


ExxonMobil

neighbor to neighbor




## What is that smell?

 Refineries and chemical plants use raw materials and convert them to things we can use such as gasoline, jet fuel, plastics and rubber. Part of the process involves removing impurities in order to create these products. Some of these impurities give off unpleasant odors.

There are many sources of odors. Some odors may come from ExxonMobil's facilities, but odors can also originate in the neighborhood from other sources. Many times other businesses, industry, or residents may have activities that cause these odors.

### OUR COMMITMENT

 While odor doesn't determine if a substance is harmful, it can be bothersome. Our goal is to reduce odors as much as possible. We follow stringent air regulations, and our emissions are carefully monitored, controlled and reported to the Louisiana Department of Environmental Quality (LDEQ) to minimize impact to the community.

We take an active approach at our sites to determine the source of odors in the neighborhoods near our plants. We encourage our neighbors to call us if they think ExxonMobil may be the source of an odor. Our superintendents will come out and work with you to identify the odor. And if we do turn out to be the source of an odor, we will work to eliminate it.


To report an odor, call **ExxonMobil's 24-hour line at (225) 977-8393**. If you call after normal business hours, leave a message then press \*6, and someone will call you back.

When you call ExxonMobil to report an odor, our employees will ask questions, such as:

- What does the odor smell like?
- Where are you located?
- Which direction is the wind blowing?
- How long have you smelled an odor?

These questions and more, help us take the first steps in determining what the odor is and where it is coming from.

### PREVENTING ODORS

 While responding quickly to an odor call is important, preventing odors is our real goal. Some recent equipment modifications and procedural changes we have made to prevent odors include:

- Upgrades to our flare system
- Installation of flare meters and controls
- Tracking/analyzing odors to find solutions