SUPPLY CHAIN STANDARD OFFERING
BUTYL & EPDM BUSINESS

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.

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

4008423320

Elastomers and Resins:
apgcs-butyl-sh@exxonmobil.com

Mon - Fri

08:30 - 17:30



Taiwan

(00)80061600183

Elastomers and Resins:
apgcs-butyl-sh@exxonmobil.com

Mon - Fri

08:30 - 17:30



Hong Kong

(001)80061600183

Elastomers and Resins:
apgcs-butyl-sh@exxonmobil.com

Mon - Fri

08:30 - 17:30



Korea

007986610217

Elastomers and Resins:
apgcs-butyl-sh@exxonmobil.com

Mon - Fri

08:00 - 17:00



Thailand

1800010159

Elastomers and Resins:
chem.bkkgcs.butyl@exxonmobil.com

Mon - Fri

08:00 - 17:00



Singapore

18007231392

Elastomers and Resins:
chem.bkkgcs.butyl@exxonmobil.com

Mon - Fri

08:00 - 17:00



Malaysia

1800885797

Elastomers and Resins:
chem.bkkgcs.butyl@exxonmobil.com

Mon - Fri

08:00 - 17:00



Other Countries

6620268407

Elastomers and Resins:
chem.bkkgcs.butyl@exxonmobil.com

Mon - Fri

08:00 - 17:00



India

8000504062 | 8000504065

Elastomers and Resins:
chem.bkkgcs.butyl@exxonmobil.com

Mon - Fri

09:00-18:00



Japan

0120676737

Elastomers and Resins:
chem.bkkgcs.jpbutyl@exxonmobil.com

Mon - Fri

09:00-18:00

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:
For Japanese and Chinese customers, kindly provide both English and your local language information.

Required

- Company address (Sold-to Address)
- Delivery address (Ship-to Address)
- Address in invoice (Bill-to Address)
- Contact information (Tel no/ Email/Contact Person)
- Product you would like to buy
- TAX registration code (depending on destination country)
- License for import and export (depending on destination country requirement)

Account Set Up Lead Time

3 *working days*

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.

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.

1 **Onshore**

- Product and Quantity
- Required Delivery Date
- Delivery address

**Additional details may depend on country requirements*

2 **Marine**

- Product and Quantity
- Required Delivery Date
- Destination port
- 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



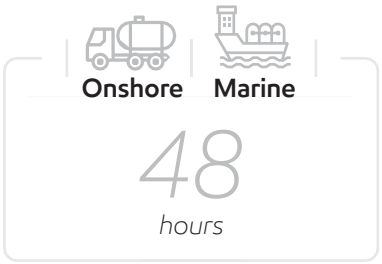
For cutoff time for onshore delivery, please place an online order or contact Customer Service for manual order placement before **01:00 pm.** (Singapore local time).

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 received payment slip within cutoff time.
- For L/C customer, order will be processed upon received 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?

For truck delivery, you may request for order changes or cancellation as long as total lead time shown in Page 7 still meet.

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 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 transit time (days)
Singapore	China	16-54
	India	14-30
	ASEAN	11-27
	Oceania	18-39
	Korea	19-36
Japan	China	19-30
Europe	China	44-77
	India	34-68
	ASEAN	37-71
	Oceania	50-80
	Korea	55-76
USA	China	45-94
	India	45-79
	ASEAN	40-93
	Oceania	74-115
	Korea	46-56

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.

EPDM					
Shipment Mode	**Packaging**	**Packaging Configuration**	**Destination Country**	**Full truck 40'**	**UOM**
Truck	Bag	25KGX50	SG	18.75 – 22.5	MT
Marine	Bag	25KGX20	INTERNATIONAL	17	MT
Marine	Bag	25KGX50	INTERNATIONAL	18.75-22.5	MT
Marine	Cardboard	34KGX36	INTERNATIONAL	18.36	MT
Marine	Cardboard	34.5KGX30	INTERNATIONAL	18.63	MT
Marine	Lease Crate	34KGX30	INTERNATIONAL	17.34	MT
BUTYL					
Truck	Lease Crate	34KGX36	SG	19.584 (20′)	MT
Marine	Lease Crate	34KGX36	INTERNATIONAL	23.256 (40') 19.584 (20′) **	MT
Marine	Lease Crate	34KGX30	INTERNATIONAL	16.320 (20′)	MT

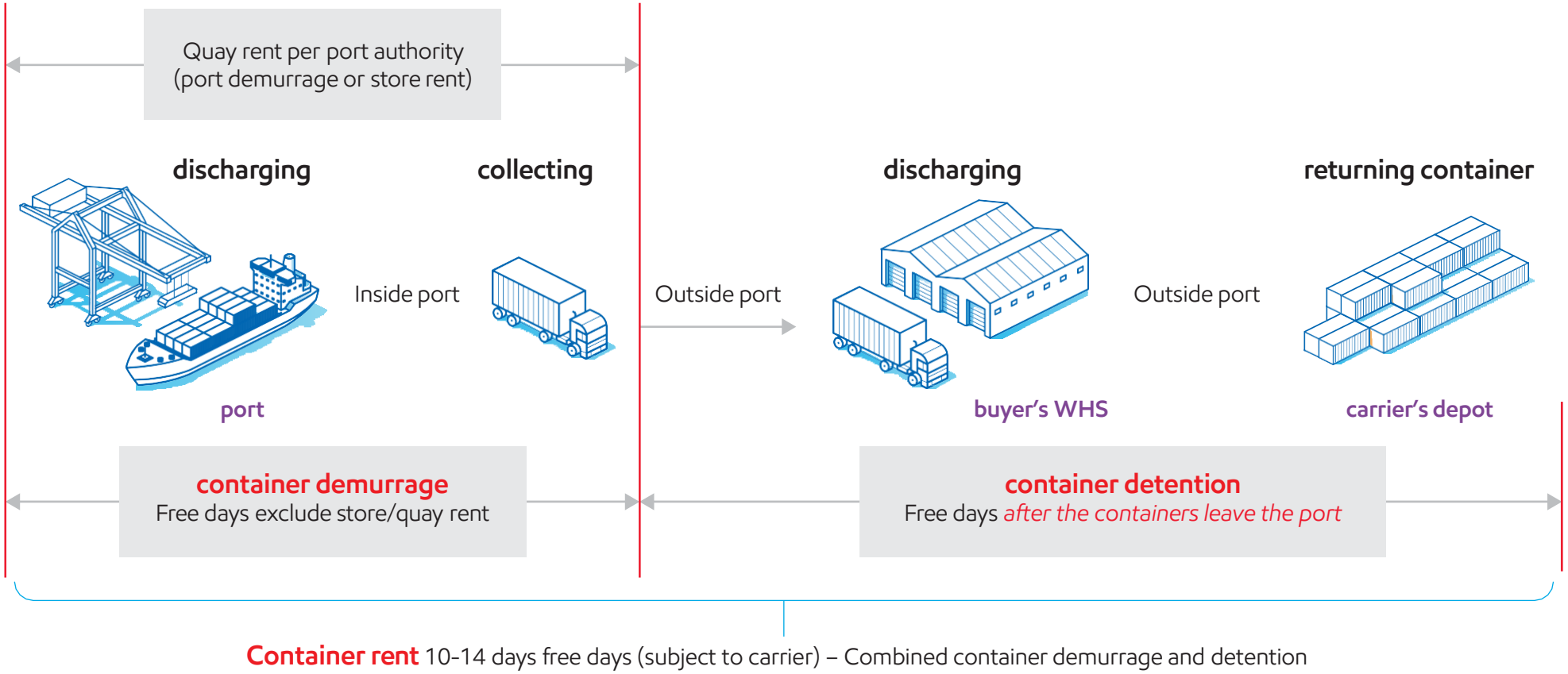
Order Quantity

*** Remark: the payload depends on destination countries, e.g., Hong Kong (17.136 MT), Vietnam (17.136 MT), New Zealand (17.136 MT)*



How do I count demurrage and detention days?

We provide 10-14 free calendar days of container rent (subject to carrier) 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 10-14 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 order 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 contact our Sales Representative.

Product	Minimum Quantity
Butyl	1 Bale
EPDM	1 Bale / Bag

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.

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 Malaysia cross-border deliveries, additional documents include: - 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	•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 **FTA document, please contact sales representative prior to order placement*

Documents Offering

Lease Crate Collection

Why leased metal crate?

- Reusable, leased metal crates free up the one-way packaging disposal
- Reduce packaging waste and ensure sustainability
- No contamination risks
- Better efficiency, rubber bales easily removable since crate's four sides fold down to the ground or can be stripped off

Who is our crate vendor?

GLOBAL PACKAGING SERVICES

GOODPACK
GROWING PARTNERSHIPS



What to aware?

- Please follow crate vendor's handbook for more details
- Crates from different vendors are not stackable and will create damage
- Customer to ensure crate condition before usage due to unforeseen incidences during transit and/ or storage
- Detailed CFB is required for every rejection or Issue for further investigation



Crate vendor deliver crate to EM

EM plant to check the condition before usage

EM plant to scan crate barcode before ship out

Crates are loaded on container

Import declaration for leased crate – Proforma invoice

Product unloaded at end user's warehouse

Contact crate vendor to collect empties

Vendor to collect empties

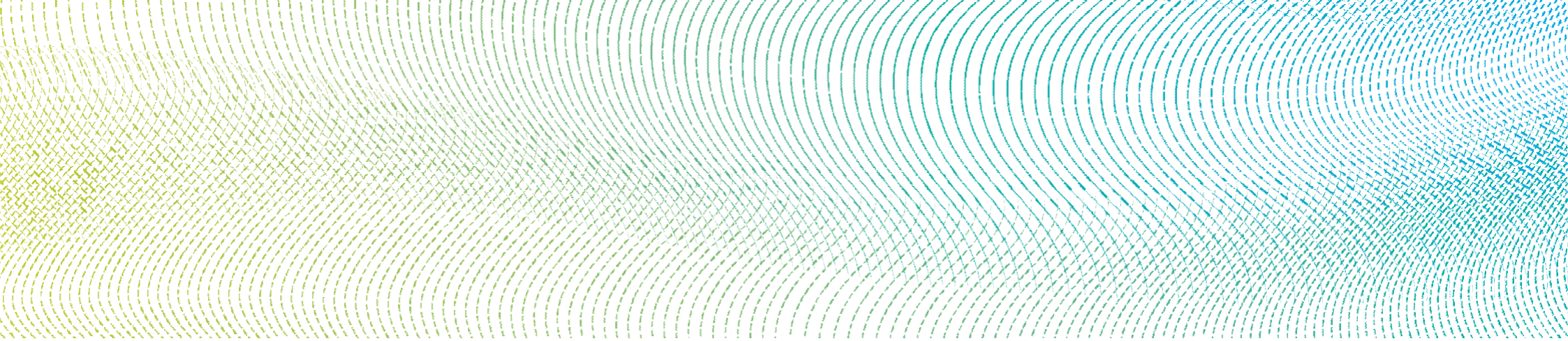
Vendor to scan the barcode and check for the crate condition

EM Plant

Crate vendor

End user/ Customer

Rental time **stops** once contact vendor to collect



ExxonMobil

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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.