



**12 July 2021**

Dear community member

I am pleased to advise you that we have now safely returned to normal production, and are no longer using our elevated flare.

We thank you and our communities for your patience while we completed our major upgrade project and plant re-start.

We hope that the actions we took to minimise elevated flaring, as well as the benefits of the new flare tip helped to reduce disruption to local communities.

Our £140m plant upgrade saw us undertake over 21,000 individual work tasks, fits over 48,000 new parts and deliver more than 500,000 hours of skilled maintenance and upgrades.

While we are confident the project will help to improve operational reliability and reduce unplanned flaring, FEP is a complex operation with our flare remaining a vital operational and safety system.

Our further investment to introduce an Enclosed Ground Flare, which will reduce the use of the elevated unit by at least 98%, is progressing well and remains on schedule to be operational by the end of next year. We will continue to keep you and the wider community updated on its progress and the significant benefits it will bring.

In the meantime, if you have any questions do please let us know.

**Regards**

**Martin Burrell  
Plant Manager**

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