



CALTEX

Caltex Australia

Caltex Customer Communication

Fuel Quality and NMA

September 2016

Caltex Australia is proud to be locally-owned and operated, maintaining a sole focus on Australian customers. As the only fuel company listed on the Australian Securities Exchange, we understand the responsibility that comes with being a company that is owned by and exists for Australians. Caltex is Australia's largest supplier of transport fuels and ensures that its fuels continue to meet or exceed stringent Australian Fuel Quality Standards.

Recently, Caltex has become aware of the presence of a chemical known as NMA (N-Methylaniline) in fuel supplied at competitor sites in the Mackay region. This has been confirmed by laboratory testing conducted by Caltex.

NMA is an organic compound commonly used as a solvent or as an additive for dyes, fertiliser and organic products. However, it appears that NMA is being used in the Mackay region because of its ability to serve as a cheap octane booster for transport fuels.

Through research of publicly available information Caltex understands that

- NMA is banned for use in fuels sold in some countries, including Russia and China.
- NMA blended into fuel has been known to negatively impact vehicle engines, including causing seal swell, shorter induction times and contribute to gum formation
- Further studies are underway to determine the impact that NMA could have on engine performance

While this chemical is not currently banned as an additive in Australia, Caltex is very concerned about the impact it could be having for motorists in North Queensland. Caltex wishes to emphasise that:

- We have never blended NMA into any fuel sold from our terminals or refineries and will not compromise on this commitment
- We do not buy fuel that contains NMA

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- Caltex's fuel meets and exceeds the regulatory requirements set under Australia Fuel Quality Standards
- Caltex is a member of the Australian Institute of Petroleum (AIP) and understands that AIP member companies share our view about not using NMA in fuel and ensuring they do not supply fuel blended with this chemical

Caltex, via its AIP membership, is actively advocating for the Australian Government to make the necessary enquiries to ensure that Australians are not negatively affected by the use of potentially harmful additives in fuels.

Should you have any queries or concerns in regard to fuel quality, or your rights as a consumer/business you are encouraged to contact:

- Australian Department of the Environment and Energy
- The Australian Competition and Consumer Commission

The relevant State Department responsible for consumer affairs and fair trading

If you have any questions about Caltex fuel quality, please contact our Technical Solution's team on 1300 364 169

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