

Last updated: 28 April 2022

About the incident

What happened?

The wastewater treatment plant at our Kurnell terminal overflowed due to heavy rain, discharging approximately 700 litres of hydrocarbon residues with large volumes of stormwater onto Captain Cook Drive and surrounding areas.

What time did the incident occur and what time did clean-up commence?

The event occurred just after midnight, approximately 12:06am on Thursday 7 April. Emergency services were called following the event at approximately 1.30am and the wastewater treatment plant was brought under control as rain subsided. Emergency services took over management and response of the incident.

The seven Ampol employees onsite initially worked to contain the overflow of contaminated water at the wastewater treatment plant and assisted the emergency services response. Work commenced immediately on planning for the recovery of material discharged. Vacuum trucks began recovery on Thursday morning along Solander Street and Captain Cook Drive.

What caused the incident?

Heavy rain resulted in the overflow of our wastewater treatment plant, with pumps unable to manage the significant volume of rain. The overflow of water contained approximately 700 litres of hydrocarbon residues.

Why has it not happened before? Was this the highest volume of rainfall ever?

The system could not cope with the volume of rain, with the wastewater treatment plant receiving both wastewater and overflow from stormwater. This overflow of stormwater occurred both because of the significant volume of rain on that evening and because of the volume of rain in Sydney over the last few months. During previous storm events the rainwater would not reach the wastewater treatment plant as quickly as it did during the night of 7 April as there would typically be more absorption of rainfall in the ground.

Was there a pump failure?

There was a hose connection failure after the flooding of the wastewater treatment plant had already occurred. This did not cause or contribute to the incident.

Where is the wastewater treatment plant located and what is typically contained in it?

The wastewater treatment plant is located on the western part of the site. The wastewater treatment plant contains impacted water from our fuel storage areas and treats this water to separate hydrocarbons from it.

An oily hydrocarbon residue sits at the top of these tanks, which is cleaned regularly as part of the treatment process.

Ampol's investigations following the incident has shown the discharge contained diesel materials with a minor presence of heavier oils, suggesting some materials from refinery operations have remained in the wastewater separators.

How much hydrocarbon product was released? How do you know how much was released?

We estimate approximately 700 litres of hydrocarbon residue was released during the storm event. The amount is an estimate based on the size of the separator bays and the typical layer of hydrocarbon residue that rises to the top of the water contained in this tank.

Why was there hydrocarbon in the separators?

The wastewater treatment plant is there to treat water prior to it being discharged. The separators play the role of separating hydrocarbons from water and material captured is cleaned regularly.

What are you doing about the maintenance of equipment? Is there a backup pump to manage high volumes of water?

The issue was not equipment maintenance. The terminal has a proactive maintenance program which is recorded in our internal systems.

The wastewater separator system has three sets of pumps to manage the levels in the separators. These pumps started automatically as the levels rise. All pumps were fully operational at the time of the flood and started as per the requirements of the system.

In addition, the site has a back-up pump with a capacity of 1000 cubic metres per hour. This pump was also used during the storm event but lost the hose connection and had to be shut down until the hose was reconnected. This back-up pump did not have enough capacity to prevent the flooding of the wastewater treatment plant.

If this was forecast and given volume of water fallen prior, why was maintenance not completed? When was the wastewater plant last maintained?

During previous storm events the stormwater would not reach the wastewater treatment plant as quickly as it did during the night of 7 April. After the ongoing rain we have had over the last few months, there was minimal absorption of rainfall in the ground.

Maintenance is ongoing for all equipment in the terminal. Ampol conducts preventative maintenance, and all that maintenance is carried out regularly.

If this has never happened before, are there other reasons you're not telling us?

No. The Kurnell import terminal has not previously seen that level of flooding.

Why was there no alarm system? Why was the siren not used to indicate something was wrong and why weren't we informed immediately?

Emergency services were contacted and took control of the incident after 1.30am. We acknowledge our communication with the community could have been better and we will review our response procedures to identify areas of improvement.

Material released

What was in the liquid discharged? Could you be more specific than 'hydrocarbon residues'?

The release largely contained diesel materials with a minor presence of heavier oils. This has been determined from testing of materials that were released.

How much of it was released?

700 litres of hydrocarbon residue was released with large volumes of storm water onto Captain Cook Drive and surrounding areas.

Was there any benzene released?

Benzene has not been detected at all in soil samples returned and is below health guidelines (National Environment Protection Measures) for oil/water samples taken.

Why was it a black material, not typical diesel found in service stations?

Testing has shown diesel remnants from refining operations remained in the wastewater separators and this material was discharged with the release. This caused the black appearance of the material.

What do you mean 'below human health guidelines'? Will any exposure create a health issue?

The National Environment Protection Measures (NEPMs) are legal instruments that specify national standards for a variety of environmental issues, including when assessing contamination. The measures set national health-based standards for determining the risk of contamination to human and environmental health. 'Below human health guidelines' generally means below levels that would cause an impact to human health.

Further information can be found on the link below:

<https://www.epa.nsw.gov.au/~media/EPA/Corporate%20Site/resources/epa/150308-nepms.ashx>

Testing and results

What have been the testing locations?

Testing has been done at 50 locations around the impacted areas. Our independent environment consultant determined testing locations based on observations of contamination.

Samples have been taken from visually impacted areas (both water and soil) along Captain Cook Drive, Torres Street, the oval at Marton Park, the area around the Girl Guides Hall, the horse paddock, The Marton Park Wetlands and the creek along Captain Cook Drive and into Quibray Bay. Samples have been tested for the presence of fuel like materials (hydrocarbons) and this includes testing for components like benzene and toluene.

Testing has also been done at a number of private residences where required or requested. Individual reports will be prepared for these residents. Residents can continue to contact Ampol if they would like testing completed at private property.

Who is doing the testing?

Testing and analysis is being done by an independent environmental consultant (WSP) and a NATA accredited lab. Work will be validated by additional tests at the same locations in the next few weeks.

When will the community receive testing results?

The results of all testing will be shared with the community. This will include a table with raw data, a report interpreting the data, and maps indicating where samples were taken and the results at each location.

Initial testing results were received late last week and analysis and interpretation will take a few days. We are working as quickly as possible to get initial results released.

Vapour testing

Localised vapour testing is completed every day and has shown no levels of concern. We don't believe there are any health risks created by this incident. We understand there have been odours in the community and these will subside as further clean-up work is completed.

Will you be testing bores?

We will test all bores that are made available to us for sample taking. We are also in the process testing the groundwater wells that are in the area of the wastewater treatment plant.

Impacts to the community

Are there human health risks?

Ampol does not believe there are human health risks from the incident. However, testing is being completed and will be shared with the community. The EPA is also undertaking testing to provide further clarity on potential human health impacts.

What are the impacts to the environment?

We have engaged an independent environmental consultant to support investigative works to understand environment impacts. We are here for the long-term and deliver what is required to deal with any ongoing environmental issues. We believe the initial and ongoing clean-up will help minimise long-term environmental impacts.

When will the odours subside?

We expect odours to progressively reduce as further clean-up works are delivered. The level of odour will vary depending on issues such as wind speed and direction. Ampol will not use odorant in public areas going forward.

We have been told that hydrocarbon residue has just been left to wash away, is that correct?

No. Containment and clean-up works continued since with a team of 20-40 on site each day. Actions from our response team included the use of booms to contain product in the stormwater drains and local waterways and the removal of collected material by vac trucks and absorbent pads.

What odorants or other chemicals have been used in the clean up?

To suppress the odour created by the release, we used DEODOUR AIR Alpine in diluted form on the evening of Sunday 10 April. This product was used in accordance with the manufacturer's instructions.

What about water quality?

Water supply has not been impacted by this event. If you have any concerns, we encourage you to reach out to Sydney Water.

What is happening with the Marton Park sports field closure?

We are working with council on the ground closure. Testing has confirmed no contamination on Marton Park sports field, however further testing is being delivered while the oval remains closed. We will work with council to have the field reopened as soon as possible.

What is the impact to the horse arena – when will we receive further information?

Contamination was observed in a small section of the southern area of this site. Results of initial testing of the horse area will be shared over the coming days.

What is the impact to Botany Bay?

No visible contamination has been observed in Botany Bay. The NSW EPA has also inspected Silver Beach and has not seen any indication of contamination. Further inspections will continue. The NSW EPA will also continue to test waterways.

How much filtration has there been into the ground?

Results of testing to be communicated to residents will show locations of soil testing and any impacts. Remediation work will be delivered where required and we have identified these areas.

I reported hydrocarbons present in Cook Street, has this been attended to?

Yes. The Ampol team visited Cook Street in the hours following a report about potential impacts in this area. The material was observed not to be hydrocarbons. Regardless, the area has been cleaned by Ampol.

Why have Ampol representatives told residents it's up to them if they allow their families to continue using their yards and eating food grown in their yards?

There is only one yard that has been confirmed to have been impacted by the event. If residents have concerns and want testing to be completed on their property, please contact our community line on 1800 802 385.

Clean-up works

What has the initial clean-up focussed on?

We started clean-up with Captain Cook Drive and the immediate nearby waterways, the areas needing the most immediate attention. Work over the last week has involved a team of between 20-40 employees and contractors, with vacuum trucks and absorbent pads and booms deployed in waterways. These booms and pads are cleaned and replaced regularly. Impacted stormwater pipes have been inspected, flushed and vacuumed where needed.

Have any hydrocarbons run into waterways and what has and will be done to recover and remediate?

Yes. We have installed absorbent booms across impacted waterways to contain and recover as much of the hydrocarbon release as possible. Slick booms have and are also being used behind the absorbent booms in three places in the creek. Slick booms have a weighted curtain that hangs roughly 300mm into the water, slowing down the surface flow to allow absorption of sheens, where they exist.

Testing results and further investigative work will be done to determine what additional work is required.

What is the next step for clean-up?

The next step is remediating soil and grass in impacted areas – we have identified where this work needs to be completed. Works will commence in the following areas over the next two weeks:

- 131-137 Captain Cook Drive,
- 1-5 Torres Street,
- Garden of 6-8 Torres Street,
- Both sides of Captain Cook Drive between Torres and Bridges Streets,
- Impacted areas around the Girl Guide Hall and horse arena.

Commencement of work will depend on completion of in ground service location and approval of traffic management plans to ensure impacts to residents from this work are minimised.

How long will the clean-up take – when will remediation be completed?

We expect initial works to be completed over the next few months. However, Ampol is fully committed to undertaking the necessary clean-up both in the immediate and long-term to ensure community and environmental issues are addressed. Our ongoing testing will inform where further works need to be completed and we will do so until no further works are required.

Where is contaminated material being processed and disposed of?

A separation process will be completed onsite at a different location to where the spill took place. The material will then be sent offsite for processing.

Investigation, community engagement, compensation

What has been done to ensure an incident like this does not happen again?

Ampol has launched an investigation into the incident. The investigation will assess the root cause and will provide recommendations to prevent reoccurrence over the long-term. We will share the results of this investigation once completed with the community.

What has been done in the short-term to ensure it won't happen again if we get significant rain over the coming weeks?

The wastewater treatment plant has been inspected and further maintenance delivered. The bund wall around the plant has been repaired as it was damaged during the storm event and has been raised slightly to better manage any overflow. Remaining water has been processed by the wastewater treatment plant and it has full capacity to manage water.

It is going to rain again, how can you tell us this will not occur again with the separators?

We have taken steps to ensure the wastewater treatment plant has the capacity to manage significant future rain events. Our investigation into the incident is also ongoing and we will take any further preventative steps identified to ensure it does not happen again.

What is Ampol doing to address community concerns?

Ampol apologises to residents for the inconvenience caused by this event and recognises your concerns about it. We are fully committed to undertaking the necessary clean-up both in the immediate and long-term to ensure community and environmental issues are addressed.

If you have concerns about impacts to your property or elsewhere in the local community, please contact our Kurnell site office on 1800 802 385. We will deliver testing works in private property where residents request it. Where residents have been impacted, we are working with them to understand impacts and deliver clean-up works. We continue to engage with business on compensation.

Who can I call about compensation for impacts to my business or residence?

Ampol will provide compensation where required to residents and businesses. Please call our customer service team on 1800 240 398.

Where can I get further updates?

Regular updates are being provided on our website - <https://www.ampol.com.au/about-ampol/news-and-media/kurnell-update> or call our Kurnell site office on 1800 802 385.

Other

Why have oil spill employees on the Ampol wharf been removed? How can you say there will never be another spill?

We have not reduced any training or availability for our spill response team and continue to have spill equipment available to respond if required, including booms that can be deployed from the wharf.

Is the water in the open drainage next to the National Park on Polo Street affected? Has it been tested? It runs directly into the beach.

No, it is not impacted.

What is the latest with diesel odours in the stormwater pipe at the Ampol Kurnell wharf?

We are aware of complaints about odours in this area. We have undertaken testing of this pipe in the last few weeks and in years prior and these tests have shown no hydrocarbon contamination. However, we will investigate odours further and provide an update to the community over the coming month.

Additional Q&A - 20 April 2022

How do I go about being compensated for road closures and loss of income?

Ampol will compensate businesses impacted by road closures. Compensation enquiries can be submitted to ampolfeedback@ampol.com.au or by calling our customer service team on 1800 240 398.

When is approval expected from council to remove impacted council soil?

We are actively working with asset owners – telecommunications, gas, internet, electricity – to obtain their approval for the works. We want to ensure these works are delivered with minimal impact to the community – we will provide an update as soon as we have a confirmed start date which we expect to be early next week.

Has PFAS been tested for in any of the sampling and if so, has it been detected at any level? If not, will there be a new PFAS investigation opened?

We have not tested for PFAS in samples taken following this incident. There is an ongoing program of works to test for PFAS both on and offsite that commenced in 2017 and is being delivered by an independent consultant. We continue to report results to the NSW EPA.

How was this tank overlooked? What routine checks are conducted? Are there any other tanks 'forgotten' about that may also overflow? Can we see a risk management plan? The original reason being a 'failed pump' is there a backup pump installed in case a pump fails?

The separator bays have not been overlooked.

The separator bays are checked every day and oil residue at the top is cleaned regularly depending on levels. Further investigations onsite are indicating that material in the separators likely flowed into the separators as rainfall flowed through the site and picked up small amounts of refining residue from the ongoing remediation operations on site. This refining residue is progressively being disposed of at approved facilities.

Pump failure was not a cause. Pumps for the separator bays are maintained every six months. The wastewater separator system has three sets of pumps to manage the levels in the separators. These pumps started automatically as the levels rise. All pumps were fully operational at the time of the flood and started as per the requirements of the system. In addition, the site has a back-up pump with a capacity of 1000 cubic metres per hour. This pump was also used during the storm event but lost the hose connection and had to be shut down until the hose was reconnected. This back-up pump did not have enough capacity to prevent the flooding of the wastewater treatment plant. There are no other tanks on the site that receive stormwater and could overflow in this manner.

When are you door knocking to reach the impacted members of the community who are not on FB?

We continue to engage directly with residents impacted. We prioritised the one property that was directly impacted and subsequently those residents who have requested testing in their property. Face to face engagement around the impacted areas is continuing.

Where exactly is the data of the testing being published?

Test results from public areas will be published on Ampol's website - <https://www.ampol.com.au/about-ampol/news-and-media/kurnell-update>. Test results for private residents will be provided directly to each resident. Questions re EPA's testing are best directed to them.

The horse arena remains closed, have any results of the testing that's been done at the horse arena been returned and if so, what were the findings?

Two soil samples were taken in the horse arena. The results show no detection of hydrocarbons in one sample. However, the result of the second sample returned results above the National Environment Protection Measure guidelines for dermal contact. Planned remediation work will remove and replace the

impacted soil to remove any health risk and we are in the process of resampling the area. We are awaiting final approvals to commence this work and will keep you updated.

Air monitoring results - confirmation that the air quality is safe for residents to return home

Localised vapour testing is completed every day and has shown no levels of concern. We don't believe there are any health risks created by this incident.

What was the route taken by the overflow / what is the area impacted?

A map of the impacted area is included in the initial results of testing and is available on our website - <https://www.ampol.com.au/about-ampol/news-and-media/kurnell-update>.

Where did emergency services take over management and response to the incident? On Ampol land or within the community?

Within the community. This occurred at approximately 1.30am.

EPA had some guidance given out one on one on how to check bore water. When will this be distributed to all residents?

Ampol will undertake testing of bores where requested. Please contact our Kurnell site office on 1800 802 385 to arrange.

What other clean up chemicals are being used besides DEODOUR AIR?

None

When were tests started?

Samples for testing began being collected on the day of the incident.

What was in the storage and separators, diesel itself is mixture of hydrocarbons. Diesel or fuel oil

Tests have shown the material discharged is of a diesel nature in general.

You have advised the odor will reduce over time however what is the "time"? 1 week, 1 month, 6 months, a year? Seems like each time the wind stops the odor is there just as strong.

We expect the remediation of soils over the coming weeks to help reduce the level of odours in the community. We are currently finalising approvals so we can commence this work ASAP.

What are the dimensions of the separator bays?

Each separator is approximately 50 metres long by 8 metres wide. There are four separator bays in total. Total surface area is approximately 1,600 square metres.

Additional Q&A - 28 April 2022

Is Ampol keeping businesses updated?

We have engaged with ~15 businesses since the incident. We will continue to post community updates to our website and will ensure letterbox drops reach businesses in the local area.

What PID testing and air monitoring has been done?

A photoionization detector (PID or gas detector) has been used during clean-up to detect and measure the presence of any hydrocarbon vapours. A PID has been used in multiple locations at different times of the day every day since the clean-up commenced on 7 April. Hydrocarbon vapours have not been detected.

For the remediation of impacted soils and grass, PIDs are being used to guide excavation levels. We have estimated 200mm is the level required to remove impacts, but more soil will be taken where required. We know there are areas where deeper excavation is needed. We are focussed on excavating to ensure contamination is removed.

Soil samples at the base of the excavations are being taken and will be analysed to validate this work. We will make these results publicly available. Remediation is being overseen by WSP and by the NSW EPA, who have been on site to validate works delivered.

What is the latest on testing and testing schedule? When and where are you testing?

WSP is working to take and return results to residents that have requested soil testing. Testing is being completed at 19 private residences and results are being progressively returned. We are also responding to community requests for testing in other public areas, including at the end of Balboa Street.

We have also taken soil samples at the base of remediated areas. Results are being returned as soon as possible and will be provided to the EPA for validation. Results will also be made available to the public. We expect this to occur progressively over the coming weeks.

Ambient air testing has also been done at 20 locations and these results will be returned next week.

Why have driveways near the roundabout not been excavated?

Ampol is consulting with residents whose driveways and access will be impacted by work. Work will be completed as we receive input from these residents. Testing around these areas will ensure no contaminated soil is left.

Can you please explain why we are getting very high readings on the PID tester in areas you have remediated?

No. We would need to understand the device, what it is testing for, calibration, areas sampled, etc. For the remediation of impacted soils and grass, PIDs are being used to guide excavation levels. Soil samples are then taken to validate that contamination has been removed. We are happy to discuss our testing process and results with you, please call 1800 802 385.

Can we use the horse arena now?

We are waiting on soil testing results to validate the remediation works. The reopening will be a decision for others once this has been completed.

Ampol's contractors spent days behind the RFS station and along the edge of Marton Park trying to clean the waterway. Why is this area not captured in your map of impacted areas?

We inspected this area following the incident and materials in the area were observed to be unrelated to this incident. However, we have undertaken clean up works of these materials. We have also taken samples and are testing. We will make these results available to the public and deliver further works if they are required.

Where is soil and turf coming from?

Soil and turf being used to replace material excavated has been sourced from BC sands Caringbah NSW – top soil, Lawn Solutions Richmond NSW – turf. The contaminated material is being covered and transported into the terminal awaiting additional sampling and waste category classification. The classification of the waste material will determine the most suitable licenced facility to process the waste.

Can we communicate EXACTLY what went wrong (in detail). Assuming 3 weeks is plenty of time to complete an 'investigation'

Our investigation is ongoing. We have committed to updating the community once it is complete.

Can you please make available your testing schedule - what are you testing and where? Your crew haven't been able to advise and have simply said "we're doing more than what the EPA says". Then please give us your schedule.

Current testing is focussed on areas where remediation work is being delivered. Soil samples are taken as we get to required excavation levels in areas being remediated. Results are being returned as soon as possible and will be provided to the EPA for validation. Results will then be made available to the public. We expect this to occur progressively over the coming weeks.

The other current focus for testing is to respond to community requests at private property and in other public areas.

When can we expect to receive your sampling results? All we have been given are results from 7/8 April.

The results for soil sampling in remediated areas will be made public progressively over the coming weeks.

Are you using fresh grass? Some of it looks brown?

We are using fresh grass from Lawn Solutions in Richmond, NSW. The grass at the end of rolls will sometimes be discoloured. We are maintaining a watering schedule as advised by our providers where new grass has been laid.

The fuel smell is still very very obvious coming out of the drain and directly into the beach at the ship's pier, directly under it.

We are aware of complaints about odours in this area. We have undertaken testing of this pipe in the last month and these tests have shown no hydrocarbon contamination. However, we will work with the EPA to investigate odours further, including through camera investigation, and provide an update to the community over the coming months.

Does Ampol have previous water testing results (especially from the 26/03/2022 when resident William Ryder reported the incident to EPA)?

Yes. These results have shown no hydrocarbon contamination. Results have been provided to community members that have asked for them. However, we will investigate odours further and provide an update to the community over the coming months.

If there is no diesel in the water that is being released into Botany Bay, why is there a diesel odour being emitted from the pipe and water?

Recent test results have shown no hydrocarbon contamination. We will investigate odours further and provide an update.

On numerous occasions different Ampol staff have notified me that the contaminated water is from the national park. Does Ampol have positions where this water enters Ampols subsurface drainage system?

The stormwater pipe is owned by Ampol from within the terminal site, to the gate in our Right-of-Way at Prince Charles Parade. After that, stormwater drains from the road feed into it and the pipeline becomes council property. Ampol will investigate odours further, including through camera investigation, to understand if there are issues that need to be addressed.

Does Ampol admit that there is a problem with the odour that is being released from this pipeline? If so, are they planning on remediating the issue?

Results of recent testing has shown no hydrocarbon contamination. However, we will further investigate odours and provide an update.

Is Ampol willing to camera the pipeline to make sure the concrete pipeline has no groundwater leaching or contaminants other than what Ampol releases into the drainage system?

Yes. We will do further works to investigate odours further, including through camera investigation, and provide an update.

Is NSW Health aware of the potential chemicals that the community was exposed to BEFORE the sampling was conducted? Evaporation is highly likely to have impacted accurate results given the lack of urgency to conduct testing.

Samples for testing began being collected on the day of the incident. A PID was used as the clean-up commenced on 7 April and hydrocarbon vapours were not detected.

Testing has been done at 50 locations around the impacted areas. Our independent environment consultant determined testing locations based on observations of contamination. Samples were taken from visually impacted areas (both water and soil) along Captain Cook Drive, Torres Street, the oval at Marton Park, the area around the Girl Guides Hall, the horse paddock, The Marton Park Wetlands and the creek along Captain Cook Drive and into Quibray Bay. Samples have been tested for the presence of fuel like materials (hydrocarbons) and this includes testing for components like benzene and toluene.

Testing has also been done at private residences where required or requested. Individual reports will be prepared for these residents. Residents can continue to contact Ampol if they would like testing completed at private property. Testing and analysis is being done by an independent environmental consultant (WSP) and a NATA accredited lab. Work will be validated by additional tests at the same locations in the next few weeks.

We have been breathing in a chemical odour since just after midnight on Thursday 7 April - are you certain of no human health risks from the incident?

A photoionization detector (PID or gas detector) has been used during clean-up to detect and measure the presence of any hydrocarbon vapours. A PID has been used in multiple locations at different times of the day every day since the clean-up commenced on 7 April. Hydrocarbon vapours have not been detected.

Has air sampling been conducted? Residents are complaining of breathing issues and can still smell it in the air.

A photoionization detector (PID or gas detector) has been used during clean-up to detect and measure the presence of any hydrocarbon vapours. A PID has been used in multiple locations at different times of the day every day since the clean-up commenced on 7 April. Hydrocarbon vapours have not been detected.

Ambient air testing is also being undertaken in 20 locations and these results will be returned and made available to the community next week.

When will we have confirmation that air quality is safe for the residents who have moved out of the community to return home?

A photoionization detector (PID or gas detector) has been used during clean-up to detect and measure the presence of any hydrocarbon vapours. A PID has been used in multiple locations at different times of the day every day since the clean-up commenced on 7 April. Hydrocarbon vapours have not been detected.

Why are there no air testing results as we can still smell vapours. What type and how much hydrocarbons have we been inhaling since the spill?

A photoionization detector (PID or gas detector) has been used during clean-up to detect and measure the presence of any hydrocarbon vapours. A PID has been used in multiple locations at different times of the day every day since the clean-up commenced on 7 April. Hydrocarbon vapours have not been detected.

We expect odours to progressively reduce as further clean-up works are delivered. The level of odour will vary depending on issues such as wind speed and direction.

Why didn't SSC, Ampol, NSW Police or NSW Fire & Rescue order the closure of the road at the intersection of Captain Cook Drive & Torres St (where the spill was most evident) immediately?

Ampol is not able to make decisions on road closures.

What is the emergency communications protocol to ensure all relevant government agencies are immediately notified of the disaster? Who is responsible for issuing the alert or making the calls?

The event occurred just after midnight, approximately 12:06am on Thursday 7 April. Emergency services were called by Ampol following the event at approximately 1.30am.

Ampol state that emergency services took over management and response of the incident just after 1:30am within the community. We know that did not happen until much later in the morning and it wasn't managed by NSW Fire & Rescue. What happened when the truck headed to the terminal at 1:54am to meet with Ampol and why wasn't anything done by either party to protect and warn the residents of Kurnell at this time?

An Ampol investigation into the cause and response to the incident is ongoing. We have committed to updating the community when completed.

Did the Ampol team follow the Ampol Emergency Management Plan?

We have committed to updating the community when our investigation is completed.

Can Ampol comment if there were any failings in following this procedure?

An Ampol investigation into the cause and response to the incident is ongoing. We will update the community when completed.

Do Ampol run training for employees to be inducted into the EMP?

Yes. All Ampol employees that are part of our Kurnell incident response team are trained. Recertification occurs every 12 months.

If so, were all workers onsite correctly briefed on the current EMP?

Yes. All Ampol employees that are part of our Kurnell incident response team are trained. Recertification occurs every 12 months.

Who was in charge of implementing the plan?

The Terminal Manager is responsible for implementing the plan.

Who was the highest level manager on shift on the night of the spill?

An operations team was onsite at the time the incident occurred. The Terminal Manager arrived after being notified, per our procedures.

What time and date did EPA officers arrive on site?

That is a question for the EPA.

How did Ampol work out the stated 700L of hydrocarbons in the spill?

We estimate approximately 700 litres of hydrocarbon residue was released during the storm event. The amount is an estimate based on the size of the separator bays and the typical layer of hydrocarbon residue that rises to the top of the water contained in this tank.

What's the size of the holding tank? Litres and dimensions.

Each separator is approximately 50 metres long by 8 metres wide. There are four separator bays in total. Total surface area is approximately 1,600 square metres.

What is Ampol Australia & NSW Government doing to stop no spillage or odours ever again?

An Ampol investigation into the cause and response to the incident is ongoing. We will update the community when finalised.

Why wasn't preventative action taken in 2014 to avoid the same accident occurring?

Heavy rain resulted in the overflow of our wastewater treatment plant, with pumps unable to manage the significant volume of rain. An Ampol investigation into the cause and response to the incident is ongoing. We will update the community when finalised.

To what level is Ampol going to remediate the local environment and when will Ampol notify the local community what they are going to do?

We are here for the long-term and will deliver what is required to deal with any ongoing environmental issues. We continue to update and engage with the community on works.

When will all remediation works be completed?

We will continue remediation works until all issues have been addressed.

What is Ampol doing to assist in regeneration of the lost native flora and fauna?

We will work with the community on long-term plans to contribute to the local environment.

To what extent will Ampol compensate the local community for damages?

Ampol will and is providing compensation where required to residents and businesses. This includes providing compensation to businesses and others impacted by road closures. Please call our customer service team on 1800 240 398.

