

# CommunityMatters

for friends and neighbors of the Pine Bend Refinery



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- \* Jeff Wilkes reflects on a refinery record and progress toward safety goal, page 2
- \* Science stars show their stuff, page 5
- \* Employee Twin Cities Marathon team earns top honors, page 6



**Dashing Through The Snow:** Haleigh, Gabrielle and Gwyneth Simon discovered a sled-full of adventure at the Minnesota Zoo last December. The Zoo's Polar Adventure event, sponsored in part by Flint Hills Resources, featured winter-themed activities for children and families. One of the most popular attractions included meeting sled dogs and learning about the type of equipment they use to mush through the snow. More than 33,000 visitors participated in the Polar Adventure activities, which also included Santa, real reindeer and Polar Express rides on the Zoo's monorail. See page 4 for details.

*Haleigh, Gabrielle and Gwyneth Simon are children of Jim Simon, a Pine Bend refinery employee. Photo taken by Jonette Novak.*

## Building On Our Success

Several years ago, we set out a vision to reduce flaring at Pine Bend, using it only for emergencies like a power outage or mechanical failure in one of the refinery process units (the flare is the orange or yellow flame sometimes seen at the top of the highest stacks). This was a challenging goal. The refinery averaged 75 hours of flaring per month then. Some people probably thought it was an unrealistic goal to achieve.

However, in 2002, Pine Bend employees helped make that vision a reality when the refinery averaged just over 4 hours of flaring per month. Employees also achieved a refinery record — 62 consecutive days without flaring.

I congratulate everyone at Pine Bend. These are impressive milestones. Pine Bend's flaring performance in 2002 is a 93 percent reduction from 1998's 75 hours per month average. And 62 consecutive days without flaring nearly doubled the previous refinery record of 34 days set in 2001. This level of performance puts Pine Bend among the top refiners in the nation for flare management.

How did Pine Bend employees achieve this vision? By using the right equipment, knowledge, and behavior to eliminate unnecessary flaring. Improvements were made to equipment, a clear goal was set and employees took ownership to achieve the vision.

The model used to reduce flaring can help us achieve our vision of an injury free workplace. Having zero injuries may seem impossible, but it is not. The same tools — equipment, knowledge, and behavior — will enable us make this vision a reality.



Jeff Wilkes

In 2002, we made progress toward our goal of zero injuries, but we still have a way to go. Our safety goal last year was to have less than nine injuries. We did achieve our goal by ending the year with eight. This represents significant improvement from previous years. For example, in 1998, the refinery had 34 injuries. Our 2002 performance is also better than the petroleum refining industry average.

However, we are not content being just better than average. Our zero-injury vision is meant to protect employees, contractors and the community. It also demonstrates that we want to be among

the best safety performers in the industry. It will take a focused effort by the entire team. Employees need to have knowledge around the hazards of each task, the proper equipment to complete a task safely, and safe work behaviors.

I am proud of the work everyone at Pine Bend did to achieve our vision to reduce flaring at the refinery. It shows we can achieve the high goals we set. I am confident we will achieve our goal of creating an injury-free workplace and look forward to sharing that accomplishment with you on these pages in the future.

Jeff Wilkes,  
Refinery Manager and  
Vice President of Minnesota Operations

## INSIDE THE REFINERY

### Full-time Fire Fighters Focus On Prevention

Flint Hills Resources welcomed a talented fire fighting crew to Pine Bend last May, when the refinery formed a full-time, on-site fire department. The team focuses on preventing emergency situations.

"In the past, we have relied on refinery employees serving as volunteer fire fighters and our full-time safety department to handle emergency response. Volunteers will still be a big part of emergency response, but now their primary focus will be on proactive measures to prevent incidents and the full-time fire fighters will focus on initial emergency response," said Kevin Radke, Safety Manager.



This view of the Mississippi River was taken during a mock spill response drill managed by a team of local emergency response professionals. Working with Wakota CAER, Pine Bend refinery fire fighters were part of the emergency response team who gathered for the simulated exercise. Wakota CAER (Community Awareness and Emergency Response) is a non-profit organization comprised of government, industry, emergency response and private sector partners in Washington and Dakota counties.



For the first time ever, new Minneapolis and St. Paul fire fighters trained together at a rookie training camp hosted at the Pine Bend refinery.

In early May, the fire fighting team enrolled in an intensive eight-week course where they received training in fighting petroleum fires, emergency response and spill response. They began work in July with a focus on maintaining emergency response

equipment and other activities geared toward preventing emergencies. They also have participated in fire training for local fire departments at the Flint Hills fire training grounds and participated in a spill response drill on the Mississippi River with other local companies and emergency responders.

Many of the fire fighters reside in neighboring Pine Bend communities and most continue to serve their communities as volunteer fire fighters. The training they receive through their full-time work at Flint Hills Resources, especially in advanced industrial fire fighting, will help them in their service to their local community.

"The members of this new, full-time fire department are an important addition to our emergency response team," said Jeff Wilkes, refinery manager and vice president of Minnesota operations. "They help enhance our emergency response plans and capabilities."

The fire fighters are employed by Kurtz Paramedic Services which specializes in recruiting emergency response personnel.

## News To Use

### New Park Hits The Mark

Inver Grove Heights is getting closer to a new community park featuring walking trails, a playground, picnic shelter and rock climbing. An official groundbreaking ceremony for Veteran's Memorial Park was held last October. It will feature an environmentally sensitive design with native plants and a "north woods" atmosphere.

Located near the city's Veteran's Memorial and The Grove Community Center, the park's first phase includes a playground area for pre-school and elementary-age children. The project is expected to be completed by the end of the summer. Flint Hills Resources' contribution will help fund the new park as part of the company's ongoing commitment to enhance parks, trails and recreational areas in Dakota County communities.



Veteran's Memorial Park "groundbreakers" included: Jeff Wilkes, Flint Hills Resources, Inver Grove Heights Mayor George Tourville, Park Commissioners Kim Kuenzi and Al Eiden and former Inver Grove Heights Mayor Joe Atkins.



### Wise To Winterize

Lakeville Cub Scout Pack 269, Den 10 spent a day lending a hand at Pine Bend Bluffs last November. The young naturalists worked to winterize more than 25 bird houses that housed primarily bluebirds over the summer

months. John Bowman, refinery employee and bluffs volunteer, guided the boys through the winterizing process by showing them how to clean the houses and prepare them for cold weather. The birdhouses were placed at Pine Bend Bluffs last spring to lure native birds to the property. Flint Hills Resources owns the 78-acre parcel of land and is currently working with employee volunteers and environmental groups to restore Pine Bend Bluffs to its natural, pre-settler state.

### A Wild Time

Pine Bend refinery employee John Bowman attended the annual conference of the Wildlife Habitat Council (WHC) last November in Baltimore to get ideas for the refinery's ongoing efforts to restore and manage the Pine Bend Bluffs natural area. The WHC event featured environmental speakers and meetings geared to help corporate partners create and develop restoration projects.

"The conference was a great opportunity to gather information on evaluation techniques and attaining results at the Bluffs," said Bowman. "Also meeting WHC members and other corporate and environmental representatives with the same goals as Pine Bend's efforts provided invaluable networking opportunities."

### Oh, What A Night!

The Science Museum of Minnesota hosted more than 600 Pine Bend employees, retirees and their family members who attended the annual evening event in September. During their night out, attendees enjoyed unlimited access to the museum's exhibits, facilities and Omni Theater.



## Community Comments

Thank you for giving a presentation at the Science Olympiad coaches workshop. Your dedication to Minnesota science students has been outstanding. I look forward to seeing both of you at the state competition.

Thanks,  
Al Heebsh, Minnesota Science Olympiad

*This thank you note was sent to Sue Anderson, Flint Hills Resources employee, and her husband, Doug.*

On behalf of Minnesota Ducks Unlimited, I would like to thank you for your generous donation that enables us to print our sponsor prints and program covers for 2002 and 2003. Ducks Unlimited will be able to conserve 100 additional acres because of your donation. Those acres will benefit over 900 species...

Sincerely,  
Ken Durdahl, state chairman,  
Ducks Unlimited

Thank you for donating 100 tickets to a performance at the Flint Hills International Children's Festival to Fraser. We appreciate your thoughtfulness in offering our residents and staff members the opportunity to be a part of this special evening... We cannot thank you enough for the wonderful support that Flint Hills Resources has shown Fraser.

Sincerely,  
Diane Cross, president and CEO,  
Fraser

On behalf of the City of Inver Grove Heights, I want to thank you for the very generous donation from Flint Hills Resources for our Veterans Memorial Park construction program. This project has been long sought after in the community and through your company's generosity it will become a reality. Please convey our heartfelt thanks to all in your organization.

Yours truly,  
James G. Willis, city administrator,  
City of Inver Grove Heights

...I would like to express our gratitude and most sincere appreciation for your recent donation of asphalt oil for the pavement of the parking lot at Flint Hills Lodge... This facility has been a long-term partnership between Carpenter Nature Center and Flint Hills and Koch. No less than 85 percent of the funding, donated services and contractor participation in the lodge have been through the efforts and generosity of the family of supporters at Flint Hills Resources and Koch. Since the pavement completion, the Flint Hills Lodge has been receiving almost constant use. Thanks again for your generous support.

Sincerely,  
Jim Fitzpatrick, executive director,  
Carpenter St. Croix Valley Nature Center

## New Exhibit Features Favorite Zoo Animals



The Minnesota Zoo's sun bears have an exhibit all their own. The interactive display helps visitors learn about the bear: its habits, habitat and how it survives in the wild.

### Zoo Offers Visitors Bear-y Good Time

To celebrate the opening of the newly renovated exhibit, the Zoo hosted Sun Bear Weekend, Nov. 30 to Dec. 1. The event included a teddy bear donation that raised 70 bears for Children's Home Society of Minnesota, entertainment by the Teddy Bear Band, bear activities and coloring for kids and zoo keeper talks on sun bears.

A special presentation titled "The Bear Necessities" presented by zoo keeper Karla Anderson offered visitors an insightful look at the sun bear. Anderson also talked about the unique teaching aid she uses to work with and train the sun bears: Gatorade. A squirt of the sports drink is a big reward for the sun bears when they do what they are asked by their trainers.

### Bound For Polar Adventure

The Minnesota Zoo's Polar Adventure event offered visitors a chance to enjoy Minnesota's winter wonderland. Special festivities included watching real reindeer up-close, visiting Santa and interacting with sled dogs. Zoo monorail riders were treated to a narrative journey on the "Polar Express" along the Northern Trail.

This was the first year the Zoo hosted the event,



Minnesota Zoo visitors who have explored the Tropics Trail know just where to spot the sun bears. The fascinating duo captures the interest of kids and adults alike with their playful antics.

With support from Flint Hills Resources, visitors now can learn more about sun bears. A new interpretive viewing area features plenty of stations that detail facts and information about the Asian bear's habitat and behaviors. For example, the sun bear is the smallest of seven bear species measuring 3 to 4 feet long and weighing 60 to 140 pounds. And, the animal is named for the "sun" or yellow crescent on its chest.

"The sun bears are one of the Zoo's most popular residents," said Kelly Lessard, Minnesota Zoo. "Their loveable nature and interesting mannerisms draw the attention of many guests. Our interactive interpretive exhibit is a great educational tool to help visitors understand the sun bears better."

**Bear Care:** "On call" Minnesota Zoo volunteers staffed the Teddy Bear Clinic as part of the grand opening festivities during Sun Bear Weekend, Nov. 30-Dec. 1. Children brought their favorite plush bears in for a check-up while the bear specialists explained how they care for the sun bears and the other zoo animals during the "Bear Necessities" presentation. Flint Hills Resources sponsored the Sun Bear Weekend as well as the new interpretive display created near the sun bears along the Tropics Trail.



sponsored by Flint Hills Resources, Noodles & Company and Midwest of Cannon Falls, which drew more than 33,000 visitors during the festivities in December.

"Our Polar Adventure event offered guests something for everyone and was a great prelude to the holidays," said Lessard. "Visitors enjoyed all the events, but photos with Santa and the sled dogs were the most popular attractions."

Polar Adventure also included holiday music, story time, kids craft activities and zoo keeper talks.

### Dog-gone Fun

Darnele and Mike Huerkamp (pictured left) enjoy their circle of "best" friends – a sled dog team including 27 Alaskan and Siberian Huskies. The couple operates Winterhaven Kennels and provided the sled dogs that appeared at the Minnesota Zoo during Polar Express weekends in December.

Winterhaven Kennels provides dog sled rides for events, dog sled classes for students, school presentations, and fur trade living history demonstrations. For more information, call Winterhaven Kennels, located in south central Minnesota, at (507) 465-3447.

## Dino-Night!

### Families Experience Good Times, Great Discoveries at Science Museum Outreach Program

Salem Hills Elementary School students and their parents rolled-up their sleeves and took part in the Science Museum of Minnesota's School Outreach program recently. Together, they tackled fun, hands-on learning activities such as building a prehistoric champsosaur and discovering fossil fragments embedded in rock.

It definitely was not a typical homework assignment for Salem Hills first- and fourth-graders. The family night component – Digging Into The Past – was the culmination of a week-long residency program presented by Science Museum educators and sponsored by Flint Hills Resources. More than 100 parents and their children participated in the event that included a science

demonstration as well as activities that gave kids a chance to teach their parents a little about what they learned during their week-long studies. Rick Lucas, Pine Bend employee, welcomed families and talked through the refinery's ongoing commitment to furthering science education in schools.

"The Flint Hills family science night has become an annual family event at Salem Hills Elementary," said Deborah Destad, Salem Hills Elementary principal. "The Minnesota Science Museum provides families the opportunity to explore various topics each year. Students and parents experience different hands-on science experiments that support and enrich our science curriculum." The traveling science curriculum makes its way to more than 17 Dakota and Washington County elementary schools over the course of the school year – from



Hastings to Cottage Grove to Inver Grove Heights. Science Museum instructors team with first- through fifth-grade teachers in the classroom to help students learn about science in a fun and interesting way.

Props like fossils, real dinosaur bones and paleontologist tools help spark kids' interest in science as part of the school outreach tour. There are nine different science-themed curriculums which schools can choose from, including weather, electricity and geography.

Flint Hills has helped fund the program in Dakota County schools since 1998. The curriculum also includes an instructor workshop at the Science Museum where teachers learn how to integrate the museum's curriculum into their own lesson plans.



Science Museum Outreach instructor Kim Bennett helped Salem Hills Elementary School students during the "Digging Into the Past" family night last November.

## Dig It!

A Salem Hills Elementary alumna was on hand to share her own dino-digging experience. Susie Meyer spent a week last summer searching for fossils at a dig site in Marmath, N.D. as part of an outing with youth volunteer members of the Minnesota Children's Museum Exhibit Squad.

Meyer brought along a few of her favorite fossils and a great story of how she helped unearth a 75-million-year-old fossilized triceratops horn. The horn will be displayed at the Children's Museum beginning February 22 as part of the Dinosaurs: A Prehistoric Playground exhibit.

The young paleontologist also shared a secret tip on detecting bone during a fossil dig. "While you're prospecting for clues, you'll usually come across little chunks of materials sticking out of the rock. If you lick the rock and the fragments stick to your tongue – you've found bone remains. If they don't stick, the fragments are just rock."

The fossil dig was led by Doug Hanks, a paleontologist from the Science Museum of Minnesota, who brings groups of students to prospect for prehistoric bones and fossils in North Dakota, Iowa and Minnesota. In addition to the 25-foot-long triceratops horn, the dino-mite diggers also helped uncover a 12-foot-long leg bone of a duck-billed dinosaur.



Suzie Meyer (top, second from right) and her talented paleontologist teammates showed off their big find - part of a juvenile triceratops horn estimated to be 75 million years old. The girls spent a week unearthing prehistoric fossils at a dig site in Marmath, N.D. They used real dig tools - such as pick axes, shovels and files - to unearth a variety of bones, fossils, teeth and other clues into the past.

## Pine Bend Employees Race and Place

A dedicated team of six Flint Hills Resources employees took top honors in the Twin Cities Marathon's Corporate Challenge last October during the 21st annual race.

Congratulations to the Flint Hills Resources Racing Team of Annie Forsberg, Geoff Glasrud, Tim Gordon, Anne Walztoni, Kirk Walztoni and Wes Turybury. Individual times of each team member helped the employees earn first-place in the corporate team category.

Anne Walztoni's first marathon was the Twin Cities marathon in 2001, and she used her enthusiasm and experience to help recruit fellow Pine Bend Refinery employees for the 2002 race.

"It was such a great experience all the way around – to take what is considered an individual sport and turn it into a team event," said Walztoni. "Training and running as a team was a great way to get to know people and build excitement for our participation in the race."

Team members' times totaled 18 hours, 23 minutes, 13 seconds – which was 2 minutes, 13 seconds faster than the second-place Unisys team.

Official times were: Kirk Walztoni 2:55:12; Anne Walztoni 3:34:29; Turybury 3:37:13; Glasrud 3:51:18; Gordon 4:25:01; Forsberg 4:52:30.

### Pit Crew

Other Pine Bend employees, like Don Fritz (pictured below), showed their support by staffing the Blue Planet water stop at mile 9 in Minneapolis. At the water stop, sponsored by Flint Hills and the American Lung Association of Minnesota, volunteers cheered on the runners and handed out water and PowerAid.



From left, Anne Walztoni, Kirk Walztoni, Wes Turybury, Geoff Glasrud and Annie Forsberg were five of the six runners who helped their Flint Hills Resources team win the Twin Cities Marathon's Corporate Challenge award. Not pictured is teammate Tim Gordon.

### Twin Cities Marathon – 2003

Registration opens for the 22nd Annual Twin Cities Marathon in May. A \$65 registration fee secures a place in the race. For more information visit [www.twincitiesmarathon.org](http://www.twincitiesmarathon.org) or call 763.287.3888.

## Little Red Stocking Campaign a Big Success

Thousands of children in need received stockings filled with toys and joy over the holidays as part of Children's Home Society of Minnesota's (CHSM) Little Red Stocking campaign.

Flint Hills Resources, FOX Channel 9 and Papa Murphy's were campaign sponsors. Flint Hills underwrote all costs associated with the campaign, which meant 100 percent of the dollars raised went directly to support Minnesota children. This is the fifth year Flint Hills has supported CHSM's holiday campaign. Jeff Wilkes, Pine Bend refinery manager and vice president of Minnesota operations for Flint Hills Resources, presented a check to CHSM during the Little Red Stocking kick-off at Mall of America on Nov. 29.

"We truly appreciate Flint Hills Resources ongoing commitment to Minnesota children," said Donna King, CHSM president and CEO. "There is nothing more rewarding than knowing you have brought joy to a child in need – especially during the holiday season."

In all, the holiday campaign raised \$425,000 to support CHSM programs, which include adoption placements, crisis nurseries, and childcare services. Individuals purchased a \$1 paper stocking at Papa Murphy's pizza restaurants or made direct contributions to CHSM.

Individuals purchased a \$1 paper stocking at Papa Murphy's pizza restaurants or made direct contributions to CHSM.



Donna King of Children's Home Society (CHSM) and Jeff Wilkes, Flint Hills Resources, kicked off the Little Red Stocking campaign which raised \$425,000 for CHSM programs.



Giving Tree: Flint Hills employees also brought in gifts for 11 "adopted" families in Dakota County. Donated gifts – from balls and dolls to boots and coats – were delivered just before the holiday season to children and families in need. The refinery's Giving Tree tradition spans 5 years.

"Flint Hills Resources is pleased to sponsor the Little Red Stocking Campaign," said Wilkes. "Children's Home Society of Minnesota is a great organization that caters to and cares for children in need. We're proud to be a part of the good work they do in our community."



The further you go to cut emissions,  
the clearer the benefits become.

When the 700 employees at Flint Hills Resources set out to cut emissions at the refinery by 50%, we weren't just creating a better place to work—we wanted to make our neighborhood a better place to live. And when it's your job to make the air cleaner and your community stronger, you're not just making gasoline, you're helping create good energy.

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Pictured above are Amber Kistler and Bob Little,  
both employees of the Pine Bend Refinery.

## Collaborating for Cleaner Air

**T**win Cities businesses, government agencies and environmental and public health groups are coming together for a great cause: Clean Air Minnesota, or CAM. The new public-private initiative is focused on reducing air pollution in the metro area.

A \$100,000 grant from the Environmental Protection Agency along with matching funds from local companies launched the newly created



group working to improve air quality. Local corporate contributors include Flint Hills Resources, 3M, Andersen Corporation, Target, Xcel Energy, Ford Motor Company and Minnesota Power. The Minnesota Chamber of Commerce, Minnesota Center for Environmental Advocacy

and Minnesota Environmental Initiative (MEI) will coordinate and help oversee the CAM effort. Clean Air Minnesota will be housed at MEI, while the Minnesota Chamber of Commerce and Minnesota Center for Environmental Advocacy will serve as co-chairs.

"MEI is pleased to bring together this groundbreaking collaboration to improve our environment," said Mike Harley, executive director, MEI. "This is

the kind of public-private partnership that we need to tackle Minnesota's most complex environmental issues."

The campaign will help educate consumers about simple ways to reduce ozone forming pollutants from automobiles and trucks, power plants, factories and other sources. Simple tips that can help reduce ozone, particularly in the summer months when there is the greatest risk, include: keeping your vehicle well-tuned, fill your gas tank after dusk, avoid topping off your gas tank at the pump and stop at the click when filling-up. Using mass transit, bicycles and walking are three other options.

The group launched the initiative at a forum last October. Leaders discussed recent statistics showing an increase in ground-level ozone levels. Based on a 1999 study commissioned by the Minnesota Chamber of Commerce, research indicates that if this trend continues, it threatens Minnesota's air quality and could trigger expensive federal clean air regulations costing nearly \$300 million a year.

"If we don't act now, the costs could be high," said David Olson, president of the Minnesota Chamber of Commerce. "We believe that voluntary action will improve air quality faster and avoid the high cost of regulation experienced in the metropolitan areas in other states."

For more information visit [www.mn-ei.org](http://www.mn-ei.org).

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## Flint Hills Resources Honored By Regions Hospital

**R**egions Hospital Foundation recognized Flint Hills Resources with the 2002 Corporate Honoree Award during its second annual Circle of Community Donor Recognition Dinner in December. Donors were honored for financial contributions, involvement and volunteer efforts to secure gifts for the foundation.

Flint Hills received one of three awards from Regions Hospital Foundation based on the company's ongoing partnership that includes sponsorship of the Foundation's signature fund raising event since 1994. The Pine Bend refinery also has been a major supporter of the hospital's Burn Center since 1992. Jeff Wilkes, refinery manager and vice president of Minnesota Operations, accepted the award on



During the Circle of Community Donor Recognition Dinner, Regions Hospital Foundation recognized Flint Hills Resources with the 2002 Corporate Honoree Award. Pictured from left: Jeff Wilkes, Flint Hills Resources; Patty and Dr. Lynn Solem, Regions Hospital employees; Steven B. Schmidt, chair of Regions Hospital Board of Directors.

behalf of Flint Hills and employees at the Pine Bend refinery.

In addition to the corporate category, Steven B. Schmidt received the 2002 Individual Honoree. Schmidt has been active on Regions Hospital's board since 1984 and currently serves as the chair of the Regions Hospital Board of Directors and executive committee.

Dr. Lynn and Patty Solem were honored with the 2002 Regions Hospital Honorees for dedicating

their time and resources to the hospital and its patients. Dr. Solem serves on the foundation's Board of Directors, is chair of the Department of Surgery and director of the Burn Center, where Patty works as a nurse in the burn unit.

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