

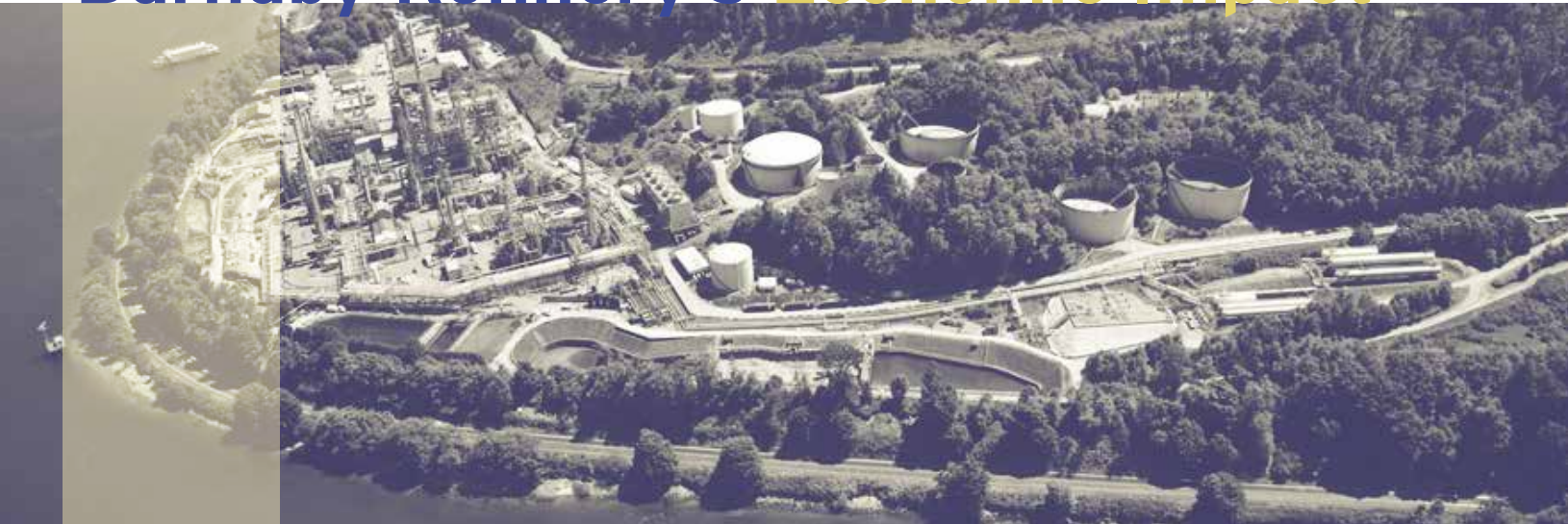
Neighbourhood News

SUMMER 13

A NEWSLETTER FOR OUR NEIGHBOURS



Burnaby Refinery's Economic Impact



Chevron Canada's Burnaby Refinery has been part of the Heights' neighbourhood and part of the local and provincial economy since 1935. When other companies that were operating refineries on Burrard Inlet moved production to refining facilities in Edmonton in the 1980s, Chevron remained committed to Burnaby - making it the only refinery on the south coast of western Canada. As such, it is an important supplier of transportation fuel as well as a major employer providing, good-paying, family-sustaining jobs.

"We are committed to this community and the 250 full-time employees and 150 full-time specialized contractors who work for us and the hundreds of local businesses that we deal with regularly," said Chevron Canada policy advisor Dave Schick, whose work involves informing government and other stakeholders about the refinery's economic contributions. "We spend

approximately \$70 million a year on a broad spectrum of locally sourced supplies and services."

Since 2003, Chevron Canada has also invested \$325 million in capital improvements at the refinery to comply with new environment and production standards and to improve efficiency. The refinery is also a significant contributor to the local tax base.

The refinery supplies about 25 per cent of transportation fuel in BC and 30 per cent of the Lower Mainland's. It also provides close to 40 per cent of the Vancouver International Airport's jet fuel requirements and is a major supplier to many key public services such as BC Ferries and Coast Mountain Bus Company. The refinery is also the main supplier of transportation fuels to Vancouver Island. Most BC municipalities

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Manager's Message

STEVE PARKER
GENERAL MANAGER



My first months here in Burnaby have been eventful as I become more familiar with our facility as well as the wonderful community where we work. Refineries in North America operate in a free market and will only continue to operate as long as they are competitive. As a small facility, the Burnaby Refinery has to be run with absolute excellence in order to remain viable. In this issue's cover story, we share some facts about the economic impact we have on the local and provincial economy and it is a reminder to all of us to think about where that gasoline comes from when we fill up our cars.

Chevron's Burnaby Refinery manufactures almost a third of all transportation fuel consumed in the Lower Mainland and a quarter of what's used throughout the province. We get our crude oil for around \$100 a barrel and refine it into various fuels. By the time we're done, the finished products we manufacture right here in Burnaby rather than somewhere else, have essentially doubled in value - value that includes important tax revenues that benefit all British Columbians. To do this, we provide good paying jobs for highly skilled,

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THIS DOCUMENT CONTAINS IMPORTANT INFORMATION.
PLEASE HAVE SOMEONE TRANSLATE IT FOR YOU.

這份文件包含重要資料，請找人為您翻譯。

이 문서에는 중요한 정보가 담겨있습니다.
다른 사람에게 번역을 부탁하십시오.

此文件包含重要信息，希望請人為您翻譯。

ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੈ। ਕਿਰਪਾ
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Tech Talk

BURNABY REFINERY'S ECONOMIC IMPACT

rely on the refinery as the source of their transportation fuels for vital services such as fire departments and other municipal service vehicles like road maintenance equipment.

Although we've been around a long time, it's important that we don't forget the refinery plays a key role in keeping our economy moving – not only here in Burnaby but all across the Province.

Burnaby Refinery Facts at a Glance

Full-time employees: **250**

Full-time contractors: **150**

Annual budget for supplies and services:

\$70 million

Amount in capital improvements since 2003:

\$325 million

Transportation fuel provided provincially: **25%**

Transportation fuel provided locally: **30%**

Percentage of jet fuel provided to YVR: **40%**

Using Tank Seals to Control Odours

The 68 tanks located throughout the refinery, primarily in the Area 1 tank farm, contain a variety of products manufactured onsite. Those containing light or more volatile products such as gasoline require floating roofs equipped with tank seals to prevent vapour emissions.

Floating roofs do just what their name implies: they float up and down depending on the level of liquid in the tank. While having a floating roof minimizes any airspace for vapours, primary and sometimes secondary seals are needed to form an effective barrier between the roof and the inner walls of the tank.

Primary and Secondary Seals

Tank seals are made from a flexible urethane vapour barrier material that forms a ring around the inside perimeter of the tank. Depending on the volatility of the product a tank contains, a secondary seal may be required. The primary seal keeps most of the vapours contained, while the secondary seal is there for extra level of protection.

MANAGER'S MESSAGE CONTINUED

professional workers. People with jobs spend money which in turn creates more jobs.

Refineries are always in the process of renewal, be it for safety purposes, to minimize environmental impacts, or to improve reliability in order to stay competitive. The contractors and vendors we do business with as part of this ongoing process also benefit from our operations.

We've been a viable operation for over 78 years because our people are very good at what they do.

Part of remaining viable is having access to a reliable supply of crude oil. The Burnaby Refinery was built in its current form in the 1950s on the basis of receiving all its required crude oil by pipeline. It is only during the last year that we have had to turn to additional sources of crude transportation because of difficulty accessing an adequate supply via the Transmountain pipeline. To remain competitive, our facility has to run at sustained, optimal rates. We were very disappointed with the National Energy Board's recent decision not to provide the refinery with priority destination status and

we will continue to explore all available supply options. In the meantime, we will carry on safely managing all modes of crude oil supply.

Being part of a major global company offers us many benefits including access to leading edge technology that allows us to protect people and the environment. In this issue's Tech Talk, you can read about how we're using the best available technology to maintain and inspect our tanks and tank seals. We understand that our neighbours have clear expectations of us and how we can minimize our impact on the local community.

Lastly, I would like to draw your attention to our Safety article which offers tips on using propane and natural gas appliances properly. In our line of work, safety is ingrained in our culture both at work and at home. Domestic gas barbecues are not all that dissimilar to pieces of equipment we work with here every day and they can be hazardous if not maintained and used with care. Take a moment to read the article and make sure your summer is a safe and happy one.

SPECIALIZED CREWS CONDUCT REGULAR TANK SEAL INSPECTIONS



Across the Fence

Seal and Tank Wall Guidelines

Tanks are not always perfectly round so there's always a small gap between the tank wall and the seal. The refinery adheres to guidelines established by the Canadian Council of Ministers of the Environment (CCME). The refinery's Metro Vancouver air permit requires compliance with CCME guidelines that stipulate regular, routine tank seal inspections to measure these gaps in order to ensure they are within the required specifications.

Gaps between the tank walls and seals are inspected annually to make sure they are working optimally and within the CCME guideline. If a gap is too large, workers are usually able to make a manual adjustment. If not, the tank is taken out of service in order to make the required repairs.

"The purpose of the CCME guideline is to reduce exposure to vapours from above-ground storage tanks," said Vicki Bowman, an environmental specialist with the refinery. "Making sure tank seals are functioning properly is a key element in our ongoing efforts to manage odorous emissions from our site."



THE BURNABY REFINERY'S FIRE TRUCK WILL BE HOUSED IN THE NEW FIRE HALL

New Firehall to Break Ground Soon

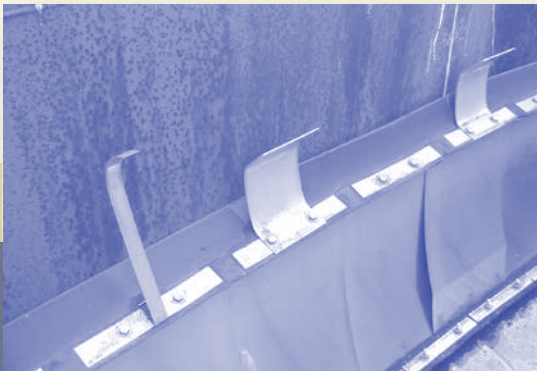
Design changes have delayed the ground breaking for the refinery's new firehall, with Project Engineer Tyson Sully hopeful that work will get underway in mid-August. "We've changed the location of the building slightly in order to improve the turning radius of the fire trucks," he explained. "This will allow us a quicker response time in the event of an emergency. The new fire hall will improve the response time for the refinery's onsite firefighters as it will be located behind the existing Chevron training centre just off Penzance Drive, east of the Confederation Park trail entrance.

Once work begins, we anticipate the work will take about four months to complete. All construction work will take place on weekdays during daytime hours and efforts will be made to mitigate any construction related impacts on our neighbours.

Burnaby Refinery Priority Destination Designation Update

On Thursday July 11, 2013, the National Energy Board issued its ruling regarding Chevron's application for Priority Destination Designation on Kinder Morgan's Trans Mountain Pipeline. Chevron is disappointed in the NEB's decision. This denial of our application will result in the refinery facing ongoing challenges in securing a reliable, cost effective supply of crude oil. Chevron will continue, as in recent years, to explore all available options to access the crude supply that the refinery requires to continue supplying products to our customers at competitive prices.

The Board also noted in the ruling that the current nomination and capacity allocation process on the pipeline likely contributes to the ongoing apportionment issues being experienced by pipeline shippers. The NEB directed Tans Mountain to submit revised nomination or capacity allocation procedures by September 30, 2013. Chevron is prepared and willing to work with Kinder Morgan on any change in the existing nomination process that would help with the current challenges associated with the way pipeline volume is allocated.



FLOATING ROOF TANKS ARE
EQUIPPED WITH SECONDARY
TANK SEALS

Community Corner

Movie in the Park 2013:

Check in at the Hotel Transylvania!

Are you looking for an evening activity you can “sink your teeth into?” Look no further than the oval at Confederation Park. Our annual Movie in the Park is happening Sunday, August 25. The fun begins at 5 p.m. with the popular animated film Hotel Transylvania lighting up the big screen at sunset... just as the bats start flying!

Bring your blankets and chairs and arrive early for the pre-show fun and entertainment including bouncy castles, face painting, crazy caricaturists, and lots of giveaways. Burnaby Community Services (BCS) volunteers will be manning the concessions again this year, with all proceeds benefiting their organization’s many social service programs like the Christmas Bureau and their new Community Kitchen. Enjoy hotdogs, hamburgers, ice cold drinks and – of course – popcorn, all available at family friendly prices.



BCS Executive Director Stephen D’Souza is a big fan of the evening. “This event has become a part of our community and it grows every year – rain or shine,” he said. “It’s powerful when people take ownership of something like this and I notice the excitement starts building earlier every year.”



Looking Back

BURNABY
REFINERY AREA
2 PROCESSING
SECTION UNDER
CONSTRUCTION
IN JUNE 1954





GREAT VOLUNTEERS HELP OUT AT THE MOVIE IN THE PARK FOOD CONCESSION

Cooking up a New Community Kitchen

When Burnaby Community Services (BCS) moves into its new office and program space at 2055 Rosser Street (across from Brentwood Town Centre) on September 1, one of the many features users will be able to access is a brand new Community Kitchen thanks to a major donation from Chevron Canada.

"Brentwood is one of the fastest growing areas in Metro Vancouver, yet there are few amenities beyond the mall," said BCS Executive Director Stephen D'Souza. "That will change when we move into this 6,000-square-foot density bonus space that is a partnership between ourselves, the City of Burnaby, Burnaby Meals on Wheels, YMCA and Mosaic."

With the funding from Chevron, the Community Kitchen will be fully equipped with appliances, tables and chairs, pots and pans, plates and cutlery... all the things a kitchen needs to be fully functional. The space will be used by people of all ages from the Brentwood area as well as the rest of Burnaby.

"This donation shows Chevron's commitment to building healthier and stronger communities," commented Stephen. "This facility will be here for decades to come and will be an important and valued community asset. This programming space is a really positive step forward for Burnaby and will make it possible to deliver services to meet the community's needs."



Gas Gift Cards Help Keep the Meals on Wheels' Wheels Moving

The refinery has been partnering with Burnaby Meals on Wheels for over a decade by providing gift cards for volunteer drivers to offset their fuel costs. With 36 volunteers providing 138 recipients throughout Burnaby with up to seven meals a week, that's a significant amount of driving. Last year alone, Burnaby Meals on Wheels provided almost 12,000 nutritious meals to seniors and individuals who are unable to cook for themselves.

"Having the gasoline gift cards donated by Chevron means we can really show our volunteers how much we appreciate what they do," said Program Manager Julia Lemieux. "And, knowing that Chevron will be there for us every year makes our program more sustainable. Many seniors in our community are struggling financially and can easily become socially isolated after they retire or lose their spouse. And, that group is growing. Chevron sees this and wants to play a role in finding a solution."

(604) 257-4040

Chevron's 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, 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 Chevron/ North Burnaby Community Advisory Panel, visit www.chevroncap.com



For the refinery website, visit www.chevron.ca/operations/refining

Neighbourhood News is a quarterly newsletter produced by Chevron's 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, Chevron Canada Limited, Burnaby Refinery, 355 North Willingdon Avenue, Burnaby, BC, V5C 1X4.

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Safety Matters



It's summertime in beautiful British Columbia and for many of us that means heading out to the great outdoors to enjoy tenting, RVing or kicking back at the cabin or cottage. Closer to home it also means barbeque season.

Whether you are grilling up some burgers in the backyard or getting away to your favourite campsite or retreat, please take some time to make sure your natural gas or propane appliances are in safe working order.

Portable fuel burning appliances should only be used outside where they are properly ventilated; they should never be used inside a tent, camper or other enclosed space. Also, read and understand the manufacturer's certified instructions regarding the safe operation and maintenance of your appliances. In British Columbia, portable propane appliances are required to bear Canadian approval, typically to a CSA standard. Look for this approval whenever you purchase propane appliances.

Like gas appliances in your home, if you have a camper or RV, it is recommended that you have all gas fuelled appliances checked and maintained annually at a minimum. This work can be performed at any RV dealer that holds the appropriate BC Safety Authority gas operating permit.

BC Safety Authority recommends you carefully inspect all gas equipment prior to use and install Carbon Monoxide (CO) alarms in all RVs and dwellings. When purchasing a CO alarm, look for one that is certified to the latest Canadian Standards Association (CSA) requirements, and follow the manufacturer's instructions regarding installation and maintenance.

8 Important Propane Safety Tips

- 1 Make sure propane appliances and tanks are in good working order before using them. Check carefully for leaks or cracks by brushing a mixture of liquid soap and water onto piping or hose connections and valves. Rising bubbles indicate a leak.
- 2 Before transporting propane tanks, secure them in an upright position in a well ventilated area (not in a vehicle trunk or enclosed space) with the valve closed and the outlet capped or plugged.
- 3 Do not use or transport propane tanks that show signs of corrosion, fire damage or appear to be leaking.
- 4 When using portable gas supplied appliances such as patio heaters, lanterns and camp stoves, always maintain clearances to combustibles, as indicated in the manufacture's operating instructions.
- 5 Place BBQs well away from your house, garage, railings, overhanging branches or other flammable materials, as per the manufacturer's indicated clearance to combustibles, and be sure to store propane tanks in a well ventilated space.
- 6 Do not leave your grill unattended while cooking, and be sure to keep children and pets away from grills and cylinders at all times.
- 7 Propane smells like rotten eggs. If you think you smell propane, turn off gas appliances immediately and contact the nearest fire department. Cell phones can be a source of ignition, so move as far away from the suspected source as possible before attempting to call for help.
- 8 Carbon monoxide is a colourless, odourless and potentially lethal gas. Symptoms of carbon monoxide poisoning include headaches, nausea, dizziness, drowsiness, confusion, impaired judgement and lack of physical coordination. If you suspect carbon monoxide poisoning, seek immediate medical attention.

For more information about camping and grilling safety, RV propane safety and carbon monoxide awareness, visit the BCSA website at www.safetyauthority.ca or call 1-866-566-7233.