

Landholder safety around QGC infrastructure

Natural gas is safely used by millions of people around the world for cooking, heating, electricity and industrial purposes.

It is colourless and odourless but, like all fuels, is flammable. That's why safe operating practices must be followed when working near natural gas infrastructure.

Safety is QGC's number one priority. In line with that approach, QGC's facilities are designed, monitored and maintained to meet stringent industry standards, legislation and regulations.

This fact sheet and other information we provide is intended to make you aware of practices that ensure your safety, as well as the safety of other people, property and the environment.

So that our businesses can continue to coexist safely, we ask that you follow the simple steps explained below.

Working around QGC infrastructure

Please call your QGC representative or the QGC community information line on 1800 030 443 before undertaking any work within 15 metres of QGC's above or below ground infrastructure.

If you call us directly, we can help you immediately with the information and resources you need to undertake your work in a safe manner.

Alternatively, you can contact the free Dial Before You Dig service by calling 1100 or logging in to www.1100.com.au. QGC will be notified of your enquiry. Dial Before You Dig provides information about the location of buried infrastructure and services.

How to stay safe

It's important to us that we minimise the impact on your business, and the way in which you use your land.

We don't expect you to contact us for every activity you undertake near our infrastructure. However, a lot of activities that you might consider business-as-usual can pose serious safety risks for people and property. Even digging holes for fence posts can cause a significant risk if you dig down just a few millimetres too far.



When it comes to non-intrusive activities such as grazing, crop cultivation or pasture seeding around QGC infrastructure, there is no need to contact us.

However, we do need you to contact us before you go ahead with activities in close proximity to QGC infrastructure such as:

- digging or ploughing;
- constructing a fence;
- using firearms;
- burying an irrigation or stock water line;
- undertaking deep ripping;
- building a new set of cattle yards;
- burying pipelines or cables;
- building structures, pits, wells, bores, dams, or paved roadways;
- undertaking landforming or earth moving work;
- crossing buried infrastructure with heavy vehicles or machinery;
- planting vegetation with deep roots;
- planning a permitted burn; or
- spraying (including aerial spraying).

If you are unsure about whether your activities might present any sort of safety risk, please call us.

Our approach to your safety

In all our work, we seek to protect people, physical assets, the community and the environment from harm.

In line with this approach, QGC's infrastructure is engineered to rigorous standards.

Our operations are controlled and regulated by an extensive legislative framework. Our operations are also regulated through stringent internal health, safety, security and environment processes.

Construction

If we are undertaking construction on your land, we will liaise closely with you to ensure we keep disruption to a minimum. We do ask that you keep clear of construction sites where possible, and ensure that your family and anyone on your property know to do the same.

Once surface infrastructure is in place, fences and signs are erected to ensure the safety of people and property. Pipelines are buried to appropriate depths, and signs are placed along the route.

QGC has high expectations of our contractors to maintain clean and safe construction work sites. We monitor this through inspection and auditing. If you have any concerns about our conduct on your land, please contact your QGC representative so that we can address the issue promptly.

Operations

Once construction is complete and our infrastructure is operational, we carry out routine maintenance and inspections to ensure it is performing safely and to expectation.

Provided you exercise reasonable care when working around our infrastructure, you, your family and anyone else on your land can generally go about your normal activities with confidence that best-practice safety measures have been put in place. However, we do ask that you contact us before undertaking construction work within 15 metres of our infrastructure.

Emergency or damage

In the case of an emergency please call 000, or 112 from a mobile.

We operate a dedicated 24 hour emergency phone line on 1300 765 033. Please call this number if you notice damaged infrastructure or cause accidental damage, or in the event of risk to QGC infrastructure such as subsidence, erosion, washouts or unauthorised access. Our priority is to attend to the issue as soon as possible so we can keep you safe.

QGC has a detailed emergency response procedure and we work closely with emergency services at state, regional and local levels.



To check an activity

To check an activity with QGC, or for general enquiries and feedback, **please contact your QGC representative**. If you are unable to get in touch with your representative, you can call our community information line on **1800 030 443** or email: **community@qgc.com.au**

If you are digging

Please call **Dial Before You Dig** on **1100** or visit **www.1100.com.au** if you are planning construction work around gas infrastructure.



The Essential First Step.

In case of an emergency

Call 000, or 112 from a mobile.

If infrastructure is damaged or at risk

Contact the QGC emergency phone line on 1300 765 033 in the event of damage or risk to QGC infrastructure.

Contact details

Please contact QGC for more information.
1800 030 443 (toll-free)
email: community@qgc.com.au

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