

April 26, 2013

TonenGeneral Sekiyu K.K.  
IBM Japan, Ltd.

## **TonenGeneral Sekiyu Begins Operations under Business Process Outsourcing Contract with IBM Japan**

TonenGeneral Sekiyu K.K. (head office: Minato-ku, Tokyo; president: Jun Mutoh; referred to herein, along with affiliated companies, as the “TonenGeneral Group”) and IBM Japan, Ltd. (head office: Chuo-ku, Tokyo; president: Martin Jetter; NYSE: IBM; “IBM Japan” herein) have concluded a Business Process Outsourcing (BPO) contract, under which IBM Japan has begun to handle some of the TonenGeneral Group’s human resources, accounting and payable operations from IBM offices in Dalian, China.

A portion of the business operations that were being handled within the ExxonMobil Group at offices in Bangkok up to the formation of the new TonenGeneral Group in June of last year have now been transferred to IBM Japan, ensuring the continuation of efficient operations.

Under the BPO contract, IBM Japan will provide the TonenGeneral Group with high-quality business services including continuous improvement of the in-scope work processes. Business support in Japanese is also provided to TonenGeneral Group employees.

In addition to the increased operational efficiency achieved together with IBM, the TonenGeneral Group will continue to pursue even greater improvements in quality and services in Japan. IBM Japan seeks the further expansion of its BPO business to support customers in the strategic transformation of their business models.

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### **About the TonenGeneral Group**

The TonenGeneral Group comprises TonenGeneral Sekiyu K.K. and its related companies and subsidiaries including EMG Marketing Godo Kaisha and Tonen Chemical Corporation. Elements of the Group began operations in Japan in 1893. With an emphasis on safety and the environment, the Group’s operations are involved in all aspects of the supply chain, from crude export, refining and production to distribution and sales. We will continue to provide a stable supply of energy as we strive to be an energy company that moves Japan into the future. TonenGeneral Sekiyu is listed on the first section of the Tokyo Stock Exchange. For more information, see our website at [www.tonengeneral.co.jp](http://www.tonengeneral.co.jp).

### **About IBM and IBM Japan**

For information about IBM Japan, please visit <http://www.ibm.com/jp/>

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*[The official language for TonenGeneral Sekiyu's filings with the Tokyo Stock Exchange and Japanese authorities, and for communications with our shareholders, is Japanese. We have posted English versions of some of this information on this website. While these English versions have been prepared in good faith, TonenGeneral Sekiyu does not accept responsibility for the accuracy of the translations, and reference should be made to the original Japanese language materials.]*