

AkzoNobel Sunshine North
Community Forum #4 -- 26th October 2021
Independent Report of Outputs



A note from the facilitator

This document is an independent report prepared by consultants, Forge Communications, as a summary of the AkzoNobel Community Forum held on 26 October, 2021.

Care has been taken to accurately reflect the contributions of all Forum participants, including the facilitator, speakers and members of the community.

This record cannot be construed to accurately reflect the weight or nature of broader community or stakeholder opinions.

The report is intended as a summary of proceedings and does not provide recommendations from, or opinions of the independent consultants engaged to facilitate the Forum.

No independent statistical analysis or factchecking has been undertaken by the authors of the report. 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
EPHU	EPA Environmental Protection Health Unit
FC	Forge Communications (consultant)
RTO	Regenerative Thermal Oxidiser
SANPAG	Stop AkzoNobel Pollution Action Group
VOCs	Volatile Organic Compounds



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Forge Communications provides specialist independent consulting services in communications and stakeholder engagement.

For more information go to: www.forgecomms.com

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1. Introduction

AkzoNobel is a global paint manufacturer with a production facility in Sunshine North 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-fold.

A local community group comprising 140+ members, Stop AkzoNobel Pollution Action Group (SANPAG), believes that the concerns regarding odour and noise date back at least ten years.

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 relationships.

AkzoNobel is committed to running community engagement activities to facilitate open, constructive dialogue with concerned community members. Community forums were held online (due to Covid restrictions) on 4 March, 31 March and 15 July 2021.

This report summarises the questions and discussion that took place in a fourth online community forum held on 26 October 2021.

2. Methodology

Due to ongoing COVID restrictions in Victoria, the Forum took place virtually using Zoom, on Tuesday, 26th October, 2021, from 6.15–7.45pm.

Attendees were required to RSVP online and were invited to share questions and topics they wanted speakers to address. Community forum attendees could ask additional questions during the online meeting via both the chat function and verbally.

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

2.1 Invitations and Forum promotion

The 26th October 2021 online community forum was advertised via the following methods:

- Updates were emailed on 5th, 12th, 22nd and 25th October, to the Community Contact list of 60 people, including two Councillors and three officers of Brimbank City Council
- Advertisements in the Brimbank Star's 12th and 19th editions
- A third-party supplier printed and distributed 22,100 flyers to households across five postcodes, including Albion, Sunshine, Sunshine North, Sunshine West and Ardeer
- A request to Stop AkzoNobel Pollution Action Group (SANPAG) to post details of the forum on their private Facebook Group
- A request to Brimbank Ratepayers & Residents Association to share details with its members
- The EPA shared information about the forum on its networks including Facebook

2.2 Participation

43 community members and stakeholders registered to participate, with 37 attending the session. Speakers and representatives of AN, EPA, Golder and Forge included:

- **AkzoNobel:** Peter Black, Site Manager; Raymond Jreige, Health Safety Environment and Security Manager; Phuong Anh, Acting Director of Communications, South East & South Asia; Christopher Lim, Head of Communications for South Asia Pacific
- **Golder Associates:** Cameron McNaughton, Principal Air Quality Consultant
- **EPA Victoria:** Stephen Lansdell, Western Metropolitan Regional Manager; Sam Sparks Senior Environment Protection Officer; Janine Dridan, Stakeholder Engagement Advisor

- **Forge Communications:** Scott Thomson, Partner (facilitator) and Amy Watson, Partner

2.3 This report

This document is a key output of the forum, summarising the questions, comments and discussion that took place.

Attendees were required to RSVP via a SurveyMonkey link (or by phone or email) and were asked to note topics and questions they wanted speakers to address. These questions, comments and responses are captured in this report, along with those raised during the Forum.

For ease of reference, content has been collated according to key themes, rather than in the order in which the items were discussed.

This report is not a word-for-word transcript; some duplicated or very similar questions and comments have been consolidated, and some responses have been

modified strictly for clarity and brevity, but care has been taken to ensure it accurately reflects the substance and spirit of contributions by all speakers and participants.

The report should be read in conjunction with the presentations by speakers and the full recording of the session, which are available on the AkzoNobel Community webpage; www.akzonobel.com/en/countries/Australia

Some additional information has been sourced and included to address questions and topics that were not covered during the Forum; this information has been labelled as such.

Responses from AkzoNobel (AN), EPA Victoria (EPA), Golder or the independent facilitator (FC) are indicated. A transcript of the meeting was prepared and sent to AkzoNobel and EPA staff to check for accuracy.

3. What we heard

Topic	Questions	Comments	Responses
<p>Odour – general & timelines for resolution</p>	<ol style="list-style-type: none"> 1. What is being done to address the chemical odour pollution? 2. Why is the odour pollution as bad as ever? 3. What steps have you taken in 2021 to mitigate the odour and noise emanating from your factory? If you claim improvements have been put in place, what processes and data do you have to support those claims. 4. When will the RTO be up and running? 5. What is AkzoNobel doing differently to comply with the new Environment Protection Act 2017? 6. When will AN take responsibility for poisoning Sunshine North? 7. How will odours coming from other areas of the plant (not just the resin plant) be addressed? 8. When will this odour and noise pollution end? We were promised dates in Oct 2020, 12 months on we are still suffering from your abject pollution. 	<ul style="list-style-type: none"> • I can smell the sickly-sweet odour some days. • The stench that comes out of there • The strong unpleasant smell from the factory. • I thought the odour was from my gas heater - though serviced regularly so outlaid over \$4K for a new one. Seems was unnecessary as odours still around and out of pocket for no reason on a pension. 	<p>Peter (Q. 1-8):</p> <p>Regenerative Thermal Oxidiser (RTO) Update AkzoNobel</p> <p>The diagram shows a timeline from October to December 2021. A central blue arrow points right, labeled with 'Oct 2021', 'Nov 2021', and 'Dec 2021'. Above the arrow, a box for 'Replacement of Activated Carbon' is dated Oct 2021, with a note 'Testing being done, results will be shared when available.' Another box for 'RTO installation' is dated Nov 2021, with a note 'RTO installed mid-November. A community update will be shared when work is complete.' Below the arrow, a box for 'RTO gas train and electrics being converted to Australian Standards' is dated Oct 2021, with a note 'Delayed due to shipping issues. Work is underway and will take approx. four weeks.' A final box for 'RTO odour controls' is dated Dec 2021, with a note 'Effectiveness for odour controls complete Early Dec.'</p> <p>Community Forum #4 – October 26</p> <p>The RTO [the permanent resin plant odour solution] will be installed and operational by the end of November. There was a slight delay with shipping and getting the unit into the country and on site. It is unfortunate and something we would prefer not to have happened.</p> <p>The good news is that the RTO is on dry land at the supplier. They are converting the gas system and the electric so they meet Australian standards, and it should be on site within a couple of weeks. Once it's on site, all civil works have been done so it is a matter of connecting it to gas and electricity, starting the commissioning phase and then switching over from the carbon filter to the RTO.</p>

9. Why is there now a burning smell accompanying the normal odour?

We will do similar tests to those done on the carbon filter. Air coming in will be compared to air going out to judge its effectiveness. We are expecting effectiveness greater than 95%, even closer to 98/99%.

Fence line air quality monitoring for VOCs **AkzoNobel**



- Monitoring undertaken by Golder Associates' NATA-accredited air quality team
- 8 fence line monitoring locations
- 24-hr hour monitoring, every 6 days (1-in-6 day) from March to October
- VOC compounds:
 - Toluene
 - Ethylbenzene
 - Total xylenes

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Golder is conducting emissions audits. Initially, these were focussed on VOCs. Subsequently, they have assessed odour detectable at the boundary. We have been doing the VOC monitoring at the boundary for some months, but we now also include odour measurements. That has identified some sources of fugitives that we are now starting to drill down on as part of looking into the paint plant.

In terms of the air monitoring, we have been monitoring the VOCs at 8 points around the site since March. Each month, we produce a report, and those reports are published on the website. That is still ongoing, we have not changed that, except that we have included odour in that surveillance as well. The VOC monitoring was going to continue until October but at this stage we will continue beyond October and publish the reports when they are completed.

All of the VOC measurement results continue to show VOC's significantly below the thresholds (EPA air quality assessment criteria).

Peter (Q. 9): There have been some reports of a burning acrid smell. That has been investigated. We can't identify that source from within the site at

			<p>this stage, but I believe it is a smell that's been identified as part of the boundary odour monitoring.</p> <p>Sam (Q. 8): Regarding the acrid burning smell, our senior odour engineer who is the EPA's odour expert is looking at different residents' reports of smelling that odour, then looking at the weather and the windspeed and wind direction at that time and triangulating potential sources. We do have inspections planned at neighbouring businesses to look into that. Unfortunately, due to COVID we have been unable to go ahead but that will be happening in the next couple of weeks.</p>
<p>Odour – enforcement</p>	<p>10. When will there be a complete remediation of all odour and noise emissions from AkzoNobel's site at 51 McIntyre Rd so that the company complies with the terms of its operating license?</p> <p>11. When will this end and when will you provide compensation for the amount of suffering you have caused in the community?</p>		<p>Sam (Q. 9-10):</p> <p>The resin plant is likely the dominant source of odour. We know that the carbon beds came online in about week 26 of the year and there is a stark difference between the reports we were receiving before, and what we are receiving now (since the carbon beds came online). These reports spiked again though when the carbon bed was saturated.</p> <p>Accordingly, our focus now is to get the RTO installed. Our clean-up notice compelling AkzoNobel to install the RTO is being amended, with installation now due by the 30th of November. I acknowledge that's not what the community wants to hear, unfortunately there were factors outside of AkzoNobel's control with shipping delays. We did grill that information quite closely. We asked for documented evidence and it was reviewed by myself and two colleagues before we accepted the amendment.</p> <p>The next step we are taking specifically on the resin plant is to have AkzoNobel ensure that all their plant and equipment are not only effective but that all reasonably practicable measures are taken to further reduce the risk of odour in that building.</p> <p>There will be two improvement notices served later this week. Drafts were sent to AkzoNobel today as part of our normal processes, providing an opportunity for comment. They will be firstly to seal up some gaps in the resin plant which will lessen the impact of fugitive odours travelling outside the boundary of the premises. Secondary to that is developing and implementing a maintenance schedule for the resin plant. They say the carbon filter is available for backup but that will obviously need to be</p>

			<p>maintained. So, having that clear process ready so we can move from this reactive style of regulation to a preventative one. This is what we are pursuing under our new act and what AkzoNobel is legally required to do.</p> <p>At the last community forum there was also interest in the paint plant and some different odours there. It is unlikely to be the dominant source of odour, that is backed up by testing. There is a little bit of odour there but certainly not at the levels the carbon filters are addressing now or the former odour controls for the resin plant one-two years ago. But while there is not necessarily an odour, there is a risk of odours developing in the paint plant. We've served an improvement notice which is a new notice under our new Act for AkzoNobel to assess the risk in the paint plant. The due date for that is the 31st of January 2022 and it's part of a suite of works that we're requiring.</p> <p>POST FORUM</p> <p>AN (Q. 11): We're not looking at compensation right now - we're focused on resolving the issues and getting the RTO installed and operational, as well as maintaining monitoring and sharing information with residents about the odour sampling, and also putting in the corrective actions to resolve the issues affecting residents.</p>
<p>Odour – carbon filter</p>	<p>12. Why weren't back up carbon filters purchased in case the filters filled up quicker than expected? This was foreseeable and has continued to affect peoples mental and physical health.</p> <p>13. How was the interim carbon filter allowed to become saturated?</p> <p>14. It was said earlier that the RTO was being upgraded to Aus standard. Why was it not brought/converted to Aus standard prior to acquisition?</p>	<ul style="list-style-type: none"> • Considering the monitoring is 'happening' then why wasn't it picked up that the filter was full? Why wasn't a carbon filter purchased and ready to go for when this happened? This was foreseeable. • It's a poor monitoring system. These filters have a limit. The lag was 	<p>Peter (Q. 12,13): The carbon filter has been up and running since early July this year and just recently, we had to remove the old carbon that had become saturated and restocked the carbon filter with new carbon. That was done last week and it is back up and running. Golder did some testing late last week of the actual effectiveness of the filter.</p> <p>The monitoring that we had in place wasn't indicating that it was saturated. We were expecting [the carbon] to last us until about December. So, we were surprised that we only got three months out of it. The indicators didn't show that it was saturated. We don't have a backup source when you are having to remove the carbon and put it back in. You have that lag of time when you are not treating the odour as well.</p> <p>The unit, you actually have to shut down to remove the seven tonne of carbon out of the unit. So, while that is going on, obviously you can't be running it. That is where the RTO comes in, the RTO would be the primary</p>

	<p>15. Can AkzoNobel confirm there will not be another crisis like the one of the last few weeks. I am referring to the saturation of the carbon filter, which saw a return to the height of the company's polluting in Sunshine North and surrounds. Will it definitively commit publicly to making sure this does not happen again?</p>	<p>weeks. That doesn't take weeks.</p> <ul style="list-style-type: none"> • Our health should be put before profits. You can shut down production to ensure this happens (changing the carbon). You choose not to. • Carbon filter - this was called out in the last forum, and the engineer did indicate that filters will need to be replaced. This was foreseeable, and for the volume of production you do, I felt AkzoNobel could have been more prepared, but instead residents had to cop the odour over the past few weeks. • AN implied that after the recent saturation of the carbon filter, it was a matter of some two days before they [took action to address the issue]. These are not particularly plausible statements. I am not seeking to malign individuals, but this is a sophisticated, 	<p>source of odour control and the carbon filter would be backup. The RTO runs off gas so it will just continue to operate but it will obviously need to be maintained. We did not install a backup carbon filter, we thought that we would get enough time before it got saturated for the RTO to be put in but unfortunately that wasn't the case.</p> <p>Cameron: The activated carbon filter unit is a filter that takes the air that has the odours inside of it and then scrubs those odours with the activated carbon and then releases the exhaust stream after treatment so we do a test on the upstream side and downstream side and then we test the efficiency of the treatment across the filter bed. The test last week was with fresh media and the average of the test is 90% removal efficiency; so 90% of the odour that is going into this unit is being removed by the unit and only 10% of that comes out of the stack. The activated carbon filter system's advantage is that it could be deployed quickly to deal with the odour associated with the resin plant. But the drawback is that the filter media has to be replaced from time to time, so it is not a good long-term solution.</p> <p>The RTO, which is the better long-term solution is much more effective at destroying the odour and does not have to be replaced. The RTO's efficiency should be 95% or above.</p> <p>Peter: The carbon filter will become a backup system if there is a reason for the RTO to come down for any maintenance. And the fact that it is delivering a 90% effectiveness is a little bit of comfort.</p> <p>(Comments): Certainly, we don't see this as a PR exercise. We see it as a way of connecting with the community and giving feedback as to what we are doing. We are genuinely working very hard to address these issues and we have done a lot of work. I know it has taken a long time and we certainly wish that you could buy a RTO off the shelf and install it in a week but unfortunately, that's not possible.</p> <p>With the carbon filter, we hold our hands up to say that we would have liked to identify that earlier and fix the problem quicker. There's no doubt about that. Certainly, when we were made aware of it, we did act quickly. If you reflect on how we could do things differently or better, we could certainly have spare carbon sitting available to be changed out more</p>
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		<p>multinational company. The idea that it is reactive and doesn't have the capacity to be proactive in protecting the health and amenity of the community is not very plausible. This forum and all the communications around it are quite a slick PR exercise. We are asking and pleading for the company to treat it as a core business issue and not respond in a reactive manner.</p>	<p>quickly instead of having to order it. But certainly we are very committed to addressing these issues and working with the community on how we can be a better community member.</p> <p>POST FORUM</p> <p>Peter (Q. 14): It is normal industry practice for equipment of this type to be supplied to the standards of the country of manufacture (the US in this instance). Making the modifications in Australia to Australian standards is more efficient and reliable, to ensure we meet local safety standards. Typically, the modifications relate to electrical wiring, plumbing fittings such as gas lines and safety guarding. This conversion does not affect the treatment efficiency of the RTO in any way.</p> <p>Peter (Q. 15): We cannot guarantee that there will not be down-time or maintenance issues for the RTO or the carbon filter. The carbon filter is being retained as a backup, for example, when the RTO needs servicing. To guard against the AC filter media becoming spent, we have requested Golder increase the testing of the unit to quarterly, instead of every 6 months, when it is in use.</p>
<p>Noise</p>	<p>16. When will the noise from Akzo Nobel be addressed?</p> <p>17. Fan noise has been at an all-time high. What will be done in the short term to address this?</p> <p>18. When will we expect the mill fans be changed for the remainder fans?</p> <p>19. "Powder Mill fan upgrade has improved overall noise level" - the noise has still been consistently loud, when are you going to change all powder mill fans?</p>	<ul style="list-style-type: none"> • My understanding is only 1 mill fan has been changed. I don't understand how you can say there's an improved overall noise level when I can still hear the "whirring noise" from my house 800m away, as well as when I go walking in the Upper Stoney Creek track. 	<div style="display: flex; justify-content: space-between;"> <div data-bbox="1243 893 1429 922"> <p>Noise Review</p> <ul style="list-style-type: none"> ▶ Powder Plant continues to cease operations at night. ▶ Powder Mill fan upgrade has improved overall noise levels ▶ Replacement gearbox of DT 5 planned for Mid-Nov. (Currently not running at night) ▶ Noise reduction plan is being developed from noise survey ▶ Focus on engineering controls to eliminate noise sources </div> <div data-bbox="1839 893 2002 922"> <p>AkzoNobel</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div data-bbox="1682 941 1800 959"> <p>▶ Acoustic Wall</p> <ul style="list-style-type: none"> - Identified as best solution to make significant impact to noise levels - Engineering and scoping underway - Council submission – Early Nov - Installation pending council approval. Installation will take approx. 12 weeks. - Neighborhood feedback on wall design and look </div> <div data-bbox="1243 1109 1668 1300"> </div> </div> <div style="text-align: right; margin-top: 10px; font-size: small;"> <p>Community Forum #4 – October 26</p> </div>

			<p>Peter (Q. 16-18): The powder plant which was identified as the high noise causing area continues to be switched off at 7 o'clock.</p> <p>The mill fan [Mill Fan 1] that we spoke about at the last forum has been upgraded and it's had an improvement to the overall noise level. It is around the tonal noise, described as a turbine type noise, that noise has certainly been downgraded significantly. We took the fan off a heightened platform and put it at ground level – that had an impact on reducing the noise of that particular piece of equipment.</p> <p>We are also looking at another piece of equipment, a drop tank, which I will identify as a high noise emitter. The gearbox needs to be replaced. That is scheduled for mid-November. The equipment is on site so it is now just a matter of organising that to be done. That is currently not running at night so there is no impact at night.</p> <p>A noise reduction plan has been developed. We have a number of areas and a number of noise sources that we are looking at reducing or eliminating. This can be anything from pumps to dust collectors to moving equipment inside to change the noise source.</p> <p>An acoustic wall [along Barwon Ave] has been identified as probably the best solution to have a significant impact on noise reduction. We have been working on that for some time. The engineering and scoping is under way and we are hoping to have it submitted for council approval this week or next. The challenge has been around the power lines, which are very close to our building. They run down Barwon Avenue and they also cross into our site from Barwon Avenue so there is a little bit of work needed and consultation with the utility on how to best manage that.</p> <p>In terms of installation, we expect that the installation will take about 12 weeks once construction begins. We don't just want it to look like a concrete wall, we want it to look pleasing for neighbours and the community, so it is something that we sought feedback on and [Barwon Ave residents] have been providing helpful input. The noise wall will run from the back of the powder plant along the carpark to the end of another warehouse building. That will have a significant impact on the noise. The reason it does not run further beyond that point, there is not a great deal of noise emitting sources. But it is always up for review. In terms of what it</p>
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			<p>might look like, we are very focussed on it looking good from a streetscape point of view.</p> <p>Peter (Q. 19, Comment): We are going off feedback from the noise consultant that there has been a noticeable change in the frequency. We first were wanting to do the measurements to see what impact [replacing Mill Fan 1] actually had. Now we know what the impact is, we are looking to replace the other fans. The machines continue to be shut at night so that there are no mills running at night from the powder factory. But we continue to look at how we can reduce the noise overall even during the day.</p> <p><i>POST FORUM</i></p> <p>Mill Fan 1 and the motor on Drop Tank 5 have been replaced.</p> <p>Maintenance of the equipment is also being reviewed to ensure any faults are rectified which may reduce noise.</p> <p>With the assistance of the acoustic consultant and equipment manufacturers, we are currently assessing each of the noise sources, including the remaining Mill fans, to identify and implement suitable noise treatments.</p> <p>All actions will be put into a Noise Control Plan.</p>
<p>Health impacts</p>	<p>20. Another resident has reported that their dog has lung cancer. Other residents have reported this before. What research is their around pet cancer in relation to the chemicals (including VOCs) that are being produce by AkzoNobel?</p> <p>21. Is this smell harmful? I notice it seems to give me a headache.</p> <p>22. How can you say there won't be any long term effects? Breathing in such</p>	<ul style="list-style-type: none"> • Not really worried about a multinational company having to upgrade their machines to protect our health so they can keep making profit. • AkzoNobel are a multi-billion-dollar company, the cost of the equipment is less than the environmental and 	<p>Sam (Q. 20-22): It is still the belief of our environment and public health unit that there are unlikely to be long-term health impacts from the odour but we do acknowledge people are having some impacts and that's because of the odour itself rather than any sort of toxins or anything coming from the VOCs. Our belief, and our environmental public health unit's belief, is that once the odour dissipates, so will any symptoms.</p> <p><i>FROM PREVIOUS FORUM</i></p> <p>EPHU:</p>

	<p>chemicals surely isn't safe short term OR long term.</p>	<p>health impacts it has to the residents affected.</p>	<h2 style="color: #0056b3;">Environmental Public Health</h2> <ul style="list-style-type: none"> • <u>Odour</u> <ul style="list-style-type: none"> • Health-based criteria values are guidance levels set by expert groups. Combined with estimates of exposure, they can be used by assessors to determine the risk to human health, and to consider whether further investigation, assessment, and/or remediation is required. • Odours for VOCs can be detected by the human nose at much lower levels than values relevant to health-based criteria values. • Three main odour causing VOCs that have been identified and investigated were: toluene, xylenes & ethylbenzene. • Measured VOC results at site boundaries did not exceed health-based criteria for air quality. Indicating that VOC levels present are not expected to have long-term health affects. • Short exposures to odours detected by the human nose below VOC health criteria are not expected to have long-term health affects, but can in some cases lead to symptoms, e.g. headaches, nausea and vomiting. • There is a remedial notice currently in place focused on elimination of odour sources. It is expected with the reduction of odour impacts will be accompanied by dissipation of symptoms. <p><i>POST FORUM</i></p> <p>Peter (Comments): We continue to undertake regular testing by air quality experts which are overseen by the EPA. The results indicate levels well below established health-based criteria.</p> <p>Cameron (Q.21) – Each person's sensitivity to odour is different. Sensitive individuals may experience headache or dizziness from odours others do not detect or consider offensive. This can occur regardless of whether the odour is pleasant (perfume) or offensive (rotten eggs).</p> <p>Cameron (Q.22) – Selected chemicals associated with the Akzo plant have been measured once every six days since March. They are measured over 24-hrs and compared to the EPA's 24-hr 'Air Quality Assessment Criteria'. The observed concentrations of these compounds are well below (<2.5%) the concentrations where there is potential for sensitive individuals (e.g., children and the elderly) to experience harmful effects over short time periods. The chemicals selected for testing are those with established and relatively low (meaning strict) criteria. There are also air quality assessment criteria (i.e., annual averages) used to assess potential long-term effects. More observations are required for this comparison to be scientifically robust, but the available data indicate the chemical concentrations are below the annual air quality assessment criteria. This means there is a very low to negligible risk of long-term effects.</p>
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<p>Community engagement – new consultants</p>	<p>23. Why has KISMET FORWARD stopped facilitating the community engagement sessions and community engagement in general? She was independent. Her replacement was already employed by AkzoNobel before this, how can they show their independence?</p> <p>24. Why has a community engagement expert been replaced by a communications/PR practitioner? These are two different disciplines and we need genuine community engagement expertise and facilitation.</p> <p>25. Scott, can you please confirm you no longer act for AkzoNobel in any other capacity other than facilitator of this forum? I.e. you no longer do any broader PR / Government Relations work?</p> <p>26. With all respect to you, Scott, as leading this process now, I just wanted to ask Peter now in the interest of transparency if you are able to convey why Jen stopped working as the community engagement officer on this project?</p>		<p>Scott (Q. 23,24): It is not appropriate for me to speak on Jen’s behalf to explain why Jen stepped down but Jen herself did identify FC as best placed to take over.</p> <p>Some community members rightly observed that Amy and I promote ourselves as communication specialists rather than engagement facilitators. But Amy and I are experienced in community engagement, it is a substantial part of what we do.</p> <p>Amy and I were engaged by AkzoNobel at the start of this year. We had no prior relationship. We were brought on to supplement the work Jen from KF was doing. Specifically, our role was to help manage media interest and with the production of certain materials. But like KF, we are independent consultants; we are paid by AkzoNobel to provide support.</p> <p>Amy and I will operate under the same principles that Jen did. Specifically, we are impartial intermediaries, AkzoNobel is paying for our services but we are not an agent for them. Our role is to ensure open and transparent communication and we will protect the privacy of the people we are dealing with.</p> <p>This project is about rebuilding AkzoNobel’s social license to operate. We know that is only going to happen if there is satisfactory progress on the issues that are a concern to the community and if there is open, honest, and transparent communications. Amy and I are committed to that.</p> <p>If there is any feedback at any point we would love to hear from you.</p> <p>Peter (Q. 23,24): I would also like to personally thank Jen. Jen did a power of work in firstly opening the communications lines between the community and the community groups, bringing Scott and Amy on board connecting with the EPA. We are very thankful certainly for the work and very sad that she chose to move away from working with us, but we are very thankful. Certainly, with Scott and Amy, as Scott said, they have been on board from the start with Jen, they have been able to be on that journey and have a good understanding of where we’ve come from and are able to pick things up.</p>
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			<p>Scott (Q. 25): I can confirm we are not working for AkzoNobel in any other capacity. Our only brief is to focus on community engagement. That involves the production of the community update emails, coordination of these [Forum] events and acting as an intermediary. We are a resource for the community.</p> <p>Peter (Q. 26): I can't really talk for Jen, but it was Jen's decision. The only thing that I can say is that we did have trouble with some late payments to Jen and I know that caused a lot of frustration, so I know that is something.</p>
<p>Community engagement – flyers</p>	<p>27. Again, why have flyers been distributed at least two weeks before the forum to help ensure all residents can attend?</p> <p>28. Also providing flyers in languages - Vietnamese?</p> <p>29. "AkzoNobel has committed to keeping the community updated" - yet many residents have yet to receive flyers around the community forum. What happened to the mail distribution now?</p>	<ul style="list-style-type: none"> • Bit redundant to hold an event early if no one is there to hear the update. • Need at least 2 weeks notice and that it should be communicated wide. need to make sure this does not happen again. 	<p>Scott (Q. 27-29): It is the facilitators who are responsible for both coordinating these forums and for promoting them. The AkzoNobel team has been fully behind everything that we've proposed in terms of how to promote it and they have been quick to sign things off so we can act quickly. So if the interpretation is that AkzoNobel doesn't want to spread the word far and wide, that's not the case.</p> <p>Unfortunately, it took time to confirm everyone's availability on the proposed date. By the time we did, we missed the deadline to print and distribute 22,000 flyers two weeks clear of the forum. We could have delayed the meeting to November but we decided it was preferable to move ahead in October. We expected the RTO would be installed and that would be an update you'd want to hear. Unfortunately, that wasn't the case. It takes four plus weeks to be able to print 22,000 flyers and distribute them to four or five postcodes.</p> <p>But flyers are only one way that we promote the forums. We also have the update emails, we had ads running for several weeks in the Brimbank Star Weekly, we've shared details with Councillors and the Ratepayers and Residents Association and we're grateful to the SANPAG administrators for sharing it via the Facebook group as well.</p> <p>EPA: Here's the link to the EPA web page www.epa.vic.gov.au/for-community/current-projects-issues/odour-issues-in-sunshine-north</p>
<p>Community engagement –</p>	<p>30. AN need to explain why they have engaged only some residents of Barwon Avenue to have an in person</p>	<ul style="list-style-type: none"> • What about the consistent feedback of the hundreds of 	<p>Peter (Q. 30): Raymond and I have connected with [Barwon Ave residents] on a number of issues, not just the ones we're talking about today. Talking to those residents has helped us to identify those abnormal issues, whether</p>

<p>involvement of SANPAG</p>	<p>meeting this evening on site when no invitation was extended to the committee of SANPAG, the official group that represents affected residents. Please explain?</p>	<p>members of SANPAG? [RESIDENT] and [RESIDENT] are not representative of the entire community. They are but a small fraction. The impacts of AkzoNobel pollution go FAR beyond Barwon Avenue.</p>	<p>it's a forklift noise, a banging drum, a bell going off, a flapping piece of gutter on the roof, or a light shining in someone's window; they're the conversations we've been having about issues that are directly impacting the people in Barwon Avenue. On top of that, we've also been very interested to get feedback on the noise attenuating wall. Obviously, the Barwon Avenue residents will be impacted by the wall and the way it looks. And we're looking at how to make the Barwon Ave streetscape more attractive.</p> <p>I hope that our next forum can actually be face to face as it would be nice to meet everyone. It has always been our intention to have face to face forums and certainly where we are heading with COVID, I would hope the next one is face to face, either here on site or in a different venue.</p> <p>Scott (Q. 30): The interactions [with Barwon Ave residents] pre-date us running the community engagement but I know were based on the last community forum where specific noise complaints and issues were coming up that Ray and Peter weren't aware about. That prompted them to reach out to initiate those conversations with residents, which has been helpful.</p> <p>I would like to sit down with the SANPAG group as we recognise you and the network that you've created. I would like to get feedback on how we're managing engagement but also making sure that Ray and Peter have the benefit of your perspectives on things that can be done, as well as on the wall that's being built. You're right that it's important that the broader community has a say in those sorts of things. I'll reach out to you directly after this to connect.</p>
<p>Community engagement – community support</p>	<p>31. Your factory is surrounded by residential zoning but you don't do anything for the community, in fact you contribute negatively to the community with pollution, noise, odour, unsightly factory and barrels. How are you going to improve relations with residents here?</p>		<p>Peter (Q. 31,32): We are very committed to addressing these issues and working with the community on how we can be a better community member. We've been meeting with [Barwon Avenue residents] on the streetscape and the way that would look. We're certainly open to other ideas that other participants may have for us in the community.</p> <p>We've done a lot of community activities but we are open to others if people have activities they would like us to consider.</p> <p>POST FORUM:</p>

	<p>32. I'm interested to know what outreach into the local community AkzoNobel engages and supports such as grassroots sport and the arts?</p>		<p>AkzoNobel is engaged in various grassroots activities in the local community:</p> <ul style="list-style-type: none"> • Staff fundraising for Sunshine North Primary School, to replace the ovens used for the breakfast program to feed underprivileged children • Book donations to Sunshine North Primary School, to support its school reading program where volunteers read to children, including from culturally and linguistically diverse backgrounds • Staff volunteering days at Lighthouse café • Donations to the Lost Dogs Home • Ongoing donations and support to Kidzflip who are improving the quality of life and educational opportunities for youth. • Support for other initiatives including: <ul style="list-style-type: none"> ○ Cancer – morning teas ○ Run for the Kids ○ Mental Health including Push Up Challenge, Love Me Love You, HALT Australia • AkzoNobel also supports numerous global causes, including human rights, diversity and sustainability. More information can be found at www.akzonobel.com/en/about-us/initiatives
<p>EPA/AN handling of complaints</p>	<p>33. What are the EPA doing with the complaints and results from testing they are receiving?</p> <p>34. Why is it always up to us to report? Isn't there a way to pick this up internally? By the time we report, it's too late.</p> <p>35. Regarding the Improvement Notice to develop a process for investigating odour - does this mean the community is required to contact AkzoNobel when they notice odour, or is it suggested that we still report to EPA and pass it to AkzoNobel? I've called out the lack of process since</p>	<ul style="list-style-type: none"> • Having been in this from the early days and hearing the company talk and hearing the EPA talking about constant issues and notices being issued, it really makes me question AkzoNobel's Sunshine factory's capabilities to be a proactive, environmental and health steward and the level of competence to be able to do this. AkzoNobel absolutely 	<p>Sam (Q. 33-35): Definitely report to EPA if that's possible because it means we are aware of it.</p> <p>A good example of the reason for this was a situation eighteen months ago; the resin plant had been shut down and a vent or something had been left open and odour was coming out. In the future, and as part of the work AkzoNobel need to do under EPA notice, residents will be able to call up EPA or if they do have a relationship with AkzoNobel, they can send a quick email to them and also give us a call as well. AkzoNobel would then have a plan to capture the necessary details and trace it back to that area and address it. Between being alerted and getting the solution, it should have been a matter of an hour.</p> <p>Any pollution report received by EPA is triaged by a central team and that's just to make sure we are acting consistently across the state. The number of pollution reports in the state is obviously quite high, so it makes sure our resources are targeted and we are getting the best bang for our buck</p>

	<p>Community Forum 1 and know there are residents hesitant to report directly to AkzoNobel. Can you please clarify?</p> <p>36. It's clear for residents to report to EPA as our regulators. One thing I want to understand is in the previous forum Peter and Raymond spoke about calling AkzoNobel to let them know of noise and odour. I am pretty sure we are not expecting you to say you are going to shut down the operation. What can you do about the odour? The last few times people have called, either [the recipient] doesn't know how to take the report. In my case, I have called a few times and they go, I'll just pass you to whoever the site manager is. Or you'd go out and do a sniff test and say you can't smell anything so you may have dismissed our concerns. How can you address an odour if it is something that is immediately affecting us.</p>	<p>has the position with sufficient human and financial resources to implement best practice, health, safety, and environmental standards. We are not seeing that. We are seeing small plant of a multinational that is really struggling, is behind the eight ball, is not on top of best practice and is constantly being chased by the EPA beyond even some of the big issues that we're raising here. So, I would really appreciate a deeper level of accountability with AkzoNobel and the opportunity to engage with management beyond this site at the next meeting if that can be made possible.</p>	<p>across the state. At the moment we keep an eye on pollution reports, but we do have the notices to fix the issues. We look at pollution reports as a way of getting the data and we analyse that and use it for different means. Firstly, in the noise space, we can look at the pollution reports and see where is best to put a noise logger because we know those residents are more likely to be affected. If we are getting pollution reports alleging forklift noise or banging gates or a whirring fan at 3am, that gives us really good data to know what to look for and you'll probably see that come out in the noise notices which are served in the coming weeks because the community has given us the information we need so we can go on site and target an inspection and be like, okay show us your forklifts and how do they work, is there anything else you can do to reduce the noise. Okay, this piece of equipment is on at night, we know the resin plant is the main thing running at night, are there sources of noise in the resin plant.</p> <p>There has also been an Improvement Notice to develop a process for investigating odour reports in the community. I acknowledge there is quite a lot of odour reports now but once the RTO comes in, an odour report shouldn't be a day-to-day occurrence. It should be that the base level is there's no odour, but from time to time, there might be a fugitive emission picked up off site or there's been a failure in AkzoNobel's processes so if either EPA or the community contacts them, they are able to gather the details they need to resolve the issue; for example, they might report a sweet, sickly odour that they can identify that it is coming from the Resin Plant and have a checklist of different things to check; different steps they need to take, then loop back and communicate that back to the community or the EPA on what steps have been taken to deal with the odour quickly and responsively.</p> <p>We have also been keeping an eye on the VOC monitoring for the site. That was initially requested under an EPA clean-up notice and we are still looking at those monthly reports just making sure the monitoring results are below those prescribed health levels.</p> <p>Peter (Q. 35-36): I am not sure when you last called AN but we've gone through a significant amount of retraining of our staff on site so during the day, we've got reception that are aware of the process that if they do get a complaint, they know who to call, who to contact and then after hours, our</p>
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			Environmental impacts and the well being of our community is one of AkzoNobel's highest priorities. In this light, the site is being monitored and supported at the appropriate levels of the organisation.
Other	<p>37. When will you leave Sunshine?</p> <p>38. What chemical accident prevention policy and procedures do you have in place?</p>	<ul style="list-style-type: none"> • We don't want your factory here • For those who would like to keep up to date, please join our SANPAG group - https://www.facebook.com/groups/sanpag 	<p>POST FORUM:</p> <p>Peter (Q. 37): AkzoNobel has been a local employer and part of the Sunshine North community for other sixty years. We are committed to the area, and to rebuilding the community's confidence in us as a good neighbour.</p> <p>Ray/Peter (Q. 38): Our standards are very high and continuously reviewed and audited. There are robust systems and processes in place to both prevent spills or releases and to respond quickly to incidents to contain and minimise any impact.</p> <p>Our site emergency response team is well trained and equipped to handle chemical spills and to then assist and/or handover to the emergency services.</p> <p>The site is effectively banded to contain and treat any spill on site.</p>

Appendix A: Community Forum Agenda



Surrounding residents and other people interested in AkzoNobel's resolution of air quality and noise issues are welcome to attend.....

AkzoNobel Sunshine North Community Forum #4

26th October 2021 -- 6:15 - 7:45pm (attendees to log in from 6:10pm)

Format: The forum will be conducted virtually via Zoom (a link will be emailed to registered participants before the forum)

RSVP essential by 25th October: (<https://www.surveymonkey.com/r/KRSTNRV>)

PURPOSE OF THE SESSION:

To enable community members to ask questions, discuss their concerns about air quality and noise (relevant to AkzoNobel) and hear about progress, compliance and enforcement.

AGENDA

6:15 Meeting introduction (Scott Thomson, facilitator)

6:25 **AkzoNobel:** Update by Peter Black (Site Manager) and Cameron McNaught (Air Quality Consultant, Golder)

Topics include

- o Carbon filter (interim odour solution) update
- o RTO (permanent odour solution) update
- o Odour testing
- o Noise mitigation update
- o Community discussion

6:45 **EPA:** Update by Stephen Lansdell (Western Metropolitan Regional Manager, EPA Victoria) and Sam Sparks (Senior Environment Protection Officer)

Topics include

- o Compliance and enforcement update
- o Community discussion

7:05 **General discussion/Q&A**

7:45 Close