Petro-Canada Lubricants' Public Liaison Committee





Agenda

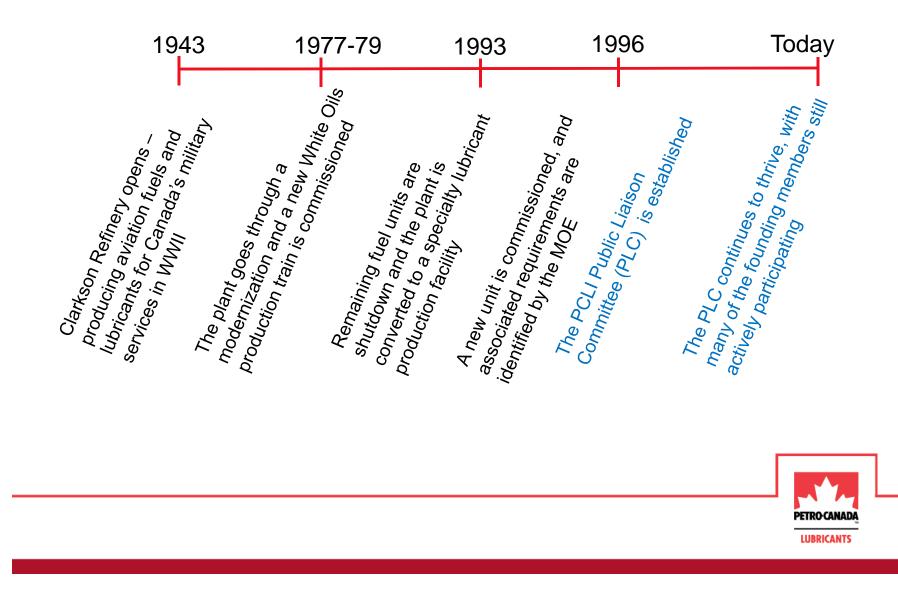
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Petro-Canada Lubricants Overview

- Located in Mississauga, Ontario, the Petro-Canada Lubricants Inc. (PCLI) base oil refinery produces more than 350 Lubricants products which are distributed in over 80 countries
- PCLI is the largest producer of base oils in Canada
- PCLI is also one of the world's largest producers of pharmaceutical and food-grade white oil



Timeline



The Public Liaison Committee (PLC)

- Per the requirements of the CofA, the Public Liaison Committee was established to foster effective communication between PCLI and the surrounding community on issues of mutual concern
- The committee is comprised of representation from local ratepayers associations, government agencies, municipal and provincial government and not-for-profit organizations
- The terms of reference outlines that the committee would meet on a regular basis to discuss pre-determined topics of interest



- The committee provides an ongoing mechanism for the public to convey their interest and concerns to PCLI by facilitating a dialogue amongst PCLI, the neighboring community, elected representatives and the MOECC
- The PLC supports PCLI's focus on continual improvement with respect to air, noise, odour and water



Community Members Perspective

As long-time members, Wendy Davies and Wal Van Riemsdyk offer their perspective on PCLI's Public Liaison Committee

Wendy Davies

 Wendy Davies, B.A. (McGill) majors in Sociology & Economics, is a Former School Trustee (Ward 2) for the Peel District School Board. Wendy is extremely active in the community and has held leadership roles in various associations, including president of the Progressive Conservative Riding Association for Mississauga-Lakeshore, past president of the Canadian Federation of University Women of Mississauga, and Founding Chair of Fund Raising for the Museums of Mississauga. Wendy is also the Co-Chair of Petro-Canada Lubricants' Public Liaison Committee, a role she has held since 1997.

Wal Van Riemsdyk

 Wal Van Riemsdyk, B.Eng, has been a resident and homeowner in the Clarkson / LornePark area since 1972. Wal retired from a staff Engineering position after 25+ years with a major oil company, followed by more than 12 years of consulting on environmental assessments and clean-ups for major landowners. He is an avid volunteer, which includes his role as the director of the Owenwood Residents Association since 1973, a member of the community advisory panel with St Lawrence Cement, RDF project, and a member of the Community Advisory Panel with Holcim / CRH Cement. Wal has also been a member of Petro-Canada Lubricants' Public Liaison Committee since 1996.



The Evolution of the PLC (lessons learned)

Meeting frequency

 In consultation with the PLC, the frequency of meetings were adjusted to ensure the effective use of committee members' time

• Presentation topics

 Additional topics for discussion are vetted by the co-chair in an effort to focus on presentations relevant to the committee, while staying within the Terms of Reference

Audience understanding

- Being mindful of the audience ensures that the delivery of information is presented with an appropriate level of technical depth
- The technical sub-committee was established to provide an unbiased technical opinion

• Executive summaries

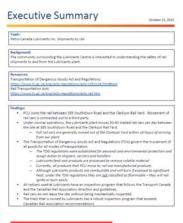
- To assist with the ease of sharing information back to ratepayers associations, an executive summary is provided for select presentations/topics

• Highlighting contributions

 The PLC is provided the opportunity to share their positive contributions with the general public at each plant anniversary open house

• Continuous improvement

Asses the 'what, how and when' of information sharing to ensure effectiveness





Summary

- Aligned with our values, PCLI believes in the importance of having transparent, open communications with external stakeholders, including community members and local leaders
- The PLC provides a forum for exchange of information regarding the operation of the plant, environmental monitoring, company community participation, inquiries from local residents and new approvals or amendments to existing approvals related to the operation of the site
- We believe that conversations fostered through the PLC are mutually beneficial for the organization and the community





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