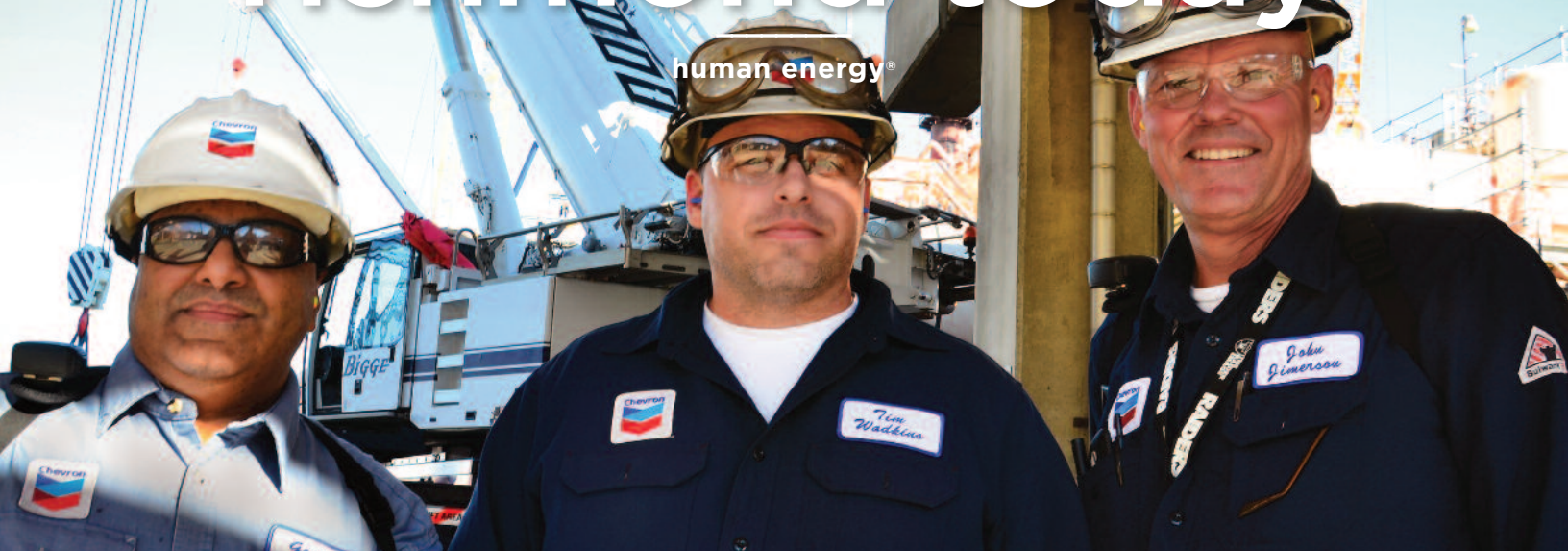




richmond refinery newsletter may 2018

richmond today

human energy®



keeping the community informed

By Alan Davis



At Chevron, everything we do begins with our fundamental commitment to safety. Our safety culture reflects a code of conduct based on two key principles: do it safely or not at all and there is always time to do it right.

We hold ourselves to the highest standard possible and work very hard to protect people and the environment. Our goal is always to operate in a way where we do not negatively impact our community. This is the case in everything we do, from the color of our storage tanks to the designed redundancy and safeguards in our processes.

The Richmond Refinery has a comprehensive network of safety systems in place which enable us to operate reliably and safely. We've invested significant resources over the years in new equipment and technologies that have directly improved our safety and environmental performance.

Our commitment to safe, reliable operations is a continuous journey. As part of that commitment, we want you to have a clear and confident understanding of our operations including a sometimes visible part, flaring. Read this month's newsletter to learn more about these measures and how you can stay informed.

Alan Davis is the Operations Manager at the Richmond Refinery

mantener informada a la comunidad

Por Alan Davis

Todo lo que hacemos en Chevron empieza con nuestro compromiso básico con la seguridad. Nuestra cultura de seguridad refleja un código de conducta basado en dos principios fundamentales: hacerlo de manera segura o no hacerlo, y siempre hay tiempo para hacerlo bien.

Nos exigimos al máximo a nosotros mismos y trabajamos muy duro para proteger a la gente y el medio ambiente. Nuestro objetivo es siempre operar de manera que no afectemos de manera adversa a la comunidad. Esto ocurre con todo lo que hacemos, desde el color de nuestros tanques de almacenamiento hasta la redundancia y los resguardos designados en nuestros procesos.

En la Refinería de Richmond tenemos establecida una red integral de sistemas de seguridad que nos permite operar de manera fiable y segura. A través de los años, hemos invertido en importantes recursos de nuevo equipo y tecnologías que han mejorado directamente nuestro rendimiento de la seguridad y del medio ambiente.

Nuestro compromiso con operaciones seguras y fiables es un proceso continuo. Como parte de ese compromiso, queremos que tenga bien claro cómo son nuestras operaciones, incluyendo una parte que a veces es visible: las llamaradas. Lea el boletín informativo de este mes para aprender más acerca de estas medidas y cómo se puede mantener informado.

Alan Davis es el gerente de operaciones de la Refinería de Richmond

flares: part of our safety system

The Richmond Refinery maintains a comprehensive network of safety systems that are designed to keep our plants running safely and reliably during all operating conditions. One of the most visible components of those safety systems is our network of flares.

1

what is a flare?

A flare is part of the pressure relief system commonly used throughout the petroleum industry. These systems are used to ensure equipment does not exceed limits set for maintaining the safety and integrity of operating equipment. Flaring is a safe and environmentally effective method to burn off gases and to reduce hydrocarbon emissions which are relieved through these designed safety systems during certain operating conditions.



2

working to reduce flaring

Over the past decade, the Richmond Refinery has made significant changes to our operating practices and invested in new equipment and technology which have resulted in significant flaring reductions. These efforts are part of an on-going, refinery-wide program that focuses on reliability of equipment and process units.



3

where can you learn more?

Chevron is committed to keeping the community informed and updated when flaring occurs. The following resources are available to provide residents with the most up-to-date information.



how are flares used?

All flaring activity is regulated by the Bay Area Air Quality Management District (BAAQMD). The Richmond Refinery is required to submit monthly flaring data as well as an annual Flare Minimization Plan (FMP) which outlines the specific instances when the refinery is permitted to flare.

It is our policy to first and foremost maintain the operation of process units to prevent flaring when consistent with safe and reliable operations. However, if flaring becomes necessary, the Richmond Refinery follows a strict set of procedures to keep government agencies and the public informed.



assess

In the event that flaring becomes necessary, refinery workers assess the situation and determine whether the incident has the potential to cause general public concern.



inform

The Refinery has established a policy of open communication and will immediately notify government agencies when any significant flaring occurs.



activate

If the flaring has the potential to impact the community, the Community Warning System will be activated to alert residents and inform them of any necessary precautions to take.



track

Emissions from any flaring activity are tracked by the BAAQMD. Depending on the duration of an incident, gas or air sampling may also be required.



report

The Refinery is required to file reports on a monthly basis to ensure that we are complying with the requirements of the FMP.

by the numbers

92%

Reduction in flaring since 2004-2006 at the Richmond Refinery

zero

Richmond Refinery events since 2013 that were designated as Level 2 or 3 incidents on the CWS scale

35

total number of flaring events* between 2007 and 2016 at the Richmond Refinery, the lowest among all Bay Area refineries

*Events subject to BAAQMD Rule 12-12

community warning system

Contra Costa County maintains a Community Warning System (CWS) to keep area residents informed during various community incidents, including refinery flaring events, which have the potential to impact residents.

LEVEL 0: Informational only. On-site impact only. No community action required.

LEVEL 1: Monitor and track. Possible off-site impact including visible flaring and/or three or more confirmed odor complaints within an hour. No community action required.

LEVEL 2: Hazardous materials release, or potential release, expected to have off-site consequences or possible adverse health consequences. Sensitive populations (children, elderly) should limit outside activity.

LEVEL 3: Hazardous material release, or potential release, with potential adverse health consequences for the general public. All residents should shelter-in-place and await instructions from City and County officials. CWS sirens are activated.


stay informed

 **call:** Chevron Community Hotline 510-242-2000

 **email:** richmondrefineryinfo@chevron.com

 **check:** @ChevronRichmond Facebook and Twitter, @RFDCAOnline Twitter

 **visit:** cwsalerts.com

 **report:** Noise or odor issues to 510-242-2127

additional resources

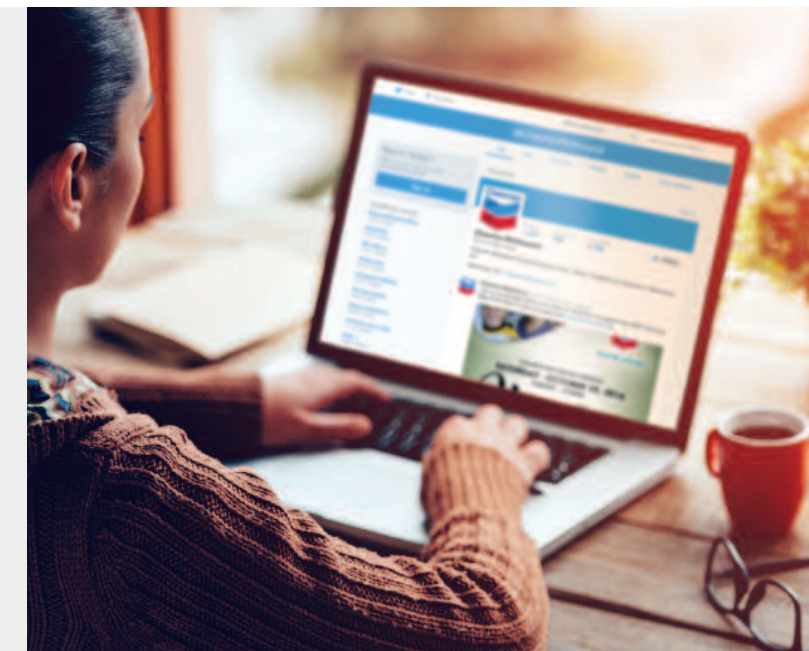
Residents can also register to receive voice, text and email alerts at cwsalerts.com

Real-time air monitoring is available at fenceline.org/Richmond

To view the Refinery's Flare Minimization Plan and monthly reports, visit baaqmd.gov and search "flare minimization plans"

did you know?

As the region's largest refinery, we represent approximately 30% of oil refining capacity in the San Francisco Bay Area but only account for approximately 5% of the vent gas volume of flaring.



Q & A

a conversation with

Danielle Boikanyo, Refinery Shift Leader



Q What do you do at the Refinery?

I am a Refinery Shift Leader (RSL). I manage a crew of Shift Team Leaders and Operators, supporting each of the process areas in the Refinery. Our key responsibilities are to ensure the safe and reliable operation of the Refinery at all times.

Q Is a flare part of the safety system in the Refinery?

We have many different protections that are used to keep the Refinery running safely. A flare is a safety system which is used to relieve excess hydrocarbon gas safely. At the flare, the gas is burned in a controlled manner. Flares allow us to maintain our refining equipment at a safe operating pressure.

Q Is the Refinery allowed to flare whenever it wants?

First, I want to assure our neighbors that we recognize that flaring causes concern in the community. Second, we are governed by a strict set of rules that only allow us to flare when it is absolutely necessary. Notable flaring activity must be reported to environmental agencies such as the Bay Area Air Quality Management District and Contra Costa County Health Services Department.

Q Does the Refinery share information about flaring?

Our goal is always to be as transparent as possible. We believe it's important to keep government officials and the community aware any time our operations have the potential to impact the community. We strive to provide accurate information about what is happening and what action, if any, the community should take. The best way to stay informed is to follow our social media pages (see resources guide on page 4).

Q Should I be worried when I see a flare?

We recognize that the sight of a flare may be alarming to our neighbors. But we also want you to know that the Refinery takes our commitment to protecting the community very seriously and we work hard to prevent flaring. It's also important to note that generally flaring events pose no impact to the community.

Q When do you use the Community Warning System?

There are specific requirements and instructions in place that define when to use the County's Community Warning System. The alerts range from primarily informational (Level 0 and 1), to a potential shelter-in-place event (Level 3). Most of the flaring events at the Refinery are classified as Level 0 or 1, which do not require any action by the public.

Q What do you love about your job?

I love working with people. Our Operators are very skilled, talented and eager to learn. I have been in this industry for 18 years – and it has been invaluable to learn about the Refinery from the RSL perspective. Being an RSL allows me to work with people that are in all sections of the Refinery, and to view our refining operation from more of a big picture vantage point.

Q What is one misconception about Chevron that you would like to correct?

We truly care about the community and the environment. *The Chevron Way* outlines our guiding principles. It informs everything that we do, from our behavior, to our approach to tasks, to how we manage the business. Above all else, it places the highest priority on protecting people and the environment. It also emphasizes the value that Chevron places on social responsibility, which is why so many of us are actively involved in volunteer activities in the Richmond community.



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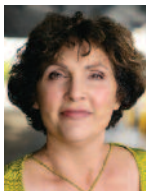
Email richmondrefineryinfo@chevron.com
or call 510-242-2000. For noise and odor
complaints, please contact 510-242-2127.

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

friends of the richmond public library



By Christine Volker

The Friends of the Richmond Public Library has provided free library programs since 1982. Our mission is to instill a love of reading and improve the literacy levels of our community, at all ages. We support a range of library activities from story time with toddlers, to SAT prep for high schoolers, to learning opportunities for adults. We also offer incentive prizes for completion of the library's Summer Reading Programs along with supplies for STEM events and Homework Help. Last year, we funded programs with 1,400 people in attendance. Donations of gently used books are sold for low prices in our book nook at the Main Library so that every family can afford to collect new books. We're always on the lookout for skilled volunteers, along with additional members and donations, so we can support more programs. We are proud to do our part to make Richmond a better place.

Christine Volker is the President of the Friends of the Richmond Public Library



friends of the richmond public library

Por Christine Volker

Friends of the Richmond Public Library ha provisto programas gratuitos de la biblioteca desde 1982. Nuestra misión es inculcar el amor por la lectura y mejorar los niveles de alfabetización de nuestra comunidad, en todas edades. Apoyamos una amplia gama de actividades de la biblioteca, desde cuenta cuentos con niños pequeños, hasta la preparación para el examen SAT para estudiantes de secundaria y oportunidades de aprendizaje para adultos. También ofrecemos premios de incentivos por completar los Programas de lectura de verano, así como suministros para eventos de STEM y Homework Help. El año pasado financiamos programas con la asistencia de 1400 personas. Las donaciones de libros usados en buen estado se vendieron a precios bajos en nuestro rincón de libros en la Biblioteca Principal, de manera que cada familia pudiera obtener libros nuevos. Siempre estamos en busca de voluntarios habilidosos, así como donativos y miembros adicionales, porque así podemos apoyar más programas. Estamos orgullosos de colaborar para hacer que Richmond sea un mejor lugar.

Christine Volker es la presidenta de Friends of the Richmond Public Library