



CHRONICLE

Visit our Website
www.acncg.info

July 2014

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Excellence
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Global Safety
Week



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ACNCG Website Upgrade

The ACNCG Website is undergoing an upgrade to improve the accessibility and flow of information between the community and the ACNCG. The website which will retain the current web address www.acncg.info, will have a fresh appearance and improved navigation including smart phones and tablets is expected to be on line in August.

Features of the upgraded website include:

- Email subscription to website updates.
- Publication of all complaint investigations.
- Calendar of ACNCG events.
- Publication of meeting Agendas and Minutes & newsletters.

- Communication of news & events of interest about complex operation.

The aim of the upgraded website is to provide easier access to information for our community. The information format is designed to facilitate easy access to information that has been assembled without technical jargon to ensure it is easy to understand.

We will be reviewing the websites performance on an ongoing basis and making amendments as required to enhance it. We encourage you to provide us with your feedback to assist with this process.

TO ALL
RESIDENTS
AN INVITATION
to....

ACNCG NEXT MEETING

THURSDAY NOVEMBER
13TH COMMENCING AT
5:30pm

with a light tea at Dow
Chemicals Kororoit Creek
Road Altona

If you

- Have an interest in the activities of the Altona Chemical Complex
- Would like to understand more about the Complex operation.
- Have a concern about the Complex operations.

Then come along to the next meeting and

- Hear reports from the Companies about their performance and plans
- Get status updates from regulators about their liaison with the companies.
- Have an opportunity to ask questions.

For further
details refer to
www.acncg.info

The screenshot shows the ACNCG website interface. At the top, there is a navigation bar with links for 'OUR COMMITMENT', 'MEMBER PROFILES', 'EVENTS', 'ACNCG NEWSLETTER', 'COMPLAINT REGISTER', 'ENVIRONMENT ACTION LINE', and 'NOTIFICATIONS'. A 'REGISTER FOR UPDATES' button is also visible. Below the navigation bar, there is a 'CONTACT INFORMATION' section with the Environmental Action Line number (1800 061 050) and the HOBSON BAY COUNCIL number (03 9932 1000). The 'EVENTS' section lists the November 2014 ACNCG Meeting and the April 2015 ACNCG Meeting. The 'EMERGENCY INFORMATION' section provides details about the Altona Complex Community Siren, including when it is tested and what to do in an emergency. A 'NOTIFICATIONS' section lists a noise complaint for high pitched noise from Qenos Plastics in May 2013. The website footer includes a welcome message and information about the ACNCG group.

Qenos SHE EXCELLENCE AWARDS

Qenos Altona celebrated its Safety Health & Environment Excellence Awards for 2013 on Thursday 6th March 2014.

The Awards are presented to an individual or work team that has made a significant contribution to improving safety, health or environmental performance in their plant or work area.

various SHE Committees throughout Qenos was also highlighted.

With excellent submissions, the Judges had an extremely tough decision choosing this year's winning entry. The Olefins site was announced the winner, for its submission 'Safety Days at Olefins'. Shift Team Leader, Greg Archer provided an overview of the various promotions each Olefins team used to support their safety campaign which included various safety competitions; crosswords; dedicated safety days; a speed camera - complete with STL policeman; and a candid approach to the Silly Season approach.

Each work group decided their own activity to deliver their formidable safety message - "What are you doing today to ensure you and your workmates are safe?"

Congratulations to the winning teams at Olefins and to all entries in the 2013 Altona and Botany Qenos Safety Health & Environment Excellence Awards.

"The awards share learnings, recognise and celebrate the dedication of the excellent work that is completed in improving SHE performance."

The Altona Training Centre was packed to capacity when six of the fifteen entries were presented. The Mayor of Hobsons Bay, Cr Sandra Wilson, PACIA's CEO Samantha Read, ACNCG member Judy Hindle OAM, as well as representatives from Worksafe and contractor

companies joined many Qenos employees to celebrate this year's awards.

During the ceremony, a special presentation recognising the dedicated work of

A display of workers, overalls hanging in the Main Control Room entrance symbolising the number of employees that could be injured if their focus on safety was lost had a powerful impact.



The winning team



GLOBAL SAFETY WEEK AT BASF ALTONA March 2014

Acting responsibly is a core value at BASF and a commitment of all employees and leaders to never compromise on safety.

“Safety – My daily habit!”, the theme for this year’s Global Safety Week across BASF in Asia Pacific, captured the essence of this commitment. Creating a safe workplace comes down to how each and every one behaves every day. By developing and utilising good daily habits, we can prevent incidents and near-misses from happening. Safe habits can be as simple as keeping the office clean and uncluttered, and looking out for potential safety hazards around the working area.

Nationally, BASF Australia ran a competition where employees were asked to submit their daily safety habit and describe why they considered it important.

The three most popular safety habits, as voted on by their peers, were awarded prizes.

At BASF’s Altona site, additional activities were organised to highlight the importance of safety. The company’s Occupational Physician presented interesting information on the topic of “Healthy Back at Work” which included lifting techniques and stretching exercises. To supplement this program, BASF hired two massage chairs to allow employees to enjoy a complementary, relaxing massage. Needless to say, the chairs were a success and much appreciated by all.

Rachael and Con from BASF’s Environment, Health & Safety department enjoying their massage.

Qenos Groundwater Monitoring Update

Qenos has been annually monitoring groundwater quality since the 1990's. It is conducted in November each year in accordance with a Groundwater Monitoring Plan submitted to EPA and approved in 2005.

The groundwater monitoring involves collecting and analysing water samples from 60 to 70 groundwater wells including each three wells in the vacant land south of the Qenos Olefins plant and buffer plantation.

The analysis includes:

- Numerous Hydrocarbons including benzene and chlorinated species
- Metals
- Pesticides
- pH, salinity and other specifications.

The analysis results are reviewed to detect any trends in groundwater quality and to detect if there is potential to have an off-site impact. Hydrocarbon contamination of ground water prior to the 1990's of which benzene is the contaminant of most concern for Qenos, has been reducing steadily in on site wells since 2001, and has not been detected in the off-site wells since November 2005. The trend graph below was presented to the Qenos Environment Monitoring Team in December 2013 which shows the reduction in Benzene levels of four selected monitoring wells at the South side of the Qenos Olefins site.

These reducing trends confirm that there is unlikely to be any current source of contamination and that natural attenuation is occurring to the past contamination.

New groundwater monitoring wells installed in 2008 give a more detailed profile of the groundwater under Qenos facilities. As a result Qenos is updating the Groundwater Management Plan which will be submitted to EPA later in 2014 for review and approval.

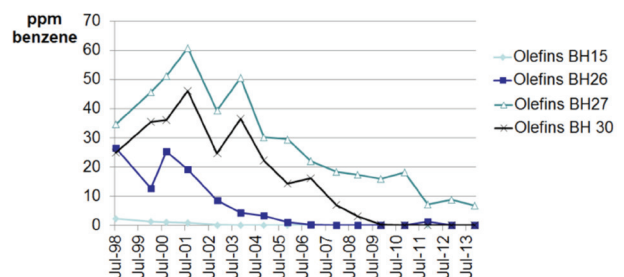
The updated plan in addition to the annual monitoring includes



- Three monthly monitoring of selected groundwater well levels to check for any changes in groundwater flow.
- Trials to remove floating oily layer from the groundwater at selected locations.

These additional monitoring activities were initiated in 2013 with the extra data being used to assist with the detailed development of the plan.

The updated plan is being designed to ensure that there is no offsite impact while the on-site contamination is remediated over time without unduly interrupting the production operations.



Qenos Noise Environment Improvement Plan Development

Qenos is developing a Noise Environment Improvement Plan (EIP) as a key element of our ongoing commitment to environmental improvement and regulatory compliance. This Noise EIP is scheduled to be submitted to the EPA for approval towards the end of 2014. We expect that the noise abatement activities contained within the Noise EIP will build on our previous noise reduction projects, providing further reduction of noise levels in the local community.

Progress to date has involved the technical evaluation of Qenos equipment sound levels, detailed modelling on noise propagation from our facilities, and measurement of noise levels at various locations within Qenos and in the local community. The next phase of the EIP development is to specify the level of noise reduction that can be practically achieved, the noise abatement activities that will be implemented, and a schedule for the implementation of this further abatement.

Qenos is seeking input from our local community during this phase of the EIP development to ensure that any concerns the community might have are given due consideration whilst preparing this submission. This engagement with the community will be conducted as part of our regular consultative committee the Qenos Environment Monitoring Team, a subcommittee of the Altona Complex Neighbourhood Consultative Group (ACNCG) in [July/August].

If you are interested in participating in these Noise EIP discussions please contact the Qenos Environmental Adviser Les Harman by email les.harman@qenos.com or contact him on 0409 418 987 during business hours.

DOW Groundwater Project Update

A recent report by Dow Chemical (Australia) Ltd has shown that a number of innovative techniques the company has implemented as part of a groundwater remediation program at its Altona site are proving successful.

Dow has been proactively managing a groundwater remediation project which has been implemented following a 1969 grassfire at its Altona manufacturing site and long discontinued historic operations.

Dow has a well-established EPA approved Groundwater Management Plan (GWMP) and has been active in engaging with the local community and State regulatory bodies.

The latest update report to the Dow Environment Monitoring Team (EMT) shows that progress has been achieved in addressing both the source area of contamination and in accelerating off-site clean-up operations.

Bioremediation Trials in Ajax Road

Dow has established a series of trial wells and is using propylene glycol to accelerate natural biodegradation of groundwater contaminants. The results are positive and Dow has applied to the EPA to now extend the trials.

CSIRO Trials

Laboratory trials conducted by CSIRO using reactive iron to increase degradation of contaminants have also shown promising results. Dow is in discussion with Qenos, the EPA and Hobsons Bay City Council to implement a field trial on Qenos land and evaluate the effectiveness of the technology in this area.

On-site clean up

The groundwater remediation activities onsite have significantly reduced concentration of chemicals in the groundwater at the source area. A project to better understand groundwater and contaminant flows has also helped to determine optimum technology solutions and future potential treatments to accelerate the cleanup process.

While this is part of a longer-term remediation program, the EMT report and progress achieved to date highlights Dow's ongoing commitment to ensuring the protection of human health and the local environment.

ACNCG Members

RESIDENTS/COMMUNITY

Judy Hindle OAM Deputy Chair	9395 8565
Paul Cassar	9391 0223
Max Kidd	9398 3521
Margaret Kidd	9398 3521
Kimberley Foss	9734 6966
Steffen Pedersen	0414 376 856
Troy Ryan	0409 859 660

COMPLEX

BASF – www.basf.com

Iwona Wlodarczyk	9281 6335
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Dow Chemical – www.dow.com

Patrick Pedrotti	9226 3537
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Qenos – www.qenos.com

Andrew Lake	9258 7333
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COUNCIL

Cr Sandra Wilson – Chairperson	9922 1044
Cr Jason Price – Proxy Delegate	
Brendan Murphy	9932 1034
Sarah Bartolo (Minutes Secretary)	9932 1504

REGULATORY AUTHORITIES

Environment Protection Authority

Chris Bydder	1300 372 842
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Worksafe Victoria

Brian Moody	9641 1339
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City West Water

Ding Chan	9313 8202
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Community Environmental Complaints July 2013 – July 2014

	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Inside Complex	4							6				1
Outside Complex		1	3					1				1
Source Unknown	1	2		2		1	1	1	3	3	10	1
Enquiry			1					1				

Thirty one community calls have been received by the Altona Complex to date in 2014. Twenty three have been for odour and there have been eight complaints for noise.

- 4th January at 8am Linnet St Altona. Plastic Odour. Late report of odour to EAL and odour had already dissipated at time of call. Classification: Source Unknown.
- 18th Feb at 8:35pm Finley Rd Altona and 20.53 Brook Drive Flare noise. Qenos Olefins elevated flare in operation after an unplanned compressor shutdown. Classification: Inside Complex, Qenos Olefins. (Two complaints)
- 18th Feb at 8:55 pm Finley Road Altona. Flare Noise. Caller had noticed smoke in the area which was from a nursery fire in Altona North was making an enquiry. Classification: Enquiry.
- 20th February at 10:20 pm. Constant noise. Normal complex plant noise could be heard during the site investigation. Classification: Inside Complex, Qenos Olefins.
- 24th Feb at 7:58am. Bayview St Altona Chemical tarry odour. Odour not detected during site investigation. The origin of the reported odour was considered to be outside the complex. Classification: Outside Complex
- 25th Feb at 7am. Linnet St Altona. Noise early morning. No unusual noise identified during site visit. Classification: Source Unknown.
- 28th Feb at 9pm Grieve Pde Altona, 10pm Brook Dve Altona & 11pm Finley Rd Altona. Flare Noise Qenos Olefins elevated flare in

operation after an unplanned compressor shutdown. Classification: Inside Complex, Qenos Olefins. (Three complaints)

- 4th March at 9:20pm Finley Rd Altona. Odour possible effluent treatment plant. Odour not detected during site investigation. Classification: Source Unknown
- 14th March at 10:15am Lark St. Soapy Rotten Egg odour at midnight. No site investigation due to delayed call and varied wind conditions. Classification: Source Unknown
- 15th March at 4:15pm Linnet St Altona. Toxic Plastics smell. No odour detected at site investigation. Classification: Source Unknown.
- 17th April through to 27th May Linnet St Altona. 12 complaints for Paint thinner/ solvent type odour. Odour not evident at site investigation, apart from 18th May complaint where it was confirmed. Odour was generally smelt in early morning and trapped in caller's back yard. Source of these complaints unlikely to be complex based on location and wind conditions at the time. Classifications: Source Unknown.
- 28th May at 8:55am Brooke Drive Altona. Chemical odour Intermittent over last week. Odour had dissipated by time of call and there was no evidence of complex activity that would have caused the complaint. Source considered unlikely to be complex based. Classification: Source Unknown.
- 13th June at 10:20pm and 19th June at 1-4am Bracken Grove Altona. Two Complaints for strong smelly Chemical smell. Odour not evident at site investigation. Source unlikely to be complex based on character of odour, location and wind conditions. Classification: Source Unknown.
- 26th June at 6pm Finley Rd Altona. Strong Petrochemical Smell. Odour confirmed as coming from Qenos Olefins storm pond which was holding off specification trade waste at the time. Classification: Inside Complex Qenos Olefins.
- 7th July at 5:30pm & 16th July at 4:20pm Finley Rd Altona. Two Complaints for Effluent Treatment smell. Odours could not be confirmed during investigation and a source was not confirmed. The complex was a plausible source for the odour based on its character, location and wind conditions. Classifications: Source Unknown.

Altona Complex Community Siren

If you hear this siren outside of the specified test time of 10.00am on the first Sunday of every month, do not attempt to evacuate, unless told to by Emergency Services.

1. **Go Inside any building:-** Close external doors and turn off air conditioners.
2. **Close windows and shut curtains and blinds.**
3. **Turn on the radio STEREO 97.4 (97.4FM) or television ABC Channel 2 for Police messages**
4. **Remain indoors until you are given the all clear.**
5. **Avoid using the telephone:-** Unless it's really urgent
6. **Co-operate fully with emergency services**

The warning siren is an undulating two tone siren (similar to an air raid siren). The all clear is a continuous siren.



يرجى الاتصال بمركز ويستغيت لموارد المهاجرين هاتف 93913355 للحصول على الترجمة الفورية للمعلومات أعلاه.

Za pojašnjeje gore navedenih informacija kontaktirajte Westgate Migrant Resource Centre (Centar za pitanja emigranata Westgate) na 9391 3355.

Για διερωτήσεις των παραπάνω πληροφοριών, επικοινωνήστε με το Μεταναστευτικό Κέντρο Πληροφοριών Westgate στο 9391 3355.

Per un aiuto nell'interpretazione delle informazioni sopra riportate, si prega di rivolgersi al Westgate Migrant Resource Centre al numero 9391 3355.

Ikkuntattja li-Centru tar-Rizors ta' l-Immigrant ta' Westgate, 9391 3355, għall-interpretazzjoni ta' l-għirif li jidher hawn fuq.

Свяжитесь с Вестгейтским Центром Мигрантских Ресурсов (Westgate Migrant Resource Centre) по тел. 9391 3355 для выяснения вышеуказанной информации.

Контактирајте Вестгејт центар за пружање подршке доселеницима (Westgate Migrant Resource Centre) на 9391 3355 ради интерпретације горе наведених информација.

Muốn nhờ dịch thông tin ở trên, xin điện thoại cho Trung Tâm Tiễn Ích Di Dân Westgate qua số 9391 3355.

For nuisance odours or noise suspected of coming from the Complex, remember the quicker you call the better the chances you identify the cause quickly . . .

**EPA POLLUTION
WATCH LINE**

1300 372 842

**CITY OF HOBSONS
BAY COUNCIL**

9932 1000

**ENVIRONMENTAL
24 HOUR ACTION LINE**

1800 061 050