

Major Hazard Facility

COMMUNITY FACT SHEET



**COPPER
REFINERIES**

A GLENCORE COMPANY

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This fact sheet contains important information for the local community about Glencore's copper refinery in Townsville, Copper Refineries Pty Ltd (CRL). Our operation is defined as a Major Hazard Facility (MHF) under section 9 of the *Queensland Work Health and Safety Regulation 2011*. The health and wellbeing of our people and communities is our priority and we have comprehensive measures in place to ensure any potential impacts from our operations are avoided or minimised.

OPERATIONS OVERVIEW

Our copper refinery began operations in 1959. Today, it is one of the world's leading electrolytic copper refineries with a refining capacity of 300,000 tonnes per annum, making it the largest in Australia. CRL is located south of the Bruce Highway, off Hunter Street in Stuart and approximately 10 kilometres south-west of central Townsville in the North Queensland region. It is also situated within the 4,900 hectare Townsville State Development Area (TSDA).

CRL operates 24 hours a day, seven days a week. It is an important contributor to the regional economy and Townsville community, providing work for over 200 people.

Copper anodes from Glencore's Mount Isa Mines copper smelter in north-west Queensland as well as anodes imported from other copper smelters

are treated using the ISA PROCESS refining technology, pioneered by Mount Isa Mines in the late 1970s.

The electro-refining process removes impurities to create 99.9% pure, high quality copper cathode that is transported to our port operations at the Port of Townsville for export to customers worldwide. The copper we produce is vital to modern society and used extensively in electricity generation and distribution, building products and electronic equipment.

We also operate a remelt furnace that remelts reject and scrap anodes and casts the copper into compliant anodes for processing, as well as a mother plate manufacturing operation that produces mother plates used in the electro-refining process for sale to refineries around the world.





MAJOR HAZARD FACILITY

As an identified Major Hazard Facility (MHF) we are required to develop a Safety Case Report to demonstrate to the regulator (Major Hazard Facilities Unit, Workplace Health and Safety Queensland, Office of Industrial Relations) how we eliminate or minimise any risks from our operations to our people, property and the environment. Our Safety Case demonstrates that we:

- have developed and implemented a comprehensive safety management system onsite, ensuring effective management of hazards to minimise any potential risks to our people, the environment and the community
- assessed and understood major incident hazards, and established fit-for-purpose processes and controls to prevent and mitigate risk from hazardous materials to our people and neighbours
- have a comprehensive emergency management process in place so that in the unlikely event of an emergency, we are decisive in our response to effectively bring the situation under control
- continuously challenge our practices and outcomes with a view to improving our health, safety, environment and community performance.

SAFETY MANAGEMENT SYSTEM

We take the health, safety and wellbeing of our people, the environment and our communities seriously.

The Refinery Safety Management System is incorporated into the site Integrated Management System (IMS). It encompasses all elements of our operations and focuses on the integration of health, safety, environment, community and quality (HSECQ). Our IMS sets the foundation to achieve responsible business practices for a safe, productive and healthy work environment.

POTENTIAL INCIDENT ASSESSMENT

In accordance with statutory requirements we have conducted a detailed analysis to identify and assess the potential for Major Incident Hazards, including their possible causes and consequences. We assessed the adequacy, suitability and effectiveness of existing control measures and considered how these could be appropriately improved.

Our assessment identified two types of Major Incident Hazards, which had the potential to occur should adequate controls not be implemented:

- fire or explosion of a flammable substance (such as natural gas)
- generation of hazardous gas from operational processes.

We undertook a comprehensive assessment to evaluate the risks of these events to confirm they are managed appropriately. **Our assessment found it is not reasonably foreseeable that any major incident event would have an impact offsite to the community.**

OUR RISK CONTROL MEASURES

- **Governance and Leadership** - effective governance, leadership and planning processes to ensure sound performance in health, safety, environmental and community performance. This includes setting objectives and targets, planning and resource management, strong leadership, clearly defining accountabilities and responsibilities, and monitoring and evaluating performance against key performance indicators.
- **Training and Competency** - we undertake training and assessment to ensure our people have the knowledge, skills and qualifications to enable them to do their work safely and effectively.

- **Communication and Engagement** - we communicate with our workforce and stakeholders openly and transparently on health and safety matters. We recognise the great value our people can contribute to the understanding and management of hazards and risk in the workplace, as well as promoting a positive safety culture where everyone makes safety a priority.
- **Hazard Identification and Risk Management** - wherever possible we eliminate hazards. Where this is not possible, we implement high level substitution and engineering controls to reduce the likelihood and consequence of the risk, supported by administrative, training, PPE and behaviour management controls.
- **Operational Integrity** - we have extensive processes in place to ensure the safe operation of plant and equipment. We undertake life of operation and change management processes to ensure all plant and equipment is fit-for-purpose, inspected, maintained and has safety features to prevent and respond to potential deviations.
- **Incident and Emergency Management** - incident reporting is an important process for ensuring the recognition, response, reporting, and investigation of incidents. It enables corrective and preventative actions to be implemented to prevent reoccurrence. We have developed an Emergency Management Plan to minimise the potential consequences in the event of an emergency situation.
- **Monitoring and Review** - we have integrated processes to monitor and measure key characteristics of the refinery's operations and activities. Performance is assessed through observations, inspections, audits and reporting against standards and key performance measures. Performance is then reviewed to ensure appropriate corrective actions are implemented as required.

- **Continuous Improvement** - we are committed to challenging our practices and outcomes with a view to achieving continuous improvement.

EMERGENCY MANAGEMENT

Our Emergency Management Plan (EMP) sets out the procedures and tools that can be applied in the event of an emergency to effectively manage an incident. The EMP:

- helps assess threats before they happen to maximise preparedness
- supports development of appropriate responses to identified threats and crises and bring the issue to a resolution
- provides a team structure to best manage an emergency incident
- gives instant guidance to the Emergency Management Team (EMT) and outlines individual roles and responsibilities
- ensures all aspects of communication required during a crisis are covered
- ensures the right support is provided to employees and their families
- supports the recovery process to resume operational activities once the crisis is over.

Our EMP is shared with Regulators and Emergency Services. The plan is regularly reviewed as part of our continuous improvement cycle and incorporates feedback from Emergency Services.

In an emergency situation, CRL personnel will call our refinery internal number 99 for Emergency Services, who will provide the primary on-scene emergency response. If 99 does not respond, personnel will call 000.

Our employees are all trained in how to respond in the event that an emergency occurs, including notification, evacuation, and response. Emergency exercises are used to test the site's emergency response capabilities and, where appropriate, we also collaborate with external Emergency Services in conducting these exercises.

Community response during an emergency

It is not reasonably foreseeable that an incident at CRL could impact our neighbours outside of the operational boundary. If you live or work close to the copper refinery, you should not be in any danger in the event of an onsite emergency, nor do you need to take any action to protect yourself.

If for any reason an emergency does require you to take action or evacuate, you will be notified by Emergency Services personnel.

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