

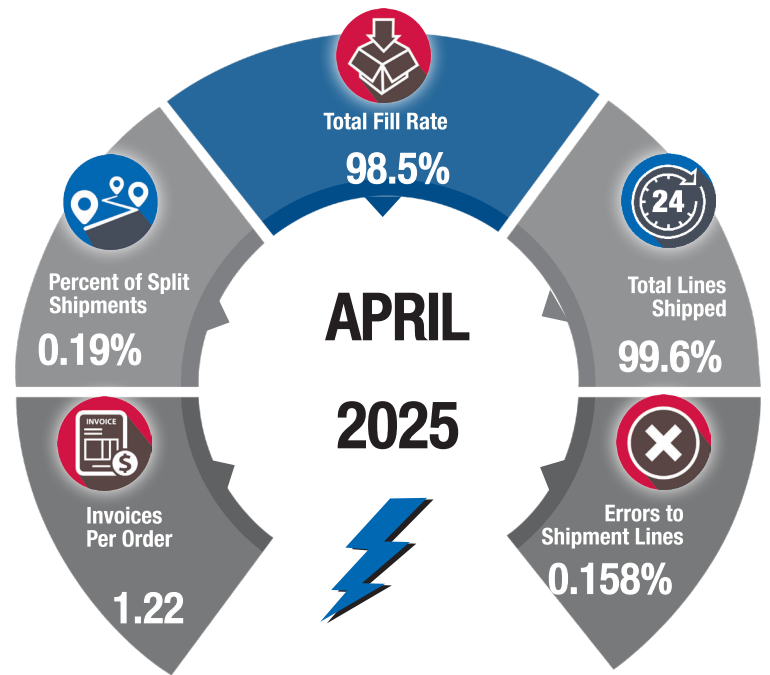


AT MINERALLAC, OUR PASSION IS PROVIDING SERVICE EXCELLENCE.

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

OVER 415 MILLION UNITS SHIPPED IN 2024

	2023 AVG.	2024 AVG.	ROLLING 12	MARCH 2025
Total Fill Rate	98.3%	98.0%	98.1%	98.7%
Total Lines Shipped	99.6%	99.6%	99.6%	99.4%
Errors to Shipment Lines	0.169%	0.167%	0.166%	0.162%
Percent of Split Shipments	0.20%	0.28%	0.27%	0.33%
Invoices Per Order	1.21	1.24	1.24	1.21



100% GUARANTEED SALE



RMA PROCESSING

OUR GOAL	AVG 2023	AVG 2024	APRIL 2025
RMA's Approved within 24 Hours	97.2%	100%	100%
RMA Credit Memo Issued within 72 Hours	99.3%	94.9%	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