



P&G Chemicals

Logistics and Customer

Service Standards

(Shipments originating from Asia)

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P&G Chemicals is committed to providing quality customer service to our valued customers.

P&G Chemicals created these standards to present an overview of the way we do business. Our goal is to provide you with useful information about order placement, logistics and payment procedures.

Please refer to <https://www.pgchemicals.com/documents-and-downloads> for the latest version and will supersede all previous versions.

Key Contacts

Customer Service Operations Team

- Queries on Shipment arrangement and documentation post PO confirmation.

Email address
asiachemcs.im@pg.com

Sales

- For queries on product, price, quality and purchase - Please contact your Sales Representative

Name as of Jan 2025	Email address
Ng, Petrina	Ng.p@pg.com
Khan, Paulami	Khan.p.1@pg.com
Chue, Clara	Chue.c@pg.com
Sim, Kenneth	Simzhongzhi.k@pg.com

Customer Operations

P&G Customer Service Operating hours: We aim to always have a member of the team available between 09:00 – 18:00 (SG time, GMT +8) Monday to Friday, except on Singapore Public Holidays.

Information

P&G Chemicals' website www.pgchemicals.com offers 24/7 access information about our company, our products, and our sustainability programs. If the information you are looking for is not found on the website, please contact your Sales Representative.

Sample Requests

Sample requests can be submitted through the website [P&G Chemicals Sample Request Form](#). We will review, approve and process your request and ship the sample as soon as possible.

Order Placement

Please submit all orders via email to your Sales Representative, copying our Customer Service Operations Team (asiachemcs.im@pg.com). Customers should always provide the following information in PO when placing an order.

1. Purchase Order Number
2. Consignee Name and address [Same as *Customer Fact Sheet]
3. Product Name
4. Quantity
5. Requested Delivery Date
6. Agreed Price
7. Port Of Destination
8. Packaging Type
9. Incoterm
10. Payment Term

Incoterms

PGC offers and only accepts the following 2 incoterms:

DAP – Delivered at Place (Destination Port): The seller is responsible for arranging the entire shipment up to delivering the goods to Destination Port. Risk transfers to the buyer upon delivery. The seller is responsible for clearing goods for export, but the buyer assumes responsibility for import customs duties, fees, and taxes. P&G liability is until destination port, P&G will not issue Insurance certificate.

FOB – Free on Board (Origin Port): The seller is responsible for packaging, pickup, and delivery of goods onto a vessel at the port of shipment but with buyer own equipment and ensure quality equipment provided for the shipment. Liability transfers to the buyer once the goods are on board the vessel; the buyer is responsible for every other step of the journey.

Order Changes

Any changes to agreed sailing schedule must be communicated in writing to the Customer Service Operations Team (asiachemcs.im@pg.com) no less than 3 weeks prior to the confirmed Estimated Time of Shipment (ETS) and is subject to internal approval. Any additional costs incurred will be charged to the customer.

Order Acknowledgement

Your Sales representative will send the Sales Confirmation Letter as confirmation to your Purchase Order.

P&G Chemicals will acknowledge receipt of orders via an order acknowledgement email which will be sent from iport-noreply@pg.com, a PGC automated system (2 to 4 workdays after PO confirmation).

Shipment Confirmation

A shipment confirmation will be sent from iport-noreply@pg.com as soon as we are able to confirm loading and shipment dates with our loading site and carriers. The timing of the same will depend on payment terms and Requested Estimate Time of Arrival (RETA) dates we have agreed on.

Standard Order Lead Time [FOB/DAP]

For all new customers, the default payment terms are Cash in Advance. However, as we establish a long-term and stable volume purchase relationship, we will review the payment terms based on customer credit scores and sustained on time payment performance.

Payment Term	Lead Time
Open Term	<p>4 weeks from receipt of new order to sailing date</p> <p><i>For example</i></p> <p><i>Order placed on 21st Jan 2020</i></p> <p><i>We will ship after 4 weeks viz after 14 Feb 2020</i></p>
Letter of Credit/ Cash-in-Advance	<p>Upon receipt of Letter of Credit (LC) confirmation / payment sighted in P&G Bank, 4 weeks to sailing date</p> <p><i>For example</i></p> <p><i>Order placed on 21st Jan 2020</i></p> <p><i>LC is only finalised on 7 Feb 2020</i></p> <p><i>Order will ship after 6 Mar 2020</i></p>

The delivery date for your order will depend upon the transit time required from our loading location to your requested delivery destination. See also section 'Delivery guidelines' for further details on this.

If we are unable to meet the requested delivery date before or after an order has been confirmed, we will keep you informed of the progress of the order.

Delivery Guidelines

Timing

Shipments are considered on time if:

- Sea: Actual sailing is +/- 5 days vs estimated sailing date in booking confirmation
- Truck: Delivered per request delivery date

Delivery Lead Times

Please contact your Customer Service Operations Team (asiachemcs.im@pg.com) for end-to-end lead times (=order lead time to loading date plus transit time from loading date to receipt of material at customer). Any order requested with a shorter overall lead time than this will be considered a non-standard order, PGC will assume no liability for potential delivery issues for a

non-standard order (i.e. late delivery, equipment issues, etc.)

Standard Order Quantity

Product	Product Family	Density (g/cm ³)	Isotank iPort Loading (MT)	Flexibag iPort Loading (MT)	Container	
					20ft	40ft
AE1	ETHOXYLATES	0.9	20	NA	NA	NA
AE3	ETHOXYLATES	0.9	21.4	NA	NA	NA
AE7	ETHOXYLATES	0.9	20	NA	NA	NA
CE-1214	ESTERS MID CUT	0.9	20	NA	NA	NA
CE-1618	ESTERS MID CUT	0.9	20	20	NA	NA
CE-1875	ESTERS HEAVY CUT	0.9	20	20	NA	NA
CE810	ESTERS LIGHT CUT	0.9	20	20	NA	NA
CO1214	ALCOHOLS MID-CUT	0.8	20	NA	NA	NA
CO1270	ALCOHOLS MID-CUT	0.8	20	NA	NA	NA
CO1698 (liquid bulk)	ALCOHOLS CETYL	0.8	20	NA	NA	NA
CO1899 (liquid bulk)	ALCOHOLS CETYL	0.8	20	NA	NA	NA
CO1698 (25kg)	ALCOHOLS CETYL	0.8	NA	NA	12	24
CO1899 (25kg)	ALCOHOLS STEARYL	0.8	NA	NA	12	24
CO1698 (500kg)	ALCOHOLS STEARYL	0.8	NA	NA	10	20
CO1899 (500kg)	ALCOHOLS STEARYL	0.8	NA	NA	10	20
Fatty Alcohol Bottom	BOTTOMS AND REMNANTS	Not available	20	20	NA	NA
Glycerin (liquid bulk)	GLYCERIN	1.25	24	24	NA	NA
Glycerin (1.25MT/IBC)	GLYCERIN	1.25	NA	NA	22.5	40
Glycerin (250kg/drum)	GLYCERIN	1.25	NA	NA	20	40
TA1618 (liquid bulk)	ALCOHOLS HEAVY CUT	0.8	20	20	NA	NA
TA1618 (25kg)	ALCOHOLS HEAVY CUT	0.8	NA	NA	12	24
TA1618 (500kg)	ALCOHOLS HEAVY CUT	0.8	NA	NA	10	20

*Above Isotank tank loading quantities are based on arrangement by P&G for DAP incoterm.

*If Customer have different volumes requirements due to destination restriction, Please indicate in Customer Fact Sheet (CFS) and feedback to your Sales Representative.

* Less than a container load (LCL)options could be worked on an exceptional basis.

Loaded Weight Tolerance

PGC may deliver within a weight tolerance of +/- 5% of ordered quantity stated on the Purchase Order. Invoice will be based on the actual weight of product loaded as recorded in our weighbridge ticket.

Customer Shipping Requirements

PGC maintains a database of all customer shipping requirements. PGC works with the customer prior to start of service to create the initial requirement documents. In the event of any changes to the documents below, customer needs to inform Customer Service Operations Team (asiachemcs.im@pg.com) for prompt update in our system.

1. **Customer Fact Sheet (CFS)**

This is a document that captures all your documentation needs along with any special requests that we may have mutually agreed. You should have received this from your Sales Representative before order placement. We need this document filled by the customer before we process any orders.

This document should be shared prior to New Customer Setup/ PO receipt from a New Customer [See attached sample]

Note: Consignee Name and Address in Customer Fact Sheet should be the **same** as the Consignee Name and Address in the **Bill of Loading**

2. **Health Certificate Application Letter** – Only required for Customer who require, Certificate is valid for 6 months [See attached sample]
3. **Shipping Labels and Shipping Mark** – P&G uses standard shipping label and shipping mark for all customers. If you require to understand if our standards meet your needs, please contact your Sales Representative for a template.

P&G Chemicals Equipment

- PGC provides equipment for all delivered lanes that meet the customer's requirements as defined in the Customer Fact Sheet including all equipment required to discharge the equipment and as necessary to meet the min/max loading requirement.
- PGC's carriers provide vehicles which are safe, road-worthy, well presented, clean externally & internally, and supplied with all the necessary equipment to meet both the loading site and the customer delivery requirements.
- Equipment provided meets all applicable regulations such as International Maritime Dangerous Goods (IMDG) as applicable to the mode of transport undertaken and the specific product carried.
- All equipment delivered from PGC will be sealed with the seal numbers noted. If the seal is found broken or tampered at port of arrival, please notify the Customer Service Operations Team (asiachemcs.im@pg.com) immediately and do not unload the vehicle.
- Equipment used are general-purpose equipment and in line with Container Guideline as per attached below. Any requirement for a Food-Grade equipment should be shared by the customer with the Customer Service Operations Team (asiachemcs.im@pg.com) at point of ordering.
- All ISO containers have a built-in walkway at the TOP of the framework with a permanent fixed ladder at the back of the ISO directly below and on the same side as the walkway.

Demurrage and Claims

PGC will investigate all claims related to discrepancies. Customer must provide proper supporting documents [Example Demurrage and Detention (D&D) and Claim Invoice from Carrier/Equipment]. In the case of a volume discrepancy, P&G's weighbridge ticket will be final.

Customer Pick-Up Pre-requirements for FOB Incoterms

For shipments on FOB terms, customer must sign a PGC FOB Agreement. Contact Customer Service Operations Team (asiachemcs.im@pg.com) for a form.

Some of our facilities are first come, first serve; others require shipment appointments as outlined:

1. For Sea shipments:

- a. Customer to share appointed agent name and contact at point of ordering.
- b. Customer to ensure their appointed agent [Carrier/Equipment provider] responsible for vessel bookings is aware of Port of destination and Requested Date of Arrival.
- c. Customer's appointed agent to provide vessel booking confirmation within 3

workdays upon confirmation of schedule by PGC Customer Service Operations Team (asiachemcs.im@pg.com) or PGC appointed Freight Forwarder

- d. Customer is responsible for ensuring that the equipment is in good condition and does not impact the safety and quality of the product and shipment (PGC Container Quality Guideline (As per attached in P&G Chemicals Equipment header)
- e. Customer are expected to bear the cost of any equipment defects resulting in additional cost (additional trip for equipment exchange/replacement, documentation amendment, etc).

2. Truck:

- a. Customer's appointed agent to provide truck details 1 workday Plant/Freight Forwarder prior to collection.
- b. Customer to check on cargo readiness with Customer Service Operations Team (asiachemcs.im@pg.com) at least 3- 5 workdays before collection.

Refusals of Shipped Products

All refusals must be notified immediately to the Customer Operations Team, your Sales Representative and the operating carrier. Contact Customer Service Operations Team (asiachemcs.im@pg.com) for a form.

Authorized Reasons for Refusals

1. Quality and equipment issues

Examples include contaminated material, material does not meet agreed customer specification, equipment does not meet agreed unloading specification and substantially hinders or makes impossible safe unloading on site. If requested by PGC, please provide pictures of the equipment and/or the material to enable our investigation.

2. Shipping Errors

If the "wrong product" is delivered to you, please notify PGC immediately via the Customer Operations Team and Sales who will advise on the next course of action. In the meantime, customers should hold any unordered or incorrect goods safe from harm and should comply with P&G Chemical's instructions for onward handling. The customer may be responsible for all associated costs for the order if a customer error is responsible for the situation.

Unauthorized/Invalid Reasons for Refusal

1. Off - Quality Material in Customer's Possession

Once the customer takes possession of the material (either via FOB or transfers material into their tank), P&G Chemicals is not liable for damage caused by the customer or unknown causes. P&G Chemicals will not accept return of material once product has been completely or partially unloaded.

2. Brands Discontinued (or De-listed) by a customer

3. Material in Customer's Possession at time of Division, Closing or Acquisition

Procter & Gamble Address and Service Guidelines

Volume and Billing

P&G Chemicals will bill in accordance with the loaded quantity as recorded in our weigh bridge ticket.

According to Terms of Sale, the customer agrees to pay according to the P&G Chemicals weight ticket as reported on the Bill of Lading. Invoices are billed in the agreed currency and priced per Metric Ton.

Procter & Gamble Address

PROCTER AND GAMBLE INTERNATIONAL OPERATIONS SA SINGAPORE BRANCH
11 NORTH BUONA VISTA DRIVE
#21-07, THE METROPOLIS TOWER 2
SINGAPORE 138589