

Edition 2023



People. Passion. Performance.

Chicago Pneumatic

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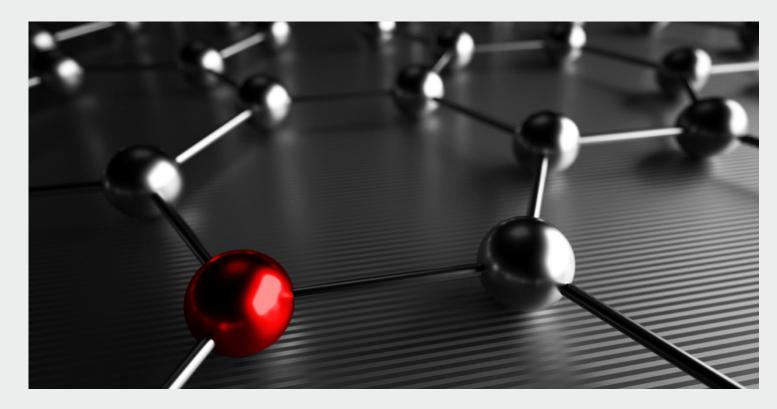
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1.1 Partnering with Chicago Pneumatic



Chicago Pneumatic has worldwide operations based on a strong and committed dealer network. We believe in being close to our customers and our dealers are chosen carefully to support customers and the Chicago Pneumatic brand. We strive to build a close relationship with you based on mutual respect and commitment.

- · We will deliver high-quality products that contribute to our customers' productivity and prosperity.
- · Our products are developed with the aim of meeting the quality, functionality, safety, and environmental needs of our customers.
- We believe our customers have the right to expect professional service and after sales support, including quick access to deliveries of high-quality Chicago Pneumatic products, accessories and spare parts.

Dealer relations

At Chicago Pneumatic, we strive to be the best associate for our dealers. Our partnership will help you grow your business and align you closely with our brand at the same time.

1.2 The right messaging



As our dealer, you play an important part in reinforcing the Chicago Pneumatic brand. We, in turn, strive to be your preferred supplier. Our brand promise "People. Passion. Performance." explains our philosophy. "People" explains our relationships and emphasizes that we offer much more than products. "Passion" is about customer commitment and conveys our energy and ambition. "Performance" is about delivering with the promise of consistent quality, thereby creating greater value for our customers.

It is important that our dealers are aware of and aligned with our brand and reinforce it consistently in all communication with customers.

People

Our people are passionate about understanding your needs and solving them through technology and support. We manage your productivity through an easy-to-access network of service and support. It's our business to keep your business up and running wherever you are.

Passion

We are committed to improve your productivity, and we bring a legacy of 120 years of passion for performance.

Performance

Our products are designed for safe operations and high performance through the use of intelligent technology you can trust.

1.3 Promoting Chicago Pneumatic

There are many opportunities to display and promote the Chicago Pneumatic brand and products. Remember that, for legal and other reasons, it is important to always clarify that you represent Chicago Pneumatic as an authorized dealer. Below is a list of different activities and items to increase your awareness of Chicago Pneumatic and strengthen the overall brand presence and positive recognition of our products. In the table below, you will find guidance on how to proceed in the case of specific collateral. The brand identity guidelines are part of your agreement with Chicago Pneumatic, and it is important to be familiar with them. When you sign the contract to become our authorized dealer, you undertake to respect and comply with our brand guidelines in all aspects. For further support, always turn to your Customer Center contact.

Advertisements and listings	Include the Chicago Pneumatic logo in all advertisements and listings such as yellow pages.
Online advertising For online advertising (example, Google Adwords)	Always mention Chicago Pneumatic products. It is recommended to use our products as keywords instead of the brand name itself. You would need Chicago Pneumatic's permission to use our brand for AdWords.
Buildings and signage	Make sure there is signage informing visitors that you are an authorized dealer of Chicago Pneumatic products.
Business cards	Include the Chicago Pneumatic Authorized Dealer logo on your business cards.
Customer events	Use Chicago Pneumatic material such as roll-ups, leaflets and giveaways.
E-mail footers	In the footer of your e-mails, state that you are an authorized dealer. Include a link to the Chicago Pneumatic website.
Exhibitions	Use Chicago Pneumatic display material, products, machinery and leaflets. Make use of the Chicago Pneumatic Authorized Dealer logo wherever necessary.
Giveaways	Chicago Pneumatic supplies a range of promotional material that you can order directly from the CP Profile Store or contact your local Customer Center.
Letterheads	You can put the Chicago Pneumatic Authorized Dealer logo on letterheads and envelopes as long as it is clear that you are the sender.
Mailings, including e-mail	Always include the Chicago Pneumatic Authorized Dealer logo.On e-mail, add information and links to the Chicago Pneumatic website.
Photos and logos	Use photos from the Chicago Pneumatic multimedia gallery when promoting Chicago Pneumatic products.
Posters	Chicago Pneumatic can provide posters for your events; contact your local Customer Center.
Recruitment	When you recruit, it is great to mention that you are an authorized dealer of Chicago Pneumatic products.
Training seminars	Use Chicago Pneumatic presentations in your training sessions.
Vehicles	Use a Chicago Pneumatic sticker on your service cars and vans.
Website	Put the Chicago Pneumatic Authorized Dealer logo on your website. Place a link to the local Chicago Pneumatic country or global website and to the relevant product pages.
"With compliments" slip	Put the Chicago Pneumatic Authorized Dealer logo on your compliments slip together with the other main brands that you carry.
Workwear	Affix the Chicago Pneumatic Authorized Dealer logo to the workwear used by staff in stores and by service engineers.

1.4 Dealers' references to Chicago Pneumatic

"Chicago Pneumatic authorized dealer" is the preferred way to refer to your association to Chicago Pneumatic. It must be used in every communication channel, such as advertising, online, facade signs, labels on vehicles, and so on. The Chicago Pneumatic Authorized Dealer logo is available in different formats and languages in our multimedia gallery.

Vertical unit:



Authorized Dealer



Authorized Service Center







Horizontal unit:



Authorized Dealer Horizontal free space for logo:



1.5 Basic rules for the logo

The Chicago Pneumatic logo

The visual representation of a brand is composed of very simple elements like a name, colors and logo. The full representation of the Chicago Pneumatic brand is the CP ring, followed by the words "Chicago Pneumatic". The full logo should be used in all instances, unless there is a compelling reason to use only the ring (due to space limitations on some giveaways, for example).

"Chicago Pneumatic" appears after the CP ring as its helps customers identify with the brand's American roots, which are a key part of our identity: durable, reliable, high performance and great value.

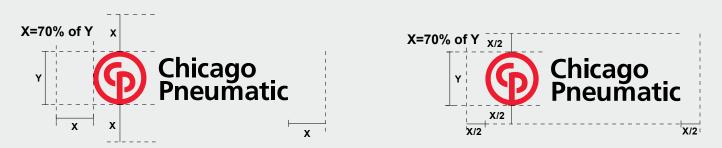
The Chicago Pneumatic logo must never be changed or tampered with. Never attempt to recreate the logo. Electronic versions of approved master artwork are available. Always use the original artwork and the correct logo proportions.

Logo's restricted area/free space

It is crucial to ensure that the Chicago Pneumatic logo is clearly visible in any placement. With the addition of a restricted area (also called free space) around it, the eye will more easily recognize the logo. The larger the free space around the logo, the greater the visual impact.

Any headings placed next to our logo should not compete with our logo for the viewer's attention. Our logo should always be dominant.

Free space around the logo



Halve the free space around the logo for signs, sales promotional items and web applications

1.6 Logo colors and backgrounds

Visual integrity and consistency are the basis of a successful brand identity. Rules for proper usage are important to ensure the brand is presented in a consistent, professional manner.

Logo colors

Three colors are acceptable: CP red (Pantone 485), black and white. No other color is permitted.

Logo backgrounds

Ensure there is sufficient contrast between the background and the logo. NEVER place the logo over a busy background.

Never depict a color logo within a white box on a dark background. Likewise, do not add a black box behind a red logo to achieve the red-black look. The background of the page must be black in this case.

Wherever possible on flyers, catalogs, posters and advertisements, the logo should be shown as CP red on a black background.





Red (when needed)





Never place the logo on

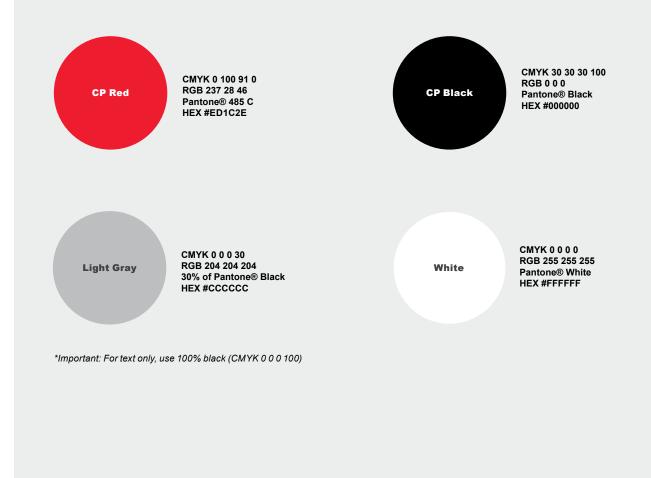
a busy background

Never split or use part of the logo such as the CP ring on its own

1.7 Chicago Pneumatic colors

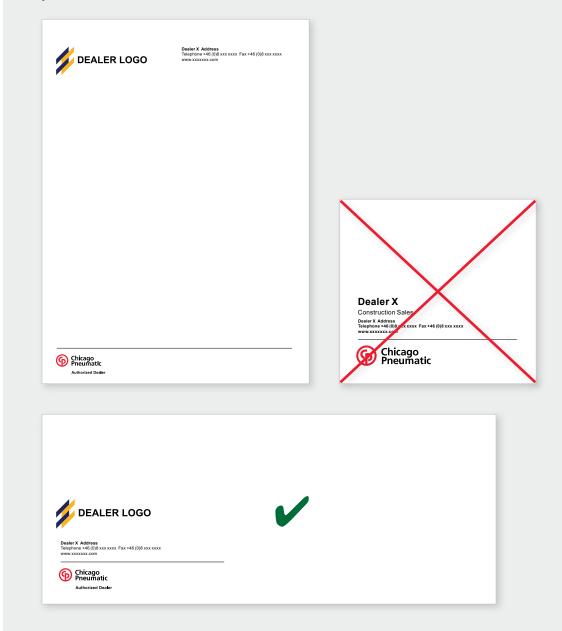
Print colors

The Chicago Pneumatic red color code is PMS 485 C. When printing in four colors (as in magazine advertisements), the color mix should be: CMYK 0 / 100 / 91 / 0. For the web, use: RGB 237 / 28 / 46.





You can place the Chicago Pneumatic Authorized Dealer logo on letterheads and envelopes as long as it is clear that you are the sender.

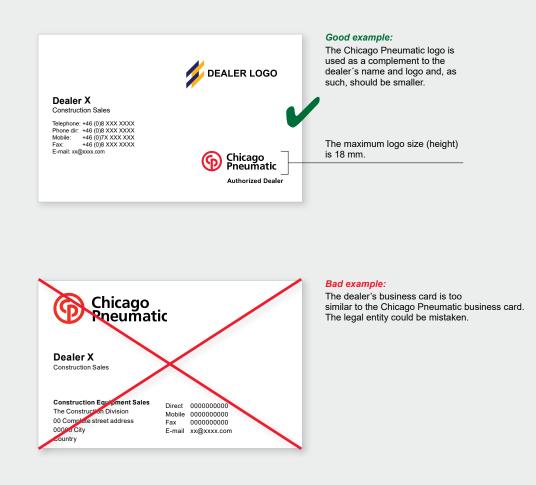


2.2 Business cards

As a dealer, you should promote your own brand identity.

The business card should clearly show your name and logo so that the legal entity is not mistaken.

As a dealer, you have the option of using the Chicago Pneumatic Authorized Dealer logo to complement the dealer's name and logo.



2.3 Buildings and signage

Use of the Chicago Pneumatic logo on facade signs and labels (both indoors and outdoors) is an important way to guide the customer to the dealer.

Facilities should be recognized by high-quality exterior signage. On signs the minimum free space around the logo should be half the free space, as defined on page 6.

Always use the Chicago Pneumatic Authorized Dealer logo.



Good example: Always allow enough free space around the logo.

The logo should always have a black or white background.

2.4 Events and exhibitions

The logo at exhibitions

An exhibition is an important occasion to display and strengthen the brand. The Chicago Pneumatic Authorized Dealer logo should be used on booth layouts. The logo must always be surrounded by free space, as defined on page 6.

The local Chicago Pneumatic Customer Center can supply appropriate signage, flags and banners.



Good example: The Chicago Pneumatic Authorized Dealer logo is clearly visible.

2.5 Vehicles

Labels on vehicles

Chicago Pneumatic dealers may add appropriate adhesive labels to sales, delivery and service vehicles. The Chicago Pneumatic Authorized Dealer logo should always be used in full.

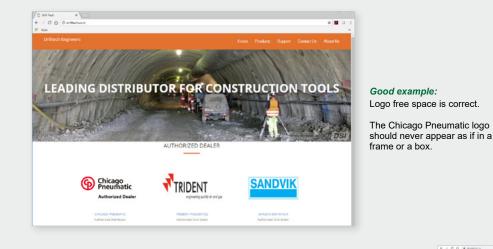


3.1 The importance of being visible online

The industrial world is changing rapidly and so are the trends in marketing. Just a few years ago, the traditional form of advertising was known to work for all dealers. But presently that's not the case. Today's consumers are heavily influenced by other forms of digital media. If you are not taking advantage of the rising digital platforms, then you are losing business to your competitors.

As a dealer of Chicago Pneumatic, to enhance our presence online, you must use the Chicago Pneumatic Authorized Dealer logo on your website. It is essential for visitors to understand that the website belongs to a dealer. When integrating Chicago Pneumatic products into your web pages, make sure to always have the latest valid information and to feature the right images from our multimedia gallery.

This section will help you understand how to enhance your presence and attract more customers digitally.





Power Tools, Construction Equipment & Compressors by Chicago Pneumatic Criticge Preumatic tools and compressors that are engineered for high performance. In addition to provering design, high-ingest technology, and durability Clicago Prevenatic means castorer value.

Banners and images

Dealers can use Chicago Pneumatic website banners and images on their website with permission from the Customer Center contact. Get in touch to learn more of what is available to promote Chicago Pneumatic online.

3.2 Social media

Do you know that your consumers spend a huge amount of time each day on various social media platforms including Facebook, Instagram, Twitter, and LinkedIn? With a digital presence on these platforms, it becomes easier to reach hundreds of potential customers with a single click. This is also an easier way to connect and engage with your target audience. For this you must first do the following:

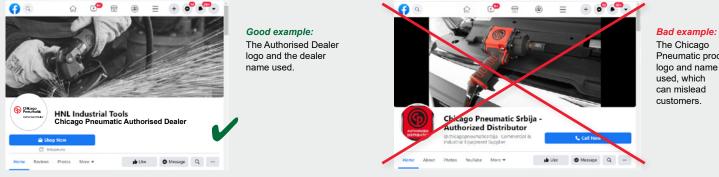
- Create your business page or account on all social media platforms Facebook, Instagram, Twitter, and LinkedIn
- · This task requires you to provide your business information to create a profile
- After you have an account or a page, you can also link it to your main website

To enhance the visibility of Chicago Pneumatic products, you can reshare content (listed below are some examples) from official Chicago Pneumatic social media channels:

- Product launch posts
- Customer stories
- Product features, technologies, discoveries, and advancements
- High-quality product photos and videos
- A walk-through video explaining product details

In all posts, you can provide a link to the listing page on the website.

You should never use the Chicago Pneumatic logo as your primary avatar on social media accounts. You should always ask for permission from your local Customer Center before opening an account and only use the Chicago Pneumatic Authorized Dealer logo. The name of the social media account has to be the name of your company



Pneumatic product logo and name

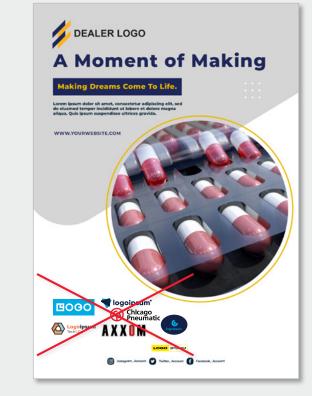
3.3 Advertisements, mailings and listings

Use of the logotype in advertisements

When a dealer creates advertisements, mailings and listings, its own brand identity should be used. When showing the Chicago Pneumatic brand, the Chicago Pneumatic logo should be clearly visible and surrounded by the required free space. For more details, refer to section 1.5.

When possible, use the logo on a black, white or gray (30%) background in advertisements. Avoid busy backgrounds that make the logo illegible or that compromise the brand's identity.







Bad example: Logo free space is violated.

3.4 Online paid advertising platform

As you know, Google Ads is an online advertising platform developed by Google. Here you can display short ads with headlines, descriptions, service offerings, product listings, etc. To create your Google Ads account, you'll need your business email address and website.

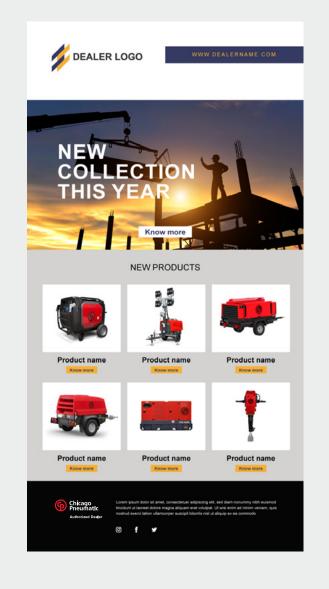
Benefits of running Google Ads

- You can target your ads. With targeting, you can ensure that your ads reach people with specific interests or in certain geographical areas
- You can also limit and control your spending on the ads
- Google Ads and their reach can be measured easily

Note: If you plan to run Google Ads on "Chicago Pneumatic", you will first need to coordinate with the local Customer Center.

3.5 Email marketing

Email marketing is an effective and easy way of reaching out to thousands of potential customers by sending them emails regularly. Through these emails, you can notify them about various Chicago Pneumatic products, or any upcoming campaigns/events related to Chicago Pneumatic. For effective email marketing, you must record the email ids of all potential customers visiting your website or your showroom. The emails should be drafted such that they build consumer interest and are not considered spam.



3.6 E-Commerce

Presently the e-commerce business is booming across industries and this becomes a new avenue for increasing sales and revenue.For this, you need to integrate e-commerce with your existing website or sell on marketplaces like Amazon, Mercado Libre, ManoMano or other local pure players.

As a dealer of Chicago Pneumatic, to sell our products online outside of your own webshop, you must request authorization from your Chicago Pneumatic customer center.

It is essential for us that Chicago Pneumatic products sold outside our website, contain the required product information.

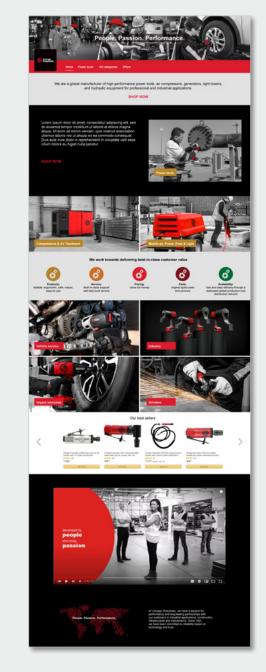
To enhance the visibility of Chicago Pneumatic products, make sure to respect our guidelines:

- The title must contain at least the Chicago Pneumatic brand (not the abbreviation, CP), the product model and the product type
- Use the marketing content available to you
- Display the main technical characteristics of the product
- Display at least two pictures
- Link your offer to the brand Chicago Pneumatic

To make sure to always have the latest valid product content and to stand our from your competitors, please contact your Chicago Pneumatic Customer Center.



Some sites allow for the creation a brand page. Please, do not go ahead an create one, instead contact us and we will provide you with everything you need.



Benefits of e-commerce:

- Faster buying
- Customers can glance at all products
- Saves cost
- No geographical limitations for buying
- The turnaround time for buying and selling is faster
- · Provides customers with comparisons which help in faster decision making



Good example: Explicit title and many visuals

Bad example: No product picture and lack of marketing content

3.7 Web presence

A website is an effective marketing tool and can play an important role in retaining and attracting customers. The key here is to have an informative, engaging, and SEO-optimized website. The purpose of SEO optimization is to ensure that your website appears at the top in the searches carried out by customers.

Logotype:

You should use the authorized dealer logo as shown in Section 1.4, wherever you are representing your dealership. The Chicago Pneumatic logotype is the corporate signature of our company and you require approval from the local Chicago Pneumatic Customer Center for use of our logotype on your website.

Dealers are encouraged to make links to the local Chicago Pneumatic website and to specific product pages rather than copy information from the Chicago Pneumatic website. This is to ensure that the information is always up to date.

The preferred placement of the Chicago Pneumatic partner logotype is first in the row.

Domain names:

Dealers are discouraged from registering domain names that include any part of the Chicago Pneumatic name.

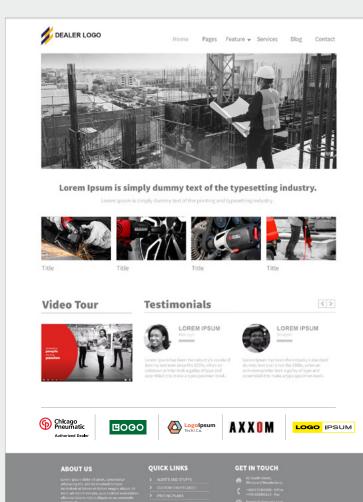
Bad example:

AXXOMdealercp.com AXXOMchicagopneumatic.com Good example: AXXOMdealer.com

To avoid duplication of content on the Chicago Pneumatic website and the dealer website, dealers must update and use different content and images on their websites. For further support, always turn to your Customer Center contact.

Are you, as a distributor, already visible in our dealer locator?

Be listed and instantly identified as an official Chicago Pneumatic distributor. For instance, an e-mail address will make sure you are ranked on top of our list. Contact your sales representative to ensure visibility in the dealer locator.



4. Where to find marketing material

4.1 Printed matter and promotional material

Printed matter such as sales brochures, catalogs and technical documentation may be ordered through your nearest Chicago Pneumatic Customer Center or through our print shop at www.podshop.se/cp/. You can either download the HD print file to print locally or order print-on-demand through the print shop directly by creating an account. Low-resolution PDF files of sales brochures and technical documentation can be downloaded from the Chicago Pneumatic website.

Only Chicago Pneumatic companies are allowed to produce Chicago Pneumatic branded leaflets.



Promotional material:

If you need some branded materials, giveaways or other items, you can order directly from the CP Profile Store or contact your Chicago Pneumatic Customer Center.

4. Where to find marketing material

Chicago Pneumatic multimedia gallery

4.2 Photos and logos

Chicago Pneumatic has a web-based multimedia gallery where a large selection of photos can be found. All photos are free for use by authorized dealers. All the photos used must have a reference to the source: "Photo: Chicago Pneumatic."

Using the multimedia gallery

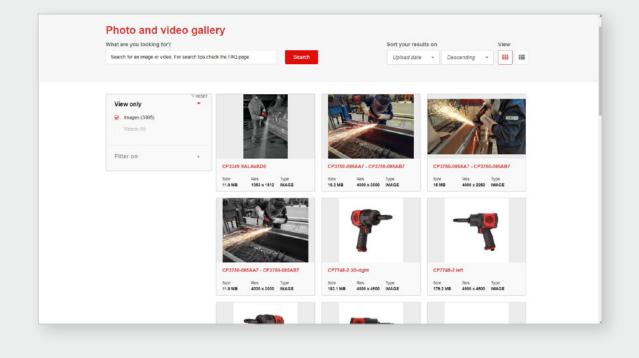
The multimedia gallery is located at http://www.photos-videos.chicago-pneumatic.com/.

You can search for photos and logos by product group, segment, keywords or model or part numbers. They can be downloaded in multiple formats, high resolution for print purposes or low resolution for web purposes. They can be downloaded as JPEG files in different resolutions:

For the web: 72 dpi

For PowerPoint: 150 dpi

For printing: 300 dpi



5. FAQs

Answers to questions you may have as a dealer:

1. Why do we need this manual?

As a Chicago Pneumatic dealer, you play an important role in the positioning of our brand. This manual has been developed to support the brand positioning activities of all our Authorized Dealers.

2. Being a dealer, we would like to promote our own brand and identity; do you want us to use the Chicago Pneumatic logo? You should of course use your own logo. However, as a representative of Chicago Pneumatic, we want you to promote our brand in a professional way. This manual describes how and where you can do this.

3. How should I describe Chicago Pneumatic?

Chicago Pneumatic represents high-performance tools and equipment designed for an extensive range of applications, especially in construction and demolition, industrial maintenance and repair and vehicle service industries. We make industrial tools, vehicle service tools, construction tools, compressors, generators, workshop equipment, paving equipment and attachments.

4. When should I use the Chicago Pneumatic Authorized Dealer logo?

You should use the logo during the validity of your dealer agreement. Note that the rules for the use of our brand may be amended by the applicable dealer agreement from time to time. Any licensed right to use the Chicago Pneumatic registered trademark will come to an end once you cease to be an Authorised Dealer of Chicago Pneumatic. At such a time, you must discontinue the use of our brand, and the license will terminate automatically.

5. Where should I use the Chicago Pneumatic Authorized Dealer logo?

In this manual, we have given examples of typical applications and activities where the logo may be used on dealer communication material. These include advertisements, mailings, posters, service vehicles, buildings/signage, workwear, customer events, website, e-mail footers and compliment slips.

6. Are there cases or applications when I cannot use the logo?

You may use the Chicago Pneumatic Authorized Dealer logo on stationery only when your own logo is clearly dominant in size and position. The Chicago Pneumatic Authorized Dealer logo would be appropriate in the letterhead footer, for example. You can never use the logo in applications which may be perceived as offensive, such as calendars that depict people disrespectfully or on pictures representing war/violent situations or religion. If you are uncertain about an application, either ask for advice or don't use it.

7. Where can I find the Chicago Pneumatic Authorized Dealer logo in the correct sizes and formats?

The Authorized Dealer logo can be downloaded from our multimedia gallery; it exists in eight languages and different formats.

8. Can I order materials such as leaflets, signage and sales promotion material from Chicago Pneumatic? How do I go about it?

Chicago Pneumatic offers an extensive range of catalogs, signs and promotional material to promote both the brand and all its products. This material can be ordered directly from Chicago Pneumatic. See page 17 for more information.

9. Based on the guidelines in this manual, can I print a leaflet or mailing with the Chicago Pneumatic logo on it, or do I need prior approval from a Chicago Pneumatic Customer Center?

When it comes to stationery, you can simply follow the rules in this manual. For all other applications, we request that you ask the Chicago Pneumatic Customer Center in your country for a quality check and approval before proceeding.

10. Where can I order a brand identity manual?

The manuals are available for downloading as a PDF file. Alternatively, you may call the Chicago Pneumatic Customer Center that serves you.

People. Passion. Performance.

