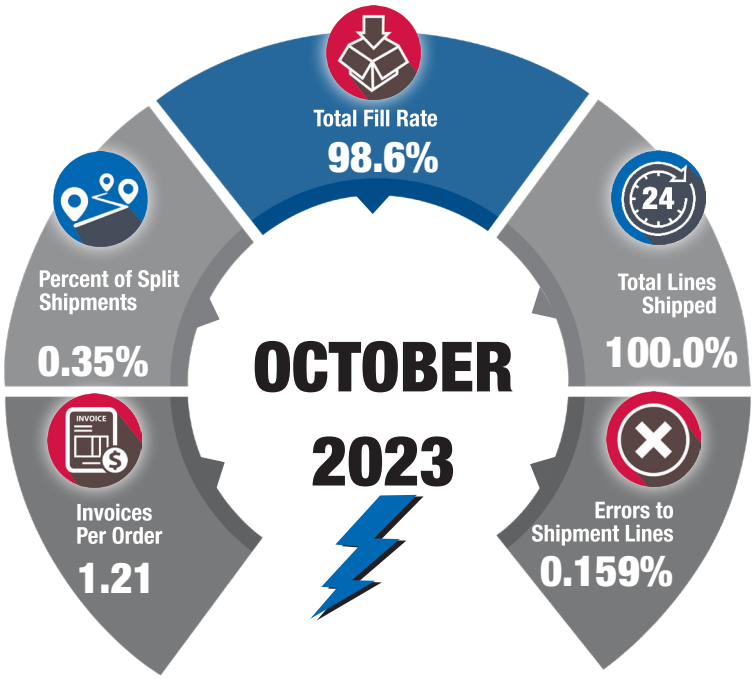
AT MINERALLAC, OUR PASSION IS PROVIDING SERVICE EXCELLENCE.

Our Goal:
98% Fill Rate within 24 Hours with ZERO Errors™

OVER 355 MILLION UNITS SHIPPED IN 2022

	2021 AVG.	2022 AVG.	ROLLING 12	SEPT. 2023
Total Fill Rate	95.9%	95.8%	98.2%	98.5%
Total Lines Shipped	99.1%	99.6%	99.6%	99.0%
Errors to Shipment Lines	0.134%	0.179%	0.170%	0.170%
Percent of Split Shipments	0.60%	0.37%	0.19%	0.17%
Invoices Per Order	1.20	1.25	1.21	1.19



100% GUARANTEED SALE

RMA PROCESSING

OUR GOAL	AVG 2021	AVG 2022	OCTOBER 2023
RMAs Approved within 24 Hours	100%	100%	100%
RMA Credit Memo Issued within 72 Hours	97.7%	97.7%	97.4%

- Low Transaction Costs
- Increased Inventory Turns without Excess and Obsolete Items
- Reduced Inventory Handling
- Greater ROI on SQ. FT. Space and Ranked Top 5% GMROI by Distributors

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PROVEN PROCESS

PARTNERSHIP

- Support in achieving customer specific goals
- Driven to meet customer needs
- Market research to drive business sales and profitability
- Marketing support fund opportunities

SUPPORT

- Dedicated customer service including over 90 years of experience
- Personalized analytical reports
- Custom solutions for business needs
- Accurate, up-to-date product attributes in data warehouses
- Custom marketing campaigns
- Minerallac University through BlueVolt for training and education

EXPERTISE

- Manufacturing quality parts for the electrical industry for over 125 years
- Employees dedicated to continuous merchandising and marketing needs
- Our team has over 200 years of experience to help lead innovative solutions