



SUPPLY CHAIN STANDARD OFFERING SYNTHETICS BUSINESS

EXXONMOBIL CHEMICAL SERVICES (SHANGHAI) CO., 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 fees accordingly.

If you would like to learn more about our service offerings, please contact our Customer Service and/or Sales representatives.

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 :



Chinese Mainland

☎ 4008423317 China Mainland
✉ chemcs-synthetics@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30

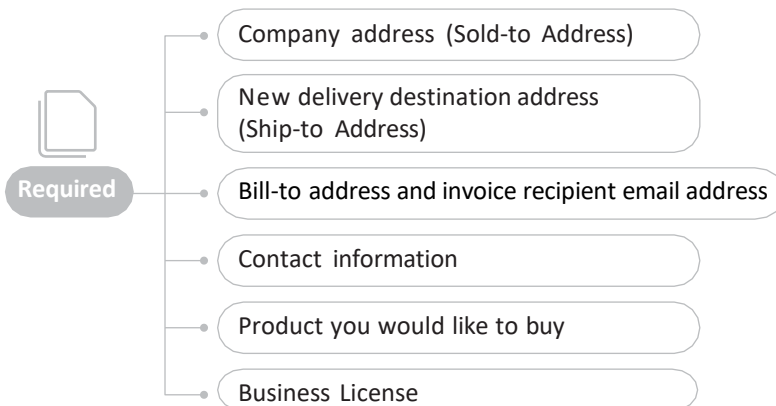


Ordering



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



Company delivery



Customer self pick up

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



2 Order Process

Online

Hongkong: <https://exxonmobilchemical.force.com/oneconnect/login>
Mainland China: <https://oneconnect.exxonmobilchemical.com.cn>

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

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

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

Manual Order

Alternatively, please send below information to our email address.



Company delivery

- Delivery address or destination
- Purchase order (if any)
- Product name
- Product quantity
- Required delivery date
- Delivery or entry requirements (if any)

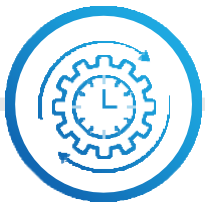


Customer self pick up

- Loading terminal
- Purchase order (if any)
- Product name
- Product quantity
- Loading date
- Truck and driver information

Did you know ?

For onshore delivery, Bill-to address shall be in line with Business License.



3 Order Cutoff Time



To ensure sufficient lead time for product availability check and truck arrangement, please place an online order or contact Customer Service for manual order placement according to below cutoff time.

Customer self pick up:

Before 02:00 pm. (China local time) of the day before loading date.

Company delivery:

Before 02:00 pm. (China local time) of the day before loading date.
Please refer to delivery lead time on page 7.

Note : A heating process is required for all synthetic products, which may take 5-6 hours before loading into the customer's tank.



4 Order status

Order Commitment

Once we receive and review your order, order confirmation will be automatically sent to you.

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 to ensure correct loading and delivery arrangement.

Delivery schedule confirmation will be informed separately by Customer Service in case that your requested delivery schedule is not available.



5 Mode of Transport



Company delivery:

We provide onshore delivery via road transport and multi-modal transport for customer located in Mainland China.

Customer self pick up:

Customer can load product at ExxonMobil terminal in Mainland China.

Did you know ?

- For prepayment customer, order will be processed upon received payment slip within cutoff time (01:00 PM).



How will I be billed?

E-VAT invoice will be sent to customer via email.

How do I change/ cancel my order?

You are able to make changes to or cancel your orders as long as the order has not been confirmed. Please contact our Customer Service to check order status for immediate support.

If any changes, please inform Customer Service within 12:00 PM of the last working day before loading date.

Any changes after the order confirmation may result in additional charges payable.

How can I pay my bill?

There are 2 payment methods that we offer including Telegraphic Transfer and Electronic Bank Acceptance Draft.

Please remit your payment to below bank details.

RMB Account for T/T payment: Bank of America N.A. Shanghai Branch A/C 404223 - 10378018

eBAD Account: ExxonMobil Chemical Services (Shanghai) Co., Ltd. A/C 684110378018, Recipient Bank: Bank of America N.A. Shanghai Branch

Did you know ?

To prevent impacting your future order(s), please make payment before due date stated in the invoice.

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 to further process your order.

E-BAD

Electronics Bank Acceptance Draft: Kindly contact Customer Service or Receivables team before e-BAD remittance as we need to review ability to accept. Please note that physical BAD are not accepted.



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 delivery location.

Please note that the standard lead time mentioned will be subject to truck and vessel availability.

We recommend placing order 3-4 working days in advance to ensure we can accommodate your schedule and meet your requirements.

Road truck

| Loading plant | Discharge area | Lead time (days , including destination heating) |
|---------------|----------------|--|
| Dongguan | Deyang | 5 |
| | Wuhan | 5 |
| | Zhuhai | 3 |

Multi-Modal

| Loading plant | Discharge area | Lead time (days , including destination heating) |
|---------------|----------------|--|
| Dongguan | Tianjin | 18 |
| | Qingdao | 14 |
| | Wuxi | 12 |
| | Shanghai | 12 |

**please enquire if any new area not mention above*



What quantities can I order?



Onshore Truck for company delivery

Below table provides recommended order quantity for 1 truck. If you would like to order below recommended quantity, please contact our Customer Service or Sales Representative.

Suggested Order Quantity for Onshore Trucking – China

| Plant | Product | Metric tons |
|----------|----------------------|-------------|
| Dongguan | SpectraSyn Elite 65 | 19 |
| | SpectraSyn Elite 150 | 19 |



Onshore Customer pick up

For stability, portable tanks carrying liquids shall not be offered for transport with a degree of filling 20-80% UNLESS baffles tanks are used Therefore, degree of filling for portable tanks shall be > 80% or < 20%

How can we load product from ExxonMobil Terminal?

Operating Hours

We suggest you to arrange truck loading within the terminal working day and hours to avoid additional charges payable. Please contact our customer service for overtime arrangement in case of an urgent need for off-hours loading.

Truck/Driver Registration

For self pick up customer's first time loading, to avoid unintended loading interruption, truck and driver registration may be required. Please contact customer service in advance for truck and driver registration process.

| Country | Terminal | Operating day | Working Hours |
|---------|----------|---|---------------|
| China | Dongguan | Mon-Sun (exclude Public Holiday and Month End) | 08:00 – 17:00 |



How to avoid overnight charge?

Please ensure truck is completely unloaded as early as possible to prevent additional charges for overnight parking.

What type of documents will I receive with my shipment?

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

| Transportation Mode | Documents Offering |
|---------------------|--|
| Onshore Truck | <ul style="list-style-type: none">• Delivery Note (Only provide in working hours)• Weighbridge Ticket• Certificate of Analysis (COA) |

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 payable.

Can I request a sample from ExxonMobil?

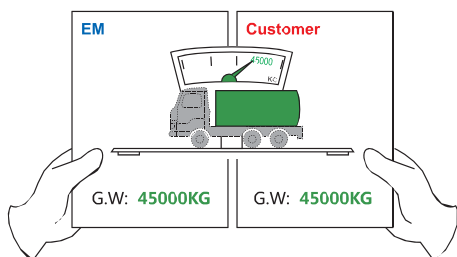
If you would like to request a product sample, please contact our Sales Representative or alternatively please key in a sample request at our online platform (OneConnect).

How do I provide feedback to ExxonMobil?

Your feedback is vital for us to improve customer experience. Please provide your feedback through our Customer Service or through our online platform.

How do I unload a product?

1



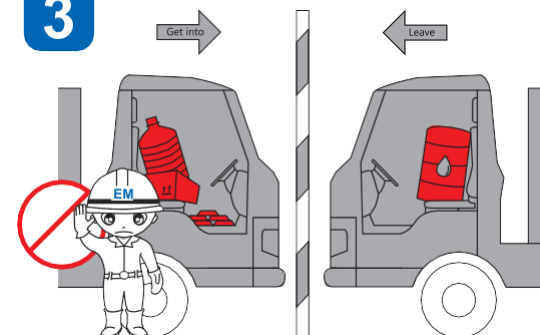
- ✓ Compare gross wt reading from the one ex-loading point. Weigh-bridge should be calibrated regularly and ensure it's within valid period

2



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

3



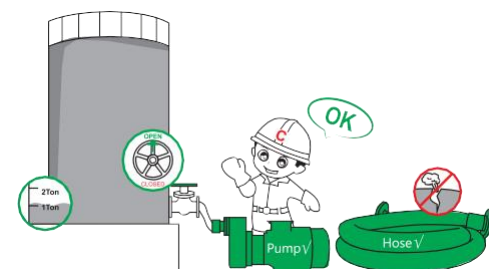
- ✓ No pail(s) with water, heavy metals. No cargo been taken out by driver

4



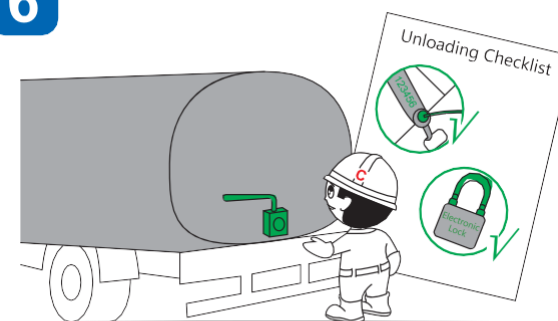
- ✓ Confirm right cargo come and arrange proper tank to receive

5



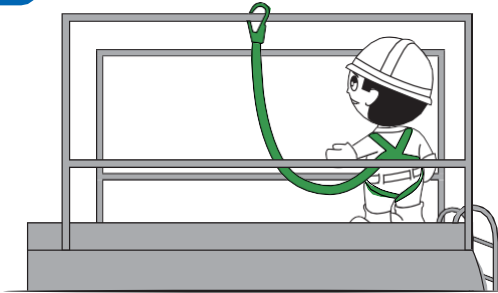
- ✓ Check tank valve status; Verify tank capacity and sign name on unloading checklist

6



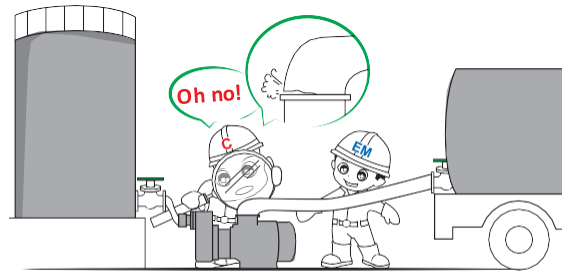
- ✓ Reconcile seals number, check Elock status, and follow unloading checklist to perform unloading operation

7



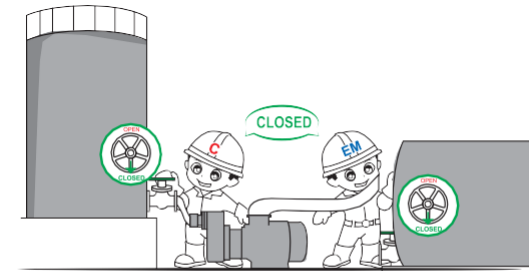
PPE including safety harness must be used for both drivers and customers

8



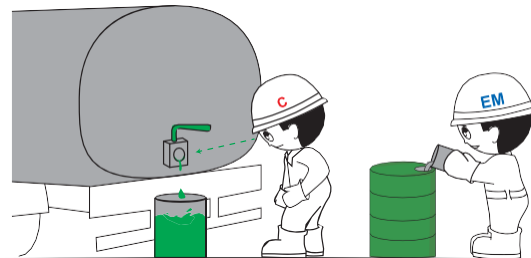
✓ Witness the entire unloading operations and report to ExxonMobil if any abnormal

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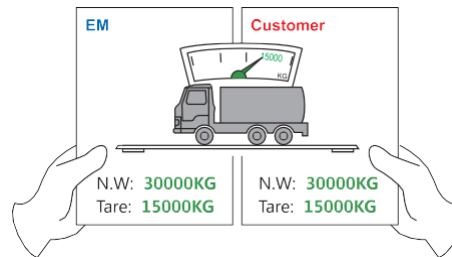
Making or breaking connections, co-operation between driver and operator is very important to avoid incidents

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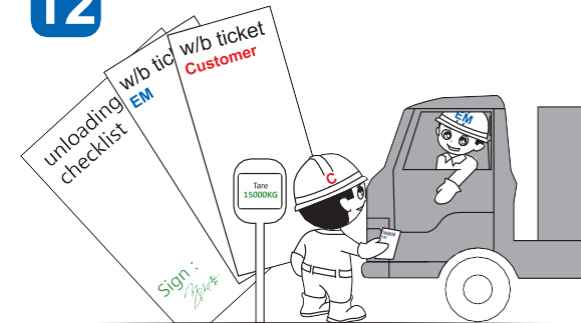
✓ Provide the drum/container to collect the remnant. Visual checking through foot valve (for non DG only)

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✓ 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



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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:

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