

# Community Bulletin



## Altona refinery to convert to an import terminal

Mobil will ensure ongoing, reliable fuel supply for Victoria by converting the Altona refinery into an import terminal.

An extensive review has concluded that Altona refinery, which commenced operation in 1949 and is Australia's smallest refinery, is no longer considered economically viable. The review considered the competitive supply of products into Australia, declining domestic crude oil production, future capital investments as well as the effects of COVID-19 and the impacts of these factors on operating earnings.

Altona refinery manager, Riccardo Cavallo said he was grateful for the tremendous efforts by the refinery team to improve the viability of Altona refinery's operation

"We also extend our thanks to the Federal Government for the significant support offered to Altona and other refineries," said Riccardo.

"Our decision to convert our facility to a terminal is not a reflection of those efforts."

Mobil will remain an important supplier of fuel to Victoria and our significant contribution to Australia's fuel supply chain.

"We are committed to maintaining our supply of high-quality fuels to our customers from the Altona site," said Riccardo.

"As we work to convert the Altona site to an import 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."

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

## Engaging our neighbours through the pandemic

### Register for the March Community Liaison Committee meeting

We've temporarily moved our Mobil Community Liaison Committee Meetings online due to COVID-19 restrictions. Our next online meeting will take place at 5pm on 10 March 2021.

If you'd like to participate, please email your details to [communityANZ@exxonmobil.com](mailto:communityANZ@exxonmobil.com)

We also 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\\_au](https://twitter.com/exxonmobil_au) accounts on twitter and Instagram.

# Key moments in Altona refinery's history

Throughout the years, the refinery has kept pace with changes in technology and regulations to ensure the reliable supply of quality Mobil fuels to our customers while carefully managing any impacts on our neighbors and the environment. Take a look back at some of Altona refinery's most defining moments.



Mobil began constructing Altona refinery in 1946. Sprawled over 200 hectares, the refinery commenced operations in June 1949, initially making lubricating oil and bitumen from imported crude oil.



In 1997 a major modernisation project saw the old Thermoform Catalytic Cracker (TCC) replaced with a modern unit known as a Fluidised Catalytic Cracker, which significantly improved efficiency by allowing the refinery to process a larger range of crude oil.



In 1955, a multi-million dollar expansion program came on stream extending the refinery's product range into motor vehicle fuels and, in 1956, it produced Australia's first locally made aviation gasoline.



In November 2005 further upgrades to the Altona Refinery were completed to enable the production of clean fuels consistent with new environmental standards.



The discovery of vast reserves of crude oil and gas in Bass Strait in the early 1960's saw a further expansion and modification of the Altona Refinery in 1970 to allow it to process local Bass Strait crude.



In 2019, the refinery celebrated 70 years of operation with the community during a Motorcars and Memorabilia event in Altona.



In 2020 Mobil announces that Altona refinery will be converted to an import terminal, heralding the start of a new era for the refinery site.

# Mobil Chat

By Riccardo Cavallo

Mobil Altona Refinery General Manager



As outlined in the article on page one, we recently made the difficult decision to convert the Mobil Altona refinery to an import terminal and cease refining operations at the site.

In recent years, a number of factors have combined to significantly impact the Altona refinery's ongoing viability.

Unfortunately, despite the recently announced support package offered by the Australian Government, and the significant work by the Altona refinery team to make the refinery more efficient and reliable in recent years, it is no longer viable for us to continue operating the Altona site as a refinery.

The Altona refinery has been an icon of the local community and Melbourne's west for more than 70 years. In that time, we have built

and valued many strong relationships with our neighbours and fellow community members.

As we undertake works to convert the site to an import terminal we will continue to foster these relationships and remain focused, as always, on meeting the expectations of our employees, neighbours, customers and other business partners while maintaining safe, flawless and efficient operations.

The refinery will remain in operation for some time to ensure we will continue to meet Victoria's fuel needs while the conversion to an import terminal is completed. During this time, we will keep our neighbours informed of our progress through this newsletter and our quarterly community meetings, which are open to anyone in the local community.



*The Mobil Altona site is set to be one of Australia's key fuel storage and logistics facilities.*

## A new future for Altona

Once the Altona refinery is converted to an import terminal, the site is set to be one of Australia's key fuel storage and logistics facilities.

Currently the refinery imports around 80 per cent of the crude oil it processes, before sending most of the refined fuels to our fuel terminal in Yarraville terminal for distribution to customers.

As we cease importing and processing crude oil and instead move to importing, storing and distributing refined fuel products, Mobil will proudly maintain our role as a key supplier of fuel to Victoria.

We will achieve this by reconfiguring the operation of the refinery's current tanks, pipelines and other infrastructure to support the import, storage and distribution of refined fuel products.

As a fuel terminal, the Altona site will continue to have an important role in supplying the fuel Victorian's need, and maintain our contribution to Australia's fuel security.

# Community complaints

Date	Confirmed Complaints				Unconfirmed Complaints			
	Odour	Noise	Flaring	Other	Odour	Noise	Flaring	Other
2017	0	3	0	1	19	0	0	3
2018	1	7	1	0	40	2	0	0
2019	1	3	1	1	26	1	0	0
<b>2020</b>								
Jan - Sep 2020	1	3	0	0	11	8	0	1
Oct 20	0	0	0	0	0	0	0	0
Nov 20	0	0	0	0	0	0	0	0
Dec 20	0	0	0	0	1	0	0	0
<b>Jan - Dec 2020</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>8</b>	<b>0</b>	<b>1</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 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.

**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' 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**

**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

Għat-traduzzjonijiet ta' kull tagħrif li jinsab f'dan il-bulletin jekk jogħġbok 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 обратити 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.