

Community Bulletin



The team at Mobil Altona refinery was very pleased to win a Hobsons Bay Business Excellence Award

Altona Refinery wins Business Excellence Award

Mobil Altona Refinery was named winner of a 2019 Hobsons Bay Business Excellence Award. It was named winner of the Manufacturing and Industrial (Medium-Large) category during the awards ceremony at Williamstown Town Hall on Friday 25 October.

The refinery was recognised for its important role in fuelling Victoria, while providing high-skilled employment, innovative career training and staff development programs for its employees.

The refinery was also recognised for its focus on innovation, leadership, sustainability and community, particularly its ongoing commitment to education that extends to local schools and the community through its Bright Future grants program.

Receiving the award, Altona Refinery Safety, Security, Health and Environment Manager, Lyndon Raymond, said that the refinery team members were all proud of the contribution that they make to the Hobsons Bay community.

"Altona is now Australia's longest-operating refinery, celebrating 70 years of operations this year," he said.

"As a small refinery, up against some major global competition, we have continued to survive and even thrive through the years.

"Our success is based on our ability to meet the pressing needs and desires of our stakeholders – our community and our customers. And that success has always been down to the quality of our people.

"Thanks to them we have been able to apply complex technology in imaginative, innovative ways to win in a very competitive market-place."

www.mobil.com.au/communitynews

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

**On Wednesday 4 December 2019
5.30pm to 7.30pm
At Mobil Altona Refinery**

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 2020 meetings:

Wednesday 4 March
Wednesday 3 June
Wednesday 2 September
Wednesday 2 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 the refinery on 1800 659 527 for more information about the next meeting.

Jet fuel storage soaring at Melbourne Airport

The Melbourne Airport Joint User Hydrant Installation (JUHI) joint venture has significantly increased jet fuel storage at Melbourne Airport with the recent commissioning of two new tanks and associated infrastructure.

The announcement was made at an event attended by the Victorian Minister for Industry; Energy and Resources Lily D'Ambrosio.

The two new tanks at the Melbourne Airport JUHI, which is operated by Mobil on behalf of BP, Caltex, Viva and Mobil, more than quadruple the previous jet fuel storage capacity at Melbourne Airport.

Mobil's Altona Refinery General Manager, Riccardo Cavallo, said these new tanks enhanced the ability to supply high-quality jet fuel to Melbourne Airport, and complements the construction of an additional truck unloading bay at the facility in late 2017.

"The construction of these new tanks, along with the additional truck unloading bay that was completed in 2017, demonstrate the Melbourne Airport JUHI's commitment to providing a reliable supply of jet fuel to meet Melbourne airport's growing demand," he said.



Dignitaries including Victorian Minister for Industry; Energy and Resources, Lily D'Ambrosio and senior representatives from Melbourne Airport and the JUHI participant companies, officially opened the new tanks at Melbourne Airport in October.

Refinery's new tank takes shape

Construction of the refinery's new crude storage tank is progressing on schedule for start-up in 2020.

"Completion of this 100 million litre tank will add a valuable asset to Victoria's transportation fuel infrastructure," said Altona Refinery Technical Manager, Leona Chua.

"This new tank will significantly improve the efficiency of our local refining and supply logistics and is an important part of our

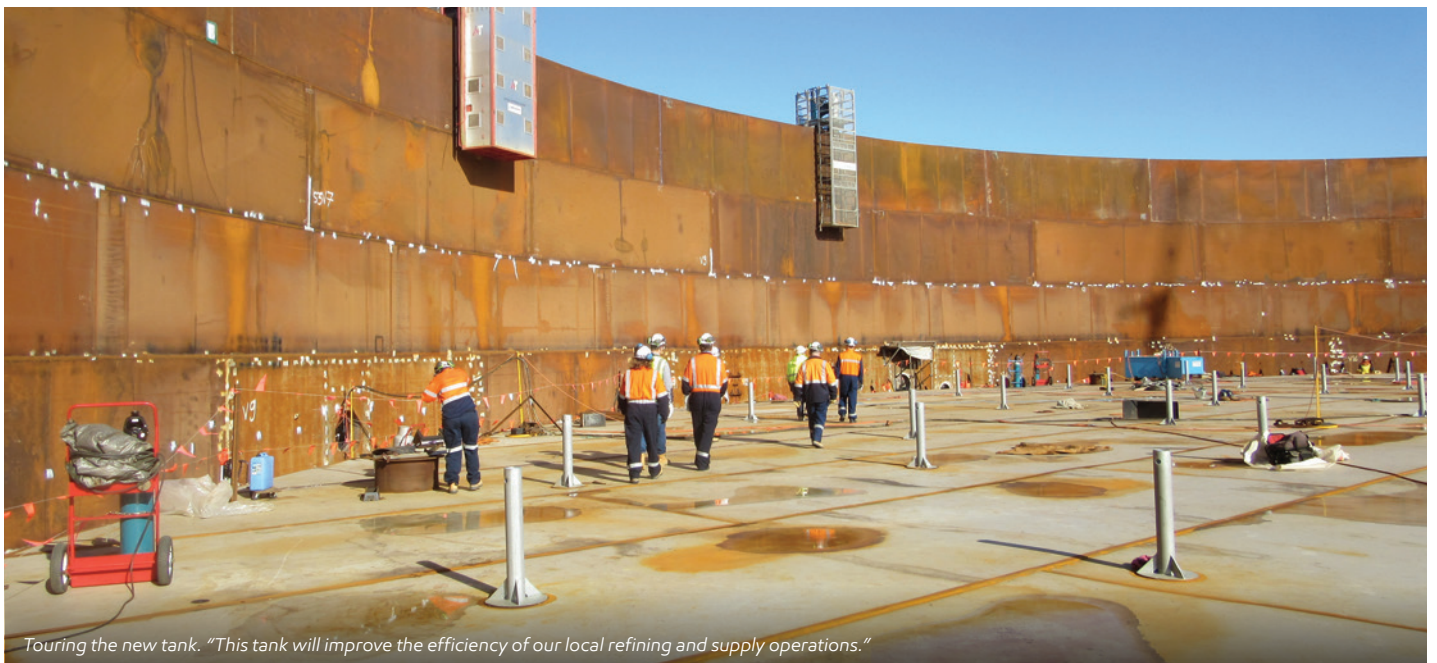
on-going plan to improve the flexibility of Altona refinery's operations."

Over the last five years, Mobil has invested more than \$400 million in maintenance and other improvements so that the refinery can continue to be a safe and reliable supplier of high quality fuels to the state.

"Part of this investment – such as upgrading our crude import facilities at Gellibrand Pier to accommodate larger tankers and the

construction of our truck unloading facility– has helped to provide us with access to a wider range of crude oils on the global market," said Leona.

"These strategic investments are aimed at supporting the ongoing competitiveness of Altona refinery, helping to ensure we're here fuelling Victoria from Altona for the long haul."



Touring the new tank. "This tank will improve the efficiency of our local refining and supply operations."

Mobil Chat

By Riccardo Cavallo

Mobil Altona Refinery General Manager



As we approach the end of our 70th anniversary year, we are continuing to do what we have always done – investing strategically to meet our community’s energy needs.

Since we first opened the refinery in 1949, we have been constantly adapting to a continually evolving fuel market, keeping pace with changes in demographics, new technologies and consumer preferences.

The Altona refinery started operations as the size of Australia’s motor vehicle fleet reached one million vehicles.



During the recent major maintenance activity the refinery workforce grew from 350 to around 1200 people.

When we upgraded the refinery six years later, the fleet had doubled as Australians fell in love with the family car.

Today, while Australia’s population continues to grow, we’re seeing technology improve the fuel efficiency of motor vehicles, while air travel is booming.

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

Providing more fuel to the airport to meet this growing demand for air travel has been a focus of our recent investments at Altona refinery and Yarraville terminal. For example in 2018, we made improvements to increase our production of jet fuel at the refinery by 20 per cent. Most recently, Mobil contributed to two new jet fuel storage tanks at Melbourne Airport.

You may have noticed a great deal of activity around the refinery recently as we shut down the whole refinery for several weeks to complete a major planned maintenance activity.

This work involved several years of planning to ensure we could complete as much work as possible in the short period that the refinery was offline, safely and with no impacts on the community. To complete this maintenance, the usual refinery workforce of 350 grows to around 1200 people.

When we temporarily shut down the refinery like this, it also means a lot of planning across our entire fuel supply chain, as we focus on ensuring that we still meet our customers’ fuel supply needs even though the refinery is not producing fuel.

I want to thank our neighbours for their patience and cooperation during this period heightened activity. Our investment in this important maintenance work helps to set the refinery up as a supplier of high-quality fuels for Victoria into the future.

Helping to ensure we are all OK

The Mobil Altona refinery team held a special gathering on September 12 to mark National R U OK? Day. The event was aimed at empowering everyone to meaningfully connect with the people around them and to reach out to support those who may, at times, be struggling with life’s ups and downs.

On the day, Altona Refinery Safety, Security, Health, and Environment Manager Lyndon Raymond spoke to the workforce and emphasised the importance of starting conversations, listening to each other and urging everyone to ask, “Are you OK?”

He reminded everyone to show concern and look out for each other and encourage those who may be struggling to seek help if needed.

Mobil is committed to supporting those at Altona refinery to be a fit, healthy and safe team, and mental health is being increasingly acknowledged as a very important part of our overall well-being.

By participating in R U OK? Day Mobil is hoping to increase awareness among its team members about how to identify the signs that someone may be in need of emotional support and encourage people to look out for each other.

We can all make a difference by listening and helping people feel connected and supported. You don’t have to be an expert to ask somebody, “Are you OK?”



Lyndon Raymond addresses the workforce. “Mental health is a very important part of our overall wellbeing.”

Community complaints

Date	Confirmed Complaints				Unconfirmed Complaints			
	Odour	Noise	Flaring	Other	Odour	Noise	Flaring	Other
2016	3	4	0	0	16	1	0	0
2017	0	3	0	1	19	0	0	3
2018	1	7	1	0	40	2	0	0
2019								
Jan - June 2019	0	0	0	0	17	0	0	0
Jul-19	0	1	0	1	0	0	0	0
Aug-19	0	1	0	0	2	0	0	0
Sep-19	0	1	0	0	1	0	0	0
Jan-September 2019	0	3	0	1	20	0	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 - تُلَفَت 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**.