

Canada



Country overview

After more than 135 years in business, Imperial has become one of Canada's largest corporations and a leading member of the country's petroleum industry. We supply reliable and affordable energy to millions of people, delivering quality fuels that generate heat, light and transportation. Whether you are a retailer, reseller or an end user, Imperial has the fuel products you need to keep your business moving.

Supply reliability

Through our robust, integrated network of refineries, terminals and pipelines, we provide reliable supply of high-quality fuel products to help meet the operational demands of our customers. Imperial's supply reliability provides peace of mind, and allows customers to focus on growing their business.

Product quality

We maintain market-leading quality standards, backed by dedicated resources and it's the expertise we put into our fuels that makes a difference.

At Imperial we are committed to:

- High quality products which consistently comply with or exceed industry standards.
- Accurate information about our products and services, including details of guarantees and warranties, so you can make informed purchasing decisions:
 - safety data sheets are available online at msds.exxonmobil.com
- Honesty in advertising and other communications.

Western Canada and NWT



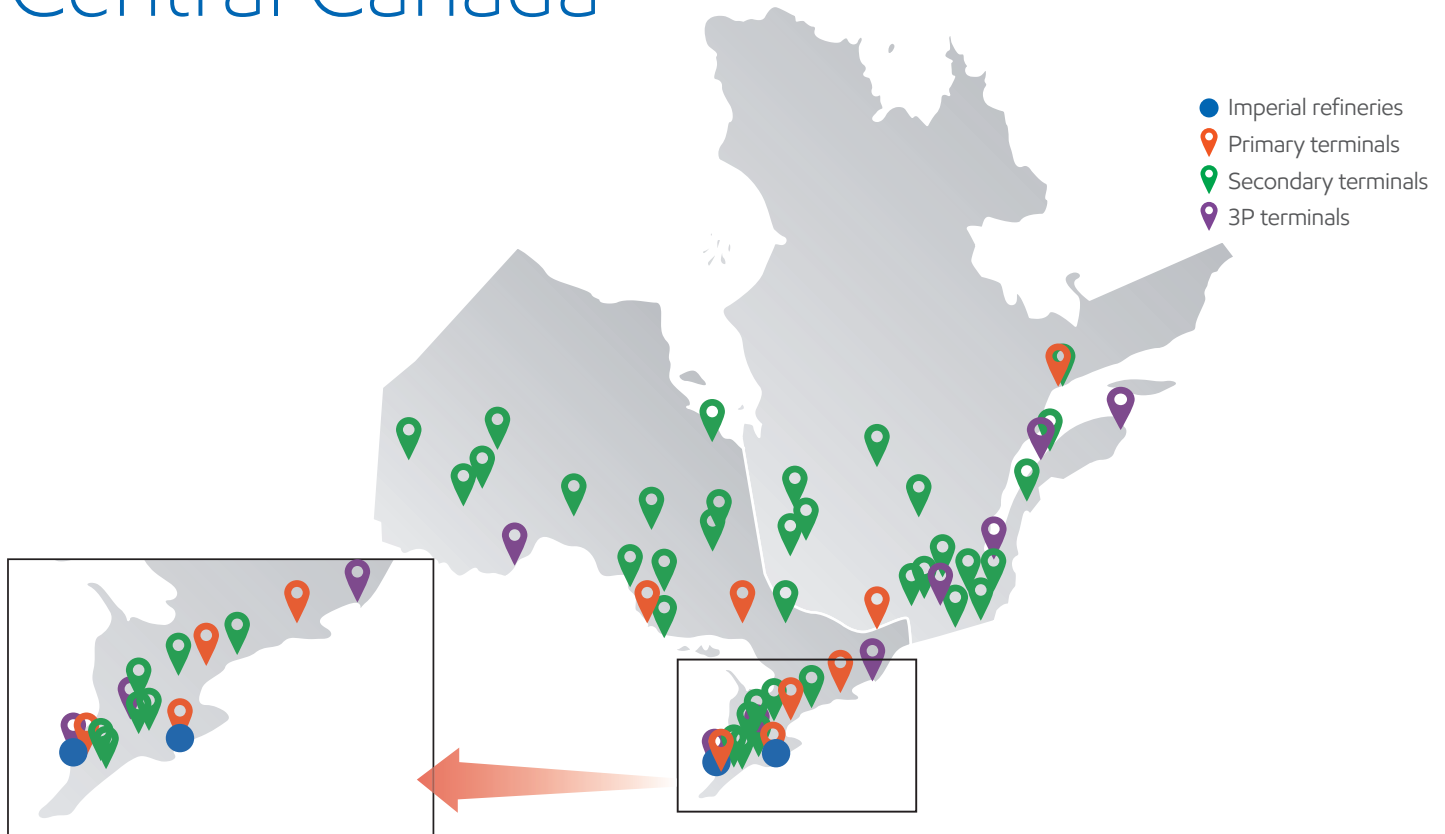
Strathcona refinery

- Located near Edmonton, Alberta, Imperial operates the largest refinery in Western Canada with the capacity to process 187,000 barrels of crude oil per day.
- Our refinery has secure crude supply with equity production.

Distribution

- Our customers have access to quality fuel in all major markets across Western Canada and the Northwest Territories through Imperial's extensive network of proprietary terminals and third party terminal relationships.
- Imperial's refined petroleum products are safely transported to market through a mix of rail and pipelines including the Alberta Products Pipeline (APPL), Kinder Morgan and Enbridge Pipelines.

Central Canada



Our refineries




- We own and operate two strategically positioned refineries in Nanticoke and Sarnia with combined capacity to process 233,000 barrels of crude oil per day.
- World-class Sarnia Research Center facility focused on supporting customers, developing and improving petroleum products and providing new technologies to improve environmental performance.

Distribution

- Imperial's comprehensive network of proprietary terminals and third party terminal relationships ensures our customers have access to quality fuel in all major markets across Ontario and Quebec.
- Our refined petroleum products are safely transported to market primarily via the Sarnia Products Pipeline (SPPL) and Trans-Northern Pipeline (TNPL) as well as rail.
- Dock access enables us to move products via barge along the St. Lawrence and Great Lakes during open seaways to support supply reliability.

Eastern Canada

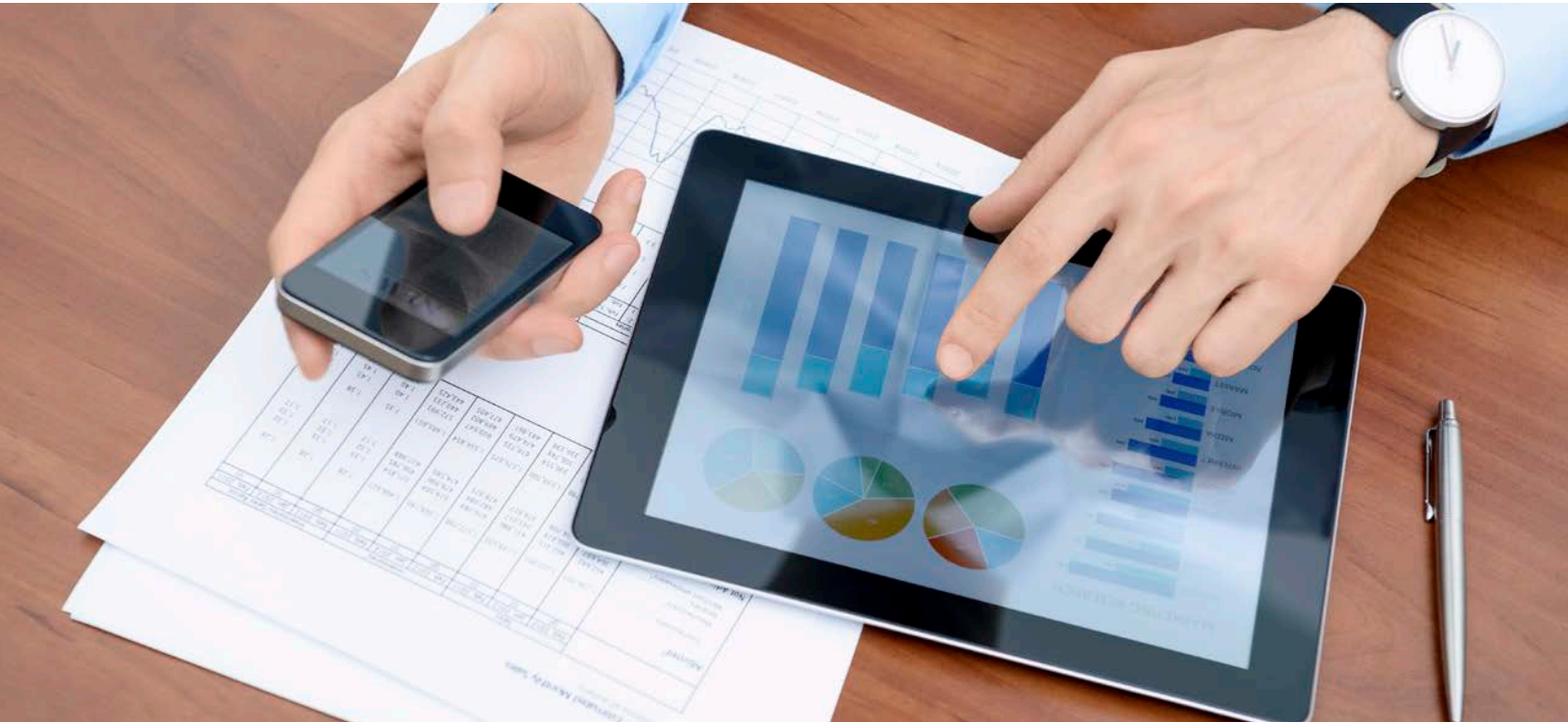


-  Primary terminals
-  Secondary terminals
-  3P terminals

Distribution

- Imperial is an experienced operator in the Atlantic market and provides reliable product supply to our customers through:
 - an extensive network of proprietary terminals combined with product exchange and purchase agreement relationships with a number of third-party terminal operators
 - domestic marine supply and imports via barge

Supply management system



Information that takes you further

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

- Access our secure online portal or receive support from our telephone help desk 24/7.
- Feel confident that you are connected to a dependable source of supply and an extensive distribution network.
- Receive electronic funds transfer (EFT) notifications and invoices.

Our interactive, online SMS portal links you to real-time supply allocation information directly from the terminals. Viewable on both mobile devices and PC's, the SMS helps you manage your operations by enabling you to:

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

24/7
support

Customer service



We strive to flawlessly execute all our service offers to you and exceed your expectations. We endeavour to “make it easy” for you to do business with us by creating effortless customer experiences. We provide support in the following areas:

Customer satisfaction

- Resolution of customer issues timely through daily monitoring of open requests and escalation of items opened greater than 10 calendar days.

Automation and enhanced self-serve options

- Biller Direct portal for invoicing, providing some of the following functionality:
 - download a pdf copy of customer invoice and invoice details in excel format
 - display real-time account details and payment allocation to invoice

- Seamless account creation and maintenance.

You can contact a customer service professional with your queries at:

System support

Core hours: Monday to Friday, 9 a.m. to 5:30 p.m. (AST)
1-800-265-0060

Accounts receivable

Core hours: Monday to Friday, 8 a.m. to 8 p.m. (AST)

Industrial Wholesale (Drilling and Production)
1-800-565-3787

Government/Rail, Commercial 1-800-661-7259

Road Transport and Retail 1-888-242-3332

Commitment

Commitment to community

We recognize that business success depends on the economic, social and environmental health of the communities where we operate. Imperial supports local programs and organizations through financial contributions, in-kind donations and through employee volunteers.

By investing in communities where we live and work, we're committed to making a positive and lasting contribution to Canadians.

2014 community highlights:

- More than \$20 million invested in communities across Canada.
- Almost 50,000 volunteer hours by employees and retirees.
- \$1 million pledged in 2014 over four years to the Nature Conservancy of Canada.
- Twenty-five percent increase in spending with Aboriginal businesses.
- Six hundred pieces of office furniture donated to charities and non-profit organizations.

Commitment to integrity

We supply reliable and affordable energy to millions of people, delivering fuels that generate heat, light and transportation. Our reputation for honesty and integrity has become an integral part of who we are. As trusted advisors, our goal is to provide customers with exceptional products and services that will support the success of their business.

Our policy is one of strict compliance with all government 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.



Commitment to safety, environmental responsibility and operational excellence

We are committed to the very highest safety, health and environmental standards. We manage risks through our Operations Integrity Management System, a framework that measures progress and accountability associated with safety, health and environment.

We continue to prioritize safety performance and our commitment to achieving a workplace where *nobody gets hurt* is unwavering.