

Service and delivery standards

for customers in US and Canada



Shell Chemicals



Delivering on our commitment to safety

Concern for the safety of our products does not end when they leave a Shell facility. Proactive and ongoing engagement programmes with our contractor road transport providers are key to ensuring that our products are delivered to you in a safe and responsible manner.

Our aim is to maximize the quality and efficiency of the service we deliver

Introduction

As one of the leading global suppliers of high quality chemical products and services we are continually working to improve the way we do business.

This booklet is intended to help our customers get the most from their operational relationship with us, by setting out clear standards and guidelines that apply when buying chemicals for delivery by road or rail in the US and Canada.

This reflects both our aim to maximize the quality and efficiency of the service we provide, and our ambition to be the supplier of choice for customers purchasing bulk quantities of the products we offer.

If you have questions about any of the items covered in this document, please do not hesitate to ask your normal Shell Chemicals* sales or Customer Center¹ contact, who will be happy to help.

Contents

Before starting business page 4

Transacting business page 5

Other things to know page 10

This document is a high level summary only and is not intended to be legally binding. In the event of a conflict between your contract with a Shell Chemicals company or the General Terms & Conditions, those terms will take precedence over the contents of this document.

We may update parts of this brochure from time to time. If we do, we may send you a new booklet and will publish the new version on our website at: www.shell.com/chemicals/customer.

1. Customers for Base Chemicals should refer to their Houston Supply Team contact.

Before starting business

1. Health Safety Security and Environment (HSSE)

Safety is our number one priority. As well as providing customers with information on the safe and environmentally responsible use of our products, we are committed to ensuring that risks to the safety of our staff and our contractors are reduced to the lowest reasonably practicable level.

We therefore require assurance from customers that appropriate safety standards for unloading and storage are met before we make deliveries. Our HSSE specialists can provide guidance on these standards.

2. Credit

We normally conduct business on an open account basis, subject to a credit limit. A credit appraisal is conducted before business can start. If open account is not feasible, other methods such as payment in advance may be considered.

3. Contacting us

Customers in the United States and Canada are supported by our Customer Center in Calgary, Canada:

Shell Chemicals Americas Inc
400 – 4th Avenue SW
PO box 670, Stn M
Calgary, Alberta
T2P 2J3, Canada

Tel: **1-866-897-4355** or **1-866-89-SHELL**

Fax: **1-800-567-8862**

E-mail: **scccustomerservice@shell.com**

Details of our Customer Centers in other regions are available on our website at: **www.shell.com/chemicals/customer**.

4. Online resources

A number of the services mentioned in this document are available through our password-protected ebusiness website, **Customer Lounge**². You can apply for access online at **www.shell.com/chemicals/customerlounge**, or by asking your Customer Center contact.



Easy online reordering facility

Once you have started to place orders using the Customer Lounge, it is quick and easy to place similar or repeat orders. Using the "Reorder" feature you only need to enter a new Purchase Order number and delivery date and we do the rest for you.

². Customer Lounge is a registered Shell trademark

Transacting business

1. Placing your order

The easiest way to place orders is by using one of our ebusiness tools:

- **Elemica**³, the chemical industry trading hub, offers a range of ebusiness solutions up to full ERP-to-ERP connections that enable your IT system to interact directly with ours. Elemica is widely used by customers placing significant numbers of orders with us every year.
- **Customer Lounge** is our own password-protected online order and account management tool. Signing up to the Customer Lounge allows you to place and manage orders, and access order-related documents and a wealth of other information, via an easy to use website.

Using either of these tools enables you to place and manage orders 24x7, ensuring that your orders enter our systems as fast and as accurately as possible.

Customer Lounge users can track the status of all orders, regardless of how they were placed, including railcars in transit. They also have access to a range of valuable online product and technical information and downloadable order-related documents.

Your Customer Center contact can introduce you to Elemica or the Customer Lounge. You can also take a quick, guided virtual tour of the Customer Lounge at: www.shell.com/chemicals/customerlounge/tour.

If you are unable to use one of these tools, you can place orders by phone, fax or email with your Customer Center contact⁴.

2. Units of measure

Orders should be placed in units of weight:

- For customers in the US: pounds or kilograms
- For customers in Canada: kilograms.

3. Minimum order lead-times

We understand that on-time delivery is a key customer requirement. By clearly defining order lead-times you know what you can expect from us and we – and our transport providers – can plan more effectively to meet your expectations.

Lead-times have two components:

- Order processing time
- Transit time

The following order processing times specify the minimum time from Shell receiving an order until dispatching the product, on the basis of unrestricted product and logistics availability.

Your Customer Center contact can advise on any restrictions and their impact, and can also provide the normal transit time between dispatch and delivery to your premises, which depends on the distance and other factors.

3. Elemica is a registered trademark of the Elemica group of companies

4. Phone, fax or email order placement services are not available to distributors.

Shell deliveries by road

The minimum order processing time from order receipt to dispatch for road deliveries is **2 business days**, provided the order is placed by 3pm Eastern Time.

So an order placed by 3pm on a Monday could be loaded the following Wednesday.

NEODENE Olefins and NEODOL/LINEVOL⁵ Alcohols have a minimum order processing time of **3 business days**. Alcohol Ethoxylates have a minimum order processing time of **7 business days**.

Customer pick-ups by road

Solvents: If you pick-up Solvents products from our loading site, the minimum order processing time is shorter: an order placed before 12 noon Eastern Time can be collected the **following business day**.

Other products: For other products, the order processing time for customer pick-ups is the **same as for Shell deliveries**.

The offer of product for pick-up assumes that:

- relevant Shell site procedures for scheduling and utilizing rack space are followed
- both vehicle and driver meet Shell site HSSE requirements
- for loading sites in the US: the carrier has validated that they have a transportation security plan, in line with regulations.

Details of Shell site operating hours and HSSE requirements can be found at: www.shell.com/chemicals/transport. For queries relating to carrier approvals, please ask your Customer Center contact.

For HSSE or other reasons, some products may not be available for pick-up. Please ask your Customer Center contact.



Streamlined road transport booking

By using the automated data exchange capabilities of Elemica, the online chemicals trading hub, we have automated road transport-booking processes with our key logistics providers. The result is a simpler, faster and more accurate process that enables us to deliver a better service for customers.

5. NEODENE, NEODOL and LINEVOL are registered Shell trademarks.

Shell deliveries by rail

The minimum order processing time for rail deliveries is **5 business days**, provided the order is placed by 3pm Eastern Time.

For Alcohol Ethoxylates and Ethylene Oxide the minimum order processing time is **7 business days**.

Exceptions

Made to order and specialty products may require longer order processing times for all transport modes.

Cracker products may be available at shorter lead times by prior agreement.

4. Rush Orders

An order placed at less than the minimum order processing time is classed as a “rush order”. In this case, we will try to meet your requirements, provided there is no increase in HSSE risk.

There is a surcharge of US/CN\$250 per order on rush orders to cover the additional costs incurred.

5. Order changes and cancellations

The sooner you place your order, the better we can plan to meet your requirements. We prefer orders not to be amended after they are placed, but we recognise that unforeseen changes are sometimes necessary.

We have therefore built flexibility into our processes to accommodate reasonable amendments and cancellations up to the lead-time cut-off (being the minimum order processing time).

We will try to accommodate changes after the lead-time cut off, provided there is no increase in HSSE risk.

Changes and cancellations after the lead-time cut-off incur a surcharge of US/CN\$250 for each order change.

6. Sources and destinations

Each Shell delivery is made from a single supply point to a single customer destination as defined in the order⁶, with no diversions of products in transit.

7. Minimum load sizes – road transport

Shell deliveries

Deliveries by road should involve fully loaded trucks, while meeting the relevant regulations and equipment constraints. This not only optimizes the operation of the supply chain – with fewer orders, less handling effort and better use of available transport equipment – but also makes environmental sense.

More volume per truck means fewer trucks on the road and lower emissions.

⁶. Shell deliveries to distributors are made to defined distributors' premises. Shell does not deliver direct to distributors' end-customers.

For deliveries to destinations in the US, or from supply points in the US for delivery in Canada, orders for less than **44,000 lbs/20,000 kgs** incur surcharges on the following scale:

40,000 to 43,999 lbs/18,000 to 19,999kgs:
US/CN\$450 per order

35,000 to 39,999 lbs/16,000 to 17,999kgs:
US/CN\$700 per order

Deliveries to destinations in Canada for products supplied from Canadian sources should, wherever possible, be placed for the maximum weight per truck allowed by regulations.

Orders for less than **25,000kgs** incur surcharges on the following scale

23,000 to 24,999 kgs: US/CN\$450 per order

21,000 to 22,999 kgs: US/CN\$700 per order

In cases where low product density means that even a fully loaded truck would incur a surcharge, lower minimum load sizes may apply. Your Customer Center contact can advise you in these cases.

Shipments below 35,000lbs/16,000 kgs (US destination or origin), or 21,000kgs (Canadian destination and origin), are not normally available.

Volatile products delivered in pressure trucks are generally fully loaded.

Customer pick ups

If you collect the product from our site, the minimum order quantity is **35,000 lbs/16,000 kgs**.

General

Minimum quantities are on the basis of orders for single products only.

In all cases, loaded quantities must meet safety requirements in order to avoid over-filling or other hazards.

8. Delivery times – road

We will deliver on the requested business weekday during your normal operating hours. Please ensure your Customer Center contact is aware of your operating hours.

9. Delivery equipment – road

Equipment making Shell deliveries will meet the following specifications:

- MC 307 or DOT 407 stainless steel insulated single compartment trailers (or MC331 trailers where required in line with regulations)
- Forty feet of hose, 2-3 inch diameter
- Pump and/or compressor.

Special equipment, such as additional hoses and special fittings, can be provided by prior arrangement, normally free of charge. Please ensure your Customer Center contact is aware of your requirements.

10. Unloading time

Road deliveries

Customers may retain vehicles for unloading for up to **2 hours** from arrival at their location. Retention beyond this free period is chargeable at a rate of US/CN\$100/hour.

An additional hour (total 3 hours) is available for the unloading of Polyols in view of their higher viscosity.

A charge, including an administration fee, will be made to cover any additional costs incurred as a result of unloading delays, such as dropping the trailer, overnight storage or re-delivery.

Rail deliveries

Customers may retain rail tank cars for up to **7 days** from the date of constructive placement by the railroad free of charge. Detention beyond this free period will be charged at a rate of US/CN\$150/day (or part of a day) on a quarterly net basis.

So if you return a railcar in less than 7 days, there will be a credit that can be offset against longer detentions in the same quarter for the product in question.

11. Delivery documentation

The following documents are provided with each delivery:

- Bill of Lading, Waybill or other relevant transport document
- Certificate of Analysis (if required)
- HSSE-related documentation in line with regulations
- Customs documentation in line with regulations (if required)

12. Invoicing

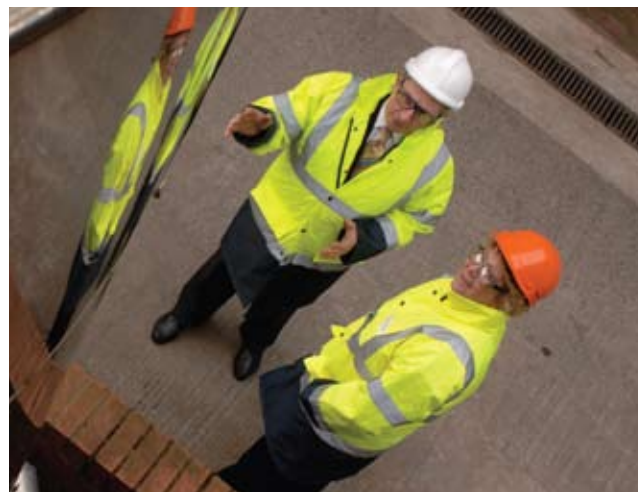
Invoices may be provided on paper or electronically. Electronic invoicing will be available either on a fully integrated (ERP-to-ERP) basis via Elemica or in the form of Portable Document Format (PDF) files.

Please ask your Customer Center contact if you would like more information.

13. Payment

Shell's standard payment method is Direct Debit, but in certain circumstances other Electronic Funds Transfer methods, such as Automated Clearing House (ACH), will be considered.

Interest will be charged on late payments.



Experienced product stewards

Safety is our number one priority and product stewardship is at the heart of how we do business. Our experienced product stewards provide information and support to customers across a range of areas related to the safe and responsible handling and use of our products.

Other things to know

1. Copies of invoices, Certificates of Analysis and other documents

The Customer Lounge provides quick and easy access to copies of invoices, most Certificates of Analysis and transport documents, for orders dating back 18 months.

If you require a copy of a document that is not available from the Customer Lounge, or you need advice on how to use the Customer Lounge, please ask your Customer Center contact.

2. Product and technical information

Technical information and tools are available on the Customer Lounge: www.shell.com/chemicals/customerlounge.

General information on our products is also available from our public website at: www.shell.com/chemicals/products.

3. Health, Safety, Security & Environment (HSSE) information

There is a wealth of HSSE information relating to our products available on the Customer Lounge, including a search and download facility for Material Safety Data Sheets. This facility is also available on our public website.

4. Quality Management and Complaints

Shell Chemicals sites are ISO9001 accredited. Copies of the relevant certificates can be downloaded from the Customer Lounge.

If you are unhappy with any aspect of our products or service, please let us know, through your normal Customer Center contact, or by using the "Contact Us" facility in the Customer Lounge.

5. Non-diversion of products

Customers buying Methyl Ethyl Ketone, Toluene and/or Acetone should be aware that these products are covered by laws and regulations to prevent their diversion to illicit uses.

Sales of these products by all Shell Chemicals companies are subject to a "non-diversion" clause, which can be found in the Addenda to General Terms and Conditions available at: www.shell.com/chemicals/customer.



Technology to track and trace rail deliveries

We are harnessing GPS (global positioning system) technology to track and trace deliveries of products such as Ethylene Oxide by rail. The system allows the exact position of rail tank cars, as well as the condition of the product in them, to be monitored for the duration of the delivery – providing safety, security and operational benefits.



* Shell companies have their own separate identities, but in this publication you will find the terms "Shell", "Shell Group", "we", "our" and "us". They should be read in their context. They may refer to the Group as a whole; they may refer to one or more companies within the Group; or they may refer to people who work for a particular Shell company or companies in a particular geographic area or in a particular area of business in which Shell companies engage. The terms "Shell Chemicals" and "Shell Chemicals company" or "Shell Chemicals companies" collectively refer to the companies of the Group that are individually engaged in the chemicals business.