



Powering Journeys
Energizing Communities



PARKLAND BURNABY REFINERY

Community Advisory Panel

December 7, 2022

We would like to begin by respectfully acknowledging the land on which we gather is the traditional, ancestral, and unceded territory of the Coast Salish Peoples, including the territories of the x^wməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlíl̓wətaʔ/Selilwitulh (Tsleil-Waututh) Nations

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Closing off a Milestone Year

Next Meeting Combined with Open House

I'm thrilled that our CAP meeting on December 7 will include a public open house component. Our Community Relations team and various subject matter experts will be on-hand to speak about and answer questions on core features of refinery operations; on current, upcoming and completed refinery-specific projects; and on the benefits arising from expanded low-carbon fuel production. I anticipate that these exciting developments will be of much interest to our neighbours and stakeholders, who will be in attendance that evening. We are looking forward to seeing you then.

Thank You for Your Engagement

In October, we held a special meeting to discuss a recent external survey of panel members and possible actions in response to the findings and recommendations. A large cross-section of CAP members attended this meeting, and I wanted to take this opportunity to thank everyone for their participation in a very constructive discussion. To build on this momentum, beginning early in 2023, we will start regular monthly "Chat with Community Relations" public events.

Similarly, I would also like to thank those CAP members who attended Parkland Fun Day in Confederation Park on November 5. Over 2,500 people from all parts the Lower Mainland participated in this fun-filled family event, under exceptionally bright and sunny conditions. This was an excellent opportunity to showcase CAP's advocacy and dedication to the community. We are excited that Parkland Fun Day will now become an annual event.

Looking Ahead

With 2022 being a year of building and transformation for our Community Relations team, it has now successfully laid the groundwork for significant further progress and engagement. 2023 will be an even more active year, with various pending milestones, an early-year maintenance turnaround and a more engaging and responsive community relations program.

In closing, I would like to thank the CAP for your continued feedback and support. Best wishes to each of you and your families for a very safe, happy and healthy festive season. All the best for a prosperous 2023!

Alex Coles

Vice President & General Manager, Parkland Burnaby Refinery

2022 Highlights at the Refinery

- Announced plans and provincial support for major investment in expanded low-carbon fuel production
- Conducted rigorous Human Health Risk Assessment in connection with air permit renewal application
- Secured 10-year air permit renewal, including significant performance-improvement commitments
- Marked the fifth anniversary of the Refinery becoming part of Parkland Corporation
- Expanded CAP membership and took various steps to further engage with members and enhance its operations
- Undertook baseline perception study to better understand community views and awareness relative to the Refinery
- Hosted inaugural Parkland Fun Day in Confederation Park
- Advanced various strategic projects, including increased capacity to move biofeeds
- Received Canadian Fuels Association Innovation Award
- Nominated for Burnaby Business Excellence Innovation Award

Health, Safety and Environment

The Burnaby Refinery works to continually safeguard the health and safety of all of its employees, ensuring risks are carefully managed and workplace injuries minimized. That commitment to health and well-being extends beyond our fences, most notably through our stringent management of emissions and all other aspects of our operations' potential environment impacts.

Recordable Injuries since the last CAP meeting (September 21, 2022) include:

September 22, 2022	Injury to foot requiring medical attention.
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Level 1 advisories since the last CAP meeting (September 21, 2022) include:

	No advisories sent
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Environmental incidents since the last CAP meeting (September 21, 2022) include:

September 21, 2022	Air permit exceedance from the Sulphur Recovery Unit.
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Low-Carbon Leadership

Our operations and business environment are continually evolving, and we typically have one or more strategic projects underway at any given time. These often involve capital investments and infrastructure development, increasingly with a focus on the growing scope of our low-carbon production. We strive for consultative approaches and transparency whenever these projects impact the community.

Renewable Diesel Complex

- No new updates.
- We have noted CAP members' desire for a basic understanding of the RDC and will provide during this meeting.
- We will provide further updates and information at the project progresses and at open houses in 2023.

Park Pipeline

- Earlier this year, the Refinery Installed two new biofeed pipes between Area 1 (located at the foot of Willingdon Ave) and Area 2 (the main refinery site) of our operations. They are each 15 cm in diameter, and housed within an existing pipeline right-of-way.
- Both the installation and hydro-seeding have been completed. The hydro-seeding will allow for the grass to grow in early spring. Trees that needed to be removed have been replaced with native species.

See attached information backgrounder on current projects

Air and Water Discharge Permits

Metro Vancouver is the regulatory authority that approves and monitors compliance with our air emissions and waste water discharge permits, which are among the most important sources of regulatory standards and requirements with which we align Refinery operations. We are in continual dialogue with Metro Vancouver on permit compliance.

See attached document from Metro Vancouver.

The Community's Point of Contact

“Community” is a core Parkland value, and we strive to be a responsible neighbour and to contribute positively to community wellbeing and quality of life – particularly recognizing our location in the heart of a major metropolitan area. Our community relations team is engaged in any initiative at the Refinery that may have external impacts. Some of its activities are also touched on in preceding sections of this report.

Taking the Pulse of Community Perceptions

- Over the summer we commissioned a market research company to conduct a study encompassing awareness of Parkland and the Burnaby Refinery, perceptions of the company and the facility, and assessments of our engagement on key issues such as climate change.
- There were two key components to this research:
 - A brief survey was conducted in-person with a sample of local residents at various Burnaby community events; and
 - More in-depth conversations were conducted on a one-on-one basis with key stakeholders and influencers within organizations such as the City of Burnaby, as well as with CAP members.
- This survey provides an important baseline reading of community and stakeholder perceptions, and the results will be helpful in planning our community relations strategy and activities for 2023, and in allocating resources appropriately.
- The survey also sought input with respect to Parkland community investments, and the results will inform the refreshed, Burnaby-specific community investment strategy that we continue to build.
- Key findings include:
 - Awareness - There is a lack of awareness of the refinery. Moving forward building both awareness and familiarity in the community is the key first step.
 - Perceptions – There is a lack of understanding of refinery operations. Moving forward we will better explain what the refinery does.
 - Contributions – There is a lack of awareness and understanding of the refinery’s local social and economic contributions as well as of its efforts in the energy transition.

Checking in With CAP Members

- Community Relations hosted a workshop on October 25 and was pleased it was attended by 8 of the 12 CAP members. The facilitated working group discussion purpose was to:
 - elicit further insights on the responses provided through the recently conducted written survey, focusing on various aspects of the interface between Parkland, the CAP and the broader community; and
 - identify action items for further consideration, with the objective of leveraging opportunities and addressing deficiencies identified in the survey results.

- Key themes and highlights include:
 - **High general satisfaction**
 - Flow of information and degree of transparency is appreciated
 - **A community in flux**
 - Influx of younger families, professionals and no longer a community with working-class roots
 - Community is less served than it used to be by resident associations and local media outlets.
 - **Mixed but substantively consistent view on role of CAP**
 - Members typically live in close proximity to the refinery.
 - Motivated to be aware and contribute to the mitigation of its impacts on their community.
 - CAP exists to ask questions and hold Parkland accountable.
 - Many do not consider themselves as representatives of the community in the formal sense.
 - Openness to extend CAP membership to a larger number than 12 and potentially encompassing residents from less immediately proximate areas.
 - **Varying comfort levels with carrying messages outwards**
 - Desire for a greater degree of support for and coordination of CAP members' efforts to disseminate information outward within their communities (support from Parkland)
 - Parkland must, however, retain primary responsibility for its own communication to the broad community
 - Clear communication on operational matters and promotion of good new stories
 - Revamp the website to better drive community members to it

The next steps include developing a CAP 2023 Community Communications Strategy, reflecting feedback from workshop in conjunction with the Perception Study. Other areas that have been identified and will be moved forward with include:

1. To reduce the CAP meetings from 4 to 3 times a year.
 - Member members are not available particularly during the summer vacation period.
 - To engage and inform the community we are proposing monthly Chats with Community Relations to be held at Confederation Community Centre. The monthly Chats will provide an opportunity for community members, who may not attend the annual CAP public meeting, to regularly stay informed on refinery news and projects.
2. Better utilize the www.burnabyrefinery.ca website as an access point for community members and interested parties.

Community Investments

- Signature event sponsorships since the last CAP meeting have included:
 - Parkland Fun Day in the Park that attracted more than 2500 people.
- The Refinery has a long history of supporting local organizations that strengthen the social and economic fabric in the community. To date in 2022, we have supported the following organizations:
 - Rosser Elementary School
 - Burnaby Neighbourhood House

- Volunteer Cancer Drivers Society
- Fraser River Discovery Organization
- Burnaby Lakers Lacrosse
- Burnaby Community Services
- BCIT
- BC Girls Choir
- City of Burnaby
- Burnaby Now
- Burnaby Hospice Society
- Burnaby Firefighters Charitable Society
- Junior Achievement of British Columbia
- Pacific Salmon Foundation
- St. Thomas More Collegiate High School
- Burnaby Hospital Foundation
- University of British Columbia – Forestry Faculty
- Heights Merchant Association
- Bloom Groups – Women’s Shelter
- Cobble Hill Fair
- College for the Retired
- Alpha High School
- Big Sisters
- Dixon Transition Society
- Threads of Life
- Coast Mental Health
- Confederation Seniors Centre
- Burnaby Citizen Support Services
- Royal Canadian Marine Search and Rescue - Station 8
- North Surrey Secondary School

Municipal and Stakeholder Relationship Building

- Tour with TransLink to look at traffic mitigation measures

Community Inquires, Questions and Concerns

From September 21 to November 30, 2022, we received a total of 3 complaints and 4 inquiries from the community. The following is a breakdown of the topic:

Topic	Number of Inquires/complaints	Notes
Parking	1 inquiry and 2 complaints	Inquiry – Removal of barricades Complaint – Employee Parking off site
Odour	1 complaint and 1 inquiry	Complaint – Rotten egg smell Inquiry – Boiler and Process Heater Regulation
Tree	1 inquiry	Dead cedar trees on Carleton
Park pipelines	1 inquiry	Restoring to natural state

**Complaints in this context are those the Community Relations team receives directly via communitybc@parkland.ca and/or phone calls. Odour and other complaints received by the shift supervisor are not reflected above but are addressed in the Metro Vancouver update.*