

Community Bulletin



Gateway's Pop Up Social Cafe promotes social engagement

"We have been a part of the fabric of western suburbs for many decades."

Hot cuppa brings community warmth

Yarraville Terminal has provided much-needed funds, via its community contributions program, to help Gateway Community Services bring warm beverages to the local community.

Gateway Community Services provides a range of programs to support local people in need of social and economic assistance. This contribution has enabled the community service group to fund the purchase of a new coffee machine for their mobile coffee cart.

The focus of Gateway's Pop Up Social Cafe mobile coffee service are elderly community members who might otherwise be isolated in their homes. Gateway are setting up in various locations in Melbourne's west following their official program launch in July.

Yarraville Terminal Manager Andrew McCormack said that the team at Yarraville Terminal were proud to support such a valuable local community initiative.

"The Gateway Pop Up Social Café promotes social engagement for members of our local community who might not otherwise have much interaction with the wider community.

"We have been a part of the fabric of western suburbs for many decades and we continue to actively look for ways to contribute to the area outside of our ongoing operations, which fuel the local economy and provide local jobs," he said.

All local residents are invited to our next community meeting and terminal tour on **Tuesday 19 November**.

The meeting begins at **5.00pm** sharp and ends around **6pm**. Light refreshments will be served.

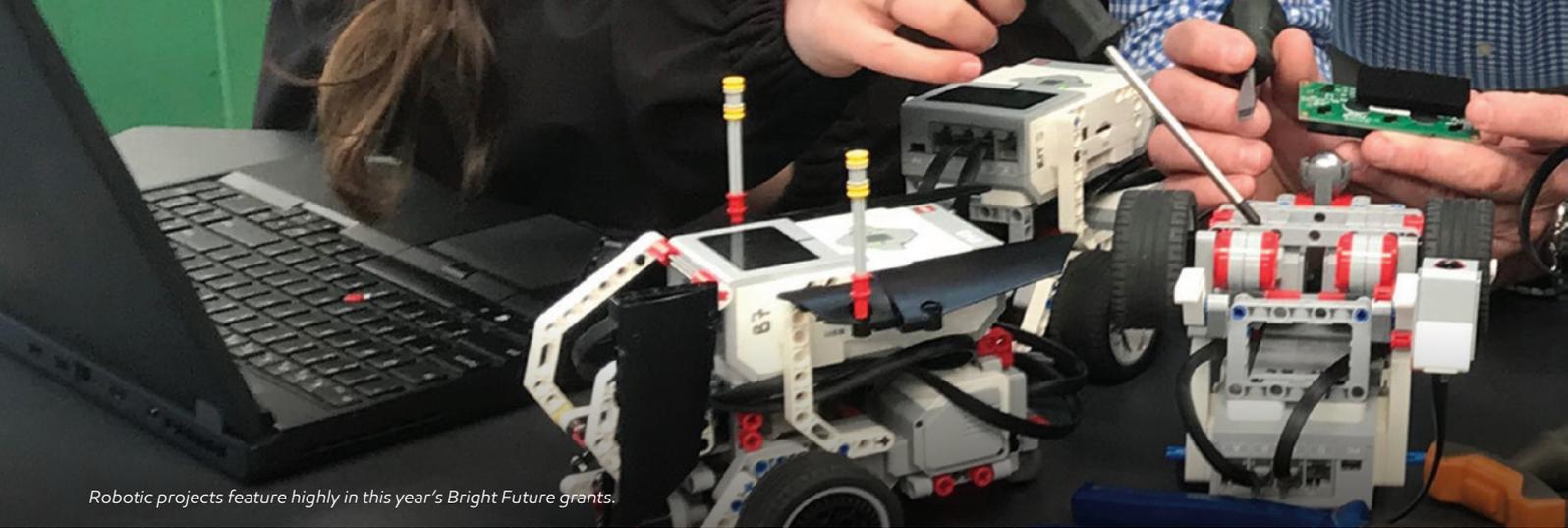
The meeting will be held at the Yarraville Terminal.

Please enter through the main reception on Francis St. Parking is available outside the terminal in Francis St.

If you wish to participate in the site tour please wear closed, sturdy shoes, long pants and long sleeves. Please RSVP by 12 November by email on: **CommunityANZ@exxonmobil.com** or call **9286 5112**.

About the Community Liaison Committee

The Community Liaison Committee is made up of interested members of the Yarraville community, representatives from Hobsons Bay and Maribyrnong City Councils, the Environment Protection Authority Victoria and Mobil Yarraville Terminal.



Robotic projects feature highly in this year's Bright Future grants.

Robots point to a Bright Future

Robotics and virtual reality technology feature highly in this year's round of Mobil Bright Future Grants.

Through the 2019 Bright Future Grants program, 26 schools and kindergartens close to the Mobil Altona Refinery and Yarraville Terminal received a grant of up to \$4000 each for a variety of maths and science resources and projects.

In total, Mobil distributed more than \$80,000 to projects in the area.

"We are definitely seeing a trend to more high-tech equipment among the innovative projects supported this year," said Altona Refinery Community Relations Adviser Nikki Calcraft.

"Apart from a variety of robotic projects we have also supported the purchase of drones as well as tablets and iPads."

Altona Refinery Manager Riccardo Cavallo said he was very encouraged to see the advancing technology in the Bright Future grants.

"This is a reflection of our increasing use of innovative technology to improve the way we operate our facilities," he said.

"As we continue to tackle the daunting challenges of meeting growing energy needs while reducing emissions, we are going to be relying heavily on innovative technological advances from future generations.

"This is why programs, like our Bright Futures grants, that inspire children to pursue careers in science, engineering and mathematics are so important."

It's now 10 years since the Bright Futures Program began and over that time ExxonMobil has distributed over \$1.4 million to schools and kindergartens in Australia.

"This is a reflection of our increasing use of innovative technology to improve the way we operate our facilities."

Penguins go off to school

Primary schools students in Melbourne's west were treated to some 'chirpy' visitors in May.

Altona Green Primary School was visited by Phillip Island Nature Parks' Chirpy Chicks program.

Sponsored by ExxonMobil Australia, the program involves school incursions from park rangers who give children an interactive understanding of the daily lives of penguins.

During a Chirpy Chicks session, children immerse themselves in penguin life through life-like penguin dress-ups, mock-examinations and storytelling.

ExxonMobil Australia Community Relations Manager Melanie Saliba said that during 2019, the Chirpy Chicks program would again visit schools close to ExxonMobil's operations in Victoria, including Gippsland, the Mornington Peninsula and in Melbourne's west.

"Our business has been a proud supporter of the Chirpy Chicks program for a number of years now," she said.

"The program gives local children a real appreciation of our marine ecosystem and the responsibility that we all have to protect their environment.

"We also support many other local environmental initiatives via our involvement with the Conservation Volunteers Victorian Wetlands Program."



"The program gives local children a real appreciation of our marine ecosystem."

Claire from Phillip Island Nature Parks takes students through the penguin experience.

Mobil Chat

by Andrew McCormack
– Yarraville Terminal Manager



"A record 37 million passengers passed through the airport in the 2018-19 financial year."

A new jet fuel tank at Melbourne Airport.

Our growing desire to take to the skies continues to be a strong driver of fuel volumes through the Yarraville Terminal.

According to the Bureau of Infrastructure, Transport and Regional Economics, 37 million passengers passed through Melbourne Airport in the 2018-19 financial year – an all-time record.

This is over 12 million more than we saw 10 years ago.

It's now been a year since we completed construction of the new jet-fuel pipeline and tankage – as well as jet-fuel facility upgrades at Altona Refinery – to enhance our airport supplies.

Mobil has also contributed to new tanks and facilities at the Joint User Hydrant Installation (JUHI) at Melbourne Airport.

We are now in a position to provide more fuel than ever to the airport to meet the growing demand for air travel.

This essentially has been the secret to Mobil's success over the years – we invest to meet the needs of our customers.

The company is constantly maintaining a long-term view of market trends through our Outlook for Energy and this informs our investment decisions.

As a result I have seen a lot of change at Yarraville since I started my career here 12 years ago.

Maintaining our ability to adapt to the changing needs of the community will always be crucial to the way we operate.

An important part of that involves saying engaged with our community.

With this in mind I hope to see you at our community meeting on 19 November.



7-Eleven Mobil sites win again

The 7-Eleven Mobil service stations have won the prestigious Canstar Blue Most Satisfied Customers Award for the second year in a row.

The 7-Eleven service stations beat 10 other brands to receive the 2019 award.

The award is based on the results of extensive independent customer research conducted by Canstar into the experiences of service station customers Australia wide.

The sites received top marks of five stars for 'Overall Customer Satisfaction', 'Appearance & Cleanliness', 'Service', 'Convenience' and 'Range of Other Items' categories.

Mobil Retail Fuels Strategic Account Manager Donna Stewart said it was really gratifying to receive this award for the second year.

"I was particularly pleased to see Canstar highlight the importance of the fuel price 'lock-in' app and the great fuel Mobil is known for," she said.

The Canstar survey results offer interesting insights into customer behavior. It found that 30% of respondents filled up at the same service station regardless of price, while 31% would be prepared to drive further for cheaper fuel.

For more details go to: www.canstarblue.com.au/vehicles/service-stations/

Finding information in an emergency

Mobil has a number of ways to communicate with our neighbours in the event of an incident at the Yarraville Terminal.

From time to time, unusual events like odours, noises, an evacuation or muster of employees, or emergency services attending the terminal, do occur. When this happens, we have a number of ways to communicate with the local community including:

Community Hotline 9286 5112

Anyone can call this number to obtain information about the terminal at any time.

Community Telephone Tree

A network of schools, kinders and community organisations close to the terminal that is used to relay important information during an incident.

Media Relations

In the event of a large-impact incident, Mobil will use the mass media, such as radio or television news, to communicate important information to the wider community.

To sign-up to receive SMS messages from the terminal please call 9261 0834 to obtain a registration form or go to www.exxonmobil.com.au.

Sirens

Community members should be aware that the sirens at the Mobil Yarraville Terminal is 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.



Sirens – Yarraville

The sirens are an alert for on site personnel only. Should community members have any queries about the sirens, please contact the Gatehouse on 9286 5099.

Test siren

The siren is tested at 8:30am every Thursday. The test lasts approximately five seconds. The siren sounds like an air raid siren, with an undulating pitch.

Σειρήνες - Yarraville

Οι σειρήνες είναι ένας συναγερμός μόνο για το προσωπικό των εγκαταστάσεων. Αν οι κάτοικοι της περιοχής έχουν κάποια ερώτηση για τις σειρήνες, μπορούν να επικοινωνούν με την Πύλη (Gatehouse) στο 9286 5099.

Δοκιμή σειρήνας

Η σειρήνα δοκιμάζεται στις 8:30πμ κάθε Πέμπτη. Η δοκιμή διαρκεί περίπου πέντε δευτερόλεπτα. Η σειρήνα ακούγεται σαν σειρήνα αεροπορικού βομβαρδισμού, με μια εναλλασσόμενη ένταση ήχου.

Sirene a Yarraville

Le sirene sono un allarme solo per il personale del sito. Se i membri della comunità hanno dei problemi a riguardo, sono pregati di rivolgersi per telefono alla "Gatehouse" al 9286 5099.

Prova della sirena

La sirena viene messa in prova alle ore 8.30 am ogni giovedì. La prova dura approssimativamente cinque secondi. Il suono della sirena è simile al suono di un'incursione aerea, con un grado di intensità oscillante.

Siren – Yarraville

Còi hụ chỉ là tín hiệu báo động cho nhân viên. Nếu người dân có thắc mắc về còi hụ, xin liên lạc với Gatehouse qua điện thoại số 9286 5099.

Còi hụ thử

Còi sẽ hụ thử vào mỗi Thứ Năm lúc 8 giờ 30 sáng khoảng chừng 5 giây. Tiếng còi hụ trầm bổng giống như còi báo động cuộc

Emergency siren

The siren would sound for 45 seconds. During this time emergency services would be called. The siren sounds like an air raid siren, with an undulating pitch.

Σειρήνα κινδύνου

Η σειρήνα θα ηχεί για 45 δευτερόλεπτα. Στη διάρκεια αυτή θα καλέσουν τις υπηρεσίες έκτακτων αναγκών. Η σειρήνα ακούγεται σαν σειρήνα αεροπορικού βομβαρδισμού, με μια εναλλασσόμενη ένταση ήχου.

Sirena di emergenza

La sirena suona per quarantacinque secondi. In questo tempo si chiamano i servizi di emergenza. Il suono della sirena è simile al suono di un'incursione aerea, con un grado di intensità oscillante.

Còi hụ báo động

Còi sẽ hụ liên tục cho 45 giây và liên lạc với dịch vụ cấp cứu trong khoảng thời gian này. Tiếng còi hụ trầm bổng giống như còi báo động

All Clear

The siren will sound with a continuous pitch for five seconds.

Τέλος συναγερμού

Η σειρήνα ηχεί με μια συνεχόμενη ένταση ήχου για πέντε δευτερόλεπτα.

Cessato allarme

La sirena suona con una grado di intensità costante per cinque secondi.

Bình Yên

Còi sẽ hụ đều tiếng liên tục 5 giây

Residents are invited to contact the Mobil Yarraville Terminal, local Councils or the EPA to communicate any concerns they may have regarding Terminal operations.

These contact numbers are listed below:

Marilbyrnong City Council

1800 659 527

Mobil Yarraville Terminal

9286 5112

Hobsons Bay City Council

9947 4685

EPA Pollution Watchline

9695 2777

Yarraville Terminal

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