



January 2024

Dear Neighbour,

Safety information for local residents

Essar Oil (UK) Ltd operates the Stanlow Manufacturing Complex at Ellesmere Port, Cheshire, England, CH65 4HB ("Stanlow"), and issues information on safety procedures to householders and businesses in our local communities. Safety is an absolute priority at Stanlow, and we ensure all practicable steps are taken to prevent incidents of any type.

We have emergency plans in place to minimise the effects of any incident and our own full-time emergency response service based at the site. Our specialist teams are equipped with an extensive range of equipment and are on duty on a 24-hour basis, every day of the year. If necessary, the local County Emergency Services would provide additional support to our own internal resources.

The COMAH regulations and you

Stanlow is subject to the COMAH (Control of Major Accident Hazards) Regulations 2015. These are enforced by the Competent Authority namely the Health and Safety Executive and the Environment Agency. The purpose of the COMAH Regulations is to prevent and mitigate the effects of major accidents involving dangerous substances which can potentially cause serious harm or injury to people and/or damage to the environment.

We have notified the Competent Authority that Stanlow is an "upper tier" site under the COMAH Regulations. As an operator of such a site, we are required to fulfil specific obligations including communicating with the public. Therefore, we are writing to inform you that Stanlow continues to produce and store hazardous substances and to advise you of the safety measures we employ and the steps you should take in the event of a major incident at the site. We understand the risks involved in working with these substances and have in place the appropriate processes to prevent and control incidents.

We are also required by the COMAH Regulations to prepare and submit a safety report to the Competent Authority for its review. The Competent Authority also conducts regular, pre-planned, intervention visits to ensure that we take all measures necessary to prevent a major incident at the site.

We are also required to advise you that Stanlow is identified as part of a designated COMAH domino group. A domino group is a group of COMAH establishments where the risk or consequences of a major accident may be increased because of the geographical position of establishments or the proximity of establishments to each other. In the case of Stanlow, it is due to the relative proximity to other domino sites. The domino sites for Stanlow are: Avanti Gas Limited – Britannia Road, Ellesmere Port, Cheshire, CH65 4JA. Argent Fuels Limited – Stanlow Oil Terminal, Bridges Road, Ellesmere Port, Cheshire, CH65 4EY. Innospec Limited – Innospec Manufacturing Park, Oil Sites Road, Ellesmere Port, Cheshire, CH65 4EY and Veolia ES (UK) Limited – Bridges Road, Ellesmere Port, CH65 4EQ. Further information can be found at: <http://hse.gov.uk/comah>.

It is important that our neighbours understand what to do in the extremely unlikely event of a major incident occurring at Stanlow. This is why we have sent this letter and the enclosed Emergency Instructions Card. This does not mean anything has changed at our site or that you need to be concerned.

As mentioned above, we have emergency plans in place under which we liaise closely with the Emergency Services. In addition, we have supplied information to the County Emergency Planning Officer to enable contingency plans to be drawn up. We consult regularly with the Emergency Services and conduct training exercises with them.

The processes and major hazards at Stanlow

Stanlow is an oil refinery that processes crude oil through distillation units and a number of highly integrated

conversion and treating units to produce a range of products including liquid petroleum gases and transport fuels, such as diesel, petrol and aviation fuel.

At Stanlow, we process materials that could give rise to a major incident with serious off-site effects, these include flammable liquids/gases, acute toxic materials and those hazardous to the environment. Measures preventing such releases are taken into account during the design, construction and maintenance of equipment at Stanlow, with the highest industry standards applied throughout.

In the extremely unlikely event of a major incident involving these substances, the effects would be contained within the Stanlow boundary in the overwhelming majority of cases. These effects could include heat radiation and smoke concentration from fires, pressure waves from explosions or harmful levels of toxic gases. It is a remote possibility, in only the most adverse circumstances, that a site incident could represent a hazard to the local community.

Stanlow's operations are conducted with the specific aim of preventing such an event. Robust systems and procedures are in place to detect fire or leaks of hazardous substances and to raise the alarm. Should an incident occur, Essar will bring into operation its regularly tested emergency procedures, with our full-time fire service and emergency response teams that are ready to respond rapidly to prevent incident escalation, supported by the Local Authority Emergency Services.

What you should do in the event of a major incident

To warn you of a site emergency which might have effects off-site, we have sirens installed around the site which should be audible at your premises.

Siren testing takes place at 11.00am:

- **Elton, Ince and Thornton-le-Moors** on the first Saturday of every month
- **Innospec/Indigo Road & Stanney Mill Road** on the first Thursday of every month

It is important you know what to do should there be a major incident at Stanlow. Please therefore read the enclosed Emergency Instructions Card carefully, make sure all occupants in your premises understand its contents and keep it safe and in an accessible place. Please cooperate fully with the instructions given by the Emergency Services in the event of any major incident. Remember the rule: **GO IN, STAY IN, LOG IN.**

Please do not telephone the site at Stanlow in the event of a major incident, in order to keep lines free for emergency use. Information will be given on our website: www.essar.co.uk, by the Emergency Services and on BBC Radio Merseyside.

Emergency communications – Rapid Reach

You can also be contacted by our Rapid Reach telephone notification system if you are registered with us. Registration has proved very successful, with over 1,000 residents and businesses signing up. The system is suitable for either home or mobile telephone and text. It is designed to warn you of a major incident at Stanlow site, which may have an effect off-site. It will tell you what actions you should take to ensure your safety. The system also has the facility to keep you informed should a major incident persist, and it will call you to let you know when the 'all clear' is given.

We are in the process of updating our information. If you would like to register or have registered previously for our Rapid Reach system and wish to remain subscribed to this free service, then please fill in and return the enclosed form via our Freepost address.

Thank you for taking the time to read this letter. If you have any queries, or require additional copies of the Emergency Instructions Card please contact 0151 350 4000 or email: communications@essaroil.co.uk.

Yours sincerely,

Jonathan Barden
Chief Operating Officer
Essar Oil (UK) Limited