August 15, 2017

Dear [Redacted]

On July 24, 2017, Service NL received your request for access to the following records/information:

"Response from North Atlantic Refinery Limited to Service NL regarding the directives on control tech relief and training issued on November 24, 2016 and all subsequent responses from Service NL to North Atlantic Refining Limited including any addition directives related to Control Tech training and relief."

I am pleased to inform you that a decision has been made by Service NL to provide access to some of the requested information. However, access to information contained within the records that would reveal personal information, has been refused in accordance with the following exceptions to disclosure, as specified in the Access to Information and Protection of Privacy Act (the Act):

Section 40(1): "The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party's personal privacy."

As required by 8(2) of the Act, we have severed information that is unable to be disclosed and have provided you with as much information as possible. In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

In addition, to the attached documents, you may also find the information provided in a previous access to information request helpful. The request is listed as file number SNL-047-2017 and is available on the Access to Information Office website at the following link:

http://atiipp-search.gov.nl.ca/public/atiipp/requestdownload?id=5744

Please be advised that you may appeal this decision and ask the Information and Privacy Commissioner to review the decision to provide partial access to the requested information, as set out in section 42 of the Act (a copy of this section of the Act has been enclosed for your reference). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner. Your appeal should identify your concerns with the request and why you are submitting the appeal.

The appeal may be addressed to the Information and Privacy Commissioner is as follows:
Office of the Information and Privacy Commissioner
2 Canada Drive
P. O. Box 13004, Stn. A
St. John’s, NL A1B 3V8

Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act (a copy of this section of the Act has been enclosed for your reference).

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please contact me by telephone at 709-729-7437 or by email at ellenhaskell@gov.nl.ca.

Sincerely,

ELLEN HASKELL
ATIPP Coordinator

Enclosures
Access or correction complaint (Section 42)

42. (1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days

a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52 (1) or 53 (1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to

a) a request that is disregarded under section 21;

b) a decision respecting an extension of time under section 23 ;

c) a variation of a procedure under section 24; or

d) an estimate of costs or a decision not to waive a cost under section 26.

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.

Direct appeal to Trial Division by an applicant (Section 52)

52. (1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42, the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days

a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has
refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner’s refusal under subsection 45 (2).
Yes he did but it did not address the directives issued. Did you get the previous email that I forwarded to you explaining why it did not satisfy the directive? I will forward it along again.

Regards,

Trevor

---

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---

From: [REDACTED]@NAREfining.ca
Sent: Monday, December 05, 2016 12:04 PM
To: Wiseman, Trevor
Cc: Tremblett, Greg
Subject: RE: Control Room/Operator Certification Directive Letter
Trevor;

I know [redacted] was working at this procedure and I understood he forwarded a copy of this to you.

Important notice:
My email address has changed to [redacted]. Please update your contacts with my new info.

NIARL Refining LP
1 Refinery Rd, Box 40
Come By Chance, NL A0B1H0

NIARL Refining, LP (North Atlantic), with its 115,000 bpd oil refining capacity and an experienced workforce of more than 600, produces top quality fuels for local customers and those around the world. As a major player in the local oil industry, NIARL contributes upwards of $200 million a year direct to the provincial economy.

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North Atlantic

From: Wiseman, Trevor [mailto:TrevorWiseman@gov.nl.ca]
Sent: December-05-16 11:13 AM
To: [redacted]
Cc: Tremblett, Greg
Subject: FW: Control Room/Operator Certification Directive Letter

Are you acting Chief while [redacted] is off on holidays? Please see the directive letter attached. The “Emergency Procedure” directive is overdue, please provide a status update on its development progress.

Regards,

Trevor

Newfoundland Labrador

Trevor Wiseman
Boiler Pressure Vessel Inspector
Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Section 40(1)

From: Wiseman, Trevor
Sent: Thursday, November 24, 2016 12:41 PM
To: [Redacted]
Cc: Eastman, Dennis; Tremblett, Greg; Browne, Aidan
Subject: Control Room/Operator Certification Directive Letter

Section 40(1)

Please see the attached directive letter regarding control room panel coverage and operator certifications. Please feel free to contact me if you require any further clarification or have any questions regarding these matters.

Regards,

Trevor

---

Newfoundland Labrador

Trevor Wiseman
Boiler Pressure Vessel Inspector

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John's, NL A1B 4J6
TrevorWiseman@gov.nl.ca
i: 709.729.2746 | f: 709.729.2071
www.service.nl.gov.nl.ca

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November 24, 2016

NARL Refining LP
1 Refinery Road, Box 40
Come-by-Chance, NL A0B 1N0

Re: Review of Combined Pressure Plant PR1173, NARL Refining LP, Come-by-Chance, NL

Dear [Redacted]

A pressure plant review was conducted at your Combined Pressure Plant, PR1173, located at NARL Refining LP, Come-by-Chance, NL during September and October, 2016. During this pressure plant review, all documentation pertaining to the registered Combined Pressure Plant was reviewed, including but not limited to the Certificate of Plant Registration and Appendix 1, the 2016 Shift Schedule, current Notices of Temporary Assignments, the Posts and Panel document, and the Control Tech and Process Tech Profile documents. In addition there was verbal communication with a number of Power Engineers at the site.

As a result of this pressure plant review, there were a number of concerns noted as follows:

- There was an insufficient number of trained ControlTechs on 3 of 4 shifts for the Hydrogen/Utilities control panel and 1 of 4 shifts for the Sulphur Plant control panel to relieve the ControlTech for breaks, lunch breaks or washroom breaks. This would be in violation of the requirements of your Certificate of Plant Registration regarding continuous supervision of this control panel, per Section 12(3) of the Boiler, Pressure Vessel and Compressed Gas Regulations.

- There was an insufficient number of trained ControlTechs on 3 of 4 shifts for the Hydrogen/Utilities control panel and 1 of 4 shifts for the Sulphur Plant control panel to step in to operate these control panels if the ControlTech became incapacitated while assigned to the control panel. This would be in violation of the requirements of your Certificate of Plant Registration regarding continuous supervision of this control panel, per Section 12(3) of the aforementioned Regulations.

- There were a number of Power Engineers found to be operating in posts that required a Power Engineer that held expired Certificates of Competency. This is a violation under Section 7(4) of the aforementioned Regulations.
Therefore, NARL Refining LP has been issued the following directives:

1. NARL Refining LP shall propose an action plan in writing to this Department, complete with a timeline, regarding training of additional Power Engineers for the Control Tech positions on the Hydrogen/Utilities and Sulphur Plant control panels in order to provide continuous supervision during relief coverage for the Control Techs assigned to these control panels for that shift for breaks, lunch breaks or washroom breaks. This directive shall be completed within 30 days of receipt of this letter.

2. NARL Refining LP shall immediately develop an emergency plan/procedure to address the situation whereby a Power Engineer in a Control Tech position became incapacitated while assigned to the Hydrogen/Utilities or Sulphur plant control panels and there was no other Power Engineer on that shift available to step in and provide continuous supervision on the respective panel. This directive shall be completed within 7 days of receipt of this letter.

3. NARL Refining LP shall not permit Power Engineers found to have expired Certificates of Competency to operate in any of the positions where a Power Engineer is required, per the Certificate of Plant Registration, until they have renewed their Certificates of Competency and submitted copies of these Certificates of Competency to this Department.

If you have any questions, please contact this office at 729-2746.

Regards,

Trevor Wiseman
Boiler and Pressure Vessel Inspector

Cc: Mr. Dennis Eastman, P. Eng.
   Director, Engineering and Inspection Services, Service NL

   Mr. Greg Tremblett
   Manager, Inspection Services, Service NL

   Mr. Aiden Brown
   Occupational Health and Safety Officer, Occupational Health and Safety Division

File
Tremblett, Greg

From: [removed]@NARefining.ca
Sent: Monday, December 05, 2016 12:58 PM
To: Wiseman, Trevor
Cc: Tremblett, Greg
Subject: RE: Power Engineer Certification Requirements

Trevor;

We have control techs hired and we have them training in the appropriate posts and panels so coverage will be on each shift. Presently in Area B we have five control techs per shift and only require three per shift so we are training the other two for coverage reasons. In Area A we have four control techs per shift and only require three per shift so we are training the other person for coverage also. This takes time.

Important notice:
My email address has changed to [removed]@NARefining.ca. Please update your contacts with my new info.

NARL Refining LP
1 Refinery Rd, Box 40
Come By Chance, NL A0B 1N0

NARL Refining, LP (North Atlantic), with its 115,000 bpd oil refining capacity and an experienced workforce of more than 600, produces top quality fuels for local customers and those around the world. As a major player in the local oil industry, NARL contributes upwards of $200 million a year direct to the provincial economy.

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North Atlantic

From: Wiseman, Trevor [mailto:TrevorWiseman@gov.nl.ca]
Sent: December-05-16 12:09 PM
To: [removed]
Cc: Tremblett, Greg
Subject: FW: Power Engineer Certification Requirements

Please see the forwarded email below.

Regards,

Trevor
In regards to shuffling of personnel, are the shuffled personnel mentioned in the policy trained for the post or panel? From my review of your training records and your shift roster there are multiple shifts for the Hydrogen panel and one shift for the Sulfur panel where there are only one trained and certified operator on site to cover these post. In these instances shuffling isn’t an option as there isn’t any trained and certified personnel available to shuffle. Are you planning on training personnel so there is someone who can rotate into each panel/post during for each shift? Otherwise the policy will not satisfy the directive.

I will remind you that it is not acceptable to run/operate a panel/unit without an trained certified operator under your plant registration, please base your emergency procedure around this. The emergency procedure needs to address if a panel is not attended by an operator until you can find a trained and certified replacement operator to fill in.

Regards,

Trevor
Trevor Wiseman
Boiler Pressure Vessel Inspector

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John’s, NL A1B 4J6
Trevor.Wiseman@gov.nl.ca
t: 709.729.2746 | f: 709.729.2071
www.serviceNL.gov.nl.ca

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From: [Redacted]@NARrefining.ca
Sent: Tuesday, November 29, 2016 11:47 AM
To: Wiseman, Trevor
Subject: Power Engineer Certification Requirements

Trevor, I have tried to address different scenarios in the development of a procedure (in draft) for call outs/covering Power Engineer positions. We cannot be prepared for every situation but we can try to cover most situations. Over the years I have worked at many facilities and have run First Class Plants as an PE/Shift Engineer and Chief and at no time did we strive to have a back up person on shift for every scenario. There are some 2nd Class PEs on shift who do not step up for the Shift Engineer position but would have to in the event of an emergency. As well 3rd Class PEs can be shuffled to do the same. This should only be for the duration of the shift and the next shift that the Team impacted is to work this would be taken care of by rearranging the appropriate personnel.

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Power Engineer Certification Requirements.doc
Purpose

To identify process for staffing the Control Room and Process areas where a PE Certificate is required

Potential Hazards

- Not meeting the regulation requirements for PE Staffing at the refinery

- Not having the appropriate qualified PE in place to identify/respond to a potential emergency/emergency in the utilities/Process/Control Room

- Not having a qualified PE in the appropriate Unit/Control Room may lead to wrong actions taken which may affect the operation of the equipment/unit

Preparation

Shift Team Leaders/Shift Supervisors will become very familiar with this procedure and ensure Operations Techs are informed about the practice of ensuring the appropriate PE qualifications for the units are met. This includes sickness and out of the unit/control room breaks.

Reference Standards and Procedures:

- NEWFOUNDLAND AND LABRADOR REGULATION 119/96 Boiler, Pressure Vessel and Compressed Gas Regulations under the Public Safety Act (O.C. 96-427)

- North Atlantic Refining Limited, PR 1173, Appendix 1(Designation of certified personnel and minimum certification for Combined Pressure Plant PR 1173

- Chief Power Engineer: First Class

Power Engineer Certification Requirements.doc
• Shift Engineers: Second Class

• Assistant Shift Engineers:

• Hydrogen/Utility Control Panel – Third Class

• Sulphur Control Panel – Fourth Class

• Utilities Boiler Room – Third class

• Hydrogen Reformer – Third Class

• Unit 19 Compressed Gas Plant – Fourth Class/Compressor Operator

• Compressed Air & Refrigeration Plants Fourth Class

• Sulphur Plant/Unit 16 Compressed Gas Plant – Fourth Class

• Platformer/Unit 14 & 15 Compressed Gas Plant – Fourth Class

• Visbreaker – Fourth Class

• Unit 13 Compressed Gas Plant – Fourth Class/Compressor Operator
### Power Engineer Certification Requirements

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Action By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Control Tech leaves the Control Room</td>
<td>Control Techs</td>
</tr>
<tr>
<td></td>
<td>• Ensure back up Control Tech is Third Class</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Ensure back up Control Tech is qualified to Operate the boiler in the absence of the Designated Control Tech</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Power Engineer absent from work (Sickness, vacation, mutual etc.) Power Engineer will be replaced by equivalent qualified Power Engineer</td>
<td>Shift Team Lead/Shift Supervisor</td>
</tr>
<tr>
<td></td>
<td>• Try to call in equivalent qualified and certified PE</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Shuffle Qualified PE from other units to meet the requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• This includes the Shift Team Leader and Shift Supervisor</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Hydrogen/ Utilities Power Engineer/ Control Tech Incapacitated</td>
<td>Shift Team Lead/Shift Supervisor</td>
</tr>
<tr>
<td></td>
<td>• Shuffle a Qualified Power Engineer from a Unit to take the place of the incapacitated person</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Call out a Power Engineer Qualified to run appropriate panel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: Moving a Qualified Power Engineer from a unit to the Control Tech Position may mean shuffling a few operators. A Unit with more than one operator may see a reduction in personnel for the duration of the shift.</td>
<td></td>
</tr>
<tr>
<td>Shift Engineer absent from work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Call out a Qualified 2\textsuperscript{nd} Class/ 3\textsuperscript{rd} Class (With temporary 2\textsuperscript{nd} Class Certificate) Power Engineer to cover the vacancy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Call out the Chief Power Engineer for support/ direction</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Shift Team Lead/ Shift Supervisor |
Yes, weather is playing difficult this week. Attached are two documents that represent Area A and B training. Page two of each has the “control tech” Profile. On the bottom we’ve added a text box to demonstrate how the SRU and Boiler control panel will be staffed going forward.

Area A SRU – As you can see there are at least two people per shift that have appropriate ticket and requisite post and control panel training for the SRU.

Area B Boiler – C shift has two people similarly to SRU. A and D shift have a trainee who has the training for the boiler and have been providing relief. B shift has an outside operator on that shift that has the training and been in the control room, but not for a few years. He is currently doing a refresher on the boiler only such that he can come inside when relief is required.

Our go forward plan is that those listed in the above will be scheduled such that two are in control room, or outside and capable of coming inside, to provide relief. If one of these people are off then the OT will be restricted to those with same training from another shift.

Our reorganization has resulted in adding two new positions 1. Control Room Supervisor 2. Operations Shift Scheduler.

Both have been involved in developing this plan to address the directive. They are copied on this correspondence. This gives a much closer attention to this area and direct influence in how the panels are staffed.

Maybe we can chat Monday once you’ve had an opportunity to review.
I decided not to travel to the refinery this morning as highway conditions are poor/snow covered which would have made it difficult to make it there before 10am and also it is calling for snow squalls later today. Could we discuss NARL’s proposal over the phone? I would like to remind you that the emergency plan directive is now over two weeks past due.

Regards,
Trevor
North Atlantic
NARL Refining Limited Partnership

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of $150 million a year directly into the provincial economy.

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From: Wiseman, Trevor [mailto:Trevor.Wiseman@gov.nl.ca]
Sent: December-15-16 1:38 PM
To: [Redacted]
Subject: RE: Directives

I will try my best to be there before 10:00 am tomorrow morning. How can I contact you when I arrive?

Regards,

Trevor

Newfoundland
Labrador

Trevor Wiseman
Boiler Pressure Vessel Inspector

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John's, NL A1B 4J6
Trevor.Wiseman@gov.nl.ca
t: 709.729.2746 | f: 709.729.2071
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From: [Email Address]
Sent: Thursday, December 15, 2016 11:44 AM
To: Wiseman, Trevor
Subject: RE: Directives

Up till 1030 yes. I'll be leaving around 11 for St. John's.

North Atlantic
NARL Refining Limited Partnership

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of $150 million a year directly into the provincial economy.

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From: Wiseman, Trevor [mailto:TrevorWiseman@gov.nl.ca]
Sent: December-15-16 10:49 AM
To: [Email Address]
Subject: RE: Directives

Would you be available to meet sometime tomorrow between 10:30-12:30? Weather permitting of course.

Regards,

Trevor

Newfoundland Labrador

Trevor Wiseman
Boiler Pressure Vessel Inspector
Hi Trevor,

I stuck in [redacted] as my flight didn't make it in. Hoping to be at office in the afternoon.

Thanks trevor.
Subject: RE: Directives

Section 40(1)

I will be onsite tomorrow morning. I will be in contact with you prior to my arrival to arrange a time to meet.

Regards,

Trevor

Newfoundland Labrador

Trevor Wiseman
Boiler Pressure Vessel Inspector

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John's, NL A1B 4J6
Trevor.Wiseman@gov.nl.ca
 t: 709.729.2746 | f: 709.729.2071
www.service.nl.gov.nl.ca

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From: [REDACTED]@NALReining.ca
Sent: Friday, December 09, 2016 3:57 PM
To: Trembllett, Greg; Wiseman, Trevor
Subject: RE: Directives

Hey Trevor, Hoping we can plan something for Wednesday of next week as I’m away until then.

NARL Refining LP
1 Refinery Rd, Box 40
Come By Chance, NL A0B1N0

Section 40(1)

Section 40(1)

Section 40(1)
North Atlantic
NARL Refining Limited Partnership

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From: Tremblett, Greg [mailto:tremble@nrl.gov.ca]
Sent: December-09-16 3:45 PM
To: Wiseman, Trevor
Cc: 
Subject: FW: Directives

Trevor, s.40(1)

Please contact [removed] to review per his request below.

Regards,

Greg Tremblett
Manager of Inspection Services

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John's, NL A1B 4J6
tremble@nrl.gov.ca
lm: 709.729.3974 | f: 709.729.2071
www.service.nl.gov.ca

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From: [removed]@NARrefining.ca
Sent: Friday, December 09, 2016 2:35 PM
To: Wiseman, Trevor; Tremblett, Greg
Subject: Directives

As discussed on Tuesday, I've been working on this matter and would appreciate an opportunity to review with you prior to official letter of response.
### Area A Process Tech Profile

<table>
<thead>
<tr>
<th>ID</th>
<th>Last Name</th>
<th>First Name</th>
<th>Progression Level</th>
<th>Power Engineering Status</th>
<th>Completed Dates</th>
<th>Dates Contained in Graphs</th>
<th>Last Progression reflected on 21-03-22</th>
</tr>
</thead>
<tbody>
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</table>

### Section 40(1)

Area A Progression Process and Central Tech Profile

Printed 16/05/2016

Page 1 of 2
<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Progression Level</th>
<th>Posts Completed</th>
<th>Panels Completed</th>
<th>Current Panel Training</th>
<th>Last Panel Written</th>
<th>Last Post Progression Date</th>
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<tr>
<td>Control Tech B</td>
<td>1 2 3 4 5 6 7 8</td>
<td>Area A</td>
<td>Area B</td>
<td>Area C</td>
<td>Area A</td>
<td>Area B</td>
<td>06-May-16</td>
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<td>Control Tech B</td>
<td>1 2 3 4 5 6 7 8</td>
<td>Area A</td>
<td>Area B</td>
<td>Area C</td>
<td>Area A</td>
<td>Area B</td>
<td>30-Nov-16</td>
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<td>Area C</td>
<td>Area A</td>
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<td>Area B</td>
<td>Area C</td>
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<td>Area B</td>
<td>09-Sep-13</td>
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SRU = Outside Post B | Control Panel 3, 4th class Power Engineering ticket

Control Techs Shifts:
A: B: C: D:
### Area B Process Tech Profile

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<thead>
<tr>
<th>ID</th>
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<th>First Name</th>
<th>Progressing Level</th>
<th>Power Engineering Status</th>
<th>Completed Posts</th>
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### Area B Control Tech Profile

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<tr>
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<td>8</td>
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</tbody>
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**Section 40(1)**

Hydrogen / Utilities CT = Outside Posts 3, 4, 7 & 8, Control Panel 1 and 3rd class Power Engineering Ticket

Control Tech: [A B C D]

Outside Operator with Posts 7 & 8. Utilities control panel and 3rd class Power Engineering Ticket

Control Tech: [A B C D]
Hi Trevor,

As per your last correspondence, attached is the complete training schedule for the control techs in training for the boiler panel.

In summary; Since our last correspondence, [REDACTED] has completed the panel leaving two shifts (A&B) with a trainee providing short duration relief on the panel. C shift has a trainee but as previously indicated, there are two persons on that shift with the panel complete.

Please note, the actual training hours for January are in the process of being updated. As directed, we will continue to provide updates on a monthly basis.

Regards,

NARL Refining LP
1 Refinery Rd, Box 40
Come By Chance, NL A0B 1N0

North Atlantic
NARL Refining Limited Partnership

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of $150 million a year directly into the provincial economy.

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After reviewing the updated shift rosters/training qualifications for the Utilities/Hydrogen Control Panel and the Sulphur control panel, I have determined that the directives regarding panel coverage have been conditionally satisfied. The trainees are acceptable to cover for breaks only, not for extended coverage. Rotating a trained and certified field
operator into control room for extended shift coverage would be acceptable providing that they are competent in performing the required duties.

Failure to cover the panels with an operator with a lower level of training than mentioned above would be a violation of NARL Refining LP's Certificate of Plant Registration. Installation of any automatic safety/safety shutdown devices would not change the requirements of the Certificate of Plant Registration. Therefore the panel would be required to be shut down until the requirement has been satisfied.

Please provide a timeline for the projected completion of training and any refresher training that is required. Also regular monthly updates will be required on the progress of the trainees until their training has been completed.

If you have any further questions please do not hesitate to ask.

Regards,

Trevor

Newfoundland Labrador

Trevor Wiseman
Boiler Pressure Vessel Inspector

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John's, NL A1B 4J6
TrevorWiseman@gov.nl.ca
1: 709.729.2746 | f: 709.729.2071
www.servicenl.gov.nl.ca

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From: [redacted]
Sent: Wednesday, December 21, 2016 8:16 AM
To: Wiseman, Trevor
Cc: Tremblay, Greg; [redacted]
Subject: RE: Directives
Hi Trevor,
Just following up to see if you required additional dialogue on this matter or have any additional questions.

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of $150 million a year directly into the provincial economy.

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Yes, weather is playing difficult this week.
Attached are two documents that represent Area A and B training. Page two of each has the “control tech” Profile. On the bottom We’ve added a text box to demonstrate how the SRU and Boiler control panel will be staffed going forward.

Area A SRU – As you can see there are at least two people per shift that have appropriate ticket and requisite post and control panel training for the SRU.

Area B Boiler – C shift has two people similarly to SRU. A and D shift have a trainee who has the training for the boiler and have been providing relief. B shift has an outside operator on that shift that has the training and been in the control room, but not for a few years. He is currently doing a refresher on the boiler only such that he can come inside when relief is required.

Our go forward plan is that those listed in the above will be scheduled such that two are in control room, or outside and capable of coming inside, to provide relief. If one of these people are off then the OT will be restricted to those with same training from another shift.

Our reorganization has resulted in adding two new positions 1. Control Room Supervisor 2. Operations Shift Scheduler. Both have been involved in developing this plan to address the directive. They are copied on this correspondence. This gives a much closer attention to this area and direct influence in how the panels are staffed.

Maybe we can chat Monday once you’ve had an opportunity to review.
NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of $150 million a year directly into the provincial economy.

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From: Wiseman, Trevor [mailto:TrevorWiseman@gov.nl.ca]
Sent: December-16-16 9:19 AM
To: 
Cc: Trembllett, Greg
Subject: RE: Directives

I decided not to travel to the refinery this morning as highway conditions are poor/snow covered which would have made it difficult to make it there before 10am and also it is calling for snow squalls later today. Could we discuss NARL’s proposal over the phone? I would like to remind you that the emergency plan directive is now over two weeks past due.

Regards,

Trevor

Trevor Wiseman
Boiler Pressure Vessel Inspector

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John’s, NL A1B 416
TrevorWiseman@gov.nl.ca
T: 709.729.2746 | F: 709.729.2071
www.servicenl.gov.nl.ca
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From: [redacted]@NARefining.ca
Sent: Thursday, December 15, 2016 1:39 PM
To: Wiseman, Trevor
Subject: RE: Directives

I'll delay leaving to very last minute as well.

NARL Refining LP
1 Refinery Rd, Box 40
Come By Chance, NL A0B 1N0

North Atlantic
NARL Refining Limited Partnership

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of $150 million a year directly into the provincial economy.

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From: Wiseman, Trevor [mailto:Trevor.Wiseman@gov.nl.ca]
Sent: December-15-16 1:38 PM
To: [redacted]
Subject: RE: Directives

I will try my best to be there before 10:00 am tomorrow morning. How can I contact you when I arrive?

Regards,

Trevor

Newfoundland Labrador
Trevor Wiseman
Boiler Pressure Vessel Inspector

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John’s, NL A1B 4J6
TrevorWiseman@gov.nl.ca
t: 709.729.2746 | f: 709.729.2071
www.service.nl.gov.ca

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From: [REDACTED]@NARRefining.ca
Sent: Thursday, December 15, 2016 11:44 AM
To: Wiseman, Trevor
Subject: RE: Directives

Up till 1030 yes. I’ll be leaving around 11 for St. John’s.

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of $150 million a year directly into the provincial economy.

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From: Wiseman, Trevor [mailto:TrevorWiseman@gov.nl.ca]
Sent: December-15-16 10:49 AM
To: [REDACTED]
Subject: RE: Directives

Would you be available to meet sometime tomorrow between 10:30-12:30? Weather permitting of course.
Regards,
Trevor

---

Trevor Wiseman
Boiler Pressure Vessel Inspector

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John's, NL A1B 4J6
TrevorWiseman@gov.nl.ca
T: 709.729.2746 | F: 709.729.2071
www.servicenl.gov.nl.ca

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From: [REDACTED]@NARrefining.ca
Sent: Tuesday, December 13, 2016 5:11 PM
To: Wiseman, Trevor
Cc: Tremblott, Greg
Subject: Re: Directives

Hi Trevor,
I stuck in [REDACTED], as my flight didn't make it in. Hoping to be at office in the afternoon.

--- Original message ---
From: [REDACTED]@NARrefining.ca
Date: 2016-12-13 10:30 AM (GMT-03:30)
To: "Wiseman, Trevor" <TrevorWiseman@gov.nl.ca>
Thanks trevor.

Sent from my Samsung Galaxy smartphone.

-------- Original message --------
From: "Wiseman, Trevor" <TrevorWiseman@gov.nl.ca>
Date: 2016-12-13 8:23 AM (GMT-04:00)
To: [REDACTED]@NARefining.ca
Cc: "Tremblett, Greg" <gtremble@gov.nl.ca>
Subject: RE: Directives

I will be onsite tomorrow morning. I will be in contact with you prior to my arrival to arrange a time to meet.

Regards,

Trevor

---

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From: [Redacted]@NARrefining.ca
Sent: Friday, December 09, 2016 3:57 PM
To: Tremblett, Greg; Wiseman, Trevor
Subject: RE: Directives

Hey Trevor, Hoping we can plan something for Wednesday of next week as I'm away until then.

NARL Refining LP
1 Refinery Rd, Box 40
Comp Bt Flanbo, IL 90110

North Atlantic

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of $150 million a year directly into the provincial economy.

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From: Tremblett, Greg [mailto:gtremble@gov.nl.ca]
Sent: December-09-16 3:45 PM
To: Wiseman, Trevor
Cc: [Redacted]
Subject: FW: Directives

Trevor,

Please contact [Redacted] to review per his request below.

Regards,

Greg Tremblett
Manager of Inspection Services

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John's, NL A1B 4J6
gtremble@gov.nl.ca
T: 709.729.3974 F: 709.729.2071
www.servicenl.gov.nl.ca

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From: [Redacted]@NARRefining.ca
Sent: Friday, December 09, 2016 2:35 PM
To: Wiseman, Trevor; Tremblett, Greg
Subject: Directives

As discussed on Tuesday, I've been working on this matter and would appreciate an opportunity to review with you prior to official letter of response.

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of $150 million a year directly into the provincial economy.

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### Section 40(1)

**PANELS AND POSTS CROSS-TRAINING - AREA B**

<table>
<thead>
<tr>
<th>Panel</th>
<th>Post</th>
<th>Code</th>
<th>Location</th>
<th>Type</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>A1</td>
<td>123</td>
<td>N1</td>
<td>123</td>
<td>456</td>
</tr>
<tr>
<td>P2</td>
<td>A2</td>
<td>789</td>
<td>N2</td>
<td>789</td>
<td>901</td>
</tr>
</tbody>
</table>

**Classification**

- New: N
- Old: O
- Mixed: M

**Measurement Units**

- Inches: In
- Feet: Ft

**Legend**

- New: N
- Old: O
- Mixed: M

**Notes**

- All panels must be aligned properly.
- Posts must be securely fixed in place.

---

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### Section 40(1)

#### PANELS AND POSTS CROSS-TRAINING - AREA B

<table>
<thead>
<tr>
<th>Date</th>
<th>Employee</th>
<th>Hours</th>
<th>Department</th>
<th>Task</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/2023</td>
<td>John Doe</td>
<td>8</td>
<td>Finance</td>
<td>Task A</td>
<td>Complete</td>
</tr>
<tr>
<td>01/02/2023</td>
<td>Jane Doe</td>
<td>6</td>
<td>IT</td>
<td>Task B</td>
<td>In Progress</td>
</tr>
<tr>
<td>01/03/2023</td>
<td>Bob Smith</td>
<td>5</td>
<td>Marketing</td>
<td>Task C</td>
<td>Not Started</td>
</tr>
</tbody>
</table>

**Date of Training Review:**

- 01/15/2023: Customer feedback on training effectiveness.
- 01/20/2023: Department heads review training progress.

---

*Note: The table is a simplified representation of the training records.*
<table>
<thead>
<tr>
<th>From:</th>
<th>Wiseman, Trevor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent:</td>
<td>Wednesday, March 22, 2017 12:06 PM</td>
</tr>
<tr>
<td>To:</td>
<td>Brown, David (SNL)</td>
</tr>
<tr>
<td>CC:</td>
<td>Training Records and Emergency Shutdown Procedures</td>
</tr>
<tr>
<td>Subject:</td>
<td>Panel 2010-2011 Training - Jan 2017 (1) pdf</td>
</tr>
</tbody>
</table>

Please provide a progress update on the control tech training schedule that was submitted as part of the NARL's directive proposal, see the attached document for reference.

Also, does not NARL have an official shutdown procedure for the emergency shutdown of the SRU and Hydrogen/Liabilities unit? Please send a copy of the outside and control panel procedures for the specified units for review.

Regards,

Trevor

---

**Newfoundland Labrador**

Trevor Wiseman
Boiler Pressure Vessel Inspector

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Moor Registry Building
149 Smallwood Drive
P. O. Box 8700 St. John's, NL A1B 4L6
TrevorWiseman@egov.nl.ca
T: 709.729.2766 F: 709.729.2071

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### PANELS AND POSTS CROSS-TRAINING - AREA B

| Panel Type | Area A | Area B | Area C | Area D | Area E | Area F | Area G | Area H | Area I | Area J | Area K | Area L | Area M | Area N | Area O | Area P | Area Q | Area R | Area S | Area T | Area U | Area V | Area W | Area X | Area Y | Area Z |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| General Panel | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| General Post | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | A | B | C |

**Section 40(1)**
### Panels and Posts Cross-Training - Area B

<table>
<thead>
<tr>
<th>Panel</th>
<th>Posts</th>
<th>Drift</th>
<th>RECQ</th>
<th>MARCH 2017 Training Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Section 40(1)**
After reviewing the updated training progress and comparing it to the training plan that was conditionally accepted with regards to the relief coverage for control operators, it appears that the training schedule is not being followed. According to NARL’s own training document only one of the 4 utilities/hydrogen control panel trainees listed in the training plan document has received any training at 65 hours completed with the other 3 trainees having a combined total of zero hours.

During a recent visit to site it was relayed to me that there is still instances of no coverage for breaks and that the trainees are responsible for getting the training in the control room. Furthermore I have also received additional complaints from the union that there is often no coverage on both of the ticketed panels.

Please answer the following questions regarding the above statements.

1. Please explain why there has been very little progress towards the conditionally accepted training plan?
2. Are the trainees responsible for arranging their own training on the SRU and Utilities/Hydrogen panels?
3. Has the outside operators listed in the conditionally accepted plan to provide coverage in case of an emergency had the refresher training as outlined in the original email?
4. Is there still instances of not having coverage for the SRU and Utilities/Hydrogen panels?

Regards,

Trevor

Trevor Wiseman
Boiler Pressure Vessel Inspector
Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John’s, NL A1B 4J6
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From: [Redacted]@NARrefining.ca
Sent: Friday, March 24, 2017 1:39 PM
To: Brown, David (SNL); Wiseman, Trevor
Subject: NARL Training

Training up date.

NARL Refining LP
1 Refinery Rd, Box 40
Come By Chance, NL A0B1N0

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity, produces top quality fuels for local customers and those around the world. As an economic driver for 30 years, a strong NARL means a strong Newfoundland and Labrador with a direct contribution to the provincial economy of over $300M every year.

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## Section 40(1)

### PANELS AND POSTS CROSS-TRAINING - AREA B

<table>
<thead>
<tr>
<th>Column 1</th>
<th>Column 2</th>
<th>Column 3</th>
<th>Column 4</th>
<th>Column 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Row 1</td>
<td>Data</td>
<td>Data</td>
<td>Data</td>
<td>Data</td>
</tr>
<tr>
<td>Row 2</td>
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<td>Row 3</td>
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<td>Row 4</td>
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</tr>
<tr>
<td>Row 5</td>
<td>Data</td>
<td>Data</td>
<td>Data</td>
<td>Data</td>
</tr>
</tbody>
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...
### Section 40(1)

#### PANELS AND POSTS CROSS-TRAINING - AREA B

<table>
<thead>
<tr>
<th>Component Type</th>
<th>Description</th>
<th>Cross-Trained</th>
<th>Training Hours</th>
</tr>
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<tbody>
<tr>
<td>Panel Assembly</td>
<td>Assembly</td>
<td>+</td>
<td>10</td>
</tr>
<tr>
<td>Panel Cutting</td>
<td>Cutting</td>
<td>+</td>
<td>5</td>
</tr>
<tr>
<td>Panel Painting</td>
<td>Painting</td>
<td>+</td>
<td>2</td>
</tr>
</tbody>
</table>

Regular and Training Hours

- Regular Hours: 8 hours/day
- Training Hours: 0 hours/day
<table>
<thead>
<tr>
<th>Level</th>
<th>Dept</th>
<th>#</th>
<th>Date</th>
<th>Time</th>
<th>Name</th>
<th>Notes</th>
<th>Other</th>
<th>Total Training</th>
<th>Comments</th>
<th>MAY 2017 Training Hours</th>
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</thead>
<tbody>
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</tr>
</tbody>
</table>

Section 40(1)
Section 40(1)

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Time</th>
<th>Area</th>
<th>Activity</th>
<th>Count</th>
<th>Total</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Panels</td>
<td></td>
<td></td>
<td>Area</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Posts</td>
<td></td>
<td></td>
<td>Area</td>
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### Section 40(1)

#### PANELS AND POSTS CROSS-TRAINING - AREA B

<table>
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<tr>
<th>Area</th>
<th>Skill</th>
<th>Panel</th>
<th>Post</th>
<th>Panel 1</th>
<th>Panel 2</th>
<th>Panel 3</th>
<th>Panel 4</th>
<th>Post 1</th>
<th>Post 2</th>
<th>Post 3</th>
<th>Post 4</th>
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</thead>
<tbody>
<tr>
<td>Area 1</td>
<td>Skill 1</td>
<td>Panel 1</td>
<td>Panel 2</td>
<td>Panel 3</td>
<td>Panel 4</td>
<td>Post 1</td>
<td>Post 2</td>
<td>Post 3</td>
<td>Post 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Area 2</td>
<td>Skill 2</td>
<td>Panel 1</td>
<td>Panel 2</td>
<td>Panel 3</td>
<td>Panel 4</td>
<td>Post 1</td>
<td>Post 2</td>
<td>Post 3</td>
<td>Post 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Area 3</td>
<td>Skill 3</td>
<td>Panel 1</td>
<td>Panel 2</td>
<td>Panel 3</td>
<td>Panel 4</td>
<td>Post 1</td>
<td>Post 2</td>
<td>Post 3</td>
<td>Post 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Area 4</td>
<td>Skill 4</td>
<td>Panel 1</td>
<td>Panel 2</td>
<td>Panel 3</td>
<td>Panel 4</td>
<td>Post 1</td>
<td>Post 2</td>
<td>Post 3</td>
<td>Post 4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**January Skill Training Hours**

<table>
<thead>
<tr>
<th>Area 1</th>
<th>Skill 1</th>
<th>Panel 1</th>
<th>Panel 2</th>
<th>Panel 3</th>
<th>Panel 4</th>
<th>Post 1</th>
<th>Post 2</th>
<th>Post 3</th>
<th>Post 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area 2</td>
<td>Skill 2</td>
<td>Panel 1</td>
<td>Panel 2</td>
<td>Panel 3</td>
<td>Panel 4</td>
<td>Post 1</td>
<td>Post 2</td>
<td>Post 3</td>
<td>Post 4</td>
</tr>
<tr>
<td>Area 3</td>
<td>Skill 3</td>
<td>Panel 1</td>
<td>Panel 2</td>
<td>Panel 3</td>
<td>Panel 4</td>
<td>Post 1</td>
<td>Post 2</td>
<td>Post 3</td>
<td>Post 4</td>
</tr>
<tr>
<td>Area 4</td>
<td>Skill 4</td>
<td>Panel 1</td>
<td>Panel 2</td>
<td>Panel 3</td>
<td>Panel 4</td>
<td>Post 1</td>
<td>Post 2</td>
<td>Post 3</td>
<td>Post 4</td>
</tr>
</tbody>
</table>

### Notes
- Cross-training must be completed by all employees.
- Panels and posts must be trained in pairs.
- Training hours must be completed within the first quarter of the year.
### PANELS AND POSTS CROSS-TRAINING - AREA B

<table>
<thead>
<tr>
<th>Month</th>
<th>Day</th>
<th>Panel</th>
<th>Post</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>1</td>
<td>Panel A</td>
<td>Post 1</td>
<td>10</td>
</tr>
<tr>
<td>Jan</td>
<td>2</td>
<td>Panel B</td>
<td>Post 2</td>
<td>15</td>
</tr>
<tr>
<td>Jan</td>
<td>3</td>
<td>Panel C</td>
<td>Post 3</td>
<td>20</td>
</tr>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>

**March**

<table>
<thead>
<tr>
<th>Panel</th>
<th>Post</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panel A</td>
<td>Post 4</td>
<td>9</td>
</tr>
<tr>
<td>Panel B</td>
<td>Post 5</td>
<td>11</td>
</tr>
<tr>
<td>Panel C</td>
<td>Post 6</td>
<td>13</td>
</tr>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
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</tbody>
</table>

**April**

<table>
<thead>
<tr>
<th>Panel</th>
<th>Post</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panel A</td>
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<td>16</td>
</tr>
<tr>
<td>Panel B</td>
<td>Post 8</td>
<td>18</td>
</tr>
<tr>
<td>Panel C</td>
<td>Post 9</td>
<td>20</td>
</tr>
<tr>
<td>...</td>
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</tbody>
</table>

**May**

<table>
<thead>
<tr>
<th>Panel</th>
<th>Post</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panel A</td>
<td>Post 10</td>
<td>23</td>
</tr>
<tr>
<td>Panel B</td>
<td>Post 11</td>
<td>25</td>
</tr>
<tr>
<td>Panel C</td>
<td>Post 12</td>
<td>27</td>
</tr>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>

Note: The table continues with similar columns and rows for different months and years, showing the training hours for each panel and post combination.
### Panels and Posts Cross-Training - Area B

<table>
<thead>
<tr>
<th>Panel</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Type A</td>
<td>Panel 1</td>
</tr>
<tr>
<td>P2</td>
<td>Type B</td>
<td>Panel 2</td>
</tr>
<tr>
<td>P3</td>
<td>Type C</td>
<td>Panel 3</td>
</tr>
</tbody>
</table>

#### Training Hours

<table>
<thead>
<tr>
<th>Time</th>
<th>Hours</th>
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<tbody>
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<td>PM</td>
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</tbody>
</table>

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Section 40(1)
### Panels and Posts Cross-Training - Area B

<table>
<thead>
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Section 40(1)
I am waiting for more information on the questions/queries.

When can we expect a response to the questions regarding the plant registration application which you have acknowledged in the attachment sent with this email?

Also, as a reminder Dave and myself are awaiting answers/response to the questions submitted in previous emails regarding H-1304, H-1401, control room panel coverage, control tech training, electrical power outage and equipment impact.

All the questions as outlined above including the questions regarding the plant registration are of high urgency and answers are expected as soon as possible. At very least timelines shall be submitted which outlines when we can expect answers/responses by end of day tomorrow.

Regards,

Trevor
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Section 40(1)

From: [REDACTED]@NARRefining.ca
Sent: Tuesday, March 28, 2017 3:46 PM
To: Brown, David (SNL); Wiseman, Trevor
Subject: SNL Questions and Answers

I have put a list together for your review. Please let me know if there are items missing or if there are any statement(s) that need correction or clarification.

NARL Refining LP
1 Refinery Rd, Box 40
Come By Chance, NL, A0B1N0

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity, produces top quality fuels for local customers and those around the world. As an economic driver for 30 years, a strong NARL means a strong Newfoundland and Labrador with a direct contribution to the provincial economy of over $300M every year.

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Which questions need further clarification? Not all the questions asked in previous emails pertain to the plant registration review. I will attempt to clarify the reasoning behind the questions below to try to speed up the process of receiving the required answers.

The questions asked in the meeting regarding the plant registration which you have reiterated to us in your email are required to be answered so we can properly access the plant registration with regards to operators duties and the BPV Regulations requirements. For clarification and your own awareness we are performing a full review of the pressure plants operational requirements and it should be noted that the workload analysis report as completed by the independent review company for NARL has no bearing on this review. Therefore we require answers to all the questions put forward to obtain NARL’s plan for operators duties/requirements. Also be aware that there may be follow up questions based on your reply, thus prolonged reply to these questions stagnates the review process. I would also like to take this opportunity to remind you that the current certificate of plant registration is still in effect and is required to be followed until a new certificate of plant registration is issued based on review and acceptance by this department.

The questions I have asked regarding the control directives are based on NARL’s apparent failure to comply with its own conditionally accepted proposal to satisfy the issued in an acceptable manner.

Questions regarding the tiles in heater H-1401 and running H-1304 on bypass are based on anonymous complaints that have been submitted.

The letter/email Dave has sent regarding the power outage should be self-explanatory.

Please reply to all these questions and concerns as soon as possible. If you have any further questions please do not hesitate to ask.

Regards,

Trevor
Trevor Wiseman
Boller Pressure Vessel Inspector

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John's, NL A1B 4J6
TrevorWiseman@gov.nl.ca
t: 709.729.2746 | f: 709.729.2071
www.servicenl.gov.nl.ca

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Section 40(1)

From: [Redacted]@NARrefining.ca
Sent: Friday, April 07, 2017 10:16 AM
To: Wiseman, Trevor
Subject: [Potential Junk/Spam] RE: Timeline

Trevor,

NARL Refining LP has been reviewing the large quantity of questions asked. We are attempting to understand the basis for these questions and how they relate to the regulations and our obligations. Without this context it is difficult for us to provide a timeline for response.

We expect to have a properly formulated response with timelines to these questions no later than April 14/17. We will forward if completed prior to this date.

NARL Refining LP
1 Refinery Rd. Box 40
Come By Chance, NL, A0B 1N0

NARL Refining LP (North Atlantic), with its 130,000 bpd oil refining capacity, produces top quality fuels for local customers and those around the world. As an economic driver for 30 years, a strong NARL means a strong Newfoundland and Labrador with a direct contribution to the provincial economy of over $300M every year.

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Section 40(1)

From: [Redacted]
Sent: April-05-17 4:04 PM
To: 'Wiseman, Trevor'  
Subject: Timeline  

A message will be coming to you; possibly tomorrow.

NARL Refining LP  
1 Refinery Rd, Box 40  
Come By Chance, NL, A0B1N0

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity, produces top quality fuels for local customers and those around the world. As an economic driver for 30 years, a strong NARL means a strong Newfoundland and Labrador with a direct contribution to the provincial economy of over $300M every year.

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Greg, please see the below. As discussed.

Thanks,

David Brown

---

Boiler and Pressure Vessel Inspector II, Engineering Services
Government of Newfoundland and Labrador
Clarenville/S Myers Place
Email: DBrown@gov.nl.ca

Dave, yes a panel operator was sent to the hospital. One of the boiler operators (3rd Class) who has panel training was brought into the Control Room. This left one operator (3rd Class) in Utilities at this time. A qualified Control Tech was called and he arrived within 1.5 hours. We continue to strive to get more qualified Control Techs at the facility.

---

From: Brown, David (SNL) (mailto:DBrown@gov.nl.ca)
Sent: June-08-17 9:29 AM
To: [redacted]
Cc: Wiseman, Trevor
Subject: Control Tech Coverage for the Utilities Control Panel Concern.

Would you offer comment to the following concern received with respect to control tech coverage this past Sunday night with respect to the utilities panel.

It's alleged that the panel operator was sent to Hospital with no relief coverage for the panel.

Your clarification.

Thanks,

David Brown

Boiler and Pressure Vessel Inspector II, Engineering Services
Government of Newfoundland and Labrador
Clarenville/S Myers Place
Tremlett, Greg

From: Brown, David (SNL)
Sent: Thursday, June 22, 2017 3:50 PM
To: Wiseman, Trevor; Tremlett, Greg
Subject: FW: Copy of Panels Posts Cross-Training - updated Jun 1st.xlsx
Attachments: Copy of Panels Posts Cross-Training - updated Jun 1st.pdf

Gentlemen, please see the below and attached latest info with respect to cross training at the refinery for your records.

Thanks,

David Brown

---

From: Brown, David [Redacted]
Sent: Thursday, June 22, 2017 12:38 PM
To: Brown, David (SNL)
Subject: Copy of Panels Posts Cross-Training - updated Jun 1st.xlsx

Just keeping you up to date.

---

NARL Refining LP
1 Refinery Rd, Box 40
Cape Breton, NS, A0B 3H0

NARL Refining, LP (Storm Atlantic), with its 130,000 bpd of refining capacity, produces top quality fuels for local customers and those around the world. As an economic driver for 30 years, a strong NARL means a strong Newfoundland and Labrador with a direct contribution to the provincial economy of over $300M every year.

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**February 2017 Training Hours**

<table>
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<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
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**Section 40(1)**
### Panels and Posts Cross-Training - Area A

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<th>Panel</th>
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<th>Area Training</th>
<th>March Felt Training Hours</th>
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*Note: Some training due to unit breaks.*

*Shift B has been heavy work.*
### Panels and Posts Cross-Training - Area A

<table>
<thead>
<tr>
<th>Panel/Post</th>
<th>Function</th>
<th>Training Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panel A</td>
<td>Function A</td>
<td>10 hours</td>
</tr>
<tr>
<td>Panel B</td>
<td>Function B</td>
<td>15 hours</td>
</tr>
<tr>
<td>Panel C</td>
<td>Function C</td>
<td>20 hours</td>
</tr>
<tr>
<td>Panel D</td>
<td>Function D</td>
<td>25 hours</td>
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<tr>
<td>Panel E</td>
<td>Function E</td>
<td>30 hours</td>
</tr>
</tbody>
</table>

#### April 2022 Training Hours

- **Panel A**: 10 hours
- **Panel B**: 15 hours
- **Panel C**: 20 hours
- **Panel D**: 25 hours
- **Panel E**: 30 hours

*Note: The table above outlines the training hours for each panel/post in Area A.*
## Section 40(1)

### PANELS AND POSTS CROSS-TRAINING - AREA A

<table>
<thead>
<tr>
<th>Station</th>
<th>Name</th>
<th>Date</th>
<th>Time</th>
<th>Shift</th>
<th>Type</th>
<th>Location</th>
<th>Target Time</th>
<th>Actual Time</th>
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### MAY 2017 TRAINING HOURS

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<th>Time</th>
<th>Shift</th>
<th>Type</th>
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*Note: Detailed entry required for each entry.*
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<th>Area</th>
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<th>Hours</th>
<th>Notes</th>
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<td>Area A</td>
<td>Task 1</td>
<td>Mon, Wed, Fri</td>
<td>8</td>
<td>Training session</td>
</tr>
<tr>
<td>Area B</td>
<td>Task 2</td>
<td>Tues, Thurs</td>
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<td>Task 3</td>
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**June 2027 Timings**

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<td>15:00</td>
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*Note: Hours are in local time.*
### PANELS AND POSTS CROSS-TRAINING - AREA A

<table>
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</table>

### Chart Details

- **Chart 1**: Description of panels and posts cross-training.
- **Chart 2**: Area A specific details.
- **Chart 3**: Cross-training hours breakdown.

#### Cross-training Hours

- **Panel A**: Hours allocated for training.
- **Panel B**: Training methods used.
- **Panel C**: Progress tracking.

### Notes

- Section 40(1) highlighted.
### Panel and Posts Cross-Training - Area A

| Panel | Posts | Area A | Area B | Area C | Area D | Area E | Area F | Area G | Area H | Area I | Area J | Area K | Area L | Area M | Area N | Area O | Area P | Area Q | Area R | Area S | Area T | Area U | Area V | Area W | Area X | Area Y | Area Z |
|-------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|       |       |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |

### August 2017 Training Issues

- [List of issues]
- [List of resolutions]
### Panels and Posts Cross-Training - Area A

| Panel | Chart | Shift | JMSD | Panel | Chart | Shift | JMSD | Panel | Chart | Shift | JMSD | Panel | Chart | Shift | JMSD | Panel | Chart | Shift | JMSD | Panel | Chart | Shift | JMSD |
|-------|-------|-------|------|-------|-------|-------|------|-------|-------|-------|------|-------|-------|-------|------|-------|-------|-------|-------|-------|------|-------|-------|-------|------|-------|-------|-------|
|       |       |       |      |       |       |       |      |       |       |       |      |       |       |       |      |       |       |       |       |       |      |       |       |       |      |       |       |       |

### October 2019 Relocation Issues

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79
## Panels and Posts Cross-Training - Area A

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### November Self Training Hours

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*Section 40(1)*
Section 40(1)

PANELS AND POSTS CROSS-TRAINING - AREA B

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**Notes:**
- **Section 40(1)**
- All cross-trainings must be approved by the training department.
- Panels marked with an 'X' indicate completed cross-training.

### NEXT DUTY TRAINING DATES

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*All department codes correspond to internal reporting.*