



Operations Spotlight

Emergency Responders' Commitment and Collaboration Protects Torrance

Every visitor who enters our gates is aware that safety is our top priority, so it comes as no surprise to learn we have a fully equipped fire station with more than 100 highly skilled fire response team members trained specifically for industrial related emergencies. In addition to our fire fighters, we have rescue and hazardous materials teams on site 24 hours a day, every day of the year.

Refinery fire chief John Schibinger, who serves as the refinery's liaison with the Torrance Fire Department (TFD) explains that, "Maintaining a competent emergency response staff requires constant training, equipment maintenance and keeping current with new response procedures."

To maintain our high level of preparedness, our emergency responders work closely with the city to ensure timely incident notifications and response. Our



Refinery and city fire fighters practice safely advancing and applying water on the fire.

fire brigade trains weekly, and from June through September, the training sessions included TFD responders at the refinery's fire training grounds. Together, refinery and city personnel practiced fire approach techniques to cool down unit vessels.

At a recent training session, TFD Station 1 Captain Steve Treskes reinforced the value in the joint exercises. "This training is an opportunity to help reinforce our relationship and communication. Both teams come to a better understanding of our strengths and limitations, and we can continually improve our response techniques before an actual response is required. We gain from the experience of training together and become more knowledgeable about tactically extinguishing fuel-supplied fires."



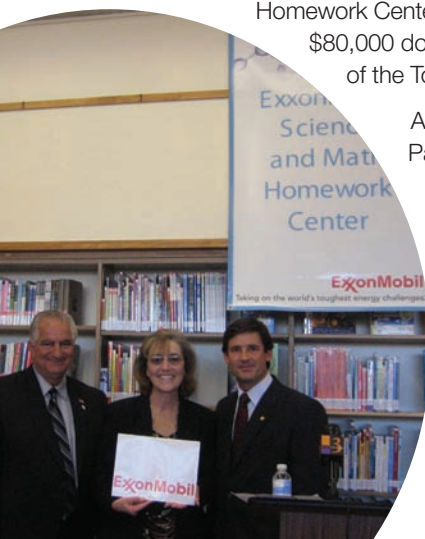
TFD Captain Steve Treskes leads the team in a safety discussion.

ExxonMobil Homework Center Debuts at North Torrance Public Library

On September 16, the North Torrance Public Library held a ribbon cutting to celebrate the library's Open House and unveiling of the new ExxonMobil Homework Center. The center was made possible by an \$80,000 donation from the ExxonMobil Foundation in honor of the Torrance Refinery's 80th anniversary.

At the ceremony, refinery operations manager Pablo Borgnino revealed yet another surprise for the library as he announced an additional \$10,000 gift. "The North Torrance Public Library provides a valuable service to our community, and we are proud to contribute to its expansion. This donation will enable the library to purchase additional educational materials for the Homework Center and is in keeping with ExxonMobil's nation-wide emphasis on math and science

Mayor Frank Scotto and City Librarian Paula Weiner accept donation from refinery Operations Manager Pablo Borgnino.



The donation also provided for new furniture.

education. We know it will directly benefit the patrons of the North Torrance Library, but it will also indirectly benefit Torrance Library patrons city-wide," said Mr. Borgnino.

The ExxonMobil Homework Center aims to give Torrance students a "one-stop shop" to help them meet their homework obligations. The Center includes an early literacy stand-alone computer workstation designed for preschoolers, four new laptops equipped for wireless internet, a printer, and a collection of more than 1,000 science, technology and math books and DVDs.

As principal librarian Hillary Theyer explains, "Now we can give students the ability to conduct research and to complete and print their homework all in one place. Thanks to ExxonMobil's generous gift, we can now increase our benefit to the Torrance community."

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Ask Us

Dear Neighbors,



Max Ocansey,
Refinery Manager

As the manager of one of the few ExxonMobil refineries in the world to operate in the middle of such an active community, I feel a deep sense of ownership and pride about being a part of this thriving city. I also feel a strong responsibility to operating our plant in a way that protects the environment and the safety of our community and workforce.

Every member of our Torrance team, from the unit operators and engineers to our management, is committed to conducting business in a conscientious manner that protects the environment. It is a matter of great satisfaction, for us all, that we have systematically worked to improve our environmental performance. Over the last ten years, we have significantly reduced emissions and decreased the number of spills from our operations. We have also

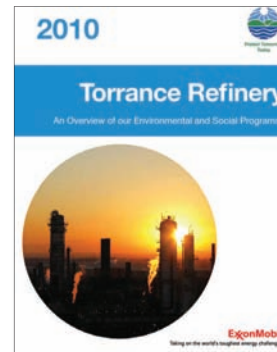
increased our recycling efforts, improved our energy efficiency and reduced flaring of gas. I am also proud that we have continued to make marked strides in our employee and contractor safety performance. We have accomplished these goals, and more, while reliably supplying the energy that Southern Californians need.

Our accomplishments are included in a soon-to-be published report that highlights the Torrance Refinery's environmental programs and performance. The report details how we reinforce expectations for superior environmental performance through our corporate initiative, Protect Tomorrow. Today. It also describes our approach to a myriad of environmental issues, from emissions reductions to waste and water management. It demonstrates how our perseverance, to pursue these policies year after year, has helped us deliver considerable improvements in our overall environmental performance.

The report will be available on our website (www.torrancerefinery.com) beginning next year. I encourage you to read this report and share it with your family, friends and neighbors. I'm eager to communicate ExxonMobil's and our refinery's commitment to environmental stewardship and to our community.

Some key improvements included in the report:

- By adding new technologies to our refinery operations, we have further cut emissions of sulfur dioxides by 78 percent and nitrogen oxides by 74 percent from 1995 levels.
- By covering our floating roof tanks with geodesic domes, we have additionally reduced emissions of volatile organic compounds by 80 percent.
- From 2007 to 2008, the Torrance Refinery reduced its ammonia emissions by 59 percent, largely as a result of the installation of a new Electrostatic Precipitator, one of the largest single environmental upgrades in the 80-year history of the refinery.
- By implementing a stringent pipe inspection program, we have continued to reduce the total number of spills and releases.
- Our energy improvements from 2008 to 2009 resulted in reduced carbon dioxide emissions equivalent to removing approximately 50,000 cars off the road.



24-Hour Neighborhood Hotline (310) 505-3158

Operations Efficiency Proves to Be a Powerful Energy Source

ExxonMobil continually looks for ways to improve energy efficiency in our operations to reduce green house gas emissions. In 2003, the Torrance Refinery launched a comprehensive Global Energy Management System (GEMS) to do just that. Some of the innovative ways we have improved our energy use, include:

- reducing steam venting and steam losses
- running furnaces more efficiently, saving fuel and cutting emissions
- managing operation of motors and turbines more efficiently
- increasing power generation from existing high-efficiency cogeneration facilities
- improving heat transfer and heater efficiency by reducing heat loss

Through GEMS, we have improved our energy efficiency by almost 20 percent. In fact, last year our operations achieved the best-ever energy efficiency since 2002. Our energy improvements from 2008 to 2009 resulted in reduced carbon dioxide emissions equal to removing approximately 50,000 cars from the road.

According to the International Energy Agency, on average, about 10 percent of petroleum-related GHG emissions are from industry operations, while 90 percent are from consumer use. ExxonMobil recognizes the importance of

developing technologies that help consumers reduce their environmental impacts, and we continue to focus on reducing energy in our operations.

But, we can do more. We continue to look for new ideas, projects and technologies that will help us save energy. Our solutions for achieving energy efficiency at our plant are just like your solutions to conserving energy at home!

What You Do*:	What We Do:
To prevent heat loss, you caulk air leaks throughout your home.	To prevent heat loss, we identify and repair air leaks and damaged insulation on piping and vessels.
To increase the efficiency of your furnace and boiler, you clean your filters and coils.	To improve heat integration, we clean our heater burners, air fans and internal equipment.
To save electricity, you power-down or use the sleep mode feature on your computer when not in use.	We turn off our air fans when surrounding temperatures are cooler and switch off our motors and turbines when running at reduced rates.

* Based on recommendations from the U.S. Department of Energy. To learn more, visit www.energysavers.gov.



Name*: _____ Daytime phone number*: (_____) _____

Address*: _____
Street City Zip Code

To submit your questions tear off this form and mail to:
ExxonMobil • Public Affairs/Ask Us • 3700 West 190th Street • Torrance, CA 90509

* By submitting your name, you agree to be identified in Neighbor to Neighbor as the author of the question you submitted. Only questions submitted with name and contact information will be considered for publication. Addresses and phone numbers are required for verification and follow-up purposes and will not be published.

Education Spotlight

ExxonMobil Green Team Helps Prepare Torrance Students for the Workplace

Torrance high school student Priscilla Morales had no idea she would spend the summer helping to manage a youth reading program at North Torrance Library. Nevertheless, she could not pass up a chance to be part of the 17th annual Torrance Green Team and gain her first job experience in an entirely unique way.

Since 1994, the Torrance Refinery has partnered with the City of Torrance and Torrance Unified School District on the "Green Team." It's a summer youth employment program with an educational component that provides high school juniors and seniors with the opportunity to gain valuable work experience while receiving work-skills training in a completely supported environment. The program aims to find students who need the encouragement and mentoring that the Green Team experience provides.

"The Green Team is an amazing program to be a part of," said Chris Scheck, Calle Mayor Middle School principal, who has served as the Green Team Coordinator in Torrance for at least four years. "We want this to be a life-changing experience for the students who participate, and it really is. By the end of the program, they have

gained important skills and knowledge that will help them succeed in any professional setting."

Priscilla, who is a senior at North Torrance High School, was one of the 45 Green Team participants and is as equally enthusiastic. "I loved working at North Torrance Library. I learned a lot from my supervisor. The program helped me feel more ready for the next step in my life."

The Green Team has been one of the ExxonMobil Foundation's signature community programs since its launch in 1981. In addition to Torrance, the Green Team exists in 10 other cities around the country, and has reached about 7,700 students since its inception. To date, the ExxonMobil



Green Team student Priscilla Morales with her North Torrance Library Supervisor Pat Higley.

Foundation has granted more than \$1.5 million to the Torrance Green Team, and 650 local students have successfully graduated from the program.

Community Advisory Panel To Begin New Term

The ExxonMobil Community Advisory Panel (CAP) is recruiting new members for the 2011-2012 two-year term. CAP is comprised of neighbors and community leaders who meet with us every other month to identify, prioritize and communicate neighbors' concerns regarding the economic, health and quality-of-life issues in the City of Torrance.

- Meetings will begin February 2011
- One week day every month, 4:30-6:30 p.m.
- Eligible Members: Torrance residents or employees

Interested community members should contact Torrance Refinery Public Affairs office at (310) 212-1852 or email aarti.ramachandran@exxonmobil.com.

The 24-hour Neighborhood Hotline is a designated telephone line for our neighbors. Please call this number instead of the main refinery phone line to report concerns or comments about any odors, noises or disturbances related to the refinery.



Torrance Kids Lift-off For Success

ExxonMobil and Ex-Astronaut Launch Science Camp

During the 438 hours that astronaut Dr. Bernard A. Harris, Jr. spent in orbit aboard the NASA space shuttle, it's not likely that he imagined his earthly career would connect him with Torrance middle school students.

That's exactly what happened this summer, as the ExxonMobil Bernard Harris Summer Science Camp program was hosted on the campus of the University of Southern California. Emphasizing the enjoyment of a science, technology, engineering and math (STEM) curriculum, as well as real-world encouragement and career advice, are twin goals of the camp, now in its fifth year.

The camp primarily caters to students entering the 6th, 7th and 8th grades and offers a two-week, free-of-charge experience. Students explore beyond their horizons to encourage a life-long love of math and science and a better future. The students stay in dorms, giving them a taste of college life, and they participate in a variety of courses and programs.

This year, three Torrance students attended the camp: Kacie Yonemoto, a fifth grader from Fern Elementary, Lance Bello, a sixth grader from Magruder Middle School, and Maddie Kirkwood, a seventh grader from Hull Middle School.

The students were treated to a visit by Dr. Harris, and they heard thrilling stories about blasting into orbit and walking in space. He also told them how applying themselves now in school will help them succeed throughout their life. "Much in my life has changed since that historic day, but one constant is my passion to make a difference with today's students, especially kids who have similar backgrounds to mine," Harris said. "Most importantly, campers learn that they have the power to achieve their dreams whatever they may be."

The camp is the largest of its kind in the nation. More than 30 universities are involved and almost 4,000 students from across the country have attended since 2006.

To learn more, visit www.theharrisfoundation.org.



Above: (L-R) ExxonMobil's Andre Sims, Niki Jacob, Fern's Kacie Yonemoto, Hull's Maddie Kirkwood, ExxonMobil's Rozena Dendy, Magruder's Lance Bello and Dr. Harris.

Top left: Torrance Refinery engineer Niki Jacob helps camper Kacie Yonemoto understand the principle of buoyancy.

Refinery Gets Greener

Students Tour Facility

An educational component built into the Green Team Program is a tour of the Torrance Refinery. Refinery Manager Max Ocansey discussed the importance of higher education and our own summer interns shared their insight regarding their experience.



Refinery Manager Max Ocansey discusses his educational background.

The highlight of the tour was a stop at the refinery's Fire Station where the students were able to learn about emergency response equipment and vehicles.



Captain Brian Cummins explains the refinery's focus on safety and emergency preparedness.

Volunteers in Action

Why I Volunteer with ExxonMobil

By Karyn Yong, Age 11, Grade 5

Karyn (right) removes non-native plants at Madrona Marsh Nature Preserve to help indigenous grasses thrive.

Karyn (bottom) joins her aunt Lilian and ExxonMobil volunteers to perform a beach clean-up behind SEA Lab in Redondo Beach.



Why I Volunteer with ExxonMobil

By Karyn Yong, Age 11 Grade 5


What does it mean to be a volunteer? How does it feel when I do? To me, volunteering can mean giving to those less fortunate, or just spending time helping.

When I first started to volunteer with my aunt, who works at the Torrance Refinery, the feeling I had inside me when I got home was wonderful. It was good to know that I had done a good deed, and not just spent my time for myself.

My most recent trip volunteering was at the Armstrong Theatre for Super Science Saturdays. It was a show that taught children about science in a fun way. Not normal life science, but chemistry (it's my personal favorite!). ExxonMobil set up 3 different experiment stations that the kids could visit before the show, then they entered the theatre. I was lucky enough to be able to watch the show. The woman on stage taught chemistry lessons while adding a twist of magic to make it fun.

Another fun volunteer event I went to was Earth Day at Madrona Marsh with my aunt. This was my second year volunteering there. Volunteers gathered at the Marsh to help the environment by either raking up unwanted leaves, or planting native plants.

Both of these events were fun and helpful to our world. The educational science shows helped us kids think about how important science is, and the Marsh day clean-up helped us understand how important it is to take care of our environment.

Some people may think volunteering is boring, but it's not. Volunteering is about making a difference for the world. Plus, it's fun! 

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Refinery Volunteers Show an Artistic Side At Special Olympics Summer Games



Refinery lab technician Jason Hagan places a fake tattoo on a little Special Olympics spectator.

Special Olympic athletes and volunteers traveled from all over Southern California to participate in the Special Olympic Summer Games at California State University, Long Beach. The annual event was the Special Olympics'

largest sporting event of the year, with 1,100 athletes competing and 3,000 volunteers lending a helping hand.

Joining the competition and festivities were more than 25 ExxonMobil refinery employees who volunteered their time to operate an arts and crafts booth at the event. Our volunteers joined forces with the Corporate Volunteer Council, South Bay, a professional association of The Volunteer Center-South Bay-Harbor-Long Beach that promotes local volunteer programs and community service.

During the two-day event, ExxonMobil volunteers performed 95 service hours to help the athletes, their family and friends. Together, they designed personal photo frames to showcase and celebrate the athletes' achievements and commemorate the competition.



Volunteers encouraged Special Olympic athletes to create their own designs.

Refinery Receives Top Award

United Way of Greater Los Angeles Honors ExxonMobil

The United Way of Greater Los Angeles presented the Torrance Refinery with the "Model Campaign of the Year Award" at the agency's Corporate Philanthropy Summit at the Dorothy Chandler Pavilion.

The award signifies an outstanding workplace campaign that has incorporated best practices and has championed the United Way's work in the community. ExxonMobil was selected out of 300 Los Angeles county campaigns.

At the closing ceremony of the refinery's campaign, United Way's CEO Elise Buik was on hand to receive a pledge campaign check of \$397,000. She greeted employees with a warm smile and even warmer words.

"There are people hurting in our community who are sleeping in the



Refinery Manager Max Ocansey accepts award on behalf of employees.

streets; they're thinking of dropping out; they're unemployed right now. You understand that suffering and said, 'we want to help.' The fact that you took on this campaign with such gusto, when you work as hard as you do, is truly amazing to me."



UWGLA President/CEO Elise Buik poses with refinery representatives (L-R): Ken Freeman, Jason Branch, Rozena Dendy, Dawn Wentz, Max Ocansey, Michelle Kendig, Brady Clifton, Melba Duarte, Dave Waters and Barbara Burgett.