

# Community Bulletin



## Altona refinery's transition to a modern fuel terminal

As we work to convert the Altona site to a modern fuel terminal, our priorities will remain the same as ever - meeting the expectations of employees, neighbours, customers and business partners, while maintaining a consistent focus on safe, reliable and efficient operations.

"We are committed to maintaining our supply of high-quality fuels to our customers from the Altona site throughout this transition and into the future," said Altona Refinery Manager Riccardo Cavallo.

"Our refinery engineers are working closely with our Supply Coordination Team to schedule the right product imports to supplement refinery production, at the right time, to make sure that our transition to a fuel import terminal is seamless."

A key part of the refinery transition will be the completion of the North Crude Tank Farm Pipeline Interconnectivity Project. This will allow Mobil to import refined diesel and petrol via Gellibrand wharf and supply it to Yarraville terminal via our existing pipelines, for distribution to our customers.

We continue to share significant news on our website [www.mobil.com.au/communitynews](http://www.mobil.com.au/communitynews) and invite you to follow our social media [@exxonmobil\\_aus](https://twitter.com/exxonmobil_aus) accounts on twitter and Instagram.

[www.mobil.com.au/communitynews](http://www.mobil.com.au/communitynews)

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

**On Wednesday 2 June 2021, 5pm to 7pm at Mobil Altona Refinery (unless any COVID related issues arise)**

Please register your interest by emailing us in advance at [communityanz@exxonmobil.com](mailto:communityanz@exxonmobil.com) with your name and address. You will not be able to register on the night of the event.

Enter via main reception at Kororoit Creek Rd. Parking is available. Light refreshments are served. Please note that having a valid form of ID is required to enter the refinery.

**Meeting Agenda:**

- Refinery Operations
- Environmental Update
- Community Relations Update
- Refinery News

**Dates for 2021 meetings:**

Wednesday 1 September  
Wednesday 1 December

**About the Community Liaison Committee Meetings**

Mobil's Community Liaison Committee meetings are open to all interested people from the local community. Please email us at [communityANZ@exxonmobil.com](mailto:communityANZ@exxonmobil.com) for more information about the next meeting or if you have any feedback or story ideas for future community newsletters.





The Mobil Altona team volunteering at Foodbank Victoria's Yarrville warehouse.

## Foodbank Volunteering

A team of eight employees from Altona refinery recently spent the day volunteering at Foodbank Victoria's Yarrville warehouse.

During the day, the team packed over fifteen thousand meals for vulnerable Victorians that will be sent to just some of the 533 charities that Foodbank Victoria supports.

"After spending much of the last year isolated from many people, it was great know that all our hard work was helping so many people less fortunate than ourselves," said Altona refinery Safety, Security, Health and Environment Manager, Lyndon Raymond.

Whether it's everyday emergencies or in times of crisis, Foodbank Victoria has been providing vital food relief for more than 90 years.

"It was great to know that even our small contribution of one day of time and effort will make a difference to so many people,"

**Dan Grogan,**  
Decommissioning Manager





# Mobil Chat

By Riccardo Cavallo, Mobil Altona Refinery General Manager

Our teams are working hard on safely running the refinery, as well as planning to smoothly transition our operations to a fuels terminal, all while ensuring we maintain the reliable supply of fuel to our customers.

As we prepare to shut down the refinery operations later this year, our team has been busily reviewing our procedures, preparing schedules and developing detailed safety, health and environment plans for the shutdown process.

The safe shutdown of the refinery is not an unusual activity for us. We have been performing shutdowns as part of maintenance turnarounds for many years, the last major one being in 2019. This time however, our planning is focused preparing the refinery units for their eventual decommissioning.

As we outlined in the article on page one, we are also working to complete an important project that will enable us to import refined fuel products from Gellibrand wharf. Once completed, the project will allow us to receive fuels from Gellibrand wharf and store them in refinery tanks until they are ready to be transported to Yarraville terminal by pipeline.

Mobil Altona has valued our relationship with the local community and our neighbours for more than 70 years and will continue to do so for the foreseeable future during the next phase of Altona operations. Amidst all the changes underway at the refinery, it was great to see some members of our team still giving back to our community by volunteering at Foodbank recently, as outlined in the article on page 2.

I am so glad that we are able to welcome community members back to our first face-to-face Community Liaison Meeting at the refinery since the onset of COVID19 on 2 June 2021. We look forward to talking with you about how the refinery team is managing our transition to a modern fuel terminal.



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## PRIDE at Altona Refinery

As part of our commitment to supporting an inclusive and diverse workforce, ExxonMobil's global PRIDE network exists to support gay, lesbian, bisexual, transgender employees and their allies, and to encourage awareness and understanding of diversity and inclusion issues around sexual orientation, gender identity and gender expression in the workplace.

The PRIDE Australian Chapter recently celebrated "Transgender Day of Visibility", a day to acknowledge the contributions made by people within the transgender, nonbinary and gender-diverse communities. The Altona Refinery team held a morning tea, distributed some of the Transgender day of visibility and PRIDE pins, and encouraged the team to get involved with the Midsumma festival.

*Challenging our unconscious bias to create a more inclusive workplace.*

# Community complaints

Date	Confirmed Complaints				Unconfirmed Complaints			
	Odour	Noise	Flaring	Other	Odour	Noise	Flaring	Other
2018	1	7	1	0	40	2	0	0
2019	1	3	1	1	26	1	0	0
2020	1	3	0	0	12	8	0	1
<b>2021</b>								
Jan 21	0	0	0	0	1	0	0	0
Feb 21	0	0	0	0	0	0	0	0
Mar 21	0	0	0	0	0	0	0	0
<b>Jan – Mar 2021</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

All complaints are investigated. If the refinery is found to be the source of the complaint it is considered Confirmed.

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** – تُلَفَّت 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 طارئاً 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.

**SIRENE** – 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' emergenza, il-Pulizija u haddiema tas-Servizzi ta' Emergenza jaghtu direzzjoni lill-membri tal-komunita' jekk tkun mehtiega 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**  
**1300 372 842**  
**1300 EPA VIC**

## Local contacts

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

**Geoffrey Mitchelmore OAM**  
**0411 274 718**

للحصول على ترجمة لأي من المعلومات الواردة في هذه النشرة يُرجى 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 contattare 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-bulletin jekk joghgbok ikkuntattja I-Migrant Resource Centre, 78-82 Second Avenue, Altona North. Telefon **9391 3355**.

За преводе било кој обавештења садржаног у овом билтену молимо вас обратите се Саветодавном центру за доселенике (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**.