

2019

# Neighbour news

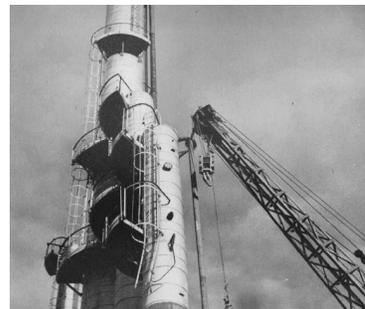
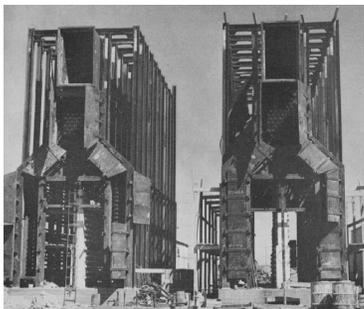
## Manager message

Welcome to the latest issue of *Neighbour news*, one of the ways we like to stay connected to our neighbours and share what we've been up to, both at the refinery and in the community.

From the discovery of oil at Leduc No. 1 in 1947 to "oil-in" day at the refinery on July 17, 1948, Imperial has a long, rich history in this area. We've come a long way from the early days of a small 6,000 barrels/day operation to become the main refining hub in Western Canada and one of the safest, most reliable refineries in North America.

We're proud of our safety record, our work in the community and the new partnerships we've made this year. Enjoy the newsletter and find out what we've been up to.

Regards,  
Dave Oldreive  
Refinery manager



## Our start in Strathcona

Here are a few photos from our unique start in the region more than 70 years ago. The former Whitehorse refinery was dismantled and shipped by rail, barge and ice road and reassembled right where the Strathcona refinery is located today. This type of relocation effort was a major accomplishment and earned us the nickname of the "world's most traveled refinery" as before Whitehorse, the plant was in various locations across the US.





## Government visitors to Strathcona

Hon. Nate Glubish, Minister for Service Alberta and MLA for Strathcona-Sherwood Park, and Jordan Walker, MLA for Sherwood Park, as well as Strathcona County Mayor Rod Frank and several council members visited Strathcona refinery earlier this year to learn more about our operation, new projects like our cogeneration unit and the work we do in the community. We are proud of our work, our team and loved sharing our story.

## Getting to know Stefanie Pepin

Meet Stefanie Pepin, Imperial rail operations planner, Edmonton Women's Interest Network co-chair and 2019 United Way campaign lead.

### Q: What made you pursue a career in engineering?

I love problem solving and wanted to see how things worked, why they failed and how to make them better. My degree is in Materials Engineering from the University of Alberta.

### Q: What's your proudest accomplishment to date?

I've had a lot of different roles and opportunities throughout my career that have helped me develop personally and professionally. I'm currently working to improve our rail operations across Canada and streamline processes at our various sites. I'm also working on rail data capture and analysis, which is helping us identify ways to grow our rail business.

Another accomplishment I'm proud of, and feel strongly about as a female engineer, is helping start our local Women's Interest Network at Strathcona refinery. I'm extremely proud of the work we've done over the last 18 months and continue to be impressed by the passion and ideas our members have for our initiatives, as well as the strong support and interest from site employees.

### Q: If you weren't an engineer, what would you be doing?

My first choice would be something related to science and math, but if I had to choose something completely different, it'd be starting up my own landscaping business. I've always enjoyed gardening and did a summer once in construction landscaping.



## Safety milestone

The Strathcona refinery team hit an impressive safety milestone in July with four years without an employee recordable injury, proving that our vision of *nobody gets hurt* is possible. Safety is central to all we do and something we don't ever take for granted. At Strathcona, safety starts by taking it one hour, one shift and one job at a time.



Nobody gets hurt

## Proud of our brands



# In the community

We're committed to being a good neighbour and helping communities remain strong, healthy and prosperous. For us, it's more than just providing funding, it's about working alongside organizations we support to truly make a difference in the community. This extends beyond a corporate philosophy as our employees are just as passionate about community involvement as the company.

We have a strong volunteer culture and employees regularly pitch in to help – whether that's delivering meals to seniors, packing food hampers for those in need or building backpacks with school supplies for inner city kids. Here's a look at a few of the organizations we supported in 2019.

## Fueling home deliveries and making a difference

Strathcona refinery is proud to be the official fuel sponsor for Edmonton Meals on Wheels for the next three years. This not-for-profit organization provides a valuable service to its clients in the greater Edmonton area and relies on volunteers to provide nutritious meals and related programs which promote health, well-being and independence. Our team also delivers meals once a month to clients in neighbourhoods near the refinery as part of their adopt-a-route program.



## A new partnership with the Capilano Library

Our connection to Greater Hardisty goes back to the earliest days of the refinery and for over 70 years, many of our employees have called these neighbourhoods home. It was an obvious fit for us to partner with the Capilano Branch and help make this amazing space even better...including new educational resources for kids, some enhancements to the creative makerspace and a beautiful outdoor space for patrons to enjoy. And we absolutely love our custom library card, we just need to find a bigger wallet!



## Fueling volunteers at the Sherwood Park Highland Gathering

We know volunteers are the key to any successful event, which is why we were proud to keep volunteers hydrated and nourished all day long at the Imperial Volunteer Fueling Station at the inaugural Sherwood Park Highland Gathering.

## Bringing accessible sports to vulnerable youth

Our favourite part of our partnership with Free Footie was jersey delivery day at Abbott School. The kids loved their new Imperial branded jerseys and couldn't wait for the season to start. Free Footie is a not-for-profit organization that provides vulnerable kids an opportunity to play soccer in a safe, accessible and inclusive environment – at no cost.



## Supporting mental health through Edmonton Region Distress Line

Through Imperial's Employee Choice Program, Strathcona employees hand selected the Canadian Mental Health Association and the Edmonton Region Distress Line to support this year. The Canadian Mental Health Association provides recovery-focused programs and series for people of all ages and their families. Distress line volunteer listeners answer 1,300 calls per month. Volunteers receive 64 hours of comprehensive training in crisis management, suicide prevention, family violence intervention and more.



## Year round Days of Caring

Since 2017, we've been running our year-round "Days of Caring" program at Strathcona, where employees and family members, contractors and retirees support different community programs on their days off throughout the year. Organizations we worked with included the Edmonton Food Bank, Basically Babies, the Bissell Centre, Operation Friendship, Coats for Kids and Families, and Tools for Schools.

## By the numbers

Since 2017

431 volunteers donated over  
1,287 hours to  
36 projects

Visit [www.imperialoil.ca/community](http://www.imperialoil.ca/community) to learn more about our programs or to apply for funding.

# Cogeneration update

If your commute or other travels take you by the Strathcona refinery, you've been able to watch the fascinating earth works and underground infrastructure construction progress for our cogeneration facility. We've now reached the mid-point of the project that will significantly improve the refinery's energy efficiency and help reduce provincial GHGs. Read more about our project at [imperialoil.ca/Strathcona](http://imperialoil.ca/Strathcona).



# Our refinery operation

70+ years of refining in Alberta

~200K barrels/day



~30% of western Canada's refining capacity



~450 employees  
~1000 contractors



3/4 of production transportation fuel

~500K fill-ups a day



## Flaring 101

As most refinery neighbours know, flaring is an important safety and environmental control tool that keeps our facility running safely. Flaring is an environmentally approved measure to safely burn excess products or materials that can't be processed during the shut-down or start-up of a unit and is a critical process to ensure the safety of people working on the equipment. We realize this can be disruptive to our neighbours and apologize for any inconvenience this may cause.

To find out more about the flaring process, visit [www.imperialoil.ca](http://www.imperialoil.ca)

## Fall maintenance

Strathcona refinery will be undergoing planned maintenance work in early October for several weeks. Similar to past maintenance events, you may notice increased traffic near the refinery, the temporary use of our flare system and additional noise and lights. Don't hesitate to contact us if you have questions or need more information.

 Give us a follow

Check out the Strathcona Facebook page and stay connected to the latest refinery news and what we're doing in the community.



[facebook.com/ImperialStrathcona](https://facebook.com/ImperialStrathcona)

### Refinery alarms

The 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 the radio or television will advise if an emergency situation can affect you. You can also call the UPDATEline or visit our Facebook page any time for the latest information.

 **UPDATEline**  
1-866-653-9959



[facebook.com/ImperialStrathcona](https://facebook.com/ImperialStrathcona)

## How to reach us

### 24-hour line

Please contact us immediately if you notice any unusual odours, sights or sounds  
**780-449-3776**.

### General inquiries

We'd be pleased to hear your comments. Call our community relations office at **780-449-8571** or email us at [imperial.strathcona@esso.ca](mailto:imperial.strathcona@esso.ca)

### Mailing address:

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

Imperial Strathcona is part of the Strathcona Industrial Association, which provides air quality monitoring services for the refinery. Find out more at [sia.ab.ca](http://sia.ab.ca)