

QAL

	Commitments
Environmental Compliance and Policy	<ul style="list-style-type: none"> - Committed to a HSEC policy to minimise impacts on Health, Safety Environment and Community Management and improvement programs are in place for air quality, odour, water quality, waste, revegetation and resource conservation - Member of the <u>Port Curtis Integrated Monitoring Program (PCIMP)</u> which was established in 2001 as a cooperative, monitoring program for assessing the ecosystem health of Port Curtis, and to ensure the environmental sustainability of the Port of Gladstone - Member of the Federal Government's <u>Greenhouse Challenge Plus</u> program - Operations certified to the international environmental standard ISO14001:2004 since 1999 - Conducts annual independent auditing of Health, Safety, Environment, Communities and Quality systems through Lloyds Register
Health and Safety	<ul style="list-style-type: none"> - Known for <u>QSafe</u> a behavioural safety program which prevents unsafe acts through the adoption of positive reinforcement and feedback (motto "Mates Looking After Mates") - Developed <u>health and safety systems</u> which operate under mandatory Australian and New Zealand(AS/NZS 4801:2001) and International (OHSAS 18001:2007) health and safety management standards - Implemented a healthy lifestyle package whereby all employees receive free gym, golf and movies - Provides free skin cancer checks, influenza vaccinations, voluntary health monitoring and counseling services to employees and contractors - Operates as a drug and alcohol free site. Random testing is conducted daily to ensure compliance - Established "A Perfect Day" system to measure when there are no injuries, no environmental or health incidents, no near misses, no property damage and no community complaints. - Has a National Association of Testing Authority (NATA) accredited monitoring facility for asbestos and SMF fibre counting and identification. This is accredited to ISO/IEC 17025. - First Response Team trained to respond to incidents on site - Committed to an ultimate goal of zero incidents. - Has an active occupational hygiene monitoring program which undertakes a range of exposure assessments for employees and contractors
Stakeholder / Community Engagement	<ul style="list-style-type: none"> - As the largest corporate citizen, QAL forms an integral part of the region's social and economic fabric. Over the last 42 years QAL has worked to establish and maintain a reputation of providing infrastructure and supporting the community to enhance the quality of life for residents. - Provided extensive infrastructure to develop Gladstone including the Green Belt Zone (duck ponds, town pool, tennis courts, hockey fields and PCYC sporting grounds), raising of the Awoonga Dam, construction of the water treatment plant, building of the Boyne Bridge, Yaralla Sports Club and provision of medical professionals and services. - Established a <u>community forum</u> in 2001 which meets every two months to address industry-community issues - Established <u>community house</u> as a QAL retirees headquarters and also currently occupied by the Men's Health Service

	<ul style="list-style-type: none"> - Provides significant in kind and monetary support to not for profit organisations for initiatives that provide benefit to the quality of life within the local community - Created the <u>ALP Education Program and GAMSET</u> with specialist presenters and equipment to provide environment, safety and science modules in addition to professional development opportunities in schools - Established the Reef Guardian Fund for local schools to carry out environmentally focused activities - Provides <u>site visits</u>, utilising QAL retirees as tour guides - Provides a 1800 number for community feedback on operations - QAL employees are an integral part of numerous stakeholder groups providing industry representation - Annually contributes approximately \$200 million directly to the local economy in wages to employees and contractors and the use of local goods and services.
<p>Labour force recruitment and retention</p>	<ul style="list-style-type: none"> - QAL works under the Employer of Choice principle which aims to create an inclusive and associate-centred culture by providing meaningful and challenging work that creates opportunity for growth and development, recognising and rewarding achievements, hard-work and dedication. - <u>Employment Diversity and Development program</u> - <u>Graduate, PEPS and Engineering Co-op Program</u> to provide skills for University students - Extensive <u>Work Experience</u> program for high school students - <u>Vacation Employment</u> provides paid work experience for studying university students - Largest employer in the region – average workforce of 1070 employees and around 400 contractors - One of the largest apprentice employers in the State, with 86 apprentices on site -
<p>Infrastructure Development</p>	<p>Launched a capital <u>environmental improvement program</u> in 2003 worth \$230+ million to reduce the impact of operations on the environment and local community with the focus areas of:</p> <ul style="list-style-type: none"> • Dust • Odour • Noise • Alkali <p>Highlights from Management and Improvement Programs</p> <p>Installation of \$175 million gas fired Calciners, reducing particulate emissions by 95% and reducing CO₂ emissions by around 250 000 tonnes per year – the equivalent of taking 60 000 cars of the road.</p> <p>Installation of \$2.9 million cascading chute for the loading of alumina, reducing dust emissions.</p> <p>Installation of \$48 million baghouses on the seven boilers, reducing particulate emissions from 80 milligrams per normal cubic metre (mg/NM3) to less than 10 (mg/NM3). At these levels stack emissions are not visible.</p> <p>Installation of a \$3.5 million Thermal Oxidiser, to reduce odour emissions from the Digestion section by 40%</p> <p><i>Air</i></p> <ul style="list-style-type: none"> - Continuous dust monitoring on all licensed stacks - Continuous dust monitors, linked with wind speed and direction information, depositional dust gauges and internal quality audits

	<p>are used to monitor the effectiveness of dust reduction programs.</p> <ul style="list-style-type: none"> - Annual stack testing program, including license, NPI and process areas. - Air dispersion modeling and health risk assessment study conducted in 2008. - Continuous noise monitors, linked with wind speed and direction information - Annual license noise monitoring program <p><i>Odour</i></p> <ul style="list-style-type: none"> - Odour studies were conducted in 1999 and 2005 to identify point sources of odour throughout the operation - Committed to further reducing its odour impact on the community and is implementing odour reduction projects in consultation with industry experts. <p><i>Water Quality</i></p> <ul style="list-style-type: none"> - Chemical, fuel and process storage vessels are stored within bunded areas and procedures have been developed and implemented to ensure that the integrity of drains, bunds and interceptors are checked frequently. - Any rainwater captured in bunds is tested prior to release. - Ponds and licensed discharge points are monitored continuously to ensure quality of water is within limits defined by QAL's Development Approval prior to release. - Additional monthly monitoring of licensed discharge points, receiving waters and surrounding waterways - Annual groundwater monitoring <p><i>Wastes</i></p> <ul style="list-style-type: none"> - Paper, cardboard, scrap metal, timber, aluminium cans, hydrocarbons, mono goggles and gloves are recycled and materials are segregated for secure handling by approved facilities through a purpose built waste management facility. <p><i>Revegetation</i></p> <ul style="list-style-type: none"> - Exposed surfaces are revegetated to bind the surface to prevent dust generation as well as to improve aesthetics. - QAL in partnership with the Tree Planting committee has planted over 20,000 trees in the buffer zone between the refinery and the community. Committed to plant an additional 2 100 trees annually <p><i>Resource Conservation</i></p> <ul style="list-style-type: none"> - Seawater, which is readily available, is used for mixing with and pumping solid wastes instead of precious freshwater resources. - In the states largest recycled water initiative, QAL utilises the 95% of Gladstone City Council's tertiary treated sewage effluent in the process to reduce freshwater usage. As the population grows, QAL has the capacity to take more water
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