

AkzoNobel Community Forum 31 March 2021
Independent Report of Outputs



A note from the Facilitator

Kismet Forward was engaged to prepare an *independent* summary of what took place in a community consultation forum held on 31 March 2021. Significant effort has been made to accurately reflect the contribution of people who took part in this consultation. The feedback, by its nature, is subjective and not always consistent. It cannot *necessarily* be construed to be an accurate reflection of the weight of broader community or stakeholder opinion.

We have made every effort to ensure that all community questions raised before and during the forum have been completely answered. This has involved follow up with AkzoNobel and EPA Victoria. Where we feel that a question requires further work, a note has been made, and Kismet Forward will continue to follow the matter up with the relevant party.

No fact-checking of data has been undertaken.

In line with our independent status, none of the opinions expressed in this document is necessarily the view of its authors. No responsibility or liability can be taken for errors or omissions, or in respect of any use of or reliance upon this report by any third party.

Abbreviations used in this document

AN	AkzoNobel
EPA	Environment Protection Authority Victoria
GED	General Environmental Duty
KF	Kismet Forward
Notice	Pollution Abatement Notice
RTO	Regenerative Thermal Oxidiser
SANPAG	Stop AkzoNobel Pollution Action Group
SEPP	State Environmental Protection Policy
VOCs	Volatile Organic Compounds



Forum facilitated and report prepared by Jennifer Lilburn (jen@kismetforward.com.au) and Kylie Cirak, Tiger Grace Consulting

Kismet Forward provides specialist advice and support in the areas of community engagement, facilitation, conflict management coaching, program logic, strategy, evaluation, training and project management.

Further information can be found at www.kismetforward.com.au

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Executive Summary

AkzoNobel is a global paint manufacturer with a Sunshine North based facility that has been in operation for 65 years.

From January to June 2020, community complaints to the Environment Protection Authority Victoria (EPA) regarding odour and noise emitted from AkzoNobel Sunshine increased roughly four-fold. AkzoNobel began a concerted effort to better engage with the community through various methods, including a dedicated community website, distribution of fact sheets, and community forums.

On 31 March 2021, the second community forum was held to enable attendees to raise and discuss concerns and feedback and hear updates from AkzoNobel and EPA Victoria. 28 community members attended the online forum.

All points and questions raised in the forum have been documented in this report.

Impacts on human health from AkzoNobel's operations are of considerable concern to the local community. Although testing demonstrates that VOC emissions are within the legislated limits and deemed safe to human health, community members are adamant that their health and wellbeing is being impacted. It was acknowledged that impacts to community members stretch beyond that of VOCs.

AkzoNobel outlined its strategy for remediating both odour and noise issues.

The EPA committed to inviting someone from its Environmental Protection Health Unit team to join the next forum and support any

further discussion and explanation of the standards, levels and compounds being monitored.

Community members raised questions about the frequency, location and independence of air emission testing.

AkzoNobel and Golder explained the odour monitoring process and the rationale for the frequency and location of testing, as approved by the EPA.

There is community concern that AkzoNobel has only acted and will only act when the EPA is involved. This erodes community trust in AkzoNobel's plans and commitments.

AkzoNobel stated that when feedback was received from residents, it identified, explored, and implemented solutions. It encouraged early community feedback so it could take action to address any concerns.

The EPA described new compliance Notices which have been served on AkzoNobel.

AkzoNobel reiterated its commitment to be a good neighbour and regain community confidence that its operations will not cause negative offsite impacts. It pledged to keep the community informed about its progress in resolving the current noise and odour issues.

The online community forum held on 31 March 2021 is the second of a number of planned community engagement activities. Pending COVID-19 restrictions, the next meeting will be held in person at a Sunshine venue.



1. Introduction and background

AkzoNobel is a global paint manufacturer with a Sunshine North based facility that has been in operation for 65 years.

From January to June 2020, community complaints to the Environment Protection Authority Victoria (EPA) regarding odour and noise emitted from AkzoNobel Sunshine North increased approximately four-fold¹.

A local community group comprising 120+ members, Stop AkzoNobel Pollution Action Group (SANPAG), believes that the current round of concerns regarding odour and noise is the latest in an ongoing series of issues dating back at least ten years².

AkzoNobel wants to be a good neighbour and regain community confidence that its operations will not cause negative offsite impacts. It is committed to resolving the current noise and odour issues and sustaining effective community engagement and relationships³.

An online community forum held on 4 March 2021 was the first of many AkzoNobel community engagement activities to open constructive dialogue with concerned community members. This report details the questions and points raised in the second online community forum held on 31 March 2021.

¹ Pers.comm, EPA Victoria, Western Metropolitan Region

² Pers.comm, SANPAG Committee

³ As per documents at <https://www.akzonobel.com/en/countries/Australia>

2. Methodology

Due to the changing Covid-19 restrictions, a face-to-face public forum was deemed too risky. Instead, a Zoom meeting community forum was held on Wednesday 31 March 2021, 6.30 – 8.30pm.

Attendees were required to RSVP online and were invited to raise questions for AkzoNobel or the EPA as part of the registration process. Community forum attendees could ask additional questions during the online meeting via both the chat function and verbally.

Representatives of AkzoNobel, Golder Associates⁴, JTA⁵ and EPA were present at the community forum to provide information, answer questions and listen to feedback.

⁴ Golder Associates has been engaged in an ongoing capacity to undertake odour monitoring. Golder representative Cameron McNaughton was present at the forum to explain the monitoring process and recent results.

⁵ JTA, a health, safety and noise consultancy, has been engaged by AkzoNobel to undertake noise monitoring. JTA representative William Dalmau was present at the forum to explain the monitoring process.



2.1 Invitations and participation

The online community forum was advertised via the following methods:

- Promoted via updates emailed on 1 and 19 April to the project database of 44 people, including two Councillors and two officers of Brimbank City Council.
- An invitation was sent to Stop AkzoNobel Pollution Action Group (SANPAG) with a request to post it on their private Facebook Group.
- An advertisement was placed in the Brimbank Star 23 March edition.
- EPA shared information about the forum on its social media, and Brimbank City Council was asked to do likewise.
- EPA sent invitations to all people who had lodged a pollution report about AkzoNobel.

The 28 individuals forum registrants included two officers and two councillors from Brimbank City Council. An attendee from Australian National University attended as an observer to inform a restorative justice project being undertaken.

Other attendees (not included in the participant count of 28) included:

- AkzoNobel: Peter Black, Site Manager; Raymond Jreige, Health Safety Environment and Security Manager; Angela Tan, Director of Communications, South East & South Asia, Australasia
- JTA: William Dalmu, Senior Acoustic Consultant
- EPA Victoria: Stephen Lansdell, Western Metropolitan Regional Manager; Sam Sparks Senior Environment Protection Officer; Janine Dridan, Stakeholder Engagement Advisor; David Muldoon, Team Leader Contact Centre, Customer and Stakeholder Experience
- Golder Associates: Cameron McNaughton, Principal Air Quality Consultant
- Forge Communications: Scott Thomson and Amy Watson
- Kismet Forward: Jen Lilburn and Kylie Cirak, independent facilitators

The registration process revealed that

- Eleven community participants heard about the forum by social media (likely to be via the SPAG Facebook Group)
- Six people were notified as they are on the AkzoNobel mailing list
- Two people knew about the forum because someone told them about it
- One person was notified by the independent facilitator
- One person had received a leaflet in their letterbox
- One person was notified by SANPAG
- One person works for Brimbank Council
- One person heard from EPA 'as part of our linkage project'



2.2 This report

The key output of the forum is this report documenting the questions and discussions that took place.

Attendees were required to RSVP online and were asked to list any questions for AkzoNobel or the EPA. These questions are indicated in this report by an asterisk *. Questions and comments made during the forum are not asterisked; all questions are numbered. Duplicated or very similar points have been consolidated, and points have been grouped under themes.

Slides presented during the forum have been placed in the report where relevant.

Responses from AkzoNobel (AN), EPA, Golder or the independent facilitator are indicated. Whether the response was provided during the forum or drawn from the AkzoNobel Fact Sheets is also noted. All meeting responses were transcribed and sent to AkzoNobel and EPA staff to check for accuracy. Any additional information provided during this process has been indicated as such.

Comments by the Facilitator, for example, where further follow up is needed, are shown in *italics*.

3. Who contributed feedback

Twenty-eight community members, as described in the previous section, registered to attend the online community forum. Forty-one people, including 28 community members and thirteen others described above, attended.

At the start of the session, the community members were invited to participate in an online poll noting 'which main hat' they were wearing at the meeting. Of the 22 attendees who participated in the poll:

- Ten indicated that they were a resident living within three kilometres of AkzoNobel Sunshine North
- Six were representatives of AkzoNobel or a consultant
- Three were representatives of the EPA
- Two participants noted they represented 'none of the above'
- One attendee indicated that they were a community member from further afield



4. What we heard: Issues and Concerns

4.1 Health

Questions about odour and noise and their potential impact on human health are a primary concern for community members. Attendees reported health impacts from the air emissions and noise and questioned why they experienced these impacts if the testing showed the emitted levels were safe for human health.

General Health Questions

1. For over 15 years, I have felt physically sick when odours have been emitted from AkzoNobel. What compound is causing this? I have concerns about xylenes - with symptoms, such as headache, dizziness, nausea, the effects can begin to occur with exposure to air levels of about 100ppm. The health concerns are real and chronic for some. Even if acute, this has to stop - it is unacceptable! Who is responsible for addressing the ongoing health issues and offensive odour? AkzoNobel or the EPA?

Comments

- These questions must be answered; the account above is an all too familiar experience.

Forum

Golder: The community member notes: symptoms "begin to occur" at 100 ppm. The National Environment Protection Measure (NEPM) (Air Toxics) standard we compared the fence line measurements to is 0.25 ppm; the maximum observed xylenes concentration was 0.046 ppm.

Post Forum

EPA: EPA is responsible for regulating AkzoNobel to ensure it is compliant with the Environment Protection Act 1970 and various other pieces of supporting legislation, and community and the environment are protected from waste and pollution associated with its operations.

Now we have the scientific and legal basis to prove that AkzoNobel is responsible for the emission of offensive odours, we have issued a range of remedial notices to compel AkzoNobel to address this issue. This is a key change from the past where we have not had this level of scientific and legal grounds to serve these notices.

As has been presented, the monitoring and evidence to date demonstrate that levels are within human health protection standards.

AN: As a responsible company, AkzoNobel is working hard to construct and install an RTO, which will effectively further treat the odour from the resin process. We have also been working on several interim controls to reduce the odour in the short term. These include installing a temporary carbon filter, sealing and repairs to existing ducting and covers/enclosures.

The air monitoring results undertaken so far indicate a low health risk, and emissions appeared to be within the permissible limits and have already been shared by Golder during the forum. We will continue to conduct air monitoring regarding this specific issue until the RTO is installed and confirmed to be effective.



Request for health professional input

2. We are literally telling you we experience health effects. Why are we not engaging a human health effects review now?
3. Can we please have representation from the Department of Health for the next forum?

Comments

- Unfortunately, the interim control measures don't seem to have been effective at all. Please involve a health professional for a future forum who can answer health-specific questions. This is what we are most concerned about.
- We need the Department of Health involved. I am unsatisfied with the length of time residents need to be exposed to this sustained pollution until upgrades are made to the factory.
- It would be great to have a health professional who is aware of the effects of xylenes, toluene and ethylbenzene attend the next meeting.

Post Forum

EPA: EPA is responsible for environmental public health from pollution and waste in Victoria. As we have done for this issue, we give advice about environmental public health risks, help people access complex scientific information about environmental public health, and respond to health queries about pollution and waste.

EPA has a team within our Applied Sciences Directorate that specialises in Environmental Public Health. The team includes people who joined EPA from the Department of Health when we transitioned these responsibilities. We have been guided by their expertise regarding this issue and will arrange to have them attend the next community forum.

We don't provide information about human diseases and other health matters. That's the role of the Department of Health and Human Services (DHHS).

Facilitator: I will liaise with EPA to invite the most appropriate health expert to the next forum.

Health – mental health impacts

Comments

- During lockdown, the odour was debilitating. It was in my house in my bedroom, and I couldn't open the door to fan it out. I couldn't even go for a walk in my five-kilometre radius. Moving on, I'm still working from home, but I realised how poor my mental health and mental state was. Having lived here a short time I feel for a lot of people who have been living here for decades because they don't have the choice to freely move to another area.
- It's also about the impact on mental health, which is harder to measure. The factory stinks. It might not be doing damage on a physical level, but the odour is intolerable. Residents need to be able to breathe fresh air most of the time- it's essential to quality of life. The factory is in action 24 hours and at weekends too. It's too much.
- I want to reinforce the comments regarding the mental impacts of this. This odour is so invasive you can't escape it. I live five minutes from the factory, and it is in our bedroom all night. My kid is breathing it in. It is what we are breathing in every day. I get very bad anxiety about it and get completely worn down constantly reporting.

Other participants supported this comment.



It doesn't matter what testing show – the community is experiencing health impacts

4. Regardless of these levels, we're still feeling these effects (mental and physical). How can this be explained? Why are we feeling health effects?

Comments

- During COVID, I was pregnant and I lived with this awful stench the entire time, worrying about what sort of disabilities or deformities my baby might have. I came home from hospital with my baby, and the hideous stench hit me in the face the minute I opened the car door. Let's say hypothetically that it presents zero health concerns, it is still affecting our ability to live quietly and enjoyably in our area.
- I don't need AkzoNobel or Golder to tell me if I am experiencing a health effect.
- We know what we are feeling. You're telling us we shouldn't be feeling this, but we are!
- Just because your testing does not demonstrate an exceedance of the legislated rate of acceptable emission DOES NOT mean that we are not experiencing effects from this.
- When will EPA make the connection that VOC and noise impacts may register as "safe" levels in independent sampling, they do however diminish the quality of life of those who are exposed to them by their offensive nature - they are still a nuisance, they inhibit people doing activities they normally would do.

Many community forum participants supported these comments.

Forum

Golder: I am not a human health risk assessor- it's a separate accreditation. The standards established at the national level for the NEPM air toxins are health-based criteria, and these are the levels at which there is a potential health effect.

The levels where we would observe effects in sensitive individuals such as people with respiratory issues or children are even further above this.

If any of the measurements had exceeded any of these air quality criteria, the next step would be to engage a human health risk assessor because there are potential effects beyond these criteria.

In this case, the maximum observed values are well below the criteria, and so we can say the potential for human health effects here is very low.

EPA: We acknowledge that noise and odour can still impact people's health even if it meets the standards. This is why we are focusing on fixing the issue in the short and longer term.

Information on the EPA website acknowledges the impacts that odour and noise can have with varying concentrations, different levels of duration, and individuals' different sensitivities.

There are scientific standards that we measure around the health risks, and they are all within the levels stated in those standards. In the report from the previous session, we have hopefully provided some good links and information on how the incoming Environment Protection Act will lead to better outcomes for residents.

Post forum

Facilitator: EPA website links that provide further information:



<https://www.epa.vic.gov.au/for-community/environmental-information/noise/commercial-industrial-noise>, <https://www.epa.vic.gov.au/for-community/environmental-information/odour>

Long term health impacts

5. Are you aware of any health impacts that may arise given sustained and long term exposure even at "low concentrations"?
6. Was risk to human health measured in regards to long term exposure over years or just the short term? Would 'low' exposure be harmful when you smell it for a decade?

These questions were supported by other community members attending the forum.

Comments

- Every time I have that smell, it really aggravates my asthma. I have great concerns for my health short term, but also long term. I don't know what I'm being exposed to and what it's going to do to me and my family and our pets.
- I'm interested in impacts on human health over a longer period of sustained exposure AND when we're talking human health, we also mean mental health
- I'm not satisfied with the answer that the air quality is "safe". Just looking up the Ethylbenzene criteria, there is another section about "long term exposure of 2 years or more" (unspecified amount of ethylbenzene). It can cause cancers, hearing loss, and kidney damage.

Other community members supported these statements.

Forum

Golder: The exposure to chronic levels are compared to an annual standard, and we haven't done measurements over the entire year.

But if we're not exceeding the 24 hour standard on a regular basis, there's little risk that we would exceed it on an annual basis, which would be more related to the chronic long-term effects you're talking about. We cannot definitively calculate that at this point.

Post Forum

EPA: As noted earlier in the report, the EPA has been using our specialist Environmental Public Health team to review monitoring and approaches for this issue. We have not identified any issues of health concern.

We will invite someone from our Environmental Protection Health Unit team to join the next forum and support any further discussion and explanation of the standards, levels and compounds being monitored.

Animal Health

7. How are environmental impacts that include risks to the health of animals in the area are being monitored, noting that past communication has referred only to risks to human health (not human health AND the environment)?*
8. I'd like to know about studies that link environmental exposure to chemicals like toluene contributing to high rates of carcinomas in animals, which are more prone to these risks than humans. *
9. What about concentrations that may cause harm to animal health?

Forum

EPA: Not all compounds have the same effect on all animals, but these values are essentially protective of human health and the



environment. Our standards and policies are very precautionary. It's extremely likely that they will be reached well before there are any health effects from ingestion of the chemicals from that type of exposure, rather than health effects from an odour.

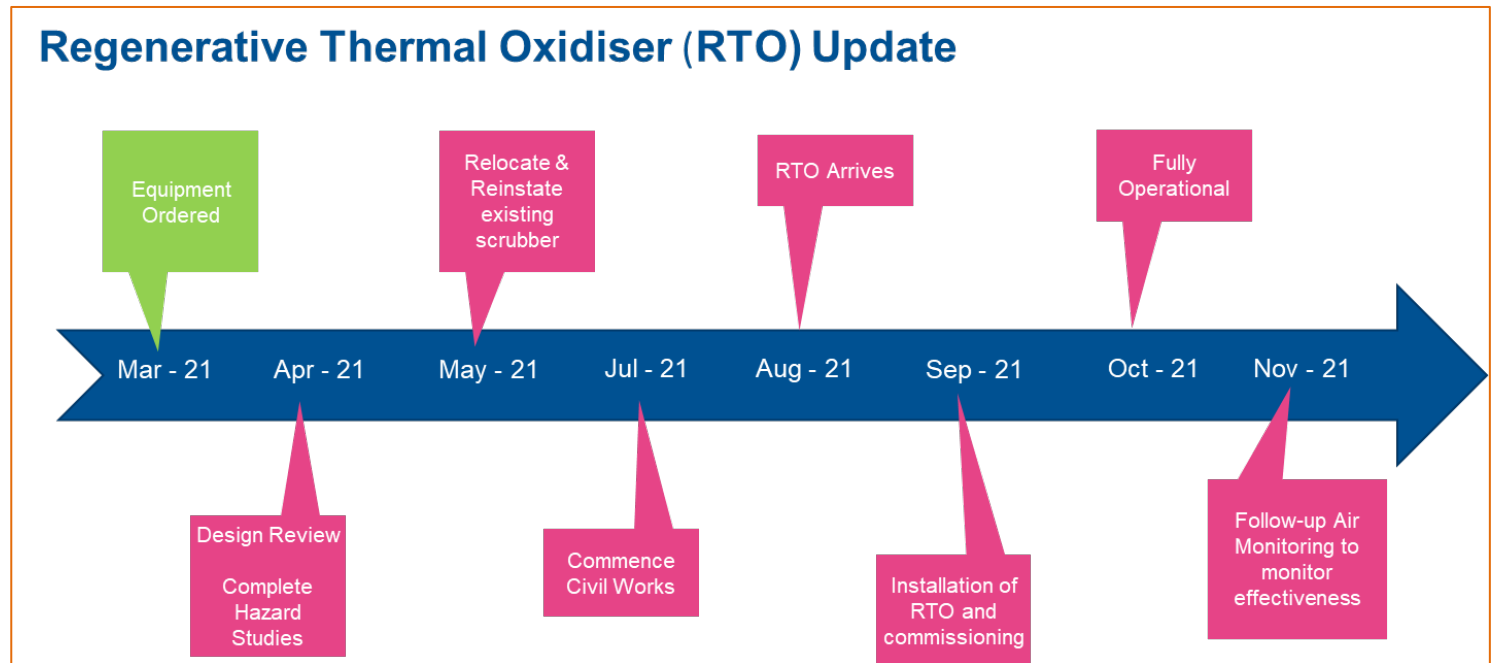
We have asked our Applied Sciences Directorate for advice regarding the effect on animals. Unfortunately, because the EPA's remit is really around the environment and human health, we cannot provide specific advice on health effects on animals.

That said, the sampling by AkzoNobel indicates there's no toluene travelling beyond the boundary of the premises, or if it is, it's below the limit of reporting. If you are worried and anxious about your pets, you should see your vet.

4.2

RTO

AkzoNobel presented the following slide.



Odour

There are significant concerns from local community members regarding the prevalence of the continuing odour. Concerns were raised about the independence, location and frequency of the testing of air emissions

10. Why is a pungent smell that physically makes me and other residents feel physically sick and overly concerned emitted so frequently?*

Forum

AN: The resin plant runs 24/7, and we're looking at those interim solutions to improve the odour until the Regenerative Thermal Oxidiser (RTO) is operational.



11. Will the RTO fix the issue or just improve it? What does 'improve' actually mean?

Forum

AN: The RTO will be 99% effective. This means it will eliminate 99% of the odour and 99% of the VOCs.

12. Where did you get the 99% figure from?

13. The AkzoNobel plant is large; can you confirm that all the fumes will be routed through the RTO?

Post Forum

AN: The 99% figure is from the supplier of the RTO and is a key performance measure for the effectiveness of the system to manage the odour. We have worked with several suppliers to assess the most effective solution. The RTO is considered best practice around the world for managing emissions and has the approval of the EPA.

Facilitator: *Q13 has not been answered and will be followed up.*

Air Monitoring

The three slides in this section were presented by Cameron McNaughton (Golder).

Air Quality Monitoring Summary

- AkzoNobel retained Golder, a NATA accredited air quality consultant
- AkzoNobel/Golder sampling program reviewed and approved by EPA
- 5 rounds of 1-in-6-day sampling (Feb 5 to Mar 1, 2021)
- 8 fenceline monitoring locations using passive Radiello™ samplers
- 24-hr average sampling for:

- Toluene
- Ethylbenzene
- Total xylenes



Sample Analysis and Results

- Solvent concentrations determined using gas chromatography in Golder's NATA-accredited laboratory in Melbourne
- Analytical reporting limits of 10 to 100 µg/Nm³
- 6 detections for ethylbenzene
- 10 detections for total xylenes

Sample Number	Location	Sample Date	Toluene	Ethylbenzene	Total Xylenes	Predominant Wind Direction
			µg/Nm ³	µg/Nm ³	µg/Nm ³	
21-72	N	2021-02-06	<10	<10	60	N-NNE
21-76	S	2021-02-06	<10	15	99	N-NNE
21-161	S	2021-02-12	<10	28	200	N
21-162	NE	2021-02-12	<10	<10	19	N
21-244	S	2021-02-19	<100	<10	150	NNE
21-257	N	2021-02-24	<10	34	200	S
21-262	S	2021-03-02	<10	50	200	WSW
21-266	N	2021-03-02	<10	26	130	WSW
21-267	NE	2021-03-02	<10	18	48	WSW
21-268	E	2021-03-02	<10	<10	17	WSW

14. Facilitator: Are you saying that the odours aren't odorous but that they're not above the standard where there is a concern for human health?

Forum

Golder: That's correct. We make the distinction between a potential risk to human health and loss of amenity due to odour. The important thing for me to ascertain, and what concerns the EPA, whether there any risk to human health.

The monitoring to date has not shown a risk to human health. Although the levels are detectable there, they're well below those criteria. If you have anxiety about the potential health effects of

those compounds as a chemical compound that has the potential to be toxic, so far, there's no indication that there's a risk here.

Public Health and Safety

- Above-detection results were compared to relevant ambient air quality criteria to assess potential effects:
 - National Environmental Protection Measure (Air Toxics)
 - Ontario (Canada) Ambient Air Quality Criteria
- Criteria are derived from health-based standards intended to be protective of human health.
- **Results of the air quality monitoring indicate low potential risk to human health based on toluene and total xylene concentrations measured at the AkzoNobel property boundary.**

Compound	Averaging Period	Maximum Concentration	Air Quality Criteria	Criteria Source
		µg/Nm ³	µg/Nm ³	
Toluene	24-hr	<100	3766	NEPM (Air Toxics)
Ethylbenzene	24-hr	50	1000	OAAQC (Ontario, Canada)
Xylenes	24-hr	200	1085	NEPM (Air Toxics)

Testing in the community

15. Why weren't measurements taken in the community/away from the site/at homes impacted to provide reassurance?

Comments

- I was also told by Ray that he acknowledged that these odours can smell worst away from the premise as the odour 'plume' that travels out of the fan, over the factory, can land further out that's stronger.



- Just like a smoker who smokes through a cigarette filter, yet second-hand smoke does just as bad damage to those around them.

Forum

Golder: We did not deploy the samplers beyond the fence line. The highest concentrations typically occur at the fence line; this includes both fugitive sources and stack sources. The fence line is an appropriate place to measure, and the EPA was on board with that decision.

When the wind is blowing towards your house, it's possible that we can detect it at your home. But I can no more predict what day the wind will blow towards your home than you can.

These compounds are present in their homes already. I'm not suggesting that your home could be a greater source than the odour you're smelling from this facility, but we can't get interference from other sources. For example, gasoline is full of these compounds. If you were to mow your lawn on the day when we're making these measurements, we might pick up your lawnmower before we pick up the other compounds because you're emitting that compound at your residence.

There are very real scientific reasons why it's complicated to measure it at someone's house. One, it may be at such a low concentration, we can't measure it. Two, we don't know which day the wind will blow towards you, and three, there may be local sources that could affect those measurements.

EPA: When I was initially developing the draft notice, I discussed with AkzoNobel the requirement for them to conduct VOC monitoring and the potential for offsite monitoring. With the

assistance of Golder, they developed their monitoring plan. I assessed this monitoring plan and sought advice from our Applied Sciences Director to ensure it was scientifically valid.

It was reviewed by one of our senior air scientists and a public health scientist who confirmed that monitoring around the fence line is best. So, we asked them to monitor the site boundary because from a legal perspective, if we can demonstrate that they have exceeded those National Environment Protection Measures, we can actively regulate the issue and risk.

Whereas if the monitoring was undertaken in the community, there's always that doubt from a legal and scientific basis that it could be coming from AkzoNobel or the McIntyre Road industrial precinct or the Western Ring Road. That is because these chemicals also come from car exhausts and other types of industry.

That said, we know that this is a big community concern, and we have been talking to a couple of community members about doing our own monitoring. However, there are issues with that, which Cameron's touched on. If we conduct our own monitoring, we can't necessarily tie that exactly back to AkzoNobel's premises.

16. Presumably, the stacks and fans send chemicals upwards and away from the site; would testing at 100m or 200m etc. from the site result in different / higher readings?

Forum

Golder: This is correct. We have stacks from the processes that vent different types of contaminants. The advantage of the stack is that it disperses the contaminants. Typically, if you were to run an air quality model for a site like this, you will see that the plume is lofted, but the concentrations are the highest closest to the facility.



While there are situations that can occur under certain meteorological conditions on a given day in most cases, the stacks improve the lofting and dispersal of those contaminants.

Of more concern at the fence line and nearby neighbours would be the fugitive sources filling tanks, for example, where it's at ground level, and it's moving laterally with the wind to impact the closest homes.

Independence of testing

17. Who decided what was tested? Was this determined by the EPA or Akzo?
18. Was it done impartially?
19. Why isn't the EPA testing this as an independent body?
20. How do we know Golder is truly independent? Golder has advised Akzo which days they will be testing. Akzo can then alter their production and emissions on those days.
21. If Akzo knows when Golder is performing tests, how are the tests truly independent and scientific?

Forum

EPA: The EPA abides by the polluter pays principle. It is very expensive to do this work, so if a business is polluting, we expect them to pay to fix the issue and pay for the monitoring and testing and use independent and accredited laboratories.

It is another reason for businesses not to break environmental laws because we will expect them to pay to fix it. This is enshrined in our new legislation.

We also know that there is a lot of community concern regarding this issue. That is why anything that's received from AkzoNobel

regarding monitoring is assessed with a two-step process. It's assessed by myself as the EPA's Senior Environmental Protection officer and then sent to our Applied Science Directorate. Their job is to grill these pieces of information and make sure they are accurate. I can ask AkzoNobel and Golder some pretty pointed questions, and we push this as far as we can to get the solutions that we and the community want.

Golder: The monitoring plan was decided between AkzoNobel and Golder and then reviewed and approved by the EPA. Golder looked at the compounds used onsite, and we honed in on those that are of the highest potential risk to human health and those with the lowest standards. These are the common ones, as I've shown you.

Other compounds risk human health, but many of these are specialised and don't have standards. Others have standards, but the standard is much higher.

For lack of a better word, we have picked some of the worst actors that have the lowest available standards to which we compare.

Keep in mind that there aren't necessarily methods by which we can measure every single compound in the air because the concentrations can be quite low - these are micrograms per cubic metre of air.

Production schedules changed during emissions testing

22. For the same period, curious to know if there was any monitoring of AkzoNobel's production schedule, i.e. was it the same as during other periods that weren't being monitored?
23. How can we be certain the AN didn't reduce production quantities over this testing period?



24. Was AkzoNobel aware of when this testing was occurring? Or was it done at random?

25. How is this ethical, then? If they know when the sampling is occurring, how is this a correct measure?

26. How can we be certain that AkzoNobel's operations weren't altered during the testing periods to minimise emissions?

Comment

- This is not an independent measure. These results aren't scientifically sound. They shouldn't have known when this was happening. I don't know how this can be accepted as fact.

Forum

Golder: The testing does not occur at random -it is in the one in six days schedule. AkzoNobel is aware of the testing. But this is a large organisation with multiple areas for its production, so I'm coordinating with the health and safety and environment people. I'm not coordinating with production managers or people responsible for running the batches of resin and so on that are being produced.

It's hard for people that haven't worked at a chemical plant before or done this type of monitoring to conceptualise. The company's production schedule drives the plant operations. It's not driven by this type of environmental monitoring schedule. We've asked them to operate they normally would, and we show up and deploy the monitoring, and there's very little interaction other than signing in at the security gate to let them know that we'll be onsite to do this.

I feel confident that AkzoNobel is not adjusting its operations based on my testing schedule. I understand your concerns but rest assured that I'm independently accredited. Like a doctor has a duty to

protect your health, as a professional engineering certified air quality scientist, I have a duty to protect the environment and human health.

AN: We have a weekly production plan, and we stick to that plan. Our product range is quite similar, but we make different products over the course of a week. It might vary slightly on any given day, depending on the product, but it is usually quite generic.

We're happy to share the production plan. I can categorically say we can't afford to be making changes to our production plan, because our customers wouldn't be very happy. We want the study to be independent and accurate. Our production has not changed during the testing.

Post Forum

AN: We would be happy to host a site visit by community members to explain what the air monitoring involves. We can host groups of about six at a time, and we are happy to have as many groups as needed to ensure everyone can participate. AkzoNobel representatives can explain the production process and plan, and Cameron from Golder can explain the air monitoring method and plan.

Comments

- Residents are as important as your customers. This is critical to us to resolve
- We are also your customers.



Length and timing of testing

27. Were there only six testing days? I realise that the testing is expensive, but 12 + years of smells is a bit more than six days of testing? Six days of testing doesn't give me much confidence in the data.
28. You measured during February-March. Would you expect the results to be different at other times of the year?
29. I'd be interested to know what the levels are in winter; this is when the smell is worst for us when the cold keeps the smell/chemicals close to the ground.

Forum

Golder: We're going to continue monitoring to build up statistics to determine if it is worse seasonally. We'll continue to monitor this one and six-day schedule and create an emissions inventory of the compounds and how much is being emitted annually on a 24-hour basis.

I will come to the plant, inventory all the compounds being used, look at the flows from the stacks that we've mentioned that collect the vapours from the places where they're being generated in the plant. (The vapours are centrally collected and then treated and sent up the stack.)

We do it on the one and six-day schedule because although it's not random, it's regular, but the sampling day changes. So the presumption is over time, we'll capture all the types of production schedules. Over time, we'll capture the sort of full range of situations.

Other air monitoring questions and comments

30. What are some of the sources of uncertainty with respect to your findings?

Forum

Golder: Sources of uncertainty here are associated with the sampling media and our analysis of those samples, and that's why we have the NATA accreditation. If you look in the (monitoring) report, we described the relative uncertainty associated with each of these measurements as a percentage.

31. How can we be assured that AkzoNobel is adhering to the standards existing for other products?

Forum

Golder: There are many compounds for which there are no standards at all, and that's not AkzoNobel or the EPA's fault. In some cases, the studies simply haven't been done by anyone. There's no reference material with which to assess them against. In other cases, there may be criteria, but there may not be techniques to measure them in the air at those concentrations.

32. I'm concerned that the smell might not be one of the chemicals tested. What about the other chemicals?
33. Are you sure the same compounds measured are the same ones causing the smell?

Forum

Golder: This is an ongoing investigation. The priority is to address the odour through emissions control devices instead of searching all of the chemicals they have to identify, which is the 'most smelly' (for lack of a better word).



We are not sure that all of the compounds we measured are the ones causing the smell, but they are the ones that were of the highest risk to human health. We focused on human health first, and in parallel, there are efforts to address the emissions through emissions control.

34. Are there physical barriers that may prevent the receptors from detecting the odours? Were any of these mitigating barriers noted onsite? Was the monitoring policed to prevent tampering?

Post Forum

Golder: Odour and volatile organic compound (VOC) emissions are managed using emissions control devices. AkzoNobel and Golder are updating the inventory of these emissions so that they can be collected and treated using the Regenerative Thermal Oxidizer (RTO) being installed later this year. Once operating, the RTO will greatly reduce odour and VOC emissions.

The air quality monitoring locations are on the AkzoNobel boundary inside the secure fence to prevent tampering. The monitors are deployed for a 24-hr period every six days so that each day of the week (including weekends) are sampled over time.

35. Can the EPA exercise its power through qualitative data (i.e. community complaints/testimonies) if quantitative data tells another picture?

36. Why don't you measure our frustration and health effects then?

Post Forum

Golder: Both Golder and the EPA employ qualitative and quantitative measures to investigate complaints and to assess

whether there are risks to human health or loss of amenity for residents.

The air quality monitoring program is designed to measure potential effects on human health. The monitoring results to date show emissions of VOC's are detectable but below the EPA's health-based air quality criteria. The conclusion is that presently the risks to human health are negligible. Since emissions from AkzoNobel and the local weather varies, the air quality monitoring program has been extended through October 2021.

EPA: EPA has limited legal power to use qualitative data alone to drive our compliance and enforcement actions. In the case of air pollution from VOCs, or a breach of an EPA licence due to higher than permitted discharges to air, we need the legal and scientific basis to take decisive actions. For this, we need sampling results showing AkzoNobel is either above their licence limits or the relevant environmental standard.

That said, community reports are invaluable and have enabled us to take action. This is because they allow us to characterise the odour as "offensive" to the community. When matched with our scientific assessments, it gives us the legal and scientific basis we need to take action.

37. Why wasn't the monitoring device attached to the exhaust where the chemicals are coming out at AkzoNobel?

Post Forum

Golder: AkzoNobel regularly undertakes "stack testing", which is exactly this type of testing. The results of this testing are used to compute daily and annual air emissions for the facility. These emissions are compared to the limits imposed by the EPA's Operating License for the AkzoNobel site. They are also the



measurements used to compute annual air emissions required to be reported as part of Australia's National Pollutant Inventory program⁶.

Comment

- We need to change the narrative in the West from being a dumping ground for toxic chemicals and waste to making it a place that is the destination of livability. Having clean air is a human right, not a privilege.

Many other community forum participants supported this statement.

4.3 Noise

Community members are concerned about a range of reported health impacts, which they believe are caused by noise and odour from AkzoNobel.

AkzoNobel presented the slide to the right.

Noise Review

- 1 Night-time Operation of Milling equipment ceased in Dec 2020 in order to comply within allowable noise limits
- 1 Study found that we are compliant at sensitive periods based on indicative night time results.
- 1 Onsite 24 hour noise monitoring for 4 week period completed in March.
- 1 4 locations on site
- 1 Noise model of the site is being developed which we expect to be available Mid April

1 Focused Improvement

- Switching off equipment at nighttime – Continue until engineering controls installed.
- Noise reduction equipment to be installed based on noise study recommendations with timing to be advised.
- All new equipment to be assessed for noise impact



38. What timeline duration could be expected for the solution to the Noise problem?

39. What % of noise reduction will you be aiming for?

40. Will you be looking at not only sound suppression options but potentially a new factory silent turbine fan?

Comments

- The noise impacts are most notable during the day and are quite debilitating to mental health
- The noise causes bad headaches too.
- A hoon car cannot have an exhaust louder than a hairdryer; otherwise, it is deemed a nuisance. The duration, frequency and

⁶ <http://www.npi.gov.au/>

way the wind carries the noise of AkzoNobel fans is extremely disruptive and affects our daily lives.

- I can hear the fan noise 1.7 km away. It's like having tinnitus
- EPA website has air conditioners unable to have unreasonable sound, even to the point of a curfew! Here we have an industrial fan. Interesting to know how duration, frequency, etc., are being considered.

Post Forum

AN: We are managing several short-term and longer-term, permanent solutions to reduce the noise level further. Noise suppression is one of the options. Modification, replacement and upgrading of equipment are also being considered as part of the overall plan.

Facilitator: The questions relating to remediation of noise, particularly timelines, have not been answered and will continue to be followed up. More specific information is needed to give the community assurance that the impacts they are experiencing are being treated seriously and with priority. I note that a similar question was asked at the first community forum and remains incompletely answered.

4.4 Contacting AkzoNobel

Community members advised that their previous interactions with AkzoNobel staff when calling to report concerns have been unsatisfactory and, in some instances, upsetting.

41. I understand you would like us to call AkzoNobel directly in addition to calling the EPA. I think that's really hard for us when we already use our time reporting to EPA probably every single day, and here is yet another process. When I have called AkzoNobel, nobody on reception knows what they are doing. I want to know what you do with the information when we provide it apart from giving it to you in real-time. How is this different to reporting to the EPA?
42. I agree. Whenever I've called the line, there has been little to no assistance. What does AkzoNobel intend to do with reports directly to their facility?
43. But what do you DO with the complaint/feedback? I've seen nothing done about it and have been attacked by your staff when I raised it to their attention. You already know what's going on. How can we provide anything further that you don't know of? I felt really hurt, your staff made dealing with you a bad experience. I tried to do the right thing. You need to fix your process.

Comments

- You already know what's happening. We have provided enough feedback.
- Direct feedback with your factory does nothing for us as residents. AkzoNobel is WELL aware that their operations contribute to the chemical smell and noise pollution. It is



condescending to us as a community to tell us that we need to report to you directly so you can figure out what is occurring at your own factory.

- People have been reporting for at least 30 years. Nothing has been done. We will report to the EPA, who are respectful.

Forum

AN: We are aware of issues in the past, and we need to do better. We encourage people to contact us directly because we do want community feedback.

If people ring us directly, we can investigate the complaint on the spot. Direct contact helped us with the noise issue we had in December. We usually get complaints through the EPA, which are usually a little delayed. Getting the complaints directly helped us identify what was going on and quickly make some changes to our operation.

We are working with the staff who might take calls from the community, including reception during the day shift and staff at the resin plant during the night, to ensure that they're clear on how to deal with a person that rings in, including taking the details. If you leave your details, we will certainly come back to you.

Post Forum

Facilitator: The questions relating to what AkzoNobel does with complaints and feedback have not been fully addressed. They will be followed up.

4.5 Compliance

There is community concern that AkzoNobel has only acted and will only act when the EPA is involved. This erodes community trust in AkzoNobel's plans and promises.

Accountability – why is AkzoNobel only acting now when EPA is involved

44. Why did you cease nighttime production to comply ONLY once people complained and the EPA got involved? How can we have faith you will take steps to comply without the big stick of the EPA?

Post Forum

AN: When feedback was received from residents, noise measurements were undertaken to identify the noise source. We took action to identify, explore and implement solutions. In the meantime, the source was turned off.

We want to be a good neighbour, and we welcome early community feedback, so we can take action to address any concerns.

Any future changes to operations or processes will be reviewed beforehand, considering potential impacts, to prevent a reoccurrence.

Comments

- For 12 years, I have been calling the EPA and AkzoNobel and seeing nothing happen. My concern is that action has only really come about with a critical mass reporting to the EPA. It's one thing for us to report it to AkzoNobel, but it certainly doesn't bring the accountability that's been brought to bear by engaging with the EPA. I do a lot of work in corporate social



responsibility, and this issue is not being managed ideally. There needs to be a genuine commitment across AkzoNobel to manage its issues from an environmental perspective but also health and safety. AkzoNobel needs to look beyond this in terms of just a box-ticking exercise. It's a global company, and I am sure there's a lot of best practice stuff you've been doing. However, for this to have had to have come from the EPA suggests that there's been no best practice at Sunshine North.

Forum

EPA Victoria presented the following slides.

Compliance Update - Odour

- Clean Up Notice compelling Akzo Nobel to install odour control has been legally served.
- Some small changes in requirement dates.
- Additional requirement to supply to EPA a plan to minimize generation and impact of odour in the interim.
- Notice is now available on our website.



Compliance Update - Noise

- EPA has previously served a Pollution Abatement Notice to install controls to reduce noise levels at the premises.
- Nighttime noise levels have been reduced.
- EPA is currently assisting Akzo Nobel to reduce their daytime and evening noise levels.
- Our expectations around noise will likely change under our incoming legislation on July 1st.



The two Notices shown above were issued on 25 March and in December 2020 (respectively) and can be viewed at <https://www.epa.vic.gov.au/for-community/current-projects-issues/active-environmental-issues/western-metro/odour-issues-in-sunshine-north>

Compliance Update - VOCs

- Akzo Nobel have provided 5 weeks of sampling results to EPA and the community showing they are compliant with the National Environment Protection Measure.
- Our Applied Sciences Directorate is currently assessing these results.
- Further monitoring is likely to take place.



4.6 Need to see immediate change/why has nothing happened?

Attendees questioned why the process to remedy the noise and odour issues is taking so long and called for faster action.

45. I would like to see what is planned for October and November. I am wondering why November is listed, considering we were told that everything would be completed by October.

46. Why do we have to wait so long until October regarding the RTO?*

47. Why has AkzoNobel allowed this to go on for so long?*

Forum

AN: We've done several things already to improve our systems' efficiency. But the odour is still obviously prevalent. We believe that installing a carbon filter will have a significant impact on the VOCs and odour. That is the next step. We are hopefully installing that by the middle of May.

We understand the timelines are very long, and this is frustrating. We're now at a point where the equipment is on order, and the timeline is achievable

48. Are AkzoNobel and the EPA satisfied that residents will be breathing this chemical odour in 8 months? I would like to hear from the EPA on whether the sustained pollution over the next 8 months is acceptable?

49. What happens for the next 8 months? Do we just suffer the health effects and reduced access to the amenities of our area because of this outrageous pollution?

Comments

- I am not observing any measurable change in the odour or the noise. I know that there's a lot of steps in place and that this is more of a marathon than a sprint to get things fixed, but from the discussion in the last meeting, my view was that AkzoNobel was looking to start making some changes more immediately.
- I'm feeling quite frustrated. I feel like not a lot is happening, and more could be happening. I am sick of having to waste hours on end every week reporting, attending these meetings. I would really appreciate quick, immediate action.

Other community members in attendance supported these remarks.

Forum

AkzoNobel presented the following slide.

Actions we are taking now

- Improve efficiency of scrubber system - Ongoing
- Removal of redundant equipment – Ongoing
- Golder to provide an ongoing monitoring plan and emissions inventory
- VoC suppression options being trialed – April 2021
- Installation of a Carbon Filter – May 2021



AN: we will conduct an ongoing monitoring plan with Golder to build up an emissions inventory - we have another round of monitoring starting in the next couple of weeks.

We plan to install a carbon filter that we believe will have an adverse, reasonably significant impact on odour and VOCs. A carbon filter is a little bit like a sponge. The carbon absorbs the VOCs, and the odour is encapsulated in the carbon. We have pending approval for the filter and plan to install it by the middle of May.

We understand that October's a long way away, so we've been working very hard to find alternatives to improve the odour situation. The only thing with the carbon filter is that it starts to absorb and become less effective over time, like a sponge.

Coming back to that ongoing monitoring program, we need to make sure that we're monitoring to judge when we would potentially need to change out the carbon to ensure the filter's effectiveness and ensure that we continue to get the benefits of that.

We will seek feedback from the community once that's installed as to whether they're feeling and seeing an impact and whether it is improving the situation.

50. When you do the follow-up air monitoring after the installation, will you also consult and ask the community for feedback in the process

Post Forum

AN: The community will be informed of the progress of our plan via our dedicated website, emailed updates and ongoing community forums. We continue to encourage community feedback, which we will follow up.

4.7 Forum/engagement

The need for both face-to-face and online meetings was considered important as the current format excludes some community members.

Comments

- Online meetings are good for younger people who do not wish to leave their house but feedback from older neighbours, many of whom are migrants, is that it is difficult for them to access the technology. Moving forward, if COVID-safe, it is important that we have physical face to face meetings with an online option to ensure we have as many people as possible engaging in this process.
- This is a terrible time to have a meeting for those who have young children!
- If we need to have another meeting, it needs to be in-person to be fair to all residents.

Forum

AN: Moving forward, we will have regular community forums, hopefully face-to-face. Our plan was always to have the forums face-to-face, but with COVID restrictions, we have been unable to. It would be nice to meet people in person.

Facilitator: We will look for venues that can accommodate enough people, with a web link, for the next forum.

AkzoNobel presented the following slide.



To be a great neighbour

- Regular Community Forums to keep you informed (hopefully face to face)
- Annual Open Day/ Community Day – October 2021
- Continue to be active in the community
- Regular update on Odour & Noise projects
- We welcome community feedback

Our Contact details are;

email: reception.sun@akzonobel.com

phone: 93134555

EPA Victoria presented the following slide.

How to keep up to date

- Akzo Nobel has committed to keeping the community updated. This is also formalised in remedial notices.
- EPA will be providing regular updates via social media, email, website, and community information sessions
- We've set up a webpage addressing the issue, see here:
<https://www.epa.vic.gov.au/for-community/current-projects-issues/active-environmental-issues/western-metro/or-issues-in-sunshine-north>
(or www.epa.vic.gov.au and search for 'Akzo Nobel' in the top right corner of the page)
- Report pollution to our hotline 1300 372 842 (1300 EPA VIC) or email us at contact@epa.vic.gov.au
- Thank you again – your pollution reports allow us to respond to you faster

Compensation

Community members are calling for AkzoNobel to compensate them for the ongoing impacts on their wellbeing.

51. What other compensation are you offering to those who are most impacted by what we are experiencing?

Comments

- Companies running other projects that have affected the community including in Brooklyn and the West Gate tunnel, were willing to compensate for the issues that the local communities were experiencing. They were able to offer some sort of compensation to alleviate the stresses that they'd gone through. The community has been tolerating this for a very, very long time. We can go to all the doctors in the world, but they would tell us to avoid the area or minimise the time exposed to this area. I can't do that because I live here. I am asking about compensation for those who are really impacted by this.
- This all sounds good, but it is too late. Residents have suffered for too long - over a decade. This needs to be recognised and compensated for. The value of our properties have been impacted, and we are still paying similar rates to those who are not affected. We need and will seek compensation.
- Compensation is owed by this multinational corporation that has been an irresponsible neighbour for too long. If this is not being considered by the company, then legal action is required. Community forums can only achieve so much. There is enough evidence to warrant mounting a case against AkzoNobel. This will be the next step.



Forum

AN: We haven't looked at compensation at this stage - our priorities have been around addressing the situation. There has been a lot of work done in the last month regarding the noise monitoring and sourcing equipment that we believe will give us a solution to the odour.

Post Forum

AN: We are focused on minimising the impacts on residents using both interim and long term solutions. Independent tests have shown that our facility is operating within noise limits. Air Monitoring results also showed that the VOC emissions are within public health and safety limits, and potential risk to human health was low, based on VOC concentrations detected. Accordingly, we are not offering compensation.

4.8 History of impacts on the community

Comments

- I've been a new resident for just under two years. Having spoken to some of my elderly neighbours or neighbours who have lived in this area for over 30 or 40 years, they have expressed the same concerns that we're experiencing today

4.9 Other Questions

52. When are you moving away?*

AN: has been part of the community for 65 years. We are investing in our site to improve the facilities and improvement of our site.

53. Are there any planned works to improve the appearance of the factory, particularly around the barrels that are outside?*

AN: This is certainly something we can look at in our plan for the site. We'll connect with the community as to what that might look like. We don't want to install something that's an eyesore.

54. What are they doing to remedy the noise and the odour pollution?*

AN: We have ceased operating our milling equipment at night and switched off several other pieces of equipment to further reduce noise. The most recent monitoring results undertaken by an independent investigator have shown we comply with the most stringent conditions. We are continuing to make incremental improvements in the efficiency of our systems which include the installation of a carbon filter, which will have an impact on VOC and odour.

55. When will this issue be resolved?*

AN: The RTO is planned to be installed in October, which will be 99% effective in reducing odour. In the meantime, we are looking at interim solutions, including the carbon filter, which hopefully will be installed in May, and we should see a significant impact.



56. Have you undertaken any initiatives to offset the pollution? Such as contributing funding to bolster the amenities in the area?

Post Forum

AN: As part of our corporate social responsibility (CSR) program, we are keen to work with the community to contribute to local amenity. We have been talking with the local council about possible projects, and we would like to hear from community members if they have any ideas. We are active in the community and supporting local schools and charities with donations of items, money and labour. We want to continue this as well as expand our involvement via our CSR activities.

57. Can we hear from the EPA? Why has it taken so long to act on noise and odours?

Post Forum

EPA: EPA provided an explanation and details on our historical and recent work on this issue in the previous forum, and the presentation is available with the video recording.

58. Will you be providing information in multiple languages?
Something worthwhile considering when you do letterbox drops in the neighbourhood, as we have a lot of CALD⁷ residents in Sunshine North

Post Forum

AN: Factsheets are available on our website in English and Vietnamese. The factsheets are in the process of being updated to reflect the current information and developments. If there is

demand for translation into other languages, AkzoNobel is happy to consider this.

59. Can AkzoNobel please let us know when and what information they have distributed to the local communities about the pollution, particularly letterbox drops? I'm not so interested in the AkzoNobel website, but rather, communications that we can be assured have reached people.

Post Forum

AN: The information to date has been shared via the website, emails to the project database, and SANPAG (with a request) to share with their members. This includes fact sheets, forum details and reports, and results of air monitoring. Letterbox drops to about 800 homes surrounding the AkzoNobel site have been conducted to share details about the first forum and the most recent air monitoring results.

We are committed to sharing information on an ongoing basis, including via letterbox drops where relevant.

60. When the GED or general environmental duty comes into effect on 1 July, health impacts on animals will also be crucial in assessing the risks and controls needed, won't they? It would be good to know what monitoring will happen around this in the future.

Post Forum

EPA: As stated above, EPA sets standards that protect both the environment, including animals and human health. While the

⁷ Culturally and Linguistically Diverse

impacts can be different, our standards are developed with relevant agencies to protect all.

AN: All monitoring will be undertaken in accordance with correct scientific protocols and results compared with published prescribed limits.

Comments

- The experience with Wunderlich and James Hardie in Sunshine / McIntyre Road really should be a pointer to the importance of being a good neighbour.

4.10 Outstanding Questions from the Previous Forum

The following questions were not completely answered in the report from the first Community Forum (4 March 2021).

Forum #1 Report Q31: When will the noise be remediated, and what can we expect when complete? (e.g. no noise at all, reduction in that high pitched frequency, etc.)*

AN: As noted in section 4.3, we are managing several short-term and longer-term, permanent solutions to reduce the noise level. Noise suppression is one of the options. Modification, replacement and upgrading of equipment are also being considered as part of the overall plan. The administrative solution of turning equipment off will be in place until permanent engineering controls can be implemented. Permanent controls will take some time to design and implement as there are many suppliers involved.

Facilitator: As earlier mentioned, I will continue to follow up with AkzoNobel for a timeline and more detail regarding measures to

reduce noise.

Forum #1 Report Q35: What are the health impacts around the high noise/frequency of the fan on residents? What does the investigation tell us?*

Facilitator: My mistake, this question was answered by the EPA in Section 4.3 (pg 23) of the previous forum report.

Forum #1 Report Q50: We had the contact information, we were given inconsistent information, and a lack of process to give us the confidence to report to you. When calling, the person who picked up either didn't know what to take down or had no understanding of what I'm trying to provide, or I get told off and get into an argument.

Facilitator: This question has been addressed in Section 4.4 of this report.

Forum #1 Report Q54: What is the \$ amount of the fine AkzoNobel would have to pay if they don't meet the noise and air quality requirements? At which point would they have to shut down?

EPA: EPA takes an escalating approach to enforcement to ensure a consistent and proportionate approach. Two key things that help guide how serious an enforcement measure we can take: 1) the environmental or human health risk or harm, and 2) the level of culpability of those responsible. That is weighed up with the history of compliance. An infringement notice is one enforcement action that may be taken if AkzoNobel is found to be non-compliant with the remedial notices issued.



The monetary value of any infringement notice issued is specified in the EP Act 1970 under a set amount of penalty units. At the time of writing, this is just over \$8200. Under the new Act, we will have greater powers in this space.

Forum #1 Report Q85: What % of their revenue made from manufacturing at Sunshine has been spent on meeting amenity requirements for their license to operate at the plant? Historically as well as recently.

Facilitator: I will continue to follow up on the answer to this question.

Forum #1 Report Q86: How much does AkzoNobel make per year from manufacturing at the Sunshine North plant beginning with last year?

AN: The ATO publishes our revenue and tax figures annually as part of the ATO tax transparency program. We are a Significant Global Entity in Australia (SGE), a subsidiary of a multinational with more than A\$1 billion group turnover. The information is publicly available. www.ato.gov.au/entityinformationreport



AkzoNobel Sunshine North Community Forum 2

31 March 2021
6:30pm - 8:30pm (*Log in from 6:20pm*)

PURPOSE OF THE SESSION:

- To enable community members to ask questions and discuss their concerns
- To provide an explanation of the Air Monitoring Results
- To provide an update about AkzoNobel's plans and progress to resolve issues
- To hear directly from EPA Victoria staff about compliance and enforcement

The interactive forum will be conducted online via Zoom Meeting.

Community questions are welcome: you can submit your questions beforehand when you RSVP, or raise them during the meeting.

AGENDA

- Welcome (Peter Black, Site Manager)
- Meeting introduction (Jen Lilburn, independent facilitator)
- Community questions and comments*
- AkzoNobel progress update and Odour Monitoring Results: Peter Black (Site Manager, AkzoNobel Sunshine North) and Dr Cameron McNaughton (Principal Air Quality Consultant, Golder Associates P/L)
- Community questions, comments and discussion
- Compliance/enforcement update: Stephen Lansdell (Western Metropolitan Regional Manager, EPA Victoria) and Sam Sparks (Senior Environment Protection Officer)
- Community questions, comments and discussion (as time permits)
- Closing

*After the session introduction, there will be a 20-minute opportunity for community questions and comments. To enable as many people as possible to speak, we will ask speakers to keep to a 2-minute limit. We will return to this 'open forum discussion', as time permits, after each speaker. Thank you.

RSVP essential by 30/3/21: <https://www.surveymonkey.com/r/31-Mar-2021-RSVP>