

SPILLCON 2002

COMMUNITY EXPECTATIONS

Greg Stocks – Shell at Gore Bay

ABSTRACT

Shell's Gore Bay terminal operates as a crude oil receiving and product export terminal. It is in the heart of a medium density residential area that is becoming one of the most sought after locations around Sydney harbour. If Shell is to continue to operate at this site, it is essential that constructive long-term relationships with the community are developed and maintained.

Over the 101 years of the terminal's operation attempts have been made to improve the relationship with our neighbours. This has been done with varying degrees of success. Overall in the past, we generally failed to keep pace with changing community expectations. Things started to improve in the early 1990's when a Community Consultative Group was formed between Shell and the local community. This brought together representatives from Shell, Greenwich Community Association, Lane Cove Council, EPA, Sydney Ports Corporation and interested residents.

Many equipment alterations such as soundproofing and pump changes have been made over the years to reduce our impact on the community. Operational procedures have also been modified. However, the most successful aspect of the relationship with our neighbours is community consultation prior to making changes and to openly discuss any relevant emerging issues.

PRESENTATION

- **Slide No.1 – Open Day, Gore Bay(old & new).**
I would like to give you a little background and history on Shell's Gore Bay terminal operation and the community that we are an integral part of.
Our talk today is about community expectations, first from the company's perspective and then from the community's representative John Gebler.
- **Slide No.2 – Aerial photo Gore Bay & city.**
Shell's Gore Bay Terminal is located 3km from Sydney CBD on the upper reaches of one of the world's most naturally beautiful harbours. The terminal covers 10 hectares of land on the Greenwich Peninsular.
- **Slide No.3 – Tank 14 & 15, housing Manns Ave.**
The terminal is situated in the middle of a medium density residential area that is becoming one of the most sought after locations around Sydney.
It is inevitable that the operation of a crude oil terminal in such an environment is bound to create problems with our neighbours.

- **Slide No.4 – Ship discharging at Wharf No.1**
 The terminal operates as a crude and feed stock importing terminal that supplies Clyde Refinery via an 18km pipeline.
 Total imports are around 4 million tonnes per year with Exports of finished product being around 300,000 tonnes a year.
- **Slide No.5 – Crude storage tanks.**
 There are 19 bulk storage tanks still in use with a capacity of 155,000 tonnes.
- **Slide No.6 – Historic photo(Jan 1901)**
 Community Expectation have changed over the last 101 years as the nature of the area has changed.
 An extract from our archives: “When it was announced (in 1900) that oil storage bays were to be built (at Gore Bay), the lower North Shore erupted into a gala celebration with the blessing of Queen Victoria. An elaborate luncheon was prepared for the opening of Gore Bay Installation.”
- **Slide No.7 – Historic photo with smoking ship funnel.**
 Expectations weren't too high, with smoking funnels and boiler stacks being the norm.
 The noise generated from equipment, shipping and over 500 employees must have been considerable.
- **Slide No.8 – Wharf No.3, then & now.**
 Operating standards have changed dramatically since those early days.
 Community expectations have certainly changed along with expectations of governments, regulatory authorities, companies their shareholders and employees.
- **Slide No.9 – Cartoon of people & houses.**
 Over the 101 years of the terminal's operation, attempts have been made to improve the relationship with our neighbours. This has been done with varying degrees of success.
 A quote from the then terminal manager's instructions to all terminal staff, circa 1958:
 “You should, therefore, receive any complaints with punctilious politeness, and wherever possible take immediate remedial action”.
- **Slide No.10 – Residence & security office.**
 Overall, in the past we generally failed to keep pace with changing community expectations.
 Things started to improve in the early 1990's when a Community Consultative Group was formed between Shell and the local community.
 This brought representatives from: Greenwich Community Association, Lane Cove Council, EPA, Sydney Ports Corporation, Interested Residents and Shell.
- **Slide No.11 – Deck of ship at wharf No.1.**
 Better consultation resulted in many equipment alterations such as pump, lighting changes and soundproof enclosures that have reduced our impact on the community.

Operational procedures have also been modified and trucking operations have been discontinued.

Despite the changes, the number of complaints have increased:

1959 to 1961 = 10 per year

1999 to 2001 = 44 per year

- **Slide No.12 – Condominium complex Balls Head Bay**

Contributing factors to the increased number of complaints and / or concerns:

Changed community expectations, increased population density, an open policy encouraging complaints or concerns with a proactive approach to address each concern.

It would be fair to say that the majority of residents prefer our terminal operation to the alternative of redevelopment.

- **Slide No.13 – Manly Ferry taking on bunkers .**

We receive regular comment that our neighbours enjoy “watching a working harbour”. The arrival and departure of tankers, Manly ferries, tugs taking on bunkers and our own bunker barge, the Amorena, all add interest to this great harbour.

There is a caveat on this community support for our operation. We must:

Maintain our present levels of Safety and Integrity.

Minimise our impact on the Environment and the Community.

- **Slide No.14 – Tank painting**

In summary, the most successful aspect of our relationship with our neighbours is Community Consultation prior to making changes and open discussion of any relevant emerging issues.

Whether it is selecting the colours that we are painting the tanks or commencing a new bunker operation we discuss it beforehand.

- **Slide No.15 – Ship at wharf No.1**

Environmental Management is part of the everyday operation at Gore Bay.

To finish I would like to read a resident’s complaint from our first complaint book. Although we take every complaint seriously and take action on each one, some are more challenging than others:

“Complaint– Strange noise from terminal, intermittent popping”.

“Remarks – Frogs found in drain talking to each other”.