

THE PARKLAND BURNABY REFINERY'S

# Community Connection

KEEPING OUR NEIGHBOURHOOD AND STAKEHOLDERS INFORMED  
DECEMBER 2022



PARKLAND

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# Operating Safely, Responsibly and with a Vision

When I speak with our neighbours and stakeholders, the two most common questions about the Parkland Burnaby Refinery that arise are, "Is the Refinery operating in a safe and responsible manner?" and, "What is your vision for where you fit in the changing world of energy?"

On the question of safe and responsible operations, I am proud of the 10-year renewal of our air permit, and of the extensive Human Health Risk Assessment we conducted in support of the permit. This is a strong validation that we are in compliance with the stringent standards that apply to industrial operations within a major metropolitan centre, and that we are committed to meeting expectations for ongoing performance improvement.

With respect to our vision for where and how we fit in a changing energy world, I am tremendously excited about Parkland's announcement this past May about our major intended investment to expand the production of low-carbon fuels from biofeeds in Burnaby, including the construction of a stand-alone Renewable Diesel plant.

We are eager to advance to a final investment decision in the months ahead, which will enable

us to solidify our leading-edge role as a supplier of low-carbon, liquid transportation fuels. These fuels are one important tool among many that need to be part of national and global decarbonization strategies.

In 2023, our Community Relations team will be very active and busy with more constructive engagement with our neighbours on day-to-day operational issues. They will keep you informed on our progress towards that investment and provide updates on pending site activities, including our scheduled "turnaround" or regular maintenance shut in early 2023.

I have enjoyed my own frequent touchpoints with members of our Community Advisory Panel, representatives of the many community groups we support, and attendees at our own recent community event in Confederation Park. If you have suggestions, comments, or questions that you would like to share with us, our digital door is always open: [\*\*CommunityBC@parkland.ca\*\*](mailto:CommunityBC@parkland.ca)

As 2022 draws to a close, on behalf of all of us at the Parkland Burnaby Refinery, I would like to extend best wishes for a very safe, healthy and happy festive season.

Happy Holidays!



Alex

Alex Coles,  
Vice President & General Manager  
Parkland Burnaby Refinery

*ABOUT THE FRONT COVER: An old-style carousel was among the attractions at the inaugural Parkland Fun Day in the Park. See story and more photos pages 6-7.*



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## 2022 Highlights at the Refinery

- Announced plans and provincial support for major investment in expanded low-carbon fuel production
- Conducted rigorous Human Health Risk Assessment in connection with air permit renewal application
- Secured 10-year air permit renewal, including significant performance-improvement commitments
- Marked the fifth anniversary of the Refinery becoming part of Parkland Corporation
- Expanded CAP membership and took various steps to further engage with members and enhance its operations
- Undertook baseline perception study to better understand community views and awareness relative to the Refinery
- Hosted inaugural Parkland Fun Day in Confederation Park
- Advanced various strategic projects, including increased capacity to move biofeeds
- Received Canadian Fuels Association Innovation Award, and nominated for Burnaby Business Excellence Innovation Award

# Cutting Sulphur Dioxide, and Making Room for More Renewables

A complex and innovation-focused operation such as the Parkland Burnaby Refinery is in a state of near-constant evolution. And as we move forward with assessment of a proposed major expansion of our low-carbon fuel production, three significant strategic projects have either just been completed or are about to be launched.

**Park Pipeline Project:** Regular users of Confederation Park will have likely observed the recently completed work, and related signage, through which we installed additional piping in an existing right-of-way that connects Areas 1 and 2 of the Refinery.

Two new pipes are now located alongside three existing ones in an enclosed and concrete-lined trench. They are being used to transport biofeeds such as canola, which are used in the production of low-carbon fuels. Work on this project wrapped up in mid-November.

### **Tank Replacement Project:**

A second project is just getting underway, and will also provide infrastructure for expanded low-carbon fuel production. This will involve completing the removal of old storage tanks in Area 1, to make way for four new tanks built to modern safety and structural standards. Two will be used to store biofeed inputs while two will be used to store renewable diesel prior to sale.

Some early-stage and preparatory work began in late 2022, and

the new tanks are scheduled to be in-service by the end of 2025. Relatively small numbers of additional on-site personnel are expected to be required to complete this project, and soil removal will be done by barge to minimize traffic impacts.

### **Improved Sulphur Recovery:**

Finally, 2023 will see the launch of the installation of a Tail Gas Treatment Unit on our existing Sulphur Recovery Unit. This new equipment will boost sulphur-recovery efficiency from 99.5 to 99.9 per cent, reducing already low permitted sulphur concentrations in our air emissions.

This project will involve off-site construction of major components, and was one of the improvements we committed to through our recent air permit-amendment process. It also has a late-2025 scheduled completion date.

Permitting remains underway with respect to the two pending projects, and detailed information on all of them was available at our recent open house.

## Parkland Sponsors Recognition of Local Business Excellence

Parkland Burnaby Refinery was pleased to be a gold level sponsor of the recent Burnaby Business Excellence Awards gala. This joint initiative of the Burnaby Board of Trade and the City of Burnaby honours and celebrates businesses, entrepreneurs and not-for-profit organizations for their contributions to the local economy and community. Parkland is both an active member of and frequent supporter of specific initiatives of the board of trade, and greatly values this connection point with the broader network of business interests in our community. Parkland was also pleased to have been a nominee in this year's awards program in the innovation category.



*Graham Lawton, Parkland Vice President, Major Capital Projects; his wife Yvonne Lawton; Parkland Community Relations Manager Rajvir Basra-Rao; and Burnaby Board of Trade President & CEO Paul Holden as seen at the awards gala.*



## 'Actually Doing it' Earns Changemaker Award

Robert Pinchuk, the Parkland Burnaby Refinery's Director, Low Carbon Strategy was one of three honourees at the BC Bioenergy Network's recent sector awards. Robert received this year's Changemaker Award acknowledging his leadership in advancing low-carbon fuel production in Burnaby.

Rob has led the Refinery's low-carbon strategy team for three years, during which there has been a significant step up in the rates of renewable feedstock use, along with parallel efforts to build out supply chains and establish relationships with sectors such as forestry.

In accepting the award, Pinchuk spoke of his pride in the Parkland team's efforts and achievements. "We have a group of people that gets tired of talking about what we should be doing and wants to start actually doing it," he told the audience.

He also noted how important it is that Parkland has demonstrated that demanding fuel decarbonization standards can be met, and that this is likely to have a change-driving impact across the broader industry.

# A Growing Focus on Indigenous Engagement

The Parkland Burnaby Refinery is located on the traditional, ancestral and unceded territory of the Coast Salish Peoples, including the territories of xʷməθkʷəy̓əm (Musqueam), Skwxú7mesh (Squamish), and səliwətaɬ (Tsleil-Waututh) and S'ólh Téméxw (Stó:lō) Nations. We are working to more consistently and meaningfully acknowledge this through developing, sponsoring, and delivering activities and programming that support our Reconciliation journey.

We are guided in that effort by a Parkland Canadian Indigenous Strategy, which affirms that our "employees and leadership are committed to respectful and meaningful engagement with Indigenous communities and acknowledge the steps to reconciliation that businesses across Canada should take".

Included in these actions are internal cultural competency training sessions to help enhance and share information on Indigenous history and experience, activities that acknowledge days of significance on the Indigenous calendar, and employment and procurement opportunities that will help build community capacity and ongoing engagement with Parkland. We have introduced an Indigenous-themed lending library and book club, and have refocused our social investment guidelines to direct critical funding to support Indigenous youth with on-the-job training, internship and education.

We are proud of the steps we have taken to implement our Canadian Indigenous Strategy but recognize there is tremendous work still ahead. We have committed through the Canadian Aboriginal Business Council to PAR, the Progressive Aboriginal Relations program, which will help ensure we meet our objectives including building a diverse, welcoming and well-informed workplace.



*Parkland was honoured to have Tsatsu Stalqayu (Coastal Wolf Pack), a traditional Salish song and dance group perform at the Parkland Fun Day in the Park event.*



*Parkland values opportunities to share in the cultural traditions of neighbouring Indigenous communities, and to participate in events such as Orange Shirt Day.*





# Parkland Fun Day in the Park Attracts Thousands

This fall, Parkland Corporation marked the fifth anniversary of its purchase of the Burnaby Refinery, and that was part of the motivation for holding the inaugural "Parkland Fun Day in Confederation Park" on November 5th. With a range of family-oriented entertainment and activities, this event also showcased one of Burnaby's best recreational spots, located immediately adjacent to the Refinery.

The sun shone and more than 2,500 people came out to enjoy the event. More than two dozen Parkland employee-volunteers were also instrumental in making it a success, and we intend to make this an annual addition to the already rich list of Burnaby community events.





"When businesses step up to host special events, such as Fun Day in the Park, it helps build a sense of community within Burnaby. It was wonderful to see so many families out in Confederation Park, having fun and learning about all the businesses and services available in Burnaby."

*Mayor Mike Hurley*



"We had a tremendous day of interacting with many members of our community and enjoying the lively atmosphere. Everyone we spoke with was having a wonderful time! Events like these are a vital part of community building, and we were pleased to have the opportunity to be a part of it."

*Isabel Kolic, Executive Director, Heights Merchants Association*





# Bulking up on Emergency Readiness 'Muscle Memory'

The Parkland Burnaby Refinery conducted one of its regular emergency-readiness exercises in November. This one focused on deploying the oil-containment equipment and expertise that would be needed if there was an unplanned release in the water. A full Incident Command Team was set up, providing an opportunity to test vital coordinating structures and roles.

"There's tremendous value in the Refinery practicing for emergency response using the Incident Command System," says Alex Coles, GM and VP, Parkland Burnaby Refinery. "By practicing regularly, there is a muscle memory for recalling these skills in the unlikely event of an incident, which would help us minimize the impact to people and the environment in a real-life scenario."

Just as would be the case with an actual incident response, external response agencies were actively

involved in this exercise. This included the RCMP, Coast Guard, Burnaby Fire Department, BC Ministry of Environment, Tsleil-Waututh Nation, and Western Canada Marine Response Corp.

"Being ready to respond effectively in the unlikely event of an incident is one of our fundamental commitments to our community, and that requires regular practice and updating of our tactics to ensure success during an event," says Parkland Plant Protection Manager and Fire Chief Don Cameron.

"The feedback from the external partners in this initiative was favourable, and we've got renewed confidence that we have the capacities and lines-of-communication that would be needed in an emergency," Don concludes.







# Investing in Skills Development and Tomorrow's Workforce

Education is a long-standing focal point for community investments on the part of the Parkland Burnaby Refinery. This includes two awards for students at the nearby British Columbia Institute of Technology.

The established Parkland Refining Jack Brown Memorial Award honours the memory of a long-term Refinery employee and \$1,500 is awarded annually to a graduating student in BCIT's Power and Process Engineering program; while the Parkland Refining Bursary involves two \$650 annual awards to students in the Accounting program.

Izaak Velho was the 2022 recipient of the Jack Brown Memorial Award, and described it as life-changing. "This award has allowed me to finish paying off my student loans; because of that I have been able to focus more on going after my career goals, such as

working up to my second-class power engineering ticket, as well as becoming the chief engineer of a plant," Velho says.

Parkland has also established the Parkland Burnaby Refinery Award in Urban Forestry at the University of British Columbia. \$2,000 will be available annually beginning in the 2022/23 academic year, for students in the program who are in good academic standing and have demonstrated community involvement and leadership.

"We're pleased to support deserving students, especially within programs that are relevant to our operations," says Community Relations Manager Rajvir Rao. "It can make a big difference to the individual students, and represents a small further contribution to building the skilled workforce of tomorrow."



**THE UNIVERSITY  
OF BRITISH COLUMBIA**  
Faculty of Forestry

# Add Some Colour to the Picture

The drawing on the opposite page was created by Parkland Burnaby Refinery employee Bonnie Moore, and illustrates the sources of some of the biofeeds used to create low-carbon fuels here in Burnaby.

We invite 12-year-old and younger members of the community to submit a coloured version of this drawing. Parents and guardians can submit a photo or scan of the work no later than Tuesday, January 31, 2023, to [CommunityBC@parkland.ca](mailto:CommunityBC@parkland.ca).

Please include the artist's first name, age and neighbourhood for a chance to **win a \$150 gift card** for use at a service station within the Parkland retail network.



## Parkland Employees are Committed to Giving Back to Our Community

A group of Refinery employees has formed a volunteer group with the purpose of giving back to the community.

They will fundraise, collect donations, and will offer volunteer time to support local needs. In December, they supported the Christmas Bureau program run by the Burnaby Community Services and the Christmas Luncheon of the Confederation Senior's Centre

## What's Ahead for CAP and Community Relations

The Parkland Burnaby Refinery Community Advisory Panel (CAP) closed out an active year with a final meeting on December 7th, held at the Confederation Community Centre. In keeping with usual practice, this CAP meeting was combined with a public open house.

Parkland subject matter experts and community relations staff were on hand to offer further context on a range of display materials prepared for the event. Parkland thanks all attendees for their interest and engagement.

The CAP will continue with its regular quarterly meetings in 2023. For more information on the mandate and membership of the panel please visit [www.burnabyrefinery.ca/community/community-advisory-panel](http://www.burnabyrefinery.ca/community/community-advisory-panel)

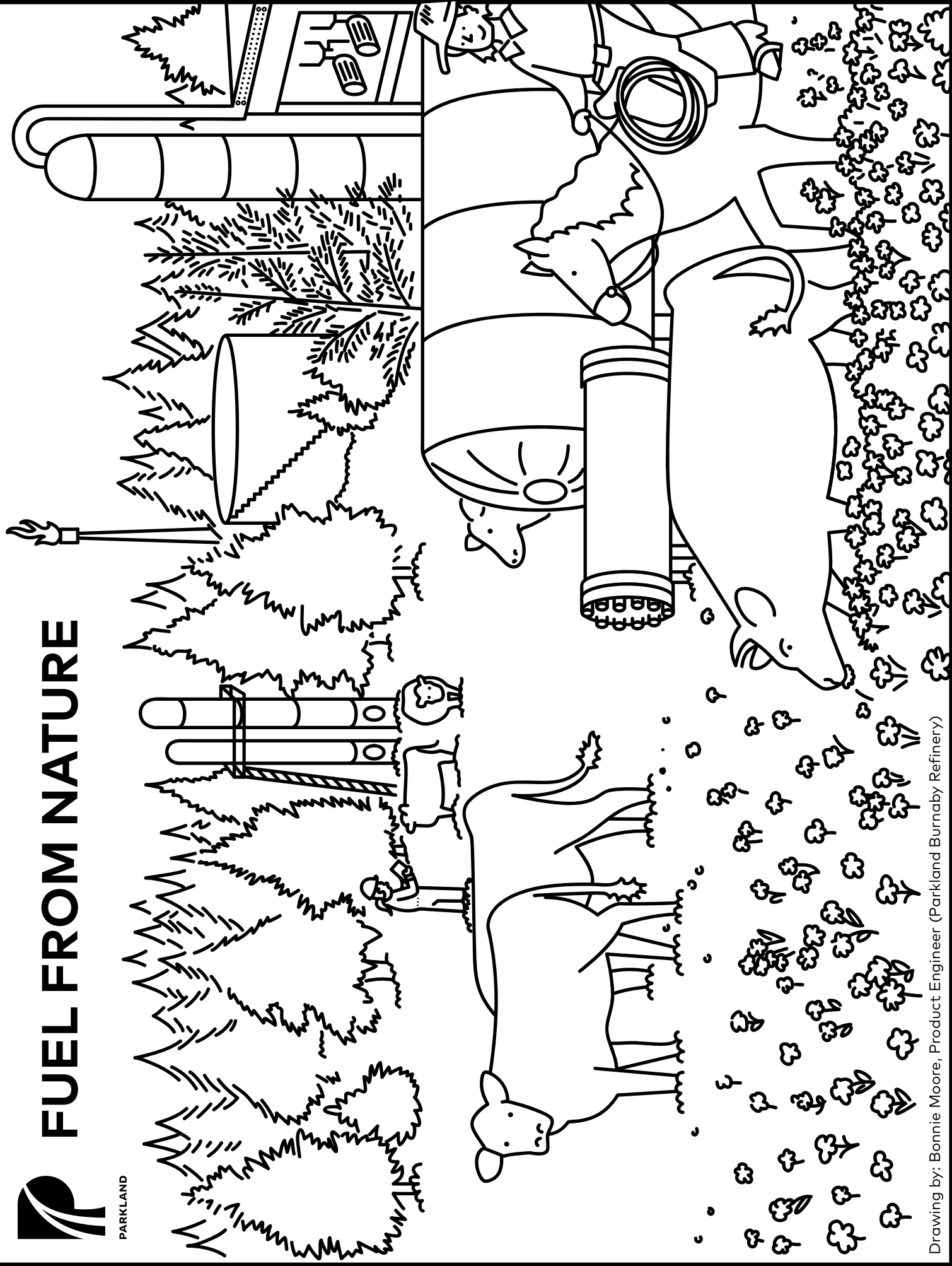
In 2023, we will also add monthly informal opportunities for all community members to "Chat with Community Relations", on a drop-in basis at a public location in North Burnaby. Watch our website or sign-up to receive updates – [www.burnabyrefinery.ca/news/subscribe-our-emailing-list](http://www.burnabyrefinery.ca/news/subscribe-our-emailing-list) – as details become available.





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# FUEL FROM NATURE



## Local Community Partnerships and Support in 2022

We expanded and deepened our relationships with and support for diverse community-partner organizations and initiatives in 2022. The following organizations received financial support from the Parkland Burnaby Refinery, helping them further extend the beneficial reach of their activities.

- Alpha High School
- British Columbia Girls Choir
- BCIT
- Bloom Group/Women's Shelter
- Burnaby Community Services
- Burnaby Firefighters Charitable Society
- Burnaby Hospice Society
- Burnaby Hospital Foundation
- Burnaby Lakers Lacrosse
- Burnaby Neighbourhood House
- Burnaby Citizen Support Services
- Coast Mental Health
- Dixon Transition Society
- Fraser River Discovery Organization
- Greater Vancouver Food Bank
- Hastings Community Little League Baseball
- Junior Achievement of British Columbia
- Rosser Elementary School
- Royal Canadian Marine Search and Rescue – Station 8
- Confederation Seniors' Association
- Shawnigan Cobble Hill Farmers Institute & Agricultural Society
- Threads of Life
- University of British Columbia/ Forestry Faculty
- Volunteer Cancer Drivers Society
- Wester College for the Retired

Please contact us if you would like to know more about our criteria for community investments and support: [CommunityBC@parkland.ca](mailto:CommunityBC@parkland.ca)



## Community Connection

*Community Connection* helps keep Burnaby residents and other stakeholders informed on what's happening at the Parkland Burnaby Refinery. Comments, questions and content suggestions are welcome.

To subscribe to *Community Connection*, and occasional event notices and other community updates, please go to: [burnabyrefinery.ca/news/subscribe-our-emailing-list](https://burnabyrefinery.ca/news/subscribe-our-emailing-list)

**Subscribe before the end of January to be entered in a draw for a \$150 gas 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. You may also report odours directly to Metro Vancouver Air Quality at 604.436.6777.

**Community Relations**  
**604.257.4040**  
[CommunityBC@parkland.ca](mailto:CommunityBC@parkland.ca)  
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