



**Environmental
Protection
Agency**

Ganges Street, Sophia,
Georgetown, GUYANA
Tel.: (592) 225-0506
Fax: (592) 225-5481
Email: epa@epaguyana.org
Website: <http://www.epaguyana.org>

Operation Permit

(Issued under the Environmental Protection Act, Cap. 20:05, Laws of Guyana, the Environmental Protection (Amendment) Act, 2005, and the Environmental Protection (Authorisations) Regulations, 2000)

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| Reference No.: | 20171101-GCCIC |
| Fee: | Small (C1) US\$500 (5 years) i.e. US\$ 100 per year |
| Fee Paid: | US\$ 500 (June 2019 – May 2024) |
| Addressee: | Guyana Call Center (Incorporated) 51 Camp & Ross Street Lacytown Georgetown |
| Activity: | Fuel Storage |

Guyana Call Center Incorporated, hereinafter referred to as the "Permit Holder", is hereby authorised in accordance with the Environmental Protection Act, Cap. 20:05, the Environmental Protection (Amendment) Act, 2005, and the Environmental Protection (Authorisations) Regulations, 2000, to store fuel at Camp & Ross Street, Georgetown, hereinafter referred to as the "Project", in a manner indicated in the Application for Environmental Authorisation submitted on November 01, 2017, and subject to the terms and conditions set forth herein and in any existing or forthcoming regulations, guidelines, best practices and standards relevant to this project.

Terms and Conditions for Operation to be adhered to by Permit Holder:

1.0 OPERATION

- 1.1 Notify the Agency in writing and obtain its approval for **ANY** proposed changes in the Fuel Storage operation **at least fourteen (14) days before making the change**. The notification shall contain a **description of the proposed change in operation**. It is not necessary to make such a notification if **an Application to vary** this permit has been made and the Application contains a description of the proposed change. In this condition '**change in operation**' means a change in the nature or functioning, or an extension, of the installation, which may have consequences for the environment including but not limited to the following:

- i. Changes in construction, structure, or layout of the facility and all associated buildings.

- ii. Installation of new and/or changes to equipment, machine, apparatus, mechanism, system or technology serving the facility.
 - iii. Any technology used or installed at the facility from which effluent may be discharged.
- 1.2 Adopt and comply with the National Standard "Guidance for the Design, Construction, Modification, and Maintenance of Petrol Filling Stations" and any forthcoming code of practice/guidelines pertaining to the operation of fuel storage.
 - 1.3 Ensure that corrosion control measures are in place to prevent the corrosion of steel tanks and pipe work.
 - 1.4 Install leak detection mechanisms. **At least two (2)** of the following measures should be taken: overflow alarms on tanks; gauging system; dipstick measurements; sensors on walls of tank and electric shut down buttons.
 - 1.5 Equip employees with appropriate protective gears during operation. Employees should at all times be well protected.
 - 1.6 Conduct regular inspections, maintenance and repairs of the generator, and other fittings, pipes and hoses in order to detect leaks, and/ or spillage.
 - 1.7 Ensure that all chemicals, paints and varnishes, etc. are individually labeled.
 - 1.8 Ensure that pipelines from tanks to offset filling points and dispensing equipment are well maintained.
 - 1.9 Construct and maintain an impervious secondary containment wall around fuel storage tanks, creating a temporary holding area in the event of accidental spillage. The containment wall for areas with multiple tanks should have the capacity to provide at least 110% containment of the largest tank. The containment wall for areas with a solitary tank should have the capacity to provide 110% containment of the fuel tank.
 - 1.10 Install a 4ft x 6ft rolled-curved loading pad on the outer section of the containment bund to contain spills when delivery trucks are unloading and containers or equipments are being filled. Loading pad must be connected to a pipe with a valve that remains closed when not in use and connected to the containment bund which is connected to the oil and water separator.

2.0 WATER QUALITY

- 2.1 Adhere to the provisions of the Environmental Protection (Water Quality) Regulations 2000.
- 2.2 Establish a maintenance schedule for the bund walls to ensure that they are functioning effectively.

- 2.3 Take the necessary precautionary measures during the transport of fuel to site, transfer, use, and handling onsite to prevent spillage.
- 2.4 Conduct refueling on an impervious base or implement the use of drip pans to prevent fuel contamination of soil/water.
- 2.5 Install and maintain oil water separator(s) at the final discharge point of drains influenced by the fuel tank containment areas or refueling areas through which all effluent must pass before final discharge.
- 2.6 Discharges from the fuel bund(s) should flow through the oil water separator(s) and should be in accordance with the Guyana National Bureau of Standards (GNBS) *Interim Guidelines for Industrial Effluent Discharge into the Environment*. The following are the allowable limits should not be exceeded:
 - pH 5.0-9.0;
 - Temperature < 40 °C;
 - Total Suspended Solid (TSS) < 100 mg/L;
 - Oil and Grease < 10 mg/L;
 - Total Dissolved Solid (TDS) < 40 mg/L;
- 2.7 Monitor the parameters listed in **condition 2.6** on an annual basis at the point of discharge from the oil/water separators and submit the results to the Agency as a component of the Annual Environmental Report required in **condition 6.7**.
- 2.8 Ensure that an emergency spill cleanup kit is maintained on site for response to potential spills. Kits should contain absorbent materials, drain seals and other appropriate tools for clean up. Oil spills should be cleaned-up by the best practicable means, to prevent runoff into the waterways.
- 2.9 Refrain from draining fuel/lubricants including waste oils of any quantity from equipment onto the ground or into waterways.
- 2.10 Maintain an interceptor drain, which must be adequately sloped to collect storm flow.

3.0 NOISE MANAGEMENT

- 3.1 Adhere to the provisions of the Environmental Protection (Noise Management) Regulations, 2000.
- 3.2 Comply with Guyana National Bureau of Standards (GNBS) *Guidelines for Noise Emissions into the Environment*. Sound levels from noise-making devices should not exceed the limits below, at a distance of 15 metres (50 ft) from the source or property boundary, whichever is closer.

Residential Limits: **75 dB** during the daytime (06:00 h - 18:00 h)
60 dB during the night-time (18:00 h - 06:00 h)

- 3.3 Ensure all significant noise-producing equipment, such as generators, are equipped with appropriate silencers or mufflers and/or are enclosed in suitable acoustic enclosures where necessary, to reduce noise levels impacting the surrounding environment to achieve compliance with Guyana National Bureau of Standards (GNBS) requirement.
- 3.4 Ensure that generators are placed on foundations properly designed to ensure effective damping of vibrations.
- 3.5 Ensure that the exhaust stack of the generator is of an appropriate height, preferably 2 meters above the tallest building nearby, to minimize adverse fumes/soot impacts to the contiguous areas.

4.0 WASTE MANAGEMENT

- 4.1 At all times utilise the best practicable means of handling, storing and disposing of all waste materials.
- 4.2 In accordance with the **Environmental Protection (Litter Enforcement) Regulations, 2013**, promote good sanitation and solid waste disposal practices on site; covered garbage receptacles must be placed at strategic locations at the facility. Waste must be collected and disposed of at an approved waste disposal facility.
- 4.3 Maintain good house-keeping, sanitary, and hygienic practices and improvement in the aesthetic quality of your surroundings at all times. Regular cleaning of the surroundings and drains should be clean of vegetation and litter.
- 4.4 Maintain a septic tank system on site. The septic tank should not be located within 1.5 m of a building or property boundary and should be accessible for cleaning and desludging. Any modification to the Septic tanks must be in accordance with the *Guyana National Bureau of Standards (GNBS) Code of Practice for the Design and Construction of Septic Tanks and Associated Secondary Treatment and Disposal Systems*. If Portable toilets are utilised, ensure regular emptying of its content to avoid mal-odour or overflow.

5.0 HAZARDOUS WASTE/MATERIALS MANAGEMENT

- 5.1 Adhere to the provisions of the Environmental Protection (Hazardous Waste Management) Regulations 2000.
- 5.2 Prepare and submit to the Agency no later than **forty-five (45) days** after the end of the operating year, a report relating to the activities for the previous year. The report must be submitted in electronic format acceptable to the Agency along with a hard copy which should be signed by the Permit Holder, and shall include:

- i. The identification information of the facility.
- ii. Type and quantities of hazardous waste generated.
- iii. Data concerning off-site shipments of waste.
- iv. Any applied treatment standards.
- v. A summary of any accidents that may have occurred and any action taken.
- vi. Any waste minimisation efforts undertaken by the generator.
- vii. A pollution prevention plan for the facility.
- viii. Any other matter the Agency may require.

- 5.3 Store all fuel in a cool, dry place and away from ignition sources and have '**No Smoking**' signs posted where fuel is handled or stored.
- 5.4 In the event that waste oil (recovered from oil-water separator or from servicing of generators) is stored on site, it should be stored in a covered, bunded area to minimise adverse impacts to the environment in the event of spillage. The bunded area must be labeled and must be able to provide containment for the maximum volume of waste oil on site.
- 5.5 Dispose of all waste oil in accordance with the Environmental Guidelines, 2011 for the 'Removal, Treatment and Disposal of Oily Sludge' (attached) or reuse waste oil as lubricant for chainsaw or other equipment\machinery.
- 5.6 Ensure that oil/fuel contaminated absorbent materials are appropriately stored and disposed of by double wrapping in heavy duty garbage bags and dispose of at an approved waste disposal facility. Hazardous contaminated absorbent pads can be disposed of by an authorised Hazardous Waste Disposal company.
- 5.7 Refrain from draining fuel/lubricants including waste oils of any quantity from equipment onto the ground or into waterways.

6.0 COMPLIANCE MONITORING AND REPORTING

- 6.1 Notify the Environmental Protection Agency **within 24 hours** of the occurrence of any environmental emergencies (e.g. oil spills, hazardous materials/wastes, chemicals sudden onset disaster, natural, technological or human- induced factors that cause or threaten to cause severe environmental damage as well as harm to human health or livelihood).
- 6.2 Make all employees, and third parties under your direction, aware of the conditions of the Environmental Authorisation and provide training on good environmental practices.
- 6.3 Monitor the implementation of the conditions of this Permit, insofar as they involve adherence by your employees.
- 6.4 Notify the Agency in writing of any change of name or ownership of the Permit

Holder's facility within **thirty days** after the change occurs.

- 6.5 Notify the Agency **within 21 days** in event of death, bankruptcy, liquidation or receivership of the Permit Holder or if the Company becomes a party to an amalgamation.
- 6.6 Maintain and submit to the Agency records of the type, composition and quantity of contaminant released (i.e. any solid, liquid, gas, odour, sound, vibration, radiation, heat or combination of any of them).
- 6.7 Submit **Annual Reports** to the EPA on the progress of the operation and compliance with the conditions under which this Permit was granted on or before **March 31** each year.
- 6.8 Report to the Agency of non-compliance with the Operation Permit:
 - I. Within **twenty-four (24) hours** of the time the Holder of the Environmental Authorisation for Operation becomes aware of the non-compliance, the anticipated manner in which it may endanger human health or the environment.
 - II. Within **seventy-two (72) hours**, submit to the Agency a written report containing a description of the non-compliance, its cause and the period of non-compliance including exact dates and time.
 - III. Submit a report to the Agency indicating the reasons and the anticipated time it is expected to continue if the non-compliance has not been corrected.
- 6.9 Comply with any lawful directions given by the EPA from time-to-time in furtherance of the implementation of any international or other obligation for the environmental protection of Guyana.
- 6.10 Obtain approval from the Guyana Fire Service and provide fire protection measures such as fire extinguishers and sand buckets in accordance with this approval.
- 6.11 Ensure all firefighting equipment are maintained and serviced regularly.
- 6.12 It is the responsibility of the Permit Holder to ensure the permitted activity and premises are secured and that all practicable steps necessary to prevent fires, explosions, leaks or suspected leaks and spills at the permitted premises are taken.

7.0 INSTITUTIONAL AUTHORITY/ LIABILITIES

- 7.1 The EPA reserves the right to conduct regular inspections of the Permit Holder's operation as part of its monitoring and enforcement requirements under the Environmental Protection Act, Cap. 20:05, the Environmental Protection (Amendment) Act, 2005, and the Environmental Protection Regulations, 2000.

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- 7.2 The EPA reserves the right to review/amend the conditions attached to this Permit which also includes the review and/or amendment of permit fees in consideration of any changes in fee schedule as determined by the Agency for projects of this nature.
- 7.3 The Permit Holder shall, at all times, allow entry to the permitted facility to any Officer designated by the EPA for the purposes of conducting inspections or any other legitimate business of the Agency. Pursuant to s.38 of the Environmental Protection Act, Cap. 20:05, Laws of Guyana, it is an offence to assault, obstruct or hinder an authorised person in the execution of his/her duty under the said Act or its Regulations and the Permit Holder shall be liable to penalties prescribed under paragraph (c) of the Fifth Schedule for doing so.
- 7.4 The EPA shall have the right to cancel or suspend this Permit for breach of any of the terms and conditions contained herein.
- 7.5 The Permit Holder shall be strictly liable for the adverse effect of any discharge or release, or cause or permit the entry of pollution, contaminant in any amount, concentration or level in excess of that prescribed by the regulations or stipulated by this environmental authorisation, as are attributed to Project's of this nature and in accordance with section 19(1), (2), and (3) of the Environmental Protection Act, Cap. 20:05.
- 7.6 The Permit Holder shall be guilty of any offence in accordance with s. 39(1), (2), (3), (4) of the EP Act, Cap. 20:05, which states respectively –“every person who causes material or serious environmental harm by polluting the environment intentionally or recklessly and with the knowledge that material and/or serious environmental harm will or might result is guilty of an offence, and shall be liable to the penalties prescribed under the Act.”
- 7.7 The Permit Holder shall be liable to any gross negligence or willful misconduct caused by the Permit Holder, his Servants and/ or Agents, to the marine or terrestrial environment, biodiversity, protected species and natural habitat with respect to any release or discharge, spill, contaminant fluids, oil or lubricants from the fuel storage facility.
- 7.8 The Permit Holder shall compensate any Party who suffers any loss or damage as a result of the attributed project. (S. 19(3)(e) of the Environmental Protection Act Cap. 20:05)
- 7.9 The Permit Holder shall be responsible for the payment of all costs related to the assessment of damage and costs for the independent assessor (s).
- 7.10 The Agency (EPA) shall notify the Permit Holder immediately of any written claim or notice sent by any Complainant seeking loss or damage for negligence as a result of the Permit Holder lack of due care and diligence.
- 7.11 Should the Permit Holder contravene or be likely to contravene any condition of this Permit, the Agency (EPA) may issue an Enforcement Notice to him, in accordance with

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s. 26 of the Environmental Protection Act, Cap. 20:05.

- 7.12 Where it appears to the Agency (EPA) that the Permit Holder is engage in any activity that may pose serious threat to natural resources or serious pollution of the Environment or any damage to public health, issue to the Permit Holder a Prohibition Notice, which may include an order to immediately cease the offending activity. (S. 27 of the Environmental Protection Act, Cap. 20:05.)
- 7.13 The Permit Holder is obligated to ensure that the Fuel Storage Sites are permitted by other relevant authorities.
- 7.14 The Permit is effective for the period stipulated herein **June, 2019 to May, 2024.**
- 7.15 This Operation Permit shall remain valid until **May 31, 2024**, unless otherwise suspended, cancelled, modified or varied in accordance with the provisions of this Permit or the Environmental Protection Act, Cap. 20:05, the Environmental Protection (Amendment) Act, 2005, and the Environmental Protection (Authorisations) Regulations, 2000.
- 7.16 This Permit must be renewed by submitting a completed *Application Form for Environmental Authorisation* (Operation Permit) to the Agency at least six months before this Permit expires, that is, no later than **November 30, 2023.**
- 7.17 Any late submission of renewal application(s) after the specified date as stated above, shall require the Permit Holder to pay, in addition to the renewal fee, a late penalty fee (accruing at the time such obligation was first owed for renewal) at a rate of **two thousand dollars (\$2,000.00) per day for every day late**, until such renewal application is submitted to the Agency, without prejudice to any other rights of the Permit Holder in connection therewith.
- 7.18 Failure to comply with the requirements of this Permit or with applicable laws and regulations, whether existing or forthcoming, shall render the Permit Holder liable to prosecution and to penalties, inclusive of civil penalties, injunctive relief and imprisonment, as prescribed under the Environmental Protection Act, Cap. 20:05, Laws of Guyana, the Environmental Protection Regulations and other applicable laws of Guyana.

Signed by _____ on behalf of the Environmental Protection Agency

Dr. Vincent Adams, Director

Executive Director

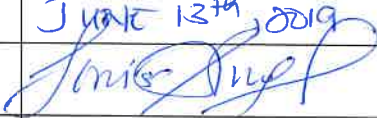
Environmental Protection Agency

Date

3/6/19

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I hereby accept the above terms and conditions upon which this Operational Permit is granted and agree to abide by the Environmental Protection Act, Cap. 20:05, the Environmental Protection (Amendment) Act, 2005, and the Environmental Protection (Authorisations) Regulations, 2000, and any existing or forthcoming regulations, guidelines, best practices and standards made under this Act.

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| NAME | LORRISA SINGH |
| DATE | JUNE 13 TH 2019 |
| SIGNATURE |  |
| DESIGNATION | DIRECTOR OF FACILITIES & SECURITY |

