



The Gore Bay Terminal

## Message from the Terminal Manager

Dear community members,

Happy New Year to you all and welcome to 2016 and the fifth edition of our community newsletter.

We held our last Community Information Evening for 2015, for our nearest neighbours, at the Greenwich Sailing Club on November 11. We were joined on the night by one of our 2015 social investment partners, the Lane Cove Youth Orchestra (LCYO) who played for us on the evening. (You can read more about the LCYO in the article below). The evening was well attended and we received lots of positive feedback. The next Community Information evening will be held in early May.

Although we have been operating for over 110 years, in August 2015 we celebrated one year of operations since becoming Viva Energy. Throughout this time, we have continued to focus on our safety, environmental and operational performance at the Terminal as well as working with our community in new ways.

Our safety performance has been strong with over 1,300 days since the last Lost Time Injury. This is a testament to the commitment of our staff and contractors to 'Goal Zero'. At Viva Energy we believe every incident is preventable and are committed to pursuing the goal of no harm to people and protecting the environment. We call this Goal Zero.

In 2015 we worked hard to optimise processes so as to minimise our impact on the community. Before we charter vessels to Gore Bay, we ensure that ships and their crews are aware of the stringent operating requirements in relation to both noise and odour and the importance of minimising these impacts on the community. As a result of installing a new berthing fender two years ago, we have a broader range of vessels which we can choose from. We also require the vessels that we charter to arrive at Gore Bay to use marine fuels with lower sulphur content in their auxiliary engines while they are at berth.

We are pleased that our efforts in 2015 resulted in a significant reduction in the number complaints we received via our complaints hotline. In 2015, there was a 66% reduction in the number of complaints compared to 2014.

I'd like to highlight that we aim to conduct our operations in manner that does not impact the community. However, if a member of the community wishes to make a complaint or has concerns, we are better placed to assist and respond effectively if they make contact with us immediately via our complaints hotline, **8437 1238**. Details on how to contact us also appear at the end of this newsletter.

As I have stated at previous community meetings and to a variety of community members I have had the pleasure of meeting around Greenwich, our focus is on the safe and sustainable operation of our Gore Bay facility – this includes being a respectful and responsive neighbour.

We also have a number of initiatives to reduce the potential for odour from our operations. We have undertaken improvements to the Vapour Emissions Control System (VECS) at the site. In addition, we have made a number of improvements to tanks that store Marine Fuel Oil which aim to minimise tank vapour emissions.

We continue to undertake our ever present maintenance program. We have completed cleaning and maintenance activities on one of our tanks which was recently commissioned to store Diesel.

In fact, tanks were an area of interest during the community meeting. I was asked whether we have plans to remove tanks. We will consider, in the future, whether we will demolish redundant storage tanks and will keep you informed of any decisions. We will however have to consider the Heritage Overlay of the site. I was also asked about some of our Marine Fuel Oil tanks that our resident cockatoos like to pick away at the insulation on the side of the tanks. We have a robust tank integrity and maintenance program to ensure that all of our tanks are fit for service.



Some community members also asked me what products are stored on our site. Fuel products imported into Gore Bay Terminal include Diesel, Marine Fuel Oil, Jet Fuel and Gasoline. These products are often referred to as "finished fuels" and are unloaded from ships and simultaneously transferred to Clyde Terminal for storage and distribution to customers in Sydney and throughout NSW. Gasoline and Jet Fuel are not stored at Gore Bay Terminal. Marine Fuel Oil and Diesel are stored at Gore Bay Terminal. Marine Fuel Oil and Diesel are loaded onto the bunker barge operated from the Terminal to supply maritime customers, predominantly within Sydney Harbour.

Based on feedback we have had from the community, we are also excited to advise that we have been working with Lane Cove Council's Habitat Co-ordinator in an effort to enhance the external perimeter of our facility to attract a wider range of local fauna by creating garden layers (groundcover through to trees) with suitable native plants. We have also removed some Camphor Laurel trees in a number of locations.

### Look Ahead

In September last year, some residents may have noticed oversized vehicles arriving at the Terminal which were used for the transportation of new equipment to site. This equipment is associated with our work to replace the electrical substation to further improve operational reliability of the Terminal. We received a 'deferred commencement of consent' from Lane Cove Council in November and are working towards obtaining final approval prior to commencing these works. Most of the works will be below street-level.

Some residents may also have recently noticed our new bunker barge. Viva Energy has introduced a new vessel – the *ICS Reliance* – to service the burgeoning marine industry in Sydney Harbour and we will be officially launching the barge within the coming months. The vessel operator was appointed following a comprehensive and internationally recognised assurance process. As part of this, the Barge Master and Chief Officers underwent a comprehensive induction process. We have also ensured the permanent crew are explicitly aware of the high safety, environmental and operational expectations we require of them at Gore Bay. Even though we have carefully planned for the arrival of the new barge it may take time to fully embed the operations and we appreciate the community's patience during this time.

You can read more about the *ICS Reliance* bunker barge in the article below.

I am always keen to receive your feedback, please refer to our *How to Contact Us* section if you'd like to speak with us. You can also find out more on our website at [www.vivaenergy.com.au/operations/gore-bay](http://www.vivaenergy.com.au/operations/gore-bay).

Regards  
James Crowden

## Bunker Barge replaced with state-of-the-art technology

The *ICS Reliance* is a purpose built barge which features state-of-the-art mooring technology to deliver operational efficiencies and further improve the safe, efficient and reliable supply to the maritime industry in Sydney Harbour.

Some facts about the *ICS Reliance* include:

- It is a similar size to the previous barge (*the Destine*) at 92.7m long;
- Key features include remote control mooring technology, automatic cargo gauges, automatic valves and an array of thrusters and engines that enables the barge to hold its station during mooring operations;
- The crew undertook practice sessions on the Smart Ship Simulator in Brisbane. Similar to an aircraft simulator, it mimics exactly the mooring process at the Gore Bay Terminal, complete with imagery;
- It runs on ultra-low sulphur diesel (D10), which is exactly the same fuel used in diesel passenger cars; and
- Rigorous noise modelling and modifications were completed before the barge arrived at Gore Bay.



The *ICS Reliance* bunker barge at Gore Bay.

## Lane Cove Youth Orchestra Plays at the Gore Bay Community Information Evening



The Lane Cove Youth Orchestra playing at the Gore Bay Community Information Evening on November 11 – conducted by local resident, Colin Piper.

We had the pleasure of having one of our 2015 Social Investment Partners, The Lane Cove Youth Orchestra (LCYO), play at the recent Community information evening held on 11 November.

The conductor for the evening was their patron Colin Piper, also a local resident of Lane Cove, who has recently retired after 43 years as percussionist with the Sydney Symphony Orchestra. We were joined by around forty musicians whose ages ranged from ten to 18 and they played pieces from Tchaikovsky's 'The Nutcracker' plus the finale from Tchaikovsky's Second Symphony.

Viva Energy has had a long partnership with the LCYO which began in 2008 and has, over the course of this partnership, donated a total of \$110,000. This has enabled the LCYO to offer music scholarships to young musicians who otherwise would not have had the opportunity to participate in an extended music program.

Some musicians have gone on to play in the Australian Youth Orchestra and Sydney Youth

Orchestra. One graduate, Carlo Antonioli, a young conductor is now much in demand with the NSW State Schools Performing Arts Unit.

We would especially like to thank Lyndall McNally, President of the LCYO for organising the orchestra to play at the Community Information Evening.

We have enjoyed a long partnership with the LCYO and this will be ending as a new Social Investment Program is to be launched by Viva Energy in 2016. The new plan is timely with existing social investment agreements coming to an end in 2015, following the transition from Shell to Viva Energy. In reviewing our community strategy, a decision was made that it will change focus and Viva Energy's community program will be focussed on mental health and substance abuse. More information about our new community program will be available on our website in the coming months.

## Viva Energy's Community Grant to Greenwich Public School

In 2015, Viva Energy awarded a Community Grant of \$5,000 to the Greenwich Public School to support their Playground Upgrade Project at the Kingslangley Rd campus.

The funds from Viva Energy have directly supported the first stage of the project which involved two concept designs of the new playground which were voted on by the school community.

The Greenwich Public School Parents & Citizens Association (P&C) is managing this exciting project which will have broader

benefits for the community and said 'our school facilities and playground are also shared with the wider local community through participation in sports such as soccer, netball, basketball, tennis, AFL and cricket.'

Further playground specific fundraising initiatives will be run by the school throughout 2016. For more information on the project, please visit <http://www.greenwichpandc.org.au/projects/primary-campus-playground-upgrade.html>

Greenwich  
*Carols by Candlelight*

**Viva Energy continued its sponsorship of the Greenwich Carols by Candlelight in December.**

**A lovely evening was held at Leemon Reserve Greenwich with a sausage sizzle.**

**All funds raised went to Youth off the Streets.**

## Did You Know ?

Here are some interesting facts about Gore Bay Terminal's long history of operations



Gore Bay circa 1930. Photographer unknown. Australian National Maritime Museum. Reproduced with permission

A short history of Gore Bay Terminal in its earlier years that:

**1901** – began operations as one of the first hydrocarbon storage and receiving facilities in Australia with the aim of introducing bulk shipments of petroleum products. Kerosene (which is similar to Jet Fuel) was the first product received, stored and distributed from the site.

**1914** – the first bulk cargo shipment of gasoline arrived at Gore Bay.

**1918** – as the site grew, tanks were constructed to store oils and gasoline.

**1930** – by this time, the site included a tin factory where products were packed and shipped via road and sea vessels.

## Further Information / Contact Us

**Website:** [www.vivaenergy.com.au/operations/gore-bay](http://www.vivaenergy.com.au/operations/gore-bay)

**Email:** Submit comments, questions and feedback via an online form on the Gore Bay website

**Postal:** External Communications, PO Box 872K, Melbourne VIC 3001

**Operational Issues/Complaints (24-hour line):** 02 8437 1238

**Emergencies:** 000



### WHAT'S THAT SOUND?

**The Gore Bay Terminal alarm is tested every Tuesday at 8.30am.**

This alarm is a part of the Terminal's safety system and it is intended for on-site personnel only.

There is no need to take action if the alarm is sounded. In the unlikely event that an incident occurs and action needs to be taken, *Emergency Services* will direct the community.

If you have a concern regarding our day to day operations or complaint, please call **02 8437 1238** immediately so that concerns can be investigated and appropriate action taken (if required).