

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/Territory 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/Territory 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.

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.

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.

ExxonMobil in Hong Kong



ExxonMobil is a leading petroleum and lubricant marketer in Hong Kong. We market and distribute a full range of quality petroleum and petrochemical products, including gasoline, diesel, automotive liquefied petroleum gas (auto-LPG), lubricating oils, chemicals, marine fuels and other specialty products.

There are two ExxonMobil terminals in Hong Kong — both located on Tsing Yi Island South. They are called Tsing Yi East and Tsing Yi West. With four jetties at East terminal and six at West terminal, both terminals supply the international marine fuels business and inland truck sales.

Tsing Yi East

- Constructed in 1967 with sufficient storage tanks to meet growing demand
- Can berth tankers up to 135,000 Arrival Displacement Tonnes
- Mainly storing and loading fuel oil and LPG

Tsing Yi West

- Constructed in 1993 with adequate storage tanks to meet our customers' needs
- Can berth tankers up to 104,500 Arrival Displacement Tonnes
- Mainly storing and loading mogas, diesel, LPG, lubes and base oil

Safety first

We have achieved strong records without Lost Time Incidents for employees and contractors. Through the use of a Loss Prevention System, we work toward our vision of "nobody gets hurt."

Operational excellence

We continue to focus on:

- Communications
- Maintenance management
- Customer service

We collaborate and develop new projects faster to meet and exceed customer expectations. Our goal is to meet the competitive challenge and win together.

Responsible delivery



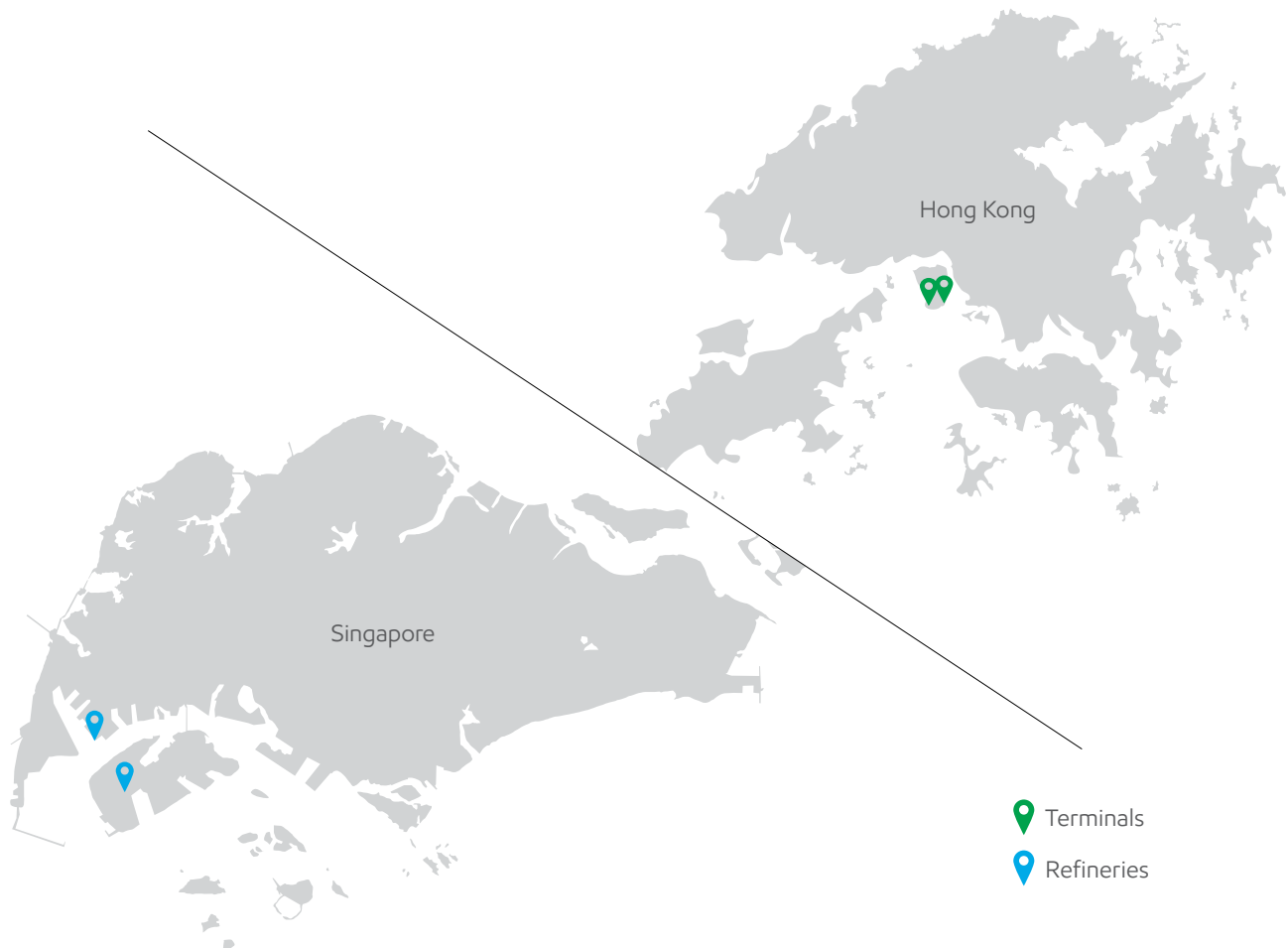
ExxonMobil's contractor (hauler)

- Long and established partnership
- Professional hauler status
- All drivers are highly trained in security, safety, health and environment perspectives

Strict integrity measures in place

- All trucks have dangerous goods transport permit
- Global Positioning System or on-truck computer installed in all trucks and monitored by hauler
- Driver accountable for product loaded at the terminal
- Driver responsible for product quality and quantity during transportation
- Complete compartment unloading with no products Left-On-Vehicle (LOV)
- Sight glass feature on bottom-most leg to help check LOV
- Onboard monitoring with retained sensor/sight glass

Singapore refinery



ExxonMobil is one of the largest foreign manufacturing investors in Singapore. Our Singapore refinery plays a significant role in providing a full slate of quality products for our global distribution network.

Our offer

- Light virgin naphtha
- Motor gasoline
- Gas oil/diesel
- Light fuel oil (2% S, max 80 cSt @ 50°C)
- Liquefied petroleum gas (LPG)

Supply solutions

- World-scale integrated manufacturing site
- Reliable product supply through ExxonMobil's robust, integrated regional supply chain
- Comprehensive fuels quality programme
- High-quality products that consistently comply with or exceed industry standards



Refinery overview: World-scale integrated manufacturing site

The Singapore refinery is a world-scale refining complex. Together with the newly expanded Singapore Chemical Plant, they form the largest integrated ExxonMobil manufacturing site in the world. The Singapore refinery boasts two operating sites — one on the mainland (Jurong) and another on Jurong Island (Pulau Ayer Chawan, or PAC).

Singapore refinery quick facts

- One of the biggest refineries in the world (592,000 barrels per day)
- Biggest crude refining capacity in all of ExxonMobil
- One of the largest lubes base oil producers in the world (38,000 barrels per day)
- Worldwide supplier for fuels, lubes, aromatics and solvents
- World-scale refining and petrochemical complex

Commitment



ExxonMobil Hong Kong Limited is dedicated to creating positive change for the Hong Kong community, while offering quality fuel and petrochemical products and services. Since 2006, ExxonMobil Hong Kong Limited has been named a "Caring Company" by the Hong Kong Council of Social Service in recognition of our enduring efforts and commitment to corporate citizenship.

We work closely with local non-governmental organizations (NGOs) and community groups to devise programmes that will have a meaningful impact on the community. We actively support and participate in local community activities, particularly in the areas of safety and health, environmental protection and youth development.

Promoting safety and health

We not only put strong emphasis on safety and health at our workplace, but also actively promote this core value to the wider public. We:

- Heighten road safety awareness in partnership with local government and community groups
- Promote healthy lifestyles in the community by sponsoring health walkathons and subscribing to the "Safety and Health Charter" established by a local community group
- Support anti-drug programmes to strengthen young people's resistance to the lure of drugs
- Participate in voluntary services that promote welfare and community well-being





Protecting the environment

Careful management of our environmental performance, through a focus on operational excellence, is an imperative for our business. We support and engage in various initiatives that promote energy efficiency and environmental care in the community through:

- Participation in environmental and fundraising programmes organized by environmental NGOs
- Support and sponsorship for local think tanks, research institutions and other NGOs to conduct research on environmental policy and energy-related topics
- Collaboration with local schools and universities to promote energy and environmental studies with education programmes

Fostering youth development

We contribute to programmes that help young people develop personal values, unleash potential and pursue aspirations. Major recent initiatives include:

- “Business Ethics” programme organized by Junior Achievement Hong Kong to help young people expand their exposure to ethical decision-making and develop their personal ethical values
- Job shadowing and visit programmes to provide secondary and tertiary students with hands-on training
- Leadership seminars and career workshops for secondary and tertiary students organized by ExxonMobil Hong Kong Limited in collaboration with NGOs and education institutions