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PPG pioneering a first-to-market paint delivery solution with technology partner Radaro.

PPG Taubmans now has a first-to-market paint delivery solution, working with last mile technology partner Radaro to provide a 2-hour delivery promise to retail customers who order through Taubmans Trade or Bristol stores.

In a local industry first, PPG now empower their customers by providing transparency and visibility for on demand and pre-scheduled orders. Adding another level of speed and trust to the ordering process to support the smooth running of paint projects.

The rollout commenced in August 2020, achieving more than 80% coverage of its owned retail distribution within 3 months. This resulted in enhanced customer service and interaction, overall increased order volume and revenue growth, store network transparency and operational efficiencies.

The close and successful collaboration with the Radaro team enabled a fast system implementation which focused on ease of use and real time visibility to meet evolving customer delivery needs and support a positive customer experience.

The PPG team have proudly delivered on a significant improvement in customer experience since launching the solution and rolling out across the network.

David Nicholls, PPG Commercial Director, Australia championed the implementation as part of the PPG digital roadmap and was quick to identify the competitive advantage that the Radaro partnership has provided.

“Radaro have enabled us to offer a unique competitive advantage that is the envy of our competition. We focus on customer experience above all else and when coupled with the operational enablement, rich data, and network analytics that Radaro brings to our retail network, we are bringing the 2-hour promise generally reserved for major fast moving consumer brands to the paint industry. At the end of the day, our customers are the winners” exclaimed Nicholls.

Brenton Gill, Managing Director of Radaro couldn't be prouder of the partnership. “To partner with such an influential global brand is a privilege. Radaro's technology coupled with the innovative leadership of PPG has enabled world class, last mile implementation at national scale. We imagine the competition in this space have some serious work to do to catch up.”

The relationship has caught the attention of the wider PPG Supply Chain and global team, with Radaro now working closely with the business to expand its real-time visibility capability.

PPG: WE PROTECT AND BEAUTIFY THE WORLD™

At PPG, we strengthen and enhance the world, working every day to develop and deliver the paints, coatings and materials that our customers have trusted for more than 135 years. Through dedication and creativity, we solve our customers' biggest challenges, collaborating closely to find the right path forward. With headquarters in Pittsburgh, PA, we operate and innovate in more than 70 countries. We serve customers in construction, consumer products, industrial and transportation markets and aftermarkets. To learn more about us and what we do, visit www.ppg.com.

We protect and beautify the world is a trademark and the *PPG Logo* is a registered trademark of PPG Industries Ohio, Inc. *Taubmans, All Weather, Easycoat* and *Sunproof* are registered trademarks of PPG Industries Australia Pty Ltd.

RADARO

Radaro is trusted by Global brands to partner for innovative digital customer experience across the last mile.

Our world leading software capability powers simple and scalable deployment for operating teams of major brands, ensuring Radaro clients keep pace with the evolution of today's rapidly accelerating digital landscape.

With implementations in more than 30 countries, Radaro partners with leading retail, OEM and logistics networks to create awesome digital customer engagement and data that powers informed decision making.

To learn more about Radaro, visit www.radaro.com.