

## North Vancouver Community Advisory Panel (CAP)

CAP is a regular, scheduled forum for the creation of dialogue between the community and local chemical industry, including Chemtrade Logistics, ERCO Worldwide, Univar Solutions and GFL Environmental, on issues of mutual concern. Community Advisory Panels (CAP's) were first initiated in Canada in the late 1970's as a tool to help the chemical industry better understand the concerns of people living and working near their facilities and to use community insight to manage risk more effectively. Our joint CAP is among the first initiated by industry in British Columbia's Lower Mainland. The inaugural meeting of the CAP was held on December 5, 1995.

CAP was founded, and continues to be governed, by the chemical industry's Responsible Care/Responsible Distribution guiding principles. These guidelines define responsible conduct in the following areas:

- Community awareness and emergency response
- Research and development
- Manufacturing
- Transportation
- Distribution
- Hazardous waste management

Please see page 4-5 of this booklet for more information on Responsible Care. A detailed booklet is also available upon request.

This package contains more information on CAP, its purpose and activities, as well as information on each of the chemical companies involved.

Please feel free to contact the CAP facilitator at [capnorthvancouver@gmail.com](mailto:capnorthvancouver@gmail.com) or 604-515-0115 for more information.



## COMMUNITY ADVISORY PANEL – *Local Industry in Your Community* Chemtrade Logistics, ERCO Worldwide, Univar Solutions & GFL Environmental

The Community Advisory Panel (CAP) provides a forum for the open and mutual exchange of ideas and concerns between the companies and local communities in Maplewood and surrounding areas. It serves as a focus group and resource for the companies and community members on issues of mutual concern including safety, health, and the environment.

### *Members*

The CAP has a diversity of membership including North Shore Emergency Management, the Port, DNV, Wild Bird Trust and various community associations as well as individual community members. CAP is open to any member of the community who wishes to participate in achieving CAP goals while respecting the Guiding Principles and Terms of Reference.

### *Scope*

The CAP works to develop an understanding of the companies' activities as they affect the neighboring communities for the education of all concerned citizens.

The CAP does not usurp regulatory functions, local government controls, or other government procedures in place for public safety, health and environmental protection, or replace ongoing involvement between the companies and the surrounding community.

### *Meeting details*

Five meetings are held annually between September and June, usually on the third Tuesday of the month from 5:30pm to 8pm.

### *Alertable*

A system that is used by police, fire, or emergency operations center to notify as many residents and businesses as quickly as possible of emergency situations

**Self-register at <https://nsem.ca/alertable> to receive messages to your cell phone, or by text and email.**

Calls are also delivered to phone numbers generated from white pages data in a simple and clear voice message.

Contact information in the Alertable system is completely confidential. Alertable is funded by Chemtrade Logistics as part of their Responsible Care Program. It is a cooperative effort between Chemtrade and public safety authorities in your municipality - including Police, Fire, Ambulance, and the North Shore Emergency Management Office.

**For more information about the CAP, please visit [www.DNV.org/CAP](http://www.DNV.org/CAP)**

**Community Advisory Panel  
Chemtrade Logistics, ERCO Worldwide,  
Univar Solutions & GFL Environmental**

**Guiding Principles for CAP Communications  
(all participants – sponsors and members)**

***Be curious.*** This is an opportunity to speak freely and get real information. Don't assume you know what's happening or what the other is thinking and why. Ask questions. The truth is often much more interesting and rich than our assumptions.

***Listen.*** 99% of communications.

***Be open-minded.*** Put critical thinking aside when it comes to developing possible solutions/improvements. The objective is continuous improvement. No idea is too trivial, or wrong. Some of the best ideas come from unexpected thoughts, inspiration. Be open to all suggestions. Ask any questions, no matter if they seem basic. Even if ideas aren't acted upon in full, they can spark other ideas leading to great solutions

***Be respectful*** – Underpins above. Not possible to make progress and co-create solutions if there is not mutual respect by all parties.

***Monitor your participation*** – and respect right of others to provide input. Don't hog the agenda.

***Jump in.*** This is your CAP. Make it work for you. Make the time you spend here valuable. Honour your concerns and objectives and take action to learn and participate in creative problem solving as much as possible:

- Identify agenda items
- Speak up at meetings
- Speak to friends/institutions that would benefit from your knowledge or the CAP, invite broader participation in the CAP from your community
- Ask for what you want – it may or may not be possible, but you won't know if you don't ask.
- Make sure your concerns, suggestions are properly documented in the minutes – provides input to Responsible Care audit process



**Responsible Care®**

# LEADING THE WAY TO A MORE SUSTAINABLE FUTURE



## Responsibility Creates Confidence

Canadians are more concerned than ever about the potential effects of chemicals on their health and the environment. They want to know their safety is assured – whether they are worried about chemical plants in their neighbourhoods or chemicals in the products they use every day.

Responsible Care, a U.N.-recognized sustainability initiative launched in 1985 by the Chemistry Industry Association of Canada (CIAC), is the industry's response to those concerns. Adopted in more than 60 countries around the world, Responsible Care is our way of ensuring our member-companies not only meet government regulations, but exceed them.

"COMMUNITIES EXPECT COMPANIES TO BE ETHICAL, RESPONSIBLE AND TRANSPARENT. BY COMMITTING TO RESPONSIBLE CARE, COMPANIES MAKE A PUBLIC PLEDGE TO OPERATE IN THAT WAY."

- Kris Lee, Responsible Care®  
Community Verifier



## Our Responsible Care® Commitment

WE ARE COMMITTED TO DOING THE RIGHT THING, AND BEING SEEN TO DO THE RIGHT THING.

WE DEDICATE OURSELVES, OUR TECHNOLOGY AND OUR BUSINESS PRACTICES TO SUSTAINABILITY - THE BETTERMENT OF SOCIETY, THE ENVIRONMENT AND THE ECONOMY. THIS IS THE KEY TO OUR BUSINESS SUCCESS.

Committing to the Responsible Care® Ethic and Principles for Sustainability is a condition of membership in CIAC. Our partners – transportation and service companies who work with our members – must also show a commitment to the safe and responsible handling of chemicals.

# The Responsible Care® Codes

THE RESPONSIBLE CARE CODES INFLUENCE THE DECISIONS OUR MEMBER-COMPANIES MAKE EVERY DAY.

Responsible Care is guided by three codes of practice: Operations, Stewardship, and Accountability. At the core of these codes is the belief that companies should strive to continuously improve every aspect of their business. The codes drive our industry to constantly create safer and more environmentally friendly products and processes and eliminate harm throughout the entire life cycle of their products. The codes also require companies work with - and listen to - the communities where they operate.



## Verification - the Responsible Care® Difference

Responsible Care companies go to great lengths to ensure that they're open and transparent about their activities. Every three years, a team of industry experts, public advocates and representatives from local plant communities visits each CIAC member-company to verify that it's meeting its Responsible Care commitments. This verification team points out any areas requiring corrective action and identifies opportunities for improvement. Their written report is then published on CIAC's website.

Public verification is what sets Responsible Care apart from other industry sustainability initiatives, and it's why CIAC's member and partner companies are recognized as global leaders in business responsibility.

For more information about how Responsible Care is protecting Canadians, visit [www.responsiblecare.ca](http://www.responsiblecare.ca) or email [rcinfo@canadianchemistry.ca](mailto:rcinfo@canadianchemistry.ca)



**CHEMISTRY INDUSTRY  
ASSOCIATION OF CANADA**



**Responsible Care®**  
Our commitment to sustainability.

# The Responsible Care® Delivers Results

Of course, the ultimate test of Responsible Care is whether it improves performance. CIAC's members are required to track, publicly report and continuously improve on all aspects of their health, safety, environmental, and social performance. Year after year, Responsible Care delivers results.

Since 1992, CIAC members have:



### TOXIC SUBSTANCES

Significantly reduced the emissions of toxic substances as defined by the Canadian Environmental Protection Act.

**90% reduction**



### AIR QUALITY

Improved air quality by substantially reducing sulphur dioxide emissions.

**87% reduction**



### WATER QUALITY

Virtually eliminated discharges to water.

**99% reduction**



### WORKPLACE SAFETY

Worked hard to reduce the number of workplace injuries and illnesses.

**78% reduction**



### PROCESS SAFETY

Cut the number of manufacturing process related incidents in half.

**50% reduction**



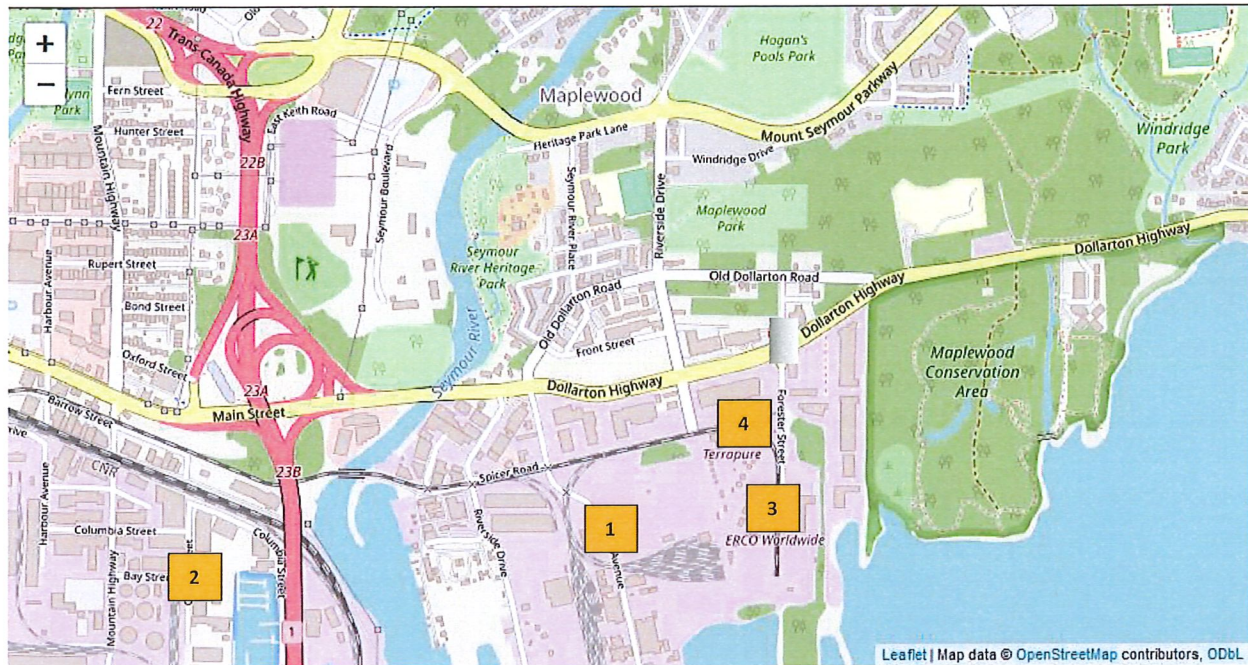
### COMMUNITY SAFETY

Prepared emergency response plans to equip communities to respond to any chemical related incident.



**100%  
verified**

Below is a location map of the chemical industry in the area:



1 = Chemtrade Logistics, 100 Amherst Avenue, North Vancouver

2= Univar Solutions, 1545 Bay St, North Vancouver

3 = ERCO Worldwide, 100 Forester St, North Vancouver

4 = GFL Environmental, 130 Forester St, North Vancouver



### **Company Overview**

Chemtrade operates a diversified business providing industrial chemicals and services to customers in North America and around the world. Chemtrade is one of North America's largest suppliers of sulfuric acid, spent acid processing services, inorganic coagulants for water treatment, sodium chlorate, sodium nitrite, sodium hydrosulfite and phosphorus pentasulfide. Chemtrade is a leading regional supplier of sulfur, chlor-alkali products, liquid sulfur dioxide, potassium chloride, and zinc oxide. Chemtrade obtains these products from its own production facilities and through long-term marketing services agreements and distributes them to customers around the world. Additionally, Chemtrade provides industrial services such as processing by-products and waste streams.

More information about Chemtrade can be found on the company web site at [www.chemtradelogistics.com](http://www.chemtradelogistics.com)

### **Chemtrade – North Vancouver Chlor-alkali**

The Chemtrade North Vancouver Chlor-alkali plant is located at 100 Amherst Avenue in the Maplewood Community near Spicer Road. We have been operating at this location since Oct 9, 1957, and over the past 61 years of operation the plant has seen a number of operational, environmental and safety improvements. The most significant change occurred in 2010 where a total of \$282M was invested to completely modernize the manufacturing process. Today's plant combines state of the art technology with industry best practices in all aspects of our operation. Our plant employs approximately 120 highly skilled employees including Professional Engineers, Tradesmen and Power Engineers.

### **What we do:**

We produce Liquid Chlorine, 50% Caustic Soda and 36% Hydrochloric Acid. Our two main raw materials are electricity and solar evaporated salt that is delivered to the plant by ship from Mexico. The salt is dissolved in water to form a concentrated solution which is then treated and reacted with a large amount of DC current to "electrolyze" the salt water. The electrolyzation of the salt water produces Chlorine Gas, Sodium Hydroxide as well as byproduct Hydrogen Gas. Some of the Chlorine Gas is burned in specialized burners with the byproduct Hydrogen Gas to produce Hydrochloric Acid. The remaining Chlorine Gas is chilled and liquefied for shipment by rail. Other raw materials used include water, sodium bisulfite and sulfuric acid. Hydrochloric Acid is shipped by truck or rail, Sodium Hydroxide is shipped by truck, rail or ocean barge and Chlorine is shipped from our site only in specialized rail cars designed specifically to haul liquid chlorine.

### **Our Products: Uses and Benefits:**

Chlorine chemistry plays a critical role in meeting many of society's most basic needs, enabling scientists to pioneer advances in medicine and public health, agriculture, transportation, manufacturing, telecommunications, national security, renewable energy and other aspects of modern life. The uses of our chemicals include:

- Chlorine – water purification, building products, pharmaceuticals, plastics and clothing.
- Hydrochloric Acid – oil and gas well production, cleaning products and water treatment chemicals.
- Caustic Soda – pulp and paper production, plywood manufacture, steel manufacture and beverage brewing.

### **Responsible Care:**

Chemtrade is a member of the Chemistry Industry Association of Canada (CIAC) and supports and adheres to the Association's Responsible Care® ethic and its Codes of Practices. Responsible Care® is a global voluntary initiative of the chemical industry and is a unique ethic for the safe and environmentally sound management of chemicals. It also guides companies towards environmental, societal, and economic sustainability. The Chemtrade North Vancouver plant successfully completed its 8<sup>th</sup> verification audit in 2016. The Chemtrade North Vancouver site has been registered under Responsible Care® for 26 years now.

**Environment, Health and Safety:**

Chemtrade is committed to continually reducing the environmental impact of its activities and improving the health and safety of its employees and the communities in which it operates. We do this by implementing policies and management systems at our facility that include extensive training as well as periodic reviews of assets, operations and activities to measure performance and compliance. Safety, integrity and organizational excellence are some of the core values forming Chemtrade's vision. All employees of Chemtrade incorporate an emphasis on safety into their daily work. Chemtrade's commitment to the Responsible Care® ethic demonstrates the importance of safety and product stewardship in all of our activities.

We are active long term members with the Chlorine Institute. The Chlorine Institute (CI) founded in 1924, is a technical trade association that exists to support the chlor-alkali industry in advancing safe, secure, environmentally compatible, and sustainable production, distribution, and use of its mission chemicals of which Chlorine is one. CI and its members are committed to ensuring the safe and proper handling of the industry's products throughout the value chain, by developing and sharing technical information, training and best practices for the industry, its customers, emergency responders and the community.

More information on The Chlorine Institute can be found on their web site at [www.chlorineinstitute.org](http://www.chlorineinstitute.org)

**Chemtrade in the Community:**

We are active in the local community. We strive to increase awareness and understanding of our business with the community as well as with our neighboring businesses. We participate on the local Community Advisory Panel (CAP) to keep an open dialogue with our local community. We listen to concerns and strive to address any issues that may arise in our community.

**Community Involvement and Outreach:**

We have a highly specialized Emergency Response (ER) team on site. The ER team members regularly train and can respond quickly to Hazardous Material emergencies related to any of the products we ship. As part of Responsible Care® the Chemtrade North Vancouver ER Team provides training to local and regional Emergency Responders. We fully fund and support the Alertable 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.

We are regular contributors to the United Way, Lions Gate Hospital, and other local Charities. In 2009 we donated \$1.2M to fund a Turf Field at Windsor School.





## Company Overview

ERCO Worldwide has a 125-year history of producing chemicals in Canada, focused on the production and supply of inorganic products, along with technology for the production of chlorine dioxide. Chlorine dioxide is the environmentally preferred bleaching agent utilized in the pulp & paper industry. Today, ERCO's major business areas include sodium chlorate, chloro-alkali products, sodium chlorite, and chlorine dioxide technology.

ERCO operates eight manufacturing facilities: five across Canada, two in the USA, & one in Chile. The ERCO business serves a number of key customer segments including pulp and paper, food, energy, agriculture, water treatment, airport de-icing, fertilizer and specialty chemicals. More information is available at our website: [www.ercoworldwide.com](http://www.ercoworldwide.com)

ERCO Worldwide is owned by Birch Hill Equity Partners, a Canadian private equity firm with over C\$ 4 billion in capital under management and a history of driving growth in their investments and portfolio companies. [Birch Hill Equity Partners](#)

## ERCO Worldwide - North Vancouver

ERCO North Vancouver is one of your industrial neighbours in the Maplewood community; we are located south of the Dollarton Highway, at the end of Forester Street. We have operated a facility on this site since 1957. However, today's plant is a modern plant, with state-of-art technology producing sodium chlorate which serves local and international markets.

Our plant employs approximately 40 highly skilled workers, with 25% having greater than 20 years of service. Our economic contributions to the North Vancouver community are significant; we pay over \$1.5 million dollars annually in property taxes.

## What is Sodium Chlorate?

Sodium chlorate is an industrial salt produced from water and common salt (NaCl) in reaction with an electric current. Pulp mills use sodium chlorate to produce chlorine dioxide, which is the environmentally preferred method of bleaching pulp for the manufacture of high-quality white paper products. Sodium chlorate is available in two forms: dry white crystal, and a clear solution (crystal dissolved in water).

## Responsible Care®

The Chemistry Industry Association of Canada (CIAC) launched Responsible Care® in 1985 to establish guidelines for the safe and environmentally sound management of chemicals.

ERCO Worldwide is a founding member of this organization. Responsible Care® has since spread to over 50 countries around the world. The ethic is captured in a set of 3 codes of practice containing over 150 requirements focusing on: *Operations, Stewardship, & Accountability*.

Each member signs a commitment to implement the ethics and codes of practice of Responsible Care®. Member companies are audited every 3 years regarding adherence to these codes.

ERCO Worldwide has completed 9 verifications and is scheduled for the next in 2025. This multi-day process is performed by an audit team of industry experts and public advocate verifiers.

A community representative also takes part in the process. Reports are available to the public on CIAC's website.

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Engineering • Research • Commitment • Optimization

ERCO Worldwide

100 Forester Street  
North Vancouver,  
British Columbia V7H 1W4

Tel: 604-929-2331  
Fax: 604-929-8277

Web: [www.ercoworldwide.com](http://www.ercoworldwide.com)

**Supply Chain**

**Raw Materials:** Water, common salt (NaCl), electricity, hydrochloric acid, sodium hydroxide, hydrogen peroxide

**Product:** Sodium chlorate crystal shipped in bulk by railcars and packaged in FIBC bags & shipped by containers. Solution is shipped by barge and tanker trucks.

**Safety Policy**

Safety is the highest priority at ERCO Worldwide. Other parameters, while key to our success, must be accomplished in a manner consistent with sound safety management.

Our policy is based on the belief that all accidents are preventable. Business is conducted, and activities performed with this objective in mind. Through safety performance leadership, our goal is to be the best in the chemical industry.

ERCO North Vancouver has an extremely good safety record: at the start of October 2022, employees have worked 2.23 years since the last incident requiring medical aid, and 11.7 years since the last Lost Time incident.

**Environmental Policy**

ERCO Worldwide, as a manufacturer and supplier of chemicals, technology and services, recognizes that it is responsible for sustained growth of its business together with an ethical responsibility to the environment.

ERCO North Vancouver has an excellent environmental record.

ERCO North Vancouver's employees are highly trained in safety & environmental awareness & preventative methods and participate in emergency response training on a continual basis.

**Community**

ERCO Worldwide is a Responsible Care® company that operates its facilities under the principles and expectations of the Responsible Care® codes. We take pride in our community involvement. The list of organizations and activities that ERCO Worldwide supports is extensive and is indicative of the responsibility that we take as a good corporate neighbour.

ERCO is an original co-sponsor of our local Community Advisory Panel (CAP) at which community representatives meet to discuss activities of the chemical industry in the Maplewood community.

**Outreach**

ERCO's North Vancouver Community Outreach Plan is intended to increase the community's awareness and knowledge of ERCO Worldwide, primarily but not exclusively in the Maplewood area. We strive to maintain close ties by being involved in community functions and activities, as well as communicating with industrial neighbours, schools, and residents in the area. We actively listen to all stakeholder concerns and address any issues that may arise in our community.



## **Who We Are**

Univar Solutions is a worldwide distributor of chemicals and chemistry related products and services. We serve diverse markets and regions around the world in industries that range from food ingredients to oil and gas. In 2015 the company became publically traded; further details can be found at [www.univarsolutions.com](http://www.univarsolutions.com)

The North Vancouver Distribution Centre (NVDC) is located on the waterfront of North Vancouver, directly west of the Second Narrows Bridge. It is a deep sea marine terminal that stores and transloads bulk liquid chemicals for shipment to and from overseas customers & suppliers. Univar Solutions also has a non-marine Industrial Chemicals Division located in Richmond, B.C.

## **Responsible Distribution**

Univar Solutions is a proud member of the Responsible Distribution Program; a sister program of Responsible Care, and as such is committed to the continuous improvement of its environmental and health & safety performance, and the responsible management of chemicals throughout the distribution cycle. The site has participated as a joint sponsor of the local Community Advisory Panel since 2003.

## **Supply Chain – Products handled**

The NVDC site handles three main products. Caustic soda is offloaded from marine tanker and is then loaded into railcars, barges and trucks for use primarily in the pulp & paper and oil & gas markets. Ethylene glycols are produced in Alberta and shipped by railcar to the terminal where they are then loaded onto vessels traveling to Asia for clothing and plastics production. Denatured ethanol arrives at the terminal by rail or ship and is then transported by truck to blending facilities whose final product is the gasoline that is sold in B.C.

## **Environmental, Health & Safety**

At Univar Solutions, protecting people and the environment is part of everything we do. Our goal is to eliminate all injuries, prevent adverse environmental and health impacts, reduce waste and emissions and promote resource conservation at every stage of the life cycle of our products.

## **Community & Outreach**

We are committed to transparency and open dialogue with the public and our local community of North Vancouver. As such we belong to the North Shore Community Advisory Panel, North Shore Waterfront Industrial Association that coordinates school programs, and engage with the North Shore Emergency Management Office. We also support charities and causes that promote education and environmental awareness.



## North Vancouver Facility – 130 Forester Street

### Facility Overview

Designed and commissioned in 1983, the GFL North Vancouver Facility was North America's first commercial scale refinery to use vacuum distillation and hydrotreating to recover base oil from used lubricating oil. Refining used oil at the facility is a process of repeating basic refinery processes to return the base oil to its original state. The produced base oils are virtually indistinguishable from base oils made from virgin crude oil. Three viscosity grades of high quality paraffinic base oil are recovered from the used oil: 100 neutral, 150 neutral and 450 neutral. Once the base oil has been recovered and passed through quality assurance, it is either sold as base oil or blended with technologically advanced additives to produce a wide range of engine and industrial oils.

### Supply Chain

GFL sources 40 million liters of used oil feedstock annually. Inbound supply is primarily from B.C. and Alberta with customers ranging from local lube change shops and car dealerships to large customers including BC Ferries. Used oil is received at the plant via dedicated GFL collection trucks, B-train tanker trucks and railcars.

On the finished product side, our base oil and lubricants ship primarily to destinations in B.C., Alberta, Saskatchewan and the U.S. west coast. We have recently expanded sales into China and India. Finished products are delivered by trucks, flexi-tanks and railcars.

### Environment, Health and Safety

GFL is committed to conducting its activities in a manner that protects the health and safety of our employees, customers, contractors, visitors, guests and the communities where we operate, as well as protecting the environment. This commitment is shared by all GFL people, from executives and senior management to front line employees, and is exemplified by the discipline of each employee in conducting their work and implementing safe practices and procedures.

Environmental protection is fundamental to GFL's business activities. We are proactive in communications with our neighbors and responsive to their concerns. We actively pursue opportunities to conserve natural resources, including reduction, recycling, reuse, and recovery of waste to minimize our impact on the environment. GFL conducts its activities consistent with the principles of sustainable development.

### Key Initiatives and Community Engagement

GFL participates in the local Community Advisory Panel (CAP) meetings. The group consists of local industry representatives, residents and local businesses in the Maplewood community who meet five times a year to discuss responsible community planning.

The facility is also involved with NSEM (North Shore Emergency Management). GFL supports NSEM promotion of earthquake awareness through the sponsorship of the 'quake cottage' at emergency preparedness events in North Vancouver.