



Community Advisory Panel (CAP)

April 29, 2020 Briefing Notes

Responsible Care – Safety, Security, & Environmental:

- **Safety:**
 - There have been no employee or contractor lost time injuries since the last CAP meeting.

- **Covid-19 Planning**
 - Chemtrade North Vancouver has been designated an essential service and are continuing to operate.
 - On March 27, Chemtrade mandated we drop to minimum staffing levels at the plant and move as many employees as possible to work from home. As of March 27, the following has been implemented:
 - Purchasing, payroll, logistics and Environment Health and Safety employees are all working from home full time.
 - A rotation has been set up for the Plant management, Engineering and Maintenance groups to allow for a minimum level of on-site support for continued operation. When plant conditions dictate, those working from home will be asked to come to the site.
 - All contractors have been removed from site. Only contractors required to support continued safe operation of the plant are allowed on site at this time.
 - Our planned maintenance outage has now been moved to September.
 - Our control room has been modified to allow for social distancing for those on shift. We have added additional operating stations in other areas to assist in spreading our employees out while at work.
 - Like many companies, we are doing more conference calls rather than face to face meetings. Our meeting rooms have also been set up to facilitate social distancing.

- We have secured supplies of hand sanitizer, wipes, N95 masks and nitrile gloves so at this time we have sufficient supply, but demand remains high for all of these products making it difficult to source.

➤ **Environmental:**

- There have been no environmental incidents since the last CAP meeting.
- Following a review from the BC Ministry of Environment, we will be submitting some amendments to our Permit to update some of the long discontinued plant processes still on the current Permit.
- Findings of the review are focused mainly on documentation improvements.

➤ **Security:**

- There have been no Security incidents since the last CAP meeting.

➤ **Transportation:**

- There have been no Transportation incidents since the last CAP meeting.

➤ **Plant Operations:**

- The downturn in activity in the oil industry has hit the acid market very hard. Most oil companies are taking a wait and see approach so there is little to no activity going on, so demand is significantly lower than anticipated.
- The caustic market has also weakened as some pulp mills are taking downtime, but so far it has not been a substantial drop like we have seen in the acid market.

Chlorine demand is now entering into the peak season as the temperature warms up, so we are slowly beginning to see an increase in demand.



ERCO Worldwide Update - (since last CAP meeting on February 18, 2020)

I hope that you and your families are all safe and healthy during this pandemic period, and that the CAP will be able to meet again in the near future when the risks associated with COVID-19 have been reduced.

Operational changes due to COVID-19

- ERCO Worldwide is deemed an *essential business* as defined by orders issued by the Canadian provinces, as our specialty chemicals play a vital role in public health & safety. They are used in the manufacturing of disinfecting supplies, water treatment & paper products used to manufacture filters, face masks & disposable clothing.
- Enhanced safety protocols have been established on site. **For employees:** physical distancing measures put in place for employees, employees are taking staggered breaks, daily inquiries to health of employees & their families & requirement for 14-day self-isolation when risk is present, hand washing protocol reinforced & disinfectant stations in place throughout plant, non-essential site employees are working from home, employees who have high-risk spouses have been assigned work projects to be done from home, & extensive daily disinfectant program in place throughout plant. **For visitors:** only essential visitors required for plant operations are allowed on site, all non-essential shutdowns involving contractors have been postponed, a COVID-19 waiver must be signed daily, visitors are remotely allowed in/out of site with drop boxes for paperwork to minimize contact with employees, visitors must follow physical distancing & hand cleaning protocols put in place for employees.
- To date, no employee has been infected by COVID-19.

Safety/Environmental

- ERCO employees continue to work safely – as of April 29th, NV employees have worked 1443 days since last Recordable safety incident (May 17/16) & 3402 days since our last Lost Time Accident (Jan. 05/11).
- It has been 2470 days since last Reportable Environmental incident (May 15/13).

Miscellaneous

- Since start of April, ERCO NV is on BC Hydro's Incremental Energy rate & has run at capacity with very few operational issues. The main site issue which I identified at the last meeting is that since the Coronavirus outbreak in China in February, ocean ships are being delayed to North America ports. We rely on these ships to return our product to Asian customers. This is causing issues supplying overseas customers.

Please stay safe and healthy and I hope to see you all soon when risks have been minimized.

Tom Miller

April 30, 2020

Univar report – April 29, 2020

Robin Lee reported that there have been 1475 days since the last safety recordable and 3403 days since the last DAWC (as of end of day April 28th).

Since the last CAP meeting, the following EHS incidents have occurred.

- Slip/Trip Personal Safety
- Ethanol truck driver tripped over the curb at the ethanol truckloading skid
 - Have since reminded drivers to clear / disconnect and store vapour return hoses first, prior to disconnecting the loading arm to minimize potential for slip/trip hazard
 - Driver was fine

- Environmental
- Caustic found on dock face
 - Occurred when terminal cargo operations were not taking place (overnight hours)
 - In preparing tanks for next berth, it appears vessel line clearing and tank cleaning operations caused caustic to reach the ship's deck. It is believed that high winds whipped a small amount of caustic (2L perhaps) over the side where some was seen along the dock face.
 - Incident was reported to Transport Canada (who investigated) per reporting requirements and caustic was fully removed from the dock face
 - If vessel returns to berth, it will have restrictions and will be monitored to ensure no further incidents of this nature can occur

- Unplanned Event
- Caustic exposure during maintenance
 - Caustic unexpectedly sprayed during a line & equipment opening to perform regular maintenance on existing equipment
 - Root cause was a valve leak, which is being further investigated and potentially replaced
 - Maintenance worker was wearing appropriate PPE and although a small amount of caustic reached his sleeve, it was rinsed off immediately with no further consequences

Operations

- Site operating at normal volumes – shipments are steady
- COVID 19 has resulted in many operational procedure changes to ensure social distancing
 - Truck drivers are remaining in their cabs
 - No visitors
 - Minimal outside contractors with maintenance jobs delayed where possible
 - Site staff mainly working from home where possible
 - Changes to ship procedures to implement social distancing where possible

- Existing cleaning procedures on site upgraded and some new cleaning procedures added
- Anyone needing to access site must declare themselves healthy prior to access being granted

Overall Company

- Huge change in operations as many staff across the globe are now working from home
- Other Univar Solutions sites also adapting to the social distancing requirements

Future

- Site will have to determine how to manage larger maintenance projects as restrictions potentially ease while adhering to appropriate safety guidelines
- Site looking to add 4 new offloading arms to one of the existing tracks to allow greater flexibility with rail offloading given negative changes to rail delivery in recent years
 - It will also allow for potentially 10 more glycol cars a week to be offloaded at site

It is an extremely challenging time for all businesses. Our site is fortunate that we continue to operate and provide employment since we are an essential part of the supply chain.

Front line workers who must come to site to do their jobs are concerned. Univar Solutions is doing their best to support their staff working both at home and on site, where jobs are considered essential.

Univar Solutions would like to thank everyone – their staff, operations folks, customers, suppliers, and the community for their work, and for supporting the guidelines set out by our Provincial Health Officer. As Bonnie Henry says – it won't last forever.

Hoping everyone is keeping well. Please don't hesitate to contact Daniela if anyone has any questions.

Take care,

Robin Lee

Terminal Manager

Univar Solutions

Current status / Schedule

- Refinery shut down April 19 due to Covid-19 related downturn in the petroleum sector
- Lubricant blending, packaging and shipping along with receipt of used oil will continue during the shutdown until we run out of inventory and/or storage space.
- No expectation for start-up of the refinery before July 1.

Health, Safety and Environment

- Our facility continues to operate lost time injury free
- No first aid incidents to report since last meeting

Training and Audits

North Vancouver facility was inspected by Transport Canada on March 25, 2020. The inspector generally noted that the facility was operating within Transport Canada rules and regulations. 3 minor non-compliance issues were noted related to language on a shipping document. Corrections were made and the shipping document template was updated.