

Tab 5: Supplier Value-Added Features

Our vision is to be the world's leading coatings company by consistently delivering high-quality, innovative, and sustainable solutions that customers trust to protect and beautify their products and surroundings. To achieve this vision, we must: Act with integrity at all times and be true to our values and ethics. Deliver consistent sales and earnings growth. Develop innovative products to meet future needs. Work safely, protect the environment and support the communities where we operate.

Our key values include Dedication to the customer, Respect for the dignity, rights and contributions of employees, Recognition of the concerns and needs of society, Value of supply chain relationships and Responsibility to shareholders.

The Pittsburgh Paints Co., is considered a large manufacturer, distributing products through a network of company owned stores, independent dealers, along with big box outlets, retail outlets and online distribution. PPC has designated and specialized sales professionals to support distribution of PPG products through each type of distribution network available. PPC also works alongside Dealer sales teams and the big box sales professionals to support customer programs. PPC's full sales force is comprised of more than 900 PPC employees in the US along with sales teams from dealers and big box outlets that are not PPC employees.

Our dedicated Account Managers will be responsible for credit management, product delivery, training, warranty and any issues that may arise. Our Sales and Store associates will be able to color match in store or on-site when needed. All colors are kept on file along with product details for future reference.

Additional Unique Services:

- PPC Coffers free training to facility employees to enhance their knowledge of proper application and problem-solving issues.
 - Product and Color selection and assistance.
 - Maintenance Binder Program. PPC will prepare and deliver to the facility Manager a binder that shows what types of products were used, where they were used along with the proper color designation.
 - PPC Regional Architect Representatives to aid in specification recommendations.
 - Color Matching on site or in store.
 - PPC offers Athletic field Marking Paints and Traffic Paints.
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- A world-class product line.
 - National distribution and delivery.
 - Consistent volume-based pricing.
 - Consistent color support.
 - Centralized repository of information.
 - Customized reporting.
 - Flexible billing options.
 - Employee discount programs.
 - Streamlined painting services across all locations
 - National network of painting contractors
 - Project status visibility & reporting capabilities

- On-site consultations with problem area identification and tailored product solutions
- Development of specifications that meet performance and budget requirements
- Standardized solutions that drive efficiency

PPG has a world-class Centralized Delivery Management System within our network of company-operated stores for several years. This delivery system offers FREE Delivery from PPG company-operated stores to serviceable Sourcewell members in most territories across the USA. On average, we have more than one delivery vehicle per store and each delivery vehicle is equipped with a GPS, offering a guaranteed delivery window to customers. Incoming orders are managed by our Delivery Manager and routed to the delivery drivers based on current location and most efficient delivery parameters. Orders are directed to the delivery system in real time and utilizing an integrated mapping system, drivers can redirect routes to improve efficiency.