



January 2018

[www.acncg.info](http://www.acncg.info)

## QENOS ALTONA MHF LICENCE

In late November, 2017 Qenos was granted a full five (5) year licence with no conditions across all its Altona sites. This is a significant achievement and reflects upon the whole organisation's involvement in the provision of a safe and reliable operation.



L-R: Qenos CEO, Stephen Bell signs the fourth Qenos Safety Case submission with Paul Kennedy, Qenos Altona Risk Engineer.

Having a healthy, robust and effective safety management system is the key.

To obtain the Victorian Major Hazards Facility Licence, detailed evidence with supporting documentation needed to be provided in the form of a Safety Case document submission which was lodged in May 2017. An assessment was performed against this submission by a Victorian WorkSafe team and along with a parallel regulatory verification review by a MHF safety analyst, a favourable recommendation was then made to the advisory MHF licensing panel.

Also supporting this recommendation was historical evidence provided from the regular 'oversight' audits performed during the previous licence period to monitor ongoing compliance.

Qenos is deemed to have developed a sturdy hazard identification and risk reduction program. Other system examples such as management of change, permit to work, incident investigation, emergency response, operational and maintenance procedures and equipment reliability systems were also considered. All employees and contractors, especially personnel from the maintenance and shift operations, and engineers through to senior management have had a contributing role in this outstanding result.

The Victorian Safety Case document development team led by Paul Kennedy, also included Botany safety engineers Peter Grosskopf and Paul Uhrig.

Congratulations to the entire workforce for the work undertaken to achieve this unconditional licence which will provide Qenos with solid ground rules through to 2022.



L-R: Ross Bootes, Senior Process Safety Analyst at Worksafe with Paul Kennedy, Rob Berton, Nick Young, Paul Uhrig & Peter Grosskopf (Botany), Andre Olszewski, Ange Auciello and Daryl Sanford at the meeting with WorkSafe to provide feedback on the Safety Case assessment and the successful granting of the MHF licence.

## 2017 Environment Action line report

There were twenty three community calls taken by the Environment Action line in 2017 a substantial increase from the previous two years that had ten and seventeen calls respectively. Qenos Olefins accepted fourteen complaints for flare noise in 2017, a significant increase over the past three years. Two flaring events resulted in nine of those flare noise complaints and were acknowledged as the cause of the increased number of complaints in 2017.

- On 25th May Qenos had a total site power failure during routine substation maintenance that resulted in four flare complaints.
- On 23<sup>rd</sup> November an interruption to the Qenos Olefins site's steam supply resulted in a SCAL-2 plant shutdown. One complaint was received at the time of the shutdown and a further four complaints were received over the next three days as the plant was restarted,

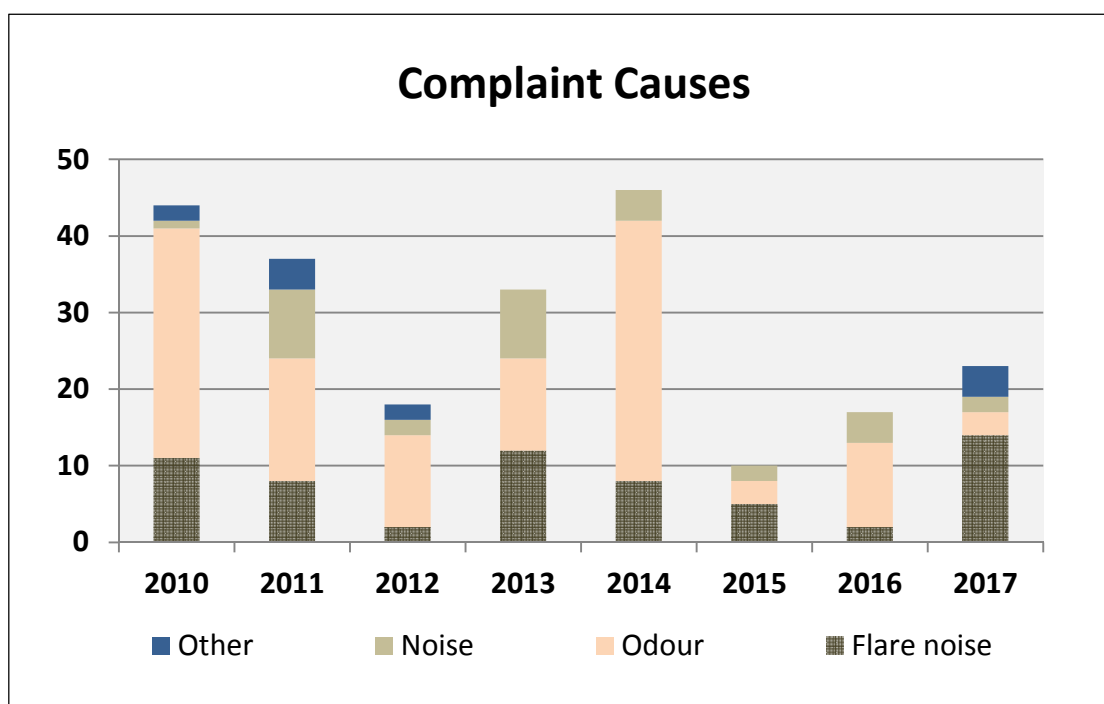
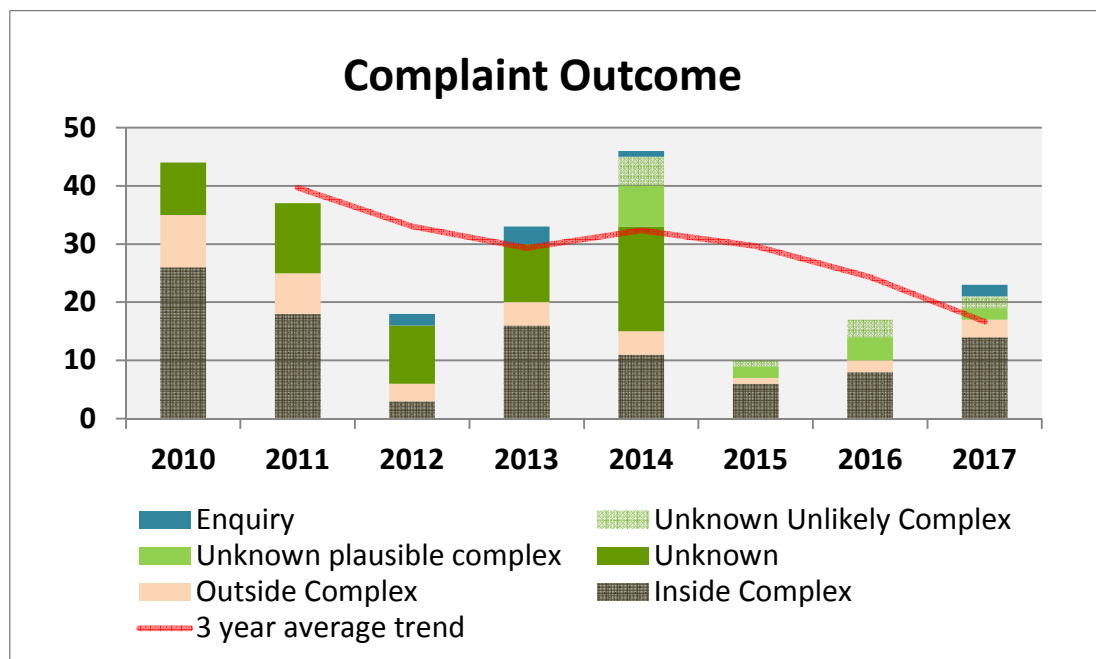
All the complaints were investigated and posted on the updated ACNCG website. The individual complaint details can be viewed at [www.acncg.info/complaints](http://www.acncg.info/complaints).

Three complaints were classified as 'Outside Complex' -one of 'Odour' in March when the wind direction was not consistent with the complex; one for 'General Haze' during wide scale burn offs by fire authorities in May; and one noise complaint in June for 'forklift beepers' operating overnight.

Two complaints were classified as Source Unknown: Plausible Complex. One was for an oily odour in June that was not confirmed during the investigation and the other was for poor Air Quality in July.

Two complaints were classified as Source unknown: Unlikely Complex during 2017. The first in February was for a chemical smell when the wind direction was not considered consistent with a Complex source and the other was for a continual hum over the evenings of 3rd and 4th October.

Below are the Complaint Outcome and Complaint Cause trends since 2010:



# Dow Groundwater Project Update

The remediation team continues to make real progress on managing the historical soil and groundwater contamination challenges at Dow Altona.

Monitoring and remediation activities follow an EPA-approved Clean Up Plan which was developed in 2016. The plan incorporates the most advanced sustainable remediation standards and includes a mix of widely used and also more innovative remediation technologies.

Using propylene glycol to accelerate natural biodegradation of groundwater contaminants began in 2011 and has significantly reduced the concentration of chemicals in groundwater. Trials of the same technology conducted in Ajax Road have shown positive results and the remediation team is now designing a bioremediation system to be installed in Ajax Road – Slough Road from late 2018.

New sustainable remedial technologies currently being tested within the Dow Altona site include the Radio Frequency Heating and the installation of a Permeable Reactive Barrier filter using Zero Valent Iron.

The Radio Frequency Heating technique uses localised and targeted microwave energy to heat groundwater which accelerates the activity of naturally occurring bacteria capable of breaking down particular compounds. The pilot system is in its commissioning stage and the plan is to start heating groundwater in late 2018. When up and running it will be the first use of this technology in Australia

The construction of a Permeable Reactive Barrier using reactive iron particles to reduce groundwater contamination is due to be completed by February 2018. Degrading contaminants as groundwater flows through a permeable material is a well-established remediation technique, though this type of structure has never been installed before in Victoria due to the presence of very shallow hard rock basalt.

We are making steady progress, and in combination these activities will further reduce the flow of historical chemical contaminants from the Altona site.

Dow continues to be on track to achieve its long-term environmental goals and to meet its obligation to the local community.





ENVIRONMENT ACTION LINE

1800 061 050

HOBSONS BAY COUNCIL

03 9932 1000

EPA VICTORIA

1300 372 842

IN CASE OF EMERGENCY CALL 000

✉ [acncg@qenos.com](mailto:acncg@qenos.com)

## ACNCG EMERGENCY INFORMATION

### HOW WILL YOU KNOW IF THERE IS AN EMERGENCY?

You may see it, hear it on the radio or you may get an emergency alert on your phone.

**Emergency Alert** is the national telephone warning system used by the emergency services to send emergency alert messages to landlines and mobile phones within a defined area about likely or actual emergencies. In the case of an emergency, you may receive a voice message on your landline or a text message on your mobile phone.

### IN AN ALTONA CHEMICAL COMPLEX EMERGENCY YOU MAY

- Hear a siren/alarm, loud explosion or emergency vehicles
- Smell a strong chemical odour
- See a large fire or smoke
- Receive an Emergency Alert

### TAKE SHELTER INDOORS

- **In this type of emergency the first thing you should do is go indoors**
- Close windows and shut curtains and blinds
- Sheltering inside your home or a building in an emergency provides immediate protection
- Monitor for emergency services advice via Radio 97.4, ABC Channel 2 or Emergency phone alerts
- Cooperate fully with emergency service instructions and Emergency Alerts during the emergency.

Once the 'all clear' has been given, it is safe to move outdoors.

Refer to the Hobsons Bay City Council [ARE YOU PREPARED FOR AN EMERGENCY](#) Brochure for further information.

### Site Alarms

The Altona Complex Companies have site alarms which do not require any response from the community. These site alarms which may occasionally be heard in the community are tested on Tuesday mornings at 8:30 am.