

**Chemtrade Logistics-ERCO Worldwide-Univar Solutions-Terrapure Environmental  
North Shore Community Advisory Panel (CAP)  
MEETING SUMMARY NOTES  
Online via Zoom**

**Meeting 6:00 pm to 8:00 pm  
Tuesday, October 6, 2020**

**Attendance**

Rob Schultz, Chemtrade Logistics  
Tom Miller, ERCO Worldwide  
Joaquin Verdugo, ERCO Worldwide  
Afsaneh Zaeri, ERCO Worldwide  
Robin Lee, Univar Solutions  
Steve Spence, Terrapure  
Environmental  
Mike Andrews, NSEM  
Jocelyn Hewson, NSEM  
Arielle Dalley, DNV  
Lianne Payne, Wild Bird Trust  
John Miller, Lower Capilano Residents  
Association  
Babs Perowne, NV Can  
Val Hammerberg, Maplewood Area  
Community Association (MACC)  
Stuart Porter-Hogan, Maplewood Area  
Community Association (MACC)  
Alex McNeil, Blueridge Community  
Association  
Sharon Porter, Resident  
Dave Mair, Resident  
Lisa Richardson, Resident  
Cathy Brydon, Resident

**Regrets**

Andrew Van Eden, Tsleil-Waututh  
Bruce Crowe, Inter-River Association

## **1. Introductions**

CAP members introduced themselves and shared updates since the last CAP meeting in February 2020, after which COVID began.

Mike Andrews, Acting Director of NSEM, shared updates on NSEM's role in providing tri-municipal communication and coordination during the pandemic and the community response to COVID.

Jocelyn Hewson from NSEM shared that the annual ShakeOut Day will be held on October 15<sup>th</sup> at 10:15 AM and there were 700,000 people registered so far. She encouraged people to register online at <https://www.shakeoutbc.ca/>

## **2. Review of CAP Terms of Reference and Guiding Principles**

The CAP Terms of Reference and Guiding Principles were reviewed with members in attendance. No changes were made to these documents.

## **3. NSEM Presentation on Emergency Notification**

Mike Andrews from NSEM provided a comprehensive presentation on emergency notification. The presentation detailed information on how people receive and process emergency alerts, the current alerting system, the ideal system, and a potential system that can be put in place before the proposed AlertReady system is made available by the provincial government. AlertReady is delayed at least 2 years.

He referred CAP members to a [report](#) on Outdoor Siren Systems: A review of technology, usage and public response during emergencies for further information.

Please see the attached file for further details.

CAP members raised several questions and comments after the presentation as follows:

Would it be possible for municipalities to determine a standard protocol to use instead of a standard system per se for emergency notification?

Mike responded that this had been considered. The aim was to be able to communicate with people on multiple platforms and for people to be able to choose how they get the messages, and to be sure that they receive it.

One CAP member affirmed that her personal experience when she heard a siren reflected the concerns about the effectiveness of sirens that Mike had mentioned. She had been unsure what it was and had phoned around. She felt a siren was good in the

absence of no information, but that a mechanism providing all the information was better. Mike stressed that a siren alerts you to a hazard, but it doesn't clarify what the hazard is, how urgent it is, who is triggering the alert or what should be done about it. This is a concern, especially when there may be more than one potential action required (shelter-in-place vs evacuation).

Another CAP member expressed concern that the development of an effective tool was a backburner item due to the impacts of COVID and financial constraints. She felt there was no true mechanism for alerting. She was concerned about the high risk involved if an incident occurred, although she recognized the low probability of this. Mike emphasized that a siren would not be a low cost solution, and that the talks about a replacement system had been recent, so this was a current topic of concern, and that the conversations would continue and work on the issue would continue to move forwards. Jocelyn stressed that we do have a system in place in the interim.

Another CAP member expressed concern that people may switch off their phone if they receive too many messages through a system, and a phone based system may be too complex. Mike clarified that the consumer would choose how to receive messages, and although the tool is complex to develop, the interface is not complex for the user. He also stressed that 90% of Canadians have smartphones.

In response to Mike's question about how widely spread the desire for a siren was in Maplewood, it was clarified that no referendum had been done, but MACA did have some community input concerns of why we do not have some early warning system in place, like already in place from Alaska to California' to warn of an earthquake or tsunami'.

Another CAP member expressed that the community's main concern is for something that works. Mike again noted that a siren is not the answer as it could cause confusion and panic. He stated that the challenge with Rapid Notify (now called RAVE), which is available across the North Shore, is getting people to sign up.

Mike also noted that the proposed replacement system is offered through a Canadian company, which means the data is stored in Canada. It is also being considered by other jurisdictions and agencies in the region resulting in the common alerting across jurisdictions. It is also more affordable than the current Rapid Notify system being used. He has asked Chemtrade to investigate the system and let him know their feedback on using this instead of Rapid Notify.

He emphasized that systems are quickly evolving and more research is needed. He noted that he is the current Chair of the Regional Emergency Management Committee for BC and he will continue to keep CAP members updated on new developments on regional alerting coordination as they evolve.

Jocelyn Hewson, NSEM’s Public Education Coordinator, stated the importance of people signing up for Rapid Notify, as well as following the social media sites of local emergency services. She also offered to write an article on current emergency preparedness information for the upcoming edition of the Maplewood Community Association newsletter. The CAP facilitator will connect Jocelyn with Stuart for this purpose.

#### **4. Company Reports**

The company reports will be mailed out to CAP members after the meeting. CAP members will have the opportunity to review the reports and send questions via email to the CAP facilitator who will forward these on to the companies.

A CAP member proposed that in future reports be sent out to members one or two days before the meeting so they would have the opportunity to ask questions during the meeting. All companies agreed to this request.

Please see the company reports from Chemtrade Logistics, ERCO Worldwide, Univar Solutions and Terrapure Environmental in the appendix of these meeting minutes. No member questions were received from the CAP Facilitator about these reports.

#### **5. Meeting Evaluation and Close**

The meeting ended at 8:10pm. Members thanked Mike Andrews from NSEM for an excellent, informative presentation. Members agreed that the Zoom format had worked well for the meeting.

The date of the next meeting will be confirmed and communicated to CAP members shortly.

#### **CAP Action Items**

<b>Action</b>	<b>Responsibility</b>	<b>Timeline</b>	<b>Status</b>
1. Send out company reports and NSEM	CAP facilitator	By Friday, October 9th	Completed

presentation to CAP members			
2. Connect Jocelyn Hewson to Stuart Porter for MACA newsletter	CAP facilitator	Wednesday, October 7th	Completed



## **Community Advisory Panel (CAP)**

### **October 6, 2020 Briefing Notes**

#### **Responsible Care – Safety, Security, & Environmental:**

- **Safety:**
  - There have been no new safety incidents since the last CAP meeting.
- **Environmental:**
  - There has been one environmental reportable incidents since the last CAP meeting.
    - In August a caustic line from our 32% caustic tank developed a leak. There was a small crack in the containment area near the caustic leak and a small volume of caustic entered the crack and out of containment. The crack was sealed up and we estimated the loss at just over 5 l. The leaking pipe has since been replaced.
- **Covid-19 Planning**
  - Chemtrade North Vancouver has been designated an essential service and are continuing to operate but at reduced capacity.
    - No significant changes have been made to our Covid-19 planning.
    - Staff continue to work from home when possible.
    - We have not had any positive tests at our site
    - We have added additional personal hygiene measures and reduced access to further insure the continuing health of our employees, contractors and visitors.
- **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 planned Maintenance shutdown that had previously been moved from April to September had to be moved one more time to October. The October shutdown date has allowed us to secure the required trade support to complete the scheduled work.

- 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 weakened as some pulp mills are taking downtime and we have been seeing more and more extensions in the planned outages. Chlorine demand remains fairly consistent but demand remains low.
- Production rates for the winter months appear to be in the 77 – 85% range but may increase if we see improvements in the market.

**ERCO Worldwide Update** (since last summary to CAP on June 25, 2020)

**Operations**

- ERCO Worldwide North Vancouver has operated in July to September period at approximately 90% of capacity due to reduction of export sales in Asia caused by the fallout of COVID-19 affecting people's need for bleached paper products.
- We continue to improve our COVID-19 safety protocols, which has allowed us to permit critical contractors to work on site, if they are pre-screened and adhere to our strict safety protocols. No general visitors are allowed on site – only essential visitors required to maintain plant operations.
- All site employees working from home have returned to site for work. We continuously monitor employees' health, and at first signs of symptoms, they are required to self-isolate at home until COVID-19 test results are obtained. To date, no employee has been infected by COVID-19.

**Safety/Environmental**

- Unfortunately, a maintenance tradesperson was injured on July 7<sup>th</sup> when he had completed his task using a handheld angle grinder to cut stainless-steel plate and had placed the grinder on the work bench. As he was collecting the finished materials, his gloved hand contacted the still rotating cutting disk and cut his right middle finger. He required stitches to his finger but did not miss any time from work. He has now fully recovered from his injury, and the plant has implemented several improvements, including replacing all angle grinders with units that have brakes that immediately stop the cutting disk. This was the first injury requiring medical attention in over 4.33 years.
- It has been 2701 days since last Reportable Environmental incident (May 15/13).
- As per company policy, all required cleaning, inspections, and testing of site sumps were completed this summer. All sumps passed containment tests, and a few minor repairs were made.
- On Aug 25-26<sup>th</sup>, 3<sup>rd</sup> party compliance testing of Lines 7 & 8 scrubbers and EVS (Environmental Vent Scrubber) were completed as per permit. All results were well within permit limits.

**Miscellaneous**



- ERCO NV continues to operate on BC Hydro's Incremental Energy rate which has had beneficial rates since the start of program this year.
- A 3-day complete plant shutdown occurred on Sept 21-23<sup>rd</sup> to replace the BC Hydro metering kit and perform testing of high voltage cables. All scheduled work was completed with plant restart on schedule and without any safety or environmental issues.

Please stay safe and see you at our next Zoom meeting.

Tom Miller - October 6, 2020



## **Univar report – October 6, 2020**

### **Univar Solutions**

Robin Lee reports that there have been 1636 days since the last safety recordable and 3564 days since the last DAWC (as of end of day Oct 6<sup>th</sup>).

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

### **EHS**

- No personal safety or environmental reportables
  - Other incidents (near miss or non-reportable)
- Slip/Trip Personal Safety
- Minor personal caustic exposure to an operator during caustic truck vacuum testing prior to loading
  - Partly due to operators trying to distance themselves from truck drivers
- Ethanol truck driver minor diesel release from truck hose (not connected to ethanol)
  - Driver trying to move one of their hoses (non-ethanol) and as a result a minor amount of diesel (100ml) was released to concrete pad
  - Concern was that it was a secondary driver who reported seeing the mark on the concrete
  - Worked with dispatches to ensure drivers know that all incidents, no matter how small, need to be reported
- Glycol (MEG) small release into secondary containment during project work (associated with quality sampling)
- Equipment sideswipe damage to railcar
  - Initial miscommunication between foreman and operators led to extra railcar handling
  - Non-regular operator made a choice of how to access the railcar string, and given the limited visibility of the railcar pusher – sideswiped a railcar and did some minor railing/grating damage

- Update to railcar training, procedure changes to railcar switching & communication of incident to all operators

## **Operations**

- Site operated at slightly lower volumes in August/Sept to accommodate the project work of adding 4 additional glycol offloading arms
- COVID 19 continues to present challenges
  - More outdoor meetings & tool box talks
  - Difficult to include all site personnel in meetings since no single space is large enough
  - Managing contractors separately
  - Site continues to minimize visitors and enforce masks, limits on room capacities, and perform extra cleaning
  - has resulted in many operational procedure changes to ensure social distancing
- permit granted from Port for future small storage track (7 cars) but construction not planned until the spring

## **Overall Company**

- Continues to manage COVID globally, but people are slowly returning to work in offices

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 running at 90% capacity
  - Refinery was shut down from Mid-April to Mid-July due COVID-19 related industry downturn
  - Receiving of used oil as well as lubricant blending and packaging activities continued through the shutdown period. As mentioned during the meeting, one of the bright spots during the April-July period was strong sales into the industrial sector and heavy-duty diesel markets (e.g. 15W40 engine oil for diesel trucks).

## Health, Safety and Environment

- Facility continues to operate within permitted approvals
- Facility has operated lost time injury free since the last CAP report
- No positive cases of COVID-19 to report for facility staff, visitors or contractors.
- Terrapure continues to operate following all Provincial and Federal COVID-19 guidelines regarding worker and public safety. The North Vancouver facility has been operating under best practices available with regards to educating our workforce, providing a physically-distanced workplace, appropriate sanitization routines as well as having 'what if' plans in place for potential positive cases.

## Training and Audits

- Planning to send a group of our operators to fire training at the Justice Institute this fall. Although not a regulatory requirement, we feel that our operations department benefits from this in-depth fire training and re-education every 2 years.