

SUPPLY CHAIN STANDARD OFFERING BUTYL & EPDM PRODUCT

EXXONMOBIL JAPAN GODO KAISHA



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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 :



Japan Elastomers & Resins

☎ 0120676737

✉ chem.bkkgcs.jpbutyl@exxonmobil.com

📅 Mon - Fri

🕒 09:00 - 18:00

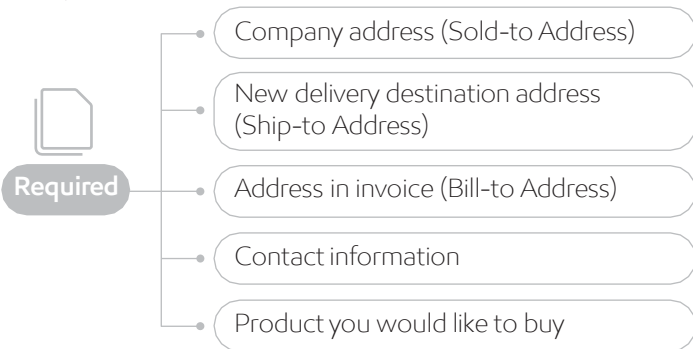


Ordering



1 New Account Set Up

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



Account Set Up Lead Time



working days

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



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 required information below Table 2 to our email address.



1 Truck Delivery

- Delivery address or Destination
- Product and Quantity
- Required Delivery Date



2 Self-Pick up

- Delivery address or Destination
- Product and Quantity
- Required Delivery Date
- Driver contact, Tel no.
- Car plate



3 Port Sales

- Delivery address or Destination
- Product and Quantity
- Required Delivery Date

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 Onshore Order Cutoff Time



To achieve optimum delivery time and planning, we recommend you to provide purchasing order before cut-off time as shown in below table. Order received within cut-off time will be processed for next 3 days loading. If order is received after cut-off time, it will be processed in the next working day.

Cut-off Time (Local Time)	Mode	Delivery work hours
12:00 pm	Truck Delivery & Self-pick up	Mon-Sat **(Excluded public holiday)

Cut-off Time and delivery hour



4 Order status

Order Commitment

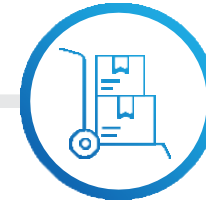
An order confirmation or Sales contract will be automatically sent to you once your order is confirmed and ready for shipment. Alternatively, Customer Service will send an email to confirm you on order status.

Material Availability

We store each of the product in differences warehouse. Please find materials storage location per below table.

Warehouse Location	Warehouse Location	Material
Kawasaki	Butyl	Regular Butyl
Kashima	Butyl	Halo Butyl
Kobe	Butyl	Butyl import products

Material Availability



5 Mode of Transport

We provide three modes of transportation



Truck Delivery is for customers who are located in the same country with our warehouse.



Customer self-pick up is for customer who would like to pick up product from our warehouse. Our warehouses are located at Kobe, Kawasaki and Kashima.



Port sales is where products are imported from overseas plants to Japan ports. Customers can pick up product at Japan port or we can deliver product to your in-land destination.

Did you know ?

It is important for you to verify the details in Order Confirmation or Customer Service's confirmation email against your Purchasing Order and reply back to Customer Service if any discrepancies 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?

We provide collective invoice in electronic copy on monthly basis by beginning of following month.

How do I change/ cancel my order?

For truck deliveries, you may request order changes or cancellation as long as it is within the total lead time shown in Page 7.

For customer self-pick up arrangement, order change or cancellation can be done 1 working day before pick up date if request is receive before order cut-off time.

For Port Sales, you may request for order changes or cancellation as long as the order has not been confirmed or booked.

How can I pay my bill?

Bank of America (Tokyo branch) is our main service bank for JPY currency. Payment method is **Telegraphic Transfer (T/T)** : Please provide 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.

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?

Table provided below is included pick-pack and transit time to each destination.

Supply Plant/ Warehouse Location	Destination City	Pick pack and transit time
Kawasaki	All Japan Cities	4 working days
Kashima		
Kobe		

Lead time = order preparation and transit time



What quantities can I order?

The optimum quantity is a full truck load for truck deliveries and a full container for marine delivery as mentioned below. Any difference should be raised with our Customer Service or Sales Representative before the order placement.



Butyl Packaging:

Packaging	Packaging Configuration	Full Pallet	UOM
Lease Crate	34 KG x 30	1,020	KG
	34 KG x 36	1,224	

Order Quantity



Port Sales

Butyl Packaging:

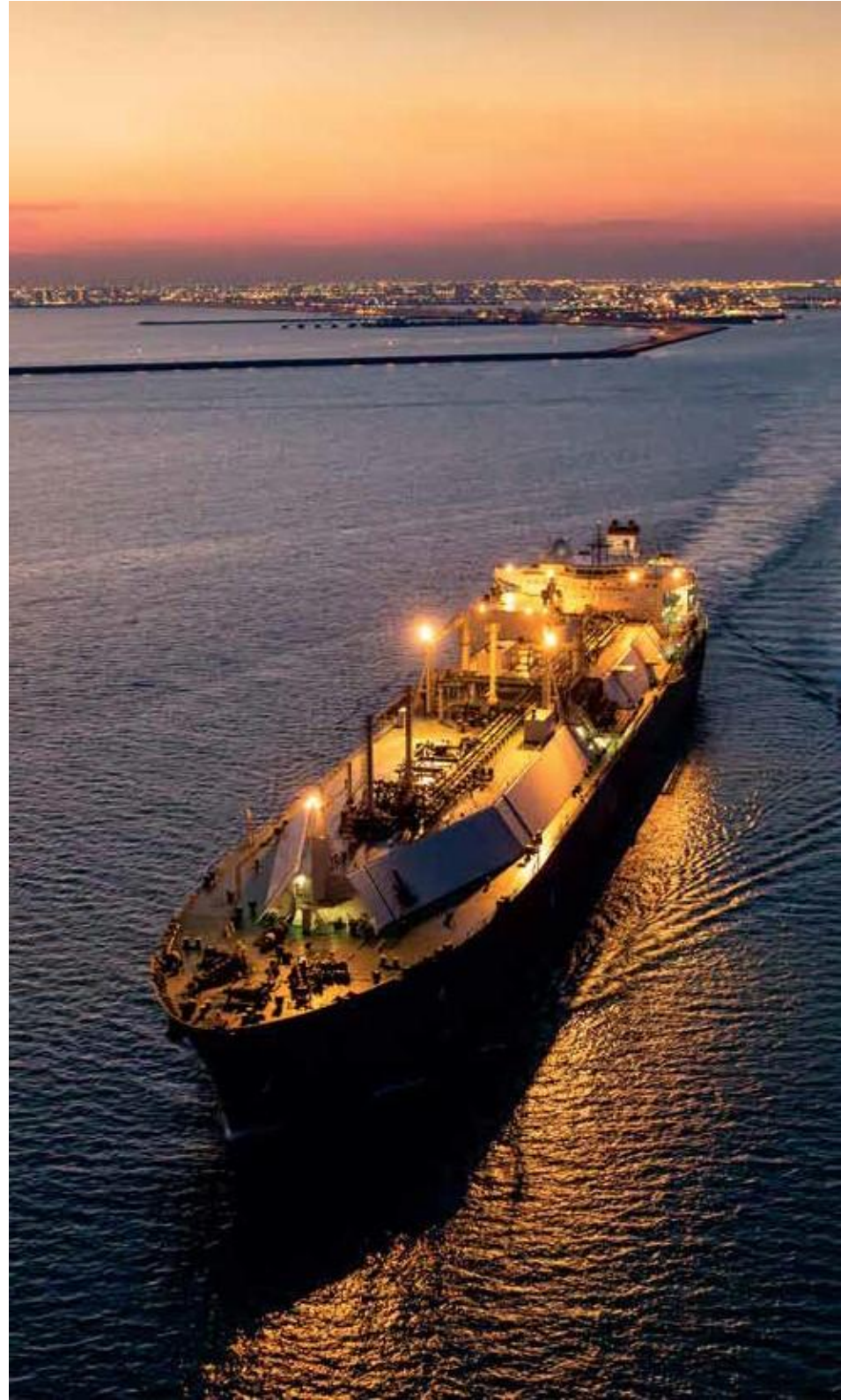
Packaging	Packaging Configuration	Full Pallet (20' Container)	UOM
Lease Crate	34 KG x 36	17,136 – 18,360**	KG

** The quantity may vary depending on the place of origin

EPDM Packaging:

Packaging	Packaging Configuration	Full Pallet (40' Container)	UOM
Bag (BG)	25 KG x 20	17,000	KG
	25 KG x 50 (US grade)	18,750	
	25 KG x 50 (SA grade)	22,500	
Cardboard (CC)	34 KG x 36	18,360	
	34.5 KG x 30	18,630	
Lease Crate (LC)	34 KG x 30	17,340	

Order Quantity



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 an expedited order. Kindly note that it may result in additional charges.

Can I request a sample from ExxonMobil?

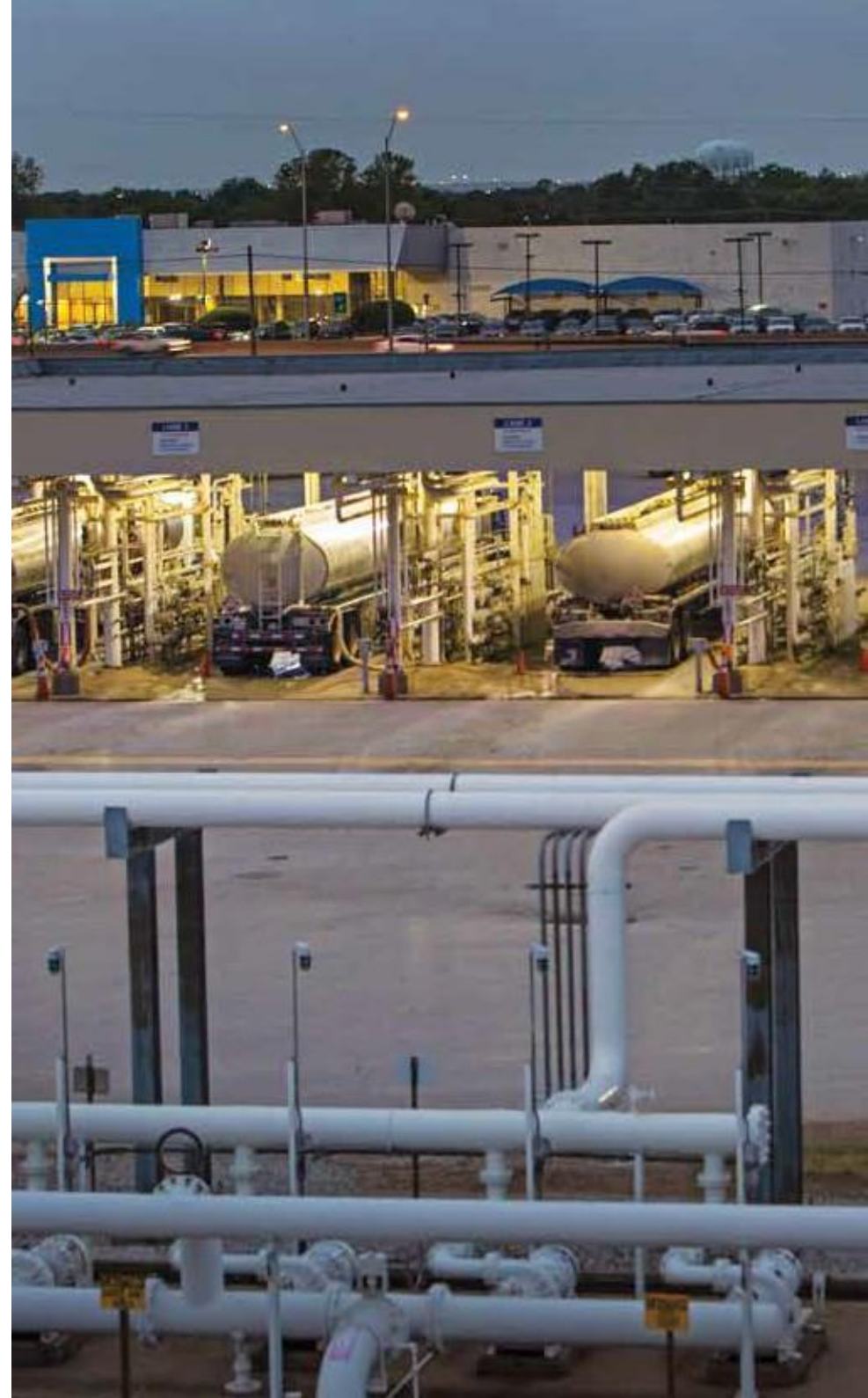
We are happy to provide our product sample for you. If you would like to request product sample, please place a sample request in our online portal or contact our Sales Representative.

Product	Minimum Quantity
Butyl	1 Bale
EPDM	1 Bag/Box

What type of documents will I receive with my shipment?

The standard document set for each shipment that will be provided

Transportation Mode	Documents Offering
Truck delivery and Port Sales	<ul style="list-style-type: none">•Delivery Note•Certificate of Analysis (COA)



Order Delivery



Onshore Truck Type

We provide different type of truck to serve onshore delivery. Please find picture of truck type we provide in figure below.

Type	Quantity
Shared truck	For small volumes (up to 2 pallets)
Chartered Truck	For big volumes (more than 3 pallets)

Onshore Truck Type



Customer Self-Pick up

Please be informed that using of Flatbed truck (平板车) is not recommended to load product from our warehouse due to security concern and it is prone to have product quality issue.

Recommended truck type is high barrier truck and shall have properly cover, this is to prevent product topple and wet packaging.



Flatbed truck not recommended

Lease Crate Collection

All Butyl and some EPDM products are supplied in leased crate which must be returned to the crate providers; GPS and Goodpack.

Once product registration is completed, in case the product packaging is leased crate, our customer service will provide you with the detailed guideline on leased crate handling.

Please follow the detailed guideline when preparing to return the leased crate and inform crate providers' local contacts and our customer service team to arrange the pick-up when it is ready for collection.

Product from Kawasaki and Kashima Warehouse

The crate provider is Goodpack. The collection will be arranged by Japan Butyl. Please contact our customer service to arrange the crate collection by providing below information.

Product from Kobe Warehouse

The crate provider is GPS. The collection will be arranged by GPS Japan. Please contact GPS Japan (contact information is provided in GPS crate handling detailed guideline) and keep our customer service team in the email loop to escalate when there is an urgent case. Please provide below information.

Warehouse Location	Required information
Kawasaki	<ul style="list-style-type: none">• Pickup address• PIC contact information• Requested collection date• Number of pallets to be collected
Kashima	
Kobe	

Lease Crate Collection

Why leased metal crate?

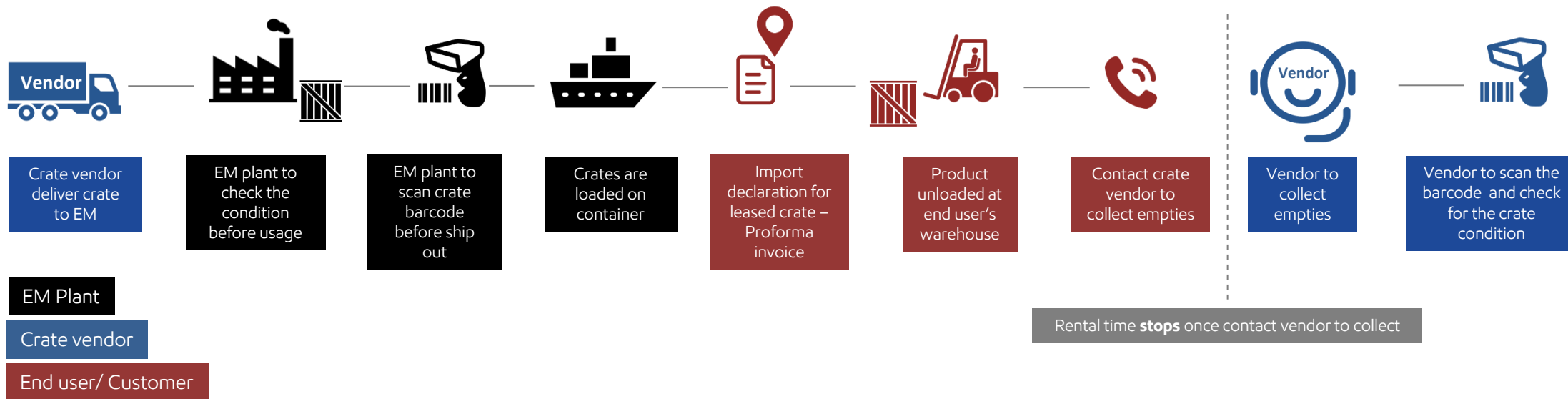
- Reusable, leased metal crates free up the one-way packaging disposal
- Reduce packaging waste and ensure sustainability
- No contamination risks
- Better efficiency, rubber bales easily removable since crate's four sides fold down to the ground or can be stripped off

Who is our crate vendor?



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





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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:

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