

To our nearest neighbours,

We previously informed you of the proposed works for the Clyde Terminal Conversion Project (CTCP) which are 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) has received Development Approval from the Planning and Assessment Commission (PAC) to undertake these works.

The demolition works will now commence. These works will be confined to within the boundary of the Terminal (mainly within the South Western section) and are planned to occur over an 18 month period. As yet, a date has not been set for the demolition and removal of the former refinery stacks however, we will advise you when this work is planned to commence.

Works are approved to occur between 7am and 6 pm weekdays and 8am to 5pm on Saturdays. Works will not occur on Sundays nor Public Holidays. If these times are varied, with relevant regulatory approvals, local businesses and residents will be informed.

During these works, there may be a slight increase in vehicular movements. A traffic management plan has been developed to minimise and manage potential impacts to traffic.

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

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

We will provide further Community Updates over the course of the project, and if you would like to receive these updates via email please register using our on-line feedback form.

## 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**.