

2023 Scheduled Maintenance

Your Questions Answered



PARKLAND

The Parkland Burnaby Refinery has scheduled maintenance beginning February 1, 2023 with anticipated completion in early spring. 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 and with less commercial disruption for our business and a shorter duration of impacts 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 600 people on-site per shift. That is about 200 more than during regular operations.

4. What might neighbours notice or be impacted by?

We plan each scheduled maintenance to minimize community impacts as much possible. We anticipate concerns that may arise will relate

mainly to traffic, flaring and noise. We recognize the additional contractors on-site will increase traffic at the beginning and end of each shift. We have hired personnel to help direct traffic, increased our shuttle service from external parking sites, and minimized head count as fully as feasible. 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. Designated personnel will be in place to ensure it is consistently followed, and in particular to avoid any short-cutting through neighbouring residential areas. We have extensive designated contractor parking, including an additional lot at Kensington and Hastings. Shuttle buses will be available for transportation between the Refinery and off-site lots.

6. What are you doing to manage flaring?

Flaring will be closely monitored throughout the scheduled maintenance, including both flare size and the noise level associated with it. 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 activities that are relatively loud, such as industrial vacuuming, high-pressure water cleaning and jackhammering. We will schedule such activities as fully as feasible for daytime hours, to minimize the disruption, 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 extends to all contractors working on the maintenance. Safety performance is a criterion in contractor selection, and all contract personnel go through comprehensive safety orientations specific to our site and to the work

they will be doing. We have a maintenance-specific safety plan in place, and robust emergency response capacities in the unlikely event of an incident.

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

No, scheduled maintenance is contemplated within our existing permits, and we'll continue to meet all environmental and safety standards and regulatory requirements throughout the process.

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 October/November of 2021. 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 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.