



SUPPLY CHAIN STANDARD OFFERING POLYETHYLENE, POLYPROPYLENE, VISTAMAXX AND ADHESION

EXXONMOBIL CHEMICAL ASIA PACIFIC
(A DIVISION OF EXXONMOBIL ASIA PACIFIC PTE LTD)



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INTRODUCTION

At ExxonMobil, we are dedicated to provide an exceptional customer experience with years of supply chain knowledge, capability and experience.

This document gives a complete guide for all our Supply Chain Standard Offering available to our valued customers. Any non-standard services required can also be offered to our customers upon request and may incur additional fee accordingly.

Our Sales representatives and Customer Service teams are readily available through many channels, if you would like to learn more about our service offerings.

Acronym:

PE: Polyethylene

PP: Polypropylene

VMX: Vistamaxx

AIB: Adhesion

How do I place an order with ExxonMobil?

Contact Information

Customer Service will be your key contact point for ordering, invoicing, payment, feedback and related issues. Working days and operating hours are shown below :



North & Inland China

☎ PE
☎ 4008423319
✉ appo-sh-pe3@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



East China

☎ PE
☎ 4008423319
✉ appo-sh-pe2@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



South China

☎ PE
☎ 4008423319(CH) | (00/001)80061600183(HK/TW) | 4008423318
✉ appo-sh-pe1@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



China Distribution

☎ PE
☎ 4008423318
✉ appo-sh-dist@exxonmobil.com
✉ appo-sh-frep@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



North China

☎ PP/VMX
☎ 4008423321
✉ appo-nprc-pp@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



South China

☎ PP/VMX
☎ 4008423321
✉ appo-sprc-pp@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



China

☎ Adhesion
☎ 4008423321 (CH) | (00/001)80061600183(HK/TW) | 007986610217 (KR) | 0120676737 (JP) | 007986610217 (KR)
✉ apgcs-butyl-sh@exxonmobil.com
📅 Mon - Fri 08:30 - 17:30



Korea/Japan

☎ PE
☎ 007986610217 (KR) | 0120676737 (JP)
✉ appo3.offshore@exxonmobil.com
📅 Mon - Fri
🕒 08:00 - 17:00



West India

☎ PE
☎ (000)8000504062
✉ chemcs.southasia.pe@exxonmobil.com
📅 Mon - Fri
🕒 09:00 - 18:00



North India

☎ PE
☎ (000)8000504062
✉ chemcs.southasia.pe2@exxonmobil.com
📅 Mon - Fri
🕒 09:00 - 18:00



India

☎ PP/VMX
☎ (000)8000504062
✉ chemcs.southasia.pp@exxonmobil.com
📅 Mon - Fri
🕒 09:00 - 18:00



ASEAN

☎ PE
☎ 18007231392 (SG) | 1800885797 (MY) | 1800010159 (TH) | 6620268407 (Other countries)
✉ appo.onshore@exxonmobil.com
✉ appo1.offshore@exxonmobil.com
✉ appo2.offshore@exxonmobil.com
📅 Mon - Fri
🕒 08:00 - 17:00



ASEAN

☎ PP/VMX
☎ 18007231392 (SG) | 1800885797 (MY) | 1800010159 (TH) | 6620268407 (Other countries)
✉ APPO-SEA-PP@exxonmobil.com
📅 Mon - Fri
🕒 08:00 - 17:00



India & ASEAN

☎ Adhesion
☎ (000)8000504062 (IN) | 0120676737 (JP) | 1800010159 (TH) | 18007231392 (SG) | 1800885797 (MY) | 6620268407 (others)
✉ chem.bkkgcs.butyl@exxonmobil.com
📅 Mon - Fri
🕒 09:00 - 18:00

Ordering



1 New Account Set Up

For first time customers or existing customers who would like to add a new delivery destination to your account, the information below is required for account/new delivery destination creation. For Japanese and Chinese customers, kindly provide this information in both English and your local language.



Account Set Up Lead Time



Working days

In some situations, account set-up may take longer than 3 working days.



2 Order Process

Online



We highly recommend using our online platform, which requires set-up upon first time access.

1 Please contact our Customer Service and we will assist you with the access immediately.

2 Before order placement, we recommend that you check the order lead time on Page 7 to ensure your expected arrival date could be met.

Manual Order

Alternatively, please send the information below to our email address:



Onshore

- Product and Quantity
- Required Delivery Date
- Delivery address
- PO Number

**Additional details may depend on country requirements*

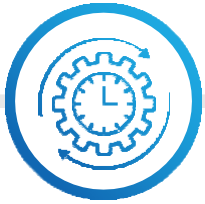


Marine

- Product and Quantity
- Required Delivery Date
- Destination port
- PO Number
- Consignee and Notify party
- Document dispatch recipient address and email

Did you know ?

Please return sales contract along with your company stamp and authorized signature to our Customer Service prior to order placement (if applicable).



3 Order Cutoff Time



For cutoff time for onshore delivery, please place an online order or contact Customer Service for manual order placement before **01:00 pm.** (Singapore and Malaysia local time).

Order received within cut-off time will be processed today for next day loading. If order is received after cutoff time, it will be processed in the next working day.



4 Order status

Order Commitment

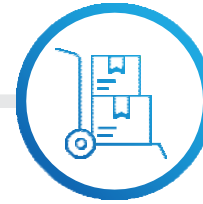
Order confirmation or Sales contract will be automatically sent to you once your order is confirmed and ready for shipment scheduled. Alternatively, Customer Service will send email to confirm you on order status.

Shipment Delivery Notification



Shipment schedule will be sent to you via an email, estimated arrival date may be different from your initial requested date subject to vessel availability.

After the vessel has departed from loading port, our freight forwarder will send the shipping documents to you. You can track the shipment status via the designated carrier website by referring to the Bill of Lading number and container number.



5 Mode of Transport

We provide 2 modes of transportation



Onshore truck
(Curtain Side Truck)

for customers who are located in Singapore and Malaysia



Marine container

for international customers

Each mode of transportation has different requirements and lead time.

We provide different packaging types which you can find more detail in Page 8

Did you know ?

It is important for you to verify the details in order confirmation or Customer Service's email against your purchase order and inform Customer Service if any discrepancies are found.

Did you know ?

- For prepayment customer, order will be processed upon receipt of payment slip within cutoff time.
- For L/C customer, order will be processed upon receipt of clean L/C



How will I be billed?

For Singapore truck delivery, invoice will be sent automatically as an electronic copy to you.

For Malaysia cross border deliveries, invoice will be sent together with the truck.

For marine container, invoice will be sent together with shipping document set.

How do I change / cancel my order?

Immediately contact the respective Sales and Customer service (Ref. Page 3)

For truck delivery, you may request for order changes or cancellation as long as there is sufficient total lead time (ref. Page 7).

For marine container, you may request order changes or cancellation as long as the order has not been confirmed or booked.

How can I pay my bill?

Bank of America Merrill Lynch is our main service bank. There are 3 main payment methods that we offer including Telegraphic Transfer, Bank SWIFT Transfer and Letter of Credit.

T/T

Telegraphic Transfer (T/T): Please provide our company invoice number when remitting the payment for our reference. For prepayment, please provide your bank slip to our Customer Service for further process your order.

SWIFT

Bank Swift Transfer: Remittance via bank swift code applies to document against acceptance and document against payment method only.

L/C

Letter of Credit (L/C): Please check with Customer Service to open L/C with our acceptable bank list and provide your L/C draft to our Customer Service to review before opening original L/C. This is to prevent any extra charge from L/C amendment after submission.

Did you know ?

To prevent any impact on your future order, please make payment before due date stated in the invoice.



How much lead time do I need to provide?

To ensure your product is delivered within your expected time frame, please place order before lead time mentioned in below table.

Estimated standard lead time includes order placement and transportation lead time from our loading point to your unloading point. Please note that the standard lead time mentioned will be subject to product/vessel/truck availability.



Onshore Truck

Warehouse	Destination	Order Lead Time and Transit Time	Delivery date
Singapore	Singapore	2	Mon - Fri
	Malaysia	4	Tue - Sat

Standard Transit Time for Truck Delivery



Marine container

Loading Country	Destination Country	Total Estimated Lead time (days)
Singapore	China	16-54
	India	14-30
	ASEAN	11-27
	Oceania	18-39
Europe	China	44-77
	India	34-68
	ASEAN	37-71
	Oceania	50-80
USA	China	45-94
	India	45-79
	ASEAN	40-93
	Oceania	74-115

Average Lead Time for Marine Containers:

What quantities can I order?

The optimum quantity is full truck load for truck delivery and full container load for marine container as mentioned below. Any deviation should be consulted with our Customer Service or Sales Representative before order placement.

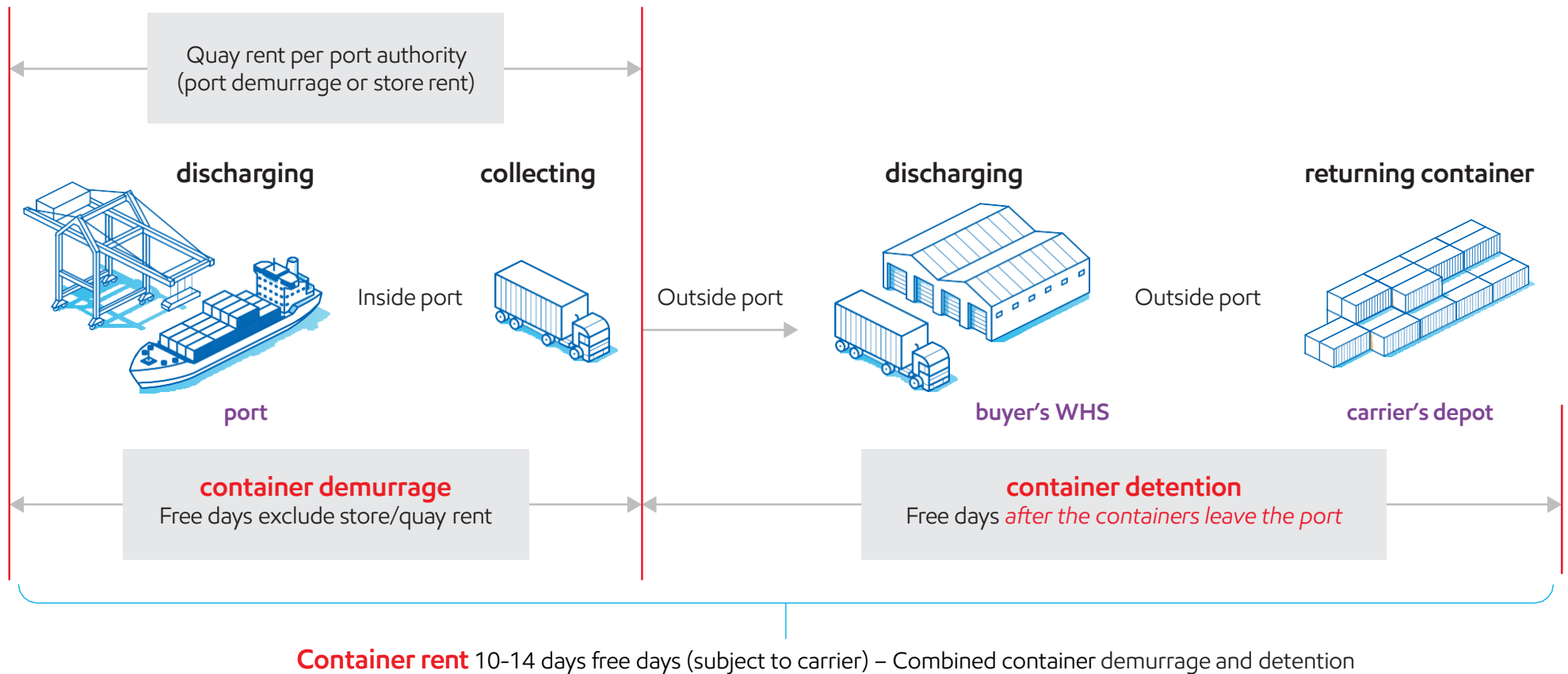
Mode of shipment	Packaging	Packaging Configuration	Full load	UOM
Truck delivery	Bag (BG)	25KGX55	19.25	MT (Metric ton)
Truck delivery	Bag (BG)	25KGX60	19.50	
Marine container delivery	Bag (BG)	25KGX55	23.375 - 24.75	
Marine container delivery	Bag (BG)	25KGX60	24 - 25.50	
Marine container delivery	Bag (BG)	25KGX45	20.25	
Marine container delivery	Bag (BG)	25KGX50	18.75 - 22.50	
Marine container delivery	Bulk	SEABULK	16.5 - 17.0	
Marine container delivery	Super sack	650KG	24.7	

Order Quantity



How do I count demurrage and detention days?

We provide 14 free calendar days of container rent which counts from the first day that the container is discharged at destination port, however this does not include port charges. Please ensure empty containers returned within 14 calendar days to prevent the additional rental charges incurred above the free time. For further information, please contact Customer Service if any inquiry.



Can I expedite the shipping of my order?

In case you need the product at your site earlier than standard lead time, please contact our Customer Service to check the possibility of a rush order. Kindly note that rush orders may result in additional charges.

Can I request a sample from ExxonMobil?

We are happy to provide our product samples to you. If you would like to request product sample, please place a sample request in our online portal or you may also contact our Sales Representative.

Product	Minimum Quantity
Butyl	1 Bale
Specialty Elastomers	1 Bag/box

Minimum sample order size and quantity

How do I provide feedback to ExxonMobil?

Your feedback is very valuable to us in order to improve the customer experience. You can provide your feedback through our Customer Service or through our online platform (<https://www.exxonmobilchemical.com/en/resources/contact-us>)

What type of documents will I receive with my shipment?

The standard documentation set will be provided to you as follows:

Transportation Mode	Documents Offering
Onshore Truck	<ul style="list-style-type: none">• Delivery note• Certification of Analysis• Commercial Invoice<ul style="list-style-type: none">*For Singapore, invoice will be sent automatically as an electronic copy to you. For Malaysia, it will be sent together with the truck.• For Malaysia cross-border deliveries, additional documents include:<ul style="list-style-type: none">- Custom document: Export permit/ Cargo Clearance Permit on behalf of ExxonMobil* [Not Applicable for SG Bill-to customer]- Custom document: K1 receipt/Resit Rasmi (proof of ExxonMobil Customers' import tax/duty payment)- Form D (only applicable for some customers such as Singapore bill to, Malaysia ship to)
Marine Container	<ul style="list-style-type: none">• Ocean Bill of Lading/ Seaway Bill 3/3• Certification of Origin 1/1• Certification of Analysis 1/1• Certification of Insurance (only CIF) 1/1• Packing List 1/1• Commercial Invoice 1/1• Free Trade Agreement Document 1/1 <p><i>*FTA document, please contact sales representative prior to order placement</i></p>
Documents Offering	



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HarbourFront Tower One, Singapore 098633

Statements:

- 1) Company shall have the right to revise this Standard Offering at any time without notifying the customers, provided that any such revision shall not lower the offer and service standard that the customers have already enjoyed. ExxonMobil shall also notify the customers of such revision within a reasonable period after such revision.
- 2) Standard Offering mentioned in this document is typical service offering we provide to our customer. Informations for example, but not limited to, lead time, order cutoff time, terminal operating hours, standard documents and etc. can be vary depends on specific situation.

CORPORATE SEPARATENESS NOTICE:

The terms "we," "our," "ExxonMobil Chemical" and "ExxonMobil" are each used for convenience, and may include any one or more of ExxonMobil Chemical Company, Exxon Mobil Corporation, or any affiliate either directly or indirectly stewarded. Management of each affiliate or other local entity implementing this guidance retains ultimate responsibility for adopting and implementing this guidance in its country or area of operation. Each affiliate or other local entity has chosen to adopt and implement this guidance following its appropriate decision making procedures. Working relationships discussed in this document do not necessarily represent a reporting connection, but may reflect a functional guidance, stewardship or service relationship. Where shareholder consideration of a local entity matter is contemplated by this document, responsibility for action remains with the local entity. Nothing contained in this document is intended to override corporate separateness of local entities.