Supplier Portal (SCAR) for Supplier Corrective Action Request – Instructions for Suppliers

PPG Industrial Segment

Starting January 1st, 2027, all new Supplier Corrective Action Request (SCARs) will be communicated and managed through the PPG Supplier Portal.

This platform serves as the primary tool for the exchange of information related to nonconformities and corrective action activities along with monitoring of supplier performance trends and continuous improvement.

Through the Supplier Portal, suppliers will be able to:

- Receive SCAR notifications directly from PPG.
- Access and review details of reported nonconformities.
- Submit containment actions, root cause analyses, corrective actions, and preventive actions.
- Upload supporting documentation and evidence.
- Track SCAR status and monitor progress through closure.
- Maintain a complete record of communications and responses.

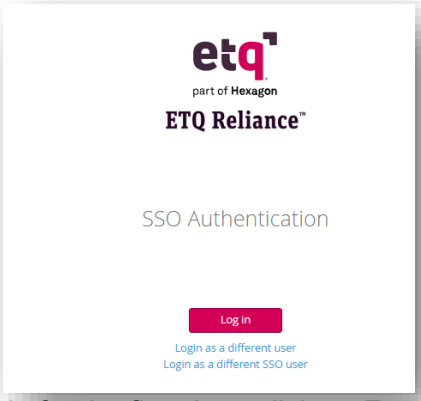
Please refer to the table below for PPG's guidelines for providing and update the non-conformity

Interim Fix (Containment actions)	Within 24 hours
Root Cause Analysis (RCA)	Within 30 days
Corrective Actions Implemented to Prevent Recurrence	Plan within 60 days Implementation within 90 days

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1. Suppliers assigned to a SCAR (Supplier Corrective Action Request) will receive a notification of the assignment through email with the link to access the SCAR assignment.

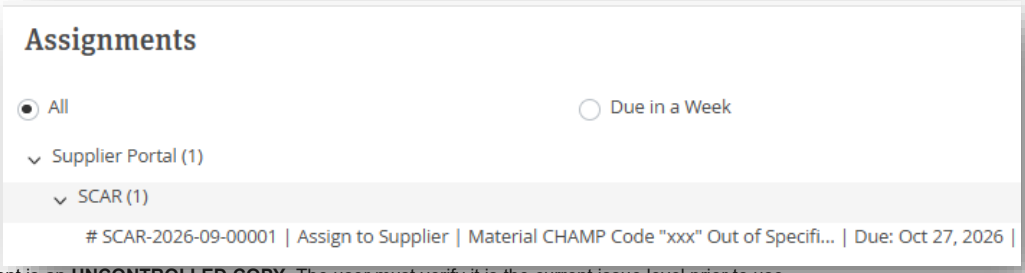
2. Suppliers will be requested to Log in ETQ Reliance. Click on Login as different user:



3. If you are Loggin in for the first time, click on **Forgot Password?** To get a new password otherwise use the password previously created.

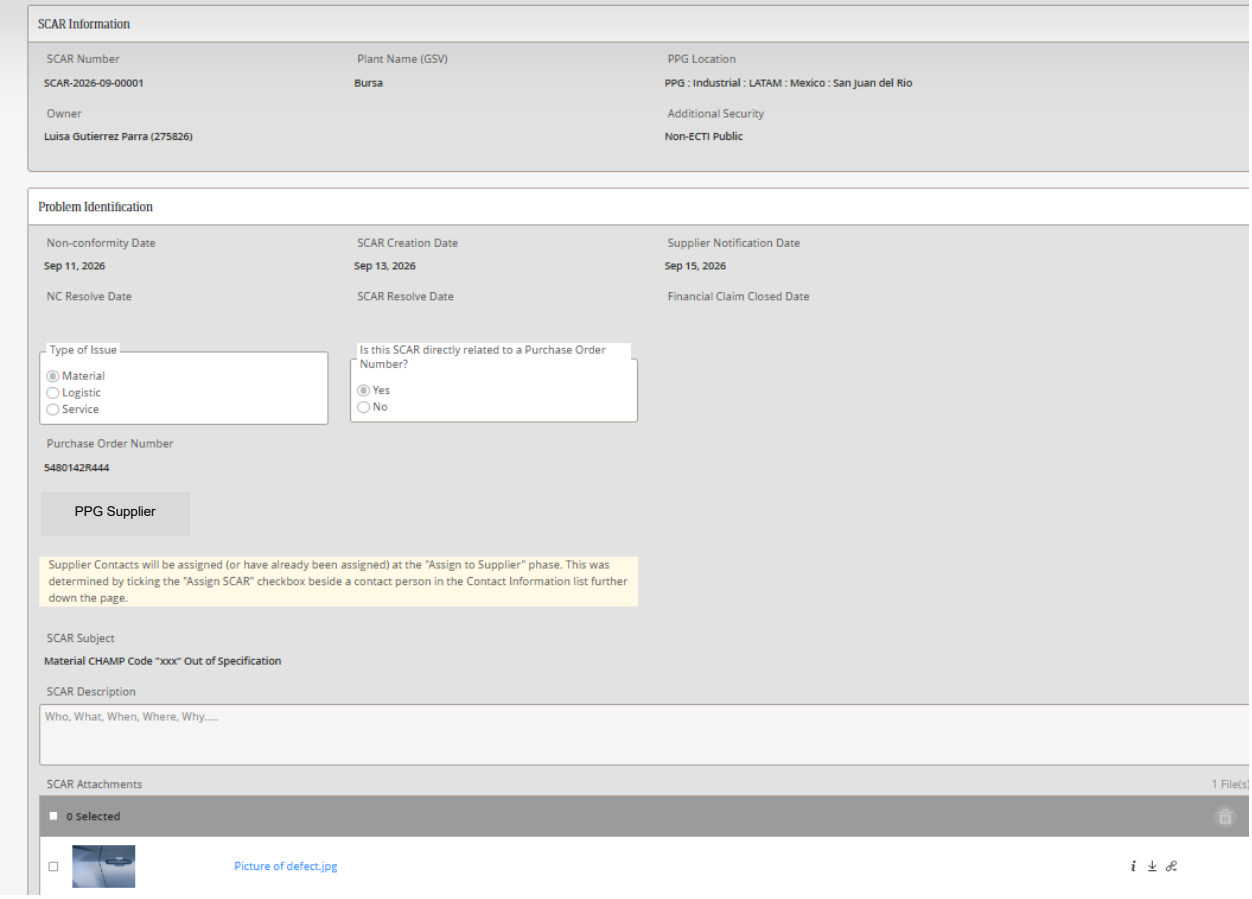


4. You will be directed to the **'Supplier Portal Profile'** view where you can see listed the SCAR Assignments, then click on **'Supplier Portal'** and then click on the **SCAR number** assigned to you.

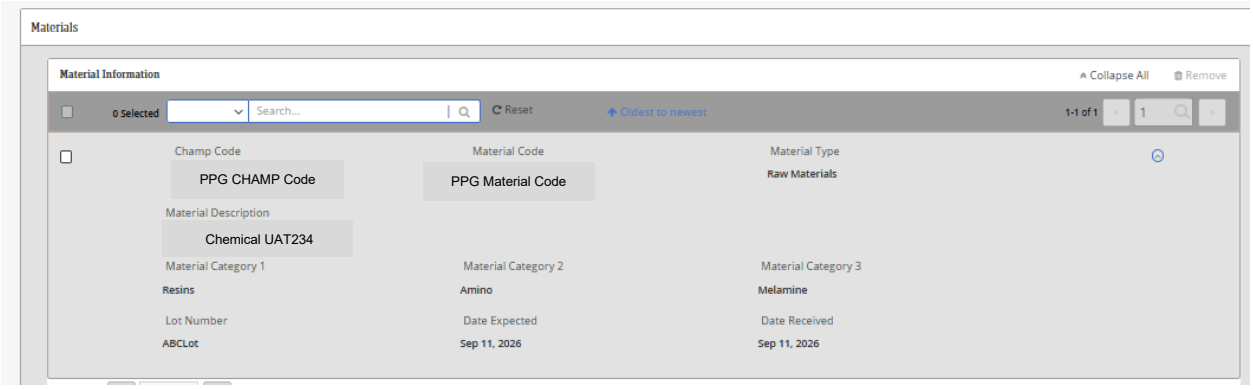


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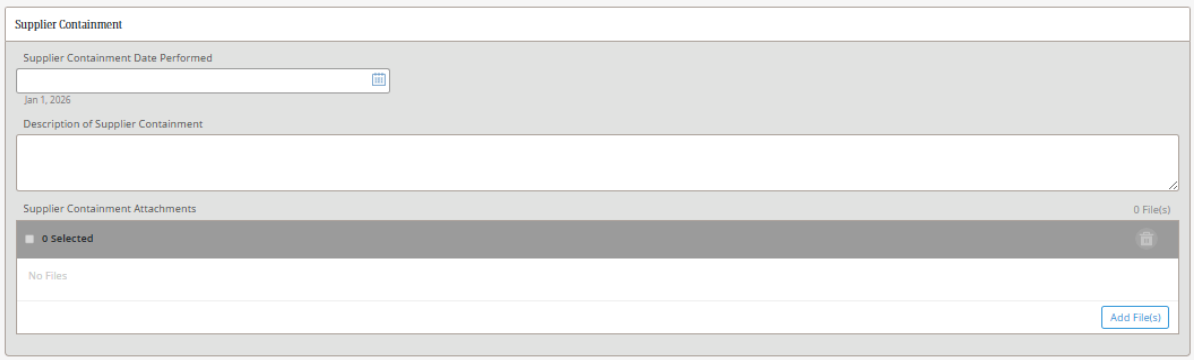
5. Under the SCAR Information and Problem Identification sections you will find detailed information on the issue together with any attachments and documents for reference.



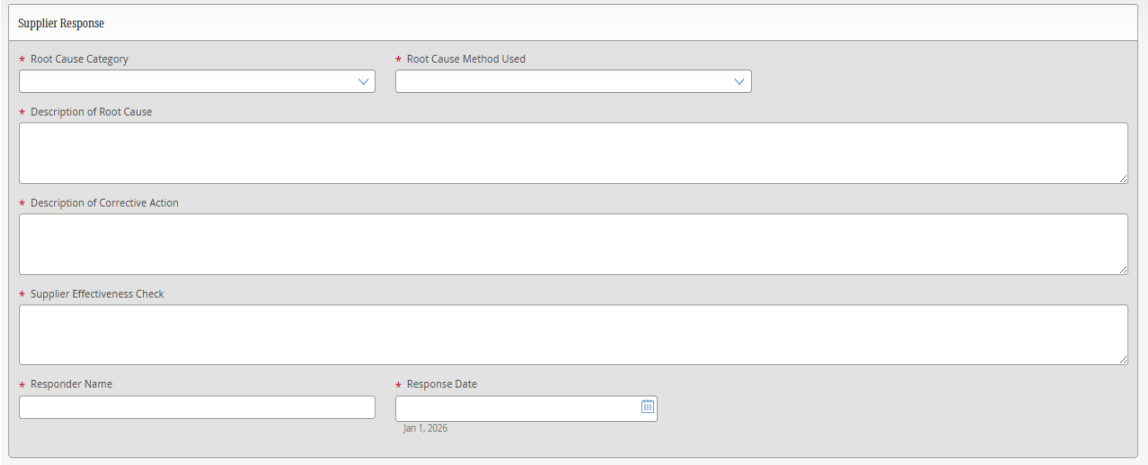
6. Under the Materials Section you will find detailed information regarding the PPG Material Code and Material Description related to the issue.



7. Scroll further down to **Supplier Containment Section** and provide information regarding any containment activity performed.



8. **Supplier Response Section**: Complete all mandatory (*) fields.

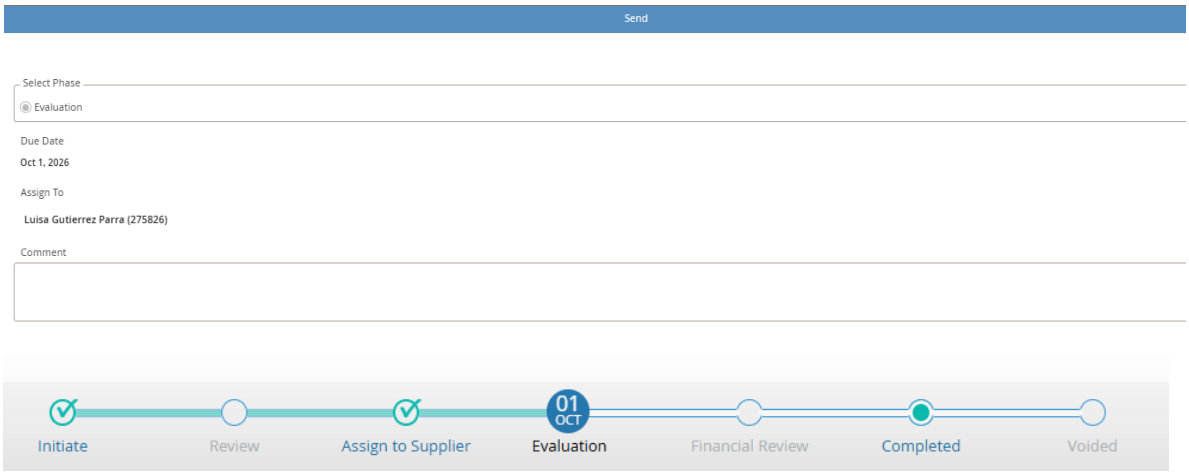


a) **Root Cause:** Select the confirmed root cause from the available drop-down menu.
b) **Root Cause Method:** Select the root cause methodology used to identify and confirm the root cause from the available drop-down list.
c) **Description of Root Cause:** Provide a description of the confirmed root cause.
d) **Description of Corrective Action:** Describe the permanent corrective action(s) implemented to eliminate the root cause and prevent recurrence of the issue.
e) **Supplier Effectiveness Check:** Describe how the effectiveness of the corrective action was verified including any monitoring, validation activities, test results, audits or performance metrics used to confirm sustained improvement.
f) **Responder Name:** Enter the full name of the SCAR responder.
g) **Response Date:** Select the date on which the SCAR response was completed and submitted.

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Please note that if the SCAR is classified as High severity, you are required to complete and attach the PPG Supplier 8D Report template provided as an attachment within the SCAR record.

9. Once you have completed the **Supplier Containment** and **Supplier Response** sections click on **Save** and **Send** buttons at the top right corner to send the response to the PPG SCAR owner. The SCAR item will be moved from **'Assign to Supplier'** phase to **'Evaluation'** phase:



10. The PPG SCAR owner will receive a notification once your response is submitted and will evaluate its adequacy and timeliness and assign a responsiveness rating. If the response is considered satisfactory, the SCAR will be closed, and the responsiveness rating will be made available to you in the SCAR form.

    If the SCAR Owner considers that the response is incomplete or not sufficient, the SCAR will be sent back to you along with the SCAR owner's comments, feedback and/or additional request. In such cases, you will receive a notification through the ETQ system and are expected to review the comments and submit an updated response addressing all outstanding items before SCAR can be closed.

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