

NOTICE: 2021 Scheduled Maintenance



PARKLAND

Through October and part of November, we will complete some scheduled maintenance at the Refinery that will ensure we continue to operate safely and reliably. We understand that maintenance work may at times feel disruptive and want to assure you that our teams of planners and experts are working hard to minimize potential impacts to you and our community.

Here is what you can expect:



When: Scheduled maintenance will start October 1st to mid-November.



Hours of Work: It's a 24/7 operation with the bulk of activity being performed from 7:00 a.m.– 11:00 p.m.



Traffic: There will be an increase in traffic with the additional contractors on site. All traffic will be directed to travel west on Penzance Drive to make their way along Willingdon Ave.



Impacts: Neighbours may experience higher than typical traffic, noise and flare levels.

For more information and updates on the scheduled maintenance, please visit: <https://www.burnabyrefinery.ca/en/community/news>.

The Parkland Burnaby Refinery is committed to safety and COVID-19 Protocols and will continue to follow the latest guidance from the Provincial Health Officer.



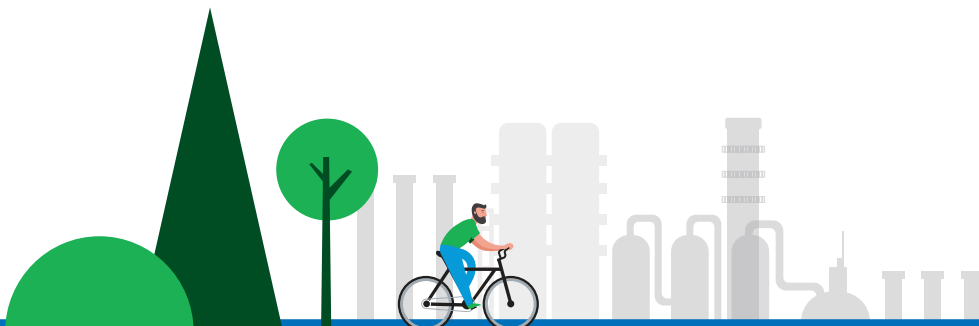
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About the Parkland Burnaby Refinery

The Parkland Burnaby Refinery has been a proud and integral member of the community since 1935. Acquired by Parkland in 2017, this is one of Canada's only remaining West Coast refineries. Our highly experienced team is proud to safely produce and provide British Columbians with the transportation fuels that support their economy and lifestyle. Parkland's Burnaby Refinery supplies 25% of BC's transportation fuel and 30% of YVR's jet fuel.

We are also proud to contribute to BC's climate change goals by playing a leadership role in the creation of low-carbon fuels, which help lower emissions generated by the consumers who rely on our products. We create low-carbon fuels through a technique called co-processing, where we replace a portion of crude oil with a renewable feedstock, such as tallow or canola oil. The resulting fuels contain around 1/8 of the carbon intensity of traditional fuels and can be safely used in existing vehicles without modification.

**If you have any questions,
please contact our Community
Relations team at
CommunityBC@parkland.ca or
604-257-4040.**



2021 Scheduled Maintenance Frequently Asked Questions



PARKLAND

1. What is the purpose of scheduled maintenance?

Scheduled maintenance is a routine program that ensures the operating equipment at the Refinery continues to function safely and reliably.

During the scheduled maintenance, machinery and/or equipment is taken out of operation, cleaned, inspected, and serviced. Depending on the scope of the maintenance required, the Refinery may be fully or partially taken out of service.

2. How long will the scheduled maintenance last?

The scheduled maintenance will start on October 1st and is expected to be completed by mid-November.

3. What can nearby residents expect during the scheduled maintenance?

The Parkland Burnaby Refinery may experience an increase in traffic, noise and a larger flare during the scheduled maintenance. We appreciate your patience and understanding while all the necessary work is being completed.

Traffic

The scheduled maintenance often requires a larger than typical contract workforce. We expect approximately 500 workers on our site per shift. The additional volume will bring increased motor-vehicle and pedestrian traffic through our neighbourhood.

In preparation for the increased volume, Parkland's Burnaby Refinery has established a traffic plan to help minimize the impact on the community. The plan includes:

- assigned parking for contractors,
- shuttle bus service between parking lots and the Refinery, and
- additional traffic management personnel to help direct traffic to designated routes as they exit our facility and neighbourhood.

Flare

The flare is one of the most visible features of the Refinery. Residents may see a larger than typical flare as the refinery takes units off-line and when the units are being put back into normal operation. The flare is a key component of the Refinery's relief system that is designed to support safe and reliable operations.

Noise

Neighbours may experience higher than typical noise levels during the scheduled maintenance. Increased noise levels are often associated with the operations and maintenance activities such as:

- industrial vacuuming,
- high-pressure water cleaning,
- jackhammers for foundational work, and
- equipment decompression.

We have taken specific measures to minimize the impact of noise on our community. Certain high noise activities are limited to the dayshift and will be monitored. We also deactivated the audible flare alarm during the shutdown and start-up phases. We will regularly monitor noise levels on the flare to ensure we do not exceed our permitting levels.

4. How will the Parkland Burnaby Refinery manage the traffic during the scheduled maintenance?

The Refinery expects an increase in the number of vehicle traffic due to the additional contractors on site. To minimize the traffic impact on the local community, the following measures will be implemented:

- traffic control personnel to facilitate vehicles traffic,
- dedicated parking lots for contractors, and
- shuttle services between parking lots and the Refinery to reduce traffic near and around the area.

2021 Scheduled Maintenance FAQ

5. Where will contractors park?

The Refinery has sufficient parking and will utilize the Gamma parking lot that is located on Penzance Drive (east of Confederation Park) and the Refinery contractor parking lot.

6. Is the Parkland Refinery only maintained during the scheduled maintenance?

The Refinery conducts regular safety inspections and maintenance throughout the year. Planned maintenance is necessary to complete cleaning and maintenance activities that cannot be done while the unit is in operation. The scheduled maintenance program is a normal component of the overall Refinery's maintenance strategy which is designed to allow continued safe and reliable operations.

7. What are the hours for the scheduled maintenance?

The scheduled maintenance is a 24/7 operation with the bulk of activity occurring from 7:00 a.m. to 11:00 p.m.

8. What safety measures are in place for the employees and the community?

The Refinery is committed to completing the scheduled maintenance safely and reliably. Our goal continues to be maintaining an incident and injury-free workplace. As part of our safety culture, each employee and contractors are given

comprehensive training and orientation on all the safety processes and procedures. We also have a robust emergency management team that will be overseeing the maintenance.

We understand that the maintenance may add additional traffic and noise to the neighbourhood. We appreciate your understanding and patience during this time.

If the community has any questions or concerns, please feel free to contact our community relations team at CommunityBC@parkland.ca or call 604-257-4040. Also, updates on the maintenance can be viewed at <https://www.burnabyrefinery.ca/en/community/news>.

9. Who can we contact if there is an issue?

Parkland encourages community members to report their concerns to the Parkland Burnaby Refinery Community Relations team by email or phone number:

CommunityBC@parkland.ca / 604-257-4040.



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