

Community Liaison

When it was first constructed in 1943, what is now the Petro-Canada Lubricants facility in Mississauga, Ontario, was situated on a remote site, at a distance from residential developments. Over the intervening years, the City of Mississauga expanded and the Lubricants facility now finds itself in the middle of a busy community. In 1995, a permit application to the Ministry of the Environment to construct a new unit and expand the facility faced some resistance from the local community. The level of trust in the community was low and the prospect of an expanded facility was not welcomed. In order to overcome the community concerns regarding odour, noise and safety during unexpected incidents, Petro-Canada decided to draw on the successful experience of having a community liaison committee in place at our Oakville refinery since 1991. We also agreed with the Ministry of Environment to put in place a Public Liaison Committee (PLC) at the Lubricants facility to open a channel for communication between the plant and the community. A committee was structured to include elected officials, representatives from the community and ratepayers associations, public health, the Ministry of the Environment and Petro-Canada Lubricants Management. A technical sub-committee, made up of residents with experience in industry, was also set up to review technical issues prior to discussion at the PLC.

At the same time, in consultation with the Ministry of the Environment, Petro-Canada agreed to implement a number of air monitoring programs to measure and report emissions from the facility. Continuous Emission Monitoring equipment allows staff to change operating conditions to monitor sulphur dioxide emissions, fence line monitoring systems, and record the Ambient Air Concentration of Pollutants (based on criteria proposed by the Ministry of Environment) to ensure that we are not exceeding acceptable levels. Reports on air quality upwind and downwind of the facility are prepared for the PLC quarterly by independent consultants.

The PLC meets regularly to review the operation, the air quality reports, the facility's compliance with various regulatory requirements and any other issues that may have an impact on the community, such as our emergency response plan.

The PLC has proved to be an effective forum for open dialogue among Petro-Canada, the community and elected officials. It has provided feedback to Petro-Canada Lubricants on ways to improve its

communication to the community. A public notification line, proposed by a community member, provides current and emergency information to the neighbouring communities. The PLC also reviews each complaint received by the Lubricants facility. A key success has been a marked decrease in the number of complaints received.