



Welcome to Our Refinery

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We are very proud of our operations and are pleased that you are visiting with us. This facility is an important part of our region's economy and is a key supplier of energy to northeastern North America. This is a place where there is challenging work with significant responsibilities, and a great culture of commitment to each other.

We recognize being a part of such a special place is due to the many committed men and women who have worked here over the years since 1957, and to the continued support of our community. We recognize that your visit with us today will leave an impression on you, and we trust that it will reflect how we work together and with our community.

Have a meaningful and safe visit with us, and thank you for coming.

Kenneth Irving



K.C. Irving with sons Jack (left) and Arthur (right)



Arthur Irving (centre) with sons Kenneth Irving (left) and Arthur Irving Jr.

Irving Refinery Firsts

- First Canadian refinery to make high-octane gasoline without the use of lead additives
- First company in Canada to offer low-sulphur gasoline, five years ahead of regulation
- First oil company ever to receive the United States Environmental Protection Agency Clean Air Excellence Award
- Recognized by Hart World Fuels as "North American Refiner of the Year"
- First refinery in Canada to install CD Tech technology, which makes ultra-low sulphur gasoline
- First refinery in Atlantic Canada to offer low-sulphur premium diesel ahead of regulations
- First in Canada to use a Belco™ scrubber, which removes sulphur dioxide and reduces particulates (small particles in the air)
- First in Canada to regenerate sulphuric acid onsite for use in the refining process

Who We Are



At Irving Oil, we take pride in our people and our products.

Founded in 1924, we are a regional refining and marketing company serving customers in Eastern Canada, Quebec, and New England with a range of finished energy products as well as complementary products and services. Irving Oil's refinery has reached production rates in excess of 300,000 barrels per day and produced clean fuels years ahead of environmental regulations. We were the first oil company to receive a United States Environmental Protection Agency (USEPA) Award for Clean Air Excellence. We are recognized as an environmental leader and for providing excellence in customer service.

The refinery is located in Saint John, New Brunswick, and it is Canada's largest. Every day, we export over 200,000 barrels of petroleum products to the U.S. Northeast – about 64 per cent of all Canadian petroleum exports.

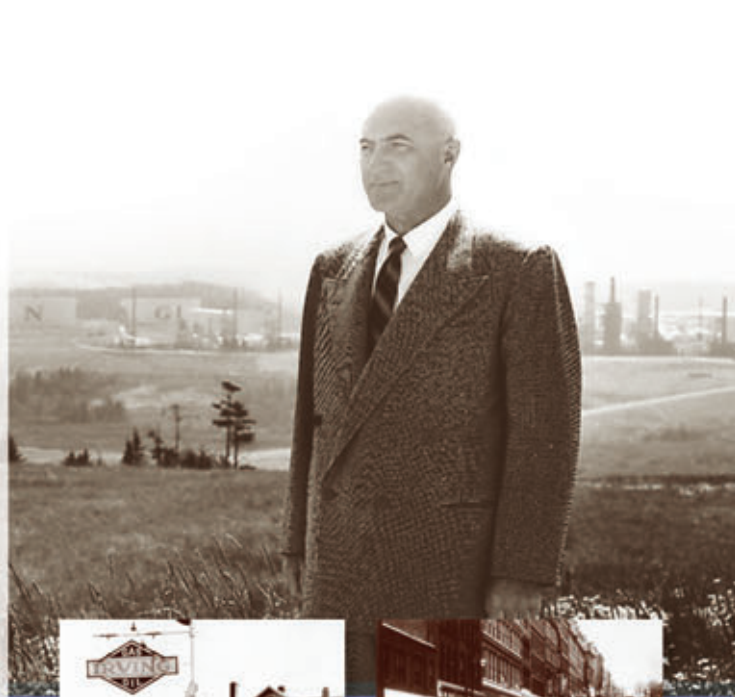
Our greatest strength is our people. Working together, 1,200 employees and hundreds of contractors ensure the efficient operation of our refinery. It is their efforts that contribute most significantly to our success. Our team is committed to Irving Oil's values, emphasizing customer service, quality and commitment.

Our History

Customer service has always been the hallmark of our company.

Living in an apartment above our first service station, founder K.C. Irving was known for helping customers who honked their horn for service – even in the middle of the night – allowing them to fuel up and make it home. Over 80 years later, we still share that same sense of commitment and gratitude that our company's founder had for his customers, which we demonstrate through understanding and meeting our customers' wants and needs. Our values are rooted in our commitment to keeping our word; respecting people as individuals; and providing the best for our customers. As our company continues to develop, our values remain the same.

The refinery opened on July 20, 1960 with the capacity to process 40,000 barrels of crude oil per day. The refinery was built in a unique line formation across the 780-acre site to allow for future expansions. An expansion in 1971 tripled its capacity, and then another expansion in 1974 more than doubled it again. The Irving Refinery is now the largest in Canada, operating 24 hours a day, seven days a week, 365 days a year.



Today

Today, we have an extensive network of over 700 Bluecanoe, Mainway and Big Stop retail sites where we deliver the Irving Promise, focusing on our commitment to our customers and our employees. In the late 1990s, we developed low sulphur gasoline and diesel, introducing these cleaner fuels into the market years ahead of regulation as well as lowering vehicle emissions and improving engine performance.

Our home heating business delivers fuels that provide home comfort for our customers, whether it is heating oil, propane or natural gas. We consult one-on-one with customers to determine which fuel would best suit their homes and lifestyles. We serve industrial customers with products ranging from asphalt to jet fuel to lubricants, and we offer fuel to wholesale customers who sell fuel as part of their own offerings.



Managing our Supply Chain

We value long-term relationships with customers, employees, communities, and our partners. For over 45 years, we have been working with a crude oil supplier in Saudi Arabia. We also work closely with suppliers in the North Sea and have a long-term relationship with Statoil in Norway. Besides working with suppliers overseas, we're proud to purchase crude oil from sources closer to home. We work with suppliers on the East Coast of Canada including Hibernia, Terra Nova and White Rose, off the coast of Newfoundland and Labrador. In 2005, we received the first ever shipment of crude oil from the White Rose field. The inaugural shipment of approximately 600,000 barrels of White Rose crude oil is another example of Irving Oil's long and continued support of Atlantic Canadian offshore development.

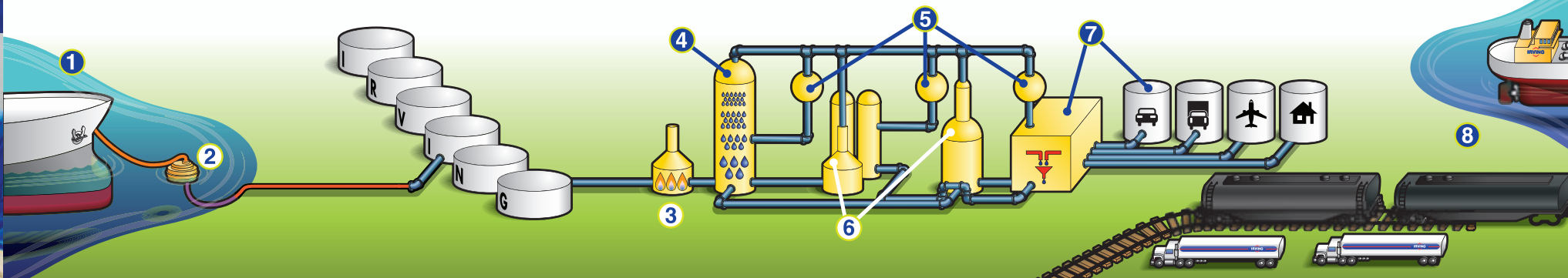


How our Refinery Works

1. Crude oil arrives in large supertankers at the Irving Canaport deep-water terminal in Saint John. These supertankers bring crude oil from Newfoundland, the North Sea, Saudi Arabia and other areas around the globe.
2. The crude oil is unloaded by pumping it into large storage tanks via the monobuoy and underwater pipeline. It is then sent to the refinery by pipeline.

3. The distillation process at the refinery begins by heating the crude oil to over 370 degrees Celsius.
4. As the crude oil boils, it starts to vaporize. Inside tall columns, or 'fractionation towers', the crude oil is separated into different parts called fractions. Lighter fractions, like butane, propane and gasoline vaporize first and rise to the top of the tower. Heavier parts of the crude oil, like diesel, gas oil and bunker oil collect on trays lower down in the tower.
5. Pipes from the tower send some of the components to special equipment in the refinery where they are refined even further to make fuels. This is done by removing sulphur and converting the heavier fractions of the crude oil into lighter products, such as gasoline, furnace oil and diesel.

6. The heavier parts of the crude oil that were only partially refined in the fractionation tower are pumped to the other parts of the refinery, such as a Fluid Catalytic Cracking Unit. This equipment uses heat, pressure and a chemical catalyst to convert the heavy fractions into components used for marine gas oil, heating oil, gasoline, diesel, jet fuel, bunker and propane.
7. The fuels are then desulphurized before they enter the final stage of refining, called blending. This is where the refined fuel ingredients are mixed together to make finished products like jet fuel, Irving Clean Supreme Gasoline, Ultra-Low Sulphur Diesel, heating oil, asphalt, marine gas oil and bunker.
8. After the finished products are blended, they are loaded into the tanker trucks, rail cars or ships that deliver them to customers in towns and cities throughout Atlantic Canada, Quebec and New England.

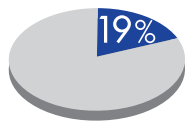


Reliable Supply Partner

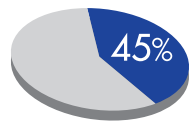
The refinery is strategically located to serve Eastern Canada and the northeastern United States. Eighty per cent of our finished products are brought by pipeline from the refinery to the East Saint John Terminal, then loaded onto ships and delivered to our customers in New England and Eastern Canada. The remaining 20 per cent of our products are delivered to our customers by truck, rail and pipeline.

Our commitment to quality, combined with our leading role in meeting and exceeding environmental regulations has allowed us to ship ultra-clean gasoline to California, one of the most environmentally stringent markets in the world.

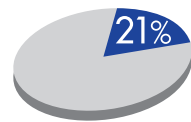
The Saint John Refinery accounts for:



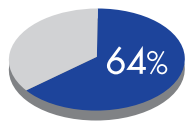
Total US gasoline imports



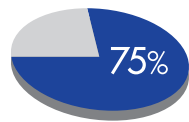
Total New England petroleum product imports (north of New York)



Total US low-sulphur diesel imports



Canada's petroleum product exports to US



Canada's gasoline exports to US



Logistics

- Situated 65 miles from US border
- Saint John's year-round, ice-free deepwater port is the closest to the US Northeast
- 24 hours sail to Boston; 36 hours to New York
- Supported by existing terminal infrastructure in Northeast

Corporate Citizenship

Safety – Our Way of Life

We are committed to the safety of our people. In addition to extensive safety training for all refinery employees, we use a variety of programs to monitor and track incidents as well as remind and teach each other how to work safely. The A.C.E. Process is a proactive approach to safety and encourages employees to Anticipate, Communicate, and Eliminate at-risk behaviours. Employees are trained to observe their fellow workers while they perform work tasks. The observer then provides positive feedback on their behaviours as well as highlights any behaviour where they may have been exposed to risks.

SiteSafe is a web-based computer software system used across our company to report incidents and near misses in a timely manner. Information collected in the system is used to prevent or reduce recurrence, protect the health and safety of all employees, protect the environment, evaluate risk and identify training requirements.

Our Medical Response Team (MRT) is trained and certified provincially and federally as first responders. The MRTs work in various areas throughout the refinery and provide emergency medical care to anyone who may experience a sudden illness or injury. In addition, the refinery is equipped with an onsite fire station with three emergency response vehicles, a firetruck, and a fast response unit. The Refinery has a fire brigade with over 100 firefighters. This group of employees is trained and skilled in refinery firefighting and can provide emergency assistance at any time.





Our Commitment to the Environment

We take our environmental responsibilities seriously. We take pride in producing clean fuels and in continual improvements in the environmental performance of the refinery.

In the past decade, we have invested more than \$170 million to improve environmental performance at our refinery. These investments have included new technology and operational changes aimed at reducing emissions and noise.

Since 2000, environmental investments have included a tank seal replacement program to reduce volatile organic compounds (VOCs), the installation of mufflers to minimize noise at the refinery, and the installation of low-nitrogen oxide (NOx) burners in boilers and furnaces to further reduce emissions. A new sulphur recovery unit will be operational in 2008 to further decrease sulphur dioxide emissions.

The refinery is located next to Little River Valley Marshland. We have worked with Ducks Unlimited Canada to preserve this wetland habitat, which is home to a variety of wildlife including deer, ducks, geese, beaver, fish, fox and muskrat. This 246-acre, wetland habitat project includes 72 acres of fresh-water marsh and 2.6 km of shoreline.

Between 2000 and 2005, we reduced the refinery's emissions of sulphur dioxide by 24 per cent, volatile organic compounds by 12 per cent, and particulate matter by 16 per cent.

The refinery was one of the first in the country to produce unleaded gasoline and the first in Canada to offer premium low-sulphur diesel. Recent upgrades have also allowed the refinery to shift production away from producing heavy fuels to cleaner transportation fuels such as ultra low-sulphur gasoline and diesel. The refinery has invested extensively in the latest technology to monitor and improve air quality and reduce emissions. We are committed to continuous improvement in environmental performance and maintaining an open relationship with the residents surrounding the refinery.

Our Commitment to the Community

Strong, healthy communities don't just happen on their own. It takes commitment and collective effort.

We're actively involved in the communities where we live and work. We support Atlantic Canadian and New England communities through programs and partnerships, focusing specifically on the areas of Environment, Education, and Community Need. Through the dedication of our employees and the support of our customers, we are proud to participate in worthwhile programs and initiatives in our communities.



Fuel the Care

Irving's Fuel the Care program in Atlantic Canada and New

England helps families with fuel and other costs when they drive between home and hospital for their children's medical care.

The program is administered by the IWK Health Centre in Halifax, NS; the Janeway Children's Health & Rehabilitation Centre in St. John's, NL; the Dartmouth-Hitchcock Medical Center in Lebanon, NH; the Eastern Maine Healthcare's Miracle Network in Bangor, ME; and the Saint John Regional Hospital in Saint John, NB. Through Fuel the Care, families receive Irving Oil gift certificates, redeemable at all Irving Bluecanoe, Mainway, and Big Stop locations.

The Right Thing for the Right Whale

In the 1990s, the endangered North Atlantic Right Whale was at risk because of ship traffic in the Bay of Fundy. We partnered with the New England Aquarium to help study the situation and find practical, science-based solutions.

A working group was formed between the Canadian government, scientists, fishers, environmental groups and Irving representatives. By 2002, the awareness raised through this cooperative effort resulted in a four nautical mile shipping lane change to avoid this whale feeding area.

Not only was this the first time shipping lanes were altered to protect an endangered species, but the change resulted in a 95 per cent reduction in the probability of ship and Right Whale collisions.

Through our partnership with the New England Aquarium, we continue to support the protection of the Right Whale through research funding.





Our Partnership with St. John the Baptist-King Edward

Since 2002, our Fueling the Future program has nurtured students of St. John the Baptist-King Edward (SJBKE), an elementary school in uptown Saint John. Each year close to 100 Irving employees volunteer through various programs, including one-on-one mentoring, providing opportunities for students to improve their literacy and homework skills among other areas of study. Through our partnership with SJBKE, many of our employees and alumni also volunteer with the Chicken Noodle Club, a hot lunch program that serves over 130 students five days a week. In addition, we deepened our partnership with the Duke of Edinburgh Award, introducing a tailored program to SJBKE students and sponsoring their involvement.

Operation Clean-up

Hundreds of employees take part in this annual event, which involves picking up garbage and debris that has collected along the refinery's roadways, sidewalks and ditches throughout the winter. The refinery team also picks up debris from parking lots and yards of surrounding businesses and neighbourhoods. This is all part of being a good neighbour.

Refinery Community Liaison Committee

This committee includes refinery team members and community representatives and meets regularly to share information about projects and long-term operations of the refinery. Community representatives include area residents, local businesses and government officials. The refinery also produces and distributes a newsletter to over 6,000 residents living near the refinery, providing information on events, such as turnarounds, an industry term for maintenance work, and environmental initiatives.

Concern Call Program

Our Concern Call Program ensures that neighbours can reach us at any time. During business hours, our environment team receives the calls and answers neighbours questions. After hours, our shift manager receives calls.



Our Region

Already home to our refinery, a deepwater receiving terminal, and power plants, Southern New Brunswick is poised to become an energy hub. Our company is working with Repsol YPF to build a Liquefied Natural Gas (LNG) terminal. We believe that the LNG terminal is a critical part of the momentum that will see Saint John become an energy hub. This foundational investment will lead to more investment.

New opportunities add more to our region than just physical assets. They bring more skills and more knowledge with each new project. Development as an energy hub will mean more investment, more jobs, and an influx of people and this will further contribute to sustainable communities throughout our region.



Please contact us: 1.506.202.3000
www.irvingoil.com