

Neighbour news

Strathcona refinery stakeholder survey results

Imperial's Strathcona refinery is a good neighbour, but even good neighbours can improve and become even better neighbours.

That's the bottom line on a community-stakeholder survey by Strathcona refinery concluded in early 2015. The survey was conducted for Imperial by The Praxis Group, a Canadian survey-research firm, and consisted of two parts – telephone interviews with residents in communities adjacent to the refinery, and more detailed interviews with a variety of other stakeholders including businesses, community partners, environmental organizations and municipal and provincial government representatives.

Here's what the survey asked people, and a brief summary of the responses received:

How familiar are you with Imperial and its Strathcona refinery, and what are your general impressions?

The majority said they have a good awareness and favourable impression of the refinery and its operations, rating Imperial as a good corporate citizen and citing the company's community involvement and support of local events and charities. The company's focus on safety was also mentioned frequently.

How do you rate Imperial compared with other oil and gas companies?

Most said they rated Imperial very well compared with its competitors, again citing the company's communication with its neighbours and involvement with the community.

How would you describe your contact/relationship with Imperial?

Of those that said they have regular contact with Imperial, most described that contact very positively. Imperial's people were described as enthusiastic, responsive and professional.

Are there any specific issues or concerns with Imperial's operations, and how should they be addressed?

More than half of respondents said they could not identify any specific issues or concerns related to the refinery. Ongoing concerns related to the impacts of the ongoing operation on near neighbours – issues such as flaring, air quality, noise, sirens and odours – were cited, but not characterized as pressing or critical.

Are you aware of Imperial's plans and projects at Strathcona refinery?

A small number of respondents said they were aware of project plans including a potential cogeneration project and the recently opened rail terminal project with Kinder Morgan. The cogeneration project was viewed very positively for its environmental and economic benefits.

How would you rate Imperial's performance in areas like community involvement and contributions, environmental performance, safety, emergency preparedness and response, and overall communications with its neighbours?

Almost all respondents commended Imperial's contribution to the community and to the local economy. The company's commitment to safety was cited as industry-leading, while environmental performance and emergency preparedness were rated as generally positive, as were communications with neighbours.

The survey results are both satisfying and challenging, says Strathcona refinery manager Fabio Garagiola. "As an operation with many close neighbours, it's critical that we understand how those neighbours see us, what concerns they have and what we can do to keep improving," Garagiola says. "It's encouraging that we are viewed generally very positively by our community, but what's more important is that our neighbours continue to offer practical suggestions on how we can continue to get better."

Among the specific suggestions offered by survey respondents were greater involvement with community organizations and stakeholders, including environmental groups, more sharing of information with near neighbours, and seeking more community input on issues ranging from environmental performance to charitable contributions.

"We're grateful for people's time and effort in telling us how we're doing," Garagiola says. "We're equally grateful for the suggestions people offered on how we can improve."

Neighbours are encouraged to contact Imperial with any comments or questions about our operations.



A partner in the community

Imperial is committed to helping our communities remain strong, healthy and prosperous. We support numerous community organizations and initiatives through donations, sponsorship and volunteerism.

Imperial commits additional \$1 million to support women in trades

The Women Building Futures facilities in Edmonton were buzzing in early 2015 with the announcement of support from Imperial and other industry operators, as well as government, for innovative programs to bring skilled trades training to women seeking careers in non-traditional roles.

Imperial announced a commitment of \$1 million to support Women Building Futures (WBF), a leading organization in trades and industrial workforce training for women. The contribution, which will be delivered over five years, is in addition to Imperial's existing partnership with WBF to train women as haul truck operators for its Kearl oil sands mine.

"Imperial sees support for Women Building Futures as an investment in the company's future and in the lives of women who will benefit from the program," said Tom Huffaker, manager of public and government affairs and president of the Imperial Oil Foundation. "A skilled workforce is critical to developing the energy industry to its full potential, and Women Building Futures has demonstrated continued success in developing and empowering women in the workforce."

Imperial's \$1 million contribution will support ongoing programming at the facility, including WBF's #4ME project, which aims to provide women with improved access to skills labour training in the construction industry through a technology-based delivery system.

Learn more at www.womenbuildingfutures.com

Niladri Sarker - he has experience with the United Way

Niladri Sarker knows the profound difference a United Way donation can make.

As a co-op student, he pitched in with Strathcona refinery's annual fundraising drive in 2011 and the following year, after securing a full time role, the electrical engineer participated in various on-site campaign activities. In 2014, co-chairing Imperial and Unifor's joint workplace United Way campaign with Lisa Ferguson, Sarker realized that he was a lot closer to the charitable organization than he initially thought.

Sarker was in grade six when he moved from Bangladesh to Edmonton. His family had hoped to reunite with relatives and start a new life but the transition was not easy.

Fortunately for the Sarker family, one of the United Way's many beneficiaries, the Mennonite Centre for Newcomers (MCN), was able to provide assistance. In addition to free language classes, his parents made the most of MCN support services designed to help immigrants settle into Canada.

Sarker recognizes the role the United Way, through MCN, played in getting him to where he is today, and he is extremely grateful. And he's very pleased with campaign results.

While the 2014 goal was to raise \$260K and achieve 70% participation, the facility surpassed expectations, totaling \$292K in staff and retiree contributions and boasting a record 74% participation. And with the addition of Imperial's corporate contribution, the workplace campaign channeled more than \$470K to the United Way.



Niladri Sarker was nominated for a United Way Award of Distinction – Employee Campaign Chair of the year – 2014 private sector.



Bill Lawrysyn, Strathcona refinery's SSHE manager, presents a cheque to Anna Pandos, Chair, Strathcona County Library. The funding supports the summer reading and youth volunteer programs.

Nurturing a love of books in Strathcona County

Nurturing a love of reading in children and teens has been the focal point of a 19-year association between the Strathcona County Library and Imperial.

Donna Riehl, Manager of Youth Services for the library says research shows that if younger students stop reading over the summer school break they lose at least two months of reading skills. The cumulative effect means by grade five they can be up to three years behind in reading skills.

To ensure a happier ending, the library's summer reading game was developed.

Up to 2,500 have participated each year since 1980. Each book read earns the reader a turn to roll dice and move along the game board. Each landing space directs them to 'read a mystery story' or 'read a funny book,' etc. Rewards are also collected along the way. The game records up to 12,000 player turns each summer.

By popular demand, the summer reading game has grown to include

a separate game for teens, online access and a component to track reading while on vacation. Teens can post book reviews and volunteer to help run the children's game.

"Imperial's sponsorship allows us to enhance the game. Now, as each child completes their game goal, they can choose a paperback book to keep," says Riehl.

Part of the game's massive appeal is that it's fun and accessible. "Reading skill or age doesn't limit anyone. It also motivates children to try out books from areas outside of their usual reading."

The library is a beloved community hub all year round. Imperial also supports family programs such as performances and learning opportunities from musicians and magicians to puppet shows and drama productions.

Strathcona's population of 93,000 includes the urban area of Sherwood Park and about 28,000 on rural farms, acreages and hamlets just east of Edmonton, the capital of Alberta.

Performance

	Issue	Indicator	2012	2013	2014	Comments
Environmental performance	Air quality	Sulphur dioxide (SO ₂) (tonnes)	3709	4036	4248	The emission trend for SO ₂ , NOx and VOC has been generally consistent over the past years. A planned maintenance shutdown in 2012 reduced emissions that year. A moderate increase in SO ₂ and NOx emissions in 2014 was associated with increased throughput.
		Nitrogen oxides (NOx) (tonnes)	1275	1495	1531	
		Volatile organic compounds (VOC) (tonnes)	628	698	727	
	Regulatory compliance (Number of times government requirements were temporarily exceeded)	Environmental regulatory incidents (One event can lead to multiple exceedances)	0	1	0	The refinery had a flawless year in 2014 with no exceedances of government limits.
	Spills	Number of oil and chemical spills (> one barrel)	1	0	0	The refinery had a flawless year in 2014 with no reportable spills.
	Water quality (includes all water discharged to the North Saskatchewan River, including storm water that enters the refinery's water handling system)	Oil and grease (kg/day)	8.0	7.6	7.5	Oil and grease content in the storm water runoff has continued to decrease over the past three years through proactive management. The discharge remains well within approval limits.
		Total suspended solids includes organic matter and silt (kg/day)	48.2	76.0	68.0	Total suspended solids in the storm water runoff have decreased compared to 2013. The discharge of particulate matter is largely linked to storm events and periods of elevated runoff. The discharge remains well within approval limits.
		Ammonia (kg/day)	0.9	2.7	1.1	Ammonia levels in the storm water runoff have decreased compared to 2014. Ammonia levels were well within approval limits.
	Greenhouse gas emissions (GHGs)	Direct GHGs from running our operations (thousand tonnes of CO ₂ equivalent)	1399	1501	1575	A planned unit shutdown in 2012 reduced emissions that year. GHG emissions remain generally flat year over year. A slight increase in emissions in 2014 were associated with increased throughput.
		Indirect GHGs from purchased electricity (thousand tonnes of CO ₂ equivalent)	380	407	422	
Total GHGs Total direct + indirect purchased (thousand tonnes of CO ₂ equivalent)		1779	1908	1997		
Workforce	Employment	Number of employees	450	450	420	This represents the total number of on-site employees.
		Number of contractors (average daily number)	1000	700	400	The number of contractors varies depending on the scope of refinery projects, construction or maintenance work in a year.
	Safety Total recordable incident rate (Number of incidents per 200,000 hours worked)	Employees	0.22	0.22	0.00	We had zero employee recordable injuries in 2014.
		Contractors	0.27	0.00	0.13	We had our second best performance by our contractor workforce in a single year.
Community	Contributions	United Way	\$393K	\$443K	\$470K	Imperial and Unifor Local 21A run an annual workplace United Way campaign.

What it means when you hear our alarms

Strathcona refinery's emergency warning system consists of a series of air horn alarms to alert our personnel of potential emergencies at the site. These alarms are tested every Monday at noon. Should you hear an alarm outside of this testing period, a call from police or an alert on radio or television will advise if an emergency can affect you. You can also call the UPDATEline at any time for current information.



From the manager

Neighbour news interviews Refinery Manager Fabio Garagiola about the community's most frequently asked questions about Strathcona refinery.

How did the Strathcona refinery perform in 2014?

The safety of our workforce is our top priority – it is a value that guides Imperial to continue our progress towards our goal of “Nobody gets hurt.”

We had a strong safety performance in 2014. We achieved best-ever employee safety performance of zero recordable injuries. We had one recordable injury for contractors – one more than our best-ever prior year of zero. Safety will always remain our first priority and we will continue to relentlessly push towards an injury-free workplace.

Imperial is committed to developing Canada's resources responsibly, and minimizing our impact on the land, air and water. We do this by strictly adhering to government regulations, following detailed management systems and by investing in innovation and technology.

The refinery had a flawless year in 2014 for regulatory compliance and spills, with no exceedances of government limits. Water quality showed areas of improvement and our performance was well within approval limits. Air emissions were up slightly as the refinery increased its throughput from 2013.

One of the environmental investments made in 2014 was a new low-noise flare tip. The new design has reduced flare tip noise and reduced steam consumption, which contributes to flare noise.

What is the status of the refinery's proposed cogeneration project?

The cogeneration project received approval from the Alberta Utilities Commission in February, 2015. Imperial has no immediate plans to begin construction.

The decision to commence work will be based on a number of factors, including current business conditions. Imperial continues to view the addition of electrical cogeneration at Strathcona refinery as a significant opportunity to improve the energy efficiency of the operations.

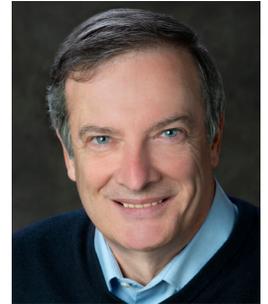
How do low oil prices impact the refinery operations?

The business environment of the past year, with the dramatic decline in crude prices, illustrates the cyclical nature of our industry. Imperial continues to deliver results in the current business environment by focusing on what we can control.

Specifically, we are relentlessly pursuing cost efficiencies, critically evaluating our investment decisions and increasing productivity in all areas of our business. This results-oriented approach is strengthening our resiliency, ensuring the company remains well-positioned throughout the commodity price cycle.

Above all, our focus remains on delivering superior, long-term shareholder value, focusing on our core values of safety and operational integrity and focusing on business fundamentals.

We will continue to invest in those things that improve the maintenance and reliability of the refinery. However, we will continue to closely monitor and respond to market conditions, rigorously examining operating costs and capital investments to maximize value in whatever business environment we operate.



Strathcona Refinery
Manager Fabio Garagiola

How to reach us

If you detect any unusual odours, sights or sounds, please call the refinery 24-hours a day at **780-449-3776** (ESSO).

We would be pleased to hear your comments – please call, email or write:

Telephone: Community relations office at 780-449-8571

Email: imperial.strathcona@esso.ca

Address:

Imperial Oil Strathcona Refinery

P.O. Box 1020 Edmonton, Alberta T5J 2M1

Online: imperialoil.ca/strathcona

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