

## Sales and service



### Wholesale fuel sales

You supply the fuel that keeps the country moving and progress growing – a critical and often challenging task. That’s why we offer the technical expertise and facilities to ensure our high-quality products meet or exceed your needs in all anticipated conditions.

Your business will be handled reliably, efficiently, courteously and confidentially by our knowledgeable personnel who provide the highest level of support.

- Each customer is designated a Sales Account Manager as a single point of contact for all account needs.
- You can contact us at 800-243-9966.

### A trusted partnership

We work with you to develop offers that meet your specific fueling needs, with options including:

- Flexible contracts
  - 90-day Evergreen to multi-year contracts
  - Payment terms: from Prompt Payment to 10 days
- Formula pricing based on market indexes (Platts, OPIS, ARGUS, etc.)
- Multiple routes to market – truck rack, pipeline (refinery origin or delivered), in-tank transfer and rail options, depending on available logistics

“ExxonMobil is the absolute best across the board – from their professionalism, supply reliability and customer service.” – *A large, US-based distributor of petroleum products*

### Product quality team

We maintain market-leading quality standards and actively participate in the development of ASTM standards. Our commitment includes:

- Support from dedicated resources and a global organization with extensive experience
- Fuel inspections at key points in the distribution system, from refinery to delivery
- SDSs available online at [msds.exxonmobil.com](https://msds.exxonmobil.com)

### Customer service

To ensure that your needs are met and expectations exceeded, we strive to be flawless, efficient and responsive. You can count on:

- Constant support from our trained team of customer service representatives
- The highest customer service standards
- Our belief in long-term business relationships built on excellent products, first-rate support and reliable contracts
- Flexible, competitive and straightforward fuel solutions
- 24/7 support from our loading and allocation team via a dedicated phone line

**For more information, contact your sales account manager.**

# Caring about your customer experience



## Responsiveness

We seek out the opinions of our customers, and respond with solutions that better meet their needs. We want to improve your experience by making it easy to do business with us.

## Focus

We are working across the globe to target the key areas identified as important by our customers, to improve in those areas that matter the most. Whether it is terminal wait times, customer communications or product availability, we want to make your experience at the terminal faster, easier and more efficient.

This goal is embedded across our entire supply chain, with all of us focused on enhancing your experience with us.

We show our deep commitment to partnership with our customers through responsiveness and focus. Let's fuel progress together.

We strive to offer you less time at the rack, more time doing business.

For more information, contact your local representative.



# Delivering business solutions



## **Sales support**

Our success is built on understanding customer needs and responding effectively. Our knowledgeable personnel are dedicated to providing the highest level of support.

Your designated Sales Account Manager will be your business advisor, and is dedicated to understanding your needs and to helping you solve your greatest challenges. He or she will handle your business needs reliably, efficiently, courteously and confidentially. Your Sales Account Manager will work with you to help you succeed in the marketplace.

We demonstrate our commitment to progress by listening to, anticipating and responding to the needs of our customers.

## **Partnership**

We believe in developing long-term business relationships built on excellent products and first-rate support. Our goal is to add value to your business through providing solutions that can enhance your operations.

For more information, contact your local sales representative.

# Supply Management System



## Information that takes you further

Your business runs around the clock. And we are there when you need us. Through our Supply Management System (SMS) you can:

- Feel confident that your supplier is connected to a dependable source of supply and an extensive distribution network
- View terminal operations status online, 24/7

Our online Supply Management System portal links you to real-time supply allocation information directly from the terminals. Viewable on mobile devices, the SMS helps you manage your operation by enabling you to:

- View available volume before you dispatch trucks
- Make informed requests for additional volume

“When we receive metrics from ExxonMobil’s Supply Management System, we don’t have to think twice.” – Parker’s

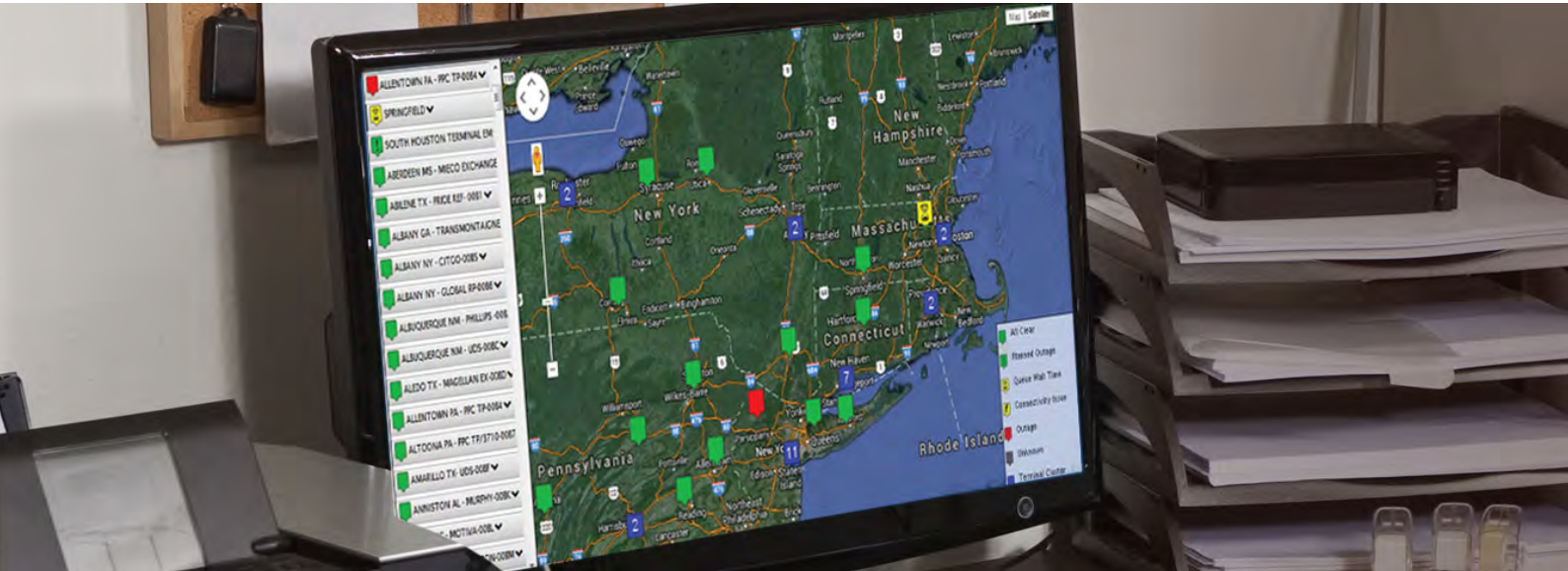
# 24/7

online support

For more information, contact your sales account manager.



# Customer Terminal Interface



## Keeping you connected

To boost your business – and to make running it a whole lot easier – we created our leading-edge Customer Terminal Interface (CTI). Designed to simplify your experience while shortening your time at the rack, the CTI complements our Supply Management System (SMS) by enabling direct online communication with authorized terminals.

You can use the CTI to:

- View live terminal wait time and product status
- View upcoming planned outages
- Facilitate instant driver and vehicle changes
- Accelerate driver setups – hours rather than days or weeks
- Set up online driver training
- Request a new carrier setup online
- View customer account/product data
- Set up email notifications for data updates

“ExxonMobil’s Customer Terminal Interface sets them apart from the rest. Being able to handle carrier requests in real time speeds up the process and helps us run our day-to-day business seamlessly.” – *Mansfield Oil*

**For more information, contact your sales account manager.**

# Assuring operations excellence



## Commitment to operations excellence

We are committed to the very highest safety, health and environmental standards.

The belief in “Nobody gets hurt” is a fundamental principle at all our operations and facilities, and we maintain strict procedures to ensure a safe, healthy work environment for our employees, customers and contractors.

We are never complacent and are always exploring ways of further improving the safety and integrity of our operations.

## Programs

To guide our efforts toward operations excellence, we created the ExxonMobil Operations Integrity Management System (OIMS), which defines expectations regarding the standards and practices to be met in the design, construction and operation of our facilities.

Nothing is more important than safety — wherever we are in the world, whatever the challenge. We are committed to doing the right thing, the right way, every time.

We also take our environmental responsibilities very seriously, with active controls, testing and training programs.

Our focus on safety can make you, our customer, feel safer at our facilities.

Count on our commitment to fulfilling your needs and fueling your business — safely.

For more information, contact your local sales representative.



# Commitment



## Commitment to operations excellence: nobody gets hurt

Safety, health and environmental awareness are core values at all our operations. Our facilities and procedures are designed for a safe work environment, and we continually explore ways to improve them.

Our spill-prevention programs seek to:

- Strengthen operating procedures
- Build in layers of protection
- Inspect and maintain equipment
- Train operators
- Conduct tests and drills to ensure timely response

## Commitment to community

We believe in investing in our communities. To create a more meaningful impact, we focus the majority of our spending on the significant challenges in the regions where we operate.

We also focus on initiatives that make a real difference, particularly in the fields of education, the environment and safety. We pursue long-term projects with strategic goals aligned with global and social priorities, as well as with our business strengths.

Our commitments to community include:

- In 2014, ExxonMobil invested over \$150 million in community projects and initiatives throughout the US.
- We are a founding sponsor of the National Math and Science Initiative (NMSI). Through the ExxonMobil Math and Science Initiative we've invested more than \$230 million in US math and science programs.

- Through company-sponsored volunteer programs, more than 9,900 ExxonMobil employees, retirees and their families in the US volunteered more than 490,000 hours of their personal time in 2014 to charitable organizations.
- The Science Ambassador Program was developed to mobilize our US employees, retirees and their spouses to volunteer in K-12 classrooms in their communities to stimulate interest and increase proficiency in science and math.

## Commitment to integrity

Our policy is one of strict compliance with all governmental laws, rules and regulations applicable to our business. But we don't stop there. Where a law or regulation is permissive, we choose the course of highest integrity.

The methods we use to attain results are as important as the results themselves. All directors, officers and employees are expected to observe the highest standards of integrity in the conduct of our business. Our reputation for honesty and integrity is a priceless asset.

**For more information, contact your sales account manager.**

# Committing to product and corporate integrity



## Product assurance

To ensure you can rely on our fuels, our product quality team manages everything from compliance to product specification changes, product quality exceptions and incidents.

Fulfilling this commitment requires proactive advocacy, product testing programs, audits and assessments, as well as being able to rapidly respond to the dynamic business environment.

Our base products meet or exceed industry standards and our additized fuels will help improve engine performance.

## Product availability

Through our robust, integrated network of refineries, terminals and pipelines, we reliably supply our high-quality fuel products to help you meet the demands of the intensely competitive fuels business.

We offer more than quality fuels. We offer peace of mind — through reliable supply, product consistency and our commitment to the highest standards of responsible business practices.





We serve our customers at our terminals in more than 20 countries — over 200,000 customers all around the world across a wide range of users.

You can trust our extensive distribution network to supply you with the fuels you need where and when you need them. This secure global supply reliability provides peace of mind, as well as a potential business advantage.

#### **Commitment to integrity**

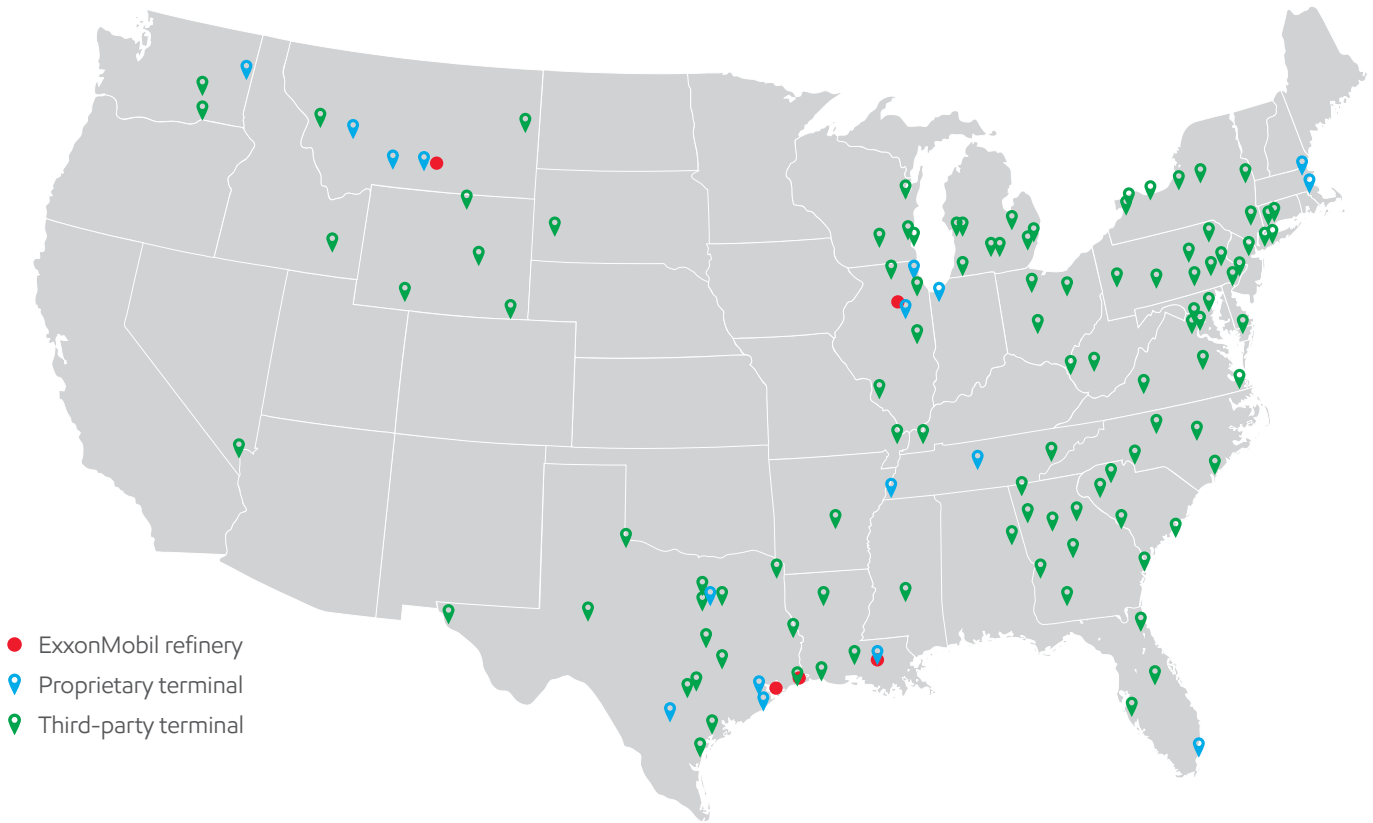
We view our hard-earned reputation for honesty and integrity as a priceless asset.

To maintain that reputation, we strictly comply with all governmental laws, rules and regulations applicable to our business, and our internal policies do not stop there.

Our goal is to provide you with exceptional products and service to help your business in a trusted partnership dedicated to delivering energy — because energy fuels global progress.

For more information, contact your local sales representative.

## Supply solutions



### Fueling progress coast to coast

You can count on our commitment to your business and to keeping America moving. In the United States, ExxonMobil operates five safe, reliable and efficient refineries capable of processing more than 1.7 million barrels of crude oil a day.

The ExxonMobil Pipeline Company operates 5,000 miles of pipeline, and our supply organization maintains shipper status on most industry pipelines, efficiently transporting our fuels across the country.

We also operate 17 proprietary terminals in the US and maintain trade relationships with many third-party terminals.

“I never have to worry about product supply because I can always access detailed metrics from ExxonMobil.” – *Mansfield Oil*

**For more information, contact your sales account manager.**



## Southeast



### Baytown refinery

- Can process up to 561,000 barrels of crude oil per day

### Beaumont refinery

- Can process up to 345,000 barrels of crude oil per day

### Baton Rouge refinery

- Can process over 503,000 barrels of crude oil per day

### Distribution

- ExxonMobil Pipeline Company maintains 48.8 percent ownership interest in the Plantation Pipeline, which stretches 3,100 miles from Louisiana to Northern Virginia.
- ExxonMobil owns and operates the Baytown-Irving Pipeline and the San Antonio Pipeline to transport fuels within the state of Texas.

“ExxonMobil’s word is gold. When ExxonMobil says they are going to allocate something via the customer portal, I rest easy at night and so do our customers.” – *A large, US-based distributor of petroleum products*

**For more information, contact your sales account manager.**

## Midwest



- ExxonMobil refinery
- Proprietary terminal
- Third-party terminal

### Joliet refinery

- Equipped to handle 236,000 barrels of crude oil per day
- Produces approximately 166,000 barrels of gasoline and diesel fuel per day

### Distribution

- We maintain 53 percent ownership in the Wolverine Pipeline.
- We maintain 11 percent ownership in the West Shore/Badger Pipeline.
- We operate proprietary terminals in Hammond, Lockport and Des Plaines.

### Biodiesel

We have 0 to 20 percent biodiesel blends available from our proprietary terminals.

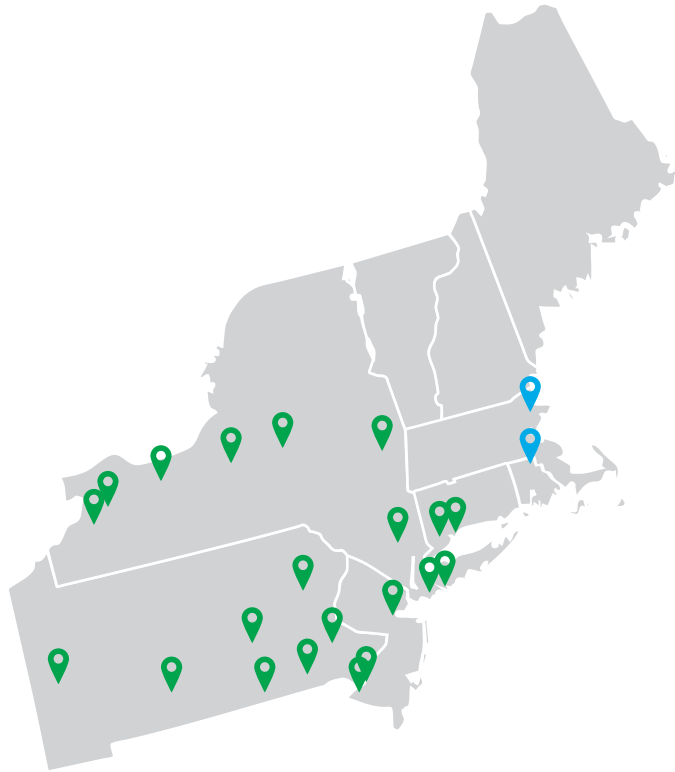
To ensure product quality for our customers, our biodiesel blend stock (B100) purchase specification includes additional seasonal requirements beyond those included in the base specification, ASTM D6751.

“Fast delivery and ease of business is what it’s all about. ... This sets ExxonMobil apart from others.” – *World Fuel Services*

**For more information, contact your sales account manager.**



## Northeast



- Proprietary terminal
- Third-party terminal

### Distribution

- We maintain exchange and throughput agreements with a number of third-party terminal operators to supply our customers.
- We supply the region via pipeline and barge to help meet fuel demands.

“The tools and metrics ExxonMobil provides us are the best of the best. ExxonMobil’s communication is excellent and they always address any concerns in a timely matter.”

*– A large, US-based distributor of gasoline, diesel fuel, home heating oil and petroleum products*

**For more information, contact your sales account manager.**

## Rockies



- ExxonMobil refinery
- Proprietary terminal
- Third-party terminal

### Billings refinery

- Can process 60,000 barrels of crude oil per day
- Can produce 29,000 barrels of gasoline per day
- Produces one of the highest quality diesel products in the region

We inject lubricity, conductivity and cold flow improvers into our diesel products, where appropriate, to help keep our customers moving in extreme temperatures.

“We continue to appreciate ExxonMobil’s proactivity in implementing new enhancements to help us cut costs and become more efficient.” – *World Fuel Services*

### Distribution

ExxonMobil Pipeline Company operates proprietary terminals in Montana at Billings, Bozeman and Helena, and in Spokane, Washington. Yellowstone Pipeline, a joint venture between ConocoPhillips and ExxonMobil, supplies these terminals. Supply is also available at third-party terminals.

Operating 24 hours a day, seven days a week, our pipeline network is continuously monitored by state-of-the-art electronic control centers located in Houston and Dallas, Texas, for safety and reliability.

**For more information, contact your sales account manager.**