

Meeting: Hout Bay Fishmeal Factory Community Stakeholder Meeting
Time: 14:00
Venue: Indian Ocean Meeting Room
7th Floor Oceana House
25 Jan Smuts Street
Foreshore
Cape Town
8001

15 August 2014

MINUTES OF MEETING

1. ATTENDANCE

Francois Kuttel	C.E.O. Oceana Group Ltd
Gavin Rhodes-Harrison	M.D. of Lucky Star Ltd
Bulelwa Nombutuma	Communications Manager of Oceana Group Ltd
Mike Copeland	Technical Director at Lucky Star Ltd
Phillip Conradie	Operations Director of Lucky Star Ltd
Kevin Changoo	Process Engineering Manager of Lucky Star Ltd
Nicholas Smith	Attorney at Smith Ndlovu and Summers
Christine Reddell	Attorney at Smith Ndlovu and Summers
Llewellyn Owies	Full time Shop Steward Lucky Star
Martin Christians	Lucky Star Employee
Nondumiso Kopolo	Lucky Star Shop Steward
Kiara Worth	Lead of Air Pollution Portfolio for HBRRA (Member of FAHB)
Ike Morris	Director of Mosquito Records (Member of FAHB)
Helen Hays	Resident at Hout Bay (Member of FAHB)
Enock Hlatshwayo	Hout Bay Foreman at Lucky Star
Dan Jaftha	Site Manager of Lucky Star Hout Bay
Lea Conrad	Executive Director at Oceana Group Ltd
Amanda Engelbrecht	School Principal of Sentinel Primary

2. Apologies

- Gavin Liggett - Member of FAHB
- Prevan Jones – Lucky Star Hout Bay Employee

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3. Welcome

F.P.K. welcomed all to the meeting. All stakeholders introduced themselves.

The meeting had the following key stakeholders:

- Gavin Rhodes-Harrison, the Lucky Star Managing Director, whose division includes the Hout Bay Fishmeal Operation
- Phillip Conradie who is in charge of Operations at Lucky Star
- Mike Copeland who is the Technical Director of Lucky Star
- Kevin Changoo who is the Process Engineer of Lucky Star
- Dan Jaftha who is the Site Manager at Lucky Star Hout Bay

In addition the meeting also has Union Representatives and Lucky Star Hout Bay Employees who also reside in Hout Bay. F.P.K also advised that Oceana Group employs over 3700 employees and that the meeting has in attendance 2 of the 3 Group Executive Directors (F.P.K and L.C.)

Kiara Worth (K.W.), Ike Morris (I.M.) and Helen Hays (H.H.) introduced themselves representatives as members of Fresh Air for Hout Bay (FAHB) which is a subcommittee of Hout Bay Residents and Rate Payers Association (HBRRPA). FAHB is a community group that represents the diverse Hout Bay community.

4. Meeting Objectives

F.P.K. advised all that the purpose of this meeting is to get stakeholders to discuss the problem statement that includes the Hout Bay Fishmeal Factory; and the criticism that the operation has incurred from sectors in the Hout Bay community. As an organisation Oceana is concerned about this and would like to see what it can proactively do to alleviate it.

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F.P.K. stated that the Oceana operations do create an odour which is objectionable to some. The premise of the meeting is to unpack this and to determine what more (than what has already done to date), the organisation collaboratively with stakeholders can do to mitigate this. The issue that Oceana has is that they believe that they do everything that they can and that they struggle to come up with means to satisfy the concerns of some of the residents of Hout Bay. Therefore the primary aim of this meeting is to engage with the community stakeholders in order to try to better understand the concerns, and to then try and develop a collaborative response as to what it can do to mitigate these concerns.

While this can turn into a heated debate, as indicated in an open letter that was published in the Sentinel, F.P.K. stated that he has got a long association with the residents of Hout Bay. He is often in the valley and socializes with some residents and experiences their concerns. As such it is not that Oceana does not recognise that there is a challenge. He would like to therefore improve our communication as Oceana has recognised that this is an area that does require some attention. The problem is that Hout Bay is a big place with numerous residents and as such Oceana requested for a grouping that speaks with a mandate from the numbers. This is the reason why Oceana approached the HBRRPA and it is in that regard that it is speaking to the residents.

It is important however that all agree on one thing, that the conversation here is accurately reported back to the constituents whether it be labour or the residents in Hout Bay. F.P.K. reiterated, in the strongest terms, that an accurate portrayal of this is important and Oceana will be happy to continue this engagement but it must be a precursor that is done with the understanding that whatever is done, and decided, is reported without sensationalism. If it's sensationalised and it does not serve to assist in the process then Oceana will stop this engagement. This should not become a witch hunt that is not leading to a proactive place as it will hinder the process.

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Nothing that Oceana does is mysterious and it is more than happy to take the residents for a plant tour, and to explain the process and try to explain and discuss valid concerns. Oceana is also open to discussion regarding potential areas of improvement which should be practical and in the realm of reasonableness.

5. Fresh Air for Hout Bay Introduction and Objective

K.W. responded that FAHB is in agreement with F.P.K and would like to go about finding a proactive solution to the problem. The first thing that FAHB would like to acknowledge is that the fishing industry has played a vital role in Hout Bay and they (FAHB) at no point choose to ignore this. They want this enterprise to remain in Hout Bay which is historically known as a fishing village. However the objective of the committee is to try and get rid of the smell. There are a number of residents who are opposed to the smell and feel that it negatively impacts the well-being of the community.

K.W. also indicated that the smell was not something that was simply disliked, but was something that negatively impacted the lives of a large percentage of the people within the community. Many have cited a number of health issues such as nausea, headaches, minor issues, lack of concentration and a variety of different effects on tourism; and it inhibits the lives of Hout Bay residents.

K.W. advised that there are a number of complexities for solving the problem and FAHB wants to work in partnership with Oceana to resolve the issues. K.W., along with the other elected officials for FAHB, represents a very diverse community and they are committed to communicating with the community, for as much as they can, in order to put forward their ideas and to address their concerns. K.W. advised that FAHB would like to open up a dialogue with Oceana in order to find a way forward and to build a partnership between the organisation and Oceana. She advised that they would like to know more about regarding the plant operation, its challenges and also to discuss the FAHB constituents' key challenges. The key outcome would therefore be to create an

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action plan for what will be done to resolve the problem. K.W also advised that she fully agrees regarding the comment of accurate reporting to the community.

K.W. then handed out a copy of the FAHB organisations vision and strategy. Fresh Air Hout Bay (FAHB) would like to enter into a partnership with Oceana and the City of Cape Town to implement both technological and community oriented processes to eliminate the smell.

6. Factory Emissions

F.P.K. advised that if Oceana knew how to eliminate the smell then he would have already done it. Oceana is happy to work with the FAHB to identify additional opportunities, but he is challenged as he does not know of any technology that can completely eliminate the smell. There are two levels of compliance that need to be discussed

- Legal compliance (which Oceana ensures)
- Mitigation of odour and emissions (which Oceana feels that they have fully exploited)

By reviewing the FAHB strategy to find “technological and community oriented processes to eliminate the smell” Oceana is at a loss as they feel that they are not just hiding behind the legal compliance but instead have gone above and beyond and made a commitment to what is reasonable to eliminate it; and Oceana believes that it has installed the best possible odour abatement technology in order to minimise the odour and plant emissions. F.P.K. is therefore appealing to the stakeholders to work with Oceana and to identify potential solutions. K.W confirmed FAHB’s complete agreement to work together with Oceana.

F.P.K advised that he does indeed review the Facebook pages where stakeholders vent frustrations, and noted the criticism that regarding Oceana sponsoring the Oceana Seafood Festival. Many community stakeholders feel that Oceana should instead invest in “better filters”. F.P.K. can confirm that Oceana has already invested in the best types of scrubbing technology that is currently available and throwing more money at the plant is therefore not an option.

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I.M. pointed out that the thing that frustrates all is that with the Oceana claim of ever increasing and superior technology, when the reality is much worse smell in relation to 10 years ago (when I.M. first moved to Hout Bay but lived in a different residence to his current one). This was the first year that his eyes have teared up and that he physically felt like throwing up.

7. Community Technical Advisor

K.W. then made mention of Bioconservacion, which is a Spanish based company that have liaisons that are based in Cape Town. The company contacted FAHB and advised regarding a new filter technology that can eliminate the smell. Kevin Changoo (K.C.) responded that the company is offering already installed technology and that the factory is busy with a new oxidising agent trial. K.W. and I.M. enquired regarding processing and emission data from Oceana, which they were informed would be transmitted to Bioconservation within specified timeframes. K.C. advised that this is incorrect (and that there is a potential miscommunication between FAHB and Bioconservation) and that no commitments were made to Bioconservacion. There was conflicting views (between FAHB and Oceana) in this regard which were noted. Oceana is open to exploring new technology (which is not being presented by Bioconservation) and the possibility to work with the new company will again be reviewed upon completion of the new scrubbing agent trial. The final report on the potential new oxidising agent will be presented to the Licensing Authority by the end of the year, and it will thereafter then be communicated with the community stakeholders.

K.W. advised that FAHB would like to learn more about the factory and feels that the factory website does not offer sufficient information. She is aware of a variety of possible technological interventions but is unsure regarding their validity to the fishmeal factory operation. As such she would like more information about the plants emissions and operations in order to determine if the current abatement technology is sufficient and to determine if any additional technology can be utilized like the one that is proposed by Bioconservacion.

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F.P.K stated that he personally did not look at the technology from Bioconservacion but that his Technical Team has analysed it and said that they don't think it is going to improve and he therefore requests FAHB to get a Technical Consultant who can verify if Oceana is wrong and to audit the decision tree. Oceana is not ignoring new technology but can't take every sales person at face value and simply purchase what they are selling. There has to be some rigor and Oceana needs to know that they are moving forward. Oceana has evaluated and stated that the technology being proposed by Bioconservacion is similar to the one that is being trialed by Oceana.

F.P.K advised that he is more than happy to adopt new technology however as experience has shown him from any facet, whether its building a house, or a car, there are always businesses that will claim to make your house warmer or car faster and they sometimes do not always do what they claim it can do. Oceana has consistently, for the past 2 decades, evaluated technologies as they became available and they can state that there is no technology that they are aware of that can eliminate the smell any more than what is currently being done.

K.W. that not many people know what Oceana is doing and not many people believe that the company is implementing the best possible technology and if this is the case that Oceana is in fact doing this then FAHB will like to share this with the public. FAHB will like to build the relationship to be able to state that this is a problem but at the moment FAHB does not have any of this information. FAHB comes up with an idea and are not even informed that this technology is being trialed elsewhere and as such this results in the deduction that nothing has happened. F.P.K stated that this was the purpose of this forum and that was the reason why Oceana has done this.

Oceana is part of the International Fishmeal and Fish Oil Organisation (IFFO) that meets annually and that consists of members from numerous different countries around the world. During this conference this industry globally exchanges ideas on the subject and Hout Bay is not the only area where there is this point of conflict between industry and the residents. If anyone

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researches on the internet they will see that this happens all around the world. The smell is therefore not something that Oceana is slacking on but rather a consequence of the process. Oceana is currently unaware of any technology that will mitigate the smell completely.

While F.P.K. is happy to take all through the plant, he is categorical about the need for this to be done with the aid of a technical stakeholder who can fully comprehend the industrial process, technology and review emission analysis. He therefore tasks FAHB stakeholders to source a technical representative who can be an advisor that can audit and verify the Oceana processes and to also determine if there is in fact any additional required information. K.W. accepted that FAHB will source a technical advisor and will then formally consult with Oceana in a follow up meeting regarding the exchange of information.

F.P.K. is willing to take that forward but proposes that FAHB comes up with a representative or an entity that has credibility in this regard. FAHB will then arrange for them to meet with Oceana's technical team and they can then proceed to tackle the nuts and bolts of the situation. This technical representative/s can also review the technology currently being used. They will also audit Bioconservacion's scrubbing technology and compare it to the current one being used at the site. Oceana remains open to any reasonable suggestions and are actively searching for methods to improve the odour suppression system. Oceana is also happy to continue with this forum and on a periodic basis meet and to discuss progress.

8. Oceana Staff Residential Location

K.W. requested for details regarding the number of employees. F.P.K. advised that there are 102 land based staff and 124 sea-going staff. F.P.K. stated that from the 102 jobs there is between R 10 million to R 15 million in terms of the salary and wages bill. In addition the staff were paid in excess of R35 million due to them being shareholders of the company. So in total the staff received approximately R 50 million in total over the last year and this is in addition to the sea going staff.

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From the land based staff 58 % are from Hout Bay, as opposed to the claimed 2% by some Facebook posts. Another 25% who now reside in Mitchell's Plain were relocated there from Hout Bay. They were provided housing by Oceana who wanted to improve the previous hostel style living conditions. F.P.K also pointed out that it was nonsense that Oceana teamed with the City of Cape Town to make millions from the old land and building sales. This was all to eliminate the old poor Apartheid style dormitory conditions and there was nothing sinister about it.

9. Factory Relocation and Health Risk

K.W. then advised that, if there is in fact no solution to the smell situation, what is the possibility, consequences and implications of relocating the fishmeal factory. F.P.K. advised that the consequence is that it will be have a huge financial implication between R 50 million to 100 million. There are 102 jobs (as well as those of the sea-going staff) that will be affected and then there is the question as to where the factory should be relocated. There is also the question as to why the relocation should occur in the first place as there is not a resident who didn't know about the plant's existence before they moved to Hout Bay.

Within this discussion, K.W. specifically asked F.P.K. why the smell would be considered unacceptable in a place like Fish Hoek but considered acceptable in Hout Bay. F.P.K responded if Oceana wanted to relocate the plant to Fish Hoek he would think that the residents there will have a valid concern, as it will involve introducing something into the environment that was not there when they first chose to move there. The options are therefore limited. K.W. further asked FPK if he believed the smell was acceptable to which he responded "yes" and further contextualised the response by stating that the plant in Hout Bay operates within legal parameters and the emissions are therefore within acceptable limits. He advised that the smell is acceptable in its current format but Oceana will desire to definitely mitigate the smell further. Oceana is currently unaware of any technology that can eliminate the smell.

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K.W. pointed out that Oceana is just one component of the harbour and she and her team will be investigating the sustainability of the harbour as a whole. She will however like to acquire additional details regarding the plant operation and production volumes in order to better determine the most sustainable route for the harbour. The community forum wants to eliminate the smell and a large percentage of the community is opposed to it and wants fresh air. K.W. then went on to point out that critical information like the production of 800 tons of raw fish production will need to be taken into account, and create a platform for determining the overall harbour sustainability. F.P.K. advised that he thinks that K.W. is over complicating the situation and enquired what should be done now that it has been determined that the smell cannot be eliminated. K.W. responded that this will then result in a full investigation, and that this will need to be discussed with all community stakeholders, in order to ensure the sustainability of Hout Bay.

K.W. advised that while FAHB recognises all that Oceana has done thus far for odour abatement, there is still a smell and the HBRRA and FAHB are therefore aiming to eliminate the smell. Between the attending stakeholders they do not have a solution but they are willing to work with the community in order to identify a solution. F.P.K. advised that smell is very subjective and the perception is always much stronger in the present than in the past. He can confirm that the plant has had significant improvements in odour suppression.

K.W. asked if Oceana has done any community research regarding the perception of the smell and F.P.K. stated that he knows what the perception of the smell is and does not need to research it. He reviews the Facebook comments and it is an indication of the perception of the smell and Oceana accepts that the community does not like the smell. K.W. stated that it is more than just a dislike of the smell and that this is the challenge. It is not something that is just disliked and that people want to go away. It is something that negatively inhibits the lives of the people of Hout Bay. K.W. stated that the area has 3 schools, multiple preschools, multiple health centres, a community development centres and multiple church centres and that the plant is in the middle of a vibrant and thriving community.

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F.P.K. advised that there has been numerous Health Risk Assessments that have been done that have concluded that the plant and its operations do not pose a health risk and K.W. advised that she is aware of this and has also confirmed that she has conducted numerous investigations and have found that Oceana is in compliance of the law. She however pointed out that numerous community members have complained regarding various health problems and I.M. also pointed out that psychological health is also something that is being greatly affected.

I.M indicated that while the fish factory has been in operation since 1958, there is a new reality in Hout Bay now and the community has changed. He advised that it is an extremely frustrating especially for residents that have spent over a million rand on their residence (for retirement) and may have been to no knowledge regarding the smell. He added that he did not know about the smell prior to him moving to his first residence in Beach Estate and now has moved to a different location in Hout Bay. There are numerous retirement areas, schools and community organisations and the excuse of ‘we were here first’ is simply not acceptable. I.M also indicated that he hoped Oceana recognised the severity of this issue and acknowledged that it must not be “nice” for Oceana who, due to the development, is now experiencing a lot of community opposition. F.P.K confirmed that the opposition was definitely not “nice” and advised he personally would not have moved next to a railway station or an airport.

I.M. stated that with all the increased development Oceana cannot just expect people to move away. F.P.K advised that Oceana does not want anyone to move away, that Oceana has implemented the best known technology to minimise the smell and he acknowledged that nothing can be done to eliminate the smell. While he respects that the community have a right to live in Hout Bay, he defends the right for the factory to exist as well. While he is sympathetic to the issues related to tourism, he would like to point out that this has developed with, and during, the existence of the factory. Hout Bay has become the tourism Mecca with the plant there and it is not as if the factory is chasing tourism away as the plant has been in operation every year since 1958.

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10. Odour Complaints

K.W. proceeded to then ask for better communication from Oceana and advised that she would like more regular feedback and that whenever she complains she would ideally like feedback regarding resolution of the problem. F.P.K. advised that all complaints are fully investigated but that the smell is consequential of operation and that the plant does have processes to minimise the emissions, however the smell cannot be eliminated. Feedback will be given to complainants in this regard.

K.W. also requested for the number of historic odour complaints and for the location of the complainants. Upon enquiry regarding the number of Hangberg complaints, F.P.K. advised that Oceana does not have any substantive record of complaints from the Hangberg area. It is noted that there is a growing population of Hout Bay, and particularly the number of stakeholders that now live and work in close proximity to the factory. The Hangberg community, who have always lived in Hout Bay, are not been objectionable to the factory unlike other stakeholders that also live in nearby proximity to the factory. K.W. requested a copy of the odour complaints register and advised that it was to understand the magnitude of the problem and to help build trust between Oceana and the community in order to recognise their complaints had been registered. She also advised that it will assist FAHB to better understand the processes of the factory. KW pointed out that, Oceana indicated the complaints register should be obtained from the City of Cape Town, and the City of Cape Town indicated this should be obtained from Oceana, thus the community was left with no indicator of how many complaints had actually been logged.

F.P.K. indicated that the number of complaints registered was immaterial and this information would not be supplied as it would only seek to ‘vilify’ Oceana. No odour complaint register will be provided to FAHB. K.W. indicated that this information was not to antagonise the situation but to validate the number of complaints. F.P.K. advised that he does not want to infuriate any stakeholders and add more fuel that will sensationalise the matter. All complaints are logged in the site’s odour complaint register and fully investigated. If required Oceana staff will then

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immediately implement corrective action but it's very important that complaints are raised when there is a genuine odour. It was noted that 2014 had 13 incidents when odour complaints were received in spite of the fact that the site had no production. In this incorrect and inaccurate complaints can be eliminated, that retard and circumvent the process. This way staff can actually prioritise attention to occasions that may have actual need for corrective action. When Facebook posts go out that request for bulk odour complaint reports, this results in staff spending time on frivolous complaints where stakeholders are chasing a number and not trying to register a valid complaint.

K.W. also advised that she has placed several complaints to Oceana and specifically via the website and that she has never received any feedback from any stakeholders that are linked to the website. She also pointed out that she had logged a complaint on the past Tuesday and this was not yet attended to. F.P.K advised that this will immediately be investigated and action will be taken in order to identify if there are any problems with the website. K.W. will receive feedback as soon as the investigation has been completed.

11. Sentinel Primary Feedback

Amanda Engelbrecht (A.M.) then addressed all and advised that she works, as the Head Mistress, in the community at Sentinel Primary School which serves the Hangberg Community. She has 918 learners that attend the school premises and just over 50 adults that work at the school. This meeting was originally scheduled for May and in preparation Amanda requested for the students and teachers to give her feedback regarding the fish factory operation. The positives from the staff were that the factory:

- creates job opportunities that is not seasonal
- has a good employee atmosphere
- takes care of their employees
- is reported to have good social responsibility principals

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- has good medical facilities for staff.

The place is historically a fishermen's valley and they were very complimentary about the housing that Oceana provides for the employees. The students and teachers spoke about Lucky Star and how it promotes the value of education and were complimentary about how Oceana empowers their employees by promoting literacy and parenting skills. One teacher pointed out that Oceana strives to maintain international standards.

The negative comments include the following:

- Sometimes the smell is bad
- It might affect tourism

The school also has assisted the Department of Environmental Affairs (D.E.A.) and have allocated space on the school grounds for an air monitoring station. They have supported this for over a year now. The image in the community that the school serves is that Oceana is very good. A.M. spoke to children in Grade 5, 6 and 7 and of this group 193 said the factory must stay while 53 said it must close.

A.M. also advised that it was interesting that K.W. stated that the smell was bad today. A.M. ran a little late this afternoon, for which she apologised, as she had to attend to a critical situation at school. She was standing at the school gate, just before she left for the meeting, and was not even aware that the factory was in operation.

A.M. advised that the community that she serves is very dependent on the fish factory and she can state that its operation has zero effect on her school. Sometimes in the morning during assembly they view the smoke from the stacks and the school perception is one of happiness as they know there is will new income generated in Hout Bay. She has a positive feeling when the factory is in operation. K.W. thanked A.M. and advised that she is interested to learn more about the school and its students. However she would like A.M. to ask the students how they feel about the odour and not the company.

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12. Conclusion

In conclusion F.P.K. advised that he is alive to the fact that some of the community is upset and again iterated that once the FAHB have appointed a technical representative they need to communicate this to Oceana. Oceana will then take the stakeholder(s) through the factory, show him/her the process, and create an inventory into the equipment and review reasonable methods for improvement. This was agreed to by all parties and F.P.K. added that they look forward to being contacted by FAHB.

Meeting adjourned.