



FIRE SAFETY TREE REMOVALS UPDATE

As part of our commitment to safety, Burnaby Refinery completed selective tree removals within its storage tank areas in late 2019. While this necessary work was part of Parkland's proactive efforts to address new industry safety regulations, we did not follow our own standards for proactive communication and notification with our neighbours in advance of work beginning, and for this we sincerely apologize.

BACKGROUND

- Selective tree removal is a necessary proactive measure taken to improve tank farm safety. In this case, a new protocol from the American Petroleum Institute prompted the plan for removal of trees, while clearing was guided by the National Fire Protection Agency guidelines.
- Through consultation with the company's fire safety specialists, Parkland's contracted professional arborist assessed and removed 19 trees from the tank farm area.
- We have since stopped all removals and have hired a landscape architect to develop a visual mitigation plan. We have had preliminary meetings with neighbours to gain direct feedback for the visual mitigation plan.

NEXT STEPS

- Parkland is planning for further engagement with neighbours* to gain additional feedback on visual mitigation measures for the tree removals that were completed in 2019.
- We are in the process of assessing the need for further tree removals later in 2020. We are committed to engaging refinery neighbours before any additional removals occur*.

****Due to the coronavirus (COVID-19) pandemic, in-person engagement with neighbours is on hold, in accordance with public health directives. In the interim, we encourage you to provide any feedback you may have to our Community Contact Line via e-mail or phone. For more information about Parkland's response to COVID-19, please scroll down to the next page.***

Thank you for the constructive feedback we have received thus far. We appreciate the opportunity to learn from this event and improve as neighbours.

CONTACT US

*We welcome your questions and feedback. Please don't hesitate to call or e-mail our **Community Contact Line**:*

T: 604-257-4040

E: prbcrefineryinfo@parkland.ca

For more information about the Parkland Burnaby Refinery, visit www.parklandcap.ca.



BURNABY REFINERY COVID-19 UPDATE

Parkland Burnaby Refinery is working to address the dynamic challenges presented by COVID-19. First and foremost, our goals are to protect our employees and contractors, and to maintain business continuity and service to our customers. We are also working to complete our planned turnaround safely, efficiently and on time.

WE ARE UNDERTAKING TAKING THE FOLLOWING ACTIONS TO PROTECT OUR WORKFORCE:

- Burnaby Refinery is classified as an essential service to the Province of B.C. and as such, remains in operation. We are currently nearing completion of the required work for the planned turnaround maintenance event and have begun the startup sequence for the facility.
- All staff deemed non-essential for onsite refinery operation or planned turnaround activities have been directed to work from home.
- We continue to follow protocols set by public health officials and guidance from our contracted certified health care agency for the screening of employees and contractors entering our facility.
- We have increased the frequency of facility sanitization, particularly in common areas and washrooms, and have ensured hand sanitizer and disinfectant wipes are widely accessible to all workers.
- We have implemented strategies that will increase physical separation between workers at the refinery including staggering scheduled breaks and meal times; increasing space between seats in common areas; and leveraging the use of radios, cell phones and virtual meetings to minimize worker density, where possible.

We will continue to remain informed of new developments related to COVID-19 and follow the recommendations of public health officials and our contracted certified health care agency to help minimize the spread of the virus.

For more information about COVID-19, please refer to Health Canada:

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>