

## QAL Community Advisory Committee Meeting

### Meeting 6

5.30pm Thursday 14 July 2016

<b>ATTENDEES:</b>	
<i>Mike Dunstan</i>	<i>QAL Representative</i>
<i>Jeremy Hastings</i>	<i>QAL Representative</i>
<i>Grant Costello</i>	<i>QAL Representative</i>
<i>Greg Doyle</i>	<i>QAL Representative</i>
<i>Kylie Devine</i>	<i>QAL Representative</i>
<i>Jessica Ksiazek</i>	<i>QAL Representative</i>
<i>Clive Butler</i>	<i>QAL Representative</i>
<i>Ross Greenhalgh</i>	<i>QAL Representative</i>
<i>Lee Hackney</i>	<i>QAL Representative</i>
<i>School Principal</i>	<i>School Principal</i>
<i>School Principal</i>	<i>School Principal</i>
<i>Barney Point Resident</i>	<i>Barney Point Resident</i>
<i>South Gladstone Resident</i>	<i>South Gladstone Resident</i>
<i>South Gladstone Resident</i>	<i>South Gladstone Resident</i>
<i>Barney Point Resident</i>	<i>Barney Point Resident</i>
<i>Kareeba Scout Group</i>	<i>Kareeba Scout Group</i>
<i>Barney Point Resident</i>	<i>Barney Point Resident</i>
<i>Visitor</i>	<i>Visitor</i>
<b>APOLOGIES:</b>	
<i>State Member for Gladstone</i>	<i>State Member for Gladstone</i>
<i>South Gladstone Resident</i>	<i>South Gladstone Resident</i>
<i>Barney Point Resident</i>	<i>Barney Point Resident</i>
<i>South Gladstone Resident</i>	<i>South Gladstone Resident</i>
<i>South Gladstone Resident</i>	<i>South Gladstone Resident</i>
<i>South Gladstone Resident</i>	<i>South Gladstone Resident</i>

### Introduction – Jeremy Hastings (Manager – Community Relations)

- Welcome extended to forum attendees.
- Introduction of Kylie Devine, QAL Specialist – Communication & Communities to the forum
- Safety share – Grant Costello spoke about the very slippery conditions due to the rain this evening and for all to be cautious.
- Emergency evacuation information was supplied to forum attendees
- Amenities location was supplied to forum attendees
- Overview of previous meetings for new forum members

- Review previous actions ('Operation BBQ' A3 review)

#### Overview of previous meetings

#### Review of actions from previous meeting held Thursday 18 February 2016

<b>Actions (rolling between meetings)</b>	<b>Responsible</b>	<b>Status</b>
Update Gladstone News Weekly and Operation BBQ with feedback from the previous meeting. Sent to the Committee to review.	J Ksiazek	Completed
Test E-Nose before next meeting and report on findings to Committee.	J Hastings	E Nose is an agenda item for this meeting
How is bauxite formed?	J Ksiazek	Information sheet distributed to Forum members with business papers.
Display update on the approved environmental project expenditure	R Greenhalgh	Information distributed to Forum members in business papers.
Engage specialist to undertake independent alkali study	J Ksiazek	Q3
Committee to provide feedback on Gladstone News Weekly feedback from networks	Committee	Agenda item for this meeting
<b>Actions (long term)</b>	<b>Responsible</b>	<b>Status</b>
Table a potential Gladstone industry event at next GILG meeting	M Dunstan	On Track
Grant and GPC to meet and discuss new technology used by GPC to monitor and model coal dust impacts	G Costello	On Track
Complete independent alkali study and distribute findings to committee and wider community	J Hastings	On Track

#### **Update on E-nose – Jeremy Hastings (Manager- Communications and Communities)**

E-Nose trials still ongoing.

E-Nose was initially set up at a South Gladstone residence. During this time the resident only reported 1.5 odour events.

E-Nose has now been relocated to the plant; specific locations were supplied on powerpoint slide. Sites were chosen on their known odour profile. The Kareeba Scout Hall is the next location after site.

*Q. How do we know if the smell is damaging to the community?*

*A. The odour does not have health impact on humans; it is more the impact on the liveability of the surrounding neighbourhood.*

*Q. Resident asked about location of e-nose sites and reasons for placement.*

*A. Greg Doyle responded – The E-Nose has been placed where the bulk of the odour originates from.*

We have one unit rotating around the seven locations. Presently we are testing the technology. Jeremy Hastings explained the theory behind the E-Nose technology.

### **Presentation on Odour Strategy - Greg Doyle (Manager – Redside)**

Plan to reduce odour, board approved funding and real gains have been made.

1. Maximise online time of the odour system – Project 1 – implemented
2. Increase capacity of the odour destruction system – Project 2 – implemented
3. Destruct additional sources of odour – Project 3 & 4 – In progress (September 2016)

Greg explained the completed projects in detail, showing results since implementation.

*Q. Is the efficiency only monitored by complaints?*

*A. We monitor real time within the plant. Any trip events send notifications directly to Manager and relevant staff.*

In the coming months with the expected wind changes, Greg welcomed community feedback on odour.

Annual shut down maintenance on the Thermal Oxidiser is underway at present – back on line tomorrow. Unit 2 will have additional work done next week.

### **Current market conditions/Court Case Update - Mike Dunstan (General Manager)**

Mike Dunstan updated forum on current market conditions.

- Presently the alumina side of the business is dragging it down. Our objective is to be the strongest link in the supply chain.
- Rio Tinto's view: We will not be saved by the market – if you are waiting for the market to return you will go under.
- Mike explained in detail the manufacturing costs of alumina production in the current economic climate. QAL has a long way to go before being cost positive.
- Mike further explained the challenges ahead. We have a plan in place and we can be cash positive by following that plan. Substantial downsizing of both staff and contractors has already been undertaken.

*Q. Why is it now that it is a problem?*

*A. Pressure from the Chinese market that is driving the price down. The USA have closed down their refineries and has only one smelter in operation. China has the technology and no constraints eg environmental, labour, etc. The Chinese have gone from a non-producer to producer of more than the western world put together. Chinese are not making money. China does not have its own supplies of bauxite and has large distances to travel to get to their operations. Australia has bauxite close, port facilities close, the infrastructure and the people on the ground.*

- QAL has a 40 year life span – we just need to ride through current period. Plant is now working stably and reliably.
- Rio has taken view that there is a long term future for alumina and aluminium.
- Rio's objective is to have a low carbon footprint. Do it safely and keep on track.
- Mike Dunstan encouraged the Committee to report back on any rumours in the community regarding QAL.
  - South Gladstone resident heard that QAL was going to close down now that Yarwun is up to speed.

The 10 June 2015 alkali event will get a mention in court on the 17 August, 2016. The case is likely to be resolved by the end of the year.

### **Committee Feedback on Gladstone News Weekly**

Kylie Devine called for comments from the forum members on the first edition of the Link - what worked well and what didn't.

Comments as follows:

- As the Gladstone News Weekly is no longer delivered to each residence. Several forum members advised that they had not seen a copy.
- Mike Dunstan had received direct feedback that the content was honest.
- QAL did very well capturing the input given at the meetings and it was presented well.
- The edition cover was not well received. Concentrate on content not cover, not a good idea to make it just appear as a QAL Paper
- Is there potential for QAL sponsorship to assist in free delivery of the GNW?
- Could we place it in the Observer on the weekend?
- Is Facebook an option? Can we publish stories online in social media? Forum members were advised that it has already been designed and it is ready to go live. Do we need to put ourselves in that position as social media is so open for abuse? Who is going to man it and respond to trolls? Forum advised that QAL would be monitoring the site but not responding to trolls. QAL will respond only to legitimate questions. Key messages have already been prepared.

Is there any value in doing another edition in the Gladstone News Weekly? Originally it was suggested to place quarterly.

Comments:

- Is it expensive? No.
- South Gladstone resident sees value especially if QAL can contribute financially to increase the delivery? Forum was advised that QAL paid for extra delivery to Barney Point and relevant areas for the last edition. Several residents advised that they did not receive a copy – Kylie to follow up with Gladstone News Weekly.
- Due to change in Gladstone News Weekly – would we consider the Gladstone Observer again? Gladstone News Weekly is advertorial, Gladstone Observer is not. Perhaps we could put an insert in the Observer.

- We need several different avenues. QAL advise that we have a Facts and Myths website and Facebook ready to launch in addition to the Gladstone News Weekly advertorial.

The forum members were asked if we are ready for the Facebook site to be launched. The general consensus amongst the group was ‘Yes’

### **Feedback and opportunities on Community Advisory forum meetings format and content**

Kylie Devine asked for any suggestions from forum members for any positives or opportunities for improvement on the current Community Advisory Forum structure.

Comments:

- Very impressed with GM’s presentation- appreciate the honesty
- Impressed the dust and the odour issues have significantly decreased
- Impressed with the improvement work and delivery of progress reports.
- Been able to relay concise information to family and friends
- Can see that improvements are being made, we need to get this out to the committee at a higher level.
- Transparency to the community is important.
- The forum gives an opportunity to discuss improvements at the plant and hear/take on feedback.
- Impressed with GM’s direction and passion to reach the goals set.
- QAL’s impact on the community has been rubbish for 30 years, it is going to be a mammoth task to break down the barriers, but we are on track. We need to change perception.
- Visual learner, so the power point slide are valuable
- Mike Dunstan gets a buzz coming back to the committee to say we’ve achieved objectives. To be able to bring community feedback/views to the QAL board is very powerful. Opportunity for more feedback. Give me your best rumour and let me answer it. We need to dispel some of the unbelievable stories circulating.
- Kareeba Scouts will ask committee members to write down any of their QAL related worries at their next Committee meeting; these will be brought to next forum.
- Are there any more mass redundancies planned? GM advised that you can never say never although presently relying on natural attrition.
- Meetings – Frequency, timing and composition working well.
- Project updates are valued; they are delivered by right level in Management with appropriate level of detail. GM’s updates put everything in context.
- We still need to improve communicating this information to wider community
- QAL Manager – Value in hearing what is having impact on the community, it allows us to get funding and support.
- We need to hear more of what families and social networks are saying.
- Agenda too full for time allowed, the meetings seem rushed. Some speakers go overtime. Maybe meeting should be longer. It is hoped that the information packs may reduce meeting content.
- Perhaps start the meetings earlier at 5:30pm then have the option to stay afterwards to discuss meeting content.
- Maybe table structure needs to be changed to be a little more informal.

- School Principal: The honesty is appreciated. He has noticed a reduction in odour since commencing at the school. He often gets asked questions regarding QAL impacts by new enrolments and now feels confident to respond. Would like to involve QAL in school program.
- Maybe QAL could do a road show to schools and scout groups, etc.
- Appreciates the feedback from Community members and Industry Managers.
- Background noise in meeting room is distracting.

Jeremy Hastings: Don't underestimate value that your voice has had. It has been the change mechanism. Please continue to challenge us. Attendance is an opportunity for improvement – how can we drive better attendance? Operation Managers are willing to attend and present at the forum, they are listening and driving change.

Would you like to see the information packs sent out prior to this meeting to continue? General consensus is yes. South Gladstone resident felt that they were concise and easy to read.

### **General business – Transition**

The forum was advised that Jeremy Hastings is leaving the business. The transition is underway with on boarding of Kylie Devine. Kylie will now be reporting directly to Mike Dunstan, but will still feed through to Brisbane.

Mike Dunstan extended a thankyou to Jeremy. The forum has been very valuable thank you for your foresight.

Kylie Devine will be point of contact going forward.

### **Actions:**

1. *Update Gladstone News weekly and 'Operation BBQ' with feedback from previous meeting. Send to committee for review.*
2. *Consider an alternative to venue due to noise.*
3. *Kylie to contact GNW regarding the paid delivery of first edition as several residents in the delivery area did not receive it.*
4. *Kylie to follow up suggestions on Community communication avenues.*

**Next Meeting** – *Dates mid to end of September (either side of school holidays)*

*Meeting closed.*