

Community Bulletin



"Our Building Improvement Program was aimed at providing a safe, effective and pleasant work environment for our workers, as well as improving the refinery's external appearance."

Maintenance workers in their new workshop.

Workers move into new workshop

The Altona Refinery reached the final milestone in its Building Improvement Program with the completion of the new Maintenance Workshop.

The Refinery's Maintenance Manager Heinz Klaumanns-Moller said construction of the new workshop, immediately west of the refinery's new Main Administration Building, began in February 2016 and it was ready for maintenance personnel and equipment to start moving in November.

"The move was completed safely in January and the workers were now getting used to their new digs," he said.

The Refinery Maintenance, Reliability & Engineering Manager Andrew Williamson said the new workshop represented the very latest in safety and amenity.

"Our Building Improvement Program was aimed at providing a safe, effective and pleasant work environment for our workers, as well as improving the refinery's external appearance," he said.

Over the last five years, Mobil has invested over \$370 million in maintenance and efficiency improvements at Altona Refinery and is continuing to invest in securing the refinery's valuable role as a reliable supplier of high-quality petroleum fuels to Victoria.

You are invited to attend Mobil Altona Refinery's community meeting:

**On Wednesday 1 March 2017
5.30pm to 7.30pm
At Mobil Altona Refinery**

Enter via main reception at Kororoit Creek Rd
Parking is available
Light refreshments are served

Meeting Agenda:

- Refinery Operations
- Environmental Update
- Community Relations Update

Dates for 2017 meetings:

1 March
7 June
6 September
6 December

About the Community Liaison Committee Meetings

Mobil's Community Liaison Committee meetings are open to all interested people from the local community. Please call Nikki Calcraft on 9286 5559 for more information about the next meeting or if you have any feedback or story ideas for future community newsletters.



Testing a cool idea for improvement

"If it isn't broken, don't fix it." This old adage is good advice when it comes to your television or toaster, but it certainly doesn't apply to a modern oil refinery like Altona.

The refinery needs to be continuously improving how it works in order to survive.

"We operate in a highly competitive industry," said Energy and Application Engineering Team Leader Mark Ripper. "As a result we are always looking for fresh ideas on how we can improve our operations in order to remain competitive.

"We are also mindful of our need to reduce our environmental footprint, including reducing greenhouse gas emissions.

"This all makes for a very dynamic, technical industry where we are constantly evaluating ideas on doing things better.

"However, given the importance of the fuel supplies we provide, and the volatile nature of our products, we have to be extremely careful in implementing changes to our processes."

Right now the refinery is testing an innovation that involves reducing the temperature of cooling water in one part of the refining process in order to increase LPG production, reduce energy waste, improve energy efficiency and, therefore, reduce emissions.

This testing phase comes at the end of a long, rigorous evaluation process.

"We are really fortunate because we have a world-wide network of refinery engineering and operations expertise that we can call on for consultation and review of our process improvement initiatives," said Mark.

The current trial is running from January until May. It involves installing a portable chiller to cool the water, which is expected to have a flow-on cooling effect in part of the refining process.

"We believe that the reduced temperatures will ultimately result in increased LPG production," said Mark.

Altona Refinery Technical Manager Jonathan Lawson said that at the completion of the trial all the data would be analysed and reviewed.

"If it is deemed a success we will then evaluate the most appropriate permanent solution and this will be presented as a project for future investment," he said.

"The findings will also be shared throughout our global refining network.

"It's this continuous development and sharing of ideas that has led to the remarkable advances in fuel refining technology we have seen over the years."

Mark Ripper checks on the portable chiller, installed as part of the cooling trial.

"We are always looking for fresh ideas on how we can improve our operations in order to remain competitive."

Exhibits on the move in local libraries

It's summer which means public libraries across the region are once again being treated to loud, lively interactive displays involving snakes, lizards, stick insects, frogs and more.

The annual Hobson Bay City Council's Summer by the Sea program, proudly supported by the Altona Refinery, was responsible for the creepy crawlies.

The program features Andrew Wegener, of Australian Wildlife Lectures, and his showcase of native wildlife. He takes his display around the local libraries encouraging people young and old to get up close to a variety of creatures from our environment.

Summer by the Sea is a State Government initiative involving a series of free activities along Victoria's coastline.

Hobsons Bay City Council participates in Summer by the Sea to raise awareness of local conservation issues and promote Hobsons Bay's unique coastal environment.



Getting hands-on experiences with wildlife in the library as part of the Summer by the Sea program.

Mobil Chat

by Andrew Warrell

Mobil Altona Refinery General Manager



We are well into a period of renewal here at the refinery.

Apart from upgrading our plant and facilities, and our site amenity, we are also changing the management.

This is my last Mobil Chat, because I am handing over to a new Australia and New Zealand Refining Manager, Riccardo Cavallo, from Italy.

Riccardo, from our Augusta Refinery in Sicily, is really looking forward to meeting community members at our community meeting on March 1.

For my part, I'll be moving to Singapore to take up a new position managing our fuel supply operations across the Asia Pacific Region. In this role I will continue to be involved with Riccardo and the Altona Refinery, which is a vital asset in our regional supply network.

In the five years I have been at Altona we have seen some excellent operational enhancements designed to improve our competitive position in the regional refining business and support Altona Refinery's ongoing operation.

The key to success in meeting our goals always lies in our ability to attract, develop and retain workers with exceptional technical skills and expertise and I was particularly pleased with our success in attracting highly skilled workers from interstate refineries that recently closed down.

Promoting technical education has been a long-term objective of our Bright Futures Grants to our local schools and I can assure you this goal of attracting more students to maths and science is one that Riccardo is also passionate about.

I want to finish with a big thank you to the community – particularly our local community organisations, schools and Hobson's Bay City Council – for the support I have enjoyed during my time here.

Our world-class refinery team does an outstanding job fuelling Victoria's growing economy, but we could not achieve what we do without the support of our community.



The Altona Refinery.

"In the five years I have been at Altona we have seen some excellent operational enhancements designed to improve our competitive position."



Learning how to be prepared

The universal Scouts motto is "Be Prepared". And being prepared is also key to the Altona Refinery's Safety Case.

So the Refinery Emergency Response Coordinator Simon Thomas was just the person to take a break from his Safety Case review work to talk to a group of Williamstown Sea Scouts, who visited the refinery in December.

Simon said that the Safety Case outlined the processes and equipment that Mobil used to ensure that the refinery continued to operate safely and how we responded to any interruptions to normal operation.

He explained to the 40 visiting scouts the kinds of emergencies that could happen at the refinery and how the refinery team worked with the MFB and other emergency services to ensure it was prepared to deal with any incident.

As the refinery's current Major Hazardous Facility licence, granted by WorkSafe in 2012, expires at the end of 2017, we have been reviewing our Safety Case as part of our submission to renew the license.

Once approved by WorkSafe, a summary of the Safety Case will be available on the Mobil website and in Hobsons Bay Libraries later this year.

Community complaints

Date	Verified				Unverified			
	Odour	Noise	Flaring	Other	Odour	Noise	Flaring	Other
2013	5	2	2	8	34	5	0	3
2014	4	0	2	1	17	0	0	1
2015	4	3	0	0	15	1	0	1
Jan-Sep 2016	3	1	0	0	16	1	0	0
Oct	0	2	0	0	0	0	0	0
Nov	0	0	0	0	0	0	0	0
Dec	0	1	0	0	0	0	0	0
Total 2016	3	4	0	0	16	1	0	0

Altona Refinery is owned and operated by Mobil Refining Australia Pty Ltd, an affiliate of Exxon Mobil Corporation. The terms Corporation, Company, affiliate, ExxonMobil, Mobil, Esso, our, we and its as used in this material may refer to Exxon Mobil Corporation, to one of its affiliates or to any one or more of the foregoing. The shorter terms are used merely for convenience and simplicity.

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 - تُلقت عناية المواطنين في المجتمع المحلي إلى أن أجراس الإنذار في مصفاة الطونا التابعة لشركة موبيل تعمل لتنبيه 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.

SIRENE - 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 граѓане 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 jiehu 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.

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
9947 4685

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)

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

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**

Għat-traduzzjonijiet ta' kull tghrif li jinsab f'dan il-bulletin jekk jogħġbok ikkuntatta l-Migrant Resource Centre, 78-82 Second Avenue, Altona North. Telefon **9391 3355**.

За преводу 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.