

AN IMPORTANT SAFETY MESSAGE FROM YOUR NEIGHBOURS

in North Vancouver, British Columbia



WHAT IS RESPONSIBLE CARE®?

Responsible Care® is the chemistry industries' commitment to sustainability, and a Canadian success story. Launched in 1985 by the Chemistry Industry Association of Canada (CIAC), Responsible Care® is a UN recognized sustainability initiative. It was later adopted by the American Chemistry Council (ACC) and spread around the world to over 60 countries.



RESPONSIBLE CARE®
OUR COMMITMENT TO SUSTAINABILITY

Unlike prescriptive industry codes or standards, Responsible Care® is an ethic, guided by principles of sustainability. It is a set of initiatives to "do the right thing" and "be seen as doing the right thing". It is a concise articulation of the chemistry industries' culture, way of life, belief system, set of values, and public commitment not just to do what is good for business, but to do what is good for both the environment and society.

WHO IS ERCO?

ERCO Worldwide, A division of Superior Plus LP

We are a specialty chemical company in operation since 1893, serving a variety of industries including pulp and paper, food processing, energy, water treatment, de-icing, fertilizers, oil and gas, and agriculture intermediates. Our head office is located in Toronto, Ontario, and we have nine manufacturing sites across the Americas. We also sell technology to pulp and paper mills located around the world.

ERCO Worldwide is proud to be one of the founding members of Responsible Care® and a member of the Chemistry Industry Association of Canada (CIAC), Asociación Gremial de Industriales Químicos de Chile (ASIQUM A.G.) and the American Chemistry Council (ACC). We are committed to the Principles of Sustainability and recognize our responsibility to be sensitive and responsible to community concerns.



 ERCO Worldwide

OUR COMMITMENT TO SAFETY

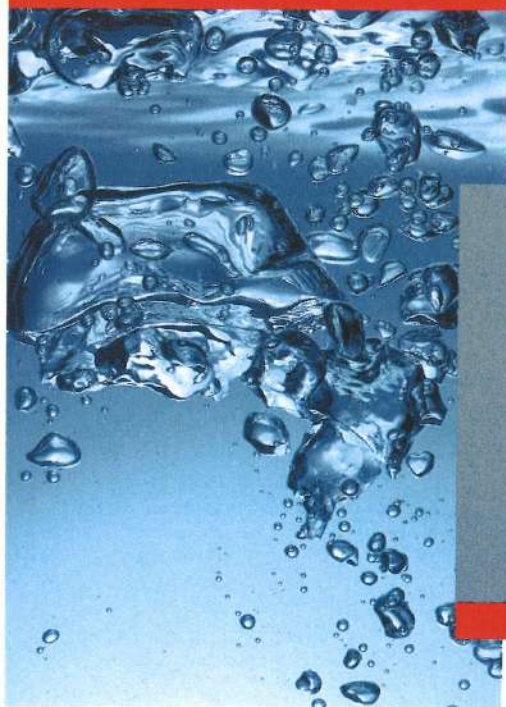
As a proud and caring local business, those of us who work at the nearby ERCO Worldwide chemical plant want to assure you that the safety of our employees and our entire community is a responsibility we take very seriously. Public safety is an integral part of our corporate culture at all of our ERCO Worldwide plants. This brochure is intended to proactively outline the steps to follow in the unlikely event of an incident that could impact our local community.

OUR NORTH VANCOUVER PLANT

ERCO's North Vancouver, British Columbia facility produces sodium chlorate, which is primarily used by the pulp and paper industry to produce chlorine dioxide, a chemical used to bleach wood pulp and produce higher quality and environmentally friendly white paper products. Hydrochloric acid is one of the products used to safely manufacture sodium chlorate. In the unlikely event of a release of hydrochloric acid, off-site impact may occur under certain conditions.

Characteristics and Potential Health Effects of Hydrochloric Acid

- Colourless or slightly yellow, fuming liquid.
- Vapours are heavier than air and will have a tendency to stay close to the ground.
- If you are exposed, you may experience respiratory and eye irritation.



WHAT WE DO TO KEEP YOU SAFE

- ERCO plants are designed using recognized best engineering practices to prevent a chemical release.
- Systems are designed with multiple layers of protection to minimize the impact should a release occur, and to keep a release confined within the plant boundaries.
- Detailed step-by-step procedures are used, and training is conducted for all ERCO and contracted personnel handling chemicals and chemical processes at our site.
- ERCO has a preventive maintenance program, and regular facility inspections are conducted to prevent chemical releases and spills.
- Security cameras are placed strategically throughout the plant property and monitored to ensure a secure facility.
- All truck drivers must go through a comprehensive training program before being allowed on the plant site.
- Safety evaluations and assessments are regularly conducted on carriers transporting ERCO Worldwide's chemicals.
- The plant is equipped with containment basins to collect any leaks of material and limit the spread of the liquid and amount of gas emitted.
- The plant maintains documented emergency response plans outlining steps workers must take if an incident occurs.
- The plant emergency response plan is shared with local emergency response teams to ensure they are familiar with the site and how to assist during an incident.
- Simulation drills are conducted regularly with ERCO employees and local emergency responders.
- The plant maintains a communication plan outlining who to notify if an incident occurs and how the community will be notified.



WHAT YOU NEED TO DO IN A CHEMICAL EMERGENCY

In the unlikely event of an emergency involving hydrochloric acid with potential for off-site impact, your local ERCO Worldwide plant management will alert local emergency response officials and neighbours. Local news media may also be contacted if appropriate.

Follow these steps in the unlikely event of a chemical emergency:



Take cover immediately indoors. Get pets inside if possible.



Close doors and windows. Shut down ventilation, heating, and air conditioning systems.



Block air intake vents with wet towels, or plastic wrap and tape.



Children at schools or daycare facilities should remain inside. Do not try to extract them during a chemical emergency.



Stay inside.



If you are driving or riding in a vehicle, close windows and vents. Proceed, at posted speed limits, away from the area.



Keep telephones and mobile devices free for emergency information.



As soon as it's safe to go out, we will inform the community through local emergency response officials or local media.

IF IN DOUBT ABOUT YOUR HEALTH DURING A CHEMICAL EMERGENCY, CONTACT:

■ **HEALTH HOTLINE FOR BRITISH COLUMBIA - 811**

(Operated by HealthLink BC)

■ **THE BRITISH COLUMBIA POISON CONTROL CENTRE AT 604-682-5050**

■ **911 IN CASE OF EXTREME EMERGENCY**

HOW WE ALERT THE PUBLIC IN THE UNLIKELY EVENT OF AN EMERGENCY AT THE PLANT:

You will be contacted by the Rapid Notify automated emergency call out system used by NSEM to communicate to local residents should an emergency arise. This phone-based system can reach thousands of residents simultaneously to communicate vital information in the impact area.

WHAT TO DO:

- 1. Take cover indoors and stay indoors.**
- 2. Close doors and windows. Seal off air intake vents.**
- 3. Keep telephones and mobile devices free for emergency information.**
Let local responders do their work.
- 4. Wait for "All Clear" information before going outside.**



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