

Dr. J.C. Weaver

SHERWIN-WILLIAMS PAINT, VARNISH AND LACQUER LABORATORIES

ROUTINE AND POLICY Consecutive No. 217

X258

COMPANY CONFIDENTIAL TO PV&L LABORATORY DIRECTORS
AND R & P MAILING LIST

Bulletin #2
Complete Reissue
7-24-63

Displaces Consec. #217
of 11-24-58

SUBJECT: P.V. & L. LABORATORIES' CONTACT WITH SUPPLIERS

Basic Company Policy
Laboratories' Requests
Contact Permission
Suppliers' Calls
Appointments
Rejectable Calls
Acceptance of Suppliers' Calls
Samples
Disclosure on Composition
& Quantities
Prices
Advertising & Publicity

The following action for the P.V. & L. Laboratories' contact with Suppliers has been reviewed, and is distributed to the P.V. & L. Laboratories and the Company's Purchasing Department with the approval of Director of Purchases and Technical Director.

"Our basic Company policy is to accord a prompt and courteous reception to any outside representative; with certain limitations which are outlined below. Many of the Purchasing Departments have definite calling hours, for example in Cleveland the hours for Suppliers' calls are from 9:00 to 11:00 o'clock A.M. and 1:30 to 3:30 o'clock P.M. with emphasis on appointments, but never turning down anybody at other hours unless it is just impossible to see them."

/s/ R. F. Hennig
7-8-63

I. LABORATORIES' REQUESTS

- A. For the purpose of exercising control (progress on various reports, etc.) of Company Policy with respect to purchases, the P.V. & L. Laboratory personnel are requested to clear through the Purchasing Department, requests for samples, Technical literature, invitations to Suppliers to meet laboratory personnel, and similar requests.

II. CONTACT PERMISSION

- A. The Purchasing Department does not want to leave the impression that Laboratory personnel is not permitted to interview or invite Suppliers who make direct contact with the Laboratories, but the Purchasing Department cannot control or restrict such contacts when they are initiated by the Suppliers' Sales or Technical personnel.

III. SUPPLIERS' CALLS

- A. The Purchasing Department's policy is to encourage Suppliers' Technical men to call on our Laboratories for the purpose of introducing any of their new products, improvements on old products, exchange of Technical information, and similar subjects of discussion.

B. APPOINTMENTS

The Purchasing Department advises the Suppliers to send their representatives to see the Laboratory personnel by prearranged appointment acceptable to P.V. & L. Laboratory personnel. This permits the Laboratory to accept or reject the appointment.

C. REJECTABLE CALLS

Any "good will" call on the part of the Suppliers, with no specific purpose in mind, should be discouraged.

IV. ACCEPTANCE OF SUPPLIERS' CALL

- A. It is further noted that the Laboratory personnel are under no obligation to see such Suppliers' representatives when they call unannounced at the Laboratories. It is entirely up to the Laboratory personnel to accept or reject the call.

V. SAMPLES

- A. It is further noted that the Laboratory personnel should not be expected to receive Suppliers' representatives when their only mission is to check on samples that have been submitted to the Company and are under test. Such Suppliers' representatives should be told to consult with the Purchasing Department for all such reports.

VI. DISCLOSURE ON COMPOSITION & QUANTITIES:

- A. Laboratory personnel are reminded further, that the percentage of the Suppliers' materials or other components used in the Company's products, or the contemplated volume required for production of the Company's product, should not be given to the Supplier. Also, that the total consumption for an individual Plant or the total institutional consumption, or any information as to the extent of that Supplier's participation in our purchases, should never be divulged.

IMPORTANT

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VII. PRICES

- A. Prices from the Supplier are necessary information to Laboratory personnel, but the Laboratories are cautioned not to attempt entrance into price negotiations. Further, Laboratories are not to divulge Suppliers' competitors' quotations or the prices that we actually pay.
- B. All price negotiations are strictly the province of the Purchasing Department, as established by the Company's Management.

**REDACTED FOR
PRIVILEGE**

HJLCotton;tcs

Technical Coordinator *HJR*

Directed to: P.V. & L. Laboratory Directors

cc: RFH CFT ECB HDL LR JCW HES ABH WHP DHH WDR DAK EWF REG WAH FEB WLH RJR TJMcD
WWG
WCF

RHH & SALES MGRS.
JSP & PLANT SUPTS.

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*Also see next page for
Addendum 1*

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Addendum No. 1

7/5/67

RAW MATERIAL SAMPLES for SUPPLIERS

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Occasionally suppliers become aware that we are using a competitor's product and as a favor they may request that the laboratories supply them with samples.

No request of this nature should be honored without first obtaining clearance from the Purchasing Department.

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