

Refining Moments



Training recognised nationally

QAL continues to receive accolades for its streamlined training systems following September's win of another prestigious award.

The refinery was announced the winner of the Mining Industry Skills Centre's (MISC) Best Training Practices and Processes – Company Award. The gala ceremony recognised the achievements of industry employers and employees all over Australia for their exceptional training achievements.

QAL's Managing Director, Phil Campbell was impressed with QAL taking the top honour in these awards for the third time.

"QAL really values the training of its employees and leaders, so I'm pleased we are able to be recognised for the resources invested in our people, who are ultimately our greatest assets," Mr Campbell said.

"Last year alone we offered over 100 training courses delivered by internal and external providers. These courses link to outcomes with organisational or legislative requirements, as well as initiatives

aimed at improving and developing our employees' skills."

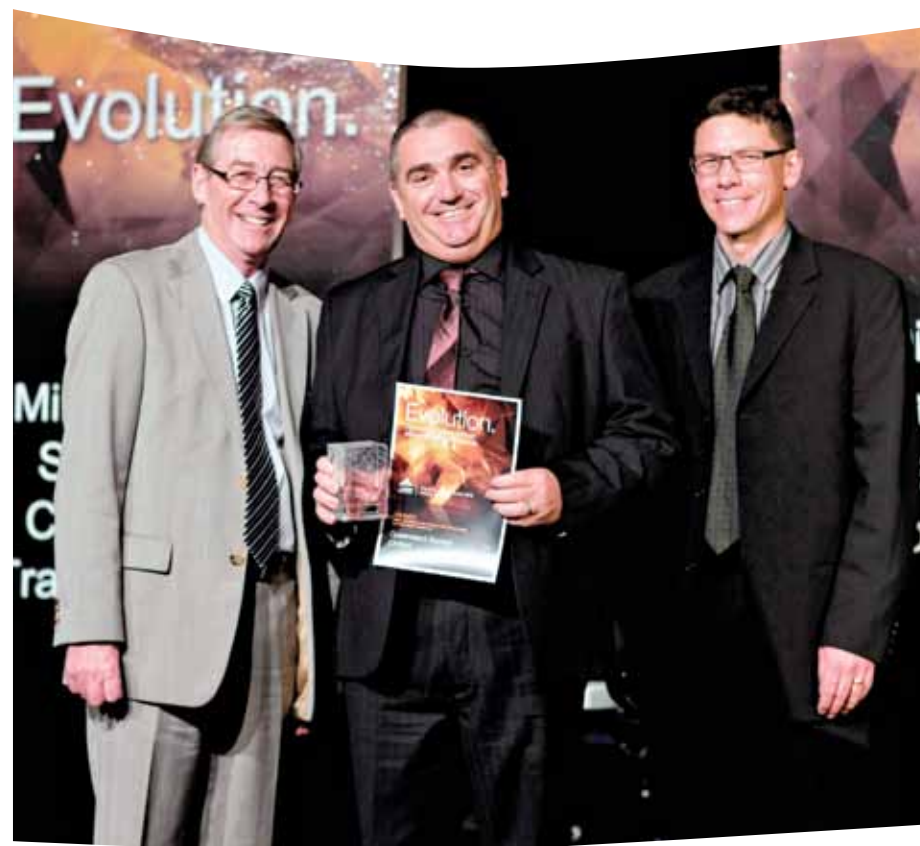
QAL has embedded a centralised, systematic approach to training, with the main focus of training now on refining and continuously improving current processes. The refinery also heavily invests in new systems and customised training opportunities, proactively addressing future challenges and skills shortages.

Acting Human Resources Development Officer, Terry Johnston said the Award was well-deserved for the refinery's approach to quality training.

"We don't just offer training courses for the sake of providing certificates," Mr Johnston said.

"While we do offer accredited courses, the focus is just as much on offering training packages that are tailored to the employee or contractor roles, so both the workforce and the business receive the overall benefits."

"The Award demonstrates that our field training officers do a lot of work on the ground to deliver training to our workforce, while



L-R: Derek Hunter CEO, Mining Industry Skills Centre, Terry Johnston acting HR Development Officer, QAL and Dylan Webb Director Strategic Development, CAE Mining.

the training department ensures our leaders and supervisors are equipped with the skills and safety knowledge to pass onto their teams."

QAL's training courses have led to a greater commitment to safety, cost control and flexibility within the organisation.





A Message from QAL'S Managing Director

Dear fellow
community
members,

Welcome to the spring edition of Refining Moments, our quarterly community newsletter designed to keep you up to date with QAL's operations.

I am very proud of QAL employees continuing to value their safety and that of their mates by participating in the plant's voluntary peer observation program, QSafe. We are now in our eighth consecutive month of reaching the plant's target of 70 per cent participation; prior to March there was only one occasion in the program's 10 year history where this target had been reached. It is promising to see the workforce using the tools available to them to look out for each other and be proactive about their safety.

Also on safety, two large teams working in particularly challenging environments celebrated fantastic safety milestones this quarter. I congratulate QAL's Laboratory for working 20 years without a medical treatment case, while the crews of bauxite carrier River Embley achieved over 1 000 hours without a lost time injury. These are fantastic milestones for the teams and were commemorated with functions on site, even with some retired employees coming back to the laboratory to help celebrate.

I was pleased to see the delivery of QAL's new gas-fired package boiler in November, a step closer to helping us boost our steam supplies while using the cleaner fuel of gas.

The first half of the year presented the refinery with many operational challenges and when this new package boiler is commissioned next year, I anticipate it to assist with maintaining our production levels through any periods of unplanned maintenance.

September's win of another training award has further highlighted the excellent training programs we offer at QAL. This was in addition to other 2011 awards where QAL was a regional finalist in the Queensland Training Awards and named winner of the Manufacturing Skills Queensland - Manufacturing Large Employer of the Year Award.

I had the great pleasure of attending another function with the QAL Retirees Club last month and every time I speak to some of our retired employees I learn something new about the plant or Gladstone during QAL's early days. The Club is truly unique, with over 230 past employees and their partners continuing to catch up on friendships forged so many years ago and we will continue to support the club's endeavours well into the future.

I hope you find this edition of Refining Moments a good update of our current operations and, as always, we encourage your feedback on any of our publications or operations via phone, 1800 181 110 or email feedback@qal.com.au

Kind regards

Phil Campbell



Refining Moments

Responding to community fire control

The start of bush fire season has kept the local Queensland Fire and Rescue Service (QFRS) crews extremely busy and when fires threatened Gladstone homes in September, QAL was only too happy to assist in the defence efforts.

QFRS sought the assistance of QAL's First Response Team (FRT) to increase their numbers of experienced fire fighters on the ground when fires threatened homes in the Emmadale area.

QAL management did not hesitate to relieve its FRT employees from their on-site duties, while also providing QAL's fire appliance for the work.

Four FRT members put their skills in fire control and backburning to the test. They utilised their experience to work alongside QFRS crews in the Emmadale Gardens area for over five hours, assisting with fire control, backburning and watering areas to protect houses from the approaching fire.

Managing Director, Phil Campbell was pleased QAL's trained crew members could help alleviate what could have become a dire situation.

"We have a good working relationship with QFRS, who assist with some of the training of our FRT members so they know they are equipped with the necessary skills and mental capability to handle these situations," Mr Campbell said.

Behind the Scenes

Aaron Farrar

Aaron Farrar has given immense leadership to his peers at QAL in his 21 years, while giving the same quality to the sporting community for an even longer period. This team player started at the refinery as a mechanical apprentice and has worked in several supervisory

roles prior to his current role as Digestion Maintenance Coordinator.

Aaron has represented Queensland in rugby league, surfboat rowing and boxing, but his true passion lies on the footy field where he has been a faithful Wallabies player and coach for 33 years.

He finds satisfaction in seeing others boost self-confidence and reach their full potential, which he can achieve both at work and with coaching Wallabies junior and A-grade teams. If Aaron is not coaching or playing A-grade, he referees games and fulfils duties as president of the Wallabies junior rugby league club.

Aaron unwinds by spending time with his wife and son either fishing, boating or competing in radio-controlled yacht racing.



SAFER. CLEANER. BETTER.



Spotlight on men's health

QAL helped bowl over the blokes to witness cricket legend Merv Hughes, all in the name of educating the workforce and community on vital men's health issues.

Starting as a fleeting idea between the Gladstone and District Prostrate Support Group and nurses of the Men's Resource Centre, QAL quickly jumped on board to assist in getting the 'No Joke Blokes' presentation to Gladstone.

QAL helped organise and facilitate the event, hosting two sessions on site for employees, members of the QAL Retirees Club and community members, while a third public event was held at the Grand Hotel.

The presentations were opened by Merv, ambassador for Andrology Australia, and supported with presentations by internationally-renowned urologist, Doctor Greg Malone and surgeon, Doctor Michael Gillman. The three tackled the little-discussed topics of men's health with a total of 300 local men and a handful of women.

QAL Health, Safety, Environment and Communities Manager, Ross Greenhalgh said it was important for businesses to keep their employees safe at work, but also provide support to keep them as healthy as possible.

"We saw this as an opportunity to educate a large portion of our workforce and the community to help men take charge of their health matters. Sadly, statistics show that one in nine men will battle prostate cancer in their lifetime, which highlights the harsh reality that roughly 100 of our employees could face this challenge," Mr Greenhalgh said.

"Merv was able to put the tough subject into perspective; men's health is not something that can easily be discussed at a barbeque or pub, but if it's completely ignored and men don't have regular check ups, then they are effectively only thinking about themselves, rather than the potential impacts on their loved ones."

Special guests and organisers of the No Joke Blokes event: (Front L-R) Councillor Col Chapman, Gladstone Regional Council, Jeff Ahern, Senior Product Specialist American Medical Systems, Leisa Lowry and Lani Clements, Queensland Health Nurses, Dr Michael Gillman, men's health practitioner and Geoff Lester, Gladstone and District Prostate Support group. (Back L-R) Dr Greg Malone, Urologist, Crystal Linderberg, QAL Community Relations Advisor and Merv Hughes, Andrology Australia Ambassador.



File photo of the QAL First Response team conducting controlled backburns.

"We are thankful we could assist, but even more so that there was no loss to human life or homes in the Emmadale area."

FRT Coordinator, Craig Drew said the act provided a unique training opportunity for the FRT members involved.

"I'm proud that the team could assist the community, but also that the QFRS thinks highly enough of our team's skills in fire control to ask for its backup," he said.

"Our teams have done some training with QFRS fire fighters in the past, but being able to work alongside them in a real situation was a great learning experience for our crew."

QAL's FRT is made up of 45 volunteer employees from various sections of the plant and covering all shift rosters. These employees participate in regular theoretical and practical training sessions and scenarios to prepare them to be the first to arrive on the scene of an emergency or fire within QAL boundaries.



Delivery of new steam supply

QAL's steam supply will soon be supported with cleaner energy, following the delivery of a new gas-fired package boiler to the refinery in November.

With a unit cost of over \$4 million, the 143 tonne boiler is essentially a compact version of QAL's existing coal-fired boilers required to produce steam for the alumina refining process. When commissioned, the new package boiler will produce 100 tonnes of steam per hour at 5 000 kPa pressure.

Managing Director, Phil Campbell said the boiler would bring environmental benefits, along with increased operational stability for QAL's existing seven coal-fired boilers and two package boilers.

"QAL's first package boiler was installed in 2007 and the second earlier this year. The third will further bolster our steam supplies on site while taking advantage of utilising gas," Mr Campbell said.

"When the package boilers are in use our greenhouse gas emissions are greatly reduced, as less carbon dioxide is produced per tonne of steam compared to the coal-fired boilers."

When in operation, the new package boiler will feed steam directly into the process to minimise production losses from limited steam when one of the coal-fired boilers is offline for maintenance.

The delivery of the unit was a delicate process and involved months of planning, logistics and permanently raising powerlines in Barney Point before the boiler's transit to the plant.

Package Boiler project leader, Paulo Ferreira inspects QAL's third package boiler now in position behind the Boilerhouse.



In Brief

Safety milestones achieved

There were some impressive long term safety milestones celebrated on site recently. QAL's safety conscious Laboratory employees marked one million hours without a medical treatment case, a record which spans over 20 years.

Also of note, the 18-person crew of bauxite carrier River Embley marked 1 000 days free of a lost time injury. This equates to two years and seven months' work and is a great achievement, considering the challenging work environment as the ship travels the return route from Weipa to Gladstone.

2011 tree planting

QAL commenced its annual tree planting program in October, with employees, their families and community members volunteering to plant 1 000 trees. The native, salt-tolerant species were planted at QAL's revegetation area, the land between the plant and the Barney Point community, adding to the 24 000 trees planted here since 2001. Another 1 000 trees will be planted on 22 November, those wishing to participate are encouraged to call Community Relations on 1800 181 110.

Science challenge

The Gladstone Schools and Industry Science Group's (GSISG) annual three-day Science Challenge was held in mid October with QAL hosting six high school students. Based in the Laboratory, the students were able to learn about the complexities of refining alumina and use specialist analyses equipment to complete the challenge before presenting results to their peers.

Retirees luncheon

Over 170 members of the QAL Retirees Club travelled from nearby and all over Queensland to get together for their annual QAL-sponsored luncheon in October. Retirees, some who have been retired for years and others only months, mingled with QAL's management team and their past work colleagues. The QAL Retirees Club is an independent social club of retired employees and partners, currently with over 230 members.

Community support

In quarter three of this year, QAL provided financial support to a total of 24 local community groups and events, plus 13 in-kind donations. Some initiatives supported were: Agnes Water masquerade ball, Calliope Rodeo, Baby's Day Out, safety cards for the Coordinated Community Response to Domestic and Family Violence, Ambrose school auction and Martin Hansen Memorial Art Awards.

We value your support of our operations. If you would like to know more information from this edition, or would like to give feedback on QAL's operations, please contact QAL Community Relations, Parsons Point, Gladstone, Queensland 4680, telephone 1800 181 110 (for community related issues) or (07) 4976 2211 (for general enquiries), email feedback@qal.com.au or visit our website at www.qal.com.au/