



SUPPLY CHAIN STANDARD OFFERING FLUIDS BUSINESS

ExxonMobil Marketing (Thailand) Limited (EMMTL)



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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.

How do I place an order?

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 :



Thailand

☎ 1800 010 152

✉ chemcs.th.int@exxonmobil.com

📅 Mon - Fri

🕒 08:00 - 16:30



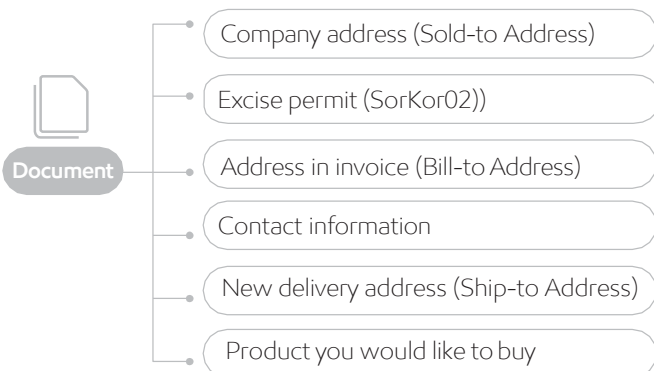
Ordering



1

New Account Set Up

For first time customer or existing customer who would like to add new delivery destination to your account, below information is required for account/new delivery destination creation:



Account Set Up Lead Time



customer self pick up



company delivery

In some situation, it may take longer than what has been mentioned.



2

Order Process

Online

Online platform is highly recommended with first time access set up required.

<https://exxonmobilchemical.force.com/oneconnect/login>

1

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

2

Before order placement, we recommend you to check order lead time in Page 7 to ensure your expected arrival date could be met

Manual Order

Alternatively, please send below information to our email address.

In the event that the additional information is required, our Customer Service will contact you.



Onshore

- Purchase order
- Delivery address or Destination
- Product
- Quantity
- Required Delivery Date/Self-pick up date



3 Order Cut off Time



company delivery



customer self pick up

For cut off time for onshore delivery, please place an online order or contact Customer Service for manual order placement before **01:00 pm** for company delivery or **03:00 pm** for customer self pick up (Thailand local time) to allow us check product and/or truck availability.

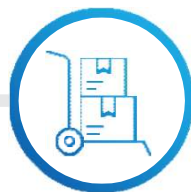


4 Order status

Order Commitment

Order confirmation will be automatically sent to you once your order is acknowledged. Alternatively, Customer Service will send email to confirm you on order status.

Please carefully check order confirmation or email from CS against your request every times to ensure order correctness



5 Mode of Transport

We provide onshore truck for customers who are located in Thailand

For prepayment customer, order will be processed upon received payment slip within cut off time.



How will I be billed?

Invoice will be sent to you together with truck.

How do I change/ cancel my order?

You are able to make changes to your orders as long as the order has not been confirmed or booked. Please contact our Customer Service to check order status for immediate support. Any changes after the order confirmation or booking may result in additional charges.

T/T

How can I pay my bill?

Payment Settlement to Bank Account as below details :

| A/C Payee : ExxonMobil Marketing (Thailand) Limited | | Branch details | SWIFT |
|---|---------------|----------------|----------|
| Bangkok Bank | 118-3-280799 | Silom | BKKBTHBK |
| Kasikorn Bank | 003-8-58410-3 | Kluai Num Thai | KASITHBK |
| Citibank | 0-128988-017 | Bangkok | CITITHBX |
| Bank of America | 33563-035 | Bangkok | BOFATH2X |

cheque

Crossed cheque and paid to ExxonMobil Marketing (Thailand) Limited

Please indicate invoice no. on your payment slip

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 the 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 truck availability and transportation scheduling plan

| CITY | Durations (Day) |
|-----------------|-------------------|
| AYUDTHAYA | 2 |
| BANGKOK | 2 |
| CHACHOENSAO | 2 |
| CHONBURI | 2 |
| NAKHONNAYOK | 2 |
| NAKHONPATHOM | 2 |
| NONTHABURI | 2 |
| PATHUMTHANI | 2 |
| SAMUTPRAKAN | 2 |
| SAMUTSAKHON | 2 |
| SUPHANBURI | 3 |
| SARABURI | 2 |
| CHAINAT | 3 |
| LAMPHUN | 3 |
| NAKHONRACHASIMA | 3 |
| PHITSANULOK | 4 |
| PRACHINBURI | 3 |
| RANONG | 4 |
| RAYONG | 3 |
| SINGBURI | 3 |
| SONGKHLA | 4 |
| UDONTHANI | 3 |
| KAMPHAENPETCH | 3 |



What quantities can I order?



Onshore Truck for company delivery

Below tables are the recommended order volumes per truck. Multiply these volumes by the number of trucks, if you wish to order more than one truck worth of product. If you wish to order a quantity that is less than the volume stipulated below, please contact our Sales Representative.



Thailand

| Mode of Transport | Rigid Truck | Semi- Trailer Truck |
|-------------------|---------------|---------------------|
| Onshore Truck | 15,000 Litres | 38,000 Litres |

How can we load product from Terminal of ExxonMobil Marketing (Thailand) Limited?

Truck/Driver Registration

For first time access our terminal, Customer pick up truck is required to complete truck inspection and registration at terminal, as well as your driver will need to attend safety training before you can perform first loading.

This requirement is included any change/modification in prime mover or tanker after registration.

Please make an appointment with Terminal in advance and prepare required documents to perform truck inspection, registration and driver training before first loading to avoid unintended loading interruption.

Operating Hours

| Country | Terminal | Operations | Working Day | Working Hours |
|----------|------------------------|---------------|--|---------------|
| Thailand | Siam Chemical Terminal | Truck Loading | Mon-Sat (exclude Thailand Public Holiday) | 07:30 – 15:30 |

Terminal will not operate on Thailand Public Holiday

We suggested you to arrange truck loading within terminal working day and hours to avoid additional cost that may incur to you. Overtime arrangement for off-hours loading need to be done directly with terminal and it's at your cost. Please contact Customer Service if you have special requirement regarding loading hours.



Suggestion for product unloading

Please ensure truck completely discharged as early as possible to prevent additional truck detention charge for unloading overnight.

What type of documents will I receive with my shipment?

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

| Types of delivery | Documents |
|-------------------|---|
| Onshore Truck | <ul style="list-style-type: none">•Delivery Note•Certificate of Analysis (COA)•Weighbridge Ticket•Vat invoice•Delivery Ticket for Hydrocarbon |

Can I expedite the shipping of my order?

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

Can I request a sample from ExxonMobil?

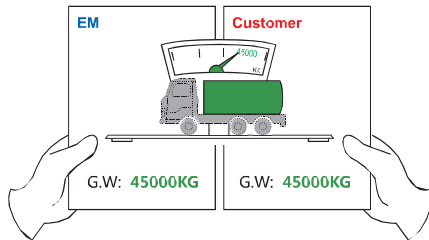
If you would like to request product sample, please contact our Sales Representative.

How do I provide feedback to ExxonMobil?

Your feedback is valuable to us in order to improve customer experience. You can provide your feedback through our Customer Service or through online platform.

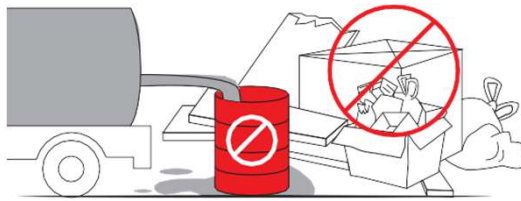
How do I unload a product?

1



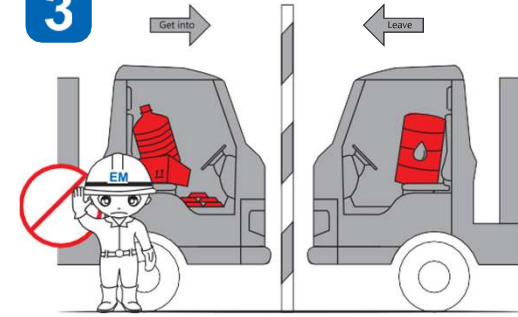
- ✓ Compare gross wt reading from the one ex-loading point. Weigh-bridge should be calibrated regularly and ensure it's within valid period

2



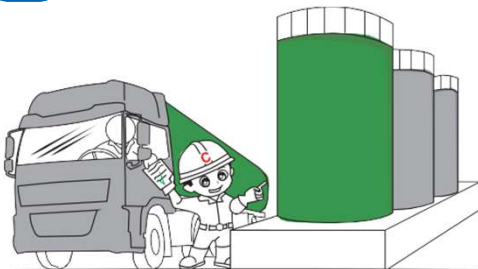
- ✓ Maintain good discharging environment. No drumming and discharging outside customer's premises

3



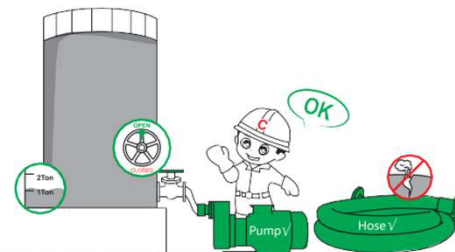
- ✓ No pail(s) with water, heavy metals. No cargo been taken out by driver

4



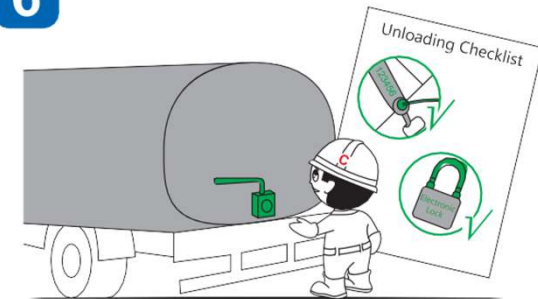
- ✓ Confirm right cargo come and arrange proper tank to receive

5



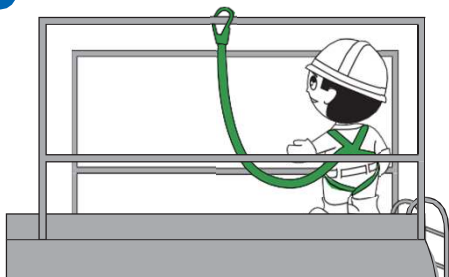
- ✓ Check tank valve status; Verify tank capacity and sign name on unloading checklist

6



- ✓ Reconcile seals number, check Elock status, and follow unloading checklist to perform unloading operation

7



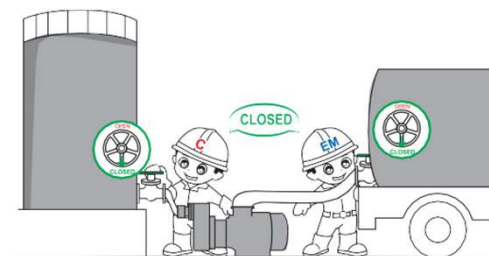
PPE including safety harness must be used for both drivers and customers

8



Witness the entire unloading operations and report to ExxonMobil if any abnormal

9



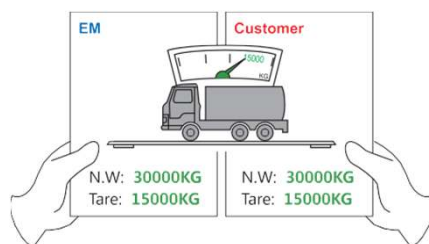
Making or breaking connections, co-operation between driver and operator is very important to avoid incidents

10



Provide the drum/container to collect the remnant. Visual checking through foot valve (for non DG only)

11



Measure the tare weight / Net Weight and report to EM if beyond agreed threshold

12



Pass one copy of weighbridge ticket to driver and keep one. Sign off the unloading checklist with the actual receiving quantity



**ExxonMobil Marketing (Thailand)
Company Limited**

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Klong Toey District, Bangkok,
10110, Thailand

www.exxonmobilchemical.com

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. Information 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.