner

Singing in the Rain at the Burnaby Blues + Roots Festival

There was plenty of sunshine and then plenty of “rainshine” at this year’s Burnaby Blues + Roots Festival but nothing dampened the spirit of the performers or the festival goers. Despite the inclement weather, the crowd enjoyed the festival’s stellar lineup, which was headlined by Nathaniel Rateliff and The Night Sweats.

The refinery is a founding sponsor of the Blues + Roots Festival and Parkland is proud to carry on this tradition. Deer Lake Park is the perfect venue for this family-friendly event and we look forward to seeing you there again next year.



Burnaby Hospital Foundation Gala

The refinery has been a long-time supporter of the Burnaby Hospital Foundation and is excited to be the recipient of the 2018 Burnaby Hospital Foundation Corporate Citizenship Award. This award is conferred to businesses that embody a philanthropic spirit through corporate social responsibility and community support. Parkland is proud to receive this award, which will be presented at the foundation’s November 16 Treasures of India Gala fundraiser. Visit www.bhfoundation.ca/events for more information.

A New Face in our Community

Parkland Refinery was pleased to welcome Shannon Urquhart as our new community affairs lead in mid-September. Shannon, who fills the large shoes left by the now retired Joanne Jamieson, has a strong background in communications and most recently worked in stakeholder engagement in the energy sector.

“I’m really excited to jump into this role,” said Shannon. “I enjoy community engagement and look forward to continuing to build Parkland’s relationship with our neighbours. Wherever possible, I will look to be an advocate for our community’s interests. Our goal is to be the best neighbours we can be.”

Shannon encourages neighbours to reach out with any questions or concerns and looks forward to connecting with you.

Community Contact Line (604) 257-4040

Parkland Refining (B.C.) Ltd. welcomes your calls and feedback. If you have any comments or concerns, please do not hesitate to call our Community Contact Line: 604-257-4040

This line is staffed on weekdays between 8am and 4:30pm. Your call will be directed to the most appropriate person who can respond quickly. In the event of an emergency, or significant maintenance work underway that may contribute to unusual operating conditions, information and regular updates for the public are made available.

If you are calling after hours or on a weekend, please follow the paging instructions. Your call will be forwarded to our on-duty shift supervisors. If you would like to report an odour or if you notice anything that you think is unusual, please let us know. Your calls are very important to us and we will respond as quickly as possible.

To contact the Metro Vancouver air quality officer **604-436-6777**

For information about the Parkland/North Burnaby Community Advisory Panel, 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, BC, V5C 1X4.

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