

**Minutes of the Parkland Burnaby Refinery  
Community Advisory Panel (CAP)  
Wednesday, June 17, 2020  
6:30pm – 8:30pm  
Via Teleconference**

**PRESENT**

Al Mytkowicz, Davis Vaitkunas, Tim Maryon, Dan Wood, Joanne Smith, Aswinee Rath, Amy Smith, Judith Roche, Kathy Mezei, Catherine Carlson, Michele Joel

**Parkland Representatives:**

Ryan Krogmeier, SVP, Supply, Trading & Refining; Eric Butler, Director, Reliability & Maintenance; Nick Middleton, Director, Health, Safety & Environment; Vicki Bowman, Environmental Team Lead; Kevin Farrow, Superintendent; Jonathan Tyler, Senior Advisor, Policy & Incentives; Kel Coulson, Manager, Policy & External Relations; Shannon Urquhart, Sustainability & Indigenous Relations Lead

**Facilitator:**

Catherine Rockandel, Rockandel & Associates

**Regrets:** Dr. Aamir Bharmal, Fraser Health; Metro Vancouver: Darrell Wakelin and Jason Mushtuk.

**CAP BUSINESS**

**1. Opening Remarks**

- Catherine Rockandel acknowledged the unceded traditional territory of the Tsleil-Waututh, Squamish and Musqueam Nations.
- She welcomed CAP and shared member regrets. She provided an overview of the agenda and telephone conference logistics.

**2. CAP Questions Submitted in Advance**

**a) COVID 19 IMPLICATIONS**

**Q1:** What's the impact of COVID-19 on Parkland operations? How is Parkland addressing personal safety in the workplace?

**A1:** During this unprecedented period of uncertainty, our priority is to protect the health and safety of our employees and contractors as they provide an essential service to the communities we serve. Burnaby Refinery is classified as an essential

service to the Province of B.C., so we have remained in operation throughout the pandemic. Some of the measures we've taken to ensure personal safety at the workplace include: All staff deemed non-essential for onsite refinery operation or planned turnaround activities have been directed to work from home; we are following protocols set by public health officials, as well as guidance from our contracted certified health care agency for the screening of employees and contractors entering our facility; increased the frequency of facility sanitization, particularly in common areas and washrooms, and have ensured hand sanitizer and disinfectant wipes are widely accessible to all workers; we have implemented strategies that will increase physical separation between workers at the refinery including staggering scheduled breaks and meal times, increasing space between seats in common areas, and leveraging the use of radios, cell phones and virtual meetings to minimize worker density, where possible. We continue to remain informed of new developments on the pandemic and will continue following the recommendations of public health officials and our contracted certified health care agency.

**Q2:** What can Parkland do for community during COVID-19?

A2: We recognized the added pressure on food banks, non-profits and hospitals, so we were happy to make donations to the Greater Vancouver Foodbank (which is headquartered in Burnaby), the Burnaby Hospital Foundation's COVID-19 Emergency Relief Fund, and the Burnaby Neighbourhood House whose volunteers shifted their operations to cater to their vulnerable members in isolation. We also donated food to the Union Gospel Mission. The broader Parkland organization has also launched a program called Community Driven. Through this, we are on track to contribute over \$4 million of community support during the pandemic across our Canadian, US and International businesses. This has included fuel discounts to front line health workers and first responders, free hot showers and food and snack discounts at select locations for truckers, and up to \$500,000 of support to Food Banks Canada.

**Q3:** What's the Impact of low oil prices as a result of COVID-19 on Parkland and its operations?

A3: The pandemic's impact on economic activity is expected to reduce demand for fuel globally. Locally, all of our product demands are down due to the transportation impacts from COVID -19. Because of this, we've been targeting lower refinery rates to respond to the decrease in product demand. Our resources and expenditures must be focused on prudent maintenance related to the safe and reliable operations of our assets and maintaining and supporting our skilled workforce in this unprecedented situation.

**Q4:** I would image that the demand for jet fuel is down, gasoline demand has decreased. Are there further planned shutdowns or other impacts such as curtailing operations?

A4: The demand for jet fuel was near zero, and low pour diesel was down for a period. We had a planned shutdown and are now running at lower rates, but still within our threshold for safe and reliable operation.

## **b) APRIL 24 ODOUR EVENT& GENERAL ODOURS**

**Q5:** In regard to the April 24 odour event: What happened? Why/how did it happen? Why was it classified as a Level 1? Was it harmful to the public's health?

A5: During the night shift on Thursday, April 23, 2020, we started the process of putting "feed" into the Fluid Catalytic Cracker (FCC), which resulted in small production volumes of gasoline and diesel being routed to intermediate feedstock tanks. In the early morning hours of Friday April 24, 2020, our on-duty operations team noticed odours being generated from one of the tanks in our Area 2 tank farm. The team immediately blocked off the surrounding area to restrict access, placed portable hydrocarbon vapour analyzers, and alerted fire and safety. The team also reviewed the current operation and status of start-up and made the appropriate changes to the operation to reduce the temperature of the product going to tankage which would address the vapours. At the start of dayshift on Friday April 24, 2020, fire and safety inspected the area and directed that the product be routed to an alternate tank in Area 1 blending and shipping area, and a water spray was applied to the roof of the tank. At this time the Incident Command team was called in and mobilized to the Incident Command Post. The incident command response severity level was assessed to be Level 1 and notifications were made as required. Metro Vancouver was also onsite. The incident command team declared the situation stable shortly after and was stood down at the end of the day. Our internal review following the incident indicated that the issue arose as a result of changes in the operation and start up sequence of the FCC due to the recent capital project in 2019 to install equipment that is required to produce Federally mandated 10 ppm Sulphur gasoline.

We stood up our Incident Command System (ICS) for a Level 1 emergency and notified our regulators. Level 1 incidents are those with little or no expected external impact or potential to escalate, which can effectively be managed by refinery personnel. As the odours were not widespread, which we understood through proactive air monitoring in the area, and the fact that no external response efforts were required, the event fit the Level 1 classification. As part of the ICS process, we notified Fraser Health and it would have been up to them to issue an air quality

advisory if they felt there was an issue affecting public health.

**Q6:** If Fraser Health was notified then that assumes there was an issue. Is an odor of this nature not a concern for employees?

A6: Fraser Health is included on all Level 1 Advisories. Our employees are trained to respond to issues, and as part of this response they sealed off the area to make sure any other employees would not wander through area without PPE (personal protective equipment) as the situation was being assessed and addressed.

**Q7:** You said that the release occurred on start up because of a decrease from 30ppm to 10ppm. Do you anticipate more odour releases related to this?

A7: The release was not caused by the reduction in ppm's. This was a Federal Government regulatory change to the level of Sulphur contained in gas that is sold to market. To meet the guideline the refinery installed new equipment in 2019. The release resulted from operational issues related to the new equipment, and we have since addressed these issues, so we don't anticipate this happening again.

**Q8:** Some neighbours have noticed a fine dust/film on their outdoor areas (patios, cars, etc.). Some of the substance is reported as dark and some is yellow. Is this related to Parkland, and if so, what is it?

A8: There have not been any events or changes in operations that would result in the release of such particles. The yellow that people are noticing may be pollen; the refinery received similar reports a few years ago that were as a result of pollen on cars.

**Q9:** Can Parkland provide details on a possible odour incident on Saturday, May 2, 2020 at approx. 11pm?

A9: One odour complaint was reported to Metro Vancouver on the night of May 2<sup>nd</sup>, however there is no identified potential source for the odour. Residents are encouraged to phone our community line directly with odour issues, so we can respond expediently. We investigate each complaint received and if a potential source is identified, we take immediate action to mitigate it.

**Q10:** Can Parkland provide an update on the increased odour complaints? What is the chemical composition of these substances?

A10: We continue to work with Metro Vancouver to investigate these odour complaints. The investigation is ongoing, and findings will need to be shared with Metro Vancouver before we can share with the public. We can look to make a presentation on this at the September meeting.

The chemical composition of odours depends on the source of the odour. For example, gasoline is made of hydrocarbons, whereas a rotten egg smell would be

from sulphur compounds.

**Q11:** Will Parkland be reviewing the findings with the City of Burnaby?

A11: We are working with Metro Vancouver on this issue as they are our regulators for air quality. Parkland should be able to provide CAP more information by the September meeting.

**C12:** CAP member asked facilitator to add this item to the fall agenda.

**Q13:** Do you know what proportion of odor complaints go directly to refinery vs Metro Vancouver?

A13: –As an estimation, approximately 95% of odour complaints go through Metro Vancouver.

**Q14:** Is Parkland's community relations line open 24/7 and staffed during the day?

A14: Yes, the Community Contact Line is available 24/7. Outside of normal business hours, there is an option to be redirected to our on-duty shift supervisor.

**Q15:** Neighbours on Yale Street have noticed a fishy odour in the mornings, usually around 7-8am. It was noticed most recently this morning and yesterday. Could this be from Parkland?

A15: We can investigate this – please call the Community Contact Line the next time it is smelled so we can investigate in real-time.

### **c) EMERGENCY NOTIFICATION**

**Q16:** Are there any further developments on Emergency Notification?

A16: We don't have any new updates at this time. At our last update in September 2019 we shared that Parkland had met with the City of Burnaby to discuss the new emergency response regulations for our facility. The meeting was positive, and we expect that Parkland would provide necessary and appropriate information in the event of a Level 1 or 2 incident, and the City would be responsible for notifying and directing the public for a more significant Level 3 incident. We will share relevant updates as they arise.

**C17:** The Emergency Notification Sub-Committee has not received any updates due to COVID-19. Kathy Mezei will follow up.

**Q18:** How would the immediate neighbourhood be notified as quickly as possible in the event of a major accident or event?

A18: We use the Incident Command System (ICS) to respond to emergencies. This system is used globally and has a set of prescribed roles and processes that must be followed. This includes specific notification protocols, which vary depending on the incident classification 'Level'. Under the Local Government Act, we do not have the authority to provide formal notification to the public or directives to evacuate or shelter in place. This falls under municipal jurisdiction, so in the event of a major incident, you would be notified by the City of Burnaby. It is our hope that the ways in which you would be notified by the City will be revealed as part of the new Community Safety Plan. Parkland would be able to share information via our website and Community Contact Line, but this would be of an advisory nature only and would need to be in alignment with municipal directives.

We did a presentation on this topic for CAP last year; more information can be found in our September 2019 presentation.

#### **d) TREE REMOVALS & LANDSCAPING**

**Q19:** What has happened with all the ideas that we suggested in response to their request for ideas for beautification? Does Parkland intend to implement any of the ideas?

A19: Feedback we received to date about beautification along the Trans Canada Trail west of Area 1 includes: re-facing the Tank Truck Loading Rack, adding more benches, erecting informational signage, and adding dog waste bins. We still intend to implement beautification efforts and will be speaking to the City about this once tree removals landscaping plans in the area are understood, as we gather that this is the higher priority for the community.

**Q20:** Can Parkland provide an update on the landscaping plans for the tree removals, including timelines, public input opportunities, and plans to address noise and lights?

A20: We shared our draft sightline remediation landscaping plans for the tree removals in Area 1 with the City of Burnaby on June 10 and are in active discussions with them about the plan. We have requested feedback from the city within two weeks. After receiving City feedback, we will post the draft plan on our website and via onsite signage at our gate near North Carlton for public feedback. Due to COVID-19 we will be accepting feedback via email or phone. We expect to have public input open for two weeks. After discussion with CAP, it was agreed that a four-week public input period was preferable (see C24).

We anticipate that landscaping will require maintenance as trees grow over time. If trees block tanks they can impede emergency response. If we have to remove

additional trees in the future to satisfy the new regulation, we will communicate this in advance of any removals occurring.

**C21:** I fail to understand why it has taken two months to address the light issue.

A21: To address the light issue, we moved four lights that shone on tanks into new positions. We can see if we can install shields around these lights to minimize impact, but we need to ensure our staff can see the road for safety purposes.

**Q22:** What does re-facing the tank truck tank loading rack mean?

A22: A CAP member had suggested the tank truck loading rack would look better if it was painted.

**Q23:** What are the public input opportunities for the landscape plan to the City and for the Community? For example: the community might have comments on aesthetics and site line remediation. How do you intend to integrate this input?

A23: We will post the landscaping plans on our website and signage. The public can provide feedback and input on the plans via email or phone. We intend to post the plans in July and allow two weeks for input.

**C24:** This is too little time for public input. CAP members suggested four weeks would be better.

**Q25:** Can you notify CAP when the information is up on the website. We can then distribute to our networks

A25: Yes, we can notify CAP.

**C26:** [Ryan Krogmeier] I would like to thank our CAP members and the broader community for their patience with this. I understand there has been some concerns about the delay. During this pandemic Parkland has had to focus our resources on protecting the health and safety of our employees as they continue providing an essential service to the communities we serve. However, this issue remains a priority for us, and I know I can speak for Alex when I say we are committed to getting this right.

#### **e) TURNAROUNDS & TRAFFIC**

**Q27:** Is the turnaround complete?

A27: Yes.

**Q28:** What is the typical length of a turnaround? Some messaging has been confusing (i.e. mobilization timing, turnaround work timing, demobilization timing).

A28: Turnarounds include three stages: mobilization activities, the actual turnaround activities, and demobilization activities. Mobilization activities include preparing the site for turnaround work, including bringing the required equipment onsite, preparing work zones and completing training for new contractors. Depending on the nature of the turnaround, these activities may take several months. In this stage the public may begin to notice a gradual increase in workforce coming to/from the refinery, depending on the scope of the turnaround. Turnaround activities include the actual planned maintenance work that is scheduled to be completed. These typically last anywhere from four to nine weeks depending on the scope of the required work. This is the stage where the public would notice the full extent of the increased workforce, as well as shut-down and start-up activities. Demobilization activities include the gradual removal of added workforce and equipment. Depending on the nature of the turnaround, this may last several months. During this stage, the public will notice the higher traffic levels gradually decrease.

**Q29:** Is it possible to reduce the turnaround length and the number of personal employee vehicles on the road/in the neighbourhood?

A29: As the refinery is typically offline during turnarounds, it is in our best interest to get back to producing the products that our customers need as soon as we safely can. Turnaround planning begins five years in advance, and our planning team produces schedules that dictate the tasks that need to be completed each day. We have taken steps to reduce the number of vehicles coming to and from the refinery during turnarounds, including renting offsite parking space and shuttling workers in, and offering carpool incentives. Many of our contractors bring in specialized equipment that they cannot store on site, so they require onsite parking for their vehicles that transport their equipment.

**Q30:** How does Parkland propose to improve turnaround traffic in future years? What further improvements can be made to manage loud voices and lights early in the morning and late at night by workers changing shifts?

A30: This year we implemented an augmented turnaround traffic management plan, which was approved by the City of Burnaby, that included additional flaggers at locations based on feedback from previous years. On balance, we observed better compliance with traffic management efforts than in the past. The augmented management plan was in addition to other traffic reduction measures including the offsite parking lot and storage areas, and carpool incentives. This year we spent approximately \$1 million on turnaround traffic management.

Last year we hired traffic engineers to complete a study of traffic flow near Capitol Hill refinery's traffic flow to better understand how we can improve, not just during turnarounds, but year-round. The consultants have provided us with a first draft of the report, which includes some additional potential mitigation measures for consideration. Before we can evaluate the implementation of the proposed additional mitigation measures, we will need to bring the results of the study to the City to understand what mitigations may be feasible under their jurisdiction. Once we have an idea of what solutions may be implemented, we will bring more information to the community about potential future mitigations and results of the traffic study. We hope to have an update on this by our next meeting.

Also, so the CAP is aware, we understand that Metro Vancouver's Douglas Road Water Main project is upcoming and may impact traffic in the area. More information can be found on Metro Vancouver's website, you can type "Douglas Road Water Main" in the search function.

**C31:** I have spoken with the flaggers. They have told me they have no authority to stop people race up Gamma Street, they said they are not police. We have called the RCMP. We have lived in the neighbourhood for 36 years and there has never been traffic like this for large turnarounds.

A31: For their safety, the flaggers cannot physically stop cars from driving. We also notified the RCMP about the turnaround and asked for additional support for enforcement. We continue to educate our workforce about our expectations for driving behaviours. In this last turnaround, those who continually ignored these expectations were let go.

**Q32:** What percentage of contractors are shuttled in during the turnaround?

A32: Approximately 20%

**Q33:** Is there an opportunity to find more shuttling parking space?

A33: We have looked into other offsite parking sites but have not found anything feasible.

**C34:** It is very bothersome that it is Parklands employees are speeding. My husband and I regularly indicate to vehicles leaving the Parkland site to slow down. We also take photos.

A34: Please send us the photos so we can follow up with those individuals.

**Post-meeting note:** please send traffic related complaints directly to Jonathan Tyler as a member of the refinery's traffic committee.

C35: [Ryan Krogmeier] This type of behavior is unacceptable. Safety is one of our core values and that also extends into the communities we work in. Eric and I will personally follow up on this.

## **f) NOISE & LIGHT**

**Q36:** Where does Parkland report their noise complaints?

A36: We investigate every noise complaint we receive, and where possible, adjust our operations. The refinery is subject to the City of Burnaby Noise Bylaw. The City would investigate and advise us of any bylaw infractions.

**Q37:** Does Parkland operate or have tanks in the Westridge area on the east side of Capitol Hill?

A37: We do not operate in this area. Refinery operations are limited to Area 1, Area 2, and the adjoining underground pipeline through Confederation Park.

**Q38:** What is happening on the waterfront? In late March/ early April there was a banging noise that sounded like posts being pounded through water – was this associated with Parkland?

A38: We were not conducting any on-water work during that time, or in the recent past.

**Q39:** Can Parkland comment on noise from boat on- and off-loading? Some neighbours have noticed increased noise since the tree removals and more on- and off-loading activities on the weekends and early mornings.

A39: Barge loading operations have not changed recently. We are working to get the tree replacements planted as soon as possible.

**Q40:** Is there one organization that is aware of all the industrial noise on Burrard Inlet? Are you operating seven days a week?

A40: We are not aware of such an organization. Yes, the refinery operates seven days a week, 24 hours per day.

## **g) STAKEHOLDER ENGAGEMENT**

**Q41:** What strategies is Parkland implementing to ensure authentic, meaningful engagement that ensures they are publicly accountable to neighbourhood? What is Parkland's commitment to social license?

A41: We recognize that our 'social license' is our license to operate. We have a duty to provide essential transportation fuel to our customers and want to ensure we do this responsibly with the environment and our neighbours in mind. As a member of the North Burnaby community for over 80 years, we are committed to ongoing engagement with our neighbours. The CAP was established more than 20 years ago to help ensure a two-way dialogue between the refinery and the community. All meeting minutes and presentations from 2010 onwards are posted online for the public, in the spirit of transparency.

That being said, the CAP is not our only means of engagement. The refinery team engages regularly with a number of residents directly. We have a 24/7 community hotline available, and we also have an email if people feel more comfortable asking questions in writing. We also have the Neighbourhood News, which we plan to resume after we can adjust to the new normal of COVID-19.

Another aspect of our social license is to ensure we are supporting the communities that we operate in and serve. For example, the Community Driven program we mentioned earlier provides support to first responders and vulnerable populations during the pandemic. Additionally, the refinery's Social Investment program helps us to support local organizations that benefit the community and our neighbours.

**C41:** [Ryan Krogmeier] I speak for Alex and all of Parkland when I say that we are committed to transparent communication with our CAP members and the public, and to being the best neighbor we can be.

## **h) OTHER**

**Q42:** Was the presentation that Alex Coles was going to deliver to the City of Burnaby Council postponed/cancelled?

A42: We made a delegation presentation to Council at the February 24 Council meeting to introduce our low-carbon facility modernization plans. The Mayor provided us with positive feedback and we were grateful for the opportunity to share our plans with Council. The meeting minutes and video are posted online – we can include these in the meeting minutes. We had planned to host a follow-up Workshop for city staff with further details on our modernization plans in March. Due to the ongoing pandemic, this has been postponed. We are working with the City to find a new time that will work for them, but don't yet know when this will be.

### **Post-meeting note:**

Council Meeting minutes: <https://pub-burnaby.escribemeetings.com/FileStream.ashx?DocumentId=45911>

Council meeting video: <https://pub-burnaby.escribemeetings.com/Players/ISIStandAlonePlayer.aspx?Id=57f22758-94c6-4a6b-9d4b-1b855597f22d>

**Q43:** Please announce the new members to the Emergency Notification Subcommittee to CAP and in the neighbourhood newsletter?

A43: The new members of the subcommittee are Kathy Mezei, Daniel Wood and Davis Vaitkunas. These announcements can be made in the Neighbourhood News.

**Q44:** Can you please share the low carbon plans you presented to Council with these minutes?

A44: Yes.

**Post-meeting note:**

Council meeting presentation: See Attachment One

**C45:** Several CAP members thanked Parkland for organizing the meeting.

**Q46:** In terms of the tree removal, did you approach the City or did they approach you about the replanting plans? Are you working as a team with City?

A46: The City asked to review the draft plans prior to sharing with the public. We value their input and it is important we get their feedback, too. We are working with the City to follow their process for engagement.

**C47:** Catherine Rockandel provided an update on Parkland's interest to hear from CAP members about what is working and what is not working. Parkland is interested in more inclusive, broader engagement with the neighbourhood. They asked Catherine to support the refresh and transition over the summer.

Catherine shared that it has been a pleasure working with the CAP. She has deeply valued the passion, commitment and thoughtful discussions. She announced that following the summer transition she will be leaving the Parkland CAP.

**C48:** Parkland: We would like to thank Catherine for her nine-plus years of CAP facilitation. Social license is important to us and we're taking the feedback we've received about our CAP process seriously. After nearly a decade, and Parkland's acquisition of the refinery, we think this is an opportunity for a refresh on our CAP engagement to ensure ongoing informative and constructive dialogue with our members. The purpose of the CAP has not changed. We are still committed to transparent communication with our CAP members and the public, and to being the best neighbor we can be.

While we are sad to see Catherine decide to move on, she has graciously agreed to stay on with us over the summer to help with the transition. We would like to get feedback from CAP members on what elements of the current process work, and where you have suggestions of what could work better. Catherine will help compile this feedback for consideration in a new CAP engagement strategy.

We are planning to hold our scheduled September meeting, should this be able to take place in accordance with public health directives. We don't know if there will be changes to the format yet but will keep the CAP apprised. As this will be a transitional period for CAP, we will not be accepting new members at this time. Lines of communication remain open through our regular channels.

**C49:** [Ryan Krogmeier] I want to reiterate that we take our social license seriously, and our commitment to being a good neighbour remains. The purpose of the CAP will not change. We look forward to improving the process and continuing to foster constructive dialogue with our community.

Meeting adjourned at 8:15