

Community

# Report

2024

## To Our Pine Bend Neighbors and Community

At the Flint Hills Resources Pine Bend refinery in Rosemount, more than 1,000 employees and hundreds of skilled labor contractors work hard to create essential products that help make modern life possible.

At Pine Bend, we take great pride in producing and delivering much of the Midwest's transportation fuels, including most of Minnesota's gasoline, diesel and jet fuel. We also make much of the asphalt used on our roofs and roadways, propane used for heating, and we now even make fertilizer for area farmers from sulfur we extract from crude oil.

We produce these products responsibly by prioritizing safety and environmental stewardship and contributing meaningfully to the communities we call home, while constantly innovating and finding new ways to improve our operations. In these pages, you will find the latest information regarding our operations, including our safety and environmental performance, new projects, and community partnerships.

I invite you to stay connected by visiting [PineBendRefinery.com](https://PineBendRefinery.com) or by following us on [Facebook](#) and [X \(Twitter\)](#).

**GEOFF GLASRUD**Vice President and Manufacturing Manager  
Flint Hills Resources Pine Bend

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ENVIRONMENTAL PERFORMANCE



SOLAR PROJECT



HABITAT CONSERVATION



## Pine Bend Solar Project

Flint Hills recently completed construction of the largest-of-its-kind solar project to help power refinery operations. This 45-megawatt solar installation includes more than 120,000 panels and helps lower energy costs, improves energy efficiency and reduces emissions. Along with the refinery's 50-megawatt combined heat and power (CHP) system, the refinery could satisfy up to 70% of its power needs with these two systems.

The solar installation is located on approximately 350 acres of the company's property west and immediately adjacent to the refinery along Rich Valley Boulevard.

WATCH VIDEO



## Innovation Award

For the second year in a row, Flint Hills Resources Pine Bend refinery earned an AFPM Innovation Award for innovative programs or practices that effectively improve a site's safety performance for either occupational or process safety.

Pine Bend is recognized for developing the Emergency Procedure Blue Line Assessment, an innovative approach to proactively assessing operation actions that can improve safety before an incident happens.



## Pine Bend is ENERGY STAR® Certified, Five Years Running

For the fifth year in a row, Flint Hills Resources Pine Bend refinery has earned the U.S. Environmental Protection Agency (EPA) ENERGY STAR® certification, a designation reserved for manufacturing plants in the top 25% of energy efficiency in their sector. Flint Hills Resources' parent company Koch Industries operates five ENERGY STAR® certified plants in the U.S., one of which is Pine Bend.

With this track record, the EPA also named Koch an ENERGY STAR® Partner of the Year for the fourth year in a row and fifth time overall. Flint Hills continually invests in energy-saving technologies and protocols to improve its performance and minimize environmental impact.



2023 ENERGY STAR CERTIFIED FACILITY

This facility meets strict energy performance levels set by the U.S. EPA.

[www.energystar.gov](http://www.energystar.gov)



## Stewardship with a Purpose

Every day our employees take great care to produce and deliver fuels and other petroleum products people depend on. These products have helped improve people's lives for generations, remain essential and continue to prove their unrivaled value.

We are proud of what we do and we're especially proud of how we do it, with a focus on safety, the environment, community and innovation.



Flint Hills Resources recently published a Stewardship Report available at [fhr.com/stewardship](https://fhr.com/stewardship). This report includes metrics that demonstrate our cumulative performance with respect to safety, water use, water quality and air emissions. It puts forth our long-held commitment to continuous improvement and a belief in market-driven innovation. It also highlights the many contributions we make to our communities. It rightly champions our people and our culture as our most valuable assets.

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This report will regularly be updated to show our progress and adjusted to meet the interests of our stakeholders, including our customers and community partners.

## Welcome, New Employees!

These are just a few of the more than 100 new employees hired at the Pine Bend refinery during the past year.

Our employees are critical to our success, and we are always looking for people to bring their unique skills to help play a role in creating value for our customers and community. Learn more at [KochCareers.com/fhr](https://KochCareers.com/fhr).



## Thank You, Interns!

Each year, Flint Hills Resources welcomes 5-10 students who have completed their junior year of college to intern at the Pine Bend refinery. Each intern is assigned to a different area of the business for the summer where they contribute immediately by sharing their knowledge, passion and new ideas to help Flint Hills continually improve and innovate. At the end of the summer, each intern presents to Flint Hills leaders about the projects they worked on and what they learned about the company's Principle Based Management framework. Learn more at [KochCareers.com/early-careers](https://KochCareers.com/early-careers).



## Advancing Leak Detection Technology

Inspections and leak detection are key aspects of maintaining safe and compliant daily operations. In partnership with Molex, a subsidiary of Koch Industries (as is Flint Hills Resources), and in consultation with the U.S. EPA, we recently launched a voluntary digital leak detection sensing network. This network quickly detects even the smallest leaks automatically and in real time. Sensors throughout the refinery continuously collect data and use weather data to help triangulate even trace levels of potential emission sources.



## Virtual Reality Training



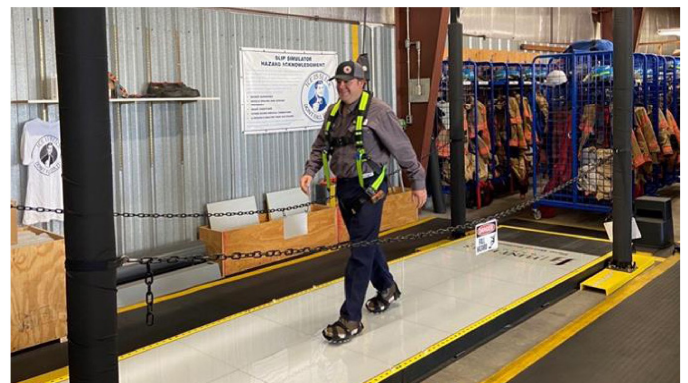
Applying virtual reality (VR) technology to train operators for a new unit at the Pine Bend refinery allows employees to learn how to run the unit before it even physically exists. The VR program developed together with INVISTA, a Flint Hills Resources affiliate company, is allowing new and experienced operators to get up to speed on the ins and outs of a new unit long before it's completed.

Flint Hills Resources has been advancing VR training at Pine Bend since 2020. This VR-based training approach not only expedites the learning process, but it also enhances worker safety and efficiency, allowing for a quicker transition once construction is finished.

## Walking on Ice: Slip Simulator

In Minnesota, slipping on the ice almost seems like a given. But at the Pine Bend refinery, slips and falls are a hazard we work hard to prevent. Since 2019, employees at the refinery have used a slip simulator to practice responding to this common hazard in a safe, controlled environment.

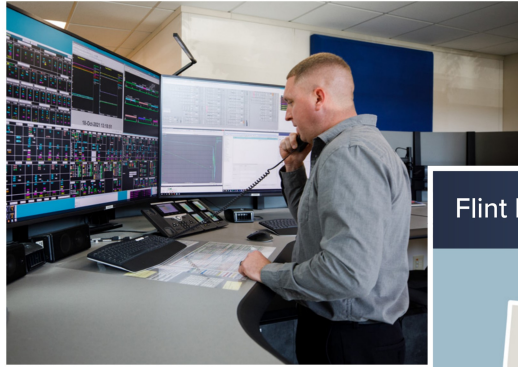
Individuals learn techniques to improve stability and reduce their risk of falling in a variety of real-life scenarios emulating seasonal changes and other conditions in the refinery. Since it was introduced, more than 650 employees have used it to prepare for falls, and we've seen a significant reduction in slip-related injuries since introducing the technology.



## Pipelines and You

Pipelines are all around us. They play a critical role in safely transporting energy products throughout our economy, including crude oil, natural gas, gasoline and diesel fuel.

In Minnesota, Flint Hills operates the Minnesota Pipe Line system, which begins in Clearbrook and delivers crude oil to Minnesota refineries. In addition, Flint Hills operates a pipeline that delivers jet fuel to the Minneapolis-Saint Paul International Airport, a pipeline system that delivers refined products to Wisconsin, and a pipeline that delivers refined product to Iowa and other states.



Flint Hills Resources Northern Pipeline System



### LEARN MORE



We monitor our pipelines 24 hours a day, 7 days a week at our pipeline control center and through regularly scheduled aerial and walking patrols. We also perform in-line inspections and pressure testing on a regular basis to ensure the safety and reliability of the system.

## Always Call Before You Dig

Starting a new home project? Be sure to call 811 and identify potential hazards before you dig. Hitting a buried pipeline can cause injury or death. Play it safe by calling before you dig.



## 1.6-mile Ammonia Pipeline Completed

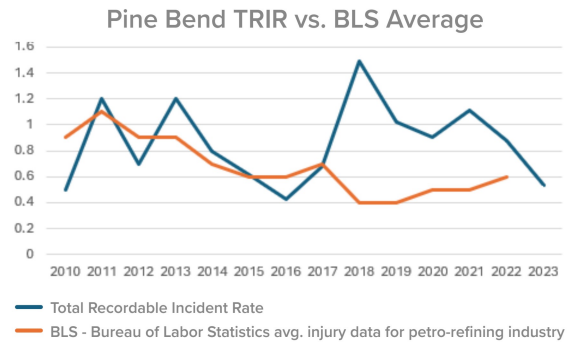
Flint Hills Resources recently completed construction of a 1.6-mile pipeline from CF Industries in Rosemount to the Pine Bend refinery. The 4.5"-diameter pipeline transports anhydrous ammonia to the refinery, replacing truck deliveries.

Anhydrous ammonia is an essential ingredient that helps the refinery convert sulfur – a traditional source of pollution – into valuable fertilizer for farmers called Ammonium Thiosulfate (ATS). Currently, Pine Bend operates one of the largest ATS units in the country, which also helps the refinery produce ultra-low sulfur gasoline and lower vehicle emissions.



## Pine Bend Continues to Raise the Bar in Safety

Pine Bend has long been a preferred location for employees and contractors to work due to its safety culture and low injury rates. To continue to improve its safety performance, the refinery recently transitioned from a traditional rules-based safety system that requires people to never make a mistake to a principle-based approach that values input from those doing the work, focuses on learning, and creates safeguards to avoid serious injuries.



Over the last 14 years, the refinery has averaged an annual Total Recordable Injury Rate (TRIR) of 0.86, which is equivalent to less than one recordable injury per 100 full-time employees. Injuries increased during 2018-2022 primarily due to an increase in soft tissue related injuries (muscle and joint strains). Typical causes of these injuries were valves that were difficult to turn and icy weather slips, trips and falls.

## Advanced Air Monitoring

Pine Bend maintains the most expansive air monitoring network in Minnesota featuring real-time, continuous, manual and third-party monitoring capabilities.

Specifically, the stacks of the refinery – the tall columns, which are combustion outlets for heaters – are monitored via continuous stack analyzers or periodically monitored by a third party, according to the Minnesota Pollution Control Agency (MPCA) stack testing guidelines. There is an integrated network of real-time leak detection monitors within the refinery, allowing prompt identification of potential low-level (parts per billion) volatile organic compound (VOC) leaks throughout our equipment. We also perform regular manual leak detection monitoring.



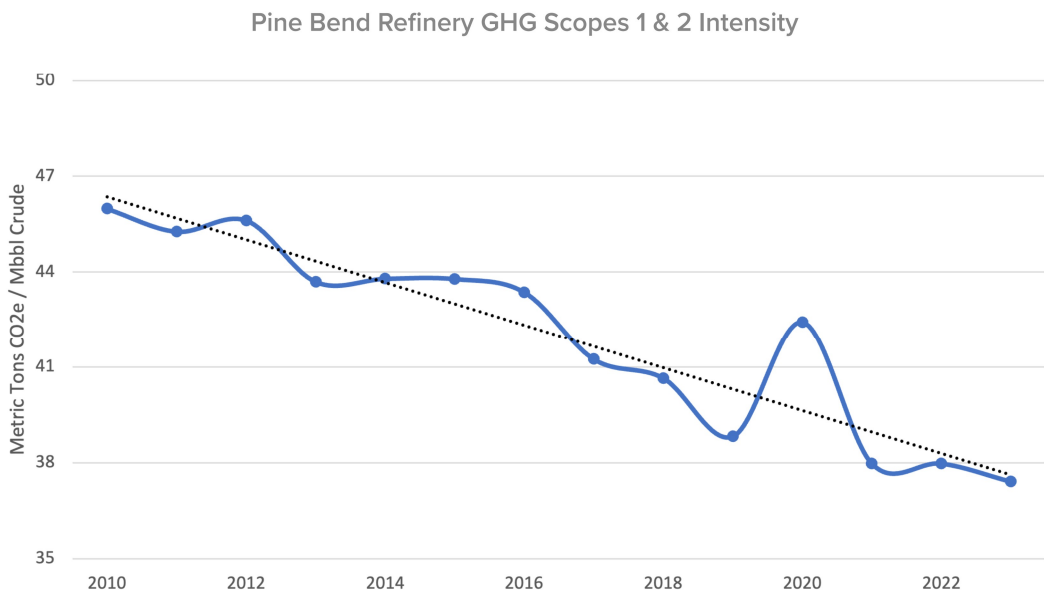
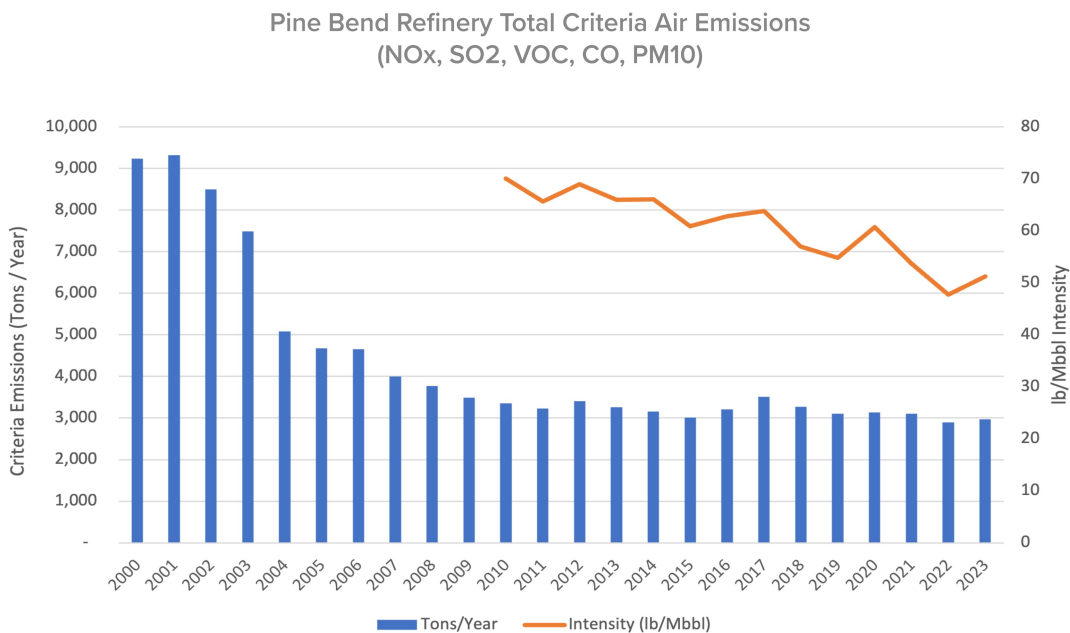
Along the refinery's borders, there are multiple perimeter-monitoring locations where real-time monitoring equipment and biweekly samples are collected to analyze VOC components. The samples are reviewed by a third-party lab. Additionally, the MPCA maintains three air quality monitors around the refinery as part of a statewide network.

Air monitoring shows air quality around the refinery is well within clean air standards and is consistent with some of the best air quality measurements found anywhere in the state.

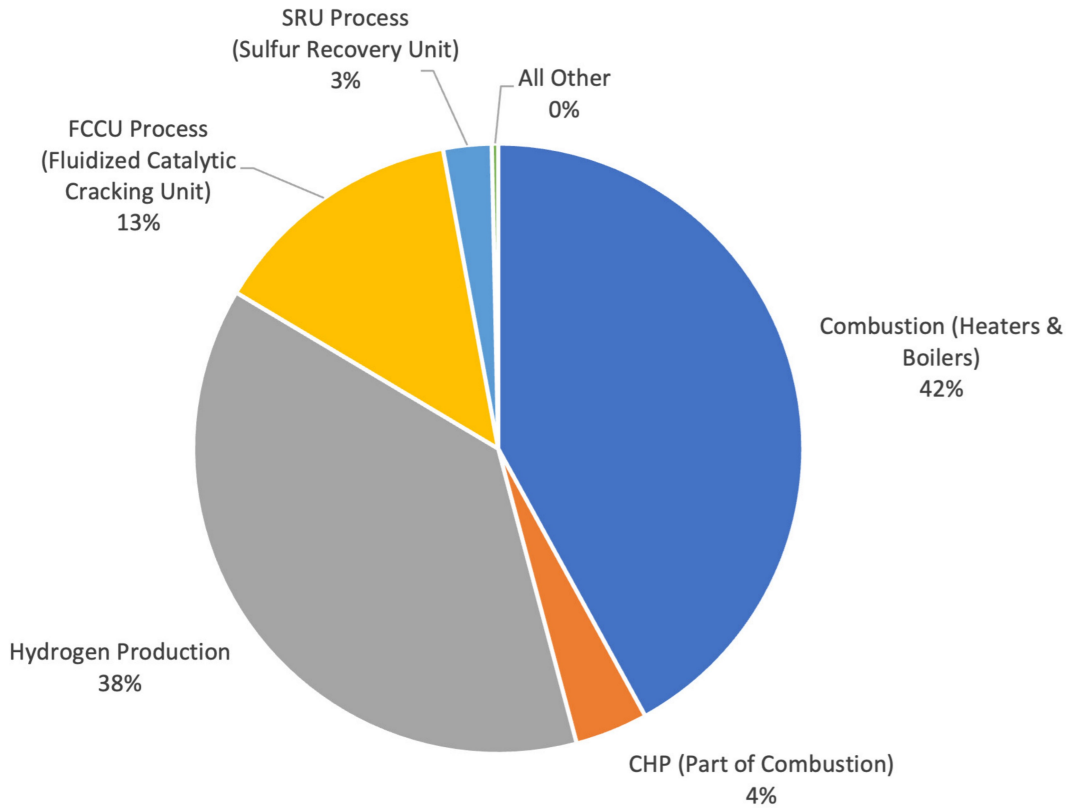


## Reducing Air Emissions at Pine Bend

Since 2000, the Pine Bend refinery has reduced total criteria air emissions by approximately 70% while increasing production to meet demand. Per barrel produced, total criteria air emissions are down approximately 30%, and scope 1 and 2 greenhouse gas emissions by approximately 20% since 2010. Compared to other large U.S. refineries, emissions per barrel produced at Pine Bend are approximately 20% lower than the industry average.



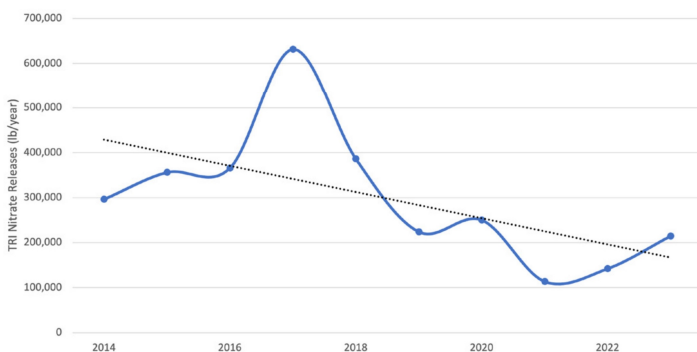
2023 Pine Bend Refinery Scope 1 GHG Source Summary



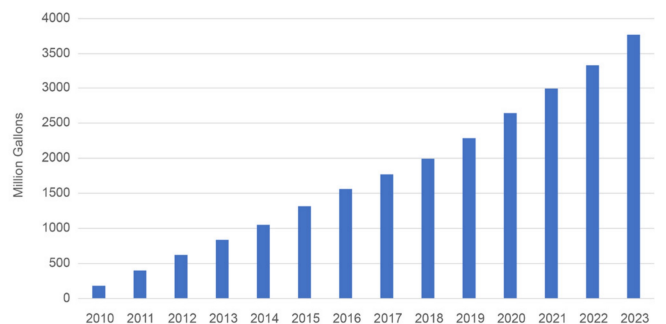
## Water Use

Since 2010, Flint Hills Resources’ Pine Bend refinery has saved over three billion gallons of water through wastewater recycling and stormwater recovery. During this same timeframe, the refinery’s water intake intensity has improved by approximately 20%. Since 2014, total Pine Bend refinery nitrate releases have decreased by approximately 30%. Pine Bend is also a 14-time Minnesota Pollution Control Agency (MPCA) outstanding wastewater treatment operator.

Pine Bend Refinery Nitrate Releases (TRI)



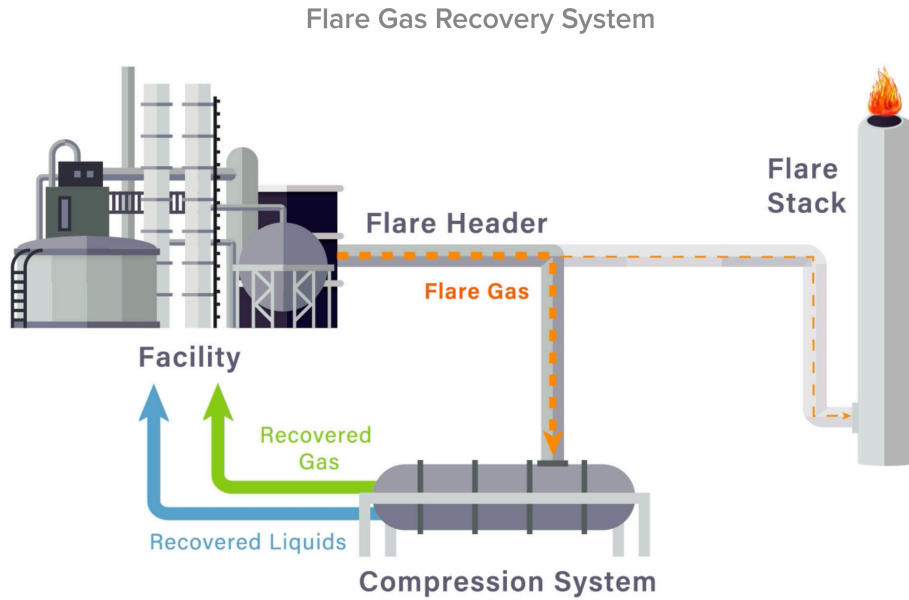
Pine Bend Refinery Cumulative Volume of Water Saved



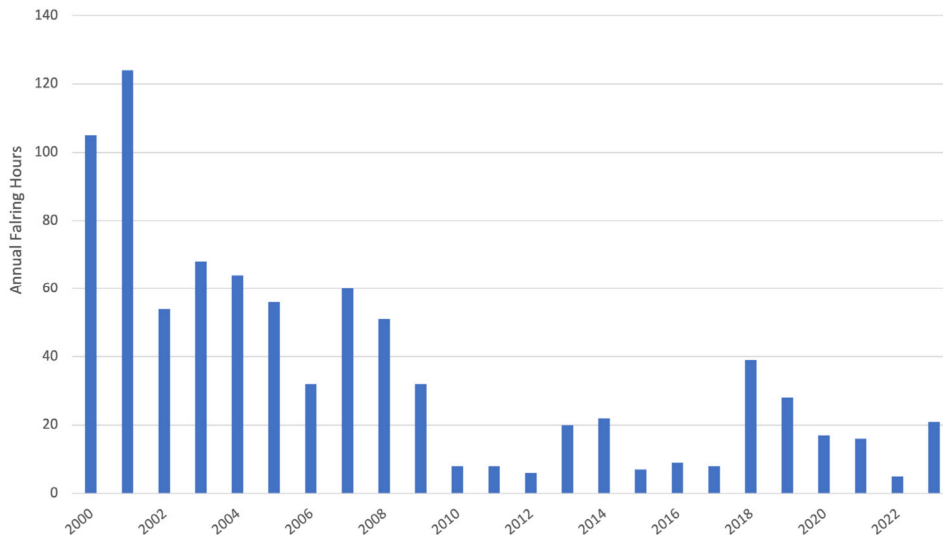


## Industry-Leading Flare Management

Flares are part of an important safety system that relieves gases that can sometimes build up in an operating unit, especially when a unit shuts down unexpectedly. The Pine Bend refinery seeks to minimize flaring through reliable operation and the use of a flare gas recovery system. Pine Bend has reduced flaring hours by approximately 80% since 2000.



Pine Bend Refinery Annual Hours of Flaring



## Habitat Efforts at Pine Bend Earn Recognition

### Wildlife Habitat Council Gold Certification



The Wildlife Habitat Council (WHC) has named Flint Hills Resources its first-ever certified gold site in the Twin Cities. The WHC awards the annual designation to companies that provide meaningful

habitat and species management and education programs. Flint Hills Resources' more than 5,000 acres of land in Dakota County have been recognized by the WHC since 2001. The certification is part of the WHC's Conservation Certification® program, the only standard of its kind in the world. Flint Hills is currently the only site in the state that is certified gold, the highest level of recognition available. Learn more at [wildlifehc.org](http://wildlifehc.org) and watch a video on our certification.



Flint Hills Resources owns more than 5,000 acres in Dakota County.

Flint Hills was recognized for its efforts across its land holdings in Dakota County, which includes the Pine Bend Bluffs. Since 2000, Flint Hills has partnered with Friends of the Mississippi River and Great River Greening to protect and conserve hundreds of acres of natural prairie and oak savanna in the Pine Bend Bluffs with the goal of restoring the land to pre-settlement conditions.



### Pine Bend Bluffs Restoration

Throughout the year, our partners at Friends of the Mississippi River and Great River Greening, along with Flint Hills employees and members of the public, gather to clear invasive species as part of our ongoing efforts to restore the Pine Bend Bluffs Natural Area near the Mississippi River. This is one of the largest relatively undisturbed natural areas left in the Twin Cities metro area. To date, volunteers have restored more than 200 acres.

Learn more about the bluffs restoration work in the Friends of the Mississippi River 2023 Ecological Activities Report. To volunteer at a future restoration event, visit [fmr.org/participate/events](http://fmr.org/participate/events).



## Spotted at the Pine Bend Bluffs

Take a look at a few of the critters captured on camera.



## Partnering with Ducks Unlimited to Support Habitat Conservation

Flint Hills Resources is one of the longest-standing corporate partners of Ducks Unlimited. Over the past 40 years, Flint Hills and Ducks Unlimited have worked together to conserve nearly 250,000 acres of Minnesota's lakes and wildlife habitat. This includes:

- Restoring more than 36,000 acres of wild rice lake habitat
- Protecting or restoring 144,235 acres of wetlands and 54,097 acres of grasslands
- Permanently protecting five miles of sensitive shoreline

Did you know? The Science Museum of Minnesota debuted “Wings Over Water,” a documentary about the work of wildlife organizations, including Ducks Unlimited, to create habitats for diverse waterfowl. Visit [wingsoverwaterfilm.com](http://wingsoverwaterfilm.com) to learn more.



## Clean Air Minnesota Celebrates 20 Years of Reducing Pollution

Clean Air Minnesota (CAM), a public-private-community partnership led by Environmental Initiative, was founded by the MN Chamber of Commerce, MN Center for Environmental Advocacy, MN Pollution Control Agency and Flint Hills Resources. The group works to reduce pollution from cars, trucks, construction equipment and residential wood burning, which together account for nearly 75% of emissions in Minnesota.

CAM has spearheaded innovative statewide programs designed to address these sources including:

- **Project CAR**, which partners with car repair garages to repair exhaust systems older vehicles for income-eligible owners.
- **Project Green Fleet**, which retrofits diesel school buses, trucks, construction equipment and boats to reduce emissions.
- **Project Stove Swap**, which helps Minnesotans replace their old, inefficient wood-burning stoves with new, more efficient models.

Visit [Environmental-Initiative.org](http://Environmental-Initiative.org) to learn more.

## Connecting to the Natural World with the Minnesota Zoo

For more than 30 years, Flint Hills and the Minnesota Zoo have partnered to deepen STEM learning and our connection to the natural environment through programming and education at the zoo.



Meet Ricci Seguban, a Flint Hills Resources process safety engineer, as she volunteers at the ZOOMS STEM Design Challenge at the Minnesota Zoo.

### Reaching new heights on the Treetop Trail

Flint Hills expanded its support for our state’s largest environmental learning center and top cultural and civic institution by investing \$1 million in the Minnesota Zoo’s Treetop Trail. The 1.25-mile elevated walking path, engineered to repurpose the original monorail track, connects people with animals and the natural world.

The Treetop Trail is the world’s longest elevated pedestrian loop and is a transformational undertaking that creates a thrilling new learning experience for guests of all ages.



### ZOOMS STEM Design Challenge celebrates 10 years

Over the last decade, the ZOOMS STEM Design Challenge program has helped 33,000 students unlock their creative problem-solving skills to develop solutions to real situations faced by zookeepers. Thank you to the Minnesota Zoo and the 775 teachers from 434 schools in 12 states and two countries who have helped students with more than 10,000 projects!

### 2024 program focused on bison and black-tailed prairie dogs

A record 5,200 students participated in this year’s challenge to engineer innovative exhibit enrichments or exhibit designs for the Minnesota Zoo’s bison and black-tailed prairie dogs, which can be seen from the new Treetop Trail. Students were evaluated on their research skills, uniqueness of ideas, plans for implementing the solution, and overall presentation.



Congratulations to students from Heilicher Minneapolis Jewish Day School for winning first place for their enrichment design titled “Amazing Chute Trainer.”

## Flint Hills Goes ‘Wild’ with Reading Program



Flint Hills teamed up with the Minnesota Wild to sponsor Wild About Reading, a unique reading program to keep kids engaged in reading at home and at school.

This year, more than 5,000 students participated in the program from classrooms throughout the metro. During the four-week program, parents, students and teachers get access to weekly posters with reading tips, reading logs and bookmarks to encourage reading. Of the participants, 12 classrooms are selected at random to receive a virtual classroom visit from a wife or significant other of a Minnesota Wild player.

Participating classrooms and locations are also eligible for fun incentives like signed pucks and photos from players, a classroom pizza party, Wild game tickets, and other special classroom visits from Nordy the mascot and Hatty the team dog.

## Robotics Team goes to World Championship

Flint Hills sponsored a Dakota County robotics team, Team Electrobotics 17127, which competed in the state’s FIRST Tech Challenge and moved on to compete in the World Robotics Championship in Houston, Texas. Employee Scott Harvey volunteered with the team and led the students’ field trip to Pine Bend.



## Flint Hills Donates Land

Flint Hills Resources recently donated more than \$1 million in land to Rosemount and Dakota County in support of a new trail, police station and public works building. The company participated in a land swap to allow for Rosemount’s new police and public works buildings. The 20 acres of land donated are on Akron Avenue north of the Flint Hills Recreation Complex.

The company also donated 21 acres of land to Dakota County to complete the Veterans Memorial Greenway connecting the Mississippi River Greenway and Lebanon Hills Regional Park. The trail will feature memorials honoring Dakota County veterans.

The board accepted one of the largest-ever donations from Flint Hills Resources for the Veterans Memorial Greenway. Thank you, Flint Hills Resources, for your generosity, partnership and doing business in Dakota County!

– Dakota County Commissioner Mike Slavik



## Bring Your Child to Work Day

Children of Pine Bend employees saw firsthand what it's like to work in the refinery and completed STEM activities with their parents, like this lava lamp exercise, while visiting the Pine Bend refinery on Bring Your Child to Work Day.

## Flint Hills Joins Community Celebrations

Our team enjoys meeting neighbors and supporting community events, like local parades. This summer, we celebrated Rosemount Leprechaun Days, Inver Grove Heights Days, and Saint Paul's Grand Old Day.



## Restoring Outdoor Space at Rosemount Elementary

When Rosemount Elementary School lost six mature ash trees to Emerald Ash Borer disease, they knew they needed to do something to re-beautify the campus and restore the outdoor space. The school's principal, teachers and parent teacher organization launched a campaign to get new trees and engage their students in planting and caring for them. We are proud to be a part of this effort and donate trees to Rosemount Elementary School.

## CAC Community Outreach

The Community Advisory Council (CAC) to Flint Hills Resources Pine Bend refinery is a volunteer-based group of citizen representatives creating open dialogue between the community and the refinery. They host public meetings and informational opportunities for community members. Last year, CAC members joined local government officials and high school students for a tour of the refinery. If you are interested in joining the CAC, please visit [flinthillscac.org](http://flinthillscac.org) to learn more.



## 2024 Flint Hills Family Festival: A Joyful Community Celebration!

Downtown Saint Paul came to life May 29-June 1! The 24th annual Flint Hills Family Festival brought tens of thousands of kids and their families to the Ordway, Rice Park and Landmark Center for world-class arts entertainment and a whole lot of fun! The festival was borne out of Flint Hills' shared belief with the Ordway that the performing arts should be accessible to all.



Mark your calendar for the 25th annual Flint Hills Family Festival, the weekend of May 31, 2025. It is one of the largest and longest-standing events of its kind in the country and we are grateful for our longtime partnership with the Ordway Center for the Performing Arts to make it happen each year. More than one million people have experienced the festival since 2001.

## On-site Training for First Responders

From SWAT teams to K-9 units to fire crews, Flint Hills Resources hosts a variety of public safety personnel for training exercises.

At the two-house fire department and fire training grounds at the Pine Bend refinery, crew members, volunteers and other local fire departments receive ongoing fire training and learn how to battle live, pressurized petroleum fires. Local and regional fire departments including Minneapolis, Duluth, Inver Grove Heights, Rosemount and others have received hands-on experience at Pine Bend, the only live fire training venue in Minnesota.



Flint Hills also operates a public safety training facility nearby, where agencies have the opportunity to train in mock situations ranging from confined space rescue to search and rescue. Each year, the center hosts more than 250 training sessions for more than 5,000 public safety officers from around the country. Free use of the facility saves law enforcement agencies more than \$100,000 in rental fees each year.

## The Pine Bend Experience

Scan the QR code for a unique drone tour of the Pine Bend refinery, one of the nation's most advanced refineries.





3120 117th Street East  
Inver Grove Heights, MN 55077

## Dakota County Neighbors: Stay in the Know!

Did you know Dakota County maintains a community notification system that provides emergency alerts and other important community news? The system provides time-sensitive messages using your preferred communication method, including email, text message, or home and mobile phone numbers. We encourage our neighbors to sign up for these community alerts at [Dakota911mn.gov](http://Dakota911mn.gov).

## Tell Us What You Think

Take our four-question survey to tell us about your communications preferences.



## Tour the Pine Bend Refinery

Are you interested in learning more about the Pine Bend refinery? Sign up online at [PineBendRefinery.com/tours](http://PineBendRefinery.com/tours) to register. Tours are offered periodically throughout the year to community members 16 years and older.



### Connect with us Online