

ALTONA COMPLEX NEIGHBOURHOOD CONSULTATIVE GROUP (ACNCG)

CHARTER

Key Objectives

- ❖ For the Altona Chemical Complex (comprising Dow Chemical, Solve and Qenos) and the community to participate together to encourage continuous environmental improvement and regularly monitor environmental, health and safety performance and to receive formal feedback;
- ❖ To receive information on planned changes from each of the companies (including environmental improvement plans);
- ❖ To receive regulatory authority information in relation to the Altona Chemical Complex; To provide a communication process that highlights health, safety and environmental issues to the broader community, surrounding companies and other interested parties, utilising a variety of means such as websites, social media and local newspapers;
- ❖ To provide comment to organisations, such as government agencies, with regard to regulation and control when required;
- ❖ To provide a forum for each company to give a detailed environmental performance update to the community.

Format

The Altona Complex Neighbourhood Consultative Group (ACNCG) was established in early 1989 and in 2022 comprises the following members:

- Senior Managers from the companies operating in the Altona Chemical Complex;
- Community representatives;
- Representatives from the Environment Protection Authority, Worksafe and Greater Western Water;
- Visitors, invited guests or other relevant stakeholders may attend (e.g. Hobsons Bay City Council, neighbouring companies)

The ACNCG schedule for 2022 is for each member company to provide members with an update in February, June and October and for Qenos to host meetings in March and September. Extraordinary meetings or site tours can be called for by members as required. The last meeting in a calendar year will review the current year's engagement process, and set the engagement schedule and program for the following year.

The meetings will be hosted and chaired by Qenos as an online web forum and will also provide for personal attendance at the meeting in the Qenos Olefins Training Centre as required. (If public health restrictions would not allow personal attendance (e.g. COVID restrictions) meetings will be limited to the on line web forum. The meetings commence at 6.00 pm, and the format and location will be advised on the ACNCG website and Qenos Facebook page at least two weeks' prior to the meeting.

The secretary role will be filled by a representative of Qenos as the largest company operating in the complex. This role will be responsible for preparing the agenda, taking minutes and coordination of communication.

All members support the secretary by providing an update for inclusion in the meeting minutes.

The ACNCG meeting agendas include updates and reports from

- The Altona Chemical Complex companies; Individual statutory authorities;
- Resident members are also given the opportunity to provide reports.

Members of the general public, employees from the Altona Chemical Complex companies and other interested parties, are encouraged to attend and engage where appropriate. At the commencement of each meeting, the Chairperson will invite visitors to comment and raise any issues of concern. All discussion is channelled through the Chairperson. Any decision-making by the group is by consensus.

The Agenda Schedule will be tailored to allow extra time for companies who have more detailed reports and updates to present or discuss. Where appropriate Altona Chemical Complex company updates will provide a more detailed consideration of community complaints, incidents, developments and progress on environmental improvements. Altona Chemical Complex companies may invite a resident representative to participate in an incident investigation.

If considered necessary, the Altona Chemical Complex companies can request to set up an extraordinary meeting to report on more Complex issues that cannot be adequately covered in a normal ACNCG meeting. While some of these issues may not require attendance of the entire ACNCG at the extraordinary meeting, all members will be invited and may elect to attend. Alternatively, comprehensive reports may be posted on the ACNCG website and communicated to members

All meeting agendas and minutes (including extraordinary meetings) will be posted on the ACNCG website.

Environmental Action Line (EAL)

The Environmental Action Line – 1800 061 050 - is set up to create a single point of contact for environmental complaints that the community members believe may be related to the operation of companies within the Altona Chemical Complex.

All calls to the Environmental Action Line and the investigations are posted on the ACNCG website which notifies subscribers when a complaint has been posted. Members of the public can subscribe to be notified about complaint postings.

Schools Telephone System Network

Altona Chemical Complex – Schools – Kindergartens – Hobsons Bay MERO - Westgate Migrant Resource Centre

As the Altona Chemical Complex is located close to residents, schools and kindergartens, some incidents may have the potential to cause unacceptable environmental impacts on the local community. A Schools Telephone Network has been established to enable local schools, kindergartens, Westgate Migrant Resource Centre and the Hobsons Bay MERO to be notified promptly if there is an incident which may cause alarm or present some risk. The Telephone network can also be used to seek information about matters of concern in relation to the Altona Chemical Complex.

The Schools Telephone Network utilises the telephone numbers of seven local schools, kindergartens, Hobsons Bay MERO and the Westgate Migrant Resource Centre in Altona North.

Other Attendees at ACNCG Meetings and Guest Speakers

Representatives from other companies (not necessarily chemical based) from Victoria, nationally and overseas and/or their regulators and/or their neighbouring residents may come along to see how the group is structured and how it operates.

At times, the group considers inviting guest speakers to ACNCG meetings - providing their presentation topic is directly related to the advancement of the Altona Complex Neighbourhood Consultative Group's objectives. The ACNCG must agree to guest speakers prior to an invitation being extended.

Communication

The ANCCG website at www.ACNCG.info is the primary communication tool to the wider community by the ACNCG.

This includes

- Events page: where meetings are scheduled and agendas, reports and minutes to the meeting attached;
- ACNCG Newsletter page: where historical newsletters are contained;
- Complaint Log page: where complaints are logged with the results of their investigations and classification;
- Environment Action Line Page: which contains the Environment Action Line number and a description of the complaint process;
- Notification page: where the Altona Chemical Complex companies can provide notifications or reports to the community.

The website also provides for people to subscribe for email updates about Events, Notifications, Complaints and Newsletters. These subscriptions are also used by the ACNCG to notify regulators about complaints to the Environment action Line.

Definitions

“Complex Property”- means any property in which the relevant ‘Altona Chemical Complex company’ or their subsidiaries either control, exercise rights of use or have a legal obligation to maintain, whether or not the core operation of the company business continues on that property or not.

“Company updates”- means any information that would ordinarily be provided in the course of meetings or any other additional information that the Altona Chemical Complex companies wish to provide.

“Stake holder group” -means each Altona Chemical Complex company and each regulator is treated as a separate group and the community representatives are treated as one separate group.

For further information on the ACNCG, contact the Altona Chemical Complex Liaison Advisor on 9258 7333.