



Measuring & Building Community Trust for a Bulk Terminal

Neptune Terminals – May 2018



Today's Presentation

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- 3 Environmental systems
- 4 Community engagement
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About Neptune

About Neptune

- Situated on the North Shore of Burrard Inlet
- 40 year lease from the Port of Vancouver (federal land)
- Exporting approximately \$4 billion of Canadian bulk products annually



Ownership and Products

- Privately owned by Teck and Canpotex
- Exports: Canadian potash and steelmaking coal
- Imports: phosphate rock used to manufacture fertilizer in Canada

Strategic Approach to Building Trust

- Take a long-term view
- Let our values drive our actions:
 - Prioritize safety, environment and community
 - Be open and accessible
 - Pursue continuous improvement
 - Always act with integrity

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Our Community Research

Measuring Public Perception

- Community research conducted in 2017
 - Used a combination of qualitative and quantitative methods
- Established a baseline of public perception about Neptune for business planning purposes and to assess our corporate reputation
- Will be repeated every 2-3 years

Attributes of Perception



Minimizes impact
on the environment



Cares for
employees

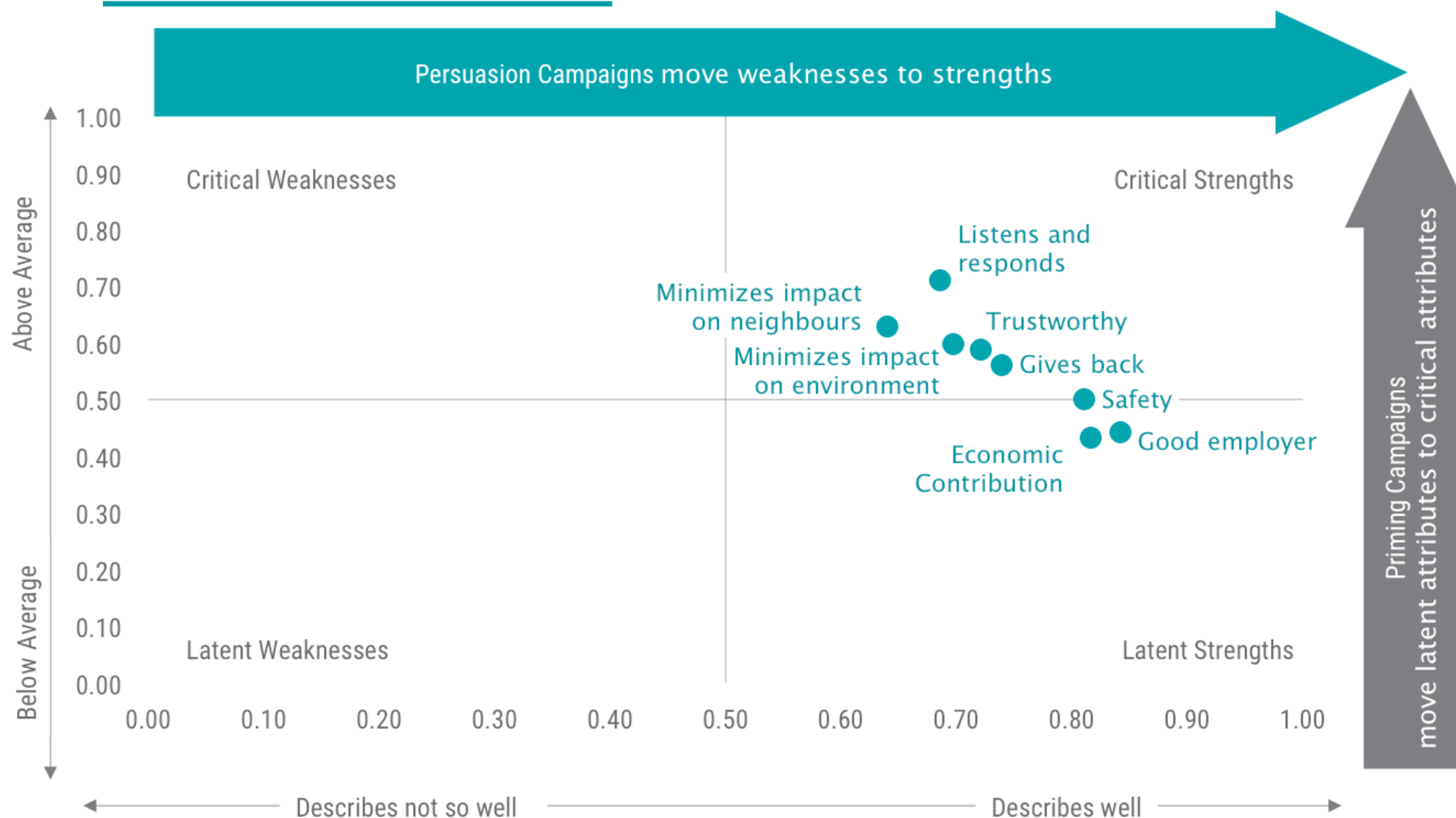


Gives back



Responds to
neighbours

Findings and their Importance



Environmental Responsibility

- Work with regulators to improve permitting processes
- Collaborate to address local environmental issues:
 - Burrard Action Plan work with local First Nations
 - Salmon enhancement
 - Shoreline clean-up

Neptune's Green Marine Report Card



Greenhouse Gases



Waste Management



Dry Bulk Storage



Environmental Leadership



Community Impacts



Spill Prevention



A photograph of two construction workers in safety gear (hard hats, safety glasses, and high-visibility jackets) talking on a construction site. The image is overlaid with a teal color filter. The worker on the left is gesturing with his hands while speaking. The worker on the right is listening and smiling slightly. The background shows a blurred construction site with various materials and structures.

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Environmental Systems

Environmental Systems

- Five air monitor stations on site and in neighbourhood adjacent
- Spray poles
- Enclosed transfer points
- Empty car washdown and spray systems
- Greenhouse gas reduction



A photograph of two young boys in soccer jerseys, one with his arm around the other's shoulder, both smiling. The image is overlaid with a teal color filter. The jerseys feature the Neptune Terminals logo and the Adidas brand. The background shows a grassy field with some playground equipment and a person in the distance.

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Community Engagement

Community Engagement

- Annual open house and frequent community tours
- Prioritize local purchasing
- Open communication channels:
 - Community Questions phone and email
 - North Shore Waterfront Liaison Committee
 - Quarterly newsletter; construction updates
 - Monitoring shared with local residents

Community Engagement (cont'd)

- Community investment
 - Gala in partnership with other terminals
 - School program (Gr. 5)
 - Youth sports
 - Social services partnerships (focus on vulnerable children, youth and seniors)



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Case Study:

Lessons Learned from Permitting Process

Context

- Seeking air permit amendment for already permitted project to upgrade steelmaking coal handling capacity
- Coal had elevated profile across Metro Vancouver communities
 - Public opposition and low level of understanding about commodity
- Another local terminal concurrently seeking permit for coal handling operations

Challenges

- Reaching agreement on consultation scope
- Position of regional regulator on coal exports
- Extent of impact studies
- Possibility of permit appeals

Lessons Learned

- Be proactive
- Rally supporters – employees and stakeholders
- Identify influencers and work to keep them informed
- Don't shy away from tough conversations

Thank you.

Questions?