



VISION

Time to refuel your thinking

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GORGON LIQUEFIED GAS PROJECT HISTORIC DEVELOPMENT IN WESTERN AUSTRALIA

REFUELLING SOLUTIONS IS PLAYING A PART IN ONE OF THE WORLD'S LARGEST NATURAL GAS DEVELOPMENTS.

The Gorgon Liquefied Natural Gas Project will be the largest single-resource natural gas development in Australian history, sourcing fuel from the Greater Gorgon Area gas fields, approximately 130 kilometres off Western Australia's north-west coast.

Refuelling Solutions' customer, Leighton Contractors, in consortium with Saipem, was awarded the \$768 million contract by Chevron Australia to design, fabricate, and construct the jetty and marine infrastructure for the main processing facility on Barrow Island, 70 kilometres off the Pilbara coast. The 2.1 kilometre jetty will transport liquefied natural gas (LNG) to ships for supply to Australia and around the world.

Leighton Contractors is currently fabricating components including 55 concrete caissons at the Australian Marine Complex in Henderson port precinct, south of Perth. The caissons are then shipped half way up the WA coastline to Barrow Island and positioned underwater to form the jetty's support structure.

WA State Manager, Kevin Clements said, "As the exclusive diesel supplier to Leighton Contractors and its subcontractors Spiers Earthmoving, WA Civil and Freo Cranes, we certainly have a busy schedule at Henderson. Leighton's refuelling policy requires us to have all vehicles and machinery filled by 7am, and in the eighteen months of this project we haven't missed a single delivery deadline.

"Our association with Leighton Contractors in WA commenced with the massive New Perth to Bunbury Highway project back in 2007. Since then we have forged a very positive relationship and we enjoy the challenge of streamlining the fuel management of their monumental projects. We are currently working on several Leighton projects including the Fly In / Fly Out terminal adjacent to the international airport and the City East Alliance to improve Perth's major artery to the airport. It is satisfying for us to design and deliver these Refuelling Solutions, and very exciting for us to be a part of the historic Gorgon project."

The scale of Gorgon LNG is incomparable to any natural resource project in Australia. The source contains approximately 40 trillion cubic feet of LNG – enough to power a city of one million people for 800 years. Economic consultants, ACIL Tasman, forecasts that during the first 30 years of operation, The Gorgon Project will provide a \$64 billion boost to Australia's Gross Domestic Product with direct and indirect employment of around 10,000 people at peak construction.

Globally, the net impact of using Gorgon LNG is anticipated to result in a reduction of greenhouse gas emissions by 45 million tonnes when compared to coal – the equivalent of removing two-thirds of all vehicles off Australian roads.

Kevin said, "With our focus on Future Fuels and research into alternative fuel sources, Refuelling Solutions is proud to support Leighton Contractors in its feat of extraordinary engineering for the Gorgon LNG project."

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Barrow Island, 70 km off the Pilbara Coast.

FUTURE FUELS:

PROGRESSIVE ENERGY INITIATIVES



OUR EXTENSIVE RESEARCH INTO ALTERNATIVE ENERGY SOURCES HAS LED TO THE CREATION OF A NEW REFUELLING SOLUTION FOR OUR CUSTOMERS: FUTURE FUELS.

General Manager, Greg Strom spoke about the new developments: "Our customers are experiencing growing financial and social pressures from government and the community to manage carbon emissions. Refuelling Solutions created Future Fuels to focus on these evolving issues and to keep our product offering at the forefront of the industry's technological advancements.

"Many of our customers have set admirable corporate social responsibility goals to improve the way they interact with the environment, consumers, stakeholders and the wider society. We have researched a range of alternative energy sources to complement their commitment to self regulation, and our first product offering is biodiesel."

To take our biofuels strategy forward Refuelling Solutions is pleased to announce the appointment of Mr Simon Roycroft as manager of Future Fuels, based in our Sydney Corporate Office. Simon said "I'm on a mission to educate our customers and industry members about the benefits of biodiesel and to drive Refuelling Solutions' research and development into Future Fuels alternatives for our customers."

B20 BIODIESEL

Biodiesel is a Quality Assured, fit for purpose fuel which can be dropped in to all existing diesel engines with no need for modifications. It is competitively priced against regular diesel, has environmental benefits including greenhouse gas emissions reduction; and is compliant with government regulations.

Refuelling Solutions selected B20 (20% organic material / 80% diesel) as the optimum blend of biodiesel to suit our customers' needs. All Refuelling Solutions biodiesel is certified to B20 Fuel Standard (Automotive Diesel Determination

2001) and is subject to quality control analysis by our suppliers and further random sample checks by us.

Refuelling Solutions' B20 meets or exceeds international and domestic criteria and can be dropped into existing machinery with no problems.

"B20 is a premium product without a premium price tag. We trust the product and use it ourselves. After a 12 month trial in our NSW tankers, Refuelling Solutions is extending exclusive biodiesel use to our entire national fleet," Simon said.

Customers using B20 will still comply with the Australian Government's Fuel Tax Credits scheme and remain eligible for the same benefits they normally receive.

BIODIESEL LEADERS

Federal, state and local governments have been at the forefront of biodiesel adoption in Australia.

Greg said, "Local municipalities and councils have been very receptive to biodiesel and Refuelling Solutions has successfully secured approval from the NSW State Contracts Control Board to supply throughout the state. We are very pleased to be working with the NSW Government to improve their green credentials as responsible fuel consumers."

THE FUTURE

Greg said, "Refuelling Solutions is focused on our customers' fuel management solutions now and into the future. We are currently at research and development stage on Liquefied Natural Gas and Compressed Natural Gas. The fuel industry is constantly evolving, and alternative energy sources will feature more prominently. Our Future Fuels initiative will continue to source quality, safe, effective, greener and economical solutions for our customers."

B20 is available now in all eastern states and due to roll out in South Australia and Western Australia as demand increases.

To discuss the use of biodiesel in your fleet or equipment, please call Future Fuels Manager, Simon Roycroft on 02 9497 3109.

TOP 10 REASONS WHY OUR CUSTOMERS SELECT BIODIESEL

- To achieve corporate social responsibility commitments
- To create a positive brand association with the community
- To reduce CO₂ emissions and toxic impact on the environment
- To support sustainable and renewable fuel sources
- To promote green credentials when applying for government and non-government contracts
- To encourage health benefits to people and the planet
- To protect engines and equipment and reduce engine wear and tear
- To ensure consistency of product graded to Australian Fuel Quality Standards, and guaranteed Quality Assurance
- To meet government regulations
- To avoid tax liabilities incurred by polluters

REDUCTIONS ACHIEVED WHEN SWITCHING FROM REGULAR DIESEL TO B20

- Carbon dioxide emissions by **18.5%**
- Total unburnt hydrocarbons (smog component) by **20%**
- Sulphur oxides (major component of acid rain) by **12%**
- Carbon monoxide (poisonous gas) by **12%**
- Particulate matter (human health hazard) by **12%**
- Carcinogenic compounds (nPAHs) by **50%**



REFUELLING SOLUTIONS FUELS FLOOD RECOVERY

JANUARY'S DEVASTATING FLOODS BROUGHT MUCH OF SOUTH EAST QUEENSLAND TO A STANDSTILL AND HAD A MAJOR IMPACT ON REFUELLING SOLUTIONS AND MANY OF OUR CUSTOMERS.

Businesses throughout Brisbane, Ipswich and Logan put regular operations on hold to concentrate on evacuating flood prone areas, and later to assist with the massive clean up.

Queensland State Manager, Brent Herrick reassigned 98% of Refuelling Solutions' deliveries during the period towards flood assistance. "We've never seen anything like it. Brisbane's CBD was a ghost town and access all over the region was blocked. The army and some emergency services were unable to access their own fuel depots, so our Mini-Tankers were on hand to refuel their vehicles and equipment wherever and whenever we were needed.

"And it wasn't just the regular army that required refuelling. South East Queensland's now famous 'volunteer army' turned out in droves at the worst effected sites. Some showed up with nothing but their bare hands, willing to do whatever was asked of them. Others arrived with trucks, utes and heavy equipment. Brisbane City Council offered free fuel to anyone assisting and Refuelling Solutions filled these vehicles around the clock."

"I'd like to recognise the hard work of all of our customers and associates who also put their businesses on hold to help their fellow Queenslanders. I'd like to compliment the entire Refuelling Solutions team for their tireless work. For some it was a struggle just to get into work as their homes had been cut off by floodwaters. But everyone pitched in: our admin team had the complex job of rescheduling deliveries, and our operators put in the long hours to reach all areas that needed fuel. Operators flew in from interstate to assist with the sheer magnitude of the operation. After hard days at work, many of our staff knocked off and went straight to the volunteer stations. It's terrific to see the community come together like this, and I'm really proud of our team."



Biofuels Association
of Australia

REFUELLING SOLUTIONS JOINS BIOFUELS ASSOCIATION OF AUSTRALIA

Refuelling Solutions is confident that biodiesel will fuel the future of our country, and is proud to support the Biofuels Association of Australia (BAA) in its mission to promote a sustainable, economically viable Australian biofuels industry.

The BAA represents a comprehensive mix of stakeholders in Australia's biofuel industry, aiming to work together for a sustainable future, while meeting national and community interests and environmental standards. Its members include: bio-derived producers (ethanol, biodiesel and biogas), feedstock suppliers, technology providers, independent and major oil companies, equipment manufacturers, mining and construction companies and others.

General Manager Greg Strom, who was recently elected to the BAA Board of Directors, said, "Refuelling Solutions is an active contributor and full member of Biofuels Association of Australia. We are working closely with the Association's marketing department to promote awareness and education to industry and the broader community."



THE BEST OF THE BEST

The Franchise Council of Australia (FCA) has launched the world-first Franchisee Success Club, with entrants limited to only the very highest achievers amongst the country's 70,000 strong franchisee community.

The achievements of Refuelling Solutions' 2010 Franchisee of the Year, Andrew Foster were submitted to the FCA for consideration. We are very proud to announce that he has been accepted as our inaugural entrant to this exclusive club.

ACQUISITIONS AND GROWTH

REFUELLING SOLUTIONS HAS RECENTLY EXPANDED OUR SERVICES IN NEW SOUTH WALES AND QUEENSLAND WITH THE ACQUISITION OF THE BIODIESEL STATION AND FLEXI-TANKERS RESPECTIVELY.

The Biodiesel Station commenced operations in 2003 as a single service station in Sydney and expanded in recent years into a wholesale operation. Refuelling Solutions' General Manager, Greg Strom spoke of the relationship between the two companies: "We first worked with The Biodiesel Station in 2005 when trialling biodiesel on our own trucks and researching alternative fuels for our customers. They have been a front runner in quality biodiesel supply and education, and when the opportunity arose to acquire the company we knew it was the perfect match for our Future Fuels strategy."

The purchase of Flexi-Tankers, with operations in Brisbane, Kunda Park on Queensland's Sunshine Coast and Gunalda on the Fraser Coast, included the acquisition of a fleet of onsite tankers – now rebranded as Mini-Tankers. Greg said, "This new Kunda Park base, when coupled with our Gunalda depot, gives Refuelling Solutions an enviable coverage into these regions. We are able to offer our services to a wider network of cities and towns with our operations for the region now extending as far north as Hervey Bay.

"We welcome the new staff and customers who have joined us through these developments and look forward to building strong relationships and bringing Refuelling Solutions to new worksites around the country."

FRANCHISEE OF THE YEAR AWARD

IN OUR MOST SPIRITED YEAR OF COMPETITION YET, SOUTH EAST QUEENSLAND FRANCHISEE ANDREW FOSTER HAS EMERGED AS MINI-TANKERS' FRANCHISEE OF THE YEAR.

Group Commercial Manager, Matthew Parsons said, "We had so many keen franchisees vying for the title and we are extremely proud of the hard work they've all put in over the last twelve months. I'd particularly like to recognise the efforts of Joe Agius who came a close second.

"Andrew is certainly a deserving winner. He has only been on board as a franchisee for two years, but he takes advantage of every opportunity to improve his business. Our customers love Andrew – we often hear stories about him going the extra mile to keep them happy."

Andrew described the win as the high point of his career. "I know how hard all the blokes worked, so it means a lot to receive this award. I'd like to thank the team in the Brisbane office for their support.

"I'm really looking forward to enjoying the prize – Refuelling Solutions is sending my partner, Fiona and me on holidays to Tasmania for a week, and supplying a company operator to take over my run while I'm away. I can't wait!"



2010 Franchisee of the Year winner Andrew Foster with Greg Strom, General Manager, Refuelling Solutions.

MEET OUR NEW FRANCHISEE:

CHAS GALIPO



REFUELLING SOLUTIONS WELCOMES OUR NEWEST FRANCHISEES, CHAS AND LIDIA GALIPO TO THE TEAM.

WA State Manager, Kevin Clements said that since taking over the Perth South region in July, Chas has demonstrated an exceptional desire to build and develop his Mini-Tankers business. "Chas' willingness to get out in the field and work hard will make for a long and successful partnership between his franchise business and Refuelling Solutions."

CHAS, WHAT PROMPTED YOU TO CONSIDER A MINI-TANKERS FRANCHISE?

I'd been looking for a good business opportunity for some time. I previously worked as a pest control technician and was not getting a good return for all the hard work I was putting in.

WHAT CONVINCED YOU TO PROCEED WITH THE OPPORTUNITY?

I was attracted by the low risk involved. Everyone needs fuel, and everyone will continue to need it in the future. Refuelling Solutions disclosed everything during the due diligence process and provided thorough on-the-job training.

WHAT DOES A TYPICAL DAY INVOLVE?

My region includes Fremantle Ports and Henderson so I have a range of shipyards, marine operators, construction and industrial customers to service. Refuelling Solutions provides a company operator to assist when I have excess work.

HOW HAS YOUR LIFE CHANGED SINCE STARTING YOUR BUSINESS?

The biggest change in my lifestyle would be the very early starts! The upside of this is that I can work Monday to Friday and have the weekends off to enjoy time with my family.

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