

To our nearest neighbours,

Since the cessation of refining activities (September 2012), the Clyde Terminal continues to receive, store and distribute finished fuel products into the Sydney and NSW marketplace. The Clyde Terminal is a critical part of the fuel supply chain in Sydney and NSW, supplying around 40 percent of the State's fuel needs.

Moving from Refinery operations to Terminal operations has resulted in a reduced environmental footprint including a reduction in emissions from our operations. The amount of materials stored at the site that are classified as "Dangerous Goods" has also reduced.

The Clyde Terminal Conversion Project (CTCP) proposes to undertake demolition and removal of redundant refining infrastructure as well as other capital works to improve the operational and environmental performance of the facility.

Viva Energy Australia (previously Shell) is currently seeking Development Approval to undertake these works and the Development Application is before the Planning and Assessment Commission (PAC) for determination.

The Clyde Terminal would continue to operate throughout the works programme to ensure continuity of fuel supply for our customers and the NSW economy.

The demolition works will be confined to within the boundary of the Terminal, within the South Western section, and are planned to occur over a 15 - 18 month period. We will also inform you when works involving the demolition and removal of the stacks is planned to occur.

Whilst there is an overall reduction in vehicular movements associated with Viva Energy's current and future operations as a Terminal rather than a Refinery, the project related works may result in a slight increase in vehicular movements during the demolition and other capital works.

A number of project management plans are being developed in consultation with government agencies. These plans detail how the proposed work is to be managed and include how potential impact to the surrounding community and environment is to be minimised. Prior to works commencing these plans will be submitted to the Department of Planning and Environment (DPE) for review and approval.

You can find out more information about this proposed project by visiting our website at <http://www.vivaenergy.com.au/operations/clyde/conversion-project>.

HOW TO CONTACT US

Should you have **general enquiries**, please contact:

Phone: Clyde Terminal **02 9897 8096**

Email: Use our on-line feedback form:
<http://www.vivaenergy.com.au/operations/clyde/about-us>

Postal: External Communications Team
PO Box 872K Melbourne VIC 3001

If a member of the community wishes to make a **complaint**, please call Viva Energy **immediately** so we can investigate and take any appropriate action.

Clyde Terminal 24 hour line (including **complaints** line):

02 9897 8096

In case of an Emergency call **000**.