



QGC

SMOKY FLARES: NOTIFYING THE COMMUNITY



Flaring, including extremely rare smoky flares, is an essential part of safe operations at Curtis Island.



**WE ARE
COMMITTED TO
MINIMISING
SMOKY FLARING**

However, we understand that smoky flares are visible and we are committed to minimising the impact on the Gladstone community.

Shell's QGC business has devoted significant resources to minimising smoky flares at the Curtis Island plant. Ongoing fine-tuning has resulted in a significant reduction in smoky flares since the plant was commissioned in 2015.

The business also plans its operations to reduce the visible results of flaring.

SHELL'S QGC BUSINESS IS COMMITTED TO NOTIFYING THE COMMUNITY ABOUT SMOKY FLARES, AS FAR IN ADVANCE AS POSSIBLE.



**WE ARE COMMITTED
TO NOTIFYING THE
COMMUNITY**

The community has told us that they would like to be notified in advance of smoky flares. We currently do this via:

- Email
- Shell's website:
www.shell.com.au/qgc-environment

However, we are committed to improving the way we notify the community. In future, we will also provide notifications via:

- announcements on local radio
- advertisements in The Observer

You can find out about Gladstone's air quality via the Department of Environment and Science (DES) real-time air monitoring website:
www.apps.des.qld.gov.au/air-quality

PLANNED VS UNPLANNED SMOKY FLARES

The way we alert the community will depend on whether the smoky flare is associated with a planned or an unplanned event.

We will notify the community in advance of smoky flares that occur as we prepare for planned maintenance.

Those produced by 'safety stoppages'—unplanned, automated, safety system shutdowns to ensure plant integrity and worker safety—can happen in minutes. Little advance warning is provided of these events.

While we can't notify the community ahead of time in this instance, we will let you know why the smoky flare occurred and when the plant will return to normal operations as soon as we can.

Shell's QGC business will continue to share information to help Gladstone residents understand more about the LNG industry that is such an integral part of their city.

SIGN UP TO RECEIVE NOTIFICATIONS

Email community@qgc.com.au and request to be added to our flaring notification list.

CONTACT DETAILS

Please contact Shell's QGC business for more information.

1800 030 443 (toll-free)

email: community@shell.com.au

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