

# Dow Chemical Altona

A recent tower internal inspection conducted late 2011 revealed that the timber configuration had suffered (delignification) considered as extensive damage after 40 years of service for the West Cooling Tower at the Dow Chemical Altona Site. Whilst the structural timber was sound, other parts of the tower were in poor conditions. This resulted in low cooling efficiency and high water loss.

During September to mid-November 2012, the West Cooling Tower underwent extensive refurbishment. The old timber fill media and drift eliminators were replaced with new composite PVC material. The transverse timbers underneath the fan deck were replaced with new ones. In addition, the fan deck itself was replaced with a new one made of fibreglass. At Dow we operate with a no injury to anyone EHS target, the project was successfully completed with "zero injury target" and on schedule.

On Monday, 19th November 2012, the West Cooling Tower was successfully brought back into service. Thus far operating data from the production plants appears promising: especially during the recent warmer weather similarly the daily make-up water volume also decreased.

## West Cooling Tower Refurbishment: Improved Efficiency



West Cooling Tower during refurbishment (before and after).



New fill media (Left) and drift eliminator (Right).



### ACNCG Members

RESIDENTS/COMMUNITY	
Judy Hindle OAM Deputy Chair	9395 8565
Percy Fernandez	9391 1383
Paul Cassar	9391 0223
Max Kidd	9398 3521
Margaret Kidd	9398 3521
Kimberley Foss	9734 6966
Stefan Pedersen	0414 376 856
COMPLEX	
BASF – www.basf.com	
Tony Cram	9281 6335
Dow Chemical – www.dow.com	
Julian West	9226 3911
Qenos – www.qenos.com	
Iain Gilmore	9258 7333
Styron – www.styron.com	
Oliver Gray	9226 3783
HOBSONS BAY COUNCIL	
Cr Sandra Wilson – Chair	9922 1044
ACNCG	
Sarah Bartolo – Minute Secretary	9932-1000
Craig Bruckner – Community Services	9932 1522
REGULATORY AUTHORITIES	
Environment Protection Authority	
Myles Whelan	9695 2689
Worksafe Victoria	
Mike Conner	9641 1893
City West Water	
Linus Tong	9313 8513

### Community Environmental Complaints November 2012 - November 2012

	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov
Inside Complex	0	0	0	0	0	0	0	0	0	0	1	1	0
Outside Complex	2	2	0	0	0	0	1	0	2	0	0	0	0
Source Unknown	0	1	0	0	1	1	1	2	5	0	0	0	0

Eleven community complaints have been received by the Altona Complex for the period from June to November 2012. Eight of the complaints were for odour and three were for noise.

- 13th June at 9:00 am. Mt St Joseph's School reported a strong gas smell was present for about 15 minutes. It had dissipated before the investigation and it was classified as Source Unknown.
- 16th June at 5:30pm. Maidstone St South of Westona Station reported a Plastics smell had been noticed early morning. No odours was present at the time of the investigation and was classified as Source Unknown.
- 11th July at 2:15pm. A plastic smell reported from Somers Parade was not detected during the investigation and it was classified as Source Unknown.
- 12th July at 7:00 am & 17th July at 9:00 am A burnt coffee odour was

reported from Emu Avenue. Both classified as Source Unknown. The wind conditions and description of the odour make it unlikely to have been a complex source.

- 15th July at 7:30 am an effluent odour complaint from Finley road was not confirmed by the investigation and was classified as Source Unknown. A second odour complaint for a sweet smell on the 16th July at 4:40 pm was confirmed by the investigation. The character of the odour was not consistent with a complex source and it was also classified as Source Unknown.
- 23rd July at 8:30 am a loud thumping noise from Brooke drive was sourced to footpath works in Finley road and was classified as Outside Complex.
- 23rd July at 1:45 pm a rotting smell from Altona Primary School was sourced to rotting seaweed on the beach and was classified as Outside Complex.
- 13th September at 6:30pm. A complaint about flare noise from Finley Road was classified as Inside Complex Qenos Olefins. The SCAL-2 plant has off specification product that had been flared for two hours.
- 29th October at 2:15 am. A pulsing noise complaint was traced back to high pressure water cleaning at the Qenos Olefins site turnaround. The work was suspended and the complaint classified as Inside Complex Qenos Olefins.

### 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.

- Go Inside any buildings:- Close external doors and turn off air conditioners.
- Close windows and shut curtains and blinds.
- Turn on the radio STEREO 974 (97.4FM) or television ABC Channel 2 for Police messages
- Remain indoors until you are given the all clear.
- Avoid using the telephone:- Unless it's really urgent
- 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 لوارد المهاجرين هاتف 93913355 للحصول على الترجمة الفورية للمعلومات أعلاه.

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

Για βοήθεια ή πληροφορίες σχετικά με το Μεταναστευτικό Κέντρο Πληροφόρησης 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.

Икунтагга Ilo-Centru tar-Rizors ta' Immigrant ta' Westgate, 9391 3355, għall-interpretazzjoni tal-tagħrif li jidher hawn fuq.

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

Контактуйте Востейтг центар за пружање подршке дозволеницима (Westgate Migrant Resource Centre) на 9391 3355 ради интерпретације горе наведених информација.

Mời nhó dịch thông tin ở trên, xin điện thoại cho Trung Tâm Tiền Ích Di Dân Westgate qua số 9391 3355.

Editorial Sub Committee: Les Harman (Editor Altona Complex), Judy Hindle, Paul Cassar, Percy Fernandez, Max Kidd, Kimberley Foss & Margaret Kidd.  
Contact Details: Phone 9258 7333 Email: acnccg@qenos.com Website: www.acnccg.info

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

**ENVIRONMENTAL  
24 HOUR ACTION LINE  
1800 061 050**

**CITY OF HOBSONS  
BAY COUNCIL  
9932 1000**

**EPA POLLUTION  
WATCH LINE  
1300 372 842**

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Visit our Website  
[www.acnccg.info](http://www.acnccg.info)

What's Inside

December 2012  
Volume 23  
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Altona Revamp



Pressure Management at Qenos

*Forewell*  
**VALERIE GEMMEL**

*Season's Greetings*



The ACNCG would like to thank Valerie Gemmel for her valued contribution to the group since she joined in 1999. Valerie elected not to renominate for membership at the AGM held earlier this year. During her 12 years of participation, Valerie was a very active contributor to the process and was well respected by all members. Valerie has made a difference to the Complex performance through her enthusiasm, respectful engagement and balanced input to the process.

We extend our sincerest good wishes to Valerie in her new endeavours to assist students improve their literacy skills.

### Meeting Schedules for ACNCG meetings and Environment Monitoring Teams for 2013

<b>ACNCG</b>	<b>Second Thursday of month</b>
<b>April 11th 2013:</b>	ACNCG at Qenos. – Agenda: BASF, Dow & Qenos deliver their annual Environment reports for 2012
<b>July 11th 2013:</b>	ACNCG at Altona Civic Centre – Agenda: Annual General Meeting
<b>Nov 14th 2013:</b>	ACNCG at BASF – Agenda: BASF, Dow and Qenos present a forward plan outlook.
<b>BASF EMT:</b>	<b>Third Thursday of month</b> 21st February, 20th June, 17th October 2013
<b>Dow EMT</b>	<b>Second Wednesday of month</b> 13th March, 12th June, 9th October 2013
<b>Qenos EMT</b>	<b>Second Thursday of month</b> 14th March, 13th June, 12th September, 12th December 2013

**TO ALL RESIDENTS . . .  
ACNCG NEXT MEETING**

**All Welcome THURSDAY, APRIL 11th 2013 COMMENCES AT 5.30 P.M.  
at Qenos Olefins, 471-513 Kororoit Creek Road Altona 3018**  
Refer to [www.acnccg.info](http://www.acnccg.info) for further details

Vale

IVAN BOARD



It is with sadness that the ACNCG acknowledge the passing of our esteemed member, Ivan Board in August 2012. All members of the group and participating companies would like to thank Ivan for his contribution as a founding member of the ACNCG since its inception in 1991.

Ivan Board was always respectful, a voice of reason and very professional in the way he conducted himself.

He was balanced in his role by asking the probing questions when needed and seeking solutions of the Complex companies, whilst being supportive of their position. This at times involved Ivan volunteering further time to participate in specific reviews.

Ivan was well respected by all and we valued his input and contribution to our community engagement process.

Qenos News [www.qenos.com](http://www.qenos.com)

Qenos has been providing updates to the community via its website about plant conditions or events that could have the potential to have an offsite impact. Access is gained via a link on the Qenos website home page.

Altona Revamp



The Altona Revamp project will enable the Qenos facilities to increase capacity by 20 per cent whilst maintaining the same environmental footprint and improving the efficiency and competitiveness of our products. The replacement of the older technology converters in the SCAL-2 plant will also reduce flaring at the Olefins site.

Project status is:

- The new LTFE converters in SCAL-2 are nearing completion and will be commissioned in early 2012.
- New substation completed with some power cut-overs still to be made Ethylene Purification capacity increase is progressing with new tower having been installed. A large \*\*\*T crane that took \*\* weeks to assemble on site was required to lift the new tower into position ( pictured)Qenos expect to complete the project by March 2013 with commissioning following immediately.

Cogeneration Facility

This newly constructed facility will provide all of Qenos's electricity needs and replace an obsolete boiler supplying 40 per cent of our steam requirements. It will increase the energy efficiency of the facilities and reduce Greenhouse gases by 20% which is 110,000 tonnes/year and equivalent to 22,000 cars. On site cogeneration will increase the reliability of electricity supply by reducing the reliance on grid supplied electricity, which in turn will reduce process interruptions and flaring.

Project status is:

- Construction of the plant is nearing completion. With commissioning checks in progress
- HV connections are still to be undertaken and the Heat Recovery Boiler commissioned prior to full operation.

AGL and Qenos look forward to commissioning the facility in early 2013.



MHF Licence

Qenos has obtained approval for a five year MHF licence in November 2012.

As an integral step in the regulatory process to obtain the MHF licence, Qenos was required to submit a Safety Case to Work Safe Victoria.

WorkSafe carried out a detailed assessment and verification activity prior to issuing the licence and will continue oversight during the life of the licence. This is the third MHF licence cycle that Qenos Altona has complied with.

The Qenos Altona sites are registered as a Major Hazard Facility (MHF) under the Victorian Occupational Health and Safety (OHS) Regulations 2007.

Further community information about the Qenos Safety Case is available via [www.qenos.com](http://www.qenos.com) on the Sustainability and Community page.

Maintenance Turnarounds

Significant maintenance shut-downs have been completed at all the Qenos facilities during October and November. At these shutdowns, essential maintenance to maintain the reliability and safe operation of the facilities was completed.

Preparatory work was carried out for the Altona Revamp and Cogeneration projects that will allow for their commissioning with minimal process interruption and flaring in 2013.

Qenos was pleased that the work was completed with minimal impact to our neighbours (1 noise complaint received) given that the activity generated extensive periods of flaring.

Qenos would like to thank our neighbours for their patience and tolerance with the increased traffic control in Maidstone Street and level of flaring activity during this period.

Intermediate Bulk Container (IBC) – BASF Australia Altona



A typical IBC container IBC Area before the work commenced An overview photo of the area today

Pressure Management at Qenos

At a 1999 ACNCG meeting Del Blake Qenos Manager of Operations at that time made a commitment that Qenos would strive to reduce Pressure Safety Valve (PSV) lifts to one per year.

This was to address the concern about the high rate of PSV lifts at the Olefins site in excess of 200 per year, one of which in 1998 resulted in multiple community complaints.

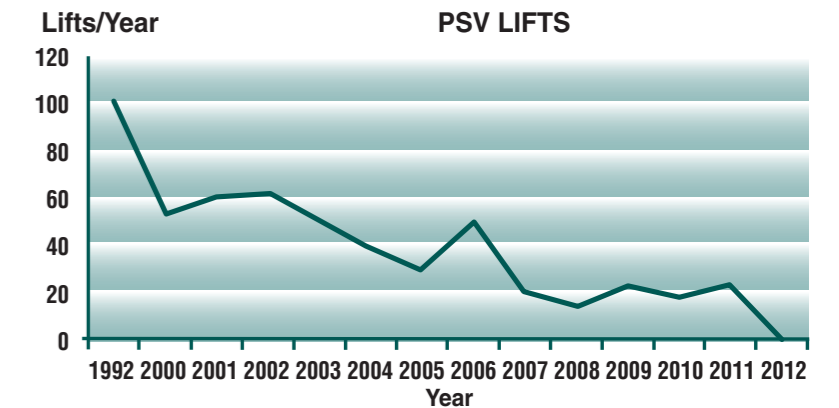
A pressure management review including community and independent Technical expertise was completed in August 2000 which made multiple recommendations which have been systematically implemented since that time.

At the September 2012 Qenos Environment Monitoring team meeting Andrew Lake presented a graph showing that there had been no PSV lifts since August 2011 with the 12 month trend achieving ZERO for the first time since PSV monitoring started in 1998.

Sustained effort over the last ten years to modify facilities, upgrade procedures and systems have contributed to this improvement.

Andrew stated "There is now an entrenched culture within the operating group to carry out operations without lifting Safety Valves".

The chart shows the reduction in PSV lifts since 1999.



IBC Area during the clean up process