

THE PARKLAND BURNABY REFINERY'S Community Connection

KEEPING OUR NEIGHBOURHOOD AND STAKEHOLDERS INFORMED
DECEMBER 2021



PARKLAND

IN THIS ISSUE

- ④ From the Vice President and General Manager
- ④ Powering Down Carbon Emissions Through Co-Processing
- ④ Health Assessment and Permit Amendment Will Drive Lower Emissions

The Ins and Outs of 2021

It's been another year like no other and a very active one here at the Parkland Burnaby Refinery. We've continued to do our jobs in very different ways during this pandemic era, although regrettably, a small cluster of COVID-19 cases in the first quarter required a mass testing and vaccination response at our facility. Having a vast majority of our workforce vaccinated helped to ensure safety both here at the Refinery and in the community.

The recent weather crisis in British Columbia that resulted in the shutdown of the Trans Mountain Pipeline on November 14, resulted in requiring us to pause our operations because the lack of crude oil supply that we need to keep the Refinery and BC moving. We are continuing to supply finished products including gasoline, diesel and jet to our customers and are also continuing to monitor the situation with the pipeline and are in ready mode and will recommence processing once sufficient crude oil is available. In the meantime, Parkland is doing its part in helping in the rebuilding efforts and is donating \$100,000 to the Red Cross to help those impacted.

It's otherwise been a very positive year, in terms of both key inputs and outputs.

We substantially advanced our industry-leading efforts on co-processing – that is, the production of low-carbon fuels than in past years. This year, based on the success we have achieved, we're forecasting co-processing up to 100 million litres of renewable feedstock, which is the equivalent of taking over 80,000 cars off the road and more than a 100 percent increase from our record-breaking efforts in 2020! This reflects Parkland's commitment to continuing to reduce our emissions intensity and helping our customers reduce their environmental footprint.

This has also been a pivotal year on the inputs side, as we moved forward with an air permit renewal application to Metro Vancouver, and an associated Human Health Risk Assessment (HHRA). We look forward to completing this exercise in the first half of 2022, and to the further operational improvement and capital investments that it will set the stage for.



So, we expect to have a lot to talk to you about in 2022, and I'm pleased we have an expanded Community Relations team to help us do that.

For now, some thanks on my part: to our Community Advisory Panel members; to participants in our consultation on the HHRA Workplan; to community members for your understanding regarding the impacts of our recently completed major maintenance project; and to everyone who took the time to otherwise reach out and connect with us during 2021.

Alex

Alex Coles,
Vice President & General Manager
Parkland Burnaby Refinery

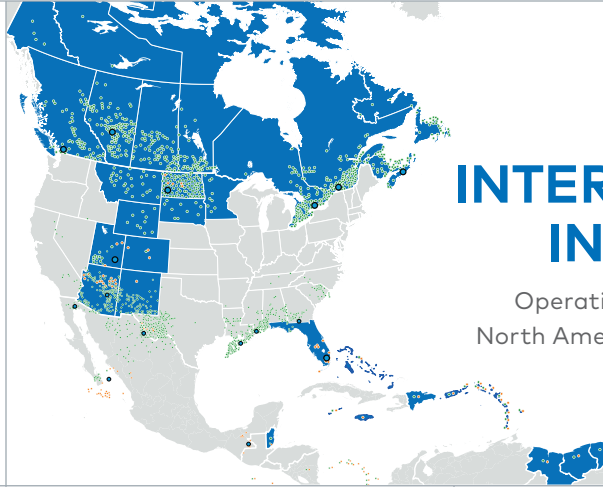


What is Parkland?



A CANADIAN COMPANY

Headquartered in
Calgary with regional
offices across the country



INTERNATIONAL IN SCOPE

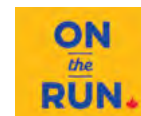
Operating in 25 countries in
North America and the Caribbean

A MULTI-FACETED BUSINESS

Service Stations • Convenience Stores
Commercial Fuel Sales • Fuel Supply & Storage



OPERATOR OF MANY WELL-KNOWN BRANDS



CLOSE AT HAND



85% of Canadians live
15 minutes from a
Parkland retail location



LARGE AND GROWING

In Canada and the US
we market >20 billion litres
of petroleum annually, and we
have >4,600 employees globally

AND
MANY MORE



FORWARD-LOOKING

With growing renewable fuels content and
a commitment to build EV chargers across BC



Powering Down Carbon Emissions Through Co-Processing

One of the most important journeys the Parkland Burnaby Refinery powers is towards more renewable and low-carbon fuels for our consumers. The fuel that is used to fill your vehicle tanks is made possible by "co-processing" or substituting materials such as canola oil and tallow for some of the crude oil used to make fuels.

Co-processing trials began in Burnaby in 2017, and progressed rapidly to commercial production, using existing equipment and infrastructure. "We don't know of anyone else in North America who is co-processing on the scale that we are today," says Robert Pinchuck, Director, Low Carbon Strategy and Planning.

BC's Clean Fuel Standard has been one of the drivers, and Pinchuck says Parkland's success with co-processing helped prove the viability of the Province's aggressive targets for intensity reductions.

"We are an innovative culture and our staff and management are committed to refinery's long-term future and have made this work possible," Robert says. "I really believe there's something a little bit special here, and our co-processing success is one of the outcomes."

Fuels made with co-processed feedstocks have about one-eighth the carbon intensity of alternatives. The Refinery co-processed some 44 million litres of Canadian-sourced bio-feedstocks in 2020 – an almost 140 percent increase from 2019 – and is on track to achieve a co-processed volume of 100 million in 2021. The 2021 volume equates to the environmental benefit of having 80,000 fewer passenger vehicles on the road.

The journey, however, is very much ongoing, with a current focus on expanding the range of both the types and quality of renewable feedstocks that can be safely and

efficiently used. Candidate materials include forest-industry byproducts and municipal waste streams.

"What's exciting about where we're at now is the potential for new partnerships and whole new Made-in-Canada supply chains," says Robert. "We're unlocking a lot of value by finding commercial uses for what might otherwise be waste – and even more so when those uses help drive fuel-related emissions down."

Parkland is proud to be fueling the energy transition and is committed to increasing the production of low-carbon fuels at our Refinery. By 2026, these investments will reduce our customers' GHG emissions by up to 1MT per year:

The equivalent of taking over
350,000
 cars off the road
 nearly 12% of BC's passenger vehicles

Parkland and the Burnaby Board of Trade

Partners in Business and Community

Submitted by the Burnaby Board of Trade

Since 1910, the Burnaby Board of Trade has served as Burnaby's chamber of commerce and has worked to support and promote the city's business sector.

Shortly thereafter, in 1935, the Parkland Burnaby Refinery opened for operations and ever since has been a key part of the business community, the local economy, and the Burnaby community at-large.

Parkland's Burnaby Refinery, nestled on the Burrard Inlet in North Burnaby, is one of the last refineries in Western Canada, but it continues to perform an essential role in providing BC with the fuel we still need in our daily lives. Right now, Parkland fuel is filling 1 in 4 gas tanks in Metro Vancouver and fueling 30 percent of the flights at Vancouver International Airport, helping our region move the goods, services and people necessary to our economy and lifestyles. Having Parkland and its major industry capacity here locally is an important economic

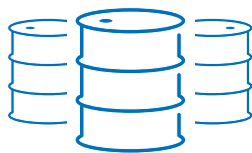
asset for Burnaby and our region, reduces our reliance on international providers, and supports investments and jobs here in our own community.

The Burnaby Board of Trade believes that business and community are intrinsically linked and that we can only succeed together. The Burnaby Board of Trade looks forward to continuing to engage with this important member of our business sector, and explore new ways to partner and collaborate for the benefit of our community.



The Burnaby Board of Trade is the chamber of commerce for Burnaby representing 1,100 member businesses and is the catalyst, convener and champion of the local business community. Learn more at BBOT.ca.

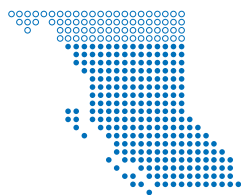
THE PARKLAND BURNABY REFINERY: KEEPING BC MOVING



➤ 55,000 barrels per day nameplate capacity (light sweet refinery)



➤ The Refinery employs over 500 people, including 90 from Burnaby



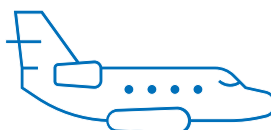
➤ 85% of output stays in British Columbia



➤ 40% of output stays in the Lower Mainland



➤ 25% of BC's transportation fuel



➤ 30% of YVR's jet fuel

Meet the Community Advisory Panel

Our Community Advisory Panel (CAP) is a diverse group of Burnaby residents who meet regularly to advocate for the community's interests and provide guidance that helps the Refinery minimize its impacts.

This year marks the 25th anniversary of the panel and we are proud to celebrate 25 years of representing voices in the community. Thank you to the dedicated CAP members who are connecting the residents of Capitol Hill, Burnaby Heights and the Parkland Burnaby Refinery. If you'd like to learn more about the panel, attend a CAP meeting or become a panel member, please start by visiting: www.burnabyrefinery.ca/en/community/community-advisory-panel



Tony Bosello is a retired art, photography and graphic communication teacher with the Vancouver School Board. A longtime resident of The Heights, he has always been interested in community involvement. Tony was on the original Hastings Street Advisory Committee, served on the Burnaby Arts Council, and is now a new member of the Parkland CAP. He believes that it is imperative for stakeholders to be well informed on the issues that affect the health and well-being of their community, and looks forward to his involvement with CAP.



Brian Clive was born and raised on Vancouver Island and moved to Vancouver in 1981. He started his career with the Bank of Montreal and over the years has been a pioneer in the salmon farming industry, worked in marine transportation, was a trustee for corporate bankruptcies, and started a remote sports fishing lodge north of Prince Rupert. Today Brian is the Vice President of Sales for Queen Charlotte Lodge in Haida Gwaii, a luxury sport fishing lodge. He holds a Bachelor of Commerce (finance major) from UBC. Brian and his family moved to North Burnaby in 1983. His CAP membership is an extension of his interest and involvement in the community.



Michele Joel has lived on Capitol Hill for 37 years. Married with three children and now a grandmother to two, she can't think of living anywhere else. As a block watch captain, she is passionate about her neighbourhood. Her activities include cycling, dragon boating and hiking in the local mountains. She looks forward to representing her community even more as a CAP member.



Kathy Mezei is a retired SFU Professor of Humanities who has lived on Capitol Hill for over 40 years. Her children attended schools in the neighbourhood, and her grandchildren romp around the Confederation Park playground. She has served on CAP since its inception in 1996 and is committed to ensuring the environmental well-being, health and safety of our neighbourhood. Her hobbies are skiing, biking, walking in the forest above the Refinery, swimming, gardening, reading, visiting art galleries, and enjoying Hastings Street's friendly local shops.

COMMUNITY MATTERS



Aswinee Rath is a senior sales engineer at Snowflake, an international firm that assists in maximizing the value of data. He previously worked with a leading Canadian software company, in a commodities trading role with a major investment bank, and in various consulting roles. Aswinee moved to Burnaby eight years back from Houston, Texas. He and his family enjoy the natural beauty and friendliness of the Capitol Hills and Heights neighbourhoods. While Aswinee enjoys golf, walking and biking, his wife, Yunuen, has been active in various neighbourhood arts and cultural events. A neighbour recruited him to participate in the CAP.



Judith Roche is a not-quite retired social worker, born and raised in Vancouver, and a resident of North Burnaby for over 10 years. Child raising done, she keeps busy in her spare time with hiking, gardening, biking and lots of reading. She is passionate about the environment, especially the ocean and participates in water sports, outrigger paddling, sailing and swimming; and is currently a board member of Burnaby's Lotus Outrigger club located at Barnet Beach. Judith loves living in this unique and beautiful neighbourhood and has been a CAP member for two years.



Amy Smith has been a resident of The Heights for more than 15 years and loves the area's community vibe, particularly as reflected in the diversity of local merchants on Hastings Street. She also greatly appreciates the easy access to nature, including walking along the Trans Canada Trail and exploring various trails on Capitol Hill. Her participation in the CAP is a reflection of her pride in being part of a diverse and thriving local community.



Davis Vaitkunas is an entrepreneurial banker. He acts as Chair, Director and Advisor to numerous for-profit and not-for-profit organizations. He has lived in The Heights neighbourhood for over twenty years. Davis enjoys participating in a wide variety of sports and coaching Burnaby youth sports teams. Davis holds a business degree from the University of Alberta.



Dan Wood is a real estate professional and entrepreneur living in North Burnaby. He is committed to being a voice representing the neighbourhood on CAP and simultaneously distributing information to residents on important matters affecting the community. He is an advocate for health, safety, and sustainability. Dan can often be found enjoying one of the many natural or built amenities that this community has to offer.

Meet the Parkland Community Relations Team

Got a question or concern? The Parkland Burnaby Refinery Community Relations Team is your first point of contact.



Jessica Bermudez joined Parkland in March as Community Relations Coordinator, bringing diverse experience acquired on three continents. Originally from Guayaquil, Ecuador, her professional experience in her home country includes roles as a TV anchor and in hospitality-industry marketing. She later worked in an Ecuadorean trade office in London. A Burnaby resident since arriving in Canada in 2015, she is a committed volunteer in several non-profit organizations. She was drawn to Parkland by the opportunity to work in her community and in a role with a focus on relationship building. Jessica is passionate about exploring BC with her family, taking in local cuisine, new experiences such as camping, and musical theatre shows.



Rajvir Basra-Rao joined Parkland in May as Community Relations Manager, bringing an extensive background in public participation and communications in both the public and private sectors. She most recently spent several years at each of BC Housing, where she was director of communications, and Catalyst Paper (now Paper Excellence). Rajvir, who sits on the Canadian board of the International Association for Public Participation, was attracted to Parkland in part because of her passion for public engagement. She is committed to fostering stakeholder trust and to hearing a greater diversity of voices. In her off-hours, Rajvir enjoys yoga and being a soccer mom to two active girls.

CommunityBC@parkland.ca 604-257-4040

Parkland Invests in its Communities

Robust social services, community events and volunteerism are a key part of what makes communities like Burnaby such enviable places to live and do business. At Parkland, we believe strongly in investing in the communities in which we operate. At the Parkland Burnaby Refinery, we've contributed almost half a million dollars since 2018 to local causes and organizations such as the ones noted below and have supported signature community events such as **Burnaby Blues + Roots Festival** and **Hats Off Day**.



Health Assessment and Permit Amendment Will Drive Lower Emissions

The Parkland Burnaby Refinery has a key regulatory milestone ahead, with the July 31, 2022 expiry of its air discharge permit issued by Metro Vancouver. Preparatory work is proceeding well for both the renewal application and for further air-emissions improvement over the life of the new permit.

The scope of a Human Health Risk Assessment (HHRA) – being conducted in support of the application – has been a recent focal point. A work plan for the assessment was available for public comment over several weeks in August and September.

“Input focused on issues such as the scope of the assessment process and on the proposed approach to evaluating health risks,” says Environmental Manager Vicki

Bowman. “We have posted our responses to all of the various inquiries and comments on our website.” https://www.burnabyrefinery.ca/application/files/4116/3730/4134/HHRA_Survey_Results.pdf

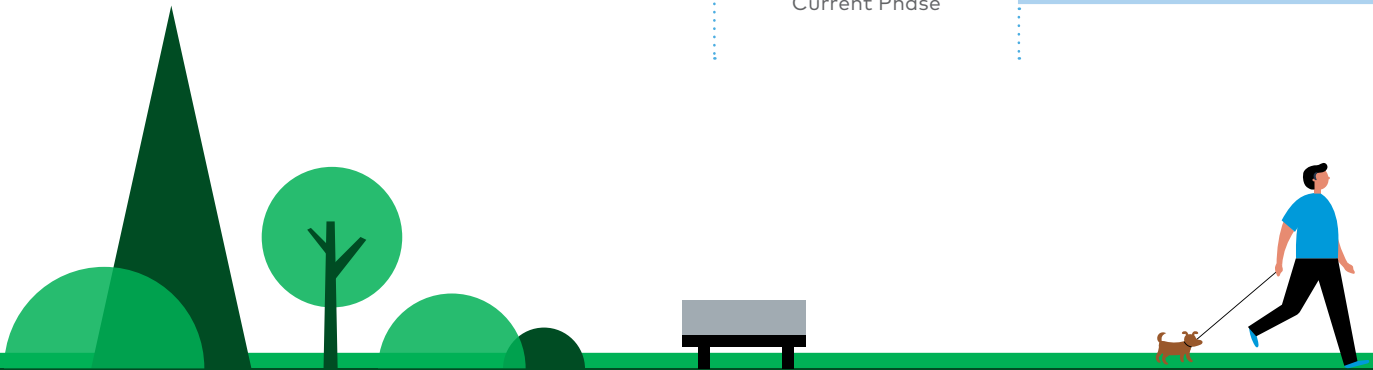
The HHRA will focus on priority emissions including nitrogen dioxide, sulphur dioxide and particulate matter, and will assess their levels within the 100-square-km study area and any associated health impacts and risks. Findings will be shared with regulators, agencies, stakeholders and the public.

A public information session will be held in early 2022, at which Parkland representatives will be available to discuss both HHRA findings and the draft air permit application package. HHRA

findings will inform both the application and further mitigation measures on Parkland’s part.

The existing air permit was extended by 18 months to allow for a fuller assessment of mitigation opportunities, some operational and some requiring capital expenditure. These will build on significant improvement milestones already reached over the life of the existing permit.

Among the further opportunities the Refinery will pursue – to help ensure compliance with what will be more stringent limits under the new permit – is new treatment equipment on the Sulphur Recovery Unit, which is expected to reduce sulphur dioxide emissions from this source by 90 percent.



Drive to Zero: Parkland's Latest Sustainability Report

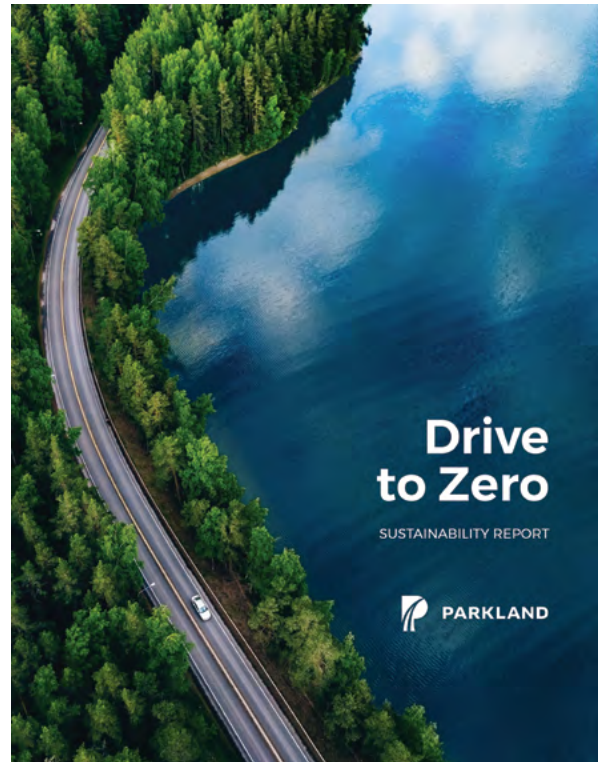
In November 2021 Parkland proudly published its latest sustainability report. Titled Drive to Zero, it reflects our goal to achieve zero safety incidents, zero spills, zero tolerance for racism and discrimination, zero tolerance for corruption, bribery, and unethical behaviour and to help our governments achieve their goal of net-zero emissions by 2050.

The report includes information from across our operations in Canada, the United States and the Caribbean in 2020, as well as key 2021 milestones. It is based on a number of internationally recognized sustainability reporting methodologies including the Global Reporting Index (GRI), the Sustainability Accounting Standards Board (SASB), the Task Force on Climate-related Financial Disclosures (TCFD) and the United Nations Sustainable Development Goals (SDGs).

Our Drive to Zero sustainability report also includes the release of Parkland's enterprise-wide sustainability strategy, which includes meaningful and measurable targets that support our People, Environment, Partners and Responsible Growth. Some key commitments include:

- Reduce our customers' GHG emissions by 1MT through low-carbon fuel production by 2026.
- Reduce GHG emissions intensity from our Refining business by 15% per barrel processed by 2030 and our Marketing business by 40% per site (from a 2019 baseline).
- Incorporate additional ESG performance measures into executive compensation by 2022.

"Sustainability has always been part of our business, and over the past few years we've made great strides in formalizing our efforts," said Parkland's Chief Sustainability Officer, Christy Elliott. "Our sustainability strategy incorporates feedback from a number of key



stakeholders, including our employees, customers, members of our local communities, and more. We will continue to hold ourselves accountable for meeting our commitments and strive for continuous improvement."

Burnaby Refinery plays a key role in Parkland's sustainability strategy. Increased production of low-carbon fuels through co-processing will result in a 1MT reduction in our customers' GHG emissions per year by 2026. This is the equivalent of taking over 350,000 cars off the road – nearly 12% of BC's passenger vehicles.

"We are committed to continuing our leadership in low-carbon innovation," said Christy. "Burnaby Refinery is not only helping Parkland achieve its sustainability goals; the work we're undertaking here will make a direct impact on governments achieving their own net-zero goals. We're proud to be fuelling the energy transition."

To read Parkland's Drive to Zero sustainability report, please **visit: <https://www.parkland.ca/en/sustainability/sustainability-report>**



Participants from a tank fire training course hosted at Burnaby Refinery included firefighters from Burnaby, Vancouver, Port Moody and Delta, and representatives from Suncor Energy (Picture taken pre-covid).

Emergency Readiness Remains at Forefront

When the Vancouver area will experience a major earthquake is anybody's guess. But you can be certain that for several days at the beginning of February, emergency preparedness experts at the Parkland Burnaby Refinery – and many other regional facilities and agencies – will be laser-focused on ensuring they are ready to respond.

That's when the next version of the "Coastal Response 2022" exercise will take place – a provincially coordinated, multi-party test of the collective capacity to respond to a disastrous earthquake in the Lower Mainland. Among other things, it will focus on decision making, joint communication and damage assessment.

For the Refinery, this is just one among a range of regular exercises and initiatives – many driven by specific regulatory requirements – that help ensure continuous readiness to respond to emergencies of various types, whether centred at the Refinery itself or of broader impact.

In light of COVID restrictions, emergency preparedness exercises were all tabletop in 2021, says Nick Middleton, Director, Health, Safety and Environment. "We got a lot of value from this work nevertheless, including learnings about setting up virtual incident command functions," he says.

In 2022, however, the Refinery expects to return to regular on-the-ground and scenario-based drills, which typically focus on potential incidents such as a fire or spill or other releases. These are important means of keeping emergency response capabilities sharp and on a continuous-improvement trajectory.

In addition to its own fire brigade – trained and certified to industrial fire fighting standards – the Refinery also maintains close working relationships with various governments, the Western Canada Marine Response Corporation, and various other agencies with relevant roles and responsibilities.

What Does Safety Look Like for You?

The Community Relations Team at Parkland Burnaby Refinery invites **12-year-old and younger members of the community to submit an original artwork**, showing some way in which we can keep ourselves safe – whether at home, school or out in the community.

Parents and guardians can submit a colour photo or scan of the work no later than Friday, January 7, 2022 to CommunityBC@parkland.ca.

Please include the artist's first name, age and neighbourhood, and a brief description of the artwork. We'll post a few of our favourites on our [website](#) the following week.

The first five artist entries submitted will each receive a **\$50 gift card** for use at a service station within the Parkland retail network.



Maintenance Events Strive to Minimize Community Impacts

Complex industrial facilities are continuously monitored, maintained and fine-tuned. But every couple of years or so it's necessary to dig deeper, with targeted maintenance and upgrades involving a larger workforce and temporary equipment shutdowns.

The Parkland Burnaby Refinery successfully completed such a process – referred to as a “turnaround” – during October and early November. “We focused on two specific plants within the Refinery, making required repairs or replacements all targeted at ensuring continued safe and reliable operations,” says Director of Operations Kate Groves.

An event of this type and scale invariably results in some impacts for neighbours, and mitigation measures are an important part of the planning for a turnaround.

“We had fewer neighbourhood complaints about traffic, as well as about noise and flaring than during recent previous turnarounds,” says Kate. She notes that there will now be an internal debriefing on the process, in an effort to make the next turnaround even lower-impact, and that any further community feedback is welcome.

New this year were temporary barriers put up by the City of Burnaby in an effort to better funnel increased Refinery traffic onto Willingdon Avenue.

Special distancing and other pandemic-related measures were in place, to minimize the risk of COVID-19 transmission within the significantly larger workforce needed for the 24/7 maintenance effort.

One focal point this year – based on learnings from past turnarounds – was to ensure ongoing compliance at the refinery's wastewater treatment plant, which needs to process increased effluent that is created during major maintenance work. That was successfully achieved.

Community Connection

Community Connection is produced to keep residents of the City of Burnaby and other interested stakeholders informed on what's happening at the Parkland Burnaby Refinery. Comments, questions and content suggestions are welcome.

Beginning in 2022, *Community Connection* will be produced digitally. To subscribe, visit <https://www.burnabyrefinery.ca/en/community/news/subscribe-our-emailing-list>.

You will also receive occasional event notices and other community updates. New subscribers between now and January 7, 2022, will be entered in a draw for a **\$150 gift card**.

Questions and feedback regarding refinery operations are also welcome. Our phone line is monitored during regular business hours. After-hours paging instructions are available to report unusual odours, activities or noise. The public may also report odours directly to Metro Vancouver Air Quality at 604.436.6777.

Community Relations

604.257.4040

CommunityBC@parkland.ca

For more information about the Parkland Burnaby Refinery, please visit: [burnabyrefinery.ca](https://www.burnabyrefinery.ca)

