

# ENVIRONMENTAL MANAGEMENT PLAN (EMP)

## CONTINUED OPERATION OF THE EXISTING NDAMA SHELL FUEL RETAIL FACILITY IN RUNDU KAVANGO EAST REGION

### RENEWAL OF ECC



Compiled by:



Matrix Consulting Services  
P.O. Box 25824 Windhoek  
Tel: +264-61 224 197  
Fax: +264-61 212 165  
info@matrixconsultingcc.com

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Compiled for:



VIVO Energy Namibia Ltd  
P.O. Box 110, Windhoek  
Tel: +264-61 270 1111  
Fax: +264-61 230 269  
Eino.Uwanga@vivoenergy.com

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### APPENDICES

Appendix A	Copy of previous ECC
Appendix B	Lead Consultant Resume

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**TEAM MEMBERS**

<b>NAME</b>	<b>POSITION</b>	<b>COMPANY</b>
<b>M. Shippiki</b>	Principal Hydrogeologist	Matrix Consulting Services
<b>D. Bille</b>	Geo-Scientist	Matrix Consulting Services

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**CLIENT:** **VIVO Energy Namibia Ltd**  
**P.O Box 110**  
**Windhoek, Namibia**

**ENVIRONMENTAL CONSULTANT** Matrix Consulting Services  
Mize Shippiki  
Principal Hydrogeologist / Environmental Practitioner  
P.O. Box 25824 Windhoek  
Tel: +264-61 224197  
Fax: +264-61 212165

**REPORT STATUS:** **FINAL**

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## 1. INTRODUCTION AND BACKGROUND

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An Environmental Management Plan (EMP) has been commissioned by VIVO Energy Namibia Ltd (proponent) for the existing Ndama Shell fuel retail facility in Kavango East Region. The EMP serves as a managing tool for the continued operations and possible decommissioning activities of the existing fuel retail facility (hereinafter also referred to as “service station”).

The original environmental clearance certificate (ECC) was issued in September 2016, which has since expired. Matrix Consulting Services was appointed to undertake the necessary activities to enable a renewal application for the ECC with the Environmental Commissioner as prescribed by the Environmental Management Act (No. 7 of 2007) and Environmental Impact Assessment Regulations (Government Notice No. 30 of 2012).

This EMP is developed to outline measures to be implemented in order to minimise adverse environmental degradation associated with this development. The document serves as a guiding tool for the contractors and workforce on their roles and responsibilities concerning environmental management on site, and also provides an environmental monitoring framework for all project phases of the development. This management plan aims to take a pro-active route by addressing potential problems before they occur. The EMP acts as a stand-alone document, which can be used during the various phases of the development.

In this report,

- a) the **Contractor** (and its sub-contractors) refers to construction personnel responsible for the *maintenance and possible decommissioning activities* of the development.
- b) the **Project Personnel** refers to the proponent, employees, staff and suppliers responsible for the *operational activities* of the development.

The purpose of the EMP is to:

- ✓ Train employees and contractors with regard to environmental obligations.
- ✓ Promote and encourage good environmental management practices.
- ✓ Outline responsibilities and roles of Ndama Shell Service Station; and the contractor in managing the environment.
- ✓ Describe all monitoring procedures required to identify environmental impacts.
- ✓ Minimise disturbance of the natural environment.
- ✓ Develop waste management practices.
- ✓ Prevent all forms of pollution.
- ✓ Protect the natural environment.
- ✓ Prevent soil and water erosion.
- ✓ Comply with all applicable laws, regulations and standards for environmental protection.

The maintenance and operational activities of the service station entails:

- ✓ Maintenance of buildings and associated facilities.
- ✓ Maintenance (up keep) of fuel storage tanks, reticulation pipelines, dispensing points and associated spill control structures.
- ✓ Maintenance of associated electrical supply.
- ✓ Transport of fuel supply with road transport tanker trucks.
- ✓ The dispensing of fuel to vehicles and/or approved containers.
- ✓ Removal of all infrastructure not reused during future use of land; and
- ✓ Rehabilitation of the land.

### 1.1. Locality and Land Use

The project location (17.92986°S; 19.77003°E) is located on Erf no. 2548, Eugene Kakukuru Street, in Rundu. See Figure 1. The fuel installation occupies an approximate land size of 12500m<sup>2</sup>. Land use in the area is classified as business.

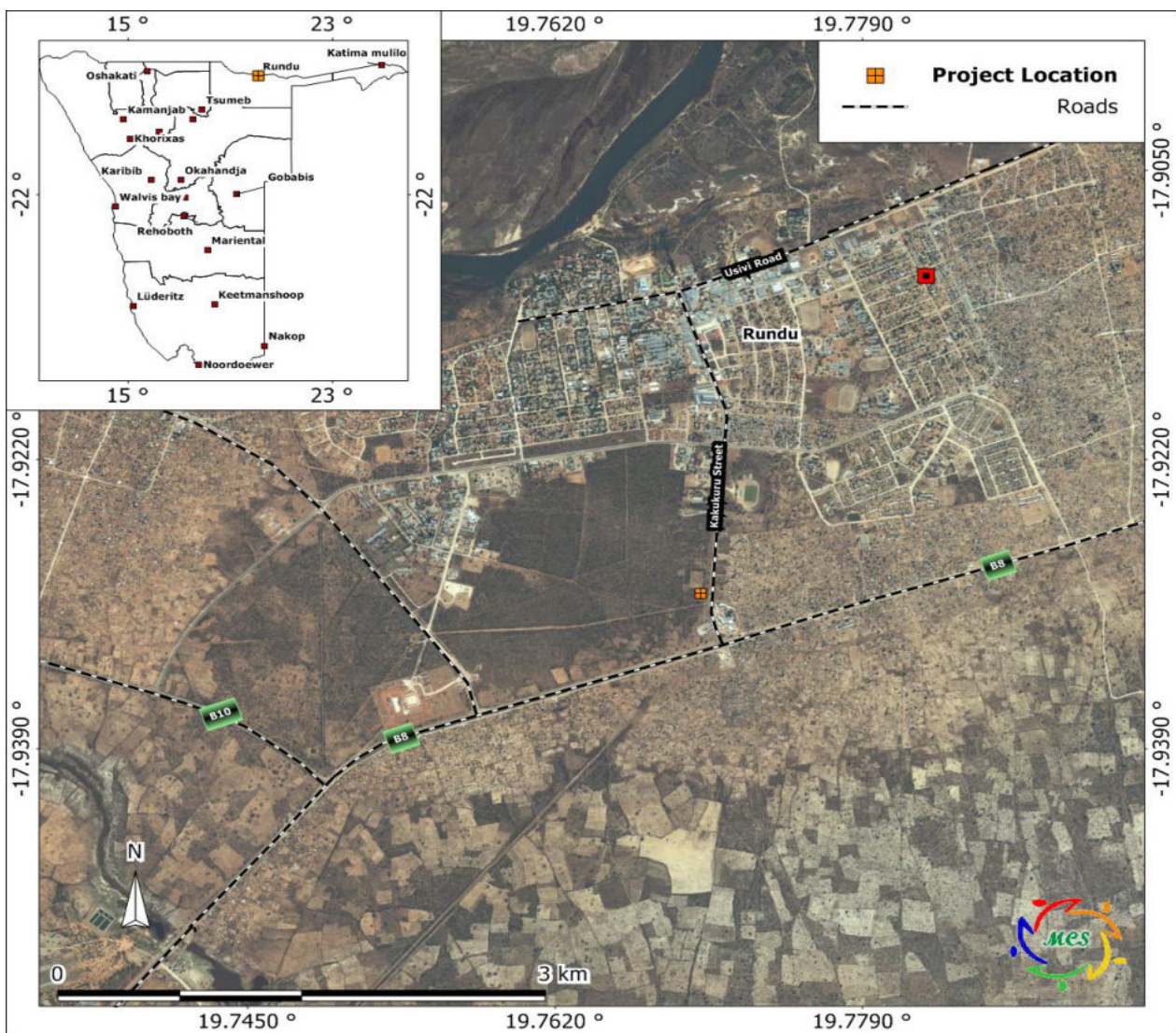


Figure 1. Project Location (17.92986°S; 19.77003°E)

Directly north of the site is the Ministry of Land Reform. East of the site is Kakukuru Street, followed by Woermann Brock Hyper. Directly south of the site is also undeveloped land (open land), followed by an open market and taxi rank. West of the site is undeveloped land.



**Figure 2. Layout of the site**

### ***1.2. Installation Information***

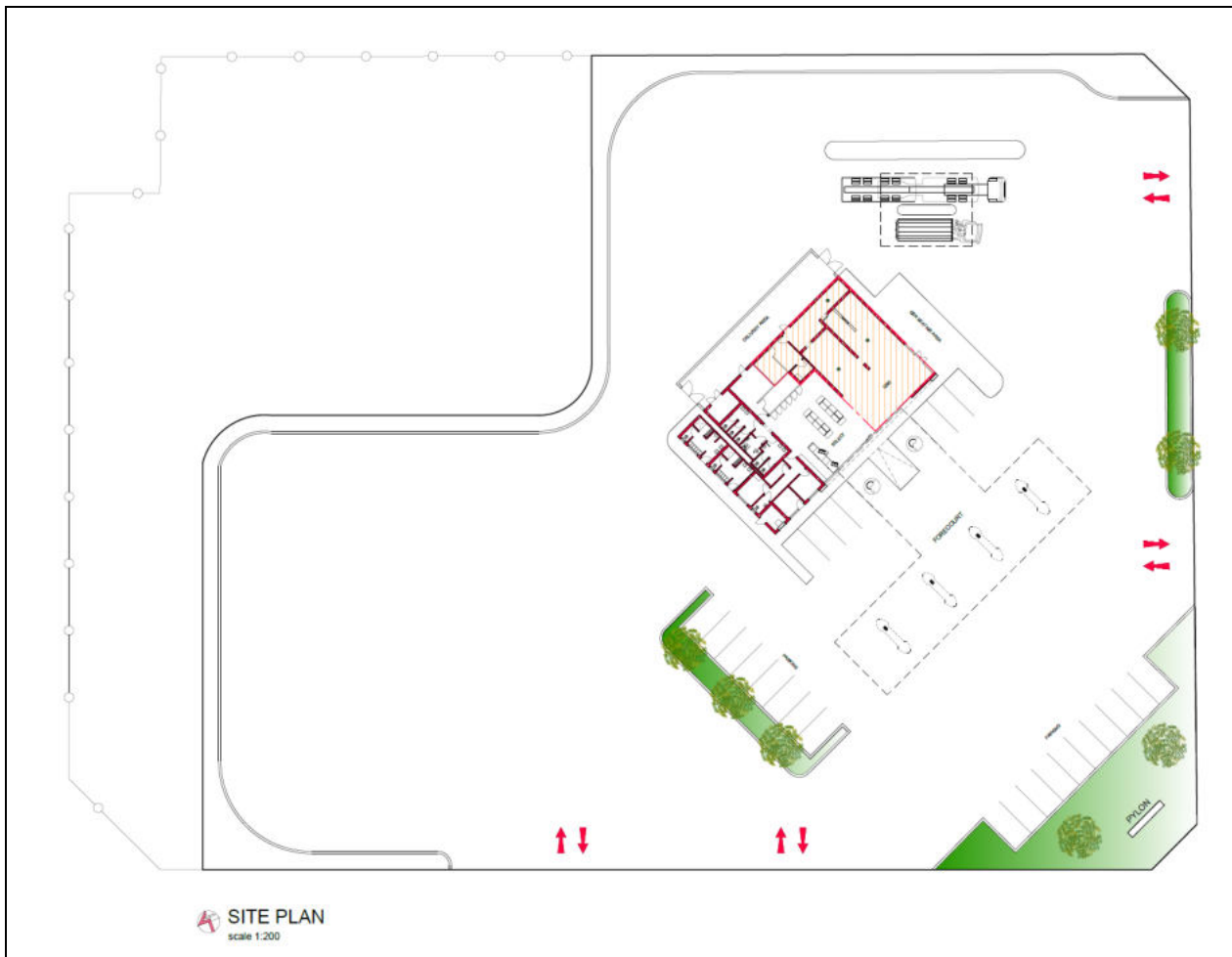
The site is equipped with three (3) underground storage tanks (UST), namely;

- ❖ 1 x Tank – 46 m<sup>3</sup> unleaded petrol (ULP),
- ❖ 2 x Tank – 46 m<sup>3</sup> diesel UST (50ppm),

The three tanks are connected to four pump islands with multi-dispensing pumps and associated reticulation pipelines. Additional infrastructure present at the site are;

- ❖ a select shop,
- ❖ a forecourt canopy,
- ❖ a separator pit,
- ❖ a separate pump island with canopy, specifically for the supply of diesel to bulk users.

This facility is constructed and operated according to relevant SANS standards (or better).



**Figure 3. Installation layout**

## **2. LEGISLATIVE FRAMEWORK**

### **I. The Namibian Constitution**

The Namibian Constitution has a section on principles of state policy. These principles cannot be enforced by the courts in the same way as other sections of the Constitution. But they are intended to guide the Government in making laws which can be enforced.

The Constitution clearly indicates that the state shall actively promote and maintain the welfare of the people by adopting policies aimed at management of ecosystems, essential ecological processes and biological diversity of Namibia for the benefit of all Namibians, both present and future.

### **II. Environmental Management Act No.7 of 2007**

This Act provides a list of projects requiring an Environmental assessment. It aims to promote the sustainable management of the environment and the use of natural resources and to provide for a process of assessment and control of activities which may have significant effects on the environment; and to provide for incidental matters.

The Act defines the term “*environment*” as an interconnected system of natural and human-made elements such as land, water and air; all living organisms and matter arising from nature, cultural, historical, artistic, economic and social heritage and values.

The Environmental Management Act has three main purposes:

- (a) to make sure that people consider the impact of activities on the environment carefully and in good time
- (b) to make sure that all interested or affected people have a chance to participate in environmental assessments
- (c) to make sure that the findings of environmental assessments are considered before any decisions are made about activities which might affect the environment

*Line Ministry: Ministry of Environment and Tourism*

### **III. The Water Act (Act No 54 of 1956)**

The Water Act No. 54 of 1956 as amended, aims to provide management of the national water resources to achieve sustainable use of water for the benefit of all water users.

The Act broadly controls the use and conservation of water for domestic, agricultural, urban and industrial purposes; to control, in certain respects, the use of sea water; to control certain activities on or in water in certain areas; and to control activities which may alter the natural occurrence of certain types of atmospheric precipitation.

### **IV. Water Resources Management Act of Namibia (2004) (Guideline only)**

This act repealed the existing South African Water Act No.54 of 1956 which was used by Namibia. This Act ensures that Namibia’s water resources are managed, developed, protected, conserved and used in ways which are consistent with fundamental principles depicted in section 3 of this Act. Part IX regulates the control and protection of groundwater resources. Part XI, titled Water Pollution Control, regulates discharge of effluent by permit.

*Line Ministry: Ministry of Agriculture, Water Affairs and Forestry*

### **V. Environmental Assessment Policy of Namibia (1995)**

Environmental Assessments (EA’s) seek to ensure that the environmental consequences of development projects and policies are considered, understood and incorporated into the planning process, and that the term ENVIRONMENT (in the context of IEM and EA’s) is broadly interpreted to include biophysical, social, economic, cultural, historical and political components.

All listed policies, programmes and projects, whether initiated by the government or private sector, should be subjected to the established EA procedures.



Apart from the requirements of the Environmental Assessment Policy, the following sustainability principles need to be taken into consideration, particularly to achieve proper waste management and pollution control:

✓ **Cradle to Grave Responsibility**

This principle provides that those who manufacture potentially harmful products should be liable for their safe production, use and disposal and that those who initiate potentially polluting activities should be liable for their commissioning, operation and decommissioning.

✓ **Precautionary Principle**

There are numerous versions of the precautionary principle. At its simplest it provides that if there is any doubt about the effects of a potentially polluting activity, a cautious approach should be adopted.

✓ **The Polluter Pays Principle**

A person who generates waste or causes pollution should, in theory, pay the full costs of its treatment or of the harm, which it causes to the environment.

✓ **Public Participation and Access to Information**

In the context of environmental management, citizens should have access to information and the right to participate in decisions making.

*Line Ministry: Ministry of Environment and Tourism*

## **VI. Petroleum Products and Energy Act of Namibia (Act No. 13 of 1990)**

The Act makes provision for impact assessment for new proposed fuel retail facilities and petroleum products known to have detrimental effects on the environment.

## **VII. Draft Pollution Control and Waste Management Bill (Guideline only)**

The operations of the existing Ndama Shell Service Station only applies to Parts 2, 7 and 8 of the Bill.

Part 2 stipulates that no person shall discharge or cause to be discharged any pollutant to the air from a process except under and in accordance with the provisions of an air pollution licence issued under section 23. It further provides for procedures to be followed in licence application, fees to be paid and required terms of conditions for air pollution licences.

Part 7 states that any person who sells, stores, transports or uses any hazardous substances or products containing hazardous substances shall notify the competent authority, in accordance with sub-section (2), of the presence and quantity of those substances.

Part 8 calls for emergency preparedness by the person handling hazardous substances, through emergency response plans.

### **VIII. Atmospheric Pollution Prevention Ordinance of Namibia No. 11 of 1976**

The Ordinance prohibits anyone from carrying on a scheduled process without a registration certificate in a controlled area. A certificate must be issued if it can be demonstrated that the best practical means are being adopted for preventing or reducing the escape into the atmosphere of noxious or offensive gases produced by the scheduled process. Best practice would be to notify the line Ministry about emissions but it is not a legal requirement.

*Line Ministry: Ministry of Health and Social Services*

### **IX. Hazardous Substances Ordinance No. 14 of 1974**

The Ordinance applies to the manufacture, sale, use, disposal and dumping of hazardous substances, as well as their import and export and is administered by the Minister of Health and Social Welfare. Its primary purpose is to prevent hazardous substances from causing injury, ill-health or the death of human beings.

*Line Ministry: Ministry of Health and Social Services*

## **3. ENVIRONMENTAL MANAGEMENT PLAN**

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### **3.1. Responsibilities for environmental management**

VIVO Energy Namibia Ltd / Ndama Shell Service Station will be responsible for environmental control on site during the construction and operational phase. It is very important a pre-construction briefing meeting be held to reach an agreement on specific roles of various parties and penalties for non-compliance.

### **3.2. Training and induction**

VIVO Energy Namibia Ltd / Ndama Shell Service Station are bound to be responsible for ensuring that environmental awareness education of all employees and contractors is done satisfactorily. The facility management should ensure that employees and contractors are made aware of the environmental requirements of the project.

The EMP should form part of the Terms of Reference for all contractors, sub-contractors and suppliers. All contractors, sub-contractors and suppliers will have to sign an agreement to assure that they understood the EMP and that they will comply. All senior staff should familiarise themselves with the full contents of the EMP and its implications. Senior staff is expected to train and assist the rest of the employees on the contents of the EMP.

### **3.3. Environmental incident reporting**

All environmental incidents occurring at the proposed site will be recorded. The incident report will have to include time, date, location, and nature of the incident, extent of the incident, actions taken, and personnel involved.

All complaints received from the neighbouring community should be directed to the manager of Ndama Shell Service Station. Management should be able to respond to the complainant within a week (even if pending further investigation).

#### **3.4. Environmental monitoring**

Periodic environmental monitoring must be taken on a regular basis. Monitoring should be done in order to ensure compliance with all aspects of the EMP. Findings should be liaised with to all responsible officers as chain command.

#### **3.5. EMP administration**

Copies of this EMP shall be kept at the site office and should be distributed to all senior staff members, including those of the contractors.

#### **3.6. EMP amendments**

The EMP amendments can only be made with the approval of the DEA. Amendments to the EMP should be liaised to all employees and contractors.

#### **3.7. Non compliance of the EMP**

Problems may occur in carrying out mitigation measures or monitoring procedures that could result in non-compliance of the EMP. The responsible personnel should encourage staff to comply with the EMP, and address acts of non-compliance and penalties.

#### **3.8. Environmental Control Officer**

The Environmental Control Officer for the site can be an independent environmental consultant (e.g. Matrix Consulting Services) appointed by VIVO Energy Namibia Ltd / Ndama Shell Service Station to monitor and review the on-site environmental management and implementation of this EMP.

#### **3.9. Site Management**

Areas outside this designated working zone shall be considered “no go” areas. The offloading zones must be clearly demarcated when offloading goods to enhance safety around the proposed development.

##### **3.9.1 Access routes and work sites**

All vehicles and trucks will access the fuel retail facility from the Eugene Kakukuru Street. Work sites shall be clearly demarcated and road signs erected were needed. The general public should not have access to the work sites during maintenance and decommissioning phase.

### **3.9.2 Fire and safety management**

The electrical wiring at the facility will have to be approved by a qualified electrician who will issue a Certificate of Compliance for these buildings prior to occupation.

Hydrocarbons are volatile under certain conditions and their vapours in specific concentrations are flammable. If precautions are not taken to prevent their ignition, fire and subsequent safety risks may arise.

No fire, whether for cooking or any other purpose, is to be made at the fuel retail facility during any of the phases (maintenance, operational and possible decommissioning). The Contractor shall take all reasonable measures and active steps to avoid increasing the risk of fire through activities on site and prevent the accidental occurrence or spread of fire; and shall ensure that there is sufficient fire-fighting equipment on site at all times. This equipment shall include fire extinguishers. The Contractor should be prepared for such events.

The management of the fuel retail facility together with contractors shall take all reasonable measures to avoid increasing the risk of fire and shall ensure that there is sufficient fire-fighting equipment on site at all times.

### **3.9.3 Staff management**

The Contractor must ensure that their employees have suitable personal protective equipment and properly trained in fire fighting and first aid.

### **3.9.4 Waste management**

The developer shall remove all waste off-site to designated waste disposal sites. Sufficient bins or containers on-site to store any solid or liquid waste produced should be provided by Ndama Shell Service Station. The bins and containers should be weatherproof and scavenger-proof.

### **3.9.5 Cement and concrete batching**

Concrete mixing directly on the ground shall not be allowed and shall take place on an impermeable surface. All run-off from batching areas shall be strictly controlled, and cement contaminated water shall be collected, stored and disposed of at a licensed suitable waste disposal facility.

### **3.9.6 Hydrocarbons management**

If any spillage occurs, contaminated soil shall be collected in a holding tray or drum and which will then disposed at a licensed hazardous waste site. Any spillage of more than 200 litres must be reported to the Ministry of Mines and Energy as per the Petroleum Products Act.

The Contractor shall take all reasonable measures to prevent surface or groundwater pollution from the release of oils and fuels.

Sufficient space should be left in fuel storage tanks to allow for fuel expansion and to prevent leakage of fuel from the fuel retail facility.

### 3.9.7 Flood management

Storm water management of the site should be a key aspect of flood management on site. All culverts should be kept clean to allow storm water to flow freely.

## 4. ENVIRONMENTAL MANAGEMENT MEASURES DURING PRE-OPERATIONAL ACTIVITIES

Planning phase	
<b>Description</b>	<ul style="list-style-type: none"> <li>▪ Compliance Requirements</li> <li>▪ Public Consultation</li> <li>▪ Environmental Awareness</li> <li>▪ Health and safety Aspects</li> </ul>
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Develop an updated environmental management plan (EMP) to comply with the requirements of the Environmental Management Act (2007) and its regulations of 2012.</li> <li>✚ Identify and address all environmental and social issues.</li> <li>✚ Ensure that all persons involved in the project are aware of, and are familiar with, the environmental requirements for the project.</li> <li>✚ Ensure that all contractors, sub-contractors, suppliers, etc. are familiar with, understand and adhere to the EMP.</li> <li>✚ Develop and implement environmental emergency preparedness procedures.</li> <li>✚ Establish personnel protection standards and mandatory safety practices and procedures for the development.</li> <li>✚ Establish the lines of communication among contractors and subcontractors involved in work operations for safety and health matters.</li> <li>✚ Conduct HIV/AIDS Awareness Programme for all operations of the development for not less than 90% of workers.</li> <li>✚ Ensure COVID-19 regulations and protocols are observed as prescribed by the relevant authority.</li> </ul>
<b>Proposed Monitoring</b>	Record of environmental compliance (ECC). Record of awareness training and attendance register. Record of health and safety plan.
<b>Responsible Party</b>	Proponent / ECO

## 5. ENVIRONMENTAL MANAGEMENT MEASURES DURING MAINTENANCE, OPERATIONAL AND DECOMMISSIONING PHASES

This section will look at the potential environmental impacts, which may arise during the site maintenance, operational and possible decommissioning phase of the fuel retail facility. The impacts associated with maintenance and possible site decommissioning activities are similar to those of construction activities.

The Environmental Management Plan for this phase will have to be reviewed at the time of decommissioning to cater for changes made to the development.

### Groundwater

<b>Site maintenance/Decommissioning phase</b>	
<b>Description</b>	Groundwater contamination can be caused by leakages and spills of petroleum products (i.e. oil leakages, hydrocarbon fuel, lubricants and grease) from equipment, machinery and vehicles during maintenance and decommissioning works. Care must be taken to avoid contamination of soil and groundwater.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Prevent spillages of any chemicals and petroleum products (i.e. oils, lubricants, petrol and diesel).</li> <li>✚ Use drip trays, linings or concrete floors when evidence of leaks are observed on vehicles, equipment and machinery.</li> </ul>
<b>Proposed Monitoring</b>	Regular visual inspection.
<b>Responsible Party</b>	Ndama Shell Service Station/ Contractors.

<b>Operational phase</b>	
<b>Description</b>	Groundwater quality could be impacted through leachate of oil leakages, hydrocarbon fuel, lubricants and grease from trucks and vehicles frequenting the facility. Spillages may also occur during fuel delivery to the underground storage tanks from road transport tanker trucks. Care must be taken to avoid contamination of soil and groundwater.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ All operational surfaces and fuel storage facilities must be installed with spill containment areas as per the relevant SANS standards (or better). Special emphasis is placed on SANS 10089:1999, SANS 100131:1977, SANS 100131:1979, SANS 100131:1982, SANS 100131:1999.</li> <li>✚ The risk can be lowered further through proper training of staff.</li> <li>✚ All spills must be cleaned up immediately.</li> </ul>
<b>Proposed Monitoring</b>	Groundwater monitoring sampling for hydrocarbon pollution.
<b>Responsible Party</b>	Ndama Shell Service Station/ Contractors.

## Surface Water

<b>Site maintenance/Decommissioning phase</b>	
<b>Description</b>	<p>The Kavango River is situated approximately 2.4km north-northwest of the site. Drainage in the area is well developed and run-off takes place west-northwest. Contaminants in the form of chemicals and petroleum products (i.e. oil leakages, hydrocarbon fuel, lubricants and grease) from construction vehicles, equipment and machinery during maintenance and decommissioning activities.</p> <p>Oil Spills may form a film on water surfaces causing physical damage to organisms. Oxygen transfer could be impaired.</p> <p>Care must be taken to avoid contamination of soil and any nearby surface water present in the area.</p>
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Machinery should not be serviced on the facility to avoid spills and leaks.</li> <li>✚ All spills should be cleaned up as soon as possible.</li> <li>✚ Chemical and/or hydrocarbon contaminated soil; clothing or equipments should not be washed within 100m of any surface water body (i.e. nearby drainage lines, storm water systems etc).</li> </ul>
<b>Proposed Monitoring</b>	Regular visual inspection. Surface water quality monitoring in cases of evident pollution.

<b>Operational phase</b>	
<b>Description</b>	<p>Spillages might occur during fuel delivery and loading of road transport tanker trucks. This may also occur during filling of vehicles and containers. Contaminated soil might pose a risk to surface water.</p> <p>Spillages and/or leakages of various possible contaminants might occur due to failure of reticulation pipelines or storage tanks. Contaminated soil might pose a risk to surface water.</p>
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ All spills should be cleaned up as soon as possible.</li> <li>✚ The presence of an emergency response plan and suitable equipment is advised, so as to react to any spillage or leakages properly and efficiently.</li> <li>✚ Ensure all stormwater drains or channels are clear of litter or obstructing material.</li> <li>✚ Regular pipeline and tank pressure tests should be conducted</li> </ul>
<b>Proposed Monitoring</b>	Regular visual inspection. Surface water monitoring sampling for hydrocarbon pollution.
<b>Responsible Party</b>	Ndama Shell Service Station/ Contractors.

**Air quality (including dust)**

<b>Site maintenance/Decommissioning phase</b>	
<b>Description</b>	<p>Dust may be produced during the maintenance and decommissioning activities; and might be worsened when strong winds occur. These are expected to be site specific and could potentially pose a slight nuisance to the neighbouring properties.</p> <p>Possible air pollution in the form of emissions from construction vehicles and equipment could also deteriorate air quality in the area.</p>
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ It must be ensured that all vehicles entering the site and machinery used in maintenance activities are in good working order to prevent unnecessary emissions.</li> <li>✚ Vehicles should not be allowed to idle for unnecessarily long periods of time.</li> <li>✚ Excavation, handling and transport of materials must be avoided under high wind conditions.</li> <li>✚ Dust suppression measures (e.g. dampening with water) may be required from time to time, should dust become a nuisance.</li> </ul>
<b>Proposed Monitoring</b>	Regular visual inspection.
<b>Responsible Party</b>	Ndama Shell Service Station/ Contractors.

<b>Operational phase</b>	
<b>Description</b>	Air quality around the site could be impacted by exhaust fumes from the fleet of vehicles and trucks frequenting the site. Hydrocarbon vapours will be released during delivery and dispensing, as liquid displaces the gaseous mixture in the tanks.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Vehicle idling time shall be minimised by putting up educative signs.</li> <li>✚ All venting systems and procedures have to be designed according to SANS standards and placed in a sensible manner.</li> <li>✚ In terms of fuel storage tanks, the vapours will be released through vent pipes on the tanks.</li> <li>✚ Vent pipes should be placed in such a manner as to prevent impact on potential receptors. Use vapour recovery equipment and techniques to avoid air pollution and minimise fuel loss.</li> </ul>
<b>Proposed Monitoring</b>	It is recommended that regular air quality monitoring be conducted at the facility. A complaints register regarding emissions/smell should be kept and acted on if it becomes a regular complaint.
<b>Responsible Body</b>	Ndama Shell Service Station/ Contractors.



## Health and Safety

<b>Site maintenance/Decommissioning phase</b>	
<b>Description</b>	Safety issues could arise from vehicles, machinery, equipment and tools that will be used on site during the maintenance and decommissioning activities. This increases the possibility of injuries and the contractor must ensure that all staff members are made aware of the potential risks of injuries on site.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Equipment and machinery operators should be equipped with ear protection equipment.</li> <li>✚ The maintenance / construction staff must be properly trained on safety and health issues of the project.</li> <li>✚ Workers should be fully equipped with the right personal protective equipment gear for the task at hand.</li> <li>✚ Work sites must be clearly demarked and fenced off to prevent unauthorised persons from accessing the site, who could get injured on site.</li> </ul>
<b>Proposed Monitoring</b>	Safety procedures evaluation. Health and safety incident monitoring.
<b>Responsible Party</b>	Ndama Shell Service Station/ Contractors.

<b>Operational phase</b>	
<b>Description</b>	The operations of the facility can cause health and safety risks to workers on site. Occupational exposures are normally related to inhalation of fuel vapours and physical contact with fuels.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Ensure the general safety and security at all times by providing day and night security guards and adequate lighting within and around the premises.</li> <li>✚ Operators must be properly trained on safety and health issues of the project.</li> <li>✚ Well stocked first aid box which is readily available and accessible should be provided within premises.</li> <li>✚ Signs such as 'NO SMOKING' must be prominently displayed in parts where inflammable materials are stored on the premises.</li> <li>✚ Workers should be fully equipped with personal protective equipment gear.</li> </ul>
<b>Proposed Monitoring</b>	Regular inspection and incident monitoring report evaluation.
<b>Responsible Body</b>	Ndama Shell Service Station/ Contractors.

**Noise Pollution**

<b>Site maintenance/Decommissioning phase</b>	
<b>Description</b>	Although noise pollution already exists at the site due to vehicular movement along the Eugene Kakukuru Street. Vehicles and equipment will be utilised during maintenance and decommissioning activities and noise would be generated. It is expected that the noise generated will be localised and will not have a significant impact on any third parties.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Sensitize drivers and operators of vehicles, equipment and machinery to switch off engines when not being used.</li> <li>✚ Ensure engines of equipment and machinery are fitted with mufflers.</li> <li>✚ Equipment and machinery operators should be equipped with ear protection equipment.</li> <li>✚ Audio equipment (if any) should not be played at levels considered intrusive by others.</li> <li>✚ Operations should be strictly between 07H00 to 19H00.</li> </ul>
<b>Proposed Monitoring</b>	Strict operational times. Regular inspection.
<b>Responsible Party</b>	Ndama Shell Service Station/ Contractors.

<b>Operational phase</b>	
<b>Description</b>	Noise pollution already exists around the site due to vehicles travelling along the Eugene Kakukuru Street.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Delivery of fuel products by heavy-duty tankers should be limited to normal working hours (06h00 to 19h00).</li> <li>✚ Loud music from vehicles fuelling up should be restricted.</li> <li>✚ Maintain the grievance mechanism to capture public perceptions and complaints with regard to noise impacts, track investigation actions and introduce corrective measures for continuous improvement.</li> </ul>
<b>Proposed Monitoring</b>	Strict delivery and collection times. Observation of on-site noise levels by the Manager or Supervisor.
<b>Responsible Body</b>	Ndama Shell Service Station/ Contractors.

## Waste Generation

<b>Site maintenance/Decommissioning phase</b>	
<b>Description</b>	This can be in a form of general litter, oil spills or leakages of petroleum products might occur during the maintenance and decommissioning works.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Ensure that sufficient weather- and vermin-proof bins / containers are present on site for the disposal of solid waste</li> <li>✚ No disposal of /or burying of waste on site should be conducted. No waste should be burned on site.</li> <li>✚ Hazardous waste storage is to be clearly marked to indicate the presence of hazardous substances, and the protocols associated with handling of such hazardous wastes shall be known by all relevant staff members.</li> <li>✚ Existing ablution facilities at the site shall be used by the contractor during this phase. No urinating outside these designated facilities.</li> <li>✚ Waste must be disposed off at designated waste disposal site.</li> </ul>
<b>Proposed Monitoring</b>	Regular inspection and housekeeping procedure monitoring. Observation of site appearance by the manager.
<b>Responsible Party</b>	Ndama Shell Service Station/ Contractors.

<b>Operational phase</b>	
<b>Description</b>	Waste such as contaminated soil, litter, empty cans of engine oil will be generated during the operational phase.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Contaminated soil must be removed and disposed off at a suitable waste disposal site.</li> <li>✚ Waste bins must be available at the fuel retail facility at all times. Waste must be appropriately collected and disposed off at an approved appropriate waste disposal site.</li> <li>✚ Oil-water separator effluent originating from storm water runoff, tank bottoms and washing activities should be separated before disposal of the water. Regular monitoring of the oil-water separator outflow must be conducted.</li> <li>✚ Care should be taken when handling contaminated material. The cradle to grave principal should be kept in mind during waste disposal.</li> </ul>

<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>Any non-biodegradable hazardous material (i.e. oil cans and containers etc.) generated should be properly stored in containment structures, collected and transported to a suitable hazardous waste disposal site.</li> </ul>
<b>Proposed Monitoring</b>	Regular visual inspection of the fuel infrastructure.
<b>Responsible Body</b>	Ndama Shell Service Station/ Contractors.

## Traffic

<b>Site maintenance/Decommissioning phase</b>	
<b>Description</b>	The site is situated along the Eugene Kakukuru Street in Rundu. Slow traffic frequenting the work site may become a nuisance to motorists on the road.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>It is recommended that if the need arises for traffic diversion road closure, the contractor should liaise with the relevant authorities.</li> <li>Speed limit and construction site warning signs must be erected to minimise accidents.</li> <li>Construction vehicles must be tagged with reflective signs or tapes to maximise visibility of the vehicles and avoid accidents.</li> <li>Construction vehicles should not be allowed to obstruct the road, hence no stopping in the road, wholly or partially, but rather pull off the road or park on the roadside.</li> </ul>
<b>Proposed Monitoring</b>	Observations of the traffic flow along the Eugene Kakukuru Street; and site access.
<b>Responsible Party</b>	Ndama Shell Service Station/ Contractors.

<b>Operational phase</b>	
<b>Description</b>	Traffic around the Service station
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>Delivery of fuel products by heavy-duty tankers should be limited to normal working hours (07h00 to 19h00).</li> </ul>
<b>Proposed Monitoring</b>	Strict delivery times monitoring. Observation of traffic by the Manager or Supervisor.
<b>Responsible Body</b>	Ndama Shell Service Station/ Contractors.

**Ecological impacts**

<b>Site maintenance/Decommissioning phase</b>	
<b>Description</b>	The site is already build-up with limited vegetation making up the landscape plan of the site. No known conservation worthy vegetation exists.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ No disturbance of areas outside the designated working zone should be allowed.</li> </ul>
<b>Proposed Monitoring</b>	Regular site inspection.
<b>Responsible Party</b>	Ndama Shell Service Station/ Contractors.

<b>Operational phase</b>	
<b>Description</b>	Disturbance or impacts on fauna and flora. The site is already built-up with very little vegetation present.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Disturbance of areas outside the designated working zone is not allowed.</li> <li>✚ No vegetation should be removed outside the designated project area.</li> </ul>
<b>Proposed Monitoring</b>	Regular site inspection.
<b>Responsible Body</b>	Ndama Shell Service Station/ Contractors.

**Overfilling of tanks and vehicles**

<b>Operational phase</b>	
<b>Description</b>	Overfilling of vehicles and fuel storage tanks may take place.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ This impact can be reduced by the installation of spill containment areas around the pumps and through proper training of the operators.</li> <li>✚ Proper monitoring of the product levels in the tanks must take place to eliminate overfilling.</li> <li>✚ Proper training of the operators on site is vital.</li> </ul>
<b>Proposed Monitoring</b>	Regular inspection of the level of fuel in tanks.
<b>Responsible Body</b>	Ndama Shell Service Station/ Contractors.

**Nuisance Pollution**

<b>Site maintenance/Decommissioning phase</b>	
<b>Description</b>	Aesthetics and inconvenience caused to person trying to access/exit the site.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ Contractor should maintain tidiness on site at all times. Take cognition when parking vehicles and placing equipment.</li> <li>✚ Contractors should be attentive to the importance of not littering. Littering is unsightly and has a negative visual impact.</li> <li>✚ Sufficient waste bins must be provided onsite and must be emptied regularly.</li> </ul>
<b>Proposed Monitoring</b>	Regular visual site inspection.
<b>Responsible Party</b>	Ndama Shell Service Station/ Contractors.

**Fire and explosion hazard**

<b>Operational phase</b>	
<b>Description</b>	Hydrocarbons are volatile under certain conditions and their vapours in specific concentrations and conditions are flammable.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"> <li>✚ There should be sufficient water available for fire fighting purposes.</li> <li>✚ Ensure that all fire-fighting devices are in good working order and they are serviced.</li> <li>✚ All personnel have to be trained about responsible fire protection measures and good housekeeping such as the removal of flammable materials on site.</li> <li>✚ Emergency response procedures should be in place so as to alert the employees on how to react to fire and explosions incidents.</li> <li>✚ Regular inspections should be carried out to inspect and test fire fighting equipment and emergency response at the development.</li> <li>✚ Ensure sufficient water is available all the time for fire fighting purposes.</li> <li>✚ It is highly recommended that electrical wiring of the facility be installed and approved by a qualified electrician who will issue a Certificate of Compliance.</li> </ul>
<b>Proposed Monitoring</b>	Regular inspections should be carried out to inspect and test fire fighting equipment.
<b>Responsible Body</b>	Ndama Shell Service Station/ Contractors.

## **Hydrocarbon Spillages**

<b>Operational phase</b>	
<b>Description</b>	Fuel spillages might occur during delivery during the operational phase.
<b>Proposed Mitigation Measures</b>	<ul style="list-style-type: none"><li>✚ This impact can be reduced by the installation of spill containment areas around the pumps and through proper training of the operators.</li><li>✚ All spills must be cleaned up immediately.</li><li>✚ The presence of an emergency response plan and suitable equipment is advised, so as to react to any spillage or leakages properly and efficiently.</li></ul>
<b>Proposed Monitoring</b>	Risk of impact from this can be lowered through proper training of staff and the installation of suitable containment structures.
<b>Responsible Body</b>	Ndama Shell Service Station/ Contractors.

## **6. DETECTING LOSS OF PRODUCT**

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Leaks and spills of products do not necessarily indicate the potential spill size, however the accuracy of stock monitoring techniques is critical to detecting leaks at an early stage. It follows that a larger quantity of product may leak to soil and groundwater from a long running undetected pipe work leak than from a catastrophic failure of an underground tank. Thus, it's very important to that proper stock management techniques are implemented prior to the operation of the service station.

Losses of product are often indicated by stock reconciliation systems, upon investigation it may be determined that losses are not caused by leaks. Dispenser meters should be checked periodically and other sources of loss (e.g. theft, faulty gauge probes etc.) should be considered. The elimination of apparent losses should improve business, performance and improve the leak detection capacity of the systems in use.

## **7. CONCLUSION**

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If the above-mentioned management recommendations are properly implemented, it is anticipated that most of the adverse impacts on the environment can be mitigated. An appointed environmental officer/consultant will need to monitor or audit the site throughout all phases of the development to ensure that the EMP is fully implemented and complied with. The EMP caters for all project phases, but will need to be reviewed during all phases of project, especially when revisions are made to the project development plans.

The Environmental Management Plan should be used as an on-site tool during all phases of the development. Parties responsible for contravention of the EMP should be held responsible for any rehabilitation that may need to be undertaken. It is the Proponent's responsibility to initiate the update of the EMP once it has expired after 3 years from the issue date of the environmental clearance.