

2011 Turnaround Fact Sheet

As part of our ongoing effort to ensure that the refinery operates at peak reliability and efficiency, during May and June 2011, we will be conducting a major project we call a "Turnaround" – a maintenance activity on equipment within the refinery. Due to the nature of this event, there may be increased activity in the facility during this time. Although we will work hard during the project to minimize the impact on our neighbors, some within the community may notice our Turnaround activities, including:

- Increased traffic
- Additional noise
- Use of the Safety Flare
- Odors

WHAT IS A TURNAROUND?

Turnaround is a term we use to identify a time when the refinery undergoes major maintenance work. In addition to our regular ongoing maintenance activities, we conduct a major Turnaround every few years to help keep our refinery operating safely and efficiently. During this upcoming Turnaround, we plan to conduct the following tasks:

- Service approximately 200 safety relief valves
- Open, inspect, and perform maintenance on approximately 70 vessels
- Clean, inspect, and perform maintenance on more than 125 heat exchangers
- Plus much more!

HOW MANY PEOPLE ARE INVOLVED?

Everyone who works in the refinery is involved in some aspect of the Turnaround! In addition to our own employees, about 1,500 trained contractors who specialize in refinery turnaround work will be involved in the project.

WILL THERE BE INCREASED TRAFFIC?

Increased numbers of workers will mean some increased traffic on main streets around the refinery, particularly during shift changes between 6-8 am and 4-7 pm. Both traffic safety and parking control are key elements of our planning and all activity is coordinated with Contra Costa County. ConocoPhillips will contract additional security personnel to ensure that our increased traffic will not interfere with general traffic safety. Parking for the additional contractors will be provided on ConocoPhillips property.

WILL THERE BE EXTRA LIGHT AT NIGHT?

Turnaround work will proceed at the same pace, day or night, so we'll need to light our work areas within the refinery at night. During past Turnarounds, some neighbors have reported seeing "flashing" or "flickering" lights. These can be caused by caution signals on equipment or occasional welding activities.

SHOULD I BE CONCERNED ABOUT FLARE ACTIVITY?

Although the sight of the flares in operation may cause concern, we want to assure you that the flare system is a safety device, acting as a relief valve for the refinery. During periods of scheduled maintenance or unplanned operational interruptions, materials from the refining process may be routed to the flare system. There, the liquid and vapors are combined with steam and burned off in an environmentally approved manner.

WHAT ABOUT NOISE?

With a number of units out of operation, there shouldn't be increased noise. However, close neighbors could hear *different* noises during a Turnaround. For example, you could hear the sound of a generator or compressor, a "whooshing" sound from a pressure relief valve, or the occasional noise associated with construction-type activities.

COULD THERE BE INCREASED ODORS?

Planned maintenance projects could increase the possibility for odors from the refinery. However, we have planned these activities very carefully and will take precautions to ensure against this possibility. During the Turnaround, an Environmental Specialist will be in nearby neighborhoods checking for odors. As always, if you smell an odor, we encourage you to call our community hotline at 510-245-4070.

WILL THE REFINERY STILL MAKE GASOLINE?

Yes. Even though we will be conducting maintenance on some of our units, we will still be able to produce a reduced quantity of gasoline and other transportation products from components we already have on hand. We feel confident that we will be able to continue to supply our customers.

SAFETY

Safety comes first at the refinery. During a Turnaround, we shut down refinery processing units to assure the ongoing safe operation of equipment. We upgrade or enhance facilities, perform preventive maintenance, and replace parts as needed. Then we return this equipment back to service in a controlled, systematic manner.

Turnarounds are times of high activities, so we pay special attention to employee and contractor safety, too. Our safety ethic is governed by a fundamental principle: "All employees have the authority and responsibility to stop work and/or shut down equipment if there is any safety or environmental concerns."

This is a core value that will not be compromised.

If you have any further questions or comments, please contact Mark R. Hughes (510-245-4400 or mark.r.hughes@conocophillips.com).

