

Mobil Altona Refinery



Community Bulletin

www.exxonmobil.com.au

September 2011

An invitation is extended to all local residents to attend the next CLC meeting

**Wednesday 7 September 2011
from 5:30pm to 7:30pm**

The meeting will be held at Altona Refinery in Central Control Building (CCB). To attend, please enter via the main reception area off Kororoit Creek Road. Parking is available. Light refreshments will be served.

Dates for 2011 meetings:

☐ Wednesday, 7 December 2011

Your CLC Bulletin - Editorial Sub Committee:

Melanie Saliba, Mobil Ph: 9270 3443

Fiona Swan,
Hobsons Bay City Council Ph: 9932 1000

Valerie Gemmill, Resident Ph: 8307 8764

Kimberly Foss,
Committee Member Ph: 9734 6966

Percy Fernandez, Resident Ph: 9391 1383

About the Community Liaison Committee (CLC)

The CLC is made up of interested people from the Altona community, representatives from the Hobsons Bay City Council, the Environment Protection Authority (EPA) and the Refinery.

It meets every three months and provides the community with a regular means of communicating with Mobil on Altona Refinery issues.

Please call 9270 3443 for further details about the next CLC meeting.

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From left to right: Maureen Short and Peter Dunster (Mobil Altona Refinery) Brendon O'Brien (Principal Altona North Primary School) with students Liam and Charlotte who presented their maths and science project.

Mobil Bright Future Grants

Congratulations to all the schools and kindergartens that have been awarded a Mobil Bright Future Grant in 2011. These grants are designed to support the development of maths and science activities in local schools and kindergartens, and are provided to successful applicants each year.

In August we held a morning tea at the Altona Refinery to meet with students and teachers from the successful schools and kindergartens. Thank you to representatives from Altona Primary School and Somers Parade Kindergarten who provided informative presentations on the morning. It was particularly nice to hear directly from students about positive experiences with maths and science projects which have been supported by the Mobil Bright Future Grants.

Through the Mobil Bright Future Grants we are proud to help foster the education and development of young people in the local community. We congratulate all of the 2011 recipients and look forward to seeing the supported projects in action as they are completed in the near future.

Recipients of the Mobil Bright Future Grants for 2011:

- Altona P-9 College
- Bayside College
- Williamstown High School
- Altona Primary School
- Seaholme Primary School
- Altona North Primary School
- Williamstown North Primary School
- Altona Meadows Primary School
- Range Children's Centre
- Somers Parade Kindergarten
- Altona Kindergarten
- Seaholme Kindergarten
- Home Road Kindergarten
- Merriwa Kindergarten
- Yarraville Community Kindergarten
- Kingsville Primary School
- Spotswood Primary School ■



Local Teachers have Fun with Physics - Mickelson ExxonMobil Teachers Academy

Two Altona primary school teachers have recently returned brimming with enthusiasm for science after attending the Mickelson ExxonMobil Teachers Academy in the United States.

This is the third year that Mobil Altona Refinery has supported local teachers' attendance at the Academy, which promotes creative and innovative methods of teaching maths and science in primary schools and provides teachers with new tools to use in their classrooms.

Seaholme Primary School Curriculum Team Leader, Robyn Florence, and Altona North Primary School Teacher, Wally Raghdo, enjoyed a week-long, all-expenses-paid

professional development program designed to hone teaching skills, enhance curricula and discover innovative new ways to inspire students in maths and science.

The teachers' feedback after attending the Academy has been very positive and they are keen to put the ideas they picked up into practice.

"The maths and science program run by the Mickelson ExxonMobil Academy was of an exceptionally high standard. It provided excellent learning opportunities for all attending teachers," said Robyn. "Since returning to Australia, I have already increased the science content of my program and now teach science at least once per week.

"I gained an enormous amount of new knowledge from the conference on forces and data and I am now in the process of sharing what I learnt with my colleagues at Seaholme Primary School. I'm very grateful to ExxonMobil for the fantastic opportunity to attend a program of such a high level of learning, particularly as there is nothing similar run in Australia."

"The program was excellent and professionally rewarding," added Wally. "We are both excited at the potential this program provides to energise effective maths and science teaching for the next generation in our community." ■

From left to right: Robyn Florence, Glenn Henson and Wally Raghdo.

Peer Assist for Flaring

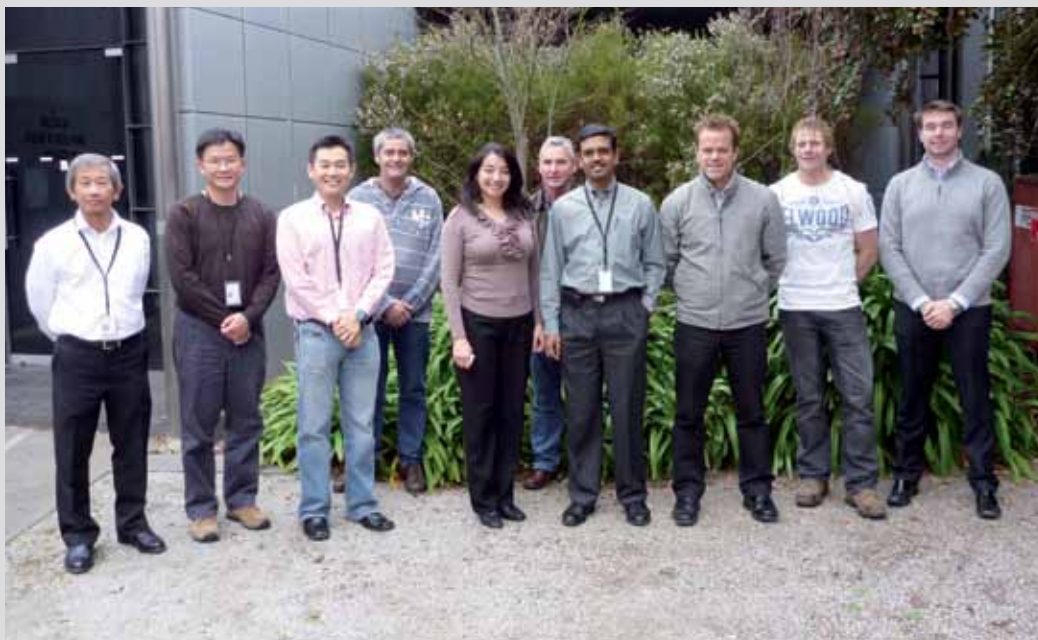
Altona Refinery's Flare Reduction Team has achieved significant success in reducing hydrocarbons to flare in the past 12 months. Continuous improvement is their mantra, and the team is not satisfied or complacent despite the success it has had so far.

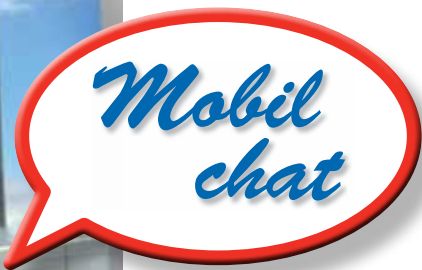
To ensure that it is doing all it can do to achieve "world's best practice" in the management of flaring, Altona recently hosted a group of experts from other ExxonMobil refineries. Referred to as the 'Peer Assist Team', the group was made up of ExxonMobil experts from Thailand and Singapore, who had also conducted "peer assists" at other ExxonMobil refineries in Japan. The Team's objective was to impart knowledge gained from flare reduction activities at other overseas refineries to assist Altona in its ongoing commitment to reduce flaring.

Working diligently over two days and liaising with local refinery personnel in management, operations, maintenance, projects, safety and environment, the Team identified several practical initiatives for the Flare Reduction Team to consider.

The Peer Assist Team also confirmed that the 'No Gas to Flare' best practice process has been effectively implemented at Altona and noted that the Refinery's Flare Reduction Team is well structured and supported by Operations and has already achieved significant improvements in reducing flaring. ■

Peer Assist Team with Mobil's Flare Reduction Team, from left to right: Lim Cho Hee, Neo You Soon, Nukit Chonlacoop, Roger Phelan, Lorena Cervantes, Neil Murphy, Muralidharan P Krishnamurthy, John Bourke, Clinton James and Matthew Griffin.





Welcome to my column.

by Glenn Henson,
Mobil Altona Refinery General Manager

Readers of this edition of the Bulletin will undoubtedly note the high level of community engagement that has occurred over recent months. I am very proud of the ongoing commitment we have to be a good neighbour and the support we continue to provide to the community in which we operate.

I am especially pleased to be able to report an improvement with regards to our community complaint register with zero complaints for June and only one confirmed noise complaint for July. This is encouraging and is a reflection of the increased focus we are placing on plant activities and the impacts these can have on the surrounding community as well as the recent closure of the bitumen plant.

Upcoming Turnaround

Preparations are underway for a major maintenance turnaround at the refinery that will set the facility up for highly efficient, reliable operations over the long term.

This turnaround will involve extensive inspection, maintenance and improvement works and gives us the opportunity to implement important projects for enhanced process safety and energy conservation.

Further information about the turnaround will be circulated to local households.

A Mobil Night at the Opera – A Huge Success

A big thank you to those 800 or so members of the Hobsons Bay community who attended our free community concert held on July 28, 2011 at Williamstown Town Hall. A Mobil Night at the Opera was the first major event in the historic 1926 building since its restoration program commenced. This magnificent venue well complemented the superb performance given by Opera Australia stars and Orchestra Victoria.

In a novel twist to this wonderful evening, Conductor and Master of Ceremonies, Tom Wood, engaged the services of the whole audience in singing the chorus accompanying bass-baritone, Gary Rowley, who performed the Toreador song from Georges Bizet's famous Opera 'Carmen'.

"To hear such magnificent voices and music soaring through the Town Hall was fantastic," was a comment I received from the night, and I couldn't agree more.

I was most fortunate to be introduced to the performers. Sopranos Antoinette Halloran and Danielle Calder, mezzo-soprano Victoria Lambourn and bass-baritone, Gary Rowley were all equally entertaining off stage. Antoinette is a local and resides in Yarraville. As someone who has travelled the world and is one of Australia's most accomplished and best-

loved sopranos, this engaging young woman enthusiastically declares that "no matter where her career has taken her, it would be hard for her to leave the uniqueness that Yarraville village has to offer."

I'm sure the western suburbs are delighted to have their own prima donna assoluta living in their midst.

Two Altona teams honoured for Excellence

I would like to congratulate two teams at Altona who have been recognised for improving the refinery's performance with ExxonMobil Asia Pacific Region Excellence (APEX) Awards.

The APEX awards have been made in recognition of initiatives which have been developed at Altona to improve the refinery's management of crude oil and fuel inventories and to further optimise our selection of crude feedstocks.

In further recognition of the skills of our people and the high tech nature of our business, I am also pleased to announce that one of the refinery's senior engineers has made a successful US patent application covering his ground-breaking work in improving the application of optimisation technologies to complex plant computerised controls.

Welcome to Melanie and farewell to Maureen

I am pleased to welcome Melanie Saliba to Altona Refinery, as our new Public Affairs Adviser. Melanie comes to the position with a vast community relations knowledge after working at City West Water, Sunshine, in a management role.

Having always lived and worked in the western suburbs, Melanie has an excellent understanding of community sentiment and is enthusiastic about working with our local stakeholders and community members.

As I am committed to ongoing involvement and engagement with our local community, I look forward to Melanie applying innovative ideas and a fresh approach to the role.

I sincerely thank Maureen Short for her assistance as Acting Public Affairs Adviser over the last ten months and wish her well in her new endeavours.



From left: Danielle Calder, Gary Rowley, Antoinette Halloran, Glenn Henson, Tom Woods and Victoria Lambourn.

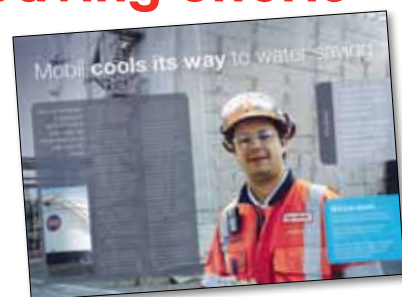


City West Water promotes Mobil's Water Saving efforts

Saving water is still a key area of focus in Altona Refinery's energy and resource efficiency improvement plans. Last year the Refinery invested considerable resources to improve its water efficiency.

In particular, automation of cooling tower water testing and waste water "blowdown" has resulted in fresh water use being reduced by 70 million litres per year and has reduced the Refinery's trade waste output by a similar amount.

The company's ongoing efforts have been recognised in City West Water's 'Liquid Assets' magazine (Issue 10, 2011). ■



Environmental Complaints Summary

CONFIRMED

Month	ODOUR	NOISE	OTHER	Month Total
Total 2008	3	0	5	8
Total 2009	0	7	4	11
Total 2010	9	3	5	17
Jan-Apr 2011	5	2	1	8
May 2011	-	-	1	1
Jun 2011	-	-	-	0
Jul 2011	-	1	-	1
Total 2011	5	3	2	10

UNCONFIRMED

Month	ODOUR	NOISE	OTHER	Month Total
Total 2008	29	3	0	32
Total 2009	39	1	3	43
Total 2010	36	1	0	37
Jan-Apr 2011	29	1	0	30
May 2011	7	-	-	7
Jun 2011	4	-	-	4
Jul 2011	-	-	-	0
Total 2011	40	1	0	41

Mobil Altona Refinery has a 24-hour Community Information Line service (Free Call 1800 659 527) to which any queries or complaints can be directed.

For any queries, concerns or complaint which you suspect may be a result of refinery operations, please call us immediately for prompt investigation and action.

Community Hotline
1800 659 527

Other Emergency Contacts

Hobsons Bay City Council
9236 0550

EPA Pollution Watchline
9695 2777

Local Contacts

The following resident members of the CLC will be contacted by the Refinery in case of any incident or emergency and are happy to receive calls from other residents who may have concerns:

Paul Cassar Ph: 9391 0223 (home)

Dick Murdoch Ph: 9316 5816 (home)

للحصول على ترجمة لاي من المعلومات الواردة في هذه المشورة يرجى الإتصال بمركز قدرات المهاجرين،
78-82 Second Avenue, Altona North هاتف 9391 3355.

Ako želite dobiti prijevod nekih informacija sadržanih u ovom biltenu, obratite se Centru za pomoć useljenicima (Migrant Resource Centre), 78-82 Second Street, Altona North. Telefon 9391 3355.

Για μεταφράσεις οποιασδήποτε πληροφορίας που περιέχεται μέσα σε αυτό το δελτίο, παρακαλείστε επικοινωνήστε με το Κέντρο Πληροφοριών Μεταναστών (Migrant Resource Centre), 78-82 Second Avenue, Altona North. Τηλ. 9391 3355.

Per avere una spiegazione in italiano del contenuto di questo notiziario contattate il Migrant Resource Centre, 78-82 Second Avenue, Altona North telefonando al 9391 3355.

За превод на било какви информации од овој билтен молиме јавете се во Информативниот центар за доселеници - Migrant Resource Centre, 78-82 Second Avenue, Altona North. Телефон 9391 3355.

Ghat-traduzzjonijiet ta' kull taghrif li jinsab f'dan il-bullettin, jekk joghgbok ikkuntattja I-Migrant Resource Centre, 78-82 Second Avenue, Altona North. Telefon 9391 3355.

За преводе било којег обавештења садржаног у овом билтену молимо вас обратите се Саветодавном центру за досељенике (Migrant Resource Centre), 78-82 Second Avenue, Altona North. Телефон: 9391 3355.

Muốn được dịch ra tiếng Việt những chi tiết trong bản tin này, xin gọi Trung Tâm Tiễn Nghi Di Dân, 78 - 82 Second Avenue, Altona North. Số 9391 3355.

Sirens

Community members should be aware that the sirens at the Mobil Altona Refinery are sounded to alert on-site personnel only.

People in the community do not need to take action in response to the sounding of these sirens.

In the case of an emergency, Police and Emergency Services personnel will direct community members if any action is required.

أجراس الإنذار - تُلفت عناية المواطنين في المجتمع المحلي إلى أن أجراس الإنذار في مصفاة ألتونا التابعة لشركة موبيل تعمل لتنبية الموظفين العاملين داخل الموقع فقط. ولا يترتب عليكم إتخاذ أي إجراء نتيجة لتشغيل أجراس الإنذار هذه. وفي حال حدوث طارئ ما، سيقوم موظفي الشرطة وخدمات الطوارئ بتوجيه أعضاء المجتمع المحلي إذا تطلب الأمر إتخاذ أي إجراء.

SIRENE - Obavještava se stanovništvo da se sirene u rafineriji Mobil Altona javljaju kao znak upozorenja, samo za osoblje koje je tu na poslu. Stanovništvo ne treba reagirati na zvuk ovih sirena. U slučaju hitnosti, Policija i osoblje Hitne službe će dati upute stanovništvu o tome što i ako treba nešto učiniti.

ΣΕΙΡΗΝΕΣ - Οι κάτοικοι θα πρέπει να γνωρίζουν ότι οι Σειρήνες στο Διυλιστήριο Mobil στην Altona χτυπάνε μόνο για να προειδοποιήσουν το προσωπικό του διυλιστηρίου. Οι κάτοικοι της περιοχής δεν χρειάζεται να κάνουν καμία ενέργεια όταν χτυπάνε αυτές οι σειρήνες. Σε περίπτωση έκτακτης ανάγκης, το προσωπικό της Αστυνομίας και των Υπηρεσιών Έκτακτων Καταστάσεων θα καθοδηγήσουν τους κατοίκους αν χρειάζεται να παρθούν οποιαδήποτε μέτρα.

SIRENE - Facciamo presente al pubblico che le sirene della raffineria della Mobil ad Altona vengono attivate soltanto per avvertire il personale dello stabilimento. Pertanto quando si sentono le sirene non c'è bisogno di reagire. In caso di emergenza la polizia e gli addetti ai servizi di emergenza vi avviseranno su come dovete comportarvi.

СИРЕНИ - Луѓето во заедницата треба да се запознаени дека сирените во рафинеријата Мобил Алтона свират само за да го узбунат персоналот кој работи во рафинеријата. Луѓето во заедницата не треба да прават ништо кога свират овие сирени. Во итен случај персоналот на полицијата и на службите за дејствување во итни случаи ќе ги известат луѓето ако треба да се преземат некои акции.

СИРЕНЕ - Чланови заједнице треба да знају да се сирене у Mobil рафинерији у Алтони пуштају само ради упозоравања особља на лицу места. Особе у заједници не треба ништа да предузму када чују ове сирене. У хитном случају, полиција и хитне службе ће упућивати грађане ако каква акција буде потребна.

SIRENI - Membri tal-komunita' ghandhom ikunu jafu li s-Sireni fil-Mobil Altona Refinery (Raffinerija tal-Mobil f'Altona) jindaqqu bhala alert ghal haddiema fuq il-post biss. Nies fil-komunita' m'ghandhomx ghalfejn jiehdu azzjoni b'rispons meta jindaqqu dawn is-sireni. F'kaz ta' emerġenza, il-Pulizija u haddiema tas-Servizzi ta' Emerġenza jaghtu direzzjoni lill-membri tal-komunita' jekk tkun mehtieġa xi azzjoni.

TIẾNG CÒI HỤ - Mọi người trong cộng đồng nên biết rằng Tiếng Còi Hụ tại Nhà Máy Lọc Dầu Mobil Altona Refinery là chỉ để cảnh giác những nhân viên làm việc tại nhà máy mà thôi. Quý vị trong cộng đồng không cần phải làm gì cả khi nghe tiếng còi hụ. Trong trường hợp có sự việc gì khẩn cấp thì Cảnh sát và nhân viên của Dịch Vụ Khẩn cấp sẽ hướng dẫn cư dân nếu cần phải có hành động để đáp ứng với hoàn cảnh.

