



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
✉ 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)
✉ appgcs-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

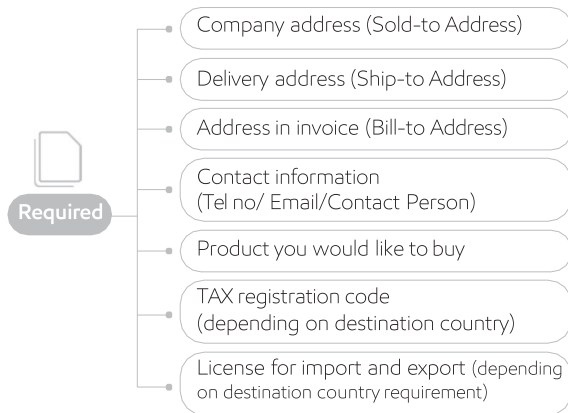
Ordering



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 following information is required.

Japanese and Chinese customers, please provide this information in both English and your local language.



Account Set Up Lead Time



Working days

In some situations, account setup may occasionally take longer than stated.



2 Order Process

Online



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

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

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

Manual Order

Alternatively, please send the following information 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



3 Order Cutoff Time



For onshore deliver, place an online order or contact Customer Service before **01:00 pm.** (Singapore and Malaysia local time).

Orders received by cutoff time will be processed same-day for next-day loading. Orders received after the cutoff time will be processed on the next working day.



4 Order status

Order Commitment

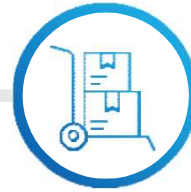
An Order Confirmation or Sale Contract will be sent out automatically to you once your order is confirmed and ready for shipment. Alternatively, Customer Service will send an email to confirm your order status.

Shipment Delivery Notification



A shipment schedule will be emailed to you, the estimated arrival date may differ from your initial requested due to vessel availability.

After vessel departure, our freight- forwarder will send you the shipping documents. Track your shipment on carrier's website using the Bill Lading and container number.



5 Mode of Transport

We provide 2 modes of transportation.



Onshore truck (Curtain Side Truck) for customers in Singapore and Malaysia.



Marine container for international customers

Each mode has unique requirements and lead time.

We provide various packaging type, detailed on page 8.

Did you know ?

It is important for you to verify order confirmation details against your purchase order. Report any discrepancies to Customer Service.

Did you know ?

- Prepayment customers, order will be processed upon payment receipt within cutoff time.
- For L/C customers, order will be processed upon receipt of clean L/C.



How will I be billed?

For Singapore truck deliveries, the invoice will be automatically emailed to you.

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

For marine container shipments, the invoice will be accompany the shipping document set.

How do I change / cancel my order?

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

For truck deliveries, order changes or cancellation can be requested if there is sufficient total lead time (see Page 7).

For marine containers, changes or cancellation are allowed if the order hasn't been confirmed or booked.

How can I pay my bill?

Bank of America Merrill Lynch is our primary service bank. We offer 3 main payment methods: Telegraphic Transfer, Bank SWIFT Transfer and Letter of Credit.

T/T

Telegraphic Transfer (T/T): Please reference our invoice number when making the payment.

For prepayment, send your bank slip to Customer Service or Receivable Collection team for further processing and booking.

SWIFT

Bank Swift Transfer: This applies to document against acceptance and document against payment method only.

L/C

Letter of Credit (L/C): Contact Customer Service to open an L/C with one of approved banks. Provide the L/C draft for review before opening the original to avoid amendment charges.

Did you know ?

To avoid any impact on future orders, please ensure payment is made before due date stated on the invoice.



How much lead time (Days) do I need to provide?

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

The estimated standard lead time includes both order processing and transportation lead time from our loading point to your unloading point. Please note that the standard lead time may vary on product, vessel or 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
China	India	32-34
	ASEAN	21-31
	Oceania	38-46

Disclaimer: The lead times shown above are the minimum logistics estimates. Actual lead time may vary based on product and logistics availability, credit conditions, and other factors at the time of order placement.

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.

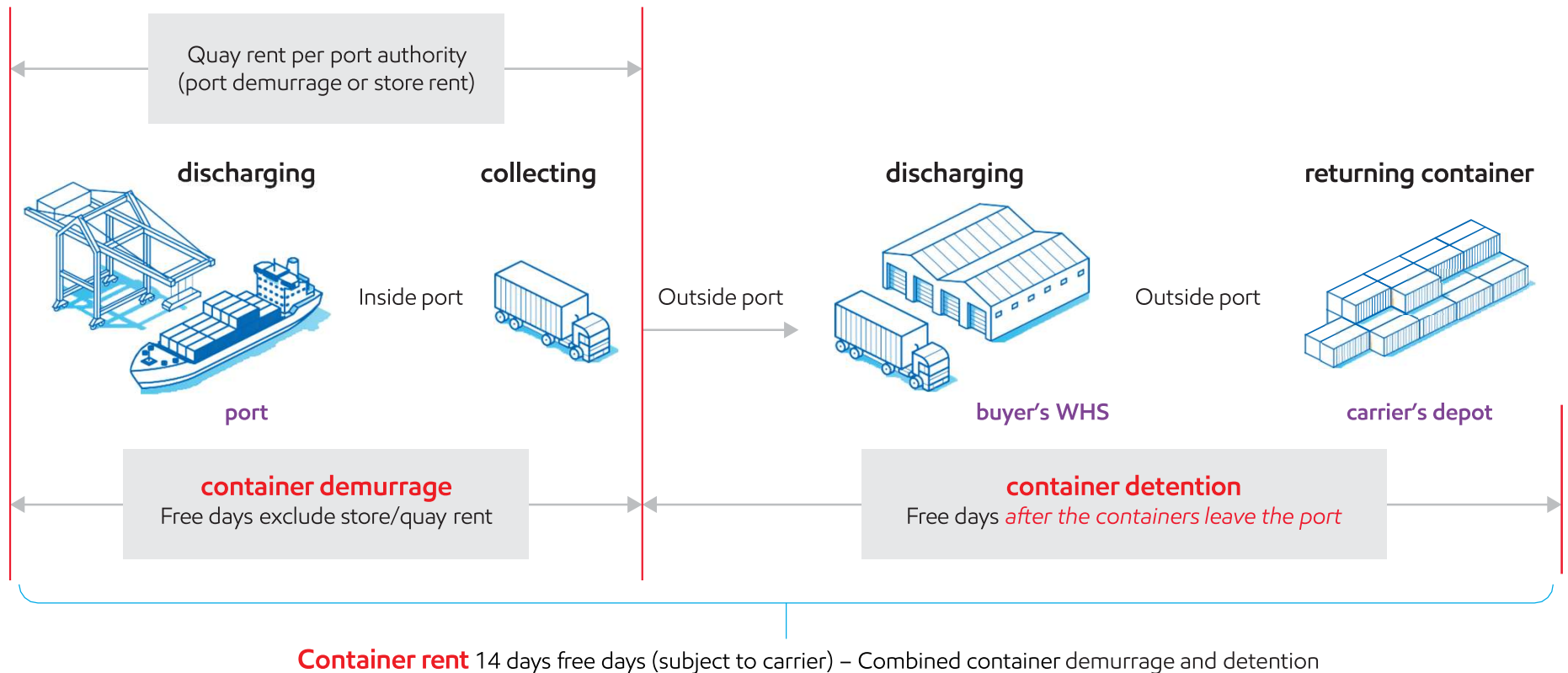
Mode of shipment	Packaging	Packaging Configuration	Full load	UOM
Truck delivery	Bag (BG)	25KGX55	19.25	MT (Metric ton)
Truck delivery	Bag (BG)	25KGX60	19.50	
Marine container delivery	Bag (BG)	25KGX55	23.375 - 24.75	
Marine container delivery	Bag (BG)	25KGX60	24 - 25.50	
Marine container delivery	Bag (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 pleased to offer product samples. To request a sample, please submit a request through our online portal or contact your Sales Representative directly.

Product	Minimum Quantity
Polypropylene	1 bag (25 kg)
Polyethylene	1 bag (25 kg)

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	▪ Delivery note ▪ Certification of Analysis ▪ Commercial Invoice ➢ For Singapore, the invoice will be sent automatically as an electronic copy. ➢ For Malaysia, it will be sent with the truck. ▪ Additional documents for Malaysia Cross-border deliveries: ➢ Custom document: Export permit/Cargo Clearance Permit (on behalf of ExxonMobil) <i>*[Not Applicable for SG Bill-to customers]</i> ➢ Custom document: K1 Receipt/Resit Rasmi (proof of ExxonMobil Customers' import tax/duty payment) - Form D (applicable for certain customers, e.g. Singapore bill-to, Malaysia ship-to)
Marine Container	• 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
Documents Offering	<i>*FTA document, please contact sales representative prior to order placement</i>



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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:

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.