



richmond refinery newsletter november 2018

richmond today

human energy[®]



responding to the community



By Carlos Perez

The Richmond Refinery works around the clock to produce the transportation fuels that we all use on a daily basis. We always strive to prevent any off-site impact from our operations on the surrounding community. That is what we expect of ourselves and what our neighbors require from us.

We recognize that people living or working near the refinery sometimes have questions about odors or noises they believe may be coming from the refinery. The refinery has team members that are ready 24 hours a day, 7 days a week to respond to and investigate community inquiries. We investigate every call that comes into our hotline.

To initiate an inquiry, residents simply need to call our Odor/Noise Hotline at 510-242-2127. To help us identify and if necessary mitigate the issue, we ask that you give us a call as soon as possible after an odor or noise is detected.

Our team will initiate an investigation, which may include going out into the community to take air samples, along with checking community air monitors and refinery activity. Upon completing the investigation, we share the findings with the resident who initiated the inquiry.

This is an important part of what we do and I encourage our neighbors to let us know if they have a noise or odor question.

Carlos Perez is a Health, Environment and Safety Compliance Team Lead at the Richmond Refinery

respuesta a la comunidad

Por Carlos Perez

La Refinería de Richmond trabaja las veinticuatro horas para producir los combustibles de transporte que todos usamos diariamente. Siempre nos esforzamos por prevenir cualquier impacto fuera de la planta que sea a causa de nuestras operaciones en la comunidad vecina. Esto es lo que esperamos de nosotros mismos y lo que nuestros vecinos nos exigen.

Sabemos que la gente que vive y trabaja cerca de la refinería a veces tiene preguntas sobre los olores y ruidos que piensa que provienen de la refinería. La refinería tiene miembros del equipo que están preparados las 24 horas del día, los siete días de la semana para responder e investigar las preguntas de la comunidad. Investigamos cada llamada que entra a nuestra línea directa.

Para iniciar una investigación, los residentes solo tienen que llamar a nuestra línea directa de Olores y Ruidos al 510-242-2127. Para ayudarnos a identificar una inquietud, y si es necesario mitigarla, pedimos que nos llame tan pronto como detecte un olor o un ruido.

Nuestro equipo iniciará una investigación, la cual incluye ir a la comunidad para tomar muestras del aire y revisar los monitores de aire de la comunidad y la actividad de la refinería. Tras completar la investigación, compartimos los hallazgos con los residentes que iniciaron la investigación.

Esta es una parte importante de lo que hacemos y animamos a nuestros vecinos a que nos informen si tienen una pregunta sobre un ruido o un olor.

Carlos Pérez es un líder del equipo de cumplimiento de salud, medio ambiente y seguridad de la Refinería de Richmond



odor management and community response

Chevron has multiple systems and safeguards in place to control odors and prevent them from impacting the community. We also encourage the community to contact us if they experience odors which may be originating from the refinery. Chevron Field Representatives are available 24 hours a day to investigate odor complaints.



odor hotline

Questions about unusual odors that may be coming from the refinery? We respond to calls 24 hours/day, 7 days/week.

**CALL
510-242-2127**



community air sampling

The Field Representatives utilize air monitoring tools to sample for odors both in the refinery and in the community. Using advanced technology enables our team to identify any compounds present and improves our ability to accurately identify the primary source of an odor.

fast fact

Researchers say that people are able to detect up to a trillion different smells.

did you know?

In urban communities like Richmond there are many different sources of odors, such as cars and trucks, industrial operations, landfills and wastewater and sewage systems. Men and women also have different sensitivities to smells.



odor investigation process



If you smell an odor and think it's coming from the refinery, notify us immediately by calling 510-242-2127. A Field Representative will take an initial report.



The Refinery Shift Leader is alerted and checks fence line air monitors, current refinery activity and assesses other environmental factors.



A Field Representative is dispatched to the community to attempt to identify the source of the odor and speak to the person who initiated the report if available.



The Field Representatives use a variety of tools and technology, and if needed collect air samples, which help determine whether an odor is coming from the refinery.



The Environmental Safety Team reviews the findings and works to mitigate the issue if the source is found to be the refinery.

richmond community air monitoring program

Since 2013, the Refinery has funded a community air monitoring program in Richmond. The program is operated by Argos Scientific, an independent third-party expert, and provides real-time community air quality data, 24 hours a day, 7 days a week.

Data is collected and reported from three stations along the Refinery's fence line and three neighborhood stations - North Richmond, Atchison Village and Point Richmond. The air monitoring systems being used in Richmond make up the most comprehensive program deployed at a refinery location to date.

what's in your air?

Air monitoring is one of the tools used to track emissions and help the public get a better picture of the air quality in Richmond. Chevron funds the Richmond Community Air Monitoring Program, which collects data 24 hours a day, 7 days a week.



monitor

state-of-the-art stations measure air quality in Richmond

track

air quality readings are recorded and analyzed 24 hours a day



inform

data is available at fenceline.org/richmond for anyone to view

Q & A

a conversation with



**Danny Barbour, Environmental Field Coordinator.
Odor Team Lead**

Q Tell us about your role at Chevron?

I am an Environmental Field Coordinator in the Health, Environment and Safety group. My role focusses on the regulatory compliance for air, water and waste. I also lead the Refinery Odor Management Team. We provide Chevron with a coherent, effective and on-going strategy and framework for minimizing the impact of odors from refinery operations on the local community.

Q Tell us about your work with the Odor Team?

First, we want people to know that the refinery has many safeguards and process controls in place to prevent odors from impacting our neighbors. To help address concerns that do arise, we maintain a hotline (510-242-2127) that is staffed 24 hours a day. Every complaint is investigated even if it may not be related to our operations. If you have a concern about an odor, give us a call so we can promptly investigate it and if wanted, report back to you. Our approach to effective odor management includes opportunities for community engagement and we include resident concerns into our odor minimization plans.

Q What is the process when the refinery receives an odor complaint?

When a call comes in, a Field Representative from the refinery will go directly to the location, as soon as possible, and attempt to identify the odor source. The Field Representative will initiate an investigation which may include taking air samples, looking at weather conditions, using their own sense of smell and working with key operational and management personnel to determine if and refinery activity maybe contributing to the odor.

Q Tell us more about the use of technology in your work.

There are a variety of operational and monitoring programs in place at the refinery to identify and reduce emissions of odorous substances. We use many different tools and technologies to help determine the odor source. If an air sample is collected, it will be taken back to our laboratory for analysis. Our lab technicians are able to identify compounds present. We also look at data from refinery ground level and fence line monitors and air monitoring stations located in the community. All of this allows us to use science to more precisely identify if an odor is coming from the refinery.

Q What other factors impact odors?

The refinery operates in an urban area where there are many potential odor sources, including freeways, various industries, train yards, water treatment facilities, composting and landfill operations, and commercial activity such painting, which surrounds nearby residential housing. Humans can detect certain odorous gases at levels far below the capability of most testing instrumentation and can also be very subjective. Some people may even have higher sensitivity than others.

Q Is there a misconception about Chevron that you would like to correct?

I believe that people don't understand how much we care about the environment. We live and work in the same community and environment as all Richmond residents. Through my work, I know just how much goes into our systems to keep the environment safe and people protected. Our day to day procedures are extensive and help ensure there we operate safely, reliably and in an environmentally responsible way.

Q What else would you like the community to know?

The Odor Team is a resource for the community. We want to hear from the community. Having more first-hand data about what people in the community are experiencing enables us to better understand our operations, which is an important factor in helping us mitigate any odor impact our neighbors.



Chevron Richmond
841 Chevron Way
Richmond, CA 94801



Presorted Standard
U.S. Postage
PAID
Oakland, CA
Permit No. 379

for more information

Email richmondrefineryinfo@chevron.com or call 510-242-2000. For noise and odor complaints, please contact 510-242-2127.

para más información

Email a richmondrefineryinfo@chevron.com o llamando al número 510-242-2000. Para quejas relacionadas con ruidos y olores, por favor llame al número 510-242-2127.

community corner

richmond fire and police toy program

By Adrian Sheppard

In 1989, now-retired Richmond firefighter Rod Woods saw the need to support the western Contra Costa County community during the holidays and organized a small local toy drive to help families in need. During this same period, the Richmond Police Department also saw the need in the community and started a program to provide food for families in need during the holidays. Years later, the Richmond Fire and Police united for one program and the Richmond Fire and Police Toy Drive was formed. Every year, the Chevron Fire Department also helps host the program which benefits over 1,200 West Contra Costa County Families.

Adrian Sheppard is the City of Richmond Fire Chief

richmond fire and police toy program

Por Adrian Sheppard

En 1989, Rod Woods, ahora bombero jubilado de Richmond, detectó la necesidad de apoyar a la comunidad del Condado de West Contra Costa durante la temporada de fiestas y organizó una entrega de juguetes para las familias necesitadas. Durante este mismo período, el Departamento de Policía de Richmond también vio la necesidad en la comunidad e inició un programa para proporcionar comida a las familias necesitadas durante la temporada de fiestas. Años después, la policía y los bomberos de Richmond se unieron para formar un programa: Entrega de juguetes de la policía y los bomberos de Richmond. Cada año, el Departamento de Bomberos de Chevron también ayuda a organizar el programa, el cual beneficia a más de 1,200 familias del Condado de West Contra Costa.

Adrian Sheppard es el jefe de bomberos de la Ciudad de Richmond



get involved!

You can help ensure no families go without this holiday season. Please consider donating unwrapped toys for children ages 0 to 12 years at any Richmond Fire Station. You can also provide financial donations online or by sending a check to Richmond Fire & Police Toy Program at P.O. Box 5468, Richmond, CA 94805. Learn more at www.richmondfireandpolicetoyprogram.com/

participe

Puede ayudar a garantizar que a ninguna familia le falte nada en la temporada de fiestas. Considere donar juguetes sin envolver para niños de 0 a 12 años en cualquier Estación de Bomberos de Richmond. También puede hacer donativos en efectivo o enviar un cheque a Richmond Fire & Police Toy Program a P.O. Box 5468, Richmond, CA 94805. Obtenga más información en www.richmondfireandpolicetoyprogram.com/