

Commerce City Refinery:

Taking action to be a better neighbor



We reached out to the community to hear your thoughts on how we can be a better neighbor. We are using the feedback you provided to shape how we will communicate and engage with the community, and here are some of the actions we've taken:

WHAT YOU TOLD US

SUNCOR ACTIONS

INFORMATION & RESOURCES



Survey participants said a website was one of their **top choices** for how they want to receive information and be alerted of non-emergency events

Launched Commerce City Refinery webpage [Suncor.com/Colorado](https://www.suncor.com/Colorado) to provide information and updates

ALERTS & NOTIFICATIONS



64% of residents want to be **automatically alerted** in the case of an emergency

Started using the **Integrated Public Alert and Warning System (IPAWS)** through Adams County to notify the surrounding community about any emergencies that require immediate action



For non-emergencies, **text message, phone call and email** were the **top choices** residents selected for how they want to hear from us

Launched **notifications** to alert neighbors when there is an event at the refinery that does not require immediate action by the community

Sign up for notifications at [Suncor.com/ccrsignup](https://www.suncor.com/ccrsignup)

OPERATIONAL IMPROVEMENTS



55% of residents believe **Suncor is important to the community**, but more work needs to be done to help the community understand the refinery's operations and its improvements

Conducted **interviews, focus groups and online and telephone surveys**—in English and Spanish—with hundreds of residents as well as our employees to gather feedback about how we can improve

Engaged an independent third-party to conduct a root cause investigation to identify operational **refinery improvement opportunities**

Learn about the findings and our improvement plan at [Suncor.com/ccr-report](https://www.suncor.com/ccr-report)