



# Esso Wholesale Fuels



Esso is one of the largest suppliers of fuels in the UK. It operates the UK's largest refinery at Fawley, near Southampton, which has around 20% of UK refining capacity. Esso also distributes fuel via its own pipeline network to a network of five Esso terminals conveniently located throughout the country's demand centres.

We serve a wide range of customers, including large industrial users, transport operators (hauliers, rail and bus), commercial resellers, hypermarkets and LPG heating distributors. Customers can choose whether to pick up at our terminal racks or have their fuel delivered.

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Esso fuel has been keeping the UK moving, manufacturing, fed and warm for nearly 130 years. Our customers depend on our high-quality products, supported by knowledgeable sales staff, efficient customer service and effective distribution, to get people and goods to their destination. We are excited about supplying your future needs. Let our business fuel yours.



### Partnership

- Open and ethical business partner
- Reliable operations
- Knowledgeable and responsive sales and customer service teams
- Focus on understanding and meeting specific customer needs

### Commitment

- Proven track record, nearly 130 years in the UK
- Continued investment in operations
- Large customer portfolio
- Dedicated community supporter

### Supply Solutions

- Strategically located Esso terminals
- Reliable products sourced from Esso's integrated supply chain
- Comprehensive fuels quality programme
- Products consistently comply with or exceed industry standards



# Commitment



We have a long history in the UK market and our unrivalled presence, through our refinery, dedicated pipelines and five fuels terminals, provides customers with considerable peace of mind regarding quality and security of supply. Today, Esso is still committed to investing in the UK. Over the last several years, our average annual investment in our UK upstream, downstream and chemical operations totals over £350 million

Esso is also a dedicated member of the local community; supporting community projects and initiatives in the UK

- Our efforts are focused on initiatives that make a real difference, particularly in the fields of education, the environment, volunteering and safety

Esso has operated continuously in the UK for more than 125 years, with integrated operations from the refinery to the fuel depot

- Some examples of these initiatives include the ExxonMobil Link Schools Program and Sci-Tech Challenge, Volunteer Involvement Programme (VIP), and the ExxonMobil Day of Caring initiative





# Partnership



## Wholesale Fuels

- Our success is built upon understanding customer expectations and responding effectively. We have the technical expertise and facilities to ensure our high-quality products meet or exceed your needs under all reasonable circumstances
- Our high calibre, highly qualified personnel are dedicated to providing the finest advice and support so you can make an informed purchase decision, confident in the knowledge that your order will be handled reliably, efficiently and courteously
- You can find our sales staff contact information at [www.exxonmobil.co.uk/landW](http://www.exxonmobil.co.uk/landW)

## Product Quality Team

- ExxonMobil maintains market leading quality standards, backed by dedicated resources and a global organisation with extensive experience
- The Product Quality team manages everything from compliance to product specification changes, product quality exceptions and investigations. This requires proactive work, such as advocacy, product testing programmes, audits and assessments, as well as reactive work to manage our dynamic business effectively. Together, we help ensure that what we sell to our customers meets or exceeds product specifications



## Customer Service

We strive to be flawless, efficient, and responsive so that your individual needs are addressed.

Our knowledgeable team of Customer Service representatives supports you every step of the way:

- We believe in building long-term business relationships built on excellent products and first-rate support, backed up by contracts you can rely on
- We answer 96% of calls in 30 seconds or less ensuring your queries are addressed in a timely manner
- We provide flexible, competitive, and straightforward fuel transport solutions, maintaining the highest customer service standards
- Our invoicing department handles more than 25,000 invoices each year

## Contact us

### Customer Accounts

Phone: 0207 136 1795

Fax: 0207 136 1797

### Available

Mon-Fri 08:00 – 17:00

### CS Selfserve

[cs-selfserve.exxonmobil.com/](http://cs-selfserve.exxonmobil.com/)

### Email

[customeraccounts.uk.iw@exxonmobil.com](mailto:customeraccounts.uk.iw@exxonmobil.com)

CS Selfserve helps you to manage your normal business transactions with us 24 hours a day 7 days a week.



# Supply Solutions



## Fuelling the UK for nearly 130 years and counting...

Our refinery at Fawley on Southampton Water is the largest in the UK, processing over 270,000 barrels of crude oil a day. We operate around 400 miles of pipeline – the largest privately-owned underground oil pipeline distribution network in the UK. Our Unleaded and diesel fuels are specially formulated to meet the exacting requirements of the European markets.

### **Our refinery is the largest in the UK and has been operating for over 65 years**

- Refining is a complex operation that depends upon the skills of operators, engineers and planners in combination with cutting edge technology to produce products that meet the demands of an intensely competitive market
- Our refinery processes around 270,000 barrels of crude oil every day
- Crude oil is transported by sea to the refinery's modern marine terminal, which handles around 2,000 ship movements and 22 million tonnes of crude oil and other products every year
- The site covers 3,200 acres; 1,250 of which are developed and home to our joint Refining and Chemical site



### Our commitment to Operations Excellence: Nobody Gets Hurt

- We are committed to the highest safety, health and environmental standards, and maintaining strict operating procedures for our employees, customers and contractors.
- Our ExxonMobil Operations Integrity Management System (OIMS) defines expectations for the design, construction and operation of our facilities. We are never complacent. We continually explore ways to further improve the safety and integrity of our operations. We also take our environmental responsibilities seriously, and have implemented active controls, testing and training programs.
- In every way we engage with our customers, we are committed to doing the right thing, the right way, every time.

### LPG is available for pickup at Fawley refinery 24 hours a day

- A versatile fuel, LPG can provide benefits to consumers and businesses.
- Two dedicated LPG loading arms can load approximately 50 tonnes an hour
- Both butane and propane are produced to British specifications



# Avonmouth Terminal



## Terminal History and Investments

Dating back to 1959, Avonmouth Terminal is fed primarily by the Fawley multi-product pipeline that was installed and commissioned in 1972. It can also receive product from ships discharging in the Bristol Port Company oil basin.

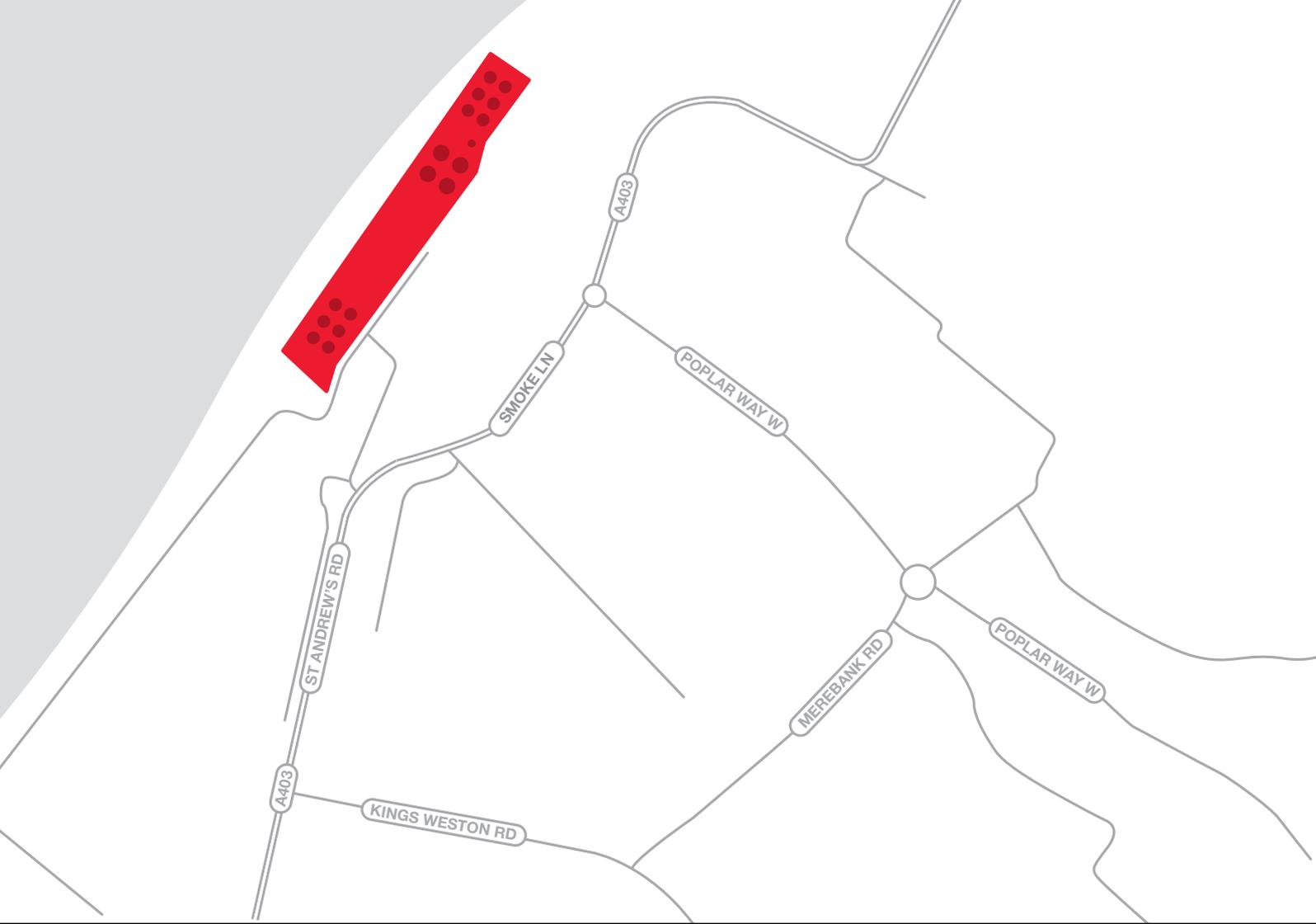
The terminal has an excellent safety record with no major incidents or injuries to staff or contractors in the past 15 years.

In line with Esso's continuous improvement programme we are investing significantly to ensure a continued flawless operation.

Avonmouth Terminal is located on 29 acres of land on the east bank of the Severn Estuary, and serves the south west of England.

## Terminal Overview

- Avonmouth has four bottom loading bays. Three of these are generally used as retail bays for Unleaded, Super Unleaded and Diesel, while one industrial bay is used for Diesel and Gasoil
- The terminal has 17 above ground main storage tanks in service with a combined capacity of 50,000 m<sup>3</sup>



# Avonmouth Terminal

## Operating Details

- Open with full Esso presence onsite 24 hours per day for seven days a week. The terminal is closed on Christmas day

## Facilities

- Truck parking
- Bunkering

## Product Availability

- Unleaded
- Super Unleaded
- Diesel
- Gasoil

## Contact Information

The terminal is in an enclosed compound to the west of the A403 road, which is the coast road connecting Avonmouth with the motorway network.

### Address

St. Andrews Road  
Holesmouth  
Bristol BS11 9BN

### Telephone

01784 422 410



# Birmingham Terminal



## Terminal History and Investments

Birmingham terminal was built in 1962. The terminal is connected to Esso's Fawley refinery via an Esso pipeline.

The terminal has benefited from considerable investment over the last decade to improve the safety of the facility, offer new products and improve reliability for our customers including:

- Carbon bed VRU (Vapour Recovery Unit)
- Refurbished office block & mess facility
- Resurfaced yard & parking
- Impervious tank bunds

On a 30 acre site to the north east of Birmingham and with close access to the M6, Birmingham Terminal is ideally sited to serve customers throughout the Midlands.

## Terminal Overview

- Birmingham has five bottom loading bays. Three of these are generally used as retail bays for Unleaded, Super Unleaded and Diesel, while two industrial bays are used for Diesel and Gasoil
- The terminal has 17 above ground main storage tanks in service with a combined capacity of 50,000 m<sup>3</sup>



# Birmingham Terminal

## Operating Details

- Birmingham terminal is open and fully operational 24 hours per day, 7 days per week, throughout the year.

## Facilities

- Truck parking
- Truck bunkering
- Driver facilities include:  
locker room, showers, mess facilities, TV

## Product Availability

- Unleaded
- Super Unleaded
- Diesel
- Gasoil

## Contact Information

### Address

Wood Lane  
Erdington  
Birmingham  
B24 8DN

### Telephone

0121 3866100



# Hythe Terminal



## Terminal History and Investments

First built in 1959 and extensively developed since, Hythe terminal is connected directly to Esso's Fawley refinery by dedicated pipelines.

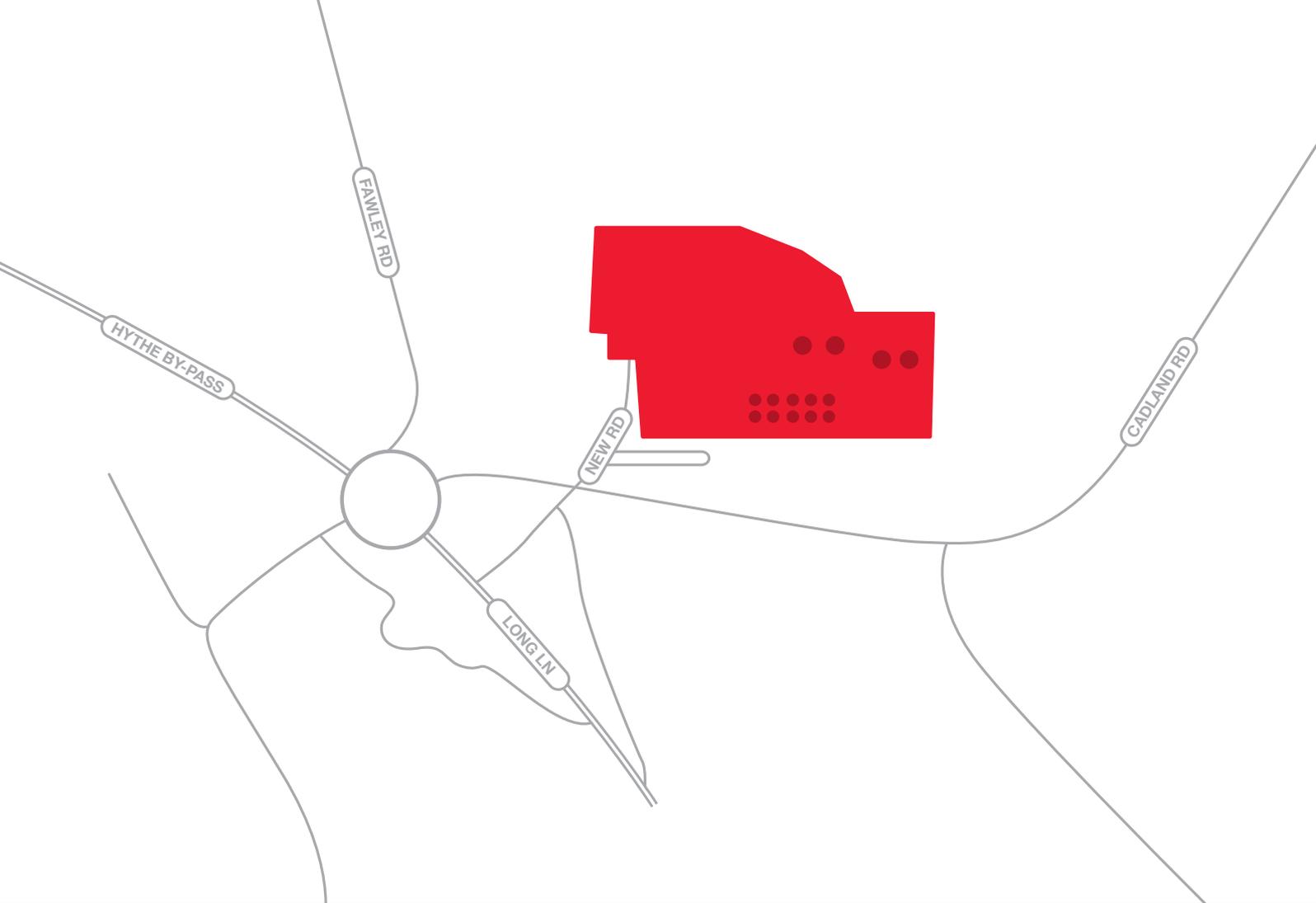
Over the recent years the terminal has benefited from considerable investment to improve safety, increase the range of products and improve reliability including:

- Upgraded bottom loading racks
- Improved performance additive injection equipment
- Upgraded fire fighting facilities
- New electrical infrastructure
- New diesel road loading pumps and improved diesel storage
- New carbon bed VRU (Vapour Recovery Unit) and upgraded tank farm automation equipment

Operating next door to the UK's largest refinery at Fawley near Southampton, Hythe Terminal is well-placed to serve the south and west of England.

## Terminal Overview

- Hythe has five bottom loading bays of which three are typical retail bays for Unleaded and Diesel, two are Industrial bays with Diesel, Marine Gasoil and Gasoil
- Hythe terminal has 12 tanks in service with a combined capacity of 12,000 m<sup>3</sup>



# Hythe Terminal

## Operating Details

- Hythe terminal is open and fully operational 24 hours per day, 7 days per week, throughout the year.

## Facilities

- Truck parking facilities
- Truck bunkering facilities for both ADO and ADBLUE
- Driver facilities include: locker room, showers, mess facilities, vending machines, TV

## Product Availability

- Unleaded
- Super Unleaded
- Diesel
- Gasoil
- Marine Gasoil

## Contact Information

### Address

Esso Hythe Terminal  
New Road  
Hardley, Hythe  
Hampshire SO45 3NR

### Telephone

02380 883100



# Purfleet Terminal



## Terminal History and Investments

- Dating back to 1888, Purfleet Terminal is a well-established site providing fuel to customers in the South and East of England. The terminal receives fuel direct from Esso's Fawley refinery via cross-country multi-product pipeline. It can also accept deliveries via ship from its own jetty
- Purfleet's sea defences were substantially improved in 1980
- Loading bay ethanol injection facilities were completed in September 2011

Located on the north bank of the River Thames, Purfleet Fuels Terminal benefits from easy access to the M25 London orbital motorway.

## Terminal Overview

- Purfleet has six bottom loading bays of which four are typical retail bays for Unleaded, Super Unleaded and Diesel and two industrial bays for Diesel and Gasoil
- The terminal has 13 product tanks in service with a combined overall capacity of approximately 86,000 m<sup>3</sup>



# Purfleet Terminal

## Operating Details

- Purfleet terminal is open and fully operational 24 hours per day, 7 days per week, throughout the year.

## Facilities

- Truck parking
- Bunkering
- Driver facilities include: locker room, toilets, showers, mess facilities, vending machines
- TV with news and traffic information

## Product Availability

- Unleaded
- Super Unleaded
- Diesel
- Gasoil

## Contact Information

The terminal sits in an enclosed area south of the A1090 London Road, west of the junction with the main A126 Grays to London Road. Entrance to the fuel terminal is gained through the main gate off the A1090.

### Address

Esso Purfleet Fuels Terminal  
London Road  
Purfleet  
Essex RM19 1RS

### Telephone

01708 682100



# West London Terminal



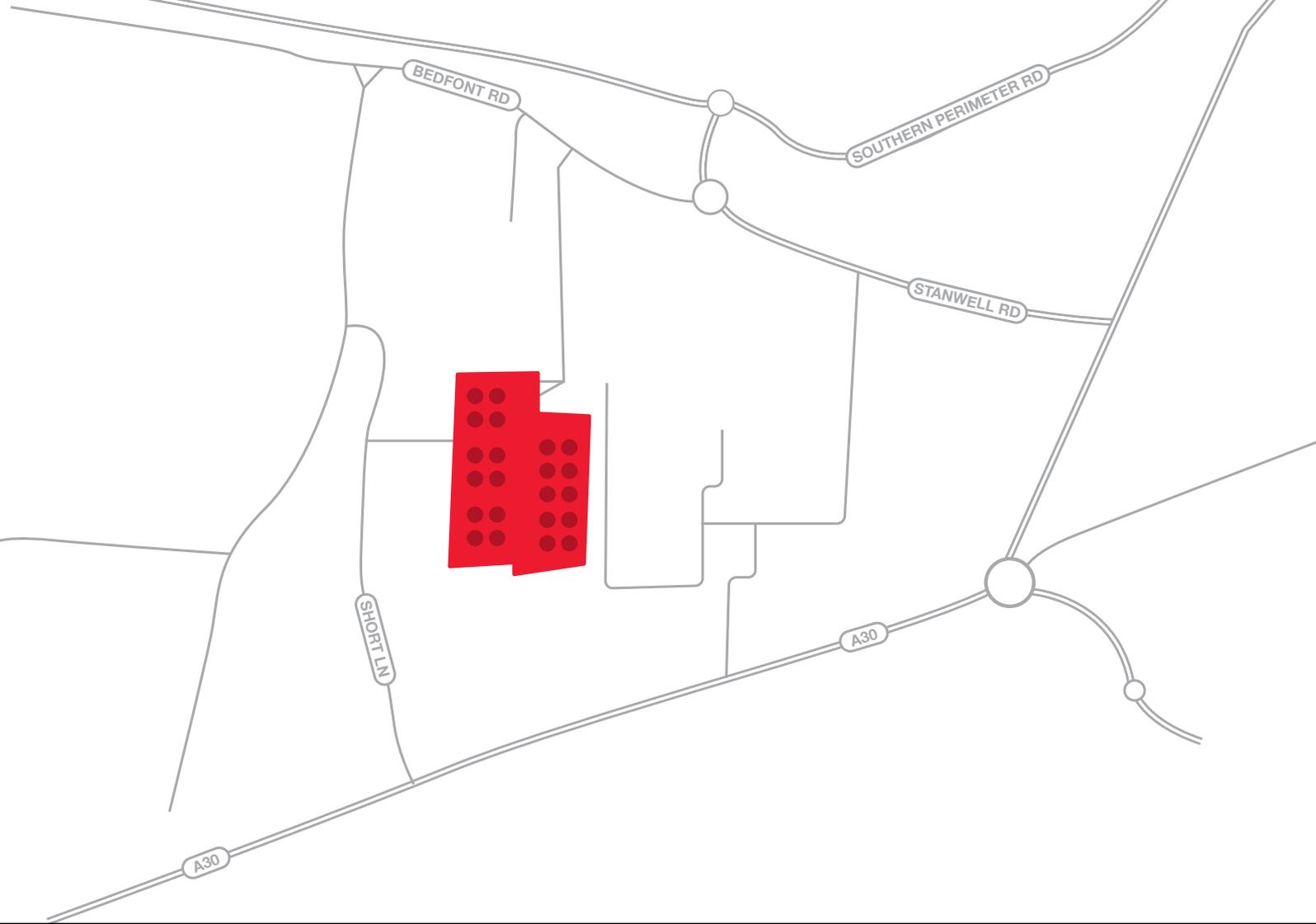
## Terminal History and Investments

- Since it was built in 1964, WLT has been modernised and developed to meet the changing needs of customers. The terminal is connected to Fawley refinery via an Esso pipeline
- Investment at the WLT has been significant in recent years. A new VRU (Vapour Recovery Unit) with greater capacity was built in 2011 and all tank bunds have been upgraded
- All loading bays have been updated in 2016 with upgrades to both pipework and operating system

## Terminal Overview

- WLT has seven bottom loading bays split into different setups – Four bays (retail mix) for Diesel, Super Unleaded and Unleaded, and three bays (industrial) for Diesel, Gasoil and Jet Fuel
- The terminal has 17 tanks in service with a combined overall capacity of approximately 100,000 m<sup>3</sup>

West London Terminal (WLT) is strategically located near Heathrow Airport with close road access to M25. It serves a large tributary area from Milton Keynes to the north; as far as Brighton on the south coast, Swindon to the west, and much of London.



# West London Terminal

## Operating Details

- West London terminal is open with security on site and fully operational 24 hours per day, 7 days per week, throughout the year.

## Facilities

- Truck parking
- Driver facilities include: locker room, toilets, showers, mess facilities, vending machines
- Conference space
- TV with news and traffic information

## Product Availability

- Unleaded
- Super Unleaded
- Diesel
- Gasoil

## Contact Information

### Address

Esso West London Fuels Terminal  
Bedfont Road  
Stanwell  
Middlesex TW19 7LZ

### Telephone

01784 422 455