



New Refinery Manager

Is No Stranger to Torrance Community

Meet Pablo Borgnino, who became the new ExxonMobil Torrance Refinery Manager on February 1. You may recognize Pablo from previous Neighbor to Neighbor articles or from meeting him at a community event. He has been serving as the refinery's Operations Manager for the past 19 months and has been an enthusiastic participant in the refinery's community outreach activities.

"Torrance is a wonderful community to be a part of," said Pablo. "I have enjoyed getting to know our neighbors and I am proud to carry on the outstanding commitment to excellence that Max and our refinery team embraces."

A native of Argentina, Pablo brings more than 20 years of experience in the petroleum industry to the Torrance Refinery. He started his career in 1988 as a process engineer at Esso's Campana Refinery in Argentina. He worked his way up to Refinery Manager, where he led his team to achieve flawless operations and several award-winning safety records. Pablo transferred to Torrance from Argentina in 2009, bringing that same passion for achieving operational excellence to our facility.

"I am very impressed by how much the Torrance employees really care. They are committed to achieving our vision of flawless operations. They understand that we are a manufacturing site surrounded by neighbors, and they work hard every day to make the products our customers need without disrupting the

community. My goal will be to continue to operate the refinery in a manner that protects people, our environment and the surrounding community," says Pablo.

Pablo is also looking forward to participating in more of the company's various community outreach programs like the Pegasus Awards and team volunteer events for local nonprofits. Supporting the community is a natural step for him. In Argentina, Pablo and his wife, Alejandra, volunteered at a local orphanage and supported community initiatives with particular emphasis on public primary schools.

"I want to sustain the positive relationships we have built with the City of Torrance and our neighbors. I want to reinforce our commitment to the local community by encouraging our workforce to practice good citizenship and give back to the areas in which they live and work. That is best done when leading by example," he notes.



Refinery Manager
Pablo Borgnino

Annual Community Survey Results

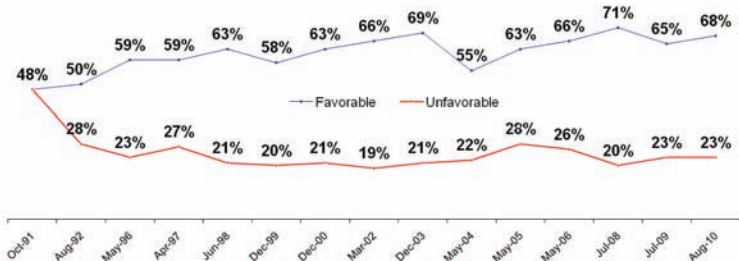
Feedback Helps to Guide Community Investments

Every year, the refinery commissions a citywide community survey of adults in Torrance that tracks concerns, awareness and perceptions of our business. The feedback helps ExxonMobil understand how the business affects the local community, and gives us an understanding of the issues that are important to the community in which we operate.

The following are some highlights of the 2010 survey responses:

Impressions of the Refinery

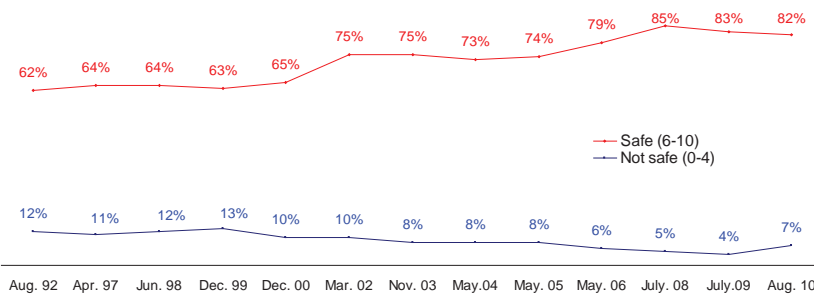
Is your general impression of the ExxonMobil Refinery in Torrance favorable or unfavorable?



The majority of respondents had a favorable view of the refinery. Although we are pleased with this favorability rating, we will continue to work toward understanding why 23 percent had an unfavorable impression.

How would you rate the Torrance Refinery on safety?

On a 10-point scale, where zero means, "not trying to operate safely," and 10 means "trying its best to operate safely," respondents felt:



Preferred Sources of Refinery Information

Respondents ranked their preference to receive information from the numerous ways that the refinery communicates with the community.

Neighbor to Neighbor newsletter	37%
Open House/Tours	17%
Neighborhood Hotline (310) 505-3158	13%
Printed materials / brochures	8%
Meetings with neighbors/community groups	6%
Brochure focused on maintenance activities	3%
New resident mailing	3%
Other mailings	2%

Respondents consider the newsletter to be the most valuable source of information the refinery provides with thirty-seven percent mentioning it as their first choice for refinery information. We welcome your stories ideas and suggestions on how we can make this publication more useful and interesting to our readers.

Rating Refinery on a Scale of Zero to 10 (10 being best)

Being prepared to respond to an emergency	7.8
Controlling noise	7.5
Maintaining the refinery's outside physical appearance	7.4
Being a good neighbor	7.2
Alerting the community in the event of a safety or environmental incident	7.1
Doing a good job of maintaining refinery equipment	7.1
Responding quickly and satisfactorily to questions or safety concerns	7.1
Listening to the people in the community	7.0
Keeping the community informed about operations and safety performance	6.9
Caring about the environment	6.5
Controlling pollution	6.2
Controlling odors	6.2

While we received the lowest rating in the areas pertaining to our environmental performance, we have made significant progress. We will strive to better communicate our environmental improvements to the community.

Business Support of Torrance Community

Which one of the following do you feel is the most important thing businesses can do in supporting the Torrance community?

Improving local schools	41%
Supporting higher education	16%
Supporting local charities, community and civic groups	14%
Supporting local health organizations	5%
Supporting youth activities and programs	5%
Supporting services for seniors	4%
Supporting local art programs, museums and the fine arts	1%

The respondents view on the importance of education is in alignment with ExxonMobil's focus on supporting education. Last year, ExxonMobil directed \$110* million to education worldwide, of which more than \$41 million was dedicated to math and science education in the United States.

**This included support to various types of education, which included life skills education, business development, and microenterprise training.*

Mr. Ocansey Goes to Washington!
Refinery Manager accepts new assignment in Northeast

Earlier this year, the Torrance Refinery team gathered to say a fond farewell to Refinery Manager Max Ocansey, who has moved to Fairfax, Virginia to join ExxonMobil's Refining & Supply headquarters. Here are his parting words:

I'm thrilled to have a new, exciting opportunity, but am saddened to leave the Torrance Refinery, and this wonderful community.

When I first came to Torrance four years ago, my goal was to manage safe and reliable operations while fully supporting our community outreach efforts. I wanted to build relationships and get to know the people and community, and I am happy to call many residents my friends.

Managing operations in the middle of such an active community has been one of the most memorable and rewarding assignments of my career. I am very proud of the progress our refinery has made and the great relationships we have built with the community.

The Torrance Refinery's primary role -- and most important benefit to this community -- is to safely

provide reliable and affordable supplies of energy to support economic progress. In doing that, we have invested heavily in upgrades for our facility. We have improved our environmental performance and reduced impact on the community, and we will continue to look for efficiencies in our operations. I know that the refinery and its community relations are in good hands with the new Torrance Refinery Manager, Pablo Borgnino.

Pablo has considerable refining expertise, and he has been working at the refinery for the past 19 months as the Operations Manager, so he is very familiar with our operations and the community. Pablo is fortunate to have an excellent leadership team to support him. Together, with the entire Torrance Refinery family, they will continue safe and reliable operations to protect the refinery and the community, while maintaining focus on reducing environmental emissions and community impact.

Although I am leaving to start a new phase of my career, Torrance will still be with me in many ways. The position I am assuming at ExxonMobil's



Max Ocansey

Downstream Refining & Supply Division will have responsibility for North and South Americas Refining Operations. This means that I will be interfacing with Torrance Refinery personnel on a regular basis and visiting the site from time to time. Don't be surprised if you see me around town sometime, and I'd love it if you said hello!

Do you have a question? Ask us!

Q _____

 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.

Community Spotlight

Partnering with Torrance Police and School District To Build the Next Generation of Leaders

ExxonMobil is proud to be the inaugural sponsor of a Youth Leadership Program developed by the Torrance Police Department in partnership with Torrance Unified School District.

The program, targeted at 8th grade students, was developed to help prepare them for their journey through high school and into adulthood. Experienced volunteer instructors from Torrance Police and the school district are providing guidance to help the 20 program participants make sound decisions in a number of critical areas of their lives.

The 10-week program, which began in January, focuses on building leadership qualities and educating the participants on the following issues:

- Accountability and core values
- Healthy decision-making
- Drugs, alcohol and peer pressure
- Healthy relationships and boundaries
- Internet site awareness



(L-R) Accepting the \$5,000 program sponsorship check on behalf of the city is the Honorable Mayor Frank Scotto and Police Chief John Neu at City Council meeting in December. ExxonMobil Public and Government Relations Manager Ken Freeman and Torrance Refinery Security Manager Paul Vukmanic presented the donation.

Torrance Refinery Welcomes New Neighbor



Over the years, Torrance residents have always been surprised to learn that the gas station on the corner of 190th and Crenshaw is an independently owned and operated station. While the station has been a part of our community for many years, the Torrance Refinery is excited to officially welcome its new owner to our area of Torrance, Ben Kohanteb. Mr. Kohanteb just took over the 20-year-old station in November, but has already been hard at work on a wide variety of improvements to make the station a cleaner, more pleasant

place for Torrance residents to visit.

"Torrance is a great community to be a part of, and I've enjoyed getting to know our customers and neighbors," said Mr. Kohanteb. "We are committed to giving our customers a better experience, and of course, excellent service. Hopefully, they have seen the improvements we've already made to both the station and the market." Since taking over the station last fall, Mr. Kohanteb has upgraded nearly all of the station's amenities, from paper towel dispensers at the pump to better lights for nighttime visitors to a wider selection of products in the market.

"Please come to see how we have made the station a better place to visit," encouraged Mr. Kohanteb. "We look forward to hearing how we're doing!"

Exxon and Mobil branded gasoline stations in the City of Torrance are not company-owned stations. They are owned and operated by independent business operators, also known as franchised dealers, who dispense our branded product. As an independent business operator, the dealer, not ExxonMobil, decides how they will price their fuel. Dealers consider several factors when they set their prices including: the price they pay for gasoline; the prices posted by their competition; and their personal business plan.

Community Emergency Response Team ExxonMobil Supports Preparedness

ExxonMobil's commitment to safety rests on a foundation of prevention. It is upheld through rigorous, ongoing training to protect our operations, our workforce and the community. Our determined focus on safety directly aligns with the Torrance Fire Department's dedication to protect the public.

This joint outlook created an opportunity for ExxonMobil to provide a \$10,000 donation in support of the Torrance Fire Department's Community Emergency Response Team (CERT) program. The CERT Program is designed to provide volunteers with the basic skills and information needed to be prepared for, and respond to, emergencies and disasters in the community.

"It is extremely important to the City of Torrance to have an active CERT program," said Torrance Fire Department Deputy Chief Dave Dumais.

"In the event of a major disaster, the emergency responders are concentrating on the highest risk and most vulnerable areas of the city. CERT training will allow community members to effectively fend for themselves and care for their neighbors until the first responders can make their way to their neighborhoods. We are grateful for ExxonMobil's continued support."

For more information on the CERT program, visit <http://www.ci.torrance.ca.us/TFD/CERT.htm>.



ExxonMobil Public and Government Team proudly poses with one of the 90 emergency response backpacks that volunteers receive during training. (L-R) Manager Ken Freeman, Melba Duarte, Aarti Ramachandran, Torrance Fire Chief William Racowski, Deputy Chief Dave Dumais, and Barbara Burgett.

April is National Safe Digging Month

Homeowners who live near underground utilities are reminded to call 811 prior to beginning any outdoor digging activities. The national 811 "Call Before you Dig" telephone number is a free call to help protect do-it-yourselfers, gardeners, landscapers, and contractors from unintentionally hitting underground utility lines. It's also the law. For more information about Call Before You Dig, go to <http://www.call811.com>.

Message compliments of ExxonMobil Pipeline Company.



Shelter In Place Refresher Torrance Community Alert Sirens

The Torrance Community Alert Sirens located on ExxonMobil Refinery property are used to alert the community of a chemical release at the refinery or from other local sources not related to the refinery. Your response when you hear the Torrance Community Alert Siren wail is to Shelter In Place.

Shelter — Stay or go indoors

Shut — Close the doors, windows and fireplace flues

Listen — Tune to Torrance's 1620AM or to CitiCABLE 3 for updates and instructions

Reminder: A monthly test of the sirens is conducted on the first Wednesday of the month at approximately 11:30 a.m. A "chime" sound will signify the test is being conducted, followed by a two-minute "wail" sound. Finally, a "chime" sound will indicate the "all-clear" and the end of the testing period.

For more information on Shelter-in-Place, please visit the websites for the ExxonMobil Torrance Refinery or the City of Torrance, Emergency Preparedness.



Volunteers in Action

We Care ☆ We Volunteer

Local Team Efforts - Last year, Torrance Refinery employees donated considerable time, services and resources to volunteer in our local community. Nearly 400 refinery volunteers served together as a team to perform more than 1,200 hours to benefit 16 local nonprofits. Their cumulative efforts earned grants for our partner nonprofits through the ExxonMobil Foundation.

Individually - Refinery employees, retirees and their family members volunteered more than 4,000 hours for 59 charities in their local communities, to earn ExxonMobil Foundation grants for their favorite charities.

Here is a snapshot of our refinery team volunteer activities last year:



Carr and Edison Elementary Schools
Literacy support and Science Ambassador program



Torrance Cultural Arts Foundation
Super Science Saturdays



Salvation Army
Preschool painting

ExxonMobil's Charitable Contributions and Community Investment

In 2010, ExxonMobil and the ExxonMobil Foundation, together with employees and retirees, contributed \$237 million to community investments around the world.

Additionally, U.S. employees and retirees donated more than \$16.4 million to colleges, universities and charitable organizations through the

corporation's matching gift programs. ExxonMobil Foundation contributed more than \$29.4 million to match their gifts.

Also in 2010, more than 12,300 of ExxonMobil's U.S. employees, retirees and their family members volunteered over 600,000 hours of their personal time. In recognition of their efforts, ExxonMobil contributed more than \$8.5 million to more than 4,300 non-profit organizations where they volunteered.



Madrona Marsh Nature Preserve
Earth Day and Make A Difference Day sponsor



Pediatric Therapy Network
Camp Escapades support



North Torrance Public Library
Homework center support



The Volunteer Center
Operation Teddy Bear and Special Olympics



Harbor Interfaith Services
Personal hygiene collection and Adopt-a-Family party



United Way of Greater L.A.
Campaign and HomeWalk