

Ampol Kurnell Emergency Management, Community Working Group

Meeting minutes – meeting 3

13 September 2022



Project	Ampol Kurnell Emergency Management, Community Working Group (CWG)	Date	13 September 2022
Venue	Ampol Kurnell Fuel Terminal, 2 Solander Street, Kurnell Training Facility – SOB meeting room 7	Time	6.30pm-8:00pm
Purpose	Meeting 3 CWG		
Attendees	<p>Isabelle Moss, Chair (WSP) Lyn Atkin, resident Robyn Heagney, resident (arrived late) Sarah-Jo Lobwein, resident Luke Fox is attending in place of Cameron Wade, OPO L3 District Services Coordinator, Illawarra/Sutherland NSW Rural Fire Service Peter Rozea is attending in place of John Gonzalez, Chief Inspector, NSW State Emergency Service Rod Rutledge, Group Process Safety, Environment & Regulatory Manager, Ampol Helen Stanley, Community Relations, Ampol Steve Nguyen, CWG secretariat (WSP)</p> <p>----- Observer Daniel Scully, Community Relations, Ampol</p>	Apologies	<p>Reina Gaunt, resident Jeff Potauaine, resident Rob Stanley-Jones, resident & President, Kurnell Progress and Precinct Residents' Association Cr Leanne Farmer, Sutherland Shire Council John Gonzalez, Chief Inspector, NSW State Emergency Service Craig Middleton, Superintendent/Commander Sutherland Shire Police Area Command Trent Lawrence, Superintendent, Zone Commander Georges River, Fire and Rescue NSW Peter Cleary, Superintendent Zone Commander, FRS NSW David Peninton, National Operations Manager, Ampol Kurnell Ella Burgess, CWG secretariat (WSP)</p>

Item	Actions/notes
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Welcome to the CWG

- The meeting commenced at 6:35pm.
- The Chair welcomed all and gave an Acknowledgement of Country.
- The Chair noted apologies from the meeting.
- The Chair noted previous meeting minutes are on Ampol's website.
- The Chair recapped previous action item.
- The Chair gave a recap of last meeting and noted that today's meeting is about seeking the CWG members' feedback on Ampol Kurnell's emergency communication preferred options. From there, discussion will focus on the specifics of Whispir messaging (Ampol Kurnell Emergency Communication System) and how Whispir can work in practice.
- The Chair asked members if they had any further questions or items relevant to Ampol Kurnell communication scope.
- The Chair noted that today could be the last meeting for emergency response CWG.
- The Chair introduced the agenda.

Review of communication options and further feedback

Rod gave a recap of the previous meeting and key lessons learned from the April 7th event and the proactive management of the severe weather event from July 1st to 4th, where Ampol Kurnell applied the learning from the April 7th event to improve Ampol Kurnell communication with the community.

Rod noted two key lessons learned from the April 7th event

- Improving communication to the community at the time of an incident
- Understanding what actions Ampol Kurnell can / cannot take beyond the site perimeter at a time of an emergency

Rod noted having other emergency agencies such as FRNSW and the Police input at the last meeting was very useful to the point raised of what Ampol Kurnell cannot do at the time of an emergency. For example, Ampol Kurnell cannot format a message and direct the community to evacuate Kurnell during an emergency; this must come from the responsible emergency service agency.

Rod emphasised that evacuation orders or closing the road are not Ampol Kurnell's role. There are constraints in terms of emergency response of what Ampol Kurnell can and cannot do.

Rod clarified that Ampol Kurnell can provide quality information relating to the terminal at the time of an incident but cannot direct the community. For example, the nature of an event, such as a false alarm to a spill or leak at the terminal and where it occurs in relation to the terminal.

- A community CWG member asked what direction can Ampol Kurnell give or who can the community contact regarding the emergency.
- Rod responded that in the event of an emergency at the terminal, Ampol Kurnell would have already contacted the relevant emergency services agencies and for the community to be alert and follow the direction of the emergency services.
- A CWG member commented that the community wouldn't want a situation where Ampol Kurnell is communicating something out, and the community is unsure as to who is giving direction to the community. There needs to be a clear line of messaging of who is responsible for giving direction.
- Rod commented that Ampol Kurnell spoke at previous meetings about the July incident where it was a balancing act to be pushing communication out to the community while at the same time trying to respond to the incident and the use of social media platform, for example, Kurnell Resolution Facebook Group
- Rod talked about the different communication options and favoured implementing Whispir (SMS/Email/Voice)
- A community CWG member commented that important communication would be lost by comments if social media is used as a form of communication in an emergency and agrees that SMS option is more preferred.
- The Chair sought confirmation from other CWG members whether they have had any other feedback from the community about the different options.
- The CWG members agreed Whispir was the preferred option.
- A community CWG member commented that her concern would be older residents navigating the SMS on the phone. There are some residents that may not be comfortable with the technology; however, the CWG member acknowledged that in the event of an emergency, Kurnell neighbours would be checking in with these older residents.
- A community CWG member commented that the community need a formal communication channel (e.g. Whispir) from Ampol Kurnell and have people understand what system is used by Ampol Kurnell would be beneficial.

Rod spoke about different Whispir messaging examples and the sequencing of the messages

1. **Initial notification:** remain alert and standby for further information
2. **Incident notification:** emergency services have been contacted. Standby for further information. Remain alert and follow any direction from emergency services.

3. **Incident update:** providing further information about the nature of the incident. Terminal emergency response team would send out preformatted text relating to the nature of the incidents occurring on site.
4. **Incident updates refer to social media**
5. **False alarm**
6. **Abnormal Test**

- A community CWG member asked, would Ampol Kurnell message tell the community what the incident on site is?
- Rod responded that the Ampol Kurnell emergency response team would seek to inform the community of the nature of the incident (eg whether it is a spill or fire).
- Helen mentioned that when Ampol Kurnell have an emergency and the alarm sounds, an EMT (Emergency Management Team) would be stood up and take over the communication. But up to the **incident update** point, Ampol Kurnell would rely on the operation staff at the terminal to manage Whispir communication.
- A CWG member expressed concern about information communicated from Facebook and that people's reliance on this medium would outweigh what they are being told by emergency services.
- Rod responded that messaging on social media would need further discussion with the CWG members.
- A community CWG member asked, is there a hand-off point where Ampol Kurnell would hand over the communication to emergency services agencies?
- Rod responded that there is a point where emergency services agencies on site will take over the situation and be the incident controller and will manage all communication from then on.
- A community CWG member suggested there ought to be another point between messaging sequences 3 and 4 to let the community know that the communication about the incident is handed over to emergency services and that further communications would be at the direction of the emergency services from then on.
- Rod stated that the Whispir messages do not have to be sequenced as proposed. Ampol Kurnell EMT can hand over the communication once emergency services arrive and take over the incident. This would free Ampol Kurnell from managing the messaging and minimises confusion for the community.
- Rod also noted that social media does have a role but it should not be confused with, or cut across, formal sources of information (ie Whispir & emergency services)
- A CWG member re-emphasised that it's important not to give the impression that social media is the only source of information.
- Rod sought suggestions from the CWG about description for location when communicating incident location using Whispir messaging.
- A community CWG member suggested using geographical terms, landmarks, or streets, which will be easy for the community to identify quickly.
- Rod responded that Ampol Kurnell would try and find an optimum description for identifying locations when an incident occurs, which would be meaningful to the community.
- A CWG member suggested using predetermined geographical sectors would also help.

Rod talked through how Whispir would work in practice for future event

- A community CWG member commented that the messaging from Whispir will need to be clear around the distinction between an incident impacting only onsite versus potential off site impacts (eg odour, smoke) and where in relation to the geographical area, so it is clear to the community.
- Rod responded by giving the example of the April 7th incident where at the time, flood water had carried the hydrocarbon from Ampol terminal site to off site and road. Rod explained that there is a fine line about how Ampol Kurnell's EMT would manage the messaging during an incident. And

because of the dynamic nature of an incident, it can be difficult to provide the exact location of the incident. Ampol Kurnell will always aim to provide information to the best of its knowledge in a time efficient manner.

- A community CWG commented that during the April 7th event, there was a lot of confusion around the management of communication.
- A community CWG member asked in the event there's another a spill at Kurnell terminal and residents can smell it, would Ampol Kurnell issue a "shelter in place" notice?
- A CWG member commented that during the April 7th event, it was a really confusing situation and that it was difficult even to determine who's the appropriate combat agency.
- A community CWG member asked in the event there's another spill at Kurnell terminal and if residents had informed Ampol Kurnell that the spill is now in the street, what is the process from Ampol Kurnell EMT to communicate to residents?
- Rod responded that there is an approval gateway Ampol Kurnell needs to adhere to and work with emergency services on the preformat messaging and whether they are comfortable for Ampol Kurnell to communicate that.
- Helen reiterated that Ampol Kurnell is not the expert on flood water and where it goes. Ampol Kurnell would rely on emergency services to provide direction to community.
- Rod reiterated the key formatted messages in Whispir are important, but it does not replace the communication from emergency services, such as evacuation or shelter in place order. The community should follow the direction of emergency services.
- A community CWG member commented that having Whispir would be much better than if we didn't. At least the community would have some idea about the incident and who they should listen to or take direction from.
- Rod noted that the input and acceptance of the community for Ampol Kurnell to use Whispir going forward means Ampol Kurnell can now take the project forward, test and execute its application. Ampol Kurnell will form a project team led by Daniel Scully to take Whispir communication to the next phase, which would be to review and finalise the preformatted messages with the emergency services agencies. Ampol Kurnell would then reach out to Kurnell community to register for the Whispir platform for the purpose of a pilot prior to finalising.
- A community CWG member mentioned there is a Kurnell Village Fair coming up in October, which would be a good opportunity for Ampol Kurnell to start taking registration.
- Daniel acknowledged the member's suggestion and would take it on board.
- Helen also noted that communication about Whispir platform will be mentioned in the next Ampol Kurnell Newsletter.
- A community CWG member also suggested using social media to prompt residents to update or register their interest for Whispir?
- Helen and Rod acknowledge that this is a good idea.
- A community CWG member mentioned that the community can also be reminded again at the Kurnell progress meeting.
- A community CWG member asked, at what level of emergency would trigger the implementation of Whispir?
- A community CWG member mentioned at a previous meeting that Ampol Kurnell described the incident management process and the different alarm levels that Ampol Kurnell would need to respond to.
- Rod confirmed that the sound of the siren at the terminal was to activate mustering and for Ampol Kurnell team members to adopt emergency mode and initiate response protocol.
- Rod recapped that Ampol Kurnell will need to develop in consultation with emergency services the initial key preformatted messages for Whispir.
- The Chair recapped the objectives and purpose of the CWG for emergency response and checked with the attending members that these objectives had been met. The Chair believed that this

CWG had met all the objectives initially outlined and proposed ending the emergency response CWG.

- The community CWG members and Ampol Kurnell representatives agreed and accepted the Chair's proposal.
- A community CWG member asked what Ampol Kurnell would do about social media messaging.
- Helen suggested that if the community member was comfortable having further discussions around social media communication meetings only and not connecting to emergency responses. Helen noted that it would be up to Ampol Kurnell and the community to explore what is possible and manageable in terms of social media communication and will not need the attendance of other emergency services.
- A community CWG member mentioned not all community members are present. Therefore, it would be difficult to make the decision right away.
- Helen responded by reaffirming that Ampol Kurnell community engagement team are on site and will work with all members to come to a resolution about social media communication.
- A community CWG member asked how long it takes for a community member to register for Whispir?
- Helen responded that while sign up was very quick, it would need to be done during business hours. This is because registration is a manual process that requires someone to load the details into the system.
- The Chair reaffirms that there needs to be a drive for Ampol Kurnell and the CWG members to promote and market Whispir system to Kurnell community.
- Helen agreed, once the minutes were sent out, an email would be sent by Ampol Kurnell to the Brand Kurnell CWG members to suggest a separate meeting to discuss the role of social media communication for those that are interested .
- A community CWG member suggested this could also be raised at the next progress meeting to see what the community would like to achieve—noting that it will be separate from the emergency response protocol and Whispir system agreed by the CWG tonight.

Rod to update Whispir messaging to include a handover communication, as required, from Ampol Kurnell to Emergency Services. This to be agreed with emergency services prior to implementation.

Ampol Kurnell community relations to email the community CWG members and arrange for a separate meeting to discuss social media communications.

Wrap up

- The Chair confirms the CWG for emergency response is closed as of today and thanked Ampol Kurnell, the emergency services agencies and community CWG members for their time and contribution.
 - A community CWG member thanked Ampol Kurnell and emergency services for the opportunity to be involved in the CWG.
 - The meeting closed at 8pm.
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