



SUPPLY CHAIN STANDARD OFFERING OXO 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. Weekdays and operating hours are shown below. All time mentions are at local time :



Thailand

☎ 1800010152
✉ apgcs.oxo.sh@exxonmobil.com
📅 Mon - Fri
🕒 08:00 - 16:30



Chinese Mainland

☎ 4008423317
✉ chemical-ci@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



Japan

☎ 00531650493
✉ chemical-ci@exxonmobil.com
📅 Mon - Fri
🕒 09:00 - 18:00



Singapore

☎ 18007231394
✉ chemical-ci@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 18:00



Taiwan/ Hong Kong

☎ 80061600184
✉ chemical-ci@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



India

☎ 8000504066
✉ chemical-ci@exxonmobil.com
📅 Mon - Fri
🕒 08:00 - 17:00



Malaysia

☎ 1800885684
✉ chemical-ci@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



Korea

☎ +6620268399
✉ chemical-ci@exxonmobil.com
📅 Mon - Fri
🕒 09:30 - 18:30



Other countries

☎ +6620268399
✉ chemical-ci@exxonmobil.com
📅 Mon - Fri
🕒 Vary depends on country, please contact Customer Service for operating hours

Ordering



1 New Account Set Up

For first time customers or existing customers who would like to add new delivery destinations to their accounts, the following information is required for new accounts and new delivery destinations:



For Japan and Chinese customer, please provide both English and your local language information.

Account Set Up
Lead Time



Marine

There may be some lead time required in the set up of your account.



2 Order Process

Online

Online platforms are 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 that you to check your order lead time to ensure your expected arrival date can be met.

Manual Order

Alternatively, please send below information to our email address.



Marine

- Purchase order
- Product
- Quantity
- Destination port
- Required Delivery Date
- Shipping documents instruction for example; Consignee, Notify party, email recipients, dispatch address Banks details for bank term customer, etc.

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

To ensure your product is delivered within your expected time frame, please place an online order or contact Customer Service for manual order placement with sufficient lead time (Refer Page 7) to allow us check product and truck vessel availability.



4 Order status

Order Commitment

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

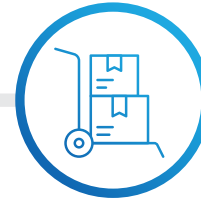
Shipment Delivery Notification



Shipment schedule will be sent to you through freight forwarder email or Customer Service. Estimated arrival date may be different from your initial requested date due to vessel availability.



Please refer to vessel nomination details. Vessel owner/Ship agent will contact you with any updates from vessel nomination.



5 Mode of Transport

We provide two modes of transportation



Bulk marine



Marine Isocontainer

To learn more details about each mode in order to meet your expected arrival date from your location, please contact our Customer Service.

Did you know ?

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

Did you know ?

- For customers with prepayment arrangements, your order will be processed upon receipt of the payment slip within the cutoff time.
- For L/C customers, your order will be processed upon receipt of the clean L/C



How will I be billed?

For marine order, invoice will be sent together with shipping documents from freight forwarder.

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.

For Bulk marine order, to prevent incurring dead freight, order may not be changed after vessel acceptance.

How can I pay my bill?

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

T/T

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

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 the L/C with one of the banks on our list, and provide your draft to our Customer Service to review before opening the original L/C. This is to prevent any extra charge from L/C amendments 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 the order within the lead time mentioned in table below.

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

GBU	Transportation Mode	Loading Country	Destination Area	Total Lead time (days)
OXO	Bulk Liquid Marine	Singapore	Malaysia	20
			Thailand	24
			Vietnam	25
			Indoesia	26
			South China	39
			Philippines	40
			Central China / Taiwan	45
			Japan/Korea	52
			India (West Coast)	55
		Europe	Thailand	95
			Korea	95
		USA	Japan	110
			Korea	110

Lead time = order preparation and transit time

GBU	Transportation Mode	Loading Country	Destination Area	Total Lead time (days)
OXO	Marine Isocontainer/Flexitank	Singapore	Thailand	18 – 21
			Malaysia	20
			Indonesia	20
			India	30
			Vietnam	20
			Philippines	18
			China	20 – 33
			Japan/Korea	25 – 30
		Europe	China	50 – 65
			Japan/Korea	60 – 70
			SEA	50 – 60
			India	45 – 60
		USA	China	65 – 90
			Japan/Korea	70 – 90
			SEA	70 – 90
			India	70 – 90

What quantities can I order?



Marine Isocontainer

We provide delivery in marine Isocontainer for both DG and non DG grades and Flexitank for some non DG grades. We can accommodate maximum of 9 Isocontainers for shipment from AP/EU and 4 Isocontainers for shipment from US in one order.

Mode of Transport	Product	Metric tons
Marine Isocontainer	EXXAL 9S AP	19
	JAYFLEX DIDP RPP	21.5
	JAYFLEX DIUP RPP	20
	JAYFLEX MB10	22
	JAYFLEX MB10	22.5 (Korean customer)

Suggested Order Quantity for Isocontainer/Flexitank subject to country road limitation



Bulk Marine

Subject to minimum port call quantity, below is suggested quantity for Bulk Marine mode, however, please confirm with our Sales Representative on order quantity before placing order:

Mode of Transport	Minimum Order Quantity
Bulk Marine (within SEA)	200 metric tons/product
Bulk Marine (within Asia Pacific, except SEA)	500 metric tons/product
Bulk Marine (Cross region)	500 metric tons/product

Suggested Order Quantity for Bulk Marine

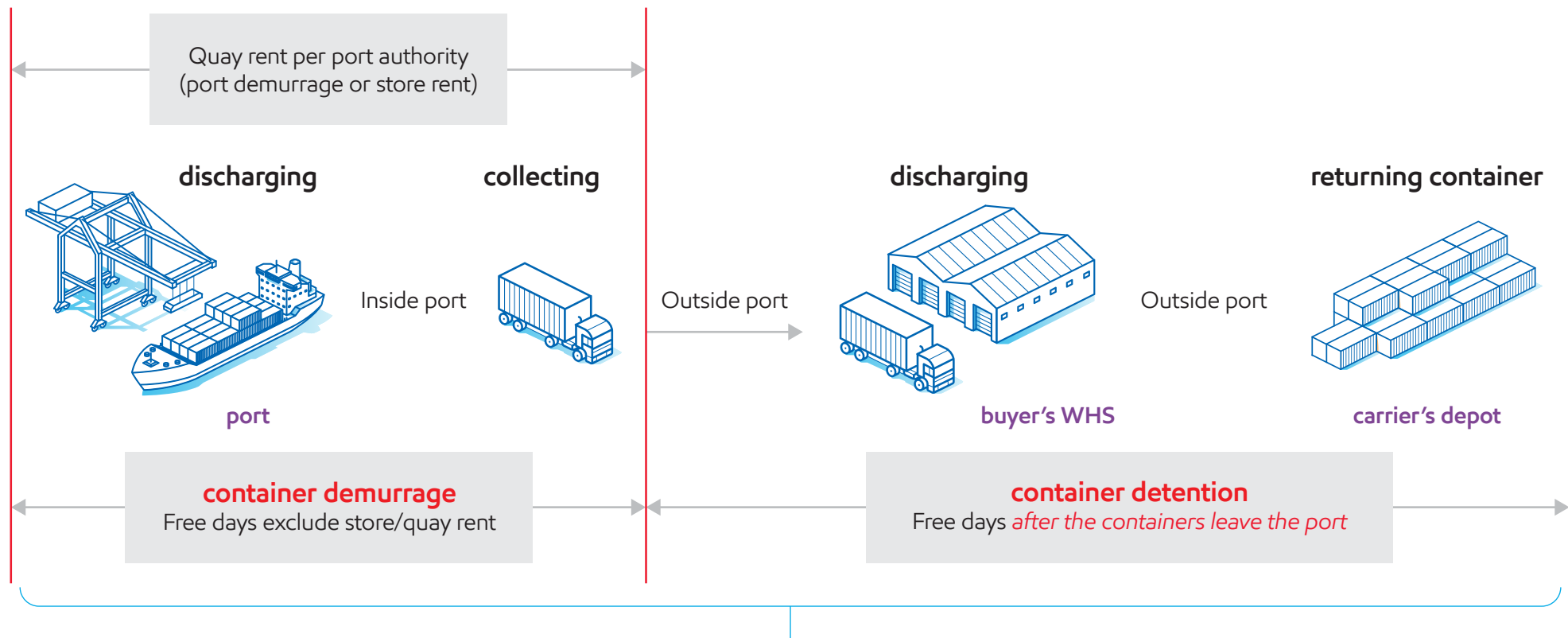


How do I count demurrage and detention days?

1 Isocontainer

We provide 10 free calendar days of Isocontainer rent or 14 free calendar days of Flexitank 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 are returned within 10 calendar days to prevent incurring additional rental charges.



Container rent 10 days free day for Isocontainer – Combined container demurrage and detention

2 OnshoreTruck

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

3 Bulk Marine

Demurrage detail and laytime allowed will be informed during vessel nomination process. Please ensure Bulk marine vessel is completely discharged as early as possible to prevent incurring additional demurrage charges.

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 expedited 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 or alternatively please key in sample request in online platform

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.

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
Marine Isotainer	<ul style="list-style-type: none">• Bill of Lading (B/L) 3/3• Commercial Invoice 1/1• Packing list 1/1• Certificate of Origin (COO) 1/1• Certificate of Analysis (COA) 1/1 <p>E-documents (Seaway Bill/Surrendered B/L, etc.) can be alternative option, please contact our Customer Service to check if your payment method applicable</p>
Bulk Marine	<ul style="list-style-type: none">• Bill of Lading (B/L)*• Surveyor Report at Load port• Commercial Invoice 1/1• Packing list 1/1• Certificate of Origin (COO) 1/1• Certificate of Analysis (COA) 1/1 <p>*In case Original B/L could not be issued timely due to short transit lead time, customer will be requested to issue Letter of Indemnity (LOI) to vessel owner to allow discharging product without Original B/L.</p>

Documents Offering

For additional shipping documents required such as Preferential Certificates of Origin (PCOO), e.g., ASEAN Trade in Goods Form D, or any other specific importing country documentation, please indicate your requirement in your PO or contact Customer Service



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Statements:

- 1) Company shall have the right to revise this Standard Offering at any time without notifying customers, provided that any such revision shall not lower the offer and service standard that customers enjoy. ExxonMobil shall notify customers of any such revision(s) within a reasonable period after such revision(s).
- 2) The Standard Offering described in this document is the typical service offering Company provides to its customers. Informations provided by Company herein, including, but not limited to, lead time, order cutoff time, terminal operating hours, and standard documents may vary dependings on the 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.