

Dust Complaints Process

St Marys Cement has developed a procedure where the facility work with residents to address community dust concerns

1. When SMC receives a dust concern from a resident, a representative from the cement plant promptly goes to the residence and takes a sample of dust off of the vehicle.
 - Complaints need to be prompt to ensure no contamination can occur.
 - SMC uses deionized water and ash-less filter paper to remove the sample from the vehicle.
 - Deionized water does not add any mineral contaminants to the sample
 - Hydration of the dust on the vehicle allows us to see how the dust reacts with water
 - Ash-less filter paper is critical in the analysis process
2. The sample is taken from the windshield or sunroof of the vehicle for several reasons
 1. Not from a painted surface to avoid scratching the paint
 2. Not from the rear window because a lot of dirt can be kicked up from the wheels and settle the back window
 3. Not from the side windows because dust needs a horizontal surface to settle on
3. SMC then analyzes the sample in the St Marys Cement lab to determine if it matches any of the raw materials or products at the facility. The test methods used at the lab are commonly used in the cement industry and we can use the results to compare to our own on site products and materials.



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While the sample is in the lab at St Marys Cement begins the root cause analysis investigation

A. Complaint Location

- A. Location relative to St Marys Cement operations
- B. Distance from the plant
- C. Location relative to other sources of dust
 - A. Construction
 - B. Farming activities
 - C. Roadways (paved and unpaved)
 - D. Seasonal sources ie. Road salt or pollen

B. Weather Conditions

- A. Wind Direction
- B. Wind Speed
- C. Rain / Moisture (dew)

C. Plant Conditions

- A. St Marys Cement employees are constantly observing for dust being emitted from any source on site
- B. If dust is identified then employees take immediate action to eliminate the dust
- C. Actions taken are recorded in a log

