

SUPPLY CHAIN STANDARD OFFERING BUTYL & EPDM 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 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 :



China Butyl & EPDM

☎ 4008423320

✉ apgcs-butyl-sh@exxonmobil.com

📅 Mon - Fri

🕒 08:30 - 17:30



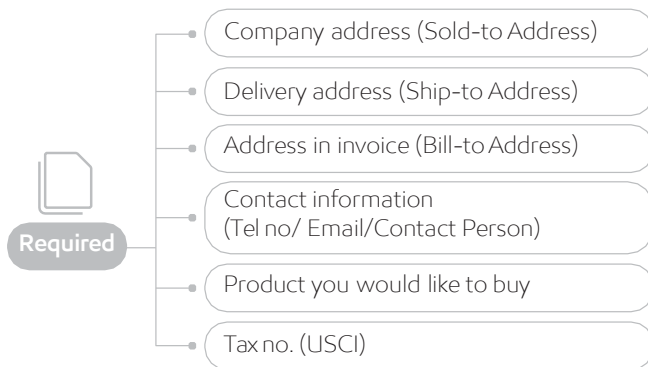
Ordering



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:

Please provide below documents in both English and Chinese languages for VAT invoice issuing



Account Set Up Lead Time



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

**Additional details (if any) may depend on country requirements*



- 2 **Self-Pick up**
 - Delivery address or Destination
 - Product and Quantity
 - Driver contact, Tel no.
 - Car plate

**Additional details (if any) may depend on country requirements*

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 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 day loading. If order is received after cut-off time, it will be processed in the next working day.

For prepayment, order will be processed when cash transfer within cut-off time.

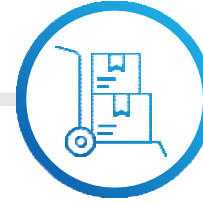
Cut-off time (Local Time)	Mode	Delivery work hours
03:00 pm	Truck Delivery	Mon-Sat for Shanghai and Chongqing warehouse <i>** (Excluded public holiday)</i>

Cut-off Time and delivery hour



4 Order status

Order Commitment
Sales Contract will be sent out automatically to you once your order is confirmed and ready for shipment. Alternatively, Customer Service will send email to confirm you on order status.



5 Mode of Transport



Onshore truck

We provide truck delivery for customers who are located in the same country with our warehouse and also provide service for customer who would like to pick up product from our warehouse. Our warehouse is located at Shanghai.

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?

VAT Invoice will be issued by No.1 Market located in China, it takes approximately 1-2 days and will be sent to you by post mail

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 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 in Page 7

Please contact our Customer Service to check order status for immediate support. Any changes or cancellation after the order confirmation or booking may result in additional charges.

How can I pay my bill?

Bank of America N.A. Shanghai Branch (美国银行有限公司上海分行) is our main service bank. There are 2 main payment methods that we offer including Telegraphic Transfer and Electronics Bank Acceptance Draft (e-Bad电子银行承兑汇票).



Telegraphic Transfer (T/T): Please mention 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 and booking.



Electronics Bank Acceptance Draft: We have criteria to accept the e-BAD, kindly contact Customer Service before remittance e-BAD. Please be noted that the physical BAD will not be accepted.

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.

Loading City	Destination City	Pick-pack and Transit time
Shanghai	Anhui	2-4
	Beijing	3-4
	Chongqing	6-8
	Fujian	3-7
	Guangdong	4-7
	Gansu	6-10
	Guanxi	4-9
	Guizhou	5-10
	Hainan	5-8
	Hebei	3-7
	Heilongjiang	6-10
	Henan	3-7
	Hubei	3-6
	Inner Mongolia	7-10
	Jiangsu	2-4
Jiangxi	3-7	

Loading City	Destination City	Pick-pack and Transit time
Shanghai	Jilin	5-10
	Liaoning	5-8
	Ningxia	5-10
	Hunan	3-6
	Qinghai	6-11
	Shaanxi	4-7
	Shandong	3-6
	Tianjin	3-4
	Shanxi	4-8
	Sichuan	6-8
	Xinjiang	8-10
	Shanghai	1
	Xizang	9-11
Zhejiang	2-4	
Yunan	6-8	

Standard Lead Time for Onshore Trucking – Company Delivery



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.

Packaging Type	Packaging	Full Truck	UOM
Bag (BG)	25KGX50	22.5	MT
Lease Crate (LC)	34KGX30	22.44	MT
	34KGX36	24.48	MT

Order Quantity

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.



Onshore Truck Type



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

Instruction for customer self-pick up:

1. Overload is not allowed
2. De-palletization is not allowed
3. Driver must carry truck license, driver license and personal ID card
4. To avoid waiting for long time at our warehouse, please book time slot with warehouse in advance

To align with China government regulations, kindly do ensure that there is no dangerous goods signs on the trucks as our warehouse is an ordinary warehouse without dangerous goods.



Example of dangerous goods signs which shall not attach on the truck



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 Bag/box

Minimum sample order size and quantity

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	<ul style="list-style-type: none"> • Delivery note • Certification of Analysis

Documents Offering

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.



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Shanghai 200241

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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.