



Powering Journeys
Energizing Communities



PARKLAND BURNABY REFINERY

Community Advisory Panel

March 1, 2023

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^wməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlíl̓wətaʔ/Selilwitulh (Tsleil-Waututh) Nations

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Starting 2023 Safely and Reliably

Let me start by thanking CAP members for your hard work last year and for your attendance at our combined Community Open House and final CAP meeting of 2022, held on December 7th at the Confederation Park Seniors Centre. This event was well attended and provided a valuable touchpoint with a broad cross-section of our neighbours, and we have received positive and constructive feedback from attendees.

Scheduled Maintenance in Progress

The year is off to a busy start with our scheduled maintenance, also known as a “turnaround”, having begun in early February. During this partial shutdown of operations, we thoroughly clean, inspect and service equipment, which is essential to maintaining safe and reliable operations. While this is a routine activity at industrial facilities, we understand and are aware of the potential impacts for our neighbours.

As we outlined in materials that were widely distributed within the community, we have taken various steps to minimize noise and traffic impacts as fully as we feasibly can. Currently, work is trending well towards a targeted spring completion. Your role as CAP members is particularly important and appreciated at times such as this, as we encourage you to advise our Community Relations team of concerns, questions or feedback which you may be hearing, so that they are able to take action accordingly.

Looking Ahead

Based on feedback received in 2022, CAP’s activities will be structured slightly differently this year. These changes will include a public meeting in June rather than December and one less formal meeting. We are happy to advise that our Community Relations team has also commenced informal community “coffee chats”. The first one took place on February 22 at FDL Café on Hastings Street and was very well attended and received. We are also excited about the City of Burnaby’s continued and active involvement in the CAP this year.

For our part, we are committed to continuing to support local community events and services, and the organizations that provide them, while also considering new and expanded ways to ensure we are creating positive impacts in our community. It will also be a pivotal year for the Refinery’s operations and expansion, as we continue to work towards an anticipated final investment decision on expanded low-carbon production and a renewable diesel complex.

We look forward to engaging with you regularly on this and other matters and welcome your input at any time.

Alex Coles
Vice President & General Manager, Parkland Burnaby Refinery

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.

December 8, 2022 – February 26, 2023 (from last CAP meeting)

Recordable Injuries:

No recordable injuries.

Level 1 Advisories:

There was a total of 2 Level 1 advisories issued.

December 28, 2022	Odour Level 1 Advisory
January 30, 2023	Turnaround Level 1 Advisory

Environmental Incidents:

There was a total of 4 environmental incidents.

December 16, 2022	Brief release of propane to the air from a chiller in the Alkylation unit.
December 22, 2022	Wastewater permit exceedance for phenols and biological oxygen demand.
December 24, 2022	Brief release of propane to the air from a line in the Polymerization unit.
January 10, 2023	Air permit exceedance in the Fluidized Catalytic Cracker Unit.

Turnaround

We are currently actively underway with thoroughly cleaning, inspecting, and servicing equipment, which is essential to maintaining safe and reliable operations. We anticipate to conclude the scheduled maintenance early spring.

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 (RDC)

- We are continuing to develop our plans for the RDC, a new processing unit that would be 100% renewable. Using canola as a feedstock it will produce renewable diesel and, potentially sustainable aviation fuel.
- We will provide further updates and information as the project progresses and at open houses in 2023.

Tail Gas Treatment Unit

- Engineering, procurement and planning is continuing for the installation of a Tail Gas Treatment Unit at the Burnaby Refinery. This project is focused on reducing SOx emissions from the Refinery and the unit is planned to be in operation in 2025.

Area 1 Tanks

- We are continuing to progress the engineering, procurement, and planning for the installation of four new tanks for renewable feedstocks and fuels in Area 1.
 - We have applied for Preliminary Planning Approval with the City of Burnaby, and this is in the review process.
 - In January we completed the removal of 20 trees (above 20 centimeters in diameter) in the Area 1 where the new tanks will be situated. We are committed to replanting at a 10:1 ratio relative to trees removed.

Co-Processing

- In 2023, we have set a goal of continuing to increase co-processing volumes year-on-year (as we have done since 2019). The pipeline project that was completed in 2022 will allow us to co-process on more days over the course of this year, and we are working on plans to increase the volume we can co-process each day at the Refinery.

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.

Welcoming a new Community Relations Team member

- The team is pleased to have Warisara Laohongvichit as the new Community Relations Coordinator. Gift will assist the team, CAP, and community stakeholders and will coordinate engagement activities and communications.

Update on Social Investment Program

- Jessica Bermudez has assumed a new role as the Community Programs and Relationships Lead. The Parkland Burnaby Refinery has a long history of supporting local organizations and academic institutions, and Jessica will focus on maintaining and growing such partnerships within the City of Burnaby.

Monthly Community Chat

- The Community Relations team hosted its first “coffee chat” with the community at a local business in Burnaby Heights on February 2023. The objective was to personally engage with residents and to answer their questions and address their concerns in an informal setting. A total of 25 residents attended. The key topics covered in one-on-one discussions with them included air quality, safety, traffic, and trees.

Community Inquires, Questions and Concerns

From January 1 to February 26, 2023, we received a total of 10 complaints and 12 inquiries from the community. Complaints related mainly to the ongoing scheduled maintenance. The following is a breakdown of the topics:

Topic	Number of Inquires/complaints	Notes
Traffic	2 Inquiries, 6 complaints	Speeding trucks and cars, heavy volume of cars between 6:30 am and 5:30 pm, flag crew hours, location and permits.
Trees	2 Inquiries	Confederation Park Trial reforestation.
Lights	1 inquiry, 1 complaint	Can Parkland turn off the lights during the night? Why are the lights on close to the Training Centre?
Retaining walls	1 Inquiry	What is the purpose of retaining walls?
Odor	2 complaints	Frequent and intense noxious odours. Strong fish/fuel smell.

Noise	1 complaint	Strong noise of construction close to Willingdon.
General Inquiries	6 Inquiries	Seat as CAP member, fire training centre, information about scheduled maintenance, request for a memorial seat, suggestion for a compost recycling plant, and database offer.

**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.*

Taking the Pulse of Community Perceptions

The following summary information was provided and discussed at the December CAP meeting. On March 1, we will be joined by survey designer Alka Tandan who will present more fully on the results and answer CAP member questions.

- In the summer of 2022, 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 finding 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.

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.

We want to welcome James Lota, General Manager of Land and Facilities at the City of Burnaby.

James Lota, P.Eng., MBA, MPA

General Manager, Lands and Facilities

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James is a Professional Engineer with a Bachelor of Applied Science from the University of British Columbia, a Master of Business Administration from Simon Fraser University and a Master of Public Administration from the University of Victoria. He has over 20 years of project/program management experience. He started his career in high-tech manufacturing where he did research & development, managed start-up manufacturing operations in Asia and Eastern Europe, and earned his Lean Six Sigma Black Belt in Project Management. James went on to work with various levels of government, First Nations, land developers and industry to raise capital, design, and construct utility scale alternative energy projects and natural gas transmission pipelines for liquefied natural gas projects.

James is now the General Manager of Lands & Facilities at the City of Burnaby where he is responsible for administration of the City's real estate assets and construction & maintenance of the civic facilities.

