

DRAFT MEETING NOTES

Community Advisory Council Meeting
Date & Location: Monday, March 11, 2019
Flint Hills Pine Bend Refinery
6:00 PM – 8:30 PM

CAC Members Present: William Nelson, Rose Marie Ratzlaff, Donna Willis, William Klein, Anna Brenna, Jack Morrison, John Scott (FHR), Heather Rein (FHR), Geoff Glasrud (FHR), Susan Titel (FHR).

CAC Members Absent: Randy Rowan, Ron Elmquist, Lyndon Nelson, Bonnie Anderson Rons, Gary Lothenbach, Richard Thill, Tom Bullington, Amy Lemieux, Kevin Green, Jim Hagerty,

Guest Presenters: Katelyn Torres (FHR) Don Kern (FHR)-Cyber Security Presentation

Meeting Facilitated by: Aimee Gourlay, Mediation Center

Documentation by: Judi Miller, Mediation Center

1. OPENING CAC COMMENTS

- CAC Community Member Liaison updates: There were no updates

CAC Business

- No Member Updates
- No changes to draft notes, February 2019 CAC meeting notes approved
- CAC Marketing Ideas
 - Postcards-distribute postcards instead of mailing out
 - Advertise in community papers
 - Link to website/CAC FAQ's are available on line also
 - Send info via email to the City Council to share with constituents
 - Send to the communities where the open seats are located in order to bring mailing costs down
 - Adding the CAC information into the FH mailings but does it cross the lines with the CAC group?
 - Social Media—Feature article on CAC

2. Flint Hills Resources Update

Geoff Glasrud and Susan Titel provided FHR's updates

FHR Personal Safety Update

--FHR employee was wiping their hand off on their coveralls, damaged their hand as it got caught. They were sent offsite for medical aid.

--Contractor was walking down slight hill with ice, snow, slipped and injured Right knee. They were sent offsite for medical aid.

FHR Process Safety

--No Issues to report

Environmental Update

--Sulphur Site: Protect piece of equipment, problem from over pressure but it released on its own (equipment failure).

--Refinery came through cold weather well - no incidents with the cold to report.

--Spring Thaw/water melting-will it cause issues in the holding ponds? FH will be checking waste water more carefully.

--ATS-Ammonium Thiosulfate - meet low Sulphur gasoline requirements but there are challenges on producing ATS - did not meet expectations. Process Control Knob, Anhydrous ammonia to better control emissions, no phosphorus, more Sulphur than nitrogen—a Sulphur rich fertilizer is a better fertilizer in case of run off. FH will be conducting a 1 week trial as of 3/18/2019.

--Combined Heat & Power (CHP) - Simultaneously produces useful steam and electricity from a single heat source. Helps with energy efficiency-FHR further along than most other refineries, no negative by products. Lines are in, all functioning, optimize this in the months ahead.

--Technology Efficiency Improvement Projects (TEIP) - Sweet Gasovil Vacuum Fractionator (SGVF)—provides flexibility to produce higher volumes of ultra-low Sulphur diesel fuel.

--H2 Plant Improvements - Continue to make fuels cleaner—hydrogen to remove Sulphur and convert intermediates to transportation fuels. Adding in Knox emission controls to lower emissions.

--21 Coker Heater Replacement - Legacy Units (2)-Figured out how to build 2 new units in 30 days - prefabricated heater modules are completed and are on their way here now. They will have less emissions and installation should occur next Fall. As for the Mechanical Integrity - different parts and pieces have been replaced/updated as needed.

--FH is leveraging their people to continue to improve - nobody is held back as they are encouraged to come up with an idea.

--Human & Organizational Performance (HOP) - 2018 to current, focus is on Leading differently.

- Empower the frontline Leadership & Employees
- Process Safety-Safety 101/ Simulate/Drills/Virtual Reality
- Systemic Incident Analysis
- Compliance-Behaviors, Policy, Rules, Enforcement

-- HOP Key Concepts--Engage workers in the solutions:

- People make mistakes
- Blame fixes nothing
- Learning & Improving is vital
- Context drives behavior
- How you respond to failures, matters.
- Everyone has to change how they behave—at all levels
- Move away from blame, move toward a Learning culture.

3. FHR Community Programming Update, Heather Rein, Koch/FHR

- 2 of 3 camp-ins with the Science Museum of MN have been completed
- The Ordway Community Breakfast will be held on 3/21/2019
- Zooms Design Challenge for Elementary to High School age to be held on 3/19-3/21 which will encourage the youth to come up with Project Designs and they will then be displayed at the MN Zoo for Innovation Challenges.
- \$1 Million milestone was reached with FH partnership for Ducks Unlimited
- FH continues their work with conservation/restoration work.

4. FHR Presentation on Cyber Security-Katelyn Torres/Don Kern-Dual Presentation

FH has multiple layers of Security/Protection in place

- Some of the Internal layers of Protection are:
 - Routine System Patching
 - Virus Scanning & Protection
 - Physical Access Control
 - Restricted Administrator Access and Software Installation
 - Restricted External Source Access (USB, DVD, etc.)-Scan USB before it bridges.
 - Network Security Policies
 - Systematic Redundancy
 - Disaster Recovery Planning
 - Threat Intelligence Feeds
- Additional Industrial Networks Security (computers running the plant)
 - All of the items as listed above -many at an enhanced level
 - Industry Standard Layered Firewalls
 - Routine 3rd Party Auditing—Vetted and Reputable
 - Defined Change Mgmt., procedures and schedules
 - Safety shutdown systems are air-gapped
- External layers of Protection
 - Corporate Firewall
 - Intrusion Protection
 - Phishing Protection

- Website Blocking
 - External access control with 2 factor authentications
 - External Email Content Protection:
 - Visual ID of external email
 - Attachment Scanning & Removal
 - Employee Reinforcement Training
 - Internal Security Investigations
- The Security Team initiated 92 investigations, due to phishing in 2018. 79% of emails received are blocked-per month.
 - Suspicious activity rises on average 5% per year.
 - What's the vetting process for new employees heavy in the computers like Katelyn?
 - Background Check
 - Monitoring will happen/logged more closely
 - No one should be logging in an Administrator account
 - Log-ins @ odd hours-a report is sent
 - Audited
 - Stay up to date on who's doing the hacking and how can FHR prevent it.
 - What is the motivation for hackers for this industry? Political/Environmental
 - Meeting was adjourned at 8:30 pm.

NEXT CAC MEETING

Date: Monday, May 13, 2019

Time: 5:30 PM – 8:30 PM

Location: MN Zoo-Council Retreat