



Powering Journeys  
Energizing Communities



PARKLAND BURNABY REFINERY

# Community Advisory Panel

March 30, 2022

We would like to begin by respectfully acknowledging that the Parkland Burnaby Refinery resides on the unceded traditional territory of the Musqueam, Squamish and Tsleil-Waututh Nations.

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# Community Partnerships Take on New Importance



I look forward to our first meeting of 2022, at which my leadership team will have a number of important initiatives and milestones to report on. Those are summarized in the following sections of this document, and I'd like to touch here on just a few key themes that I think are particularly noteworthy.

## *Support for the Burnaby Community*

The Burnaby Refinery has a long history of making donations and investments aimed primarily at strengthening local communities and quality of life. Our community relations team is in the process now of renewing our relationships with many key partners and of assessing additional means by which we can make a difference.

Meaningful community investments are a priority for Parkland corporately and for me personally and I've been pleased to take part in several recent meetings with community partners. To cite just a couple of our new relationships: We've made a multi-year commitment to provide gas cards to the local Volunteer Cancer Drivers Society, which provides complimentary transportation for cancer patients; and a donation to JA (Junior Achievement) of BC, to support its efforts to foster important educational outcomes for Burnaby students.

We'll have a new agenda item on March 30, at which we will invite a community partner to speak to the CAP. These invitees will reflect the various themes that inform our donations, beginning with a representative of the Burnaby Hospital Foundation.

## *Powering Journeys, Even in Perilous Times*

When we last met, we were coping with interrupted crude supply and paused operations as a result of the massive flooding in B.C. I'm proud of the continued role we were nevertheless able to play in importing essential fuels into our terminal and distributing them to B.C. customers – although the operational disruption relating to the flooding will impact timing of some of our infrastructure projects going forward.

## *Strong Relations with City Hall*

Last but certainly not least, we look forward to welcoming a representative of the City of Burnaby to this month's CAP meeting, in what we hope will become a standing agenda item, similar to Metro Vancouver's existing participation. We are particularly keen to collaborate with the City coming out of its assessment of traffic management in the vicinity of the Refinery, and in particular last year's addition of barriers to control access into residential areas. We understand the City is working on traffic study and look forward in providing input.

I look forward to seeing you on March 30. We have a lot to talk about.

**Alex Coles,**  
**Vice President & General Manager, Parkland Burnaby Refinery**

# Health, Safety and Environment Update

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.

## Health

- COVID-19 cases on site have remained low with zero onsite transmission since the last CAP meeting.
- Due to the Omicron variant, our work-from-home policy remained in effect until late February at which time we aligned with Public Health Officer orders and instituted a voluntary return-to-work for non-essential Refinery and Solo employees.
- April 4 has been announced as our official return-to-work date, and in alignment with Public Health Officer orders, indoor mask use will be a personal choice and no longer mandated. Going forward we will have a communicable disease plan in place per Worksafe BC regulations.

## Recordable Injuries since the last CAP meeting (December 8, 2021) include:

December 8-31	Nil
January	Nil
February	Nil
March MTD	One

## Environmental incidents since the last CAP meeting (December 8, 2021) include:

December 13, 2021	Air permit exceedance from Fluidized Catalyst Cracker.
December 27/28, 2021	Air permit exceedance from Sulphur Recovery Unit.
January 13, 2022	rief release of hydrocarbon to the air from Liquified Petroleum Gas storage area

# 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 typically 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.

## *Park Pipeline*

- Preparation work for construction on the park pipeline started with tree-removal on March 14 and 15. A total of 59 small trees (27 were unhealthy or dead) were removed. New trees have been planted elsewhere in Confederation Park to replace the removed trees.
- Its anticipated construction will start in April and be completed by November.
- The refinery has posted boards around the trail notifying the public and relevant contact information.

## *Tank Projects*

- In earlier CAP meetings the refinery shared plans for the construction of a new large tank in Area 2 – referred to as the Swing Tank. After an internal review, we have decided not to proceed with the construction of this new tank at this time.
- The plans for new tanks in Area 1, as discussed in earlier meetings, are continuing to be developed. We plan to have an open house in spring or early summer to share more details about these tanks with the public.

# Air Quality Monitoring

Metro Vancouver is the regulatory authority that approves and monitors compliance with our air emissions permit, which is one of 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.**

## Permit Consultation Closes April 9

Our application for a renewed and amended air permit from Metro Vancouver was submitted on January 21, 2022. It details the new emission reduction technologies and procedures we will implement over the life of the new permit, and requests overall reductions in permitted emissions of:

- 45% for Sulphur Dioxide
- 23% for Particulate Matter, and
- 18% for Nitrogen Oxide.

We further submitted the results of our related Human Health Risk Assessment (HHRA) to Metro Vancouver, Fraser Health and the First Nations Health Authority on January 28. As CAP members will recall, consultations on the scope of the HHRA were held in 2021. Full and summary versions of the outcome of the assessment are available on the [Refinery web site](#).

On March 10, we held a virtual public information session which was attended by a number of community members, and the minutes of which are available at the link in the preceding paragraph. This session was also attended by representatives of Metro Vancouver and the City of Burnaby. The public consultation period with respect to our revised permit remains open until Saturday, April 9<sup>th</sup>.

Our current permit expires on July 31, 2022, and we are seeking an amended permit covering a 10-year period to 2032.



# 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.

## *Community Consultations and Contact Point*

- Community Relations organized and hosted the March 10 virtual public information session in relation to our application for an amended air permit (see immediately preceding section). There were 21 participants including staff, regulators and community.
- Though our community inquiries phone and email lines we provide a responsive point of contact to any neighbours and stakeholders with questions or concerns about Refinery operations.
- In coordination with Parkland corporately, we are preparing to launch a new stakeholder and inquiries-database that will better ensure analysis of and follow-up on all contacts from and with the community.

## *Community Investments*

- We are working on development of a refreshed, Burnaby-specific community investment strategy.
- This will entail strengthened relationships and ongoing dialogue with existing community partners; along with assessment of possible new partnerships, including a signature event or initiative.

## *Municipal and Stakeholder Relationship Building*

- Community Relations is the primary point of contact for our municipal and other key stakeholders.
- We have been working to strengthen these relationships, for example through regular contact between our Community Relations Manager and the City of Burnaby's Transportation Services.
- As noted above, we are also engaging with the City of Burnaby with a view to re-establishing its regular participation in CAP meetings.
- We are also in the process of coordinating a series of Refinery tours for both CAP members and interested stakeholder representatives.

## *Support for the CAP*

- Community Relations is also responsible for supporting the operations of the CAP itself
- We are in the process of developing new orientation materials for the benefit of both new and long-standing members.
- For future meetings we will utilize Basecamp to uploads documents and facilitate conversation for CAP members.

*Community inquires, questions and concerns*

From January 1 to March 25, 2022, we received a total of 8 complaints and 1 inquiry from the community. The following is a breakdown of the topic:

<b>Topic</b>	<b>Number of Inquires</b>	
Traffic	5	Contractor parking on residential street (one resident)
Emission	1	Smell
Noise	1	Loud noise from refinery
General inquiry	1	Resident asking about pipelines in the neighborhood

# Welcome City of Burnaby

The City of Burnaby is our host municipality and home for a great many of our employees, while our Refinery in turn is an important component of the local business community and tax base. We are in regular dialogue with the City of Burnaby on operational considerations such as traffic that can impact neighbouring residents.

- The Parkland Burnaby Refinery welcomes Erica Lay, Manager of Climate Action and Energy that will represent the City of Burnaby on the quarterly CAP meetings.
- Since acquiring the Refinery in 2017, Parkland has remained committed to this forum, the importance of meaningfully engaging our community and regulators, and to minimizing operational impacts in the community.
- The scope of the City's participation will be to share updates primarily pertaining to local traffic, emergency management, and other topics of mutual interest.
- The refinery believes this is an opportunity for further constructive dialogue on matters of shared interest to and potential alignment among all of the Refinery, the City, and the community as represented through CAP.