

**Canexus-ERCO Worldwide-UNIVAR-Terrapure Environmental
North Shore Community Advisory Panel (CAP)
MEETING SUMMARY NOTES
Wild Bird Trust, 2645 Dollarton Highway
5:30 pm Dinner/Meeting 6:00 pm to 8:00 pm
Monday, January 16, 2017**

Attendance

Tom Miller, ERCO Worldwide
Robin Lee, Univar
Steve Spence, Terrapure Environmental
Tony Gutenberg, Canexus
Rob Schultz, Canexus
Dorit Mason, NSEM
Kevin Bell, Wild Bird Trust
Carleen Thomas, Wild Bird Trust
Duncan Webb, Port of Vancouver
Dave Mair, Resident
Stuart Porter-Hogan, Maplewood
Community Association
Sharon Porter, Resident
Val Hammerberg, Resident
Doug Richardson, Resident
Tracey Godin, Miles Industries
Alex McNeil, Blueridge Community Assoc.
John Miller, Lower Capilano Residents Assoc.
Cathy Brydon, Resident

Regrets

Rick Denton, Canexus
Dan Cantafio, Terrapure Environmental
Karen Rendek, DNV
Lisa Richardson, Resident

1. Introductions

CAP members introduced themselves and welcomed new members.

Representatives new to the CAP table included Kevin Bell and Carleen Thomas from the Wild Bird Trust, as well as Duncan Webb from the Port of Vancouver.

2. Review of September meeting notes

Members were happy with September meeting notes. There were no additions or changes.

3. CAP Communications Update

Members confirmed agreement with the updated Terms of Reference the facilitator sent out prior to the meeting. These updated Terms of Reference will be posted on the DNV website.

4. Update on Maplewood Community Charrette

This was postponed to the next meeting as the DNV representative designated to speak could not attend due to unforeseen circumstances. There was discussion that council did not approve the results of the Charrette. The facilitator informed members that there would be further opportunities for public and stakeholder input in round three, and that Karen from DNV would speak more to that as well in the next meeting. Members were invited to contact Karen if they had further questions in the meantime.

5. NSEM Update

Dorit Mason provided an updated Business Plan as requested follow up from the previous CAP meeting. Please see the attached documentation for details.

Member questions included:

- Did the previous project include reaching out to insurance organizations to have them help promote business preparedness? This had not been specifically included.
- Could emergency preparedness inspections could be done by fire inspectors? Yes, NSEM has engaged the three fire departments to include this as part of their inspections. In addition, NSEM has been involving the municipal business license offices.
- What was the role of the Chamber of Commerce? While the Chamber of Commerce could help get information to businesses, it was difficult because small and medium sized businesses were not usually members. NSEM has had ongoing outreach to both the North Van and West Van Chambers.
- Of the 9000 businesses in the study, how many were based on the North Shore? This needed to be researched.
- Why was the rate of pay for the proposed student so high? NSEM must operate within a collective agreement, it would be possible to hire a student for less if they were hired through CAP rather than NSEM.

The question then posed to the CAP members was what they wanted to focus on in the next 1-2 years. The financial investment required by NSEM's proposal would require more

contributors than just the CAP companies. This would need to be a partnership between industry, community, education and others. There was a question if CAP was the right place to request investment, given that the proposal was focused on the broader North Shore, rather than specifically the Maplewood area.

There was an additional suggestion for NSEM to develop a document to work with insurance brokers.

Members were requested to think about whether CAP wanted to make this proposal their focus.

6. CAP Outreach – Community Engagement Discussion

The facilitator provided a list of questions around community engagement for members to discuss. The purpose was to determine what methods of communication had been tried to engage community, what had been effective/ineffective and why, and what new methods could be tried going forward. Questions were sourced from SPARC BC's Community Engagement Toolkit, published in July 2013.

Questions included the following:

- What are the potential impacts of a natural disaster on the community?
- Communication methods for community engagement.
For the scope encompassed, essential methods are thought to be: ad in local publication, notice on website, media release, direct mail.
Strongly recommended methods are thought to be: newsletter, display, pamphlet/postcard, "expert" commentary, RSS feed, email lists, social networking/online community.
Optional methods are thought to be: radio ad, TV ad, podcast, blog, billboard, personally addressed letter.
 - What are the effective communication methods used so far, and why have they been effective?
 - What are the ineffective communication methods used so far, and why have they been ineffective?
- What are some new communication methods CAP could try, and how could these be implemented?
- How can the public get involved, what does the public need to do? How much of the public do we want involved?

Good discussion was generated, and the process is to be continued in the next meeting. Members were requested to continue to think about these questions in the interim.

7. Reports from the Companies:

a) Canexus

Rob Schultz reported that there were 3 safety incidents since the last CAP meeting. On October 20th, a contractor inhaled a low level of residual chlorine fumes from a tank he was cleaning as part of the plant shutdown process. This exacerbated an underlying health condition, therefore requiring medical attention. A thorough investigation was conducted to prevent recurrence. On October 27th, there was a minor chlorine leak in the immediate vicinity of the cellhouse while preparing to restart the plant. A Canexus Shift Supervisor overseeing this entered the area without sufficient PPE and suffered a chlorine inhalation. He received first aid and was deemed alright, but missed a day of work. On November 16th, a chlorine release occurred as a result of an increase in pressure in the piping system and the fact that the piece of safety equipment was the incorrect one installed and therefore unable to contain the chlorine within the expansion chamber. Three employees suffered chlorine inhalation and were hospitalized.

The Emergency Response Plan was immediately activated, the Plant Siren was sounded, a response team safely entered the area and quickly stopped the leak, and the workers affected were provided first aid and then transported to hospital. All have fully recovered and returned to work.

The leak and subsequent chlorine plume travelled South, away from the community and neighboring properties and therefore did not pose any threat to the public. As a result, no initiation of a wider communication protocol was utilized. While the Emergency Response by the Canexus Operations team was quick and efficient at stopping the leak and risk, a key opportunity for improvement was with respect to communication with the neighboring properties and first responders. Utilization of the Rapid Notify system to inform nearby members of the public that they were not at risk would have reduced the level of concerns raised due to this event.

Refresher training with the Incident Commanders on-site in terms of utilization of the communication tools in place is being performed, and Canexus will continue to work closely with the NSEM and first responder community to ensure they meet all expectations in the event of such an incident in the future.

There have been 2 environmental reportable incidents since the last CAP meeting. The first was the November 16th chlorine release, reported to the regulatory authorities. The second was on October 24th, when excessive rainfall resulted in the effluent initially testing high for zinc for a short duration. There have been no security or transportation incidents since the last CAP meeting.

Due to the winter weather conditions, Canexus received a high number of requests for salt from different organizations. Canexus was only able to assist one municipality, the District of North Vancouver, providing valuable quantities of salt required to ensure community safety as part of their continued community commitment and support.

On October 4th & 5th, Canexus hosted a Chlorep Level 2 TransCAER event with the Chlorine Institute for over 22 Chlorine first responders from the Vancouver region. Training was focused on both Chlorine and Ammonia hazardous goods.

On December 15th, Canexus Corporation announced an agreement to be acquired by Chemtrade Logistics Income Fund, a Canadian company with head office in Toronto. The acquisition process is expected to close in April 2017. The outcome will be communicated with CAP immediately upon completion.

Members asked about the alarms that had gone off on November 16th, expressing locals' concern over the event. There was a suggestion for a 2 stage alarm. Canexus representatives clarified there were options for voice messages that would be coordinated with NSEM to effectively communicate what was going on. They clarified that the priority was to inform people affected as opposed to those who were simply curious.

NSEM would be updating their website with a banner to check the status of horns to see what was happening. Dorit Mason reiterated that members could sign up for Rapid Notify on the NSEM website, and this would automatically be triggered if residents were in the affected area.

b) ERCO Worldwide

Tom Miller reported that it was the second year of the BC Hydro Curtailment Load program. Power use in the plant is curtailed during peak periods of the day for up to 16 hours. The plant has been curtailed 22 days since November 15th.

It has now been 241 days since the last recordable safety incident, and 2203 days since the last Lost Time Accident. Integrity testing of sumps were completed over August-September. Minor repairs of one sump were required, all others were in good condition,

The Technical and Environmental Manager of ERCO is representing the plant on a new working group coordinated by BC MoE and the Tsleil-Waututh Nation to improve the health and integrity of the Burrard Inlet by 2025 while maintaining a working port.

Information was provided to employees during mental health awareness week in October, and there was a United Way campaign onsite in November. In December, all site employees participated in an Emergency Response tabletop exercise.

c) Univar

Robin Lee noted that there had been no reportables since the last CAP meeting, a total of 277 days since the last personal safety reportable.

The cold weather had been challenging, and there was danger from falling/melting ice from their ethanol railcars. Univar's internal glycol tank inspections went well, and there were no repair issues. Ongoing maintenance projects, such as tank painting/insulation, were planned.

Univar was under continued pressure to move more products through the Port of Vancouver. They had participated in the Squamish Nation dinner to raise funding and awareness for youth as well as training opportunities.

d) Terrapure Environmental

Steve Spence reported that Terrapure Environmental completed its annual shutdown in mid-October without any incidents. Terrapure has experienced more product demand since December, likely because of the colder weather.

The facility continues to operate injury free, adding to the record 5000+ days of injury free operation achieved last summer. De-railer devices have been installed at the facility as part of the Transport Canada safety regulations to protect railcars while loading or unloading dangerous goods.

There was a minor recordable spill incident on January 6th while off-loading a sodium hydroxide truck. A third party contract driver disconnected the hose from the truck at the end of the load, but there was still product left in the trailer. The spill, around 40 litres, occurred on the concrete pad inside the plant containment area. There were no injuries and the spill was collected into Terrapure's plant effluent treatment system, where it was neutralized. A root cause investigation is in progress; initial investigation indicates inadequate training of the driver to perform the task.

Terrapure's project to upgrade MSDS for chemical produced to WHMIS 2015 - GHS compliant versions is now 50% complete. The deadline is June 1, 2017. Terrapure has now added a level 2 First Aid attendant at the facility.

8. Meeting Evaluation and Close

The meeting ended at 8:25pm.

The next CAP meeting is scheduled for March 21st, also at the Wild Bird Trust.

Community Advisory Panel (CAP)

January 16, 2017 Briefing Notes

Responsible Care – Safety, Security, & Environmental:

- Safety & Environmental: There have been three Safety incidents since the last CAP meeting in September.
 - October 20th – During maintenance activities as part of the plant shutdown, a contractor was working to clean a tank in the plant process. Low levels of residual chlorine fumes emanated from the vessel during the cleaning process and due to underlying health issues of the individual, the fumes aggravated his condition thereby requiring medical attention. Except for the health issue this would not have been a recordable injury incident, but as a matter of practice we consider it one nonetheless and conducted a thorough investigation to prevent recurrence in the future.
 - October 27th – During the start-up preparations subsequent to the plant shutdown, a minor chlorine leak occurred in the immediately vicinity of the cellhouse. A Canexus Shift Supervisor overseeing the response to the event entered the area without sufficient PPE and suffered a chlorine inhalation event. He attended first aid, was deemed OK, but subsequently missed one shift of work.
 - November 16th @ ~06:00 – In between routine chlorine loading processes at the loading station, a piece of process safety equipment called a rupture disc opened due to an increase of pressure in the piping system. While this is an occurrence which is infrequent and normally results in only having to replace the disc, in this instance the rupture disc installed by a Canexus maintenance employee during the October shutdown was the incorrect holder which was for a different service in the plant. The incorrect holder had a port intended for a pressure gauge or plug which was not also installed, therefore instead of the system correctly containing the chlorine within an expansion chamber the chlorine from the pressure increase was released from the piping system.
 - One operator in the immediate area and two other employees who were walking toward the area upon initiation of the emergency procedures suffered chlorine inhalation and were subsequently hospitalized. All have made a full recovery and returned to work.
 - The Emergency Response Plan was immediately activated, the Plant Siren was sounded, a response team safely entered the area and quickly stopped the leak of chlorine, and the workers affected were provided first aid and then transported to hospital.
 - The leak and subsequent chlorine plume travelled South, away from the community and neighboring properties and therefore did not pose any threat to the public. As a result, no initiation of a wider communication protocol was utilized.
 - While the Emergency Response by the Canexus Operations team was quick and efficient at stopping the leak and risk, a key opportunity for improvement was with

provide valuable quantities they required to help keep the roads and sidewalks of the community safe for residents.

Plant Operations:

- The plant completed a scheduled 10 day maintenance shutdown in October, which extended to a total of 21 days due to challenges of extremely wet weather coupled with found work items which required extended duration to correct prior to safe return to operation.
- The plant is currently operating near capacity levels and this is anticipated to continue through the balance of 2016.
- The next plant maintenance shutdown will be in April, 2018.

Canexus Update:

- On December 15th, Canexus Corporation announced an agreement to be acquired by Chemtrade Logistics Income Fund for \$1.65 per share equating to an enterprise value of the company of approximately \$900 million. The agreement was reached subsequent to an unsolicited takeover offer process initiated by Chemtrade last October.
- Chemtrade Logistics is a Toronto, Ontario based company engaged in industrial chemical processes and services to customers throughout North America and the world. Specific to British Columbia, Chemtrade owns and operates two separate facilities in Prince George that produce sodium chlorate and sulfur based products as well as a water treatment chemical production facility in Burnaby, also adjacent to the Burrard Inlet.
- Canexus and Chemtrade are in the process of regulatory approvals towards completion of the acquisition. Completion of the regulatory approval process, approval of the acquisition by Canexus shareholders and finalization of the deal is expected near the end of Q1/2017.
- We will communicate with the CAP committee the outcome of the proposed transaction immediately upon completion.
- In the meantime, we are maintaining a business as usual focus in our operation and we remain competitors in the marketplace.



ERCO Worldwide Update

(since last report on Sept. 27, 2016)

- **Operations**
 - ERCO NV has run at capacity since the CAP's last meeting on our site on Sept. 27th except for scheduled shutdowns for maintenance & curtailments due to BC Hydro.
 - ERCO NV is into the second year of Curtailment Load Program with BC Hydro (Nov. 15 – end April 2017). In this program on request by BC Hydro (i.e. in cold weather when community power usage is high) we will curtail power use in plant in peak periods of day (up to 16 hours). Since Nov. 15th, we have been curtailed 22 days.
- **Safety/Environmental**
 - 241 days since last Recordable safety incident (05/17/16) & 2203 days since last Lost Time Accident (LTA).
 - ERCO NV participated in *BC Shakeout* – a provincial wide earthquake drill on October 19th.
 - P. Leyen, Technical/Environmental Manager is representing ERCO on a working group coordinated by BC MoE & Tsleil-Waututh Nation (TWN) – goal is to improve health & integrity of Burrard Inlet of by 2025 while maintaining a working port.
 - Integrity testing of sumps & any necessary repairs were completed over August-September period. All sumps were in good condition, with minor repairs of one sump required.
 - During December, all site employees participated in Emergency Response tabletop exercise – various scenerios.
- **Miscellaneous**
 - Week of Oct. 17th - Mental health awareness – webinars/information made available to employees to increase awareness re mental health.
 - Week of Nov. 21 – United Way campaign on site

Tom Miller

January 16, 2017

Current status

- Facility is currently operating at full capacity.
- Our planned annual shutdown was completed in Mid-October without any incidents or accidents reported.
- Demand for our products picked up in December and has been strong to start the new year, we expect that colder weather than normal has increased demand in certain segments (low viscosity hydraulic oils into Alberta)

Health, Safety and Environment

- Facility continues to operate injury free, adding to our record 5000+ days of injury free operation achieved last summer.
- Installed Transport Canada mandated de-railer devices at either end of our facility to protect railcars in the process of loading or un-loading dangerous goods at the facility
- No recordable emissions at the facility since our last meeting.
- There has been one minor recordable spill incident at the facility:
 - January 6, spill occurred while off-loading a sodium hydroxide truck at the facility
 - 3rd party contract driver disconnected the hose from the truck at the end of the load, however there was still some product left in the trailer
 - Spill was approximately 40L, occurred on the concrete pad inside the plant containment area
 - No injuries occurred and the spill was collected into our plant effluent treatment system where it was neutralized
 - 3rd party contract trucking company and the sodium hydroxide provider were contacted and advised of incident
 - A root cause investigation is underway, however initial investigation indicates the driver was inadequately trained to perform the task
- MSDS for chemical produced by the facility are being upgraded to WHMIS 2015 – GHS compliant versions ahead of the June 1, 2017 deadline. Currently this project is 50% complete.

Training and Audits

- We have recently trained a 2nd level 2 first aid attendant at our facility to provide seamless internal coverage
- Staff at our facility maintain on-going core training in five distinct areas; H2S alive, Confined Space Awareness, WHMIS, TDG and First Aid



Univar Canada update – January 2017

SAFETY/ENVIRONMENTAL

- Cold weather very challenging
- Lots of ice melt required, slower operations, danger of slips/trips
- Danger from falling/melting ice from ethanol railcars
- No first aids or reportables (277 days since last personal safety reportable)

OPERATIONS

- New longshore operator training on track for 2nd quarter
- Ongoing maintenance projects planned (tank painting/insulation, ongoing PM around site)
- Internal tank inspection of glycol tanks (original build in 1979) went extremely well with no repair issues
- Expect steady volumes overall

PROJECTS

- Continued pressure / inquiries to move more product through Port of Vancouver
- Will look at individual projects to determine sustainability

RESPONSIBLE CARE & COMMUNITY

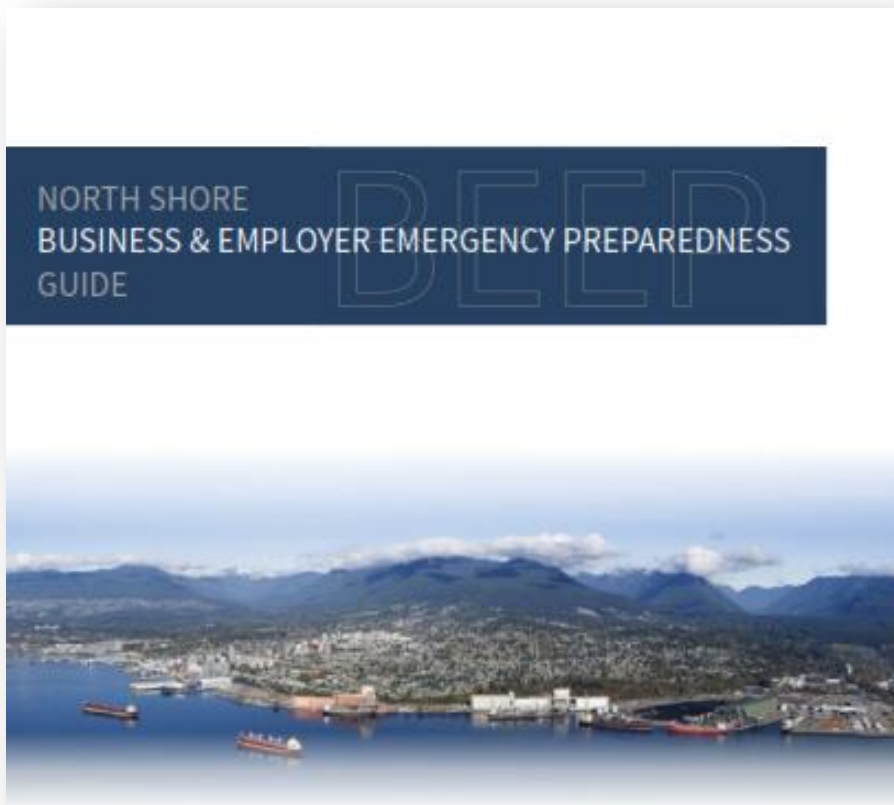
- Recent updates to TDG regulations (more of reporting details versus fundamental change)
- Participated in Squamish Nation dinner to raise funding and awareness for their young people and training opportunities



Business and Employer's Emergency Program (BEEP)

Business Case for Summer Student

January 2017



EXECUTIVE SUMMARY

Businesses are critical to the survival of communities after emergencies; therefore it is important that they have business continuity plans and consider what they will do to prepare, respond to and recover from a disaster. NSEM has developed a Business and Employer’s Emergency Program (BEEP) to provide easy to use tools for business to use to get prepared. Of the approximately 9000 business licenses on the North Shore, the majority are small to medium sized businesses. It is hard to engage small to medium sized businesses and recent student focused work conducting outreach reinforced the need to have face to face engagement.

This business case has identified a possible opportunity for the business community to contribute to business preparedness outreach.



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1 INTRODUCTION

North Shore Emergency Management (NSEM) is the emergency management department for the City of North Vancouver, District of North Vancouver, and District of West Vancouver and leads emergency preparedness, response and recovery efforts on the North Shore. Its mission is to ensure a 'disaster-resilient North Shore'. This is an evolving target and NSEM continually updates its strategies and methods to ensure alignment with industry best practices.

The resiliency of a community and its ability to 'get back to normal' after an emergency depends on the public and businesses being prepared. Previously, NSEM has been able to hire students to help with development of a *Business and Employer's Emergency Program (BEEP)*. The BEEP focuses on businesses and encourages action to understand hazards, risks, and vulnerabilities and come up with strategies (also called a business continuity plan) which will help the business take action to increase their chance of survival.

The focus of this proposal is on continuing outreach to small to medium sized businesses on the North Shore.

2 BACKGROUND

Disasters illustrate that small to medium sized businesses have a high degree of failure after any type of emergency; approximately 25% of these businesses fail to reopen once they have been closed for 24 hours after a disaster. Business failure impacts the community's ability to recover and the economy suffers and number of jobs are reduced.

There are over 9800 business licenses on the North Shore and the majority of these are small to medium sized businesses. To support the resiliency of the community and the survival of businesses, any steps towards preparedness increases their chances of staying in businesses.

Over the past number of years, NSEM has hired University students during the summer months to create a Business and Employer's Emergency Program (BEEP), easy to use tools, and then used various methods of outreach to the community. In 2016, the summer student conducted face to face outreach to 584 businesses to encourage preparedness activities. On follow up with approximately 275, fifty-two business had taken some steps to increase their preparedness. Feedback was that the face-to face outreach was a significant reason for the businesses taking action. Previous efforts with social media campaigns, or notification of courses or web resources did not provide a significant impact or the ability to measure levels of engagement.

The District of North Vancouver conducted an in-depth earthquake hazard assessment and determined that business areas will be significantly impacted from an earthquake. It therefore behooves North Shore Emergency Management to focus on the business community. Focus on small to medium sized businesses is also an aim of the newly developed Public Communications strategy that NSEM is working with the three municipalities on.

3 PROBLEM STATEMENT

Outreach conducted in 2016 indicated that the most effective means for encouraging action from small to medium sized businesses is for there to ongoing interaction including direct contact. North Shore Emergency Management does not have the staffing resources to continue focusing emergency preparedness activities on the business community.

4 STRATEGIC LINKAGES

The vision statement for NSEM is *A Disaster Resilient North Shore*. Helping businesses focus on their preparedness activities so that they can survive disasters, will support the North Shore in becoming resilient.

The Community Advisory Panel is looking for ways to give back to the community and encourage emergency preparedness.

5 RECOMMENDED SOLUTION

To continue to increase the resiliency of the North Shore, small and medium sized businesses should be encouraged to take preparedness activities. This means that they need to be informed of their shared emergency preparedness responsibilities.

A recommended solution is to hire a University student for an 18 week period (May 1 to August 31) to continue with business engagement and outreach. Activities would include:

- Continued update of materials and development of other resources that will benefit business preparedness
- face to face contact with small to medium sized businesses
- delivery of presentations and seminars
- maintaining records of interactions to determine effectiveness of program
- reach out to groups such as Business Improvement Areas, malls, Chambers
- working with municipal communications departments to support the NSEM communications outreach strategy
- determining the number of businesses that are physically located on the North Shore, and those located off shore that provide critical services (i.e., support to vulnerable individuals – home care)
- working with insurance brokers/Insurance Bureau of Canada to create a document to simplify what insurance coverage people have (i.e., overland, earthquake, living expenses, tenant, etc.)
- other activities that benefit business preparedness

NSEM is reaching out to the Community Advisory Panel members to determine if there is an ability to support this type of outreach within the community.

6 COSTS

The estimated costs for the business outreach program are as follows:

Item	Estimated Cost
Labour – one position for 18 weeks	\$21,000
Supplies – handout supplies, meeting expenses	\$1000
Total estimated cost	\$22,000

7 CONCLUSION

Businesses are an integral component to a resilient community. By focusing on business emergency preparedness outreach, NSEM hopes to continue encouraging small to medium sized businesses in taking steps to become prepared.

This proposal outlines the anticipated costs of hiring a University student for the summer months (May-August) and program supplies and amounts to \$22,000 and submitted to the Community Advisory Panel as a possible method of giving back to the community in a focused manner.



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