



Community Connections

The latest news from Shell Scotford

Issue 3, September 2009

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Shell Scotford's Emergency Services department increases its coverage after moving to a 24-hour service schedule in September.



Scotford Safer for Passing Birds

Much like Oil Sands mining facilities near Ft. McMurray use measures to protect birds in the area, Shell Scotford wants to make sure birds stay safe when they're near the site. However, the bird hazards near Scotford are a little different – in this case electrical power lines are the main threat.



A Silver Anniversary

Shell celebrates a quarter century at Scotford with a look back at how our site has changed over the years.

SCOTFORD SAFER FOR PASSING BIRDS

Looking to the sky for inspiration in a new “bird proofing” project

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Customized bird proofing of a power distribution system, in the form of moulded covers, has been installed to prevent avian electrocution and subsequent power outages at the site.

“By implementing this new technology, we want to protect the raptors and the habitat in which they thrive, all the while delivering water reliably to the Scotford site,” says Nicolas Leblanc, Electrical EIT.

“It’s a win-win for both Shell and the environment.

“The area is alive with all sorts of animals, birds, and vegetation – an amazing variety, in fact. Taking this into account in our everyday job is paramount to accomplishing our health, safety, and environment goals.”

Shell Scotford made the move because, during the past two years, three birds have been electrocuted on power lines feeding the Scotford’s river water-pump facility, with fatal results for the birds and loss of power to the facility.

An avian electrocution expert was brought in and made recommendations based on several criteria, including past mortality, structure configurations, topographical placement and evidence of raptor use.

“The remedy was to insulate all conductive metal parts with moulded covers that are durable and resistant to deterioration from sunlight,” Leblanc says. “It’s a long-term solution to prevent bird and animal electrocution on the power poles.”

So far, no birds have been injured since the insulating covers were installed.

Kevin Leitch, Scotford Projects Group, Electrical, says, “Our licence to operate requires that we prevent an impact to the environment. Bird proofing the power lines in the habitat in which our neighbours live was simply the right thing to do.”



Power lines before the bird proofing project.



The new moulded covers help protect birds from electrocution.

ROAD IMPROVEMENTS TO EASE CONGESTION

Scotford addresses increased traffic around the site

As Scotford grows, one of the consequences is the added traffic around the site. In our 2008 community survey and in subsequent conversations with neighbours, traffic was raised as one of the key issues for us to better manage.

In addition to bussing 75 per cent of our contract workforce at Expansion 1, we have actively promoted good driving behaviour to our employees and contractors over the course of the year and have noticed a marked improvement in this area. While we started with driving behaviours, work was still needed to help alleviate traffic congestion around Scotford.

Over the past two months, workers have been busy constructing various improvements along Range Road 214 and the Refinery/Upgrader access road. Instead of the one access road for two-way traffic to the site, a new one-way ring road is being built to improve access to and from Scotford.

To accommodate this, a new intersection will open just south of the existing Refinery/Upgrader access road on Range Road 214. This intersection and the existing access road intersection will be controlled by new traffic lights.

“These measures will help the flow of traffic during peak hours as well as improve the safety conditions for motorists on Range Road 214,” said Brian Doblanko, Project Engineer.

The project is expected to be completed by the end of October 2009.



New traffic lights are being installed to improve both traffic flow and safety.

'ROUND THE CLOCK

Shell Scotford Emergency Services increases coverage with full-time team

Shell Scotford's Emergency Services department moved to a 24-hour service schedule on September 1, 2009.

Emergency Services Coordinator Jodi Nypuik said the key driver behind the enhanced site-wide service is the need to respond more quickly and effectively in an emergency.

"Our on-shift coverage will now include three emergency responders who complement the existing 10 Operations volunteers at all times," he said. "This will improve our response and intervention times and enable Emergency Services to more effectively provide leadership and technical expertise for incident mitigation."

Emergency Services supports the entire Shell Scotford site, including the Manufacturing facilities, Base Upgrader and Upgrader Expansion 1.

Alignment with best practices in Shell and the future needs of a growing operation were also key drivers for the increased service capacity. Nypuik said in addition to more shift coverage and some enhancement to equipment and resources, the Emergency Response (ER) team has focused on training and competency building, specifically operational job competency validations and developing Standard Operating Guidelines.

The total ER team is made up of 16 full-time emergency responders, four support staff and 116 Operations volunteers.

"Our volunteer staff are integral to the success of this team," Nypuik said. "They bring tremendous experience and familiarity with the site and their contribution is invaluable."

Ideally the ER team won't need to respond to many emergencies, but



The Shell Scotford Emergency Services team

Nypuik says that doesn't mean they won't be busy.

Day-to-day activities for the ER team will include everything from coordinating fire service preventative maintenance, training volunteer staff, developing rescue plans to assistance with SCBA maintenance and managing fire protection authorizations."

"Our aim is to provide a value-added service here at Shell Scotford that we can all be proud of," said Scotford Upgrader HSSE Manager Luc Côté. "Jodi and the entire team deserve a lot of thanks and credit for the tremendous job they've done to bring this Emergency Services improvement plan to life," he added.

"They committed a lot of hours and a lot of effort and the result is delivery on the plan and a more effective Emergency Services here at Scotford."

CALLING THE CABLE GUYS

PCL making progress on massive Expansion 1 job

Construction crews at Scotford Upgrader Expansion 1 are participating in perhaps one of the largest single cable pulls in Western Canadian history, says one of the men charged with getting the job done.

"It's a challenge," said Glen Christensen, PCL Intracon's Electrical Construction Manager, adding his team is making good progress in spite of working in tight quarters.

That hasn't prevented PCL Intracon from pulling an average of 25,000 metres of cable per week. They've even pulled as much as 31,000 metres per week and will need to peak at 36,000 per week to get the job done.

"I'm proud of those guys and gals," said Christensen. "They're working hard and working safely."

"There are also many electricians working hard to support the cable pull with the installation of cable tray and basket tray. Without them, we would have no place to put cable."

The crew of 75 workers on day shift and 31 on night shift still has a ways to go. PCL will have to install 1,630 km – a round-trip from Edmonton to Vancouver – of cable before the job is done.



Part of the PCL team working at Upgrader Expansion 1.

COMMUNITY MEETING

Mark your calendars for Thursday, November 5 at 6:30 p.m. as Shell Scotford hosts a community meeting.

Shell Scotford management will give a short update on our operations and plans, followed by an opportunity for discussion with our residential neighbours.

We'll start with a buffet dinner followed by the meeting, which will take place at Heartland Hall. Neighbours within Shell's emergency planning zone can expect an invitation by mail in October.

We look forward to speaking with our neighbours and hope that you will be able to join us.

**VOLUNTARY RESIDENTIAL PROPERTY PURCHASE PROGRAM
 ("VRPP" program)**

A new round of residential property purchases has started for the Alberta's Industrial Heartland. The program is aimed at residents living within Alberta's Industrial Heartland boundaries who wish to voluntarily relocate due to their proximity to one or multiple industrial developments in the counties of Strathcona, Sturgeon, and Lamont.

A resident eligible for the VRPP program must:

1. Be a principle resident living in the Alberta's Industrial Heartland boundaries.
2. Provide confirmation that you have attempted to sell your property.
3. Not have already benefitted from VRPP.

Deadline for submitting applications is November 21, 2009.

For information on whether you qualify for the program and a copy of the application package, residents can log on to www.industrialheartland.com and click through "Community", or contact Pamela K. Bunnin – Program Manager, Alberta's Industrial Heartland Land Trust Society at 780-998-7453.

Applications can be mailed or dropped off directly at our office #202, 9906 – 102 Street, Fort Saskatchewan, Alberta, T8L 2C3, or email to pamela@industrialheartland.com.

A SILVER ANNIVERSARY
 Shell celebrates 25 years at Scotford

The year was 1984. Michael Jackson won a record eight Grammy awards, the Apple Macintosh was introduced, the Edmonton Oilers won their first Stanley Cup, Marc Garneau became the first Canadian in space, and Brian Mulroney became Prime Minister of Canada. At the time, Shell Canada was also busy – opening its brand new Refinery and Styrene plant at Scotford.

Twenty-five years later and the Scotford Refinery remains the newest in North America. Furthermore, Shell Scotford has grown over the years. In 2000, a glycols plant was opened, and in 2003 the Scotford Upgrader began upgrading bitumen into synthetic oil. Today, work continues on the Upgrader Expansion project.

TURNAROUND UPDATE

After conducting maintenance for the past month, our fall turnaround is coming to an end. Neighbours may notice flaring from our facilities as we bring units back online during the early part of October. While the turnaround was scheduled for the Refinery, we also took the opportunity to conduct needed maintenance on some units at both the Upgrader and Chemical plant.



A crane lifts a load high into the air during the fall turnaround.

"We want to thank our neighbours for their patience and understanding during this maintenance period," said turnaround manager Alain Brosseau. "These turnarounds are important to Shell because they enable us to operate our facilities reliably."

The next turnaround at Scotford is scheduled for spring 2010 as we conduct maintenance on the Upgrader.

 **UPDATEline**
1-866-653-9959

The milestone anniversary is a time for us to reflect on our time here at Scotford – both challenges and successes. But this is also an opportunity for us to look to our next 25 years, envisioning ways that we can continue to deliver leadership in safety, innovation, employment, environmental initiatives, and community stewardship.

Thank you to all of our neighbours who have grown with us over the past 25 years. We look forward to working together to improve our community in the future.



SCOTFORD OVER THE YEARS



October 1981, early construction at Scotford Refinery.

July 1982, a vessel is lifted into place.

April 1984, only the finishing touches are left at the Refinery.

July 2009, Scotford is still growing.