MPN Commissions
FIRST MADE-IN-NIGERIA PLATFORMS
Fastdist Shows Its Appreciation

Fastdist, one of the 17 Mobil Oil Nigeria (MON) Lubricant distributors in Nigeria held a customer appreciation day on Tuesday 20th Dec 2011 to express gratitude to their clients for their support and patronage, and also to wish them well in the yuletide season. This is the first time a distributor in Nigeria has held a customer appreciation day, and the turnout was very impressive.

In his opening remarks Alastair mentioned that Fastdist is one of the fastest growing Distributors in Nigeria. In the last two years, Fastdist has grown its customer base by over 80% and has grown its revenue by over 60% in the last year alone. Fastdist has the best in-class warehouse and sales employees amongst other distributors. Their focused approach to business, together with their excellent technical support has earned the company several new business opportunities while facilitating the consolidation of existing ones.

MON Wins Pearl Awards

Mobil Oil Nigeria has won the prestigious 2011 Pearl Award for quoted companies on the Nigerian Stock Exchange. The award is in recognition of outstanding operational, corporate and stock market performance in the 2010 year of assessment.

At the formal presentation of the award on Sunday, November 27, 2011 at the Oriental Hotel, Ikeja, Lagos, Tunji Oyebanji, Chairman of the Board and Managing Director MON, supported by top MON staff reiterated the resilience and hard work of MON employees as prized assets and key contributors to MON success.

“Mobil Employees are the best that can be found in our industry. The level of industrial peace, harmony, hard work and team cooperation of all employees have ensured MON remain the very best that can be found in our industry”.

The PEARL – Performance Earnings And Returns Leadership Awards project was instituted in 1995; a forum to reward companies quoted on the Nigerian Stock Exchange in order to enhance the vibrancy, growth and development of the Capital Market.

In 2003 the Securities and Exchange Commission, Regulators of the Market, formally endorsed the initiative in recognition of a shared objective of upholding the integrity of the Nigerian Capital Market and enhancing competition.

The Pearl Awards has recognized and rewarded over sixty quoted companies and the criteria for selecting winning companies are based on verifiable indices, facts and figures published in Nigeria Stock Market Annual.
Minister of Petroleum Resources Diezani Alison-Madueke has commended the management of ExxonMobil Affiliates' in Nigeria for its commitment towards the actualization of the National Content Development infrastructure in the oil and gas industry.

She gave the commendation during a visit to Nigerdock to inspect two Nigerian content driven facilities financed by the NNPC/MPN Joint Venture.

The Minister's visit to Snake Island, Lagos, was to assess the nation’s capabilities to execute industry projects while deploying local materials and human resources as stipulated in the Nigerian Content Act.

The visibly elated Minister’s mood was not to be dampened as she was conducted round the projects in a heavy downpour. The tour took her round the Abang and Itut wellhead platforms fabricated by Nigerdock for Mobil Producing Nigeria.

The Abang and Itut platforms are part of 3 wellhead platforms in MPN’s Satellite Fields Development Project Phase 1 and will be used to recover hydrocarbon from undeveloped fields within the NNPC/MPN Joint Venture Acreage.

Madueke expressed her satisfaction with how ideas of Nigerian Content were coming to life with positive implications for Nigeria and the economy.

“The progress recorded in the implementation of the Nigerian Content Act is better appreciated when seen physically. It is different coming to see platforms fabricated in-country at the largest dry dock facility in West Africa and to understand the extent Nigerians are learning skills and techniques that will carry the sector into the next decade”, she said.

Lead Country Manager ExxonMobil, Mark Ward explained that there are over 20 fields that had been identified for development which would be carried out in phases.

He explained that the two platforms fabricated by Nigerdock would produce up to 70,000 bpd when production commenced by third quarter 2012 and funding for the project was provided by a consortium of Nigerian and foreign banks.

Ward also revealed that so far, 2.3 million man-hours had been carried out with no lost time incident at the site, in line with MPN’s unwavering commitment to safety and the safety Partnership Program implemented by MPN/ND at three levels.

“A total of 30 NCDMB nominees were trained at Nigerdock as Welders (20) and Fitters (10) for the Satellite Field Development Project”, he said.

Managing Director of Nigerdock, Chris Bennett said the Company’s understanding of the Nigerian Content Act was beyond merely complying with the law but also building a sustainable business growth in commensurate employment.
The Nigerdock and MPN management team welcoming Diezani Alison-Madueke to Nigerdock
Bringing it Home

The President of Nigeria, Dr. Goodluck Jonathan, commends ExxonMobil for developing National Content through its landmark project.
At Mobil Producing Nigeria, we recognize the long-term value and importance of Nigerian content development to the sustained growth of this great country. Our company is working proactively to achieve and exceed the Federal Government's target on Nigerian content development. We believe that this will reduce costs and continue to ensure the long-term availability and viability of in-country goods and services.
The President of the Federal Republic of Nigeria, Dr. Goodluck Ebele Jonathan was the guest of honor as he celebrated a milestone in the Nigerian Oil and Gas industry, at a sailaway ceremony for two wellhead platforms developed under projects executed by Mobil Producing Nigeria (MPN), an ExxonMobil affiliate company. The President, at the Nigerdock yard in Snake Island, Lagos, commissioned two of the first completely made-in-Nigeria wellhead platforms for MPN. The local engineering and fabrication of these two platforms gave a massive boost to the National content initiative advocated by the Nigerian government. It was another first in the industry and another first for ExxonMobil, which was once again at the forefront of innovation in the Oil and Gas sector.

The President commended ExxonMobil for pursuing the Nigerian Content policy by engaging two contractors, Nigerdock Nigeria Plc. and Dorman Long Engineering for the development of wellhead platforms that will be deployed in the Abang, Oyot and Itut fields offshore Nigeria. These platforms are the first ever wellhead platforms to be designed, fabricated and commissioned in Nigeria, and were constructed under the Nigerian National Petroleum Corporation/Mobil Producing Nigeria (NNPC/MPN) Satellite Field Development Project phase 1 (SFD-1).

The project delivers on the government's national content objectives: increasing the country's oil and gas production, employing local workers, and ensuring the long-term availability and viability of in-country goods and services. The NNPC/MPN joint venture expects to recover more than 100 million barrels of oil and 20 million barrels of the oil equivalent of natural gas liquids from the AOI fields. Peak production from Phase-1 is anticipated to be 70,000 barrels daily.

President of ExxonMobil Production Company (EMPC), Rich Kruger, present alongside Lead Country Manager, Mark Ward built on the President's words, expressing ExxonMobil affiliate companies' commitment to developing local content.

"At Mobil Producing Nigeria, we recognize the long-term value and importance of Nigerian content development to the sustained growth of this great country. Our company is working proactively to achieve and exceed the Federal Government's target on Nigerian content development. We believe that this will reduce costs and continue to ensure the long-term availability and viability of in-country goods and services."

The EMPC President also extended his thanks to the all-Nigerian contractor teams that executed the different phases of the project.

"We're proud that both the Brownfield Front End Engineering Design and the Greenfield Detailed Engineering were performed by a Nigerian engineering company Dover Engineering. We're also proud that procurement and fabrication contracts were executed with Nigerdock Nigeria Plc, FZE and Dorman-Long Engineering Ltd, all Nigerian companies".

MPN implemented the SFD-1 project with the objective of developing local engineering workforce capability as well as increasing the capability and capacity of local fabricators. The company also trained a number of individuals to National Content Development and Monitoring Board (NCDMB) standards in technical skills such as welding and fitting. The company previously displayed its novelty in Nigerian Content development when it became the first company in Nigeria to use locally fabricated pipes in one of its offshore facilities after years of collaboration with...
The complete fabrication of three wellhead platforms in Nigeria demonstrates the MPN’s continued support for the Nigerian government in meeting national goals, and sets the stage for the successful execution of the satellite field development program, and subsequent projects within the country.
The Lagos State Commissioner for Energy and Mineral Resources, Engineer Ajibade Tijani, paid a visit to Mobil House to dialogue with management on the activities of the Ministry.

Engineer Tijani explained that the new Ministry was an upgrade of the office of the Adviser to the Governor on mineral resources saying that the upgrade became necessary as Lagos was moving gradually to a mineral producing State.

He noted that since Lagos was geographically placed in a sedimentary basin with potentials for producing oil and gas, the Ministry is developing policies that will be of guidance to prospective investors.

The Commissioner said that the State was ready to partner any International Oil Company to prospect for resources onshore and offshore in collaboration with the Department of Petroleum Resources.

He urged the MPN management to take advantage of early investment in marginal and field oil blocks to create employment for residents of the State.

Tijani revealed the Ministry had created an Agency—the Power and Electricity Board—to generate the necessary data base for electricity generation companies that wished to invest in the sector in Lagos State.

He added that the Agency was generating data on the actual megawatts of power required by specified industrial and residential areas of the State.

Responding, the Executive Director Production MPN, David Findley said the Company was developing its large power projects expertise as MPN continues to take on new portfolios.

He said ExxonMobil Affiliates would look into the prospect of oil and gas within the Lagos basin as long as there was a reasonable return on investments.

Findley added that the MPN management looked forward to partnering with the Ministry, telling the Commissioner that MPN remained committed to giving back to the communities in which it had operations.
The MPN Shorebase in Port Harcourt celebrated 3.0M Man-Hours without an LTI in April 2012. David Findley, Executive Director; Production was present to mark this milestone safety achievement.

Speaking at the commemorative ceremony, the Executive Director expressed his pleasure at the Shorebase personnel for their good safety record. Findley emphasized that the activities of all the staff members were critical for the business’ operations, and that safe working practices were the only way to ensure continued business success. He commended the Shorebase team for their efforts, and challenged them to strive for more milestone safety achievements in the near future.

Capt. Adejimi Adu of MPN expressed his gratitude for the support, guidance and leadership of Capt. Victor Iriobe, GM Support Operations, in seeing 1005 compliance to all safety rules, restating the company’s commitment to the highest operating safety standards.

Oladele Adisa, General Manager, SHE, thanked the Shorebase personnel for their efforts, and stressed the need to work as a team to sustain the Company vision of ‘NOBODY GETS HURT’. He encouraged everyone to intervene whenever they noticed unsafe work activities, and not to avoid approaching the individuals acting unsafely. Adisa reminded everyone that safe working practices should be thought of at all times, stating that safety is a journey and not a destination.
For BRT personnel, safety is more than just a procedural requirement; it is a way of life. From the employees and contract staff, to the security personnel and even the visitors, everybody shows a high level of commitment to safety in their activities. The BRT management team leads by example, driving safe practices in the entire workforce. They ensure full compliance to all the safety rules of the company, making BRT one of the safest locations to be in.

The Weekly Safety Meeting that is attended by all personnel in the Facility (BRT and Life Camp) is an integral part of the safety culture in BRT. The meetings are always interactive and personnel are encouraged to air their views as regards safety, and this has paid off. The regular meeting agenda includes a Selected Safety Topic, OIMS Focus Area and Protocol Questions for awareness, Health talk, Security tips, Permit Audit Report, Outstanding Past safety Hazards, Safety Alert/Flash and Monthly Upstream Nigeria SHES Performance Reports etc.

One of the Best Practices in BRT is the Reward and Recognition Activity that has further enhanced involvement by the entire workforce. Several criteria are used to ascertain who gets rewarded and who should be recognized for their efforts to keep their surroundings safe. Everybody is encouraged to be outstanding so that the
Safety banner is always kept flying high. Management Walkabouts and inspections are necessary uses by management to see that no activities carried out in the facility are done at the expense of safety. Reported hazards and management findings are continuously followed up until the issues are resolved. Stand downs are held as the need arises, and a job is stopped if it is going to affect personnel safety.

Additionally, Real time Job Safety Analysis (JSA) are written and tracked, Jobs are adequately supervised and planned, short service workers are properly oriented, safety announcements are made intermittently for critical jobs as a quick reminder, and posters are pasted strategically around work sites.

Intervention is continually done, following the ‘Step back 5X5’ guidelines. Town hall meetings are held and fully participated in. safety videos are shot for quick understanding and subsequently, the lessons learned are discussed. Other awareness training is carried out as the need arises. The ‘Star of the Week’ and ‘Catch of the month’ are initiatives that recognize and commend the promotion of good safety culture. These programs raise awareness, increasing the chance that potential safety hazards will be caught before they become incidents.

With a growing number of staff participating in these activities, BRT continues to maintain its record, working over 10 million Man Hours without a single LTI.

### SSHE Performance Triangle

![SSHE Performance Triangle Diagram]

**LEADING INDICATORS DATA**

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### OTHER STATISTICS

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In line with its commitment to conducting business in a manner that ensures the safety of its employees and the public, Mobil Oil Nigeria (MON) recently held a drill to test safety alertness and procedures for emergencies.

Area Manager MON, Dr. Tunde Adewoye said the drill, which held at the Ogba service station, Ikeja was aimed at evaluating the ability of emergency service operators to respond to distress calls.

He added that it was also an avenue to educate dealers on the right procedures for reporting emergencies such as fire out breaks at filling stations.

The exercise was the second to be held in 2011 while the northern rendition was held in July in Abuja. To conduct the drill, the following scenario was dramatized:

A tanker loaded with Premium Motor Spirit from Apapa Mobil depot arrived at Mobil S/S, Ogba ijaie. Discharge of product from the truck commenced after all necessary pre-discharge inspection had been completed.

During the product discharge the coupler disconnected from the truck discharge valve causing PMS in the tank truck to gush out profusely. (The truck was laden with water for the purpose of the exercise). The truck mates were confused and did not know what to do. Vapor was fast building up from the spilled PMS.

Some attendants quickly moved in to contain the spill while two others were scooping the floor in an attempt to recover some spilled PMS. The station manager on noticing what happened quickly rushed to block the ingress to prevent vehicles from coming into the outlet.

A motor cyclist who had been to the restaurant and on his way out, on noticing that the ingress was being blocked and cars were moving fast towards the egress, wanted to rush out. He abruptly started his bike and immediately there was an explosion.

The neighborhood became threatened by the inferno and residents began to move out of their homes. Panic was everywhere, as the fire could not immediately be contained.

Five people were caught in the fire - three died and the others suffered first
degree burns. The truck was also burnt. An angry crowd began to surge into the outlet demanding for information on the incident.

In an overview of the drill, Dr. Adewoye expressed satisfaction at the prompt response of the fire and ambulance service. “Such actions to the lay mind might not mean much, but in terms of safety response, the response time cannot be taken for granted.”

He added that MON is committed to “operating in an environmentally sound manner everywhere we do business. This includes being prepared to respond to emergencies, mitigating potential environmental impacts and complying with all environmental laws and regulations”.

Scenes from the training exercise
Esso Exploration and Production Nigeria Limited (EEPNL) in conjunction with Nigerian National Petroleum Corporation has awarded 20 national post-graduate scholarships to study geosciences and engineering courses.

This brings the total number of such scholarships to 109 awarded by NNPC/EEPNL to support the training and development of qualified Nigerians needed for both within and outside the Oil & Gas industry.

The scholars, who are from various states across Nigeria, were selected from an application pool of over 2000. To apply for this scholarship, candidates must have a first degree (first Class or Second Class Upper division in Geosciences and Engineering) and provisional admission in a recognized Nigerian university.

Speaking at a ceremony for the awardees, General Manager Nigerian Deepwater Operations, Jide Ayo-Vaughan explained that the presentation of the awards was indicative of Esso’s commitment to education and capacity building.

He reiterated that the Company placed emphasis on education with a focus on science and technology, which are the core aspects of the oil industry, along with youth development, empowerment programs and education infrastructure expansion.

“At ExxonMobil, we take our commitment to corporate citizenship very seriously. It is part of who we are and how we achieve our business success. Today’s event is a reflection of our commitment to education, particularly in the field of science and technology which remains the core of our business” Ayo-Vaughan said.

He also disclosed that 90 Nigerians have benefitted from the international post graduate scholarship awards funded by EEPNL. Of this number, 23 persons have been employed by ExxonMobil after successfully completing their studies.

The GM urged the beneficiaries to be worthy ambassadors of both the Company and the country in general.

In a similar vein, the Group managing Director of NAPIMS said at the presentation that the scholarship scheme is very competitive and aims to recruit, train, build capacity and develop Nigerians to fill positions in the oil and gas industry.
The GMD who was represented by Ahmed Abdullahi explained that this was in keeping with the federal government’s aspiration to significantly increase national content in the industry at all levels.

Worthy of note at the presentation of the awards, one of the recipients, Tayo Salami while responding on behalf of other awardees said he was a beneficiary of the national graduate scholarship of MPN which allowed him complete his first degree after the death of his father. He expressed deep appreciation to Esso for the opportunity to advance his studies in Petroleum Engineering as a second degree.
The 2012 ExxonMobil media appreciation dinner saw the Company's affiliates in Nigeria host their Lagos based media contacts to a Valentine-themed evening of music, comedy and fine dining in the Sheraton Hotel, Ikeja in appreciation for their support of the company in 2011.

Welcoming the guests to an evening of fun, laughter and relaxation, Executive Director, Mobil Producing Nigeria, Gloria Essien-Danner, commended the media for their support to the Company in the previous year.

"ExxonMobil affiliates hold the
Nigerian media in very high esteem, especially for the values which they stand for – values such as objective and ethical reporting of issues as well as open communication”, she said.

Other ExxonMobil affiliates employees at the event included Akin Fatunke, Manager, Corporate Affairs Mobil Oil Nigeria plc; Ayobami Olubiyi, MPN Security Manager; Rita Umoren, Manager Special Projects, P&GA; Nigel Cookey-Gam, Manager, Media and Communications.

Group General Manager NAPIMS, Morrison Fiddi at the occasion said that as the investment arm of NNPC, his Agency managed government investments in the upstream sector of the oil industry by working with its partners and stakeholders, and especially with the media.

The GGM who was represented by its Manager Public Affairs, Kenny Obateru, stressed that there was no doubt that the media contributed significantly to the general public’s awareness of NAPIMS activities and operations and therefore expressed gratitude for its support.

The event brought together about 300 people and created a relaxed atmosphere for interaction with the entire Public & Government Affairs team and other stakeholders.

The occasion had a lot of side attractions amongst which were various couples’ games, as well as several gift items that were given out to attendees through a raffle draw. Most of the participants expressed satisfaction at the gesture, saying they look forward to the program every year end.

The Media appreciation dinner is hosted annually in Lagos, Abuja and Port-Harcourt.
Participants in the Skill acquisition Program

Mobil Empowers Bonny Women through Skill Acquisition Program

Unemployment and underemployment are the leading causes of poverty in Nigerian communities. This state of uncertainty has led to intractable crisis in several families, with women often bearing a heavier burden, as they are encumbered with the responsibility of raising children and supporting other dependents.

The Nigerian National Petroleum Corporation/Mobil Producing Nigeria (NNPC/MPN) Joint Venture (JV) in recognition of the role of women and the challenges of unemployment, and in consistency with the commitment to build capacity and support the economy of the areas where the JV does business, initiated a Skills Acquisition Program for Bonny women, establishing the Arts and Skills Development Initiative to train and provide Starter-Packs for the women to go into the trade in which they have been trained.

Thirty participants were drawn from the Bonny Chiefs’ Council and the Bonny Local Government Council to participate in the program.

The Skill Acquisition Program for Bonny women was initiated after the NNPC/MPN JV undertook a survey and agreed with the Bonny Community on specific programs aimed at building the capacity of women and making them not only economically self-reliant but also employers of labor. The program provided the beneficiaries with the requisite skills and self-push to enable them cushion the debilitating impact of poverty in their families and by extension, their communities.

This program took cognizance of the needs of the women and was tailored to meet these needs. Starter packs were provided for the beneficiaries as a boost that would enable them to start businesses even from their homes. The program also involved the acquisition of suitable entrepreneurial skills for the beneficiaries to gain business insights and acumen. The courses taught included Computer Studies, Entrepreneurial Development, Fashion Design, Catering and Bakery, Hair Making, as well as Hat Making and Beadwork.

The closing ceremony of the program witnessed the exhibition of all the products.
the women had developed, with beneficiaries showcasing the end results of their 4 weeks intensive training. Past beneficiaries of the program led by Engineer Justina Banigo and Dabota Allison were also on hand to exhibit their products and shared their success stories with the audience. Both Justina and Dabota are presently servicing some janitorial services companies with key items including liquid/hard soap. They are also mentoring other women in the community.

The stakeholders and other invited guests appreciated the commitment of the NNPC/MPN Joint Venture in empowering the women in Bonny and building bridges of hope in the community. Chief Sodienye Jackmay, speaking on behalf of the Bonny Chiefs’ Council, noted that “partnership with MPN has opened vistas of sustainable opportunities for the women and the people of Bonny Kingdom. And that skills acquisition was at the core of both personal and national development”.

The Chairperson of Bonny Local Government Council, Mrs Iwo Pepple enjoined the women to utilize the skills and the starter packs for business as this was an opportunity for their economic improvement. She also informed that her office will partner with MPN and the facilitator in the continued monitoring of the present beneficiaries to ensure that they are mentored to be as productive as most of the past beneficiaries.

The Executive Officer, Forward Operating Base, Nigerian Navy, the Divisional Police Officer, Bonny advised the beneficiaries to imbibe the spirit of enterprise by setting up their businesses with the skills acquired and the starter packs even from their homes.

The beneficiaries extended their appreciation to MPN for sponsoring the program, and pledged to apply the training to advance their businesses and increase their income.

The Skills Acquisition Program has undoubtedly thrown an economic lifeline to women in Bonny. It is a community program that is people focused and, with the proper nurturing, will be positioned to continue spreading economic opportunities both within and beyond Bonny Island.
at the exhibition/grand finale.
Introduce a Girl to Science and Engineering Day

Women Interest Network (WIN) - an initiative to facilitate the professional advancement and personal growth of all women at ExxonMobil worldwide) in collaboration with Public & Government Affairs (P&GA) recently kicked off their “Introduce a girl to Science and Engineering day” (IAGTED) – a day long program full of learning, activities and fun which gave several secondary school girls insight into the fields of science and engineering through the workplace experiences of female engineers and geoscientists (WIN) of ExxonMobil affiliate companies in Nigeria, who encouraged them to take advantage of the exciting career prospects available within these fields.

The event, which was hosted at the Canton Concourse, Oniru Estate, Lekki, Lagos; in November 30, 2011 began with a brief introduction by Patricia Opene-Odili, (President WIN – ExxonMobil, Nigeria) before Tolu Ewherido, General Manager, Dev. Geoscience, MPN officially kicked off the day’s activities.

Speaking at the event was Elizabeth Essien, Senior Project Manager and Chemical Engineer by training and Patricia Ochogbu, a Senior Geologist, both of ExxonMobil – Nigeria.

The women spoke about the changes in the working environment within the Oil and gas sector, which had
expanded to create more opportunities than ever for girls who wished to work in that industry. They spoke about their personal job functions within the organization and enlightened the audience on the various roles and responsibilities associated with their current positions. They urged the girls not to shy away from the science and engineering fields, but to take advantage of the new frontiers that were previously unavailable to women. Also present at the WIN - IAGTED were members of the Association of Professional Women Engineers of Nigeria (APWEN) and other members of WIN (female engineers and geoscientists) from departments in the organization.

The WIN - IAGTED program went beyond just lecturing and theoretical knowledge, it brought core engineering principles to the fingertips of the students by engaging them in tasks which incorporated the foundational concepts of science and engineering. Put into various groups and provided with only raw materials, the students created their own brand of lipstick. They also constructed puff-mobiles – miniature paper-based cars which were propelled by wind energy- and prizes were awarded to the best performing teams. The WIN - IAGTED was also a good opportunity for the students to hear first-hand about the various scholarships offered by ExxonMobil. The girls were encouraged to aim for these scholarships and to use them as a springboard to establish careers for themselves in the future.
ExxonMobil Affiliates in Nigeria made a strong showing at the 2012 Nigeria Oil and Gas conference where they bagged the Local Corporate Social Responsibility (CSR) award. ExxonMobil affiliates showcased strides made in CSR activities, as well as in National content development initiatives and Operational integrity. The conference provided the opportunity for key stakeholders and government representatives in the Oil and Gas industry to interact, and many of them had positive feedback for ExxonMobil.

The Minister of Petroleum Resources, Diezani Allison Madueke, in her address at the conference, made special mention of Mobil Producing Nigeria’s ‘historic’ use of made-in-Nigeria pipelines at its Edop-Idoho Offshore field, and the company’s role in securing pipeline orders for SCC Mills, Nigeria’s only pipe manufacturing company.

Lead Country Manager, ExxonMobil affiliates in Nigeria, Mark Ward called for a consolidated partnering effort by the government and ExxonMobil affiliates to ensure continued development in the industry. “It is within our collective power to resolve the issues limiting reserves and production growth in upstream Nigeria. My perspective is that now is the time for industry and government to partner together to address these challenges. Vision is good and clearly needed, but what is needed more is execution” he said.

Conference attendees were able to get up close and personal with the ExxonMobil affiliate companies by visiting the ExxonMobil booth. The booth displayed highlights of ExxonMobil’s work in Nigeria and was manned by employees from across the country.
Enikanola OOSEKAN, GMD/LTC and Government Affairs, MPN, receiving the CSR award from Akinwunmi Ambode, GMD of NNPC.

Mark Ward guides Petroleum Resources Minister, Discussing Oil and Gas at a Conference.

Mark Ward (2nd from left) at the NOG discussion panel.
The ExxonMobil affiliates’ team put in a spirited performance at the 14th edition of the Nigeria Oil & Gas industry games (NOGIG) which took place at the Teslim Balogun Stadium, coming away with gold medals in the men’s swimming relay and 8-ball pool, silver medals in chess, men’s 4X100 relay, swimming and scrabble. The team also had bronze medals in football, squash racquets, table tennis, swimming and chess.

In his message to the games, Lead Country Manager ExxonMobil affiliates in Nigeria, Mark Ward noted that the event provided an avenue for recreation, interaction and nurturing of friendship for companies within the country.

He reiterated the affiliates' commitment to the growth and development of sports and physical development within Nigeria as a whole, as well as specifically within the communities in which it conducts business.

"In Akwa Ibom state we sponsor the NNPC/MPN secondary schools athletics championship, awarding scholarships to athletes who excel in various events with the long term goal of using athletics as a springboard for educational development".
The games had 11 events in all with the introduction of basket for the first time, and 11 companies competed for medals. Captain of the ExxonMobil affiliates’ team, Captain Dayo Awobokun commended the oil companies for sponsoring the games. He observed that all the athletes that participated in the events were evenly matched due to the high levels of preparedness of the teams.

### MEDAL LIST

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<td>Swimming Team</td>
<td>Obinna Ozorgwu, Levi Alaliabo, Abasiiattai Uwemedimoh</td>
<td>Gold</td>
</tr>
<tr>
<td>Swimming Men’s Free Style</td>
<td>Evarius Oforka, Obinna Ozorgwu</td>
<td>Silver</td>
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<tr>
<td>Swimming Men’s Back Stroke</td>
<td>Obinna Ozorgwu</td>
<td>Bronze</td>
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<tr>
<td>Men’s Chess</td>
<td>Magnus Ekpiiken, Edem Asuquo, Eddiong Inyang</td>
<td>Bronze</td>
</tr>
<tr>
<td>Team Chess</td>
<td>Magnus Ekpiiken, Edem Asuquo, Eddiong Inyang</td>
<td>Silver</td>
</tr>
<tr>
<td>Scrabble Team</td>
<td>N. Jalani, Ben Egbe, Abba Chiroma</td>
<td>Silver</td>
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<tr>
<td>8-Ball Pool</td>
<td>Alaba Onasanya</td>
<td>Gold</td>
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<tr>
<td>Table Tennis (Veterans Men)</td>
<td>Humphrey Ndem</td>
<td>Bronze</td>
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<tr>
<td>Squash (Men)</td>
<td>Dayo Awobokun, Andrew Ikhimwin, Tomi Falase, Maggie Ighalo, Mary Emmanuel</td>
<td>Bronze</td>
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<tr>
<td>Squash Team</td>
<td>Tomi Falase</td>
<td>Bronze</td>
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<tr>
<td>Squash (Veteran Women)</td>
<td>Patricia Opene-Odili</td>
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<tr>
<td>Basketball</td>
<td>Philip Abakasanga, Amodu Afolabi, Okey Osuji, Guy Salinas, Adeayo Awobokun, Kizito Okpere, Jan Kermans, Corky Perez, Joseph Temitope, Joseph Onivefu, Kola Idowu, Iheanyi Obiora, Theodore Ugboguah and Moses Amamny</td>
<td>4th Position</td>
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Ita Stephen Appointed Executive Director

Mobil Producing Nigeria Unlimited (MPN) recently announced the appointment of Ita A. Stephen as an Executive Director with representation on the Board. He still remains the General Manager, Upstream Security Services. Ita has enjoyed a distinguished career at Mobil Producing Nigeria since joining the company in 1987 from NNPC as a Senior Drilling Engineer, with a career path which covers work assignments both locally and internationally in various units, including Drilling, Production Operations, Procurement and Security. Ita, a 1977 Petroleum Engineering graduate of the University of Ibadan, is a member of several professional bodies, including the Nigerian Society of Engineers (NSE), Society of Petroleum Engineers (SPE) of the American Institute of Mining and Metallurgical Engineering, and the American Society for Industrial Security (ASIS).

Newly Appointed GMs

Oluseyi (Sheyi) Afolabi has been appointed General Manager, Projects Support, Nigeria Project Organization (NPO), Mobil Producing Nigeria. Sheyi graduated with a BSc degree in Chemical Engineering from the University of Lagos, Nigeria in 1984 and joined Mobil Producing Nigeria in 1989 as a Reservoir Engineer. She has had several technical, supervisory and managerial assignments in Reservoir Engineering in Nigeria and internationally. She previously served as General Manager in the Planning, Commercial and Projects departments, before being transferred to ExxonMobil Development Company (EMDC) in November 2009, where she first took the role of Project Management Advisor, then later becoming Construction Support Manager for Papua New Guinea LNG, Malaysia, Kashagan Phase 1, China LNG Ships, Gulf of Mexico and Nigeria Projects. She held this role till 2012, before her move to Projects Support, NPO. Sheyi is a Fellow of the Nigeria Society of Chemical Engineers and an active member of the Society of Petroleum Engineers (SPE). She served as the first female president of the SPE Nigeria Section 061 in 1997/98.

Andrew Ejayeriese has been appointed General Manager, Operational Technical Geoscience for Mobil Producing Nigeria. A graduate of applied geophysics from the Federal University of Technology, Owerri and a Masters degree holder in Business Administration from the Enugu State University of Science and Technology Business School, Andrew joined Mobil Producing Nigeria in 1991 as a production geophysicist. From 1999 he was transferred to ExxonMobil USA, and as an interpreter in the Usari field study team for four and a half years. He returned to Nigeria in 2004 and was the JV LNG Technical Team Lead for MPN, and then had stints in Upstream Nigeria Planning, JV East Operation Technical geoscience, and OTG Deepwater Production Geoscience, before his current appointment.

Anthony Okoro has been appointed General Manager, Pipelines Projects, Nigeria Projects Organization (NPO), Mobil Producing Nigeria. Anthony graduated from University of Lagos with a degree in Physical Sciences (1982), and an MSc in Mechanical Engineering (Materials) in 1987. He joined Mobil Producing Nigeria in February 1987 as a trainee Engineer and has performed roles in offshore construction, maintenance planning, production planning and project management. In 2007, Anthony was Senior Project Manager on the QIT Gas Flare Elimination Project (QGFE) and the EAP EPC 4A AOR / Revamp Project in 2008. He was transferred to NPO as Pipeline Program Senior Project Manager in 2010 before his appointment as General Manager.
ExxonMobil Affiliates in Nigeria recently recognized a few employees that had excelled in achieving and applying high-level professional skills at an Advanced Skill Milestone (ASM) award ceremony held in Mobil House.

Executive Director Production, David Finley noted that the recipients were rewarded for their dedication to the success of the Company, development of colleagues, service to the engineering profession and optimizing deployment to maximize business impact. Seven employees were given the awards and they are:

Adedoyin Lipede. A 1980 geology graduate of the University of Ibadan has 31 years working experience spanning various aspects of Oil & Gas exploration, Development and production in Nigeria and United States. He joined MPN in 2008 as Commercial Advisor Upstream Commercial and despite being shot in a failed car-jacking on his way back home while working a tie-in agreement with another IOC, Doyin is the Lead in all Landsman’s related functions. He negotiates all lease renewal and acreage retention opportunities in Nigeria. He also participated in the drafting and negotiation of Production handling agreements, Marginal field developments and farm-out initiatives.

Clay T. Tyre graduated with a Bachelor of Science degree from Vanderbilt University in Mechanical Engineering and has a professional career spanning 39 years, ten of which have been with ExxonMobil. He joined the Company in 2002 in Houston as part of the Erha Field development project. Since joining EM his primary assignment has been on the Erha field offshore Nigeria. After completing the initial engineering procurement phase for the subsea systems contract which led to its commissioning in 2006, Clay moved to the post-EPC phase of the development as the in-country installation execution Manager.

Shawn Simmons’ current role as Environmental and Regulatory Supervisor in Nigeria Project Organization is a natural progression from her numerous assignments within the SSHE portfolio. Prior to her international assignment, Shawn worked in the chemicals and downstream for 3 years in Baytown and then joined the Development Company to support Nigeria Projects from Houston for 4 years. She holds a BSc. in Petroleum Engineering from University of Oklahoma, MSc in Environmental Engineering from Rice university and a Doctorate degree in Environmental Toxicology from Texas Southern University. Shawn is a second generation ExxonMobil employee. Her father, O.J. Emerson retired from EM Chemical Plant in Baton Rouge, Louisiana after 33 years of service.

Mark Evans started in the Tyer District in Texas supervising Reservoir and Subsurface. He moved through training and production planning assignments before his abilities were further challenged addressing the aftermath of Exxon Valdez oil spill. ExxonMobil International soon recognized excellence and Mark was transferred to New Jersey to coordinate the Company’s strategic and business planning. Several Reservoir management assignments followed in Alaska and Abu Dhabi.

John Unietis is currently the NPO Projects Support Manager and has a broad depth of experience across many areas of the Company. He began his career as a Facilities Engineer responsible for surveillance of production facilities and gas plants. He was soon tasked with developing the production automated system and supervised upgrades to computer hardware and the installation of four new computer systems.

John’s skills were further enhanced with assignments as Strategic Planning Advisor, Angola Block 15 Technical Manager and Deepwater Development Manager for ENDC.

Steve Tate is a 1982 Civil Engineering graduate and joined EM Morgan City in 1985 taking on various assignments becoming Project Supervisor in 1988. From 1990 to 2001, Steve was in Indonesia and had assignments in maintenance engineering. He accepted an assignment in Eket as Planning/Coordination Manager and was also part of the team that worked on SFD1.

Donald Klos started his career with Exxon Coal & Mineral Illinois in 1978 and progressed through various Supervisory/Management assignments in operations, labor relations and Safety. He had a brief tour of duty in Colombia in 1995 and relocated to Houston in 1998. After stints in Cost & Commissioning, Donald became Field Facilities Construction Manager for Chad Project in 2000. He started his Nigerian duties in 2007 as Construction Manager for Additional Oil Reserves EPC1a and moved to Eket in 2008 as Construction Support Supervisor. Currently he is the Construction Manager for SFD1/SFD2 Projects.
As part of activities to round-off the year, personnel of upstream affiliates and families trooped out to the Bespoke Center, Lekki for special dance-drama presentation titled “A Dangerous Game”.

The dance-drama was produced by “Dance & Art Alive, a Nigerian dance, drama and music entertainment organization with the motive of discovering, training and exposing individual creative talents. The production utilizes the talents of local dancers to educate and direct attention to some of the socio-economic problems in the country.

“A Dangerous Game” is a captivating adventure told by the central characters Sarah and Jake, who were former lovers. They meet after a separation of 10 years and re-live their affair, trying to understand what led to their separation. Sarah’s best friend, Angela is dating Ted, a compulsive gambler. He falls prey to the sinister Emeka who runs an illegal gambling ring.

Later when Sarah and Jake break up, Sarah turns to alcohol. The show displays relationship issues such as trust and betrayal as well as the perils of gambling and alcohol abuse.

The evening was spiced by a stand-up comedian and a solo performance of Christmas carols by a tenor from the Port Harcourt-based Tonye Geku Chorale, and raffle draws were everyone was a winner. Prizes won included DVD players, battery-powered lamps, and home theater systems.

The production was well written, fast-paced and the staging and choreography were near to perfection. The music was intricately composed and included a heavy dose of salsa, reggae, calypso and Broadway songs. The props deployed for...
the bar and gambling scenes brought out the realities of the plot of the drama.

MPN’s Executive Director Public & Governmental Affairs, Gloria Essien-Danner said that the event was a reward for staff, stakeholders and families from the Company. It was also a platform meant to help personnel and members of their families bond outside the workplace.

“We devised the event to support local performers and to raise awareness about the dangers of excess alcohol and gambling,” she said.

The end of year get-together had something for all members of the families as children were showered with gifts from Santa Claus at a grotto at the event.
The friends and colleagues of Cyril Odu, former MPN Vice Chairman/Chief Financial Officer, came together to celebrate the outstanding career of a man who had spent his entire career in just one company. After almost 40 years of meritorious service to Mobil Producing Nigeria, Odu decided to call it a day, retiring in February 2012.

And so his colleagues in Upstream Business Services threw a well deserved send forth party at Victoria Crown Plaza Hotel Victoria Island for a man that mentored and guided several careers of younger employees.

Encomiums poured in from all employees that “CY” - as he is called - had touched over the years. All of them were unanimous in their recall of Odu’s intelligence, humility, memory recall, and depth of his understanding of the oil & gas industry.

General Manager, Global Real Estates and Facilities, Sam Kareem opened the floodgate of accolades as he reflected on their days together starting from Bookshop House. As a friend and colleague, he told the audience that “CY” had time to pay him a visit while he was the Lead Country Manager for Mobil Ghana.

Emeka Awobokun, Global Services Organization/Area Procurement Manager who anchored the ceremony said Odu redefined what leadership should be in EM.

“He is caring and listens, a man of outstanding intelligence who went from being a geologist to undertake financing challenges and he came out tops. He was not known for interfering in people’s jobs. Once he gave you a job to do, he leaves you alone to prove yourself.”

MPN’s General Manager, Nigerian Content Development Sola Ogunsakin said working with Cyril Odu made a lasting impression on his person having worked with him for a third of the time of his career.

Ogunsakin reflected that the outgoing Vice Chairman left a legacy of excellence and innovation as it was under his watch that the Dollar accounting principle that all International Oil Companies are using till date was developed.

“Odu had a distinct career since there are not many who can spend 40 years in an organization. He is a Finance man who can decipher an oil well on a seismic map. It is worthy of note that he had an unblemished reputation for the close to four decades of his career”, Banwo stated.

Responding, Cyril with rib-cracking anecdotes, gave God the glory for successfully working with a great Company as Mobil. He revealed that he was able to succeed throughout the years because of passion and commitment of all the people he came in contact with. Odu added that the

He added that Mobil was the first IOC to sign a MOU with the Nigerian government, the drafting of which had Odu as Lead. The MOU is still the standard in the industry till today.

“There is no way the history of the Oil & Gas industry will be written in Nigeria that Cyril Odu’s name will not crop up in most of the chapters. He has seen it all as a role model and mentor who was never known to raise his voice against anyone at any time,” Ogunsakin declared.

To wrap up the night of wining, dining, back-slapping and dancing, Upstream’s Business Services Manager, Segun Banwo stated categorically that the former MPN Vice Chairman/Chief Financial Officer is an incurable optimist with a humble, compelling presence who started a great career with Mobil and had an excellent ending.

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success or otherwise of any organization as big as Mobil was dependent on recruitment of the right people for the job.

“Throughout the years, my guiding philosophy was and is still that there is a fulfillment and blessing for doing a good job. You have a sense of fulfillment deep inside you when you do a good job,” he remarked.

He thanked all employees for making his job look easy and most especially, his wife for her caring and understanding during the challenging times as he moved up the corporate ladder.

The Public and Government Affairs team in Abuja also held their own celebration for the outgoing MPN executive. The group (based in the Federal Capital Territory) hosted a cross section of the oil and gas industry, the presidency, federal government ministries, as well as select national assembly members as part of a farewell party for Odu.

Speaking during the occasion, General Manager, Public & Government Affairs, Abuja Mr. Enyi Onokala said the Abuja dinner was another way of saying good bye to a “gentleman who made huge organizational input on EM”.

Also speaking at the dinner, Dr. Tim Okon, Coordinator Strategy NNPC paid glowing tribute to Odu describing him as a brilliant gentleman, who pioneered many innovative financing in the oil and gas industry. Dr. Okon wished him all the best in retirement.

In his reaction, the celebrant, Odu thanked all who turned up for the event, saying it was nostalgic for him to bow out after 39 years in Mobil. He went down memory lane when he was recruited at the University of Ibadan, at a period he described as the “good old days” of Nigeria and look forward to the country returning back to the “beautiful old days”. Odu said he was humbled to have worked for Mobil and had great fun working for the company and its JV partner, the NNPC. He is most fulfilled with the people he left behind as he was sure the dream/vision of the company would move on. He encouraged a win-win relationship between the industry and government, creating value for Nigeria and shareholders. Finally he said he looked forward to contributing his own little quota to the development of Nigeria and the oil and gas industry.

Amongst those who graced the dinner were Dr. Bright Okogu, DG, Budget, Federal Ministry of Finance, Abuja, Mr. Burni Akiremi, SSA, Policy to the President, Chief Mrs. Sena Anthony, Member, PIB Special Task Force, Senator & Mrs. Idris Kadiri, Senator E. Abaribe, Hon. Tam Brisbe, Mr. Rilwan Anifowshe, Manager Finance, NNPC, Abuja, Ms. Mike Kolawole, Group Finance, NNPC, Abuja, Chief Onyema Ugochukwu, Chief Ugo Oji, Chief Chucks Nwaononwu, CEO, Centrix Ltd, Abuja, Mr. Seye Bicesther, KPMG, Lagos, Mr. Victor Onyekpa, KPMG, Lagos and several others.
Rich Kruger Visits ExxonMobil Employees in Nigeria

ExxonMobil Production Company President (EMPC), Rich Kruger emphasized the importance of safety, reliability and superior performance during his recent visit to the ExxonMobil affiliate companies in Nigeria, where he addressed an employee forum to highlight the Company’s strategic outlook for its operations in Nigeria and around the world in 2012.

Rich laid emphasis on safety during his presentation. The EMPC President reviewed statistics for the previous year in Nigeria compared to other ExxonMobil affiliates around the world, noting concerns over increase in lost time injuries despite total recordable injuries being at an all-time low. Rich stressed the need for improvement of safety in Nigerian operations, stating that no amount of profit was worth anything if it was gained through compromising the safety of an individual. He told employees to prioritize hazard identification, procedural compliance and a thorough approach to high risk activities.

Rich also drew attention to the high cost of operations for the Production Company in Nigeria, and urged employees to relentlessly pursue performance improvement and consistently apply a value-based approach in order for the Company’s Nigeria operations to achieve operational efficiencies and improve production reliability.

Employees had the opportunity to engage Rich in a Q&A session after his presentation, and the President provided guidance in the areas of employee training, cost management and operational safety. He encouraged each employee to fulfill their unique and additive role, and to continue delivering superior performance in order to grow the company’s distinguishable competitive advantage.
Rich Kruger, EMPC President, addressing employees at the forum in Mobil House

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Participants at the forum
Employees of Mobil Producing Nigeria that are members of the Institute of Chartered Accountants recently hosted the 47th President of the Institute, Professor Francis Ojaide who visited Mobil House Lagos.

MPN’s Financial Controller, Segun Banwo while welcoming the President revealed that the organization employed 96 ICAN members, 26 of which were Fellow Chartered Accountants while 68 were Associate Chartered Accountants.

He explained that ICAN members held key management positions within the Affiliates such as the Business Services Manager, Upstream Controller, Area Procurement Manager, General Manager Nigerian Content and the Company’s Treasurer.

He added that EM constantly organizes in-house professional trainings including, but not limited to, the Advanced leadership Program, Fundamentals of Oil & Gas accounting, Enterprise Leadership training, and Financial Models for Oil & Gas.
Visits Mobil House

Banwo revealed that EM Affiliate members of the Institute participated fully in ICAN events with an average of 30 MPN members attending the annual ICAN Conference and that some members are currently serving on ICAN committees.

"I have to commend the Institute’s succession plan which year after year has ensured a scandal free institution with the values of the Institute centering on accuracy and integrity. Also worthy of note is the Institute’s examination standards which ensure quality graduates for the nation’s economic manpower", he said.

He pledged that MPN would continue to partner with ICAN for robust trainings that would last a career span and urged the Institute to accredit MPN organized training for Mandatory Continuous Professional Exams.

MPN’s Financial Controller declared that the MPN members of ICAN would defend and honor the integrity of the Institute and will also give their financial support from time to time.

The ICAN President in his remarks said the Institute has continued to wax strong, touching lives both within and outside the country - that ICAN certification is recognized in Britain, USA, Malaysia, Ghana, and South Africa, with 44 districts across the world.

The President added that the Institute is continually bridging the gap between employers and members. To this end it has deployed three new initiatives to aid financially compliant members in their day to day endeavors.

The first initiative is introduction of identification cards which on presentation at required points, grants discounts for airline tickets and designated hotels. The Institute also has a group assurance policy for its members, with the premium being paid by the Institute. ICAN has also uploaded an employment portal on its website where members can access companies and organizations that require their services.

Ojaide, in his closing remarks, charged members to make integrity their watch word and imbibe good ethical values in all their endeavors.
For 178 employees of Mobil Producing Nigeria and 31 of Mobil Oil Nigeria, December 2011 marked a remarkable milestone in their careers as they were honored for their commitment and unwavering loyalty over the years.

At the MPN long service award ceremony, Mark Ward, Lead Country Manager, ExxonMobil Affiliates in Nigeria reflected that serving a Company for upwards of five years and above was a resolve in their firm believe in the progress of the Company.

He added that the strength and successes achieved by MPN was as a result of their dedication to duty and enjoined them not to relent but rather seek creative and dynamic ways of adding value to their jobs.

I am pleased to note that our staff do not shy away from challenges and are able to seize the opportunities to seek new and better ways of doing things. All these prove that you have what it takes to deliver services of the highest standard. Through the example you set and the role you play, you motivate those around you to give of their best as well.

Ward reiterated management’s commitment to continued training of employees to present day challenges and wished them all more service years in good health.

At the MON meritorious service awards held at its Apapa Complex, Chairman/Managing Director Tunji Oyebanji in a spirit of camaraderie, asked the awardees to look back at the day their names were listed on the Company’s payroll and reflect on those who were their colleagues at that time, those who had passed on or moved on to other things and those that were still with MON.

He said that over the years each one of them had been entrusted with some level of responsibilities which they had been held accountable for “and today you are therefore acknowledged and commended for your hard work and contributions towards the achievements of MON”.

Oyebanji said “to this end, we are working on training road maps for staff. We are reviewing our training and development activities to see how we can stretch our Naira in developing our human capital. You have taken pride in your work and have gone the extra mile for your colleagues, the Company and the public. You have exemplified our core values in duties and your strong sense of duty, tireless efforts and the sacrifice of your personal time has ensured the job is well done.”
Mrs Mayen Adetiba, Director, Mobil Oil Nigeria recently celebrated her sixtieth birthday anniversary in the company of friends, family and well-wishers. The celebration was hosted at the Expo Hall of the Eko Hotel and Suites, and had in attendance several key members of the Nigerian community.

Educated at Columbia and Cornell University in the United States, Mrs. Adetiba's stellar career has seen her make major contributions while on the board of NDPC/NNPC and Nigerian Telecommunications, NITEL. She is a past President of the Association of Consulting Engineers, as well a Fellow of several professional bodies including Nigerian Institute of Management, Nigerian Institute of Structural Engineers and the Nigerian Society of Engineers.

Speaking at the occasion, Chairman and Managing Director MON, Mr. Adetunji Oyebanji reflected that every age brings in an experience to remember and a vision to look around.

“Some may think of 60 as getting older, but it is actually an amazing time in a person's life where they can take stock of who they are and celebrate each new day”, he said.

Recognizing her invaluable contributions as a Board member of MON, Oyebanji wished her many more years ahead in good health.
If you work in ExxonMobil Nigeria, chances are that you’ve spoken to at least one of these people, if not all of them. Yet they could walk right past you and you would have no idea who they are. Nor would you realize that they’ve probably helped you through more than a few sticky situations. They are the team responsible for taking on some of the employees’ toughest IT challenges - These are the faces of the EM Nigeria Helpdesk. They are the First Point of Contact (FPOC) for all ExxonMobil Computer users that are having technology trouble, and they’re headed by Clement Ojo, Supervisor of the FPOC and the Helpdesk Team Lead, Adetunji Azeez. In an interview with EM news, they give us some insight into the workings of the FPOC.

**EM News:** What part does Upstream Nigeria Helpdesk play in the Company’s long term operations?

Clement Ojo

**EM News:** What are the character traits and skill sets one needs to contribute positively in the Helpdesk team?

Clement Ojo

**EM News:** How do you measure success of the helpdesk team in discharging their role?

**EM News:** What is the character traits and skill sets one needs to contribute positively in the Helpdesk team?

Adetunji Azeez

**EM News:** How do you measure success of the helpdesk team in discharging their role?

As part of the global customer service section of ExxonMobil, our KPIs are defined globally, using international standards. One of the KPIs is the Average Speed to Answer (ASA), measuring the amount of time a caller is allowed to wait before being attended to. Time is highly valuable; so the target is to ensure that average callers do not wait more than 40 seconds before their call is attended to. Another KPI is Customer Satisfaction Survey, our target is to achieve Customer Satisfaction score of 6.0. The Customer Satisfaction score is measured using a global random polling system to obtain feedback from users about their impression of the service provided when they requested for IT service. Lowest score is 1 and highest is 7. This survey is very important to us, as it helps us to see what is going well that should be maintained, and areas where we may have improvement and coaching opportunities.
EM News: How do you relax and take your mind off work?
I like to watch television to relax. I like football, but I like watching tennis just as much, if not more.

EM News: As the FPOC team lead in Nigeria, what are your primary responsibilities?
As my supervisor mentioned, we have different KPI’s to meet, such as ensuring that not more than 40 seconds pass before we pick up a call and having at least an 85% problem resolution rate by Helpdesk associates and only escalate 15% of calls to other levels of IT services for resolution. I make sure the team meets and exceeds these targets. I also put together the customer satisfaction report, which lets us know if we have met the expectations of our callers.

EM News: What is the busiest period in the year for your team?
There were a lot of calls during the migration of XME to GME, but besides that, there is higher congestion during the hours of 8 and 10 a.m. during the workdays with Mondays being generally high, and when people return from vacations. There are also several unpredictable periods when congestion spikes, like when Youth Corpers/Interns newly join ExxonMobil, as they need to be put through how they can work with the systems.

EM News: What is the most gratifying aspect of your job?
I like the challenge - The challenge of meeting users who are waiting for you to get their issues resolved. What gives me joy is putting a smile on the face of a frustrated caller.

EM News: What are the challenges you face at work?
The most challenging part of the job is the need to multitask at its extreme – when I’m on a call with a user and I have another walk-in user waiting to be attended to at the same time, I can get a bit distracted listening to the two at the same time, but it doesn’t happen often. Another challenge in this line of work is number of hours you have to be seated – you have to be on seat for 7 hours – to ensure that a caller on the line has someone to attend to him/her.

EM News: How do you relax and take your mind off work?
Sleep. Sleep is very important, so I try to make out time to get enough rest. I like to play Chess. And, of course spending quality time with my family.

Helpdesk Team Responses

EM News: As an ExxonMobil helpdesk member, you handle some of the company’s toughest IT challenges. What are the most frequent troubleshooting challenges you get called for in your department?
Oyelowo, Adeboye J – Security requests, Smartcard issues and Problems with E-mails

EM News: On average, how many calls a day would you say a single Helpdesk staff takes?
Adeniji, Ayooluwa J – 25-30 calls on average

EM News: What do you like most about your job?
Balogun, Temitope L – Team Lead Assistant – being able to demystify ‘complex’ IT problems for people, and generally helping them. Fawehinmi, Kaosarat O – My team members

EM News: What would you say is the most challenging aspect of your job?
Togun, Olatunde E – Having to sit down the whole day except for when going for lunch and ergonomic breaks. Odunaike, Damioluwa –balancing social life with my job requirements, because of the long hours.

EM News: After a week of troubleshooting problems, how do you relax? Do you have any favorite hobbies?
Adeniji, Ayooluwa J – Watching movies, chatting with friends. Hobbies? Listening to music and touring
Talabi, Olabisi A – Scrabble and Video games

EM News: What projects/troubleshooting problems require more than one person to handle? How frequently does teamwork factor into your role as a Helpdesk team member?
Adebajo, Ayodeji O – Teamwork is very vital in the FPOC especially on the instance of an outage or update, or when developing a new resolution to a frequently occurring problem.
Odunaike, Damioluwa – Almost all of them. At the heart of EMIT is teamwork.
Banana Island was awash with red t-shirts as ExxonMobil Affiliates celebrated the fourth annual Walk for Charity in April 2012. It was an impressive gathering – almost twice as much as the previous year – which brought together hundreds of ExxonMobil personnel and their families for a day of fun, exercise and the fulfillment of supporting a worthy cause. The 3k walk gave participants plenty of time to actively socialize. There were prizes given to the children after the walk, as well as raffle draws for families, ensuring that laughter and camaraderie were the order of the day.
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