

CUSTOMER SATISFACTION RESULTS  
2015 ON-TIME SHIPPING PERFORMANCE

|        |        |        |        |        |        |     |     |     |     |     |     |     |  |
|--------|--------|--------|--------|--------|--------|-----|-----|-----|-----|-----|-----|-----|--|
| 100%   |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 99.75% |        |        | 99.69% | 99.69% |        |     |     |     |     |     |     |     |  |
| 99.50% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 99.25% | 99.05% |        |        |        |        |     |     |     |     |     |     |     |  |
| 99.00% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 98.75% |        | 98.72% |        |        | 98.60% |     |     |     |     |     |     |     |  |
| 98.50% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 98.25% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 98.00% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 97.75% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 97.50% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 97.25% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 97.00% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 96.75% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 96.50% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 96.25% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 96.00% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 95.75% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 95.50% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 95.25% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 95.00% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 92.50% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 90.00% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 87.50% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 85.00% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 82.50% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 80.00% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 77.50% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 75.00% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 72.50% |        |        |        |        |        |     |     |     |     |     |     |     |  |
| 70.00% |        |        |        |        |        |     |     |     |     |     |     |     |  |
|        | JAN    | FEB    | MAR    | APR    | MAY    | JUN | JUL | AUG | SEP | OCT | NOV | DEC |  |