



# SERVICE MANIFESTO

# SERVICE MANIFESTO

At CEMEX Philippines, we pursue excellence to focus on you - Our CUSTOMERS

We strive to delight you by delivering our cement brands and other building solutions in an effective, easy, and enjoyable manner. We will work hard to offer you a superior customer experience, anytime, anywhere.

We commit to be the partner of choice for your business. Through this service offer, we will ensure a consistent and reliable delivery of our services to your market.

**This is OUR COMMITMENT.**

**This is OUR PROMISE.**



# About CEMEX



CEMEX is a global construction materials company that is building a better future through sustainable products and solutions. CEMEX is committed to achieving carbon neutrality through relentless innovation and industry-leading research and development.

CEMEX is at the forefront of the circular economy in the construction value chain and is pioneering ways to increase the use of waste and residues as alternative raw materials and fuels in its operations with the use of new technologies.

CEMEX offers cement, ready-mix concrete, aggregates, and urbanization solutions in growing markets around the world, powered by a multinational workforce focused on providing a superior customer experience, enabled by digital technologies.

For more information please visit:

[www.cemexholdingsphilippines.com](http://www.cemexholdingsphilippines.com)

**We are CEMEX. The Cement Expert.**



# Our BRANDS

The products we sell are primarily comprised of gray portland cement, masonry or mortar cement, and blended cement. Our cement products are sold under well-established brand names like “APO”, “Island”, and “Rizal”, all having a multi-decade history in the country. Our Island and Rizal brands are primarily sold to our customers in NCR and Luzon, while our APO cement brand is primarily sold to our customers in the Visayas and Northern Mindanao.

## CEMENT

Cement is the most used construction material worldwide that provides beneficial and desirable properties such as compressive strength, durability, and aesthetics to a variety of construction applications.

CEMEX Philippines R&D, Innovation and Business Development projects are part of the global R&D collaboration network, headed by CEMEX Research Centers, based in Switzerland.



# SAFETY IS OUR PRIORITY

## OUR SAFETY PRINCIPLES:

- Our number 1 priority is protecting the lives and integrity of our people.
- Zero injuries/harm is not just a goal, it is our responsibility.
- We look after the health & wellness of our people.
- We must ensure our workers are skilled and competent to do the job safely.
- Contractors should comply with Health & Safety requirements at all times.
- Everyone has accountability in Health & Safety.

## FOR TRUCK DELIVERIES:

- Our trucks and loading equipment conform to the highest safety standards and 360° inspections before assignment and deployment.
- Our drivers underwent a stringent certification process and are fully trained and equipped with a safety mindset when operating our trucks and delivering our product.
- Our helpers handle our product with utmost care in loading and unloading.
- For any deviations, CEMEX Philippines will immediately engage and follow through with remedial action to sustain our commitment to safety.

## FOR VESSELS DELIVERIES:

- Our vessels and equipment conform to the highest safety standards and 360° inspections before assignment and deployment.
- Our crew are well trained and fully equipped with a safety mindset when operating our vessels and delivering and handling our product.
- For any deviations, CEMEX Philippines will immediately engage and follow through with remedial action to sustain our commitment to safety.



## PANDEMIC (COVID19) MANAGEMENT:

We will operate in a safe manner and will ensure that everyone is protected from the threat of the COVID19 virus.

- Our facilities are implementing CEMEX Pandemic Management Protocols, and all other COVID19-related government requirements at all times.
- We will consistently uphold the "Four Key Behaviors That Save Lives": Identify Symptoms and Inform, Personal Hygiene, Physical Distancing and Protect Yourself and Others.

# ISO CERTIFICATION



The company implemented the framework of the International Standards, namely, **ISO 9001:2015** for the Quality Management System, **ISO 14001:2015** for the Environmental Management System, **ISO 50001:2018** for the Energy Management System, and **ISO 45001:2018** for the Occupational Health and Safety Management System.

Consistent with the organization's quality, environment, energy, health and safety policy, the intended outcomes include the following:

- Enhancement and continual improvement of quality, environment, energy, health, and safety performance.
- Fulfillment of compliance obligations.
- Achievement of quality, environment, energy, health, and safety objectives.

# SERVICE OFFER TO INLAND CLIENTS



## SERVICE CENTER (CUSTOMER SERVICE)

**Inquiries, Requests, Complaints:** Our Service Center is operational from Mondays thru Saturdays, 8 AM to 7 PM and on Sundays, 8 AM to 5 PM.

You may reach us thru the following customer channels:

**LANDLINE:** +632 8849-3501

**EMAIL:** [phl-servicecenter@cemex.com](mailto:phl-servicecenter@cemex.com);

**MOBILE:** 0917 5453501 / 0917 850 0231 (Globe),  
0998 988 3501 / 0998 8620079 (Smart).

CEMEX Go Chatbot:

<https://www.cemexgo.com/login>

## COMPLAINTS HANDLING

Upon filing of a complaint, a case number will be immediately provided to you. We will endeavor to give you feedback within 24 to 72 hours from filing of the said complaint.

## PAYMENT CHANNELS

Whether your transaction is in cash or credit, the following are acceptable modes of payment:

- Direct deposits made to partner banks
- Automatic debit arrangement (ADA) with partner banks
- Check payments through the Company's authorized third-party collectors
- Distribution Card (accredited partner banks)
- Dealer Financing Arrangement (accredited partner banks)
- E-payment

## BILLING

All questions and requests regarding your commercial documents (*invoices, credit memos, debit memos, acknowledgement receipt*) may be coursed thru your assigned Area Sales Manager or thru the Service Center. Client commercial documents may be downloaded from CEMEX Go under the Invoices and Payments Service.

# SERVICE OFFER TO INLAND CLIENTS



## **SALES TEAM (PROFESSIONAL SALES ASSISTANCE)**

We will assign a dedicated Area Sales Manager (ASM) for you who will help develop your business by conducting/organizing product presentations to your target clients, provide you with updated market information and construction trends, build your network through business referrals and create marketing activities that will increase our product offtake.

## **TECHNICAL SUPPORT (EXPERT ADVICE)<sup>3</sup>**

**Product Accreditation:** We will be providing technical, and equipment support for product accreditation of CEMEX Philippines' products to your customers ranging from provision of supporting documents to on-site support.

**Product Improvement:** We will be providing technical support and consultation to further improve your products' performance using CEMEX Philippines' products.

**Technical Services:** Access to CEMEX Philippines' technical capabilities and knowledge will be available to customers in support of their operations and products.

## **PRODUCT QUALITY**

Our products conform to the requirements of PNS and exceed their performance requirements in terms of compressive strengths.

---

<sup>3</sup> Please call our Service Center or your Area Sales Manager for more details on our Technical Support services



# SERVICE OFFER TO INLAND CLIENTS

## **Inland transactions are classified under two types:**

- 1. Pickup** – customers use their own trucks or arranges the transaction with truck hauling services to collect orders from any of CEMEX Philippines' plants, warehouses or terminals
- 2. Delivered** – CEMEX Philippines coordinates and facilitates collection and delivery of orders through its own truck hauling service, fees of which are included in the order cost

## **ORDER PLACEMENT**

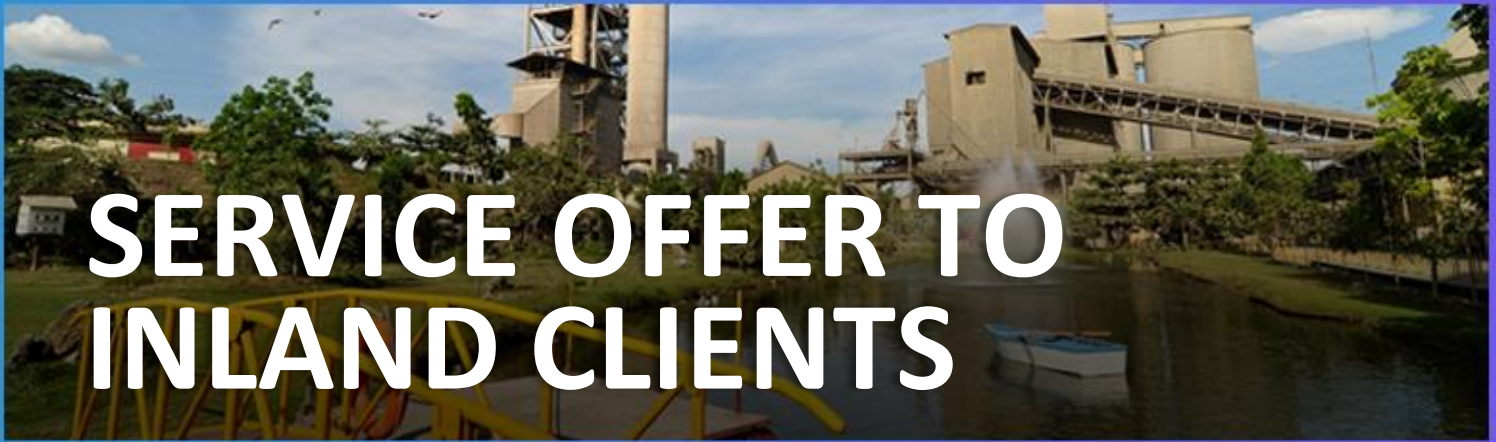
Orders may be coursed through CEMEX Go, Service Center or Email. Your orders will be confirmed immediately, depending on the order quantity.

**Tracking of Orders:** Status of orders and location of deliveries may be viewed using the Track Service of CEMEX Go.

**Pickup Services:** Electronic Authority to Withdraw (eATW), Pick-up Booking System

**Cancellation or Modification of Orders:** Cancellation or modification may be allowed one (1) day prior the intended date of delivery. For cancellations made less than 24 hours from the intended earliest delivery window times, our policy requires a corresponding charge as stated in the section on "Additional Services".





# SERVICE OFFER TO INLAND CLIENTS

## DISPATCH RELIABILITY

**DELIVERY:** Deliveries within 48 hrs. Upon confirmation of a clean<sup>1</sup> sales order by the Service Center.

On-Time Delivery (for delivery clients):  
Based on committed date and time window.

**Delivery window times are as follows:**

- 12AM to 8AM / Early morning
- 8AM to 5PM / Daytime
- 5PM to 12AM / Night time
- Anytime / 24 hours

**PICK-UP:** Customers can pick-up from any of the CEMEX Philippines' facilities<sup>2</sup>.

We commit efficiency in the loading pick-up time, guided by the following Service Level Agreement (SLA) for each site:

	BUSINESS UNIT	LOADING PICKUP TIME SLA	OPERATING HOURS
LUZON	Solid Plant	2 hours	24 hours
	Batangas Terminal	2 hours	Monday to Saturday (6AM-3PM)
	Cavite Warehouse	2 hours	Monday to Saturday (24hrs), Sun (12MN – 2PM, 10PM to 12MN)
	Manila Terminal	2 hours	Monday (12MN) to Saturday (5PM)
	Sta. Cruz Laguna Warehouse	2 hours	Monday to Sunday (6AM-10PM)
	Ibaan Warehouse	2 hours	Monday to Saturday 24 Hours
	Naga Warehouse	2 hours	Mon-Sat (8am-12am with vessel, 8am-5pm w/o vessel)
	Legazpi Warehouse	2 hours	Mon-Sat (8am-12am with vessel, 8am-5pm w/o vessel)
VISAYAS	APO Plant	2 hours	24 hours
	Cebu City Warehouse	2 hours	Monday (8AM) to Saturday (12MN), Sunday (8AM to 5PM)
	Tacloban Warehouse	3 hours	Monday-Friday (7AM-11PM), Saturday and Sunday (8AM-5PM)
	Iloilo Terminal	2 hours	Monday-Saturday (24 hours)
	Bacolod Terminal	2 hours	Monday (8AM) to Saturday (12MN)
MINDANAO	Surigao Warehouse	2 hours	Mon-Sat (8:00 AM to 5:00 PM)

<sup>1</sup> Clean – Sales order is not on hold due to an unpaid receivable or credit exposure of client has not exceeded their credit line (for credit clients). For bulk orders, please coordinate with the Service Center.

<sup>2</sup> Subject to confirmation of agreed pick-up schedule



# SERVICE OFFER TO INLAND CLIENTS

## INLAND CUSTOMERS RESPONSIBILITIES:

Client's Own Helper (Inland) - clients who provide their own helpers to facilitate unloading of their orders will be subject to the following conditions:

- Client must have at the minimum two (2) helpers
- Unloading must be completed within three (3) hours
- Service Center must be advised prior to order placement and coordinated with the Area Sales Manager (ASM)

## ADDITIONAL SERVICES (with surcharges)

**Partial load** - we can accommodate deliveries less than a truck load provided it is not less than 200 bags. There will be a surcharge for the difference between the requested quantity and the full truck load based on the current freights, subject for approval.

**Express Delivery** - all orders for immediate delivery made less than 24 hours from the time of request made with the Service Center will be given a surcharge of P5.60/bag (VAT inclusive).

Please call our Service Center for delivery availability and scheduling.

**Cancellation of Orders:** cancellations made less than 24 hours from the intended earliest delivery window time, a charge of P2,800.00 (VAT Inclusive) will be imposed.

**Diversión** - In case orders are not received by the client within two (2) hours upon arrival at site and are diverted to another destination, a charge of P2,800.00 (VAT Inclusive) will be imposed per trip. This would apply only if our delivery arrived on time.

**Palletized Delivery** - This covers the deliveries to clients enrolled under the Palletized Delivery Services Program. Charges will apply for any delays in returning the pallets depending on the terms and conditions stated in the enrollment form.



# SERVICES TO OFFSHORE CLIENTS

Offshore transactions are classified under two modes:

1. **Cost Insurance & Freight (CIF)** - is a type of agreement for shipping, stating that CEMEX Philippines will be responsible for the items until they arrive at port and are claimed by the customer. The price includes the cost of the items, the cost of insurance for the items while they are in transit, and the cost of shipping the items to port.
2. **Freight on Board (FOB)** - CEMEX Philippines delivers the orders on board the vessel named by the customer at the named port of shipment or procures the goods already so delivered. The risk of loss or damage to the goods passes when the goods are on board the vessel. The customer shall bear all costs from that moment on.

Shipments can be transported via the following: general cargo vessel (GCV), landing craft tank (LCT), 20-footer containerized vans and loose cargo via commercial vessel.

Shipment size is determined based on port restrictions (*i.e., draft, port specifications*).

Travel time per destination varies depending on distance, safe weather, passage routes and sea conditions.



## VESSEL ASSIGNMENT AND CONFIRMATION

We will provide vessels assigned for you and your assigned ports.

We will confirm at the soonest possible time, vessel assigned per discharging port. In the event of any vessel issues, we will provide feedback on vessel status at discharging port to allow for unexpected changes in vessel assignments and these will be relayed to you thru your Area Sales Managers.

Product mix-load should be provided by the client seven (7) days prior to confirmed loading schedule.

**Replacement for CIF Transactions:** If previously assigned vessels become unavailable, we commit to source replacement vessels within three (3) to seven (7) days upon notification.

## OFFSHORE PLOT REQUIREMENT

Before the end of the current month, we commit to confirm all plots to be served for the following months if these are servable or not thru your Area Sales Managers. Plots not confirmed will be put on the next available schedule.

## ORDER PLACEMENT

Orders may be coursed through CEMEX Go, Service Center or Email. Your orders will be confirmed immediately, depending on the order quantity.

**Modification of Offshore Orders:** Orders requests may be modified accordingly, depending on the situation such as, product availability, vessel capacity, vessel availability and weather conditions. The request may be coordinated through your Area Sales Manager.

**Cancellation of Offshore Orders (Offshore)** - For cancellations made less than seven (7) Days before docking schedule of the assigned vessel at loading port, a charge of P2,800 (VAT Inclusive) will be imposed.

# SERVICES TO OFFSHORE CLIENTS



## DISPATCH RELIABILITY

Estimated Delivery Time (from loading date):

- Visayas - six (6) to eight (8) days
- Mindanao - eight (8) to ten (10) days
- South Luzon/MIMAROPA - eight (8) to ten (10) days

The above will only commence once the following conditions have been met:

1. Orders have been plotted and confirmed by your Area Sales Managers;
2. Vessel assignment has been confirmed;
3. Sales orders is clean/servable.<sup>4</sup>
4. We will ensure that each vessel has at least two (2) crane operators to facilitate vessel loading

**Offshore Vessel Unloading:** Our unloading rate per day is 200mt (loose pile), 400mt (sling bags and tonner bags).

## VESSEL STATUS MONITORING:

To keep you always informed about the status of your deliveries, pro-active notifications will be sent to you on the following:

**Delayed Notification** - These include notifications on weather swells, vessel repairs, vessel replacement.

**In-Transit Alert** - Client mobilization notifications such as arrival notice and vessel details.

**Vessel arrival** - alert will be sent upon actual arrival of vessel at disport.

Alerts may be sent via email notification or via text message.

---

<sup>4</sup>Clean - Sales order is not on hold due to an unpaid receivable or credit exposure of client has not exceeded their credit line (for credit clients). This also means mixload provided is final.

# SERVICES TO OFFSHORE CLIENTS

## DISPORT MANAGEMENT

Thru our partnership with a third-party service provider, we will be able to provide you discharging port services such as:

- Coordination with cargo consignee/receivers
- Documentation at disport and
- PPA Clearance works

To facilitate your shipment's arrival, discharging and reconciliation upon completion.

## OFFSHORE CUSTOMER RESPONSIBILITY

It is the responsibility of offshore customers to ensure arrastre availability and truck resources to support in the unloading of their shipment to avoid demurrage charges, as well as tracking of their daily unloading rate as declared in PGOSF (Policies and Guidelines for Offshore Shipping Fees). Target laytime is based on the given declared unloading rate.

## PRE-ARRIVAL REQUIREMENTS

Crane Operator Requirement  
Capacity < 800 MT - One Crane Operator acceptable  
Capacity > 800 MT- Two Crane Operator required



## SAFETY REQUIREMENT

Crew compliment must be complete based on their minimum safe manning requirement for the safe docking & undocking of ship.

### ALL CREW MUST HAVE COMPLETE PPE1:

Safety shoes    N95 masks  
Safety Goggles    Hard Hat with Chain Strap  
Hand Gloves    Cover All reflectorize sticker or vest  
Life jacket for neat water edge work

# SERVICES TO OFFSHORE CLIENTS

## ARRIVAL ACTIVITY

The customer's **vessel must arrive at least one day (at 1000H) before the start of the "berthing window2"** for Marine Pre-loading Inspection

### Notice of Arrival

**Vessel must submit "Notice of Arrival" (NOA) upon drop-anchor in Naga Anchorage**

Contact Channel 10 Apo Base, to advise arrival in Naga Anchorage

In case Apo Base radio cannot be contacted the following mobile number can be contacted

- Apo Port Shift-in-charge – 0917 5870352
- Shipping Operation Officer – 0917 5699651
- Shipping Operation Superintendent – 0917 8626013

**Note:** For any concerns, please call CEMEX Philippines Service Center

### Actual time of Arrival

If the vessel arrived beyond the agreed ETA, berthing window might be changed to the next available berthing window.

### Marine Pre-loading Inspection

Time of Arrival	Marine Pre-loading Inspection
On or before 1000H	Within the same day
After 1000H	The following day

### Inspection Items

- Crane (Vessels which will fail to comply the crane requirement shall be automatically tagged as NO GO.)
- Machineries (deck and engine)
- Cargo Hold and Hull

Inspection Results	Next Step
GO	Port SIC will accept Notice of Readiness. Vessel will be advised on the estimated actual berthing schedule.
NO GO	Vessel shall be subject to rectification and re-inspection.

- Rectification shall be done not later than 1400H of the first day of the berthing window. Failure to pass the inspection on the first day of the berthing window shall mean vessel loading may be moved to the next available berthing window.
- Vessels rectified before 1400H shall be re-inspected the same day. Vessels rectified after 1400H shall be re-inspected the following day (weather permitting)

# SERVICES TO OFFSHORE CLIENTS

## LOADING ACTIVITY

Pick-up vessel must be on "Sales orders is clean" status a day before docking. <sup>3</sup>

### Loading Time:

Upon docking of your vessel, loading time are as follows:

#### APO Port:

- Less than 1500MT - 2-3 days
- Between 1500MT and 2500MT - 3-4 days

#### Alternate Port:

- Less than 1500MT - 3-4 days
- Between 1500MT and 2500MT - 4-6.5 days

### Loading Rate (Per Vessel):

#### APO Berth:

- |                           |            |
|---------------------------|------------|
| • Small bags in sling     | 800 MT/day |
| • BBG tonner bag          | 400 MT/day |
| • Small Bags - loose pile | 400 MT/day |

#### Jetty:

- |                           |            |
|---------------------------|------------|
| • Small Bags - loose pile | 400 MT/day |
|---------------------------|------------|

#### Alternate Port (Cebu Port (Pier 4 & 5) & Talisay Port (CSHCTC)):

- |   |            |
|---|------------|
| • Small bags in sling                       | 400 MT/day |
| • BBG tonner bag and small bags -loose pile | 200 MT/day |
| • Small bags-loose pile                     | 200 MT/day |



**Note:** If the vessel will be loaded with a mix load of small bag & BBG (Tonner Bag) the load rate will be the weighted average.





# SERVICES TO OFFSHORE CLIENTS

## LAYTIME CALCULATION

Laytime shall mean the amount of time allowed for the ship to load cargo in port based on its capacity and the port where the vessel will be loaded without incurring any demurrage charges.

**LAYTIME DURATION.** Loading count starts once vessel is docked & cargo hold is open for loading. Laytime loading ends after the last cargo is loaded.

## LAYTIME COUNTING

Activities included in the laytime calculation	Activities NOT included in the laytime calculation
Actual Loading	Opening or closing of hatch
Night rest	Safety related
Waiting stevedores	Weather related issues
Stevedore break	Vessel related issues
Waiting materials or cargo	Vessel shifting
	Vessel bunkering or re-water delays
	Plant knock-off schedules (e.g, Nov 1, Dec 25, Jan 1, Good Friday)

**Note: Reference document** to be use as basis in the computation of laytime will be the **Port Utilization Report (PUR)**<sup>4</sup>.

## Delays in Loading for Freight on Board (FOB) Shipments:

- **If vessel is not loaded within the berthing the window**, laytime count will start the following day starting 0001H.
- Docking maneuver from anchorage to port will be deducted from laytime count.
- Weather related delays in docking will be deducted from the laytime count while in anchorage.

Demurrage = (no. of bags loaded x Php. 0.25 (vat ex.)) x no. of days in excess of the loading laytime

**CEMEX Philippines shall pay demurrage fee to the clients in excess** of the allotted laytime loading in this manifesto. This will be reflected to the buyer account thru credit memo.

<sup>1</sup> PPE - Personal Protective Equipment

<sup>2</sup> Berthing Window – The time period allocated to a vessel to berth, to carry out cargo working and to undock and sail from the berth

<sup>3</sup> Clean - Sales order is not on hold. Orders are put on hold due to: 1) Non-payment and 2) Credit issues

<sup>4</sup> PUR A detailed chronological description of the activities of the vessel during the stay in a port: docking, preparing the loading operations, the actual loading operations, monitoring the number of bags loaded, reconciliation, documentation, undocking and departure



---

**CEMEX Holdings Philippines, Inc.**

34<sup>th</sup> floor Petron Mega Plaza  
358 Sen. Gil J. Puyat Avenue, Makati City  
[www.cemexholdingsphilippines.com](http://www.cemexholdingsphilippines.com)