

What is the SAPREF CLF?

The SAPREF Community Liaison Forum is a structured meeting to encourage regular dialogue between SAPREF and its stakeholders about the social and environmental challenges facing the South Durban Basin. The forum meets monthly under the chairmanship of an independent facilitator.

Fourteen community organisations and local authorities participate regularly, while a number of Team SAPREF members attend. The purpose is to find mutually acceptable solutions to the challenges through constructive discussion and debate.

The forum has two task teams, social and environmental; the environmental task team produced this pamphlet.

A quote on measurement of odours

“Odour can be evaluated subjectively in terms of intensity (strength) or in terms of quality (ie, offensiveness). Odour quality is evaluated by describing the odour or comparing the sample odour to familiar odours. Evaluation of odour is difficult because of the challenges that come with trying to describe odours.”

*The Science of Smell, Part 3: Odour detection and measurement,
IOWA State University, October 2004.*

www.sapref.com

How to identify odours in South Durban

This leaflet was produced by the environmental task team of the SAPREF Community Liaison Forum. Its purpose is to give neighbours sufficient information to enable them to describe the odour more accurately if they have a complaint. This will better equip the eThekweni health department or SAPREF to investigate and locate the source of the odour.

Odour complaints contact numbers

eThekweni Health Dept
031-361 0000

SAPREF:
0800 33 00 90



These odours might come from SAPREF refinery

TYPE	POSSIBLE SOURCE	POSSIBLE CAUSE
Rotten eggs (offensive smell)	H ₂ S (hydrogen sulphide)	Vapour from sour crude oil, refinery slop tanks Other possible causes: sewage, industrial effluent
Burned matches, gunpowder, fireworks	SO ₂ (sulphur dioxide)	Processing crude oil (petro-chemical) Other possible causes: burning of fossil fuels (coal), burning of sulphurous compounds
Cadac gas smell	LPG and its components	Light hydrocarbons from refinery fugitive emissions Other possible causes: gas appliances, gas storage depots

These odours are not produced by SAPREF refinery, but might be smelled in South Durban

'Handy Andy', cat urine	Ammonia	Fertiliser, cleaning agents
Bleach	Chlorine	Swimming pools, water treatment, industry bleach agent
Petrol	Petrol fumes	Vehicles, service stations, storage depots
Almonds (nuts)	Benzene	Industrial solvent, part of petrol, benzene manufacturing
Glue	Toluene	Paint and resin manufacture, part of petrol, industrial solvent
Caramel, sugar	Cane byproducts (molasses)	Sugar cane processing
Acid, chemical smell	Polystyrene	Packaging and insulation manufacturing

What happens when you phone the SAPREF refinery or eThekwini Health with an odour complaint?

In general, it is best to phone eThekwini Health Department if you have an odour-related complaint, as there are many possible sources of odours and eThekwini Health Department is well placed to investigate.

If you are certain the odour comes from SAPREF and you phone the SAPREF refinery, your call will go directly to our security department as they are on duty 24 hours a day, seven days a week (24/7), 365 days a year. They will ask you for certain information, including your name, physical address and telephone number, and to describe the odour. Security will transfer you to the shift manager or pass a message on to him if he is not immediately available.

The shift manager will investigate the complaint, taking into account such factors as plant conditions, the wind direction and your location in relation to the refinery. If necessary he will modify plant operation; or, he may be able to rule out the SAPREF refinery as the source of the odour on the basis of plant, wind and weather conditions. Otherwise, he will call out a qualified SAPREF complaints standby person who will visit you, and investigate. You will be kept informed every step of the way, and the shift manager will also inform the eThekwini Health Department.

Should you prefer to telephone eThekwini Health directly, rather than the SAPREF refinery, they will phone SAPREF, and the same procedure will be followed; sometimes, eThekwini Health will send their own inspector to the area to investigate the complaint.

All complaints are recorded in SAPREF's Continual Improvement System; all complaints relating to the SAPREF refinery are reviewed by the SAPREF leadership team every week.

eThekwini Health Department contact number: 031-361 0000
SAPREF contact number : 0800 33 00 90