

TO: PETROCHEMICALS CUSTOMERS OF SABIC INNOVATIVE PLASTICS (SHANGHAI) CO., LTD. WHO WILL MOVE TO THE LEGAL ENTITY OF SABIC (CHINA) HOLDING CO., LTD.

致：从沙伯基础创新塑料（上海）有限公司转到沙特基础工业（中国）投资有限公司的石化业务部客户

Dear Valued Customer,
尊敬的客户

As promised, we are following up on our recent communication with more information about SABIC's business transformation related to the creation of a stand-alone Specialties unit. Recently, we indicated that the timeline for the business changes and related actions had been postponed, noting that we would be monitoring the ongoing impacts of COVID-19 globally. 如早前承诺，关于设立独立的特材业务部门的 SABIC 业务转型之事，我们现为您提供更多信息。在近期沟通中，我们曾指出此业务变更时间和相关工作已经被延迟，而我们将持续关注 COVID-19 在全球范围内的影响。

While we continue to monitor the business impacts of COVID-19, at this time, we anticipate that the “go-live” for the business transformation efforts will be November 1, 2020. This is the date that any necessary system changes on your end would need to be completed to establish SABIC's Petrochemicals business as a “new” vendor in your systems, recognizing the new legal entities and banking information where applicable. This information was originally provided last December/early January.

我们仍持续关注 COVID-19 对业务的影响，在现阶段，我们预计业务转型将在 2020 年 11 月 1 日“上线”。贵司应在 2020 年 11 月 1 日之前完成贵司端的所有必要的系统更改，按去年 12 月底到今年 1 月初提供新的法律实体和银行信息（如适用），把 SABIC 石化业务设为贵司系统里的“新”供应商。

Important note: Please keep the current SABIC vendor (associated with the current legal entity) active in your systems for at least 9 months after the November 1 activation of the new SABIC vendor. This is necessary to process invoices associated with SABIC orders shipped before November 1, or credit/debit notes associated with pre-November 1 business with SABIC.

重要提示：请在贵司系统中将现在的 SABIC 供应商（以及相关法律实体）保持有效，直到新的 SABIC 供应商于 11 月 1 日正式使用后最少 9 个月。这是为了让 11 月 1 日前完成装运的订单有足够时间打印发票，或对 11 月 1 日前的 SABIC 业务进行贷记或借记操作。

At this time, we would also like to inform you of key dates that pertain to the ordering and shipping of Petrochemicals materials in light of necessary adjustments to our ordering systems as we complete the business transformation on our end.

为完成业务转型，我司订单系统将进行必要的调整。在此，我们诚意通知您有关订购和运输石化业务部产品的重要日期。

We anticipate a brief period in late October into early November 2020 during which our ordering systems will be unavailable as they will be undergoing maintenance to accommodate the new legal entities for the Petrochemicals business.

我们预计在 10 月底到 11 月初的短期间内，我司需在订单系统内进行石化业务部的新旧法律实体调整切换，因此在该期间我司不能进行任何订单相关操作。

Below is a table of key dates for Petrochemicals customers of the relevant legal entities: in Canada, Japan, Singapore, China and Thailand. (To be specified, Petrochemicals customers in China will be moved from their current legal entity- SABIC Innovative Plastics (Shanghai) Co., Ltd. to the new legal entity -SABIC (China) Holding Co., Ltd.)

以下表格列出了将从加拿大、日本、新加坡、中国和泰国石化业务部的法律实体采购产品的客户需要关注的重要日期。(特别明确, 中国石化业务部的客户将从其现在的法律实体--沙伯基础创新塑料(上海)有限公司转到新的法律实体--沙特基础工业(中国)投资有限公司。)

October 23, 2020 2020 年 10 月 23 日	Last day to place an order for Petrochemicals materials with the current legal entity; orders will be confirmed as usual. 石化业务部现法律实体名义下的最后下单日, 订单将被正常确认。
October 24 – November 15, 2020 2020 年 10 月 24 日到 11 月 15 日	No orders for Petrochemicals materials can be placed or tracked on the E-Business portal / web-based ordering system and EDI system for customers in the legal entities of the above five countries. 针对石化业务部产品, 电子商务平台/网上订单系统/EDI 系统将暂时屏蔽上述五个国家的法律实体的客户的下单、查单功能。
October 24 – November 9, 2020 2020 年 10 月 24 日到 11 月 9 日	Manual orders for Petrochemicals products may be provided to Customer Service; however, they will not be entered into the updated system nor confirmed until after November 10, 2020. For this reason, it is recommended that new orders be held by our customers during this timeframe. 客服部可以接受石化产品的人工订单; 但是在 2020 年 11 月 10 日前, 订单不能被录入系统, 不能被确认。 因此建议客户暂缓在这期间下新订单。
November 11, 2020 2020 年 11 月 11 日	Normal manual order entry (including for those received by Customer Service between October 24 – November 10) and confirmation processes resume. 恢复订单(包括客服在 10 月 24 日到 11 月 10 日期间收到的订单)的人工录入和确认。
October 28 – November 12, 2020 2020 年 10 月 28 日到 11 月 12 日	SHIPPING INFORMATION: Materials will not be shipped during this timeframe. Customer Service will contact customers whose orders are scheduled to be shipped during this timeframe to determine if they can be pre-shipped or to set a new shipment date. 运输安排: 10 月 28 日到 11 月 12 日期间, 物料运输不能安排。客服部将联系计划装运日期在此时间段的客户, 以确定是否可以提前装运或确定新的装运日期。
November 13, 2020 2020 年 11 月 13 日	Shipping activities resume. 恢复装运。
November 16, 2020 2020 年 11 月 16 日	E-business portal and EDI system available to place and track orders. 石化业务部电子商务平台和 EDI 系统重新开放订单录入及查询功能。

Below is additional information about the transition.

以下是有关业务变更的更多信息。

PRE-ORDERS

提前下单

We are pleased to offer the opportunity to pre-order materials for November delivery.

我司欢迎客户提前采购 11 月出货的产品，详情如下：

- Orders for products imported from our plants in Europe and USA need to be received no later than August 1, 2020
欧洲美国工厂的货物请于 2020 年 8 月 1 日前下单。
- Orders for products from our plants in Asia need to be received no later than September 1, 2020
亚太区工厂的货物请于 2020 年 9 月 1 日前下单。

PRE-SHIPMENTS

提前装运

In order to support your business through this transition, we would like to offer pre-shipment of Petrochemicals materials to your designated location. Please contact your Customer Service representative to arrange for pre-shipment.

为支持贵司在此过渡时期的业务运作顺利，我司可以为贵司安排提前装运石化产品到贵司指定地点。请联系我司客服人员安排提前装运事宜。

ORDER MIGRATION

订单迁移

For Orders placed before November 1 with the existing Petrochemicals legal entity *and* with anticipated shipping after November 1 by the new legal Petrochemicals legal entity, Customer need to amend the current legal entity as the new legal entity in such orders and such orders will be transferred within SABIC's systems to the appropriate new legal entity. These orders will retain their places in the manufacturing schedule.

如果订单在 11 月 1 日前下给现法律实体，且预计将由新法律实体在 11 月 1 日以后装运，需贵司将该等订单上的现法律实体更改为新的法律实体，而 SABIC 也会在内部系统将订单转换到新的法律实体。这些订单的生产时间安排将保持不变。

IMPORTANT! As a result:

重要！ 因此：

- Customers will receive an additional confirmation once the order has been transferred within SABIC's system with the new sales order number.
对于在 SABIC 系统内已转换为新的法律实体的订单，贵司将收到额外的订单确认通知书并有新的销售订单号。
- The customer purchase order number will not change.
客户的采购订单号码不变。
- Customers are asked to receive the order based on the new sales order number.

This can be accomplished in one of two ways:

我们希望客户用新的销售订单号接收货物。建议以以下两种方式中任何一种方式操作：

- Customers may prefer to manually change their systems to reflect the new sales order number and legal entity, assuring it matches the purchase order number.
客户可以手动更改其系统，将采购订单变更为新的销售订单号和新的法律实体确保其与采购订单号匹配。
- Customers who are unable to manually update their systems are asked to use the following process:
如果客户不能手动更改其系统，则可以用以下程序：

- Cancel the initial order and generate a new **identical** order (material, quantity, packaging, etc.) reflecting the new Petrochemicals legal entity, after November 1
从 11 月 1 日起，先取消原有订单，然后给石化业务部的新法律实体下新的**完全相同**的订单（物料规格，数量，包装，等等）。
- Contact SABIC's Customer Service team, who then will work with you to migrate the order within SABIC's system.
联系 SABIC 客服人员，他们会协助在 SABIC 系统中操作订单。

Orders placed beginning November 1 need to reflect the new Petrochemicals legal entity as created in your supplier system. As a reminder, our system maintenance will be completed as of November 11, at which time Petrochemicals orders can be placed.

从 11 月 1 日起，贵司下的新订单需要使用石化业务部的新法律实体。温馨提示，我司系统维护将在 11 月 11 日完成，同时石化业务部的订单可以开始正常录入。

PAYMENTS

付款

During this transition, you may receive material and the related invoice after November 1 based on an order placed before this date. Please pay the business/legal entity listed on the invoice, using the banking information associated with that business/legal entity.

在此过渡期间，您在 11 月 1 日前下的订单可能在此日期后收到货物和发票。请向发票上所列的业务/法律实体付款，并使用该业务/法律实体的银行账号信息。

LETTERS OF CREDIT

信用证

Customers who have a letter of credit from their bank/s will need to provide a new letter of credit, reflecting the new Petrochemicals legal entity with which they will be doing business as of November 1, 2020. Customers who will be invoiced by multiple legal entities are asked to have letters of credit issued for each one.

如果客户已开具的信用证涵盖了 2020 年 11 月 1 日后的业务，则需要银行重新开具信用证给石化业务部的法律实体。客户如果收到多个法律实体开具的发票，则需要每个法律实体开具信用证。

E-BUSINESS PORTAL

电子商务平台

Petrochemicals customers who use the current E-business portal / web-based ordering system and who will move to the new legal entity of SABIC (China) Holding Co., Ltd. will find the system to be in “read only” mode between October 24 and November 15. Customers are asked to contact Customer Service to determine the best alternative method to place orders in this timeframe.

对于使用电子商务平台/网上订单系统的并且将转到新法律实体—沙特基础工业（中国）投资有限公司下的石化业务部客户，他们会发现在 10 月 24 日到 11 月 15 日期间系统是“只读”模式。客户需要联系我司客服人员，并确定在这期间下单的最佳替代方法。

ABOUT EXPRESS ORDERS

关于加急订单

We ask the understanding of our express order customers as we work through our business transition. Please be aware that express orders cannot be placed or confirmed between October 24 and November 9, 2020.

在我们业务变更过程中，我们请求有加急订单需求的客户的理解，在 10 月 24 日到 11 月 9 日期间，我司不接受加急订单。

ABOUT SAMPLES

关于样品

Please be aware that sample orders cannot be confirmed between October 24 and November 9, and no new sample orders can be placed during this timeframe.

请务必清楚，在10月24日到11月9日期间，样品订单不能被确认，新样品订单也不能被录入。

We fully appreciate the fact that we have asked our customers to take various actions in support of our business transition. We deeply appreciate your patience as we work together through each of the changes. At any time, if you have questions or concerns, please reach out to me so that I may provide assistance. We value you as a customer, and want to help make any actions on your end as seamless as possible.

我们非常感激贵司在我司业务变更期间配合我们所做的各种行动和给予我司的耐心。任何时候，如果您有问题或者疑虑，请与我们沟通，我们将尽力协助。您是我司尊贵的客户，我们将尽力给贵司提供无缝服务。

Sincerely,
真诚的

[Account Manager or Customer Service Representative Name]