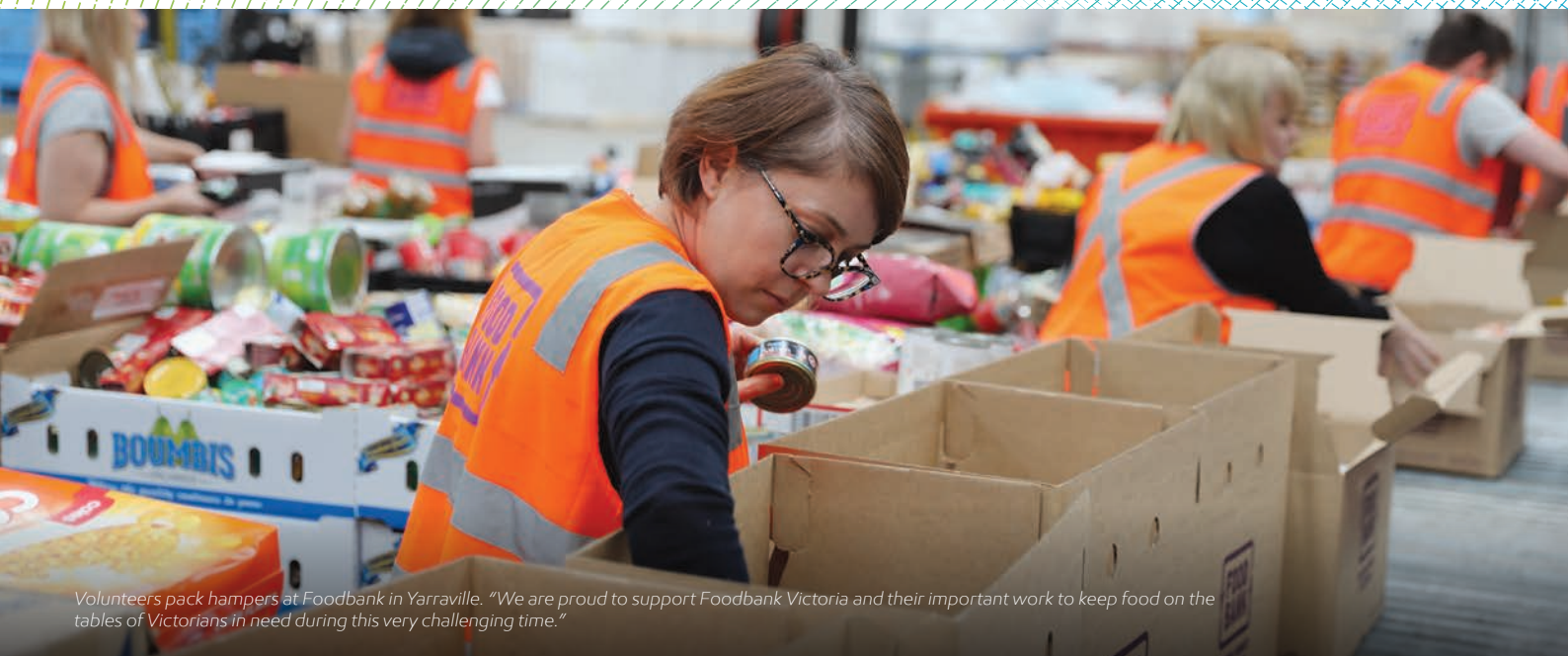


Community Bulletin



Volunteers pack hampers at Foodbank in Yarraville. "We are proud to support Foodbank Victoria and their important work to keep food on the tables of Victorians in need during this very challenging time."

Helping Foodbank deliver 60,000 meals

Mobil is providing funding that will support Foodbank Victoria to deliver 60,000 meals to Victorians in need during the COVID-19 pandemic.

Foodbank Victoria is the official emergency food and water relief organisation in Victoria, and played a key role supporting those in East Gippsland affected by the bushfires earlier this year, as well as having an important role in the state's current COVID-19 response.

"We are proud to support Foodbank Victoria and their important work to keep food on the tables of Victorians in need during this very challenging time," said Altona Refinery Manager, Riccardo Cavallo.

Foodbank is responding to a dramatic increase in the number of Victorians requiring food relief assistance as a result of the various measures that have been put in place to contain COVID-19.

"At Foodbank Victoria we have such an important role to play in supporting our community at all times, but never more so than in times of emergency," said Chief Executive Officer of Foodbank Victoria David McNamara.

"In times of crisis, such as what we are experiencing as a result of the COVID-19 pandemic, the need for food and other basic essentials is greater than ever. We need to make sure no one gets left behind."

Riccardo said he hoped that through our support of Foodbank Victoria, we were able to make a positive contribution to the lives of vulnerable Victorians during this unprecedented time.

Meeting cancelled due to COVID-19

Unfortunately we have had to cancel our June 3 Mobil Community Liaison Committee Meeting due to COVID-19 restrictions.

At this stage we are hoping to be in a position to proceed with our next scheduled meeting on September 2. However, this will depend on circumstances surrounding the pandemic in coming months.

A short video update from the refinery will be available at www.mobil.com.au/communitynews and if you have any questions on this please contact us at:
communityanz@exxonmobil.com

About the Community Liaison Committee Meetings

Mobil's Community Liaison Committee meetings are open to all interested people from the local community. For more information you can call the refinery's 24-hour Community Information Line on 1800 659 527.



Reducing the number people on site supports physical distancing measures.

Creative hand-brake turn for Altona refinery

After a lengthy, concerted effort to get the Altona Refinery performing at record levels, it has had to reduce production in response to the COVID-19 pandemic.

"Following the biggest maintenance investment in the refinery's history, we came into 2020 with record production performance," said Refinery Coordination Team Lead Steve Katsonis.

"After successfully implementing a number of initiatives aimed at maximizing our jet-fuel yield, we are now looking for innovative ways to minimise our jet-fuel production."

Process Engineering Team Lead Caitlyn Broberg said that the measures to manage COVID-19 across Victoria had presented unique challenges for the refinery team.

"While we've had a dramatic reduction in demand, we need to maintain our supply of essential fuels to the State, particularly diesel," she said.

"The refinery involves a lot of complex processes, and we have put a lot of thought into how we can direct more of our production away from jet-fuel and petrol and towards diesel as we adjust to the changing demand for these products."

She said the refinery team also had to be creative about managing its fuel and crude oil storage. "With demand so low, we have had to find creative ways to manage our fuel and crude oil storage tanks," she said.

Refinery Manager Riccardo Cavallo said he was really proud of the way the Altona team had taken on the challenge of continuing safe, reliable operations with extremely low demand in order to maintain essential fuel flowing to Victoria.

"I am sure that the changes we have put in place mean we are ready to rebound and provide the essential fuel products that will be needed as we transition out of COVID-19 restrictions," he said.

Taking steps to protect our people

The Altona Refinery team has learned from the experiences of European refineries in responding to the challenges posed by COVID-19.

"The European refineries were ahead of us in learning how to manage in a COVID-19 environment," said Altona Refinery Manager Riccardo Cavallo.

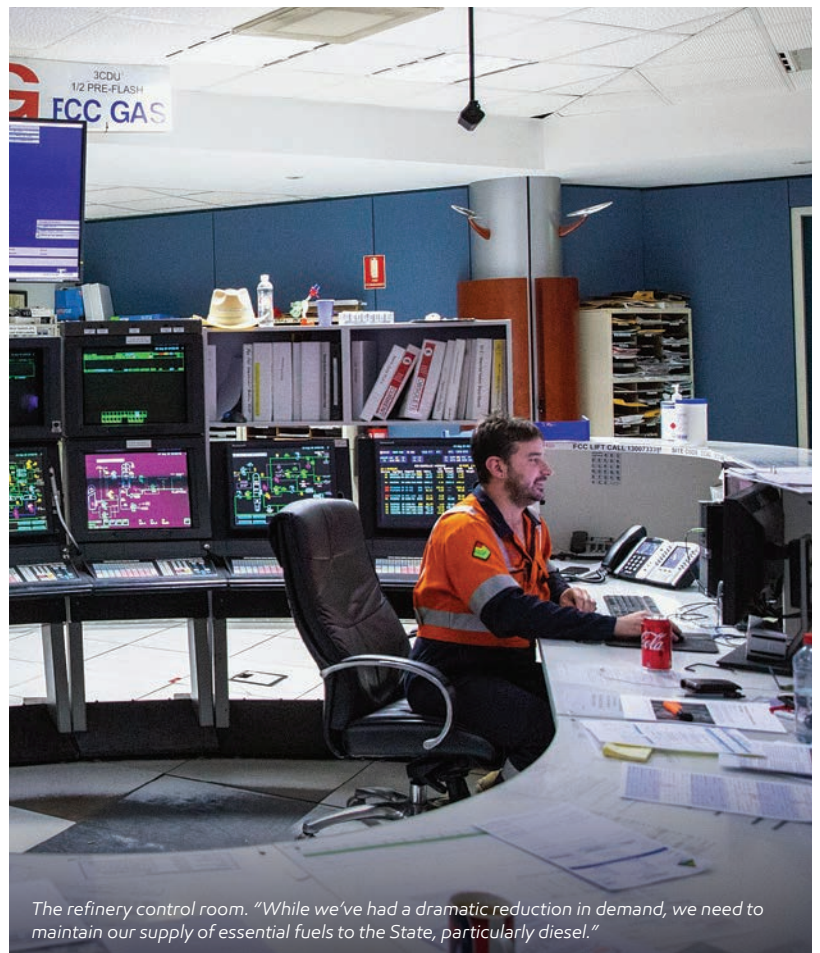
"We used that experience, as well as the advice we received from health experts here, to put safeguards in place to protect our people."

The refinery has implemented a disciplined system to keep its workplace safe from COVID-19. This includes reducing workforce density at the site by encouraging people to work from home where possible. Only essential visitors are allowed into the refinery and anyone entering the site is screened through questionnaires and temperature checks.

Reducing the number people on site supports physical distancing measures that are in place.

The refinery has also increased cleaning, and encourages regular hand-washing and temperature checks in order to maintain a safe environment.

Riccardo commended the refinery team members for their quick and efficient implementation of the changes that have been essential to ensuring the refinery continued to operate in a safe, reliable way, maintaining essential fuel flowing to Victoria.



The refinery control room. "While we've had a dramatic reduction in demand, we need to maintain our supply of essential fuels to the State, particularly diesel."

Mobil Chat

By Riccardo Cavallo

Mobil Altona Refinery General Manager



These are certainly extraordinary times. Just after we went to print with our last bulletin in March our world was turned upside down.

The Altona refinery team were still building on all the excellent work we did last year to get the refinery performing at its best, when we suddenly had to put the brakes on.

Demand for the volume of fuels we produce was cut dramatically with the measures implemented to curtail this terrible pandemic.

However, while our volumes were down the supply of our essential products has never been more important.

Victoria's transport and logistics chains rely on our products to enable them to keep supermarket shelves stocked, deliver medical and other supplies, as well as meet the increased demand for home deliveries.

The feedstocks we provide to local chemical manufacturers are also essential for the production of packaging and critical PPE for our health workers.

Unfortunately, because of the COVID-19 restrictions, we had to cancel our June 3 Community Liaison Committee meeting.

However, I am pleased that we have been able to maintain a strong community engagement program, including supporting local schools and students adjust to remote learning through our Bright Future program. We are also working with Foodbank Victoria to provide meals to vulnerable Victorians during this time of crisis.

COVID-19 provided us many challenges, and none is greater than protecting the health and safety of our people and creating a safe work environment, so that we can continue to supply the essential fuel products that Victoria needs.

Keeping the future bright through remote learning

Every year, a significant focus of our community contributions program is our Bright Future Grants initiative which supports maths and science education in schools close to our Australian operations.

While schools normally appreciate the opportunity to enhance their STEM programs with resources and materials supported by our Bright Future Grants, the COVID-19 pandemic has brought them new and more pressing challenges with the sudden move to remote learning.

Altona Refinery Manager, Riccardo Cavallo, said the Mobil team identified an opportunity to revise the Bright Future Grants program to better meet schools' immediate needs given the unique circumstances.

"To help address these needs, we broadened the scope of projects schools could apply for through our Bright Future Grants program," said Riccardo.

"Some schools have applied for basic technology, such as tablets, laptops and Chromebooks, which don't require an in-home internet connection, as well as simple resources like books, to support remote learning for kids that don't have access to these resources at home.

"Other schools have stuck with the STEM theme but moved to virtual teaching resources, such as Mathletics on-line maths program subscriptions, and even grow-your-own herb garden kits for students who were set to learn about the plant growth cycle this term.

"Some schools even used the funding to purchase equipment necessary for teachers to conduct remote learning including headsets and webcams, equipment that just wasn't needed in a traditional classroom setting."

In total, 32 schools close to Altona Refinery, Birkenhead Terminal, Longford Gas Plants, Long Island Point, Offshore and Yarraville Terminal have received a COVID-19 edition Bright Future Grant this year.



Home schooling. "The Mobil team identified an opportunity to revise the Bright Future Grants program to better meet schools' immediate needs."

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
2020								
Jan 2020	0	2	0	0	4	2	0	0
Feb 2020	0	0	0	0	0	2	0	0
Mar 2020	0	0	0	0	1	0	0	0
Jan-Mar 2020	0	2	0	0	5	4	0	0

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 – تُنفث 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.

SIRENI – Membri tal-komunita' ghandhom ikunu jafu li s-Sireni fil-Mobil Altona Refinery (Raffinerija tal-Mobil f'Altona) jindaqu bhala alert ghal haddiema fuq il-post biss. Nies fil-komunita' m'ghandhomx ghalfejn jiehdu azzjoni b'rispons meta jindaqu dawn is-sireni. F'każ ta' emergenza, il-Pulizija u haddiema tas-Servizzi ta' Emergenza 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**

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**.