

SUPPLY CHAIN STANDARD OFFERING POLYPROPYLENE ICON

EXXONMOBIL CHEMICAL SERVICES (SHANGHAI) CO., LTD



Contents

3

How do I place an order with ExxonMobil?

8

Order Delivery

6

- How will I be billed?
- How do I change/cancel my order?
- How can I pay my bill?

9

- Can I expedite the shipping of my order?
- What type of documents will I receive with my shipment?
- How do I provide feedback to ExxonMobil?

7

What quantities can I order?

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

PP: Polypropylene

ICON: Innovative Customer Offering Network

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 in below.



China



PP ICON

4008423321



appo-nprc-pp@exxonmobil.com



Mon - Fri



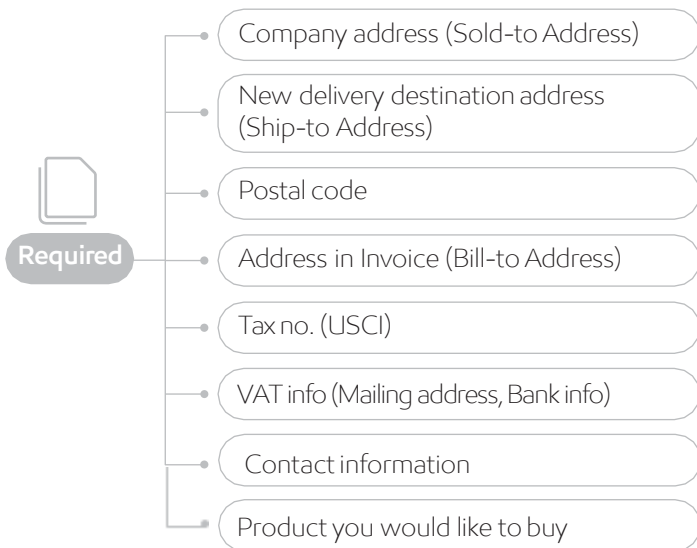
08:30 - 17:30

Ordering



1 New Account Set Up

If you are first time customer or existing customer who would like to add new delivery destination to your account, we would require below information from your side.



Account Set Up Lead Time



Working days

In some cases, account set up time 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 cut-off time to ensure your expected loading date can be met

Manual Order

Alternatively, please send required information to your Sales representative or Customer Service email address



Self-Pick up

- Customer destination address
- Product and Quantity
- Required loading date
- PO number
- Driver info, Tel no.
- Car plate

**Additional details 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 cutoff time, it will be processed in the next working day. For prepayment, order will be processed when cash transfer within cut-off time.

China Cut-off Time (Local Time)	Mode	Loading date
2.00pm	Self-Pick up	Mon-Fri (Exclude China public holiday)

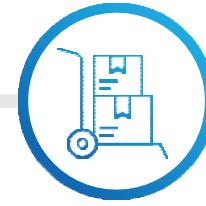
Cut-off Time and loading date



4 Order status

Order Commitment

Sale 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

We provide self-pick up as our method of supply for customers. Our warehouses are located in Tianjin, Shanghai, Qingdao, Ningbo and Dalian, etc.



Self-Pick up

Did you know ?

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

Did you know ?

- For prepayment customer, order will be processed upon received payment slip within cutoff time.



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 submitted to you by post mail.

How do I change/ cancel my order?

For customer self-pick up arrangement, order change or cancel order can be done 1 working day before pick up date if request is received before order cutoff time in Page 5

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 is our main service bank. There are 2 main payment methods that we offer including Telegraphic Transfer and Electronics Bank Acceptance Draft (e-BAD).



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 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.



What quantities can I order?

The optimum quantity for full truck load is mentioned as below. Any deviation should be consulted with Customer Service or Sales Representative before order placement.

Packaging	Packaging Configuration	Full Load	UOM
Bag (BG)	25 KG x 60	25.50	MT (Metric ton)

Order Quantity

Order Delivery



Customer Self-Pick up

We provide self-pick up as our method of supply for customers.

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. Driver must show up at warehouse by 17:00 China local time. Kindly note that late show up may result in additional charges or impact on your pick up plan



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

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.



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.

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 document set for each shipment that will be provided to you are as follows:

Transportation Mode	Documents Offering
Self-Pick up	<ul style="list-style-type: none">•Delivery Note (E-copy)•Certification of Analysis (by email)•VAT invoice (Courier by post mail)



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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.