

THE BURNABY REFINERY'S

# Neighbourhood News

A NEWSLETTER FOR OUR NEIGHBOURS  
FALL 2017 - ISSUE 54

The background image shows the Burnaby Refinery with several tall industrial distillation columns. One column on the left has a platform with railings. Another column in the center has a flare at the top with a small fire. A third, taller column is to the right. The refinery is situated in front of a dense forest of evergreen trees. In the foreground, there are trees with yellow and orange autumn foliage. A body of water is visible behind the trees. The sky is clear and blue.

## Parkland Burnaby Refinery

New Owners;  
Same Commitment  
to Safety and  
Community







**On October 1, 2017, Parkland Fuel Corporation completed the purchase of Chevron Canada's marketing and refining operations in British Columbia. While these assets have now changed ownership, it's business as usual at the newly renamed Parkland Burnaby Refinery.**

Speaking to staff on October 1, Parkland's president and CEO, Bob Espey, said, "This is an exciting day for Parkland. Forty years ago, we started with one gas station in central Alberta and today, we are Canada's largest independent marketer of petroleum products. We are excited to welcome the Chevron team to Parkland, which includes the Parkland Burnaby Refinery - and are thrilled to add this asset to our supply and distribution capability in western Canada."

Bob emphasized that Parkland's core values are safety, integrity, community and respect. The refinery's neighbours can expect the same high commitment to these standards as was known with Chevron Canada.

The refinery is an integral part of the new acquisition and Parkland is committed to investing in the facility. Parkland views the refinery as a proven asset that directly supports its core fuel marketing business in an important region and enhances its supply advantage. Recognizing the excellence of the team operating the refinery, all employees have continued their roles in the new organization.

"Parkland is committed to operating the Burnaby Refinery safely, responsibly and profitably and to ensuring that the refinery's success continues," said Dave Schick, manager of policy, government and public affairs. "That includes investing in capital improvements and maintenance."

#### **Maintaining the Chevron Brand**

In addition to the refinery, the purchase includes 129 gas stations in Metro Vancouver along with 37 commercial cardlock and three marine fueling stations, terminals in Burnaby, Hatch Point and Port Hardy and a wholesale business that includes fuel sales to commercial, industrial and government customers. The change in ownership will be invisible at the pumps as the stations will maintain the Chevron brand under a licensing agreement between the two companies. A similar agreement governed the 49 other Chevron-branded retail stations that Parkland has owned and operated elsewhere in BC since 2013.

Parkland is a Canadian owned and operated company with headquarters in Calgary; it is Canada's largest independent fuel marketer. You can drive from Victoria to Halifax and fueling up exclusively at Parkland-owned and/or operated gas stations. Parkland is also one of the largest convenience store operators in the country. It has a well-established fuel delivery business across BC and is proud of its industry-leading safety record.

#### **On Being a Good Neighbour**

"Parkland is committed to strong relationships with the community," added Dave; "it wants to be a good neighbour. The Community Advisory Panel (CAP), for instance, will carry on its important work liaising between the neighbourhood and refinery senior management."

Environmental responsibility is one of Parkland's top priorities. It has implemented a number of programs to reduce environmental impacts and meets or exceeds all its regulatory obligations.

Community involvement is also a big part of the company's culture. Parkland will continue investing in local community initiatives in addition to its community giving program, the Parkland Pledge, which encourages and financially supports individuals volunteering and contributions from Parkland employees.


# Manager's Message

## **Chris Cavote, General Manager**

It has been my pleasure to work at the Burnaby Refinery over the past few months. I took over as general manager this summer, working with Steve Parker for a month prior to his retirement on July 31. My term here is short; I am part of the Chevron transition team and I was brought in to ensure a smooth handover to a new manager who will be appointed by Parkland. That process begins soon and I will be moving on to a new posting in Mississippi by year's end. In my time here, I've come to realize this is an amazing part of the world and everyone who works here understands the responsibility that comes with operating the refinery.

I know from my work with the Parkland management team that they share this sense of responsibility. You can learn more about Parkland and its plans in our cover story and, as you will see from other articles throughout this issue, Parkland is committed to the continued success of the refinery. It truly is business as usual. I and everyone at Chevron is confident Parkland will run the refinery safely, responsibly and profitably.

If you are at all curious about the transition, we will be speaking more about that at the Community Advisory Panel (CAP) annual neighbourhood meeting set for November 22 beginning at 7 pm at the Confederation Seniors Centre. We will also have a presentation on our annual refinery drill, which is one of the most important safety prevention measures we have. I encourage you to attend and I look forward to speaking with you there.



Parkland is committed to the continued success of the refinery



# Gearing Up for an Historical Event

## **The biggest turnaround in the refinery's history is coming up soon.**

The facility will be shutting down in the first quarter of 2018. The event will include a tremendous amount of work including the replacement of the flare stack (see our Tech Talk article for more information about this), an overhaul of the cooling tower, changing out the catalyst in seven different reactors, and taking eight operating process plants offline for equipment inspection, replacement, and repairs.

This will be the first turnaround in the way the refinery is now planning these events. Instead of holding shorter, more frequent turnarounds, we will now hold a large one every few years. Leading up to next year's major turnaround, the refinery conducted a small shutdown involving a two-week event in mid-September to inspect and replace some end-of-life equipment in the Poly and Penex units.

## **Years of Planning**

Turnarounds are a proactive approach to equipment maintenance. Refinery units are taken offline for inspections and repairs on a planned basis. Doing this ensures the safe, reliable and profitable

operation of the facility. It goes unsaid that events on this scale don't happen overnight.

"We started planning for the 2018 turnaround about five years ago," said the refinery's turnaround event manager, Gord Bruce. "At this point, we're ramping up our workforce, with about 200 pre-turnaround contractors working on activities that need to be done prior to shutdown. The shutdown itself will be staggered; it will take about seven to 10 days to take the plant down completely. Similarly, equipment will come back online over the course of several days."

The planning team includes inspectors, engineers, mechanical planners, electrical instrumentation planners, and operational staff. During the turnaround itself, there will be up to 600 additional contractors on every shift.

## **Community Impact**

The effect of turnarounds on neighbours is always top of mind for Gord and his team as they prepare and during the event itself. Part of the planning for the new schedule of turnarounds is a parking lot for contractors, which you can read

more about elsewhere in this issue.

"There will be an increase in traffic through the neighbourhood, particularly during shift changes," said Gord.

"The new parking area will minimize the impact of this on our community. Neighbours can also expect to see a temporary change in the skyline during the turnaround, with several cranes onsite. However, there will be no permanent difference to the view."

Having the refinery shut down for a prolonged period of time affects the supply of fuel to customers in the Lower Mainland. To ensure there is a consistent source of gasoline, the refinery is building up its volume of stored fuel and will also work with partnering organizations to offset supply during the down time. No supply shortfalls are anticipated.

"In the long run, one large turnaround every few years rather than shorter ones every year will minimize our impact on the community," said Gord. "Turnarounds are necessary to keep the refinery running in a safe and reliable fashion."



# Tech Talk Flare Replacement



The flare is one of the most important pieces of equipment in the refining process. It acts as a pressure safety relief and prevents other equipment from exceeding the limits set for maintaining their safety and integrity. The flare eliminates excess process gas by burning it off, turning it into water and carbon dioxide. The flare at the Burnaby Refinery stands out because it is one of the tallest structure on the site and because of its distinctive flame.

The refinery is getting a new flare stack and tip as part of the first quarter 2018 turnaround. Leading up to that time, workers are preparing the flare's new header, knock-out drum and pumps, and instrumentation, all of which will be tied in with the rest of the new equipment when the flare is shut down during the turnaround.

## **Planned Maintenance and Repairs**

"This project has been in the planning for a few years," said Project Engineer Ryan Peterson. "Our flare is taken down about every 10 years; the current flare tip and stack were installed in 2008, so the first quarter turnaround is a great opportunity to replace them. These actions will ensure another 10 years of safe and reliable operations."

Ryan explains that the flare stack—the vertical tower that so many neighbours can see—is being replaced with a duplicate model that will work with the same state-of-the-art process parameters. Other parts of the system will be redesigned.

"The knock-out drum will be larger, allowing for an increase in its capacity," said Ryan. "We've taken feedback from our operators into consideration with the new pump design and are confident it will meet all the current best practices and industry standards. The muffler design is very similar to the existing version; we anticipate the system may be a bit quieter when operating."

## **What will Neighbours Notice?**

"The most noticeable change during the turnaround will be that there is no flame coming from the flare," said Ryan. "That will be the first time in 10 years. It's the last thing we'll turn off as the refinery shuts down, and it'll be the first thing we start up when we come back online."

During February and March, a crane will be set up to remove the old flare stack and replace it with the new one. The crane will be removed once the project is complete.

"I'll be really excited to see the new system start up," said Ryan. "People have been putting in lots of work into making it a more robust system, which shows our dedication to process safety. The nuanced upgrades to the system are going to ensure we run safely and reliably into the future."



# Across the Fence

## Work Underway for New Parking Area

In advance of the refinery's major turnaround, we are creating a paved parking area on the north side of Penzance, directly across from Gamma. This will help manage the increased contractor traffic that happens during events like this.

The work began with the parking area being cleared in August and the major earth work being completed in mid-October. The next steps include drainage work, asphalt paving of the three-tier parking area, and lighting installation.

"Depending on the weather, we may not be able to pave the entire area before winter sets in," said Project Engineer Andrew Hamer. "Gravel may have to be used temporarily."

Landscaping will also begin soon and is expected to be completed by mid-2018. Finishing work on the six-acre site will include planting 228 trees plus 200 saplings on the sloped portions. The trees will help screen the parking area from views. Lighting will be used to ensure security, but will be minimized when the parking area is not in use. When complete, the new area will allow for improvements to the part of the Trans-Canada Trail that runs along the shoulder of Penzance. No parking will be permitted on Penzance from Confederation Park to the crosswalk.

"The parking area is designed to minimize the impact of our turnarounds on our neighbours," said Andrew. "It will have room for 377 vehicles and we will be encouraging workers to carpool. Drivers will be instructed to access the area via Penzance, rather than Gamma.

We will also be renting an offsite parking lot during the turnaround and busing workers in."

We appreciate neighbours' patience during the construction. We are adhering to our permit and noisy work is only undertaken weekdays between 7 am and 5:30 pm and on Saturdays from 9 am to 5:30 pm. If you notice excessive noise outside of these times, please alert us by calling 604-257-4040.



# Community Corner



Santa & friends at Light up the Heights

## Light Up the Heights

Circle Saturday, December 2 on your calendar... that's the day the Heights Merchants Association has set aside for its annual trees lighting ceremony. Stop by Burnaby Fire Hall No. 5 at 4211 Hastings Street at 4:30 pm for cookies and hot chocolate with city dignitaries, festive characters, holiday carols, and a visit from the jolly old elf, Santa Claus.

This Christmas season enjoy the sidewalk festival in the Heights featuring carollers, Santa and his helpers, and lots of holiday specials courtesy of Heights merchants.



## Burnaby Christmas Bureau

It's said that it's better to give than to receive. If that's your philosophy, the Burnaby Christmas Bureau would appreciate your support. The Bureau provides Christmas hampers to seniors experiencing isolation, gifts for children of families with low income, and basic necessities to people who are homeless or at risk of homelessness.

"The holiday season is an incredible time for people to connect and be together," said Stephen D'Souza, executive director at Burnaby Community Services, which runs our city's Christmas Bureau. "But if you're alone at this time of year, if you can't afford to buy your child a toy, or if even the bare essentials are a stretch for you, your situation is that much more difficult. When you support the Christmas Bureau, you are finding a way for everyone to be able to celebrate the season."

You can help by making a monetary donation ([www.bbyservices.ca/give.php#give](http://www.bbyservices.ca/give.php#give)) or by dropping off a toy between November 15 and December 18 at Metrotown (on the upper level between Winners/ Homesense and Big Orange Juice Bar).

"Monetary donations go a long way as these allow us to purchase gifts for age groups for which we receive fewer donations, or to fill out a senior's hamper, or provide a treat along with necessities for someone experiencing extreme poverty."

## Community Contact Line

**(604) 257-4040**

Parkland Burnaby Refinery 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 8 am and 4:30 pm. 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](http://www.parklandcap.ca)

**Neighbourhood News** is a quarterly newsletter produced by Parkland Burnaby Refinery 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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