

Community Bulletin

"On a dollar-per-square-metre basis, this would have to be one of the most expensive apartments in Melbourne."

A drone inspecting the chimney reveals the peregrine chicks, and (inset) their move from the TCC. "One of our key tasks in planning the TCC demolition back in 2014 was relocating the peregrines."



Peregrines move into new penthouse

While conducting maintenance inspections using a drone recently, technicians got a big surprise – the Altona Refinery peregrine falcons had moved into their new penthouse suite.

Not only had they moved in, but they had raised three healthy chicks.

This was great news for the project team removing the refinery's disused Thermoform Catalytic Cracker (TCC).

"One of our key tasks in planning the TCC demolition back in 2014 was relocating the peregrines," said Senior Project Manager Paul McNamara.

"We consulted Victorian Peregrine Project Manager Victor Hurley, who recommended a new nesting box on a larger chimney nearby."

On September 9 the TCC Removal Team were able to take advantage of still weather to safely lift the 125 tonne surge separator off the top of the TCC. As a result this was the falcon's first breeding season without their favourite nest site.

"I can't tell you how pleased we all were to see that they had moved into their new home," said Paul. "On a dollar-per-square-metre basis, this would have to be one of the most expensive apartments in Melbourne."

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

**On Wednesday 6 December 2017
5.30pm to 7.30pm
At Mobil Altona Refinery**

Enter via main reception at Kororoit Creek Rd
Parking is available
Light refreshments are served

Meeting Agenda:

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

Dates for future meetings:

7 March, 2018
6 June, 2018
5 September, 2018
5 December, 2018

About the Community Liaison Committee Meetings

Mobil's Community Liaison Committee meetings are open to all interested people from the local community. Please call Nikki Calcraft on 9261 0834 for more information about the next meeting or if you have any feedback or story ideas for future community newsletters.

Altona Refinery Development Engineer Sue Yean Tan gives children at Robina Scott Kinder in Williamstown a feel for work in a refinery. "I want to inspire my kindergarten children to be engineers and scientists."



Ambassadors help inspire young minds

Extensive research and years of experience have clearly shown that improving education and advancing economic opportunities for women are two of the most effective ways to build a foundation for prosperity and improved social outcomes.

Refining & Supply Community Relations Adviser Nikki Calcraft said two local kindergartens recently asked if we had any female engineers to come and present to the children.

"I want to inspire my kindergarten children to be engineers and scientists," said Jessica Johnston from Emma McLean Kinder in Spotswood. "Do you have anyone who can visit our kindergarten and talk about the importance of their work with the passion and developmentally appropriate language to inspire these wonderful children? We would love to host a visit from any of your staff but would especially love to address the gender bias around these careers with the visit of a woman if at all possible. But anyone who makes science look good is very welcome here."

Theresa McIntosh, a Chemical Engineer and Maintenance Supervisor at the Yarraville Terminal, had the pleasure of visiting Emma McLean Kinder with Nikki as part of our Ambassadors program.

This was followed by a visit to Robina Scott Kinder in Williamstown in mid-August by Altona Refinery Process Engineer Anna Bainbridge and then again two weeks later by the Refinery Development Engineer Sue Yean Tan.

"We had a lot of fun during the visits," said Nikki. "Our three engineers made excellent ambassadors for their profession. During each visit they delivered a fascinating, interactive presentation to two separate groups of 20 to 30 children.

"So I'm guessing there will be no shortage of engineers from the west in about 20 years time."

Helping to lift the voice of the west

Good relationships with our neighbours rely on effective communications. When all parties truly understand each other, they are in a position to form productive partnerships. This is the approach we adopt at all our sites and this is why Mobil was so pleased to be able to contribute to the voice of western Melbourne, Stereo 974.

Operated by Western Radio Broadcasters Inc, Stereo 974, is one of the longest established community broadcasters in Victoria.



Staffed by more than 130 volunteers, it operates 24 hours a day 7 days a week, and provides a high standard of broadcasting to an extremely diverse cultural and linguistic audience within our community. As an Official Emergency Broadcaster it also provides vital information to the broad community in emergencies.

Mobil has contributed towards a technical upgrade to the broadcaster's main transmitter site, including coaxial cabling, antennas and associate works.

"Maintaining open lines of communications is so important to building strong communities," said Mobil Altona Refinery Manager Riccardo Cavallo. "We continuously work to stay in touch with our communities through our regular community bulletins and meetings, by keeping neighbours informed of significant developments at sites, ensuring there are procedures for people to acquire information or provide feedback, and by sponsoring and getting involved in community organisations like Stereo 974.

Stereo 974 General Manager Rod Boyd. "Staffed by more than 130 volunteers, it operates 24 hours a day 7 days a week."

Mobil Chat

By Riccardo Cavallo

Mobil Altona Refinery General Manager



We are always looking for opportunities to improve our operations and deliver flawless performance and an important part of that involves being a good neighbour – a valued member of our community.

The pathway to being a good neighbour is via understanding. And we achieve this by keeping you informed through publications like this newsletter and listening to what you have to say through events such as our community meetings.

We also go out to the community and canvass your views. That's just what we did this year with our Community Survey.

We conduct these surveys every three years and I have to say I was very pleased to hear that overall more than 65 percent of you rated the refinery as good or excellent. This was a significant increase on the last survey when the figure was 59 percent. It was also good to see a big increase in the number of people saying we had improved in the last three years.

The skilled jobs the refinery provides and the employment opportunities in the local community remains the highest priority in people's minds.

But you are also concerned about the ambience of our site and associated odours.

We certainly take all your feedback onboard as we invest to improve our operations. We have completed a number of initiatives to reduce our impact on the community and we have more in progress. We will be happy to share the details of these initiatives at our community meeting.

Another of our latest investments has been a new fire truck for the refinery.

Featuring a Mercedes Benz cab-chassis and all the latest equipment and technology, the truck arrived in October, which was National Safe Work Month in Australia.

As part of our ongoing focus on safety, firefighters from the Metropolitan Fire and Emergency Services Board (MFB) Altona and Newport brigades participated in a safety briefing at the refinery.

This session focused on the design specifics associated with an industrial fire truck as well as the ExxonMobil standards used as the basis for the design and manufacture of the new truck.

We work closely with organisations such as the MFB to ensure we are well-prepared to protect our neighbours and our workforce, as well as the environment, in the event of an incident.

I look forward to hearing more of your feedback at our up-coming Community Liaison Committee Meeting on December 6.



Altona Refinery Emergency Response & Security Lead Simon Thomas shows MFB members over the refinery's new fire truck. "We work closely with organisations such as the MFB to ensure we are well-prepared."

Finding information in an emergency

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

- Community Hotline 1800 659 527– anyone can call this number to obtain information about the terminal at any time.
- SMS Notification System – Mobil sends a short message about events at the refinery to the mobile phones of people who have registered their details.

- 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 refinery please call 9261 0834 to obtain a registration form or go to: www.exxonmobil.com.au

Community complaints

Date	Verified				Unverified			
	Odour	Noise	Flaring	Other	Odour	Noise	Flaring	Other
2014	4	0	2	1	17	0	0	1
2015	4	3	0	0	15	1	0	1
2016	3	4	0	0	16	1	0	0
Jan-Jun 2017	0	2	0	1	6	0	0	1
July 2017	0	0	0	0	1	0	0	1
August 2017	0	0	0	0	2	0	0	0
Sep 2017	0	1	0	0	1	0	0	1
Total 2017	0	3	0	1	9	0	0	2

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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 ta-komunita' ghandhom ikunu jafu li s-Sireni fil-Mobil Altona Refinery (Raffinerija ta-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' emerġenza, il-Pulizija u haddiema tas-Servizzi ta' Emerġenza jaghtu direzzjoni lill-membri ta-komunita' jekk tkun meħtieġa 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
9695 2777

للحصول على ترجمة لأي من المعلومات الواردة في هذه النشرة يرجى 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 tagħrif li jinsab f'dan il-bullettin jekk jogħgbok ikkuntattja l-Migrant Resource Centre, 78-82 Second Avenue, Altona North. Telefon **9391 3355**.

За превод на 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**.