



Proper

MARCH 2019

SERIES 4

SERIES 4

Letter from the CEO

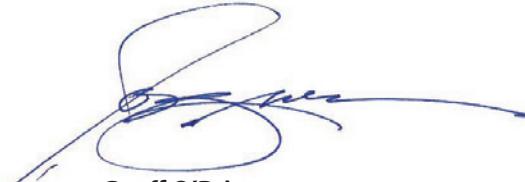
I am happy to see the weather break and spring is approaching. With spring comes the rain and fresh blooms of our trees and gardens. It will hopefully also bring a fresh perspective of what is in store for the automotive industry. Autonomous and electric vehicles are being developed at a fast pace. Our OEM customers are finalizing the new product portfolios at a controlled cautious level. In turn, this has put the global tooling industry into a worldwide slow down. This will undoubtedly carry over to slower orders in the part side of our business as well. Our team is expanding their reach into other customers and product lines to help fill open capacity as our customers begin to release new product details. I fully expect the next two quarters to be about the same pace and then ramp to a higher level of capacity utilization.

During this time, we will continue to evaluate equipment upgrades, productivity and efficiency in order to compete in the global market. Unfortunately, our government has allowed imported molds from low cost countries to continue to enter our country. So we must continue to improve.

In my recent visits to our customers they all have the same message, "There is head winds coming for automotive, maybe in the next 18 to 24 months." This is opposite of what the press and cable shows are stating, but these global companies see around the world and I am listening closely. So much of our company is directly linked to automotive and we will need to be conservative in our behavior to be ready for the next down turn. I hope they are all wrong but it is prudent to prepare.

Part of this preparation is evaluating our customers and the products we make for them. Low margin business must be removed from our company, as well as customer behavior that overtakes every resource. This may reduce overall revenue, but it will make the company stronger and healthier. We call this weeding the garden!

Enjoy your spring season.



Geoff O'Brien
CEO

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Branding

Background:

The simple word “Proper” has been a recognized brand in the mold making industry since 1971. This makes the “Proper” brand older than brands like Google, Facebook, Yahoo and even Apple. Since “Proper” was founded, very recognizable brands have come and goneSaturn and AOL come to mind. At the start of my career, I worked for companies like Inland Fisher Guide and Detroit Plastic Molding Company. These places are long gone yet still there is “Proper”in the familiar industry leadership position. This is the very definition of a sustainable brand.

Most sustainable brands like “Proper” move through increasing levels of sophistication as their companies change. With great brands, core basis of the brand may remain the same but the way in which it is expressed is likely to evolve. Think about Proper Mold & Engineering versus Proper Group International. “PME” describes a company that designs and builds high quality engineered molds for industry. “PGI” describes a larger company involved in a more broad range of products..the exact nature of which are better described by its division names; Proper Tooling and Proper Polymers. We are still “PME” but now we are much more.

The branding efforts are part of a larger effort including a new website. As this evolves over the next few months, we will see the division names change to better reflect the broader base of businesses in which each division will be involved. In fact, each division will become a “group” in its own right. While this is still evolving and changing, I thought it might be interesting to see a small sneak preview of our overarching brand ideals.

Goal:

The goal of developing brand standards and ideals to provide harmony in our message to the community and in how we approach our jobs. It is the first step in development of an overall marketing message. The plan for our new brand standard is to reaffirm our core brand values while defining the identity the Proper Group for the future. This doesn't just mean presentation materials or logos on your shirts, although this is part of it. This means how we describe and even how you refer to our company.

The following presentation of “Logo”, “Brand Identity” and “Brand Vocabulary” have been developed as part of this effort.

Brand Logo:

Proper Group

The Proper Group logo is designed to be approachable, conveying the simplicity and precision Proper Group strives for in its manufacturing. The boldness of “Proper Group” speaks to the durability of its products and strength as a company. You might note the removal of “International” from the logo. This makes the logo more simple and bold and reflects the ideal that we are an unabashedly “North American” company.

Brand Identity: Integrity

“New is something we never turn away. Built on a culture of creative innovation embracing different product niches, we’re always prepared for what’s on the horizon.

Our reputation is staked in our spirit of adaptability and integrity as a partner. And we make it our everyday focus to deliver.”

Brand Vocabulary:

The Proper Group brand voice is one of leadership and confidence but should still feel approachable. The following is a list of vocabulary that can be utilized to create messaging for the brand.

*Adaptive
Client Success
Collaborative
Committed
Contemporary
Customer First
Dedicated
Diligent
Efficient
Imaginative
Impactful
Innovative
Noteworthy Change
Partner
Passionate
Precision
Reliable
Skilled
Support
Trustworthy
Wide-Spread Impact*

Conclusion:

This is just a short preview of a much larger rollout taking place over the next few months. It will culminate in an updated company structure, website and image. While this is still a work in progress, I hope everybody in the Proper Group family finds this interesting and takes some time to think about what “Proper” means to them. I am proud to have been a small part of the success of this great brand and am excited to be a part of its future. I hope you are too!

Rob Hamood
President
Technology Group

Cutting Edge

precision services

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Hello everyone. Greeting's from Canada. I hope everyone has survived the winter. What started out as a nice easy winter, as far as weather was concerned, sure returned with a vengeance in January and February. I am sure everyone is looking forward to the arrival of spring and summer. Time to blow the dust off the Golf Clubs, get the boats out of storage, sharpen up the lawn mower blades and get back to enjoying all the fun outdoor activities.

Our team is continuing to evolve. Please join me and welcoming the following Associates to the Cutting Edge team.

Kyle Pierschke – Designer

Rob Tessier – CNC Machinist

Neil Valmassoi – CNC Afternoon Leader

Justin Paquette – CNC Machinist

Laura Snyder – Post Machining Verification

Ryan Hampton – Surfacer

Jacob Boow – General Machinist Apprentice

Jacob Losier – CNC Machinist

Ryan Sakal – Surfacer

Rick Clark – Account Manager

Since the second half of 2018, CEPS has maintained a focus on continuous improvement. For example, last fall our leadership team completed a 2 day leadership/conflict resolution training session in effort to continue investing and developing our people and culture. Our Associates are our greatest asset and over the last several months we have been able to reward some of them with "Job Well Done" awards. These awards are small tokens of appreciation and are given out to Associates who have gone over and above to help and improve the company and/or their fellow Associates. To all of the recipients, Well Done!! We look forward to handing more of these awards out this year!



I am very proud of our Associates for many reasons, one being how generous they are. During the Christmas season our team took on 2 important charity initiatives. First of all, we held a very successful food drive which was donated to "Street Help"; an organization that assists the homeless in Windsor. In addition to the food drive, we also sponsored a family from the Windsor Children's Aid Society. With this initiative, we were able to provide 1 family of four with their entire Christmas wish list!!

Things are starting to look up on the business front. As we all know 2018 was a difficult year in the Mold Business. As Cutting Edge enters its 19th year in business our entire team is looking forward to a rebound in 2019. Cutting Edge continues to serve its machining customers in addition to our Proper mold work. By taking on this machining work, from mainly our Die Cast and Automation customers, we were able to maintain a steady workload on most of our CNC Machines throughout the year. We anticipate that to continue in 2019. The workload in Mold Making is showing some signs of improvement and we are looking to be busy very soon as jobs are starting to be released.

Sean O'Neil

President

Cutting Edge Precision Services

Proper polymers

Electric Vehicle Growth and what it means to US!

According to the International Energy Agency (IEA), Electric Vehicles (EV's) will grow from 3 million in 2017 to 125-220 million by 2030. The IEA also predicts the world car count will hit 2 billion between 2035-2040. EV's will account for approximately 1% of the vehicle population by 2035. Much of the growth in the EV market is driven by government regulatory policies. These policies include credits, subsidies and EV quotas for consumers and manufacturers, as well as tightening emission standards and increased fuel taxes. So, basically taking your money and giving it to others to develop a market that might not otherwise exist or grow (I digress).

You may ask why 1% of the vehicle population is driving so much hype in the automotive industry. There are a number of reasons for this. Forbes predicts that by 2030 EV's will account for 28% of the worlds new car sales, and by 2040, EV's will account for 55% of the total new vehicle sales. "The pace of electrification in transport will be fastest in Europe, where 44% of light vehicles will be electric by 2030, followed by China (41%) and the US (34%), while Japan will lag behind with just 17% of cars being electric".

The projected growth in the EV market is driving significant investments by the traditional auto manufactures, as well as a number of EV startups. A study performed by AlixPartners in Southfield, MI predicts that by 2023 a whopping \$255 billion in R&D and capital expenditures will be being spent globally on electric vehicles, and that some 207 electric models are set to hit the market by 2022. Although **Tesla** has garnered most of the headlines related to EV's, there is plenty of competition coming. **General Motors** announced this year that it plans to deliver at least 20 new EV's to the market by 2023. **Ford** announced that they will invest \$11 billion to bring 40 fully electric and hybrid vehicles to the market by 2022. **FCA** announced that it will spend nearly \$7 billion to electrify Jeep, Maserati and Fiat brands in the next 4 years. **Mercedes-Benz** plans to offer at least one electrified alternative in all of its vehicle segments by 2022. Ultimately, Mercedes expects to offer 50 electrified variants. A little over a year ago, Mercedes announced plans to invest \$1

Billion in the Tuscaloosa AL facility. Most of this investment will go toward electric SUV's and a new battery plant. In South Carolina, **BMW** produces and electric version of the X5. So far in 2018, EV's have accounted for 7.7% of **BMW** North America Sales. By 2025, **BMW** expects that up to 25% of the vehicles they produce will be electrified, including an all new electric X3 from Spartanburg by 2020. **BMW** is investing in Spartanburg so they can produce EV's or combustible engine vehicles on the same line. **Volkswagen** plans 27 electric cars by 2022. Like most other companies, VW is focused on the Europe and China, but are committed to EV production in the US as well.



In addition to the investments by traditional auto manufactures, money is pouring into private electric companies as well. Funding of private EV companies surged from \$200 Million in 2013 to \$2 Billion in 2016, and it is only growing from there. These startup includes Rivian, who has raised \$500M in investments. Rivian acquired the Mitsubishi plant in Normal, Illinois. They expect their first production vehicles to roll off the line in 2020. In addition to Rivian, there is a slew of other startups looking to get off the ground including Lucid Motors who secured \$1



Billion in investments earlier this year. Even Google is the in EV game with its Waymo company. Waymo's strategy is to link up with traditional auto manufactures to incorporate their electric and self-driving technology. Their initial focus has been on mini-vans. Waymo plans to launch a driverless taxi service in Arizona this year. Waymo has been testing their vehicles in Texas, California, Michigan, Arizona, Washington and Georgia.

This seismic shift in the industry toward EV's will present both risks and opportunities for automotive suppliers. Here at Proper, we see mostly opportunities in plastic injection molding. BASF, one of the world's largest producers of plastic resins stated there will be "no electric car without plastics". According to Tesla, they expect plastics in EV's to grow 37% annually. The reason plastics is so strategic to EV's is increased mileage gained due to lighter weight components. Proper has been engaged in light weighting strategies for several years now. This includes MuCell technology, thin wall development and hybrid injection molding with composite fiber technology. Another aspect driving up the plastics content is replacing heavier metal components with lighter plastic components.

The Proper Group team is engaged with customers today on light weighting innovations. The challenge is that customers want light weight, better performance and lower cost. This is a huge challenge because lightweight materials come at a premium, and many lightweight technologies require additional capital beyond our standard injection molding machines. Somebody has to pay for this. Some of you may be familiar

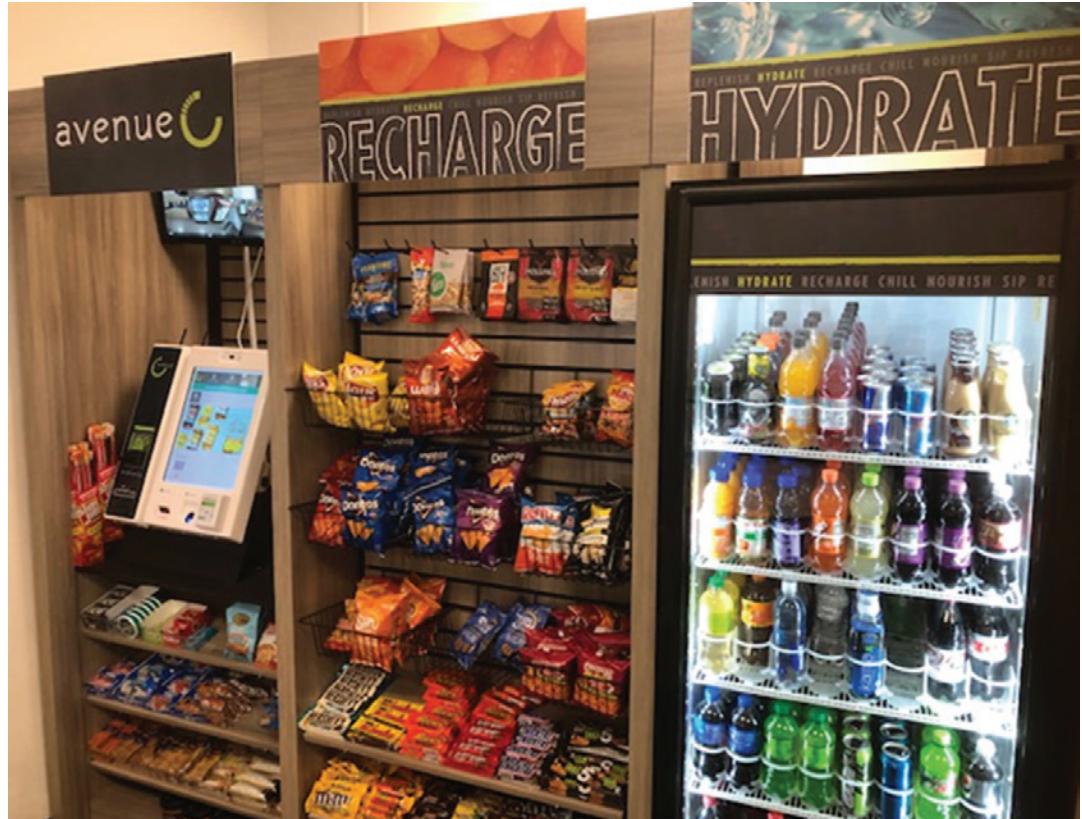
with our Fiber Form Cell in Warren's plant 3. Last year, Proper, along with its technology partners developed a new version of the Ford F150 Console Lid. Our team did a fantastic job re-designing the products and tools, as well as the manufacturing process to incorporate a high strength, light weight fiber sheet in the molding process. The entire Fiber Form cell in Warren's building 3 was displayed prominently at the 2018 North American Plastics Expo (NPE) last spring. This cell has generated significant interest from our customers because it resulted in a 15% weight reduction and a 40% improvement in strength. We are currently working with a customer on a Fiber Form concept for a structural component on the F150. Although it is a work in process in process, we are currently seeing a weight reduction in excess of 40%. We also see an improvement in strength of 24%. The down side is that our current cost model shows the light weight part will cost approximately 20% more to produce than conventional injection molding. In some cases, customer might accept higher cost if they perceive a higher value in the product. Even so, we are working to close the price gap.

The bottom line is that the move toward EV's will only accelerate the use of plastics in the vehicles and that is good news for the Proper Group. The future will be both challenging and exciting, the way we like it. Bring it on!!

Joe Grippe
Vice President
Automotive / Industrial

Proper polymers

Greenville Proper Greenville focusing on our People, our Process, and our Product



At Proper Polymers Greenville our aim is to have everyone in the game, nobody can be sitting on the bench. The key is for every associate to understand how their effort affects the success of the organization. To do this, we are focusing on all aspects of the business. Improvements to help our associates feel appreciated such as a new market place filled with more choices to recharge their body and improve their rest periods. Other improvements include more locker space and clean, filtered water on the production floor.

We launched the 6S process and made improvements to the work stations. Supplies are in clear sight so we know the status for replenishment. Fans were mounted to replace floor units, which were hard to clean around and created trip hazards. Physical barriers for RH and LH part separation were implemented to reduce the risk of mixing parts. Condition lights were mounted on every machine and the PCA uses this to communicate to the support team; each color represents a condition and/or request for help by a support team member. This is all designed to make the work station safe, efficient, and error proof.



We cannot forget about material quality, we installed new covering systems to control contamination to our resins. This makes it easy to see how full a Gaylord is and simple to replace when new material is needed. Taking care of raw material is a critical step to achieve the levels of quality our customer requires. Achieving these requirements at a profit is the end game.

These improvements are necessary for sustainable performance and getting people involved is paramount to the overall success. It's cliché, but still holds true that continuous improvement is a journey not a destination. It is also a lot of fun when everyone is involved.

Scott Haulotte
Plant Manager



Proper polymers

Pulaski

The quality improvement team has completed many actions to improve output on the T1XX Light Blade.

The first pass quality coming off the press has improved to a level that meets shipment requirements. Some of the completed actions are barrel heat calibration by Krauss Maffei to reduce black spots, locked down thermal profile and molding processes, vendor for dryer systems confirmed dryer operation and dew point monitoring are accurate and that the resin is dry, technical representative from material supplier evaluated and validated the process, and the tooling team increased venting in all tools.

Next steps focused on replacing the current screws with new feed screws, in addition to all screw related componentry, designed specifically for processing clear polycarbonate resin. Replacement screws and all related componentry are on order, with delivery expected within the next month. Installation will follow shortly thereafter.

PPAP Timing for T1XX Light Blade

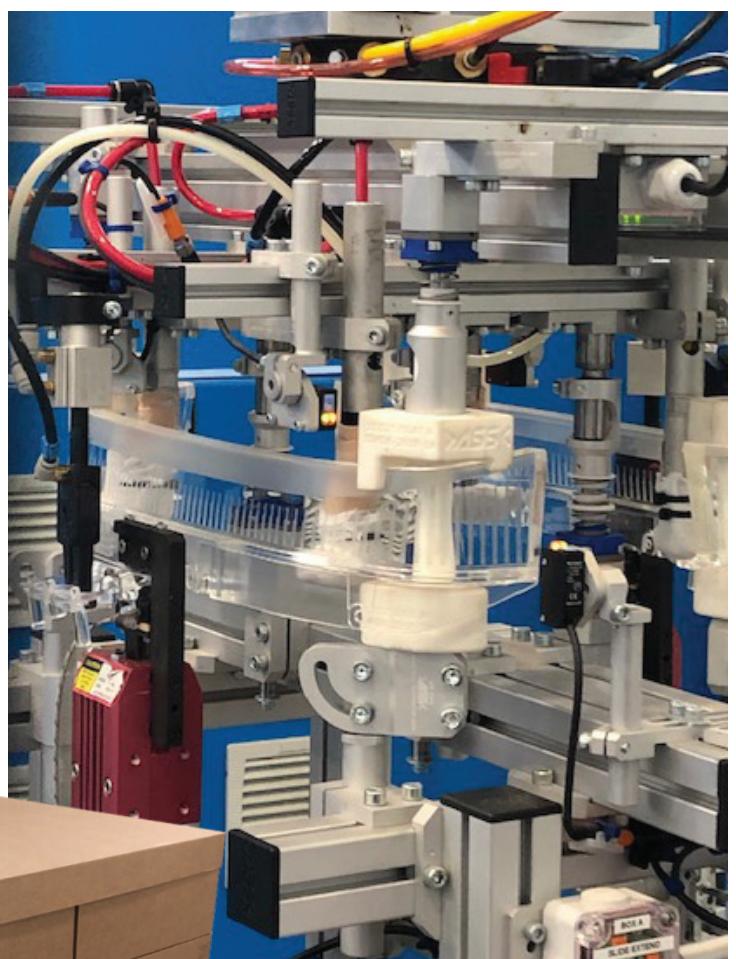
- T1XX Tool #1 PPAP- completed on 5/18/2017
- T1XX Tool #2 PPAP- completed on 11/20/2018
- T1XX Tool #3 PPAP- Pending New Machine to Pulaski
(ETA is 5/13/2019) Plan is 7/14/2019
- T1XX Tool #4 PPAP- Pending PPAP Submission 3/28/2019 - Plan is 4/11/2019

Robert Price

Vice President of Operations



T1XX Shipping Tray



Proper tooling

Manufacturing

The shipment of the last Wilbert spin stack two shot mold signifies the last job launched under previous procedures both upfront and in the shop. Going forward, all new molds have been started under our team of Chris, Al and Phil. The market remains slow but we are starting to see improvements in quality, timing and customer satisfaction. This is a great starting point and I would like to thank everyone and remind you all that your continued support of the supervisors and management team, along with your dedication to quality is what makes this work.



Since the start of the 1st quarter we have completed (20) new molds with an on-time performance of 95%. All tools were on time or early with the exception of #15808.

Overtime will be continued to be managed closely by department based on workload. Bay#1 has been working (7) days for several weeks. We are starting to see their workload return to normal as new orders have been completed. As our new project backlog has picked up, machine utilization and consequently work hours in all machining areas are increasing. Anyone with any questions regarding workload / backlog please, see your supervisor or me directly.

The recent Ford CX 430 Prototype program (19 Molds) has started a culture change within our company. Prototype work used to be characterized as overflow work and lower priority. With this program, we have taken steps to integrate the planning and execution strategy to involve the entire company. This

will provide a better service to our customers and allow both prototype and production tooling areas to thrive. Prototype aluminum tools are now tracked and scheduled in the same manner as production tools, with larger molds machined complete in B1 with the same priority. The programs being quoted are too large for one building to machine and build therefore the jobs are being quoted for all of Proper build. This provides internal opportunities, increases capital utilization and increases Proper Group's customer base which is a big advantage in cyclical markets like automotive. Prototype success can also lead to future production orders as well.

This is a great example of working as one company versus acting as separate divisions. We will continue to strive to spread this type of activity to all areas of the company, including PGIM and Anderson.

As I outlined in the previous newsletter our initial goals are simple;

- Eliminate any current job liabilities ASAP. (Molds need tryout issues closed out)
- Develop current system ASAP making sure job assignments are clear and there is accountability.
- Do it right the first time. Eliminate rework.
- Interface Chris, Al & Phil in the new builds at the right time so more eyes are on the project and they can assist to steer the job in the right direction.
- Make ALL due dates.

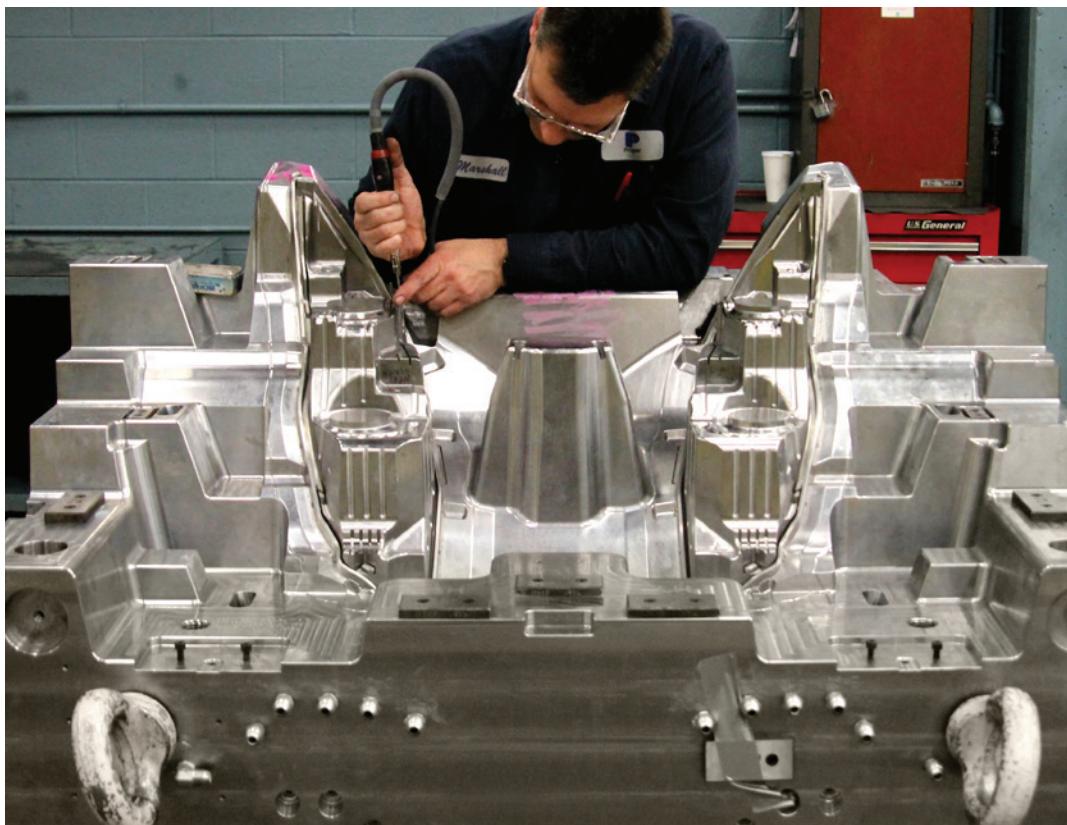
To build on this additional required goals are;

- Increase utilization of equipment.
- Maximize 3D printing utilization.
- Consistent shop & machine cleanliness.
- Overall organize entire shop all bays / departments.
- Improve mold designs, content and update Proper standards with regular team meetings.

All of the above are well underway with much work left to complete.

Darren Mack

Director of Manufacturing



Proper polymers

Anderson

At Proper Polymers Anderson, we continue our effort towards continuous improvement and leadership. This year we have provided certifications in Quality Management Systems, Lean Manufacturing, and Leadership Development to several associates. The attention to training has allowed us to promote and recognize associates who have demonstrated the skills and leadership qualities that are necessary for a "Winning" team.



Focused on Improving

In 2019, we plan to continue the path of improvements, as well as take on new opportunities with our customers. We have already started the process of launching several programs in the consumer and automotive market. The diversity of products has challenged the team to not only recognize the importance of quality parts but also the importance of consumer brands. I think this helps our associates draw a direct connection to the product, customer and ultimately pride in what we do.

Thanks to everyone in Anderson for a great finish to the year and I look forward to being with you in 2019!

Jonathan Mills

Plant Manager



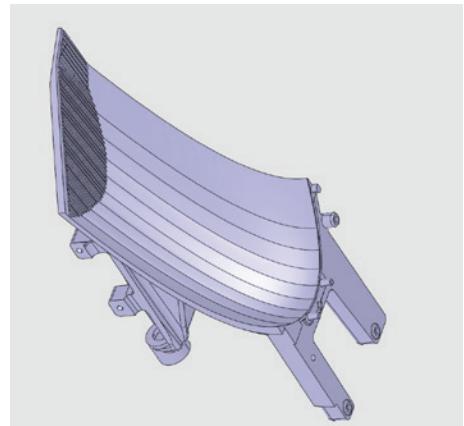
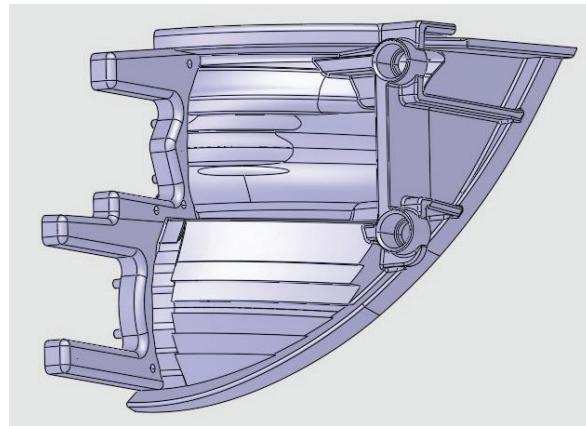
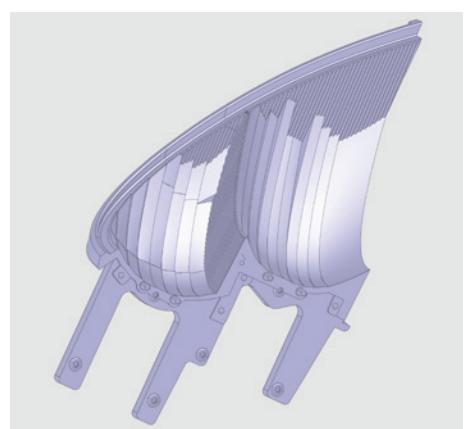
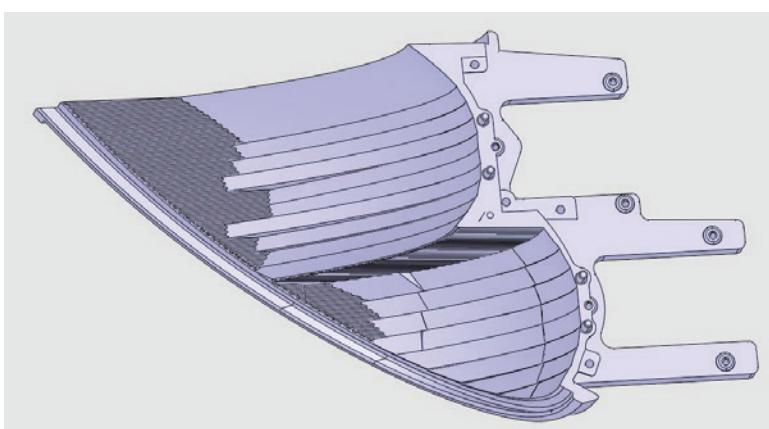
Proper Prototype

Opportunity to be Successful

It has always been thought that opportunities and success were something a company went after, but in some cases a company needs to turn that around. Opportunities and success are not something it goes after but something it attracts by becoming an attractive company.

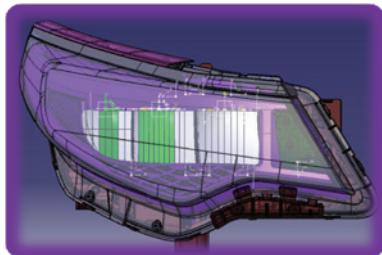
It is about creating the conditions under which a company can succeed. In many cases it comes down to being in the right place at the right time, but often it has to do with a customer looking for exactly what a company has to offer.

This is a perfect example.



Low Cost Full LED Headlamp

OVERVIEW



Low Cost Full LED Headlamp

All LED Headlamp for the same cost as Halogen.

Functions: Low Beam, High Beam, DRL, Turn and Position.

Headlamp rating: "IIHS GOOD" 7 Demerit @+0.1° Up

Vertical aiming at 0.1°

TEST	TYPE	VISIBILITY [m]	GLARE	GLARE	DEMERITS
Beam	Curve	Left	Right	test?	demerits
High	150m L	56	64.2		0.7
High	250m L	72.3	81.9		0.383
High	150m R	62.6	55.7		0.714
High	250m R	76.9	69.1		0.544
High	straight	175	164		0 0
Low	150m L	55.3	59.2	OK	0.709
Low	250m L	62.1	62.4	OK	1.18
Low	150m R	61.7	57.6	OK	0.357
Low	250m R	71.1	65.6	OK	0.667
Low	straight	60	93.1	OK	0 2.07
FINAL DEMERITS:		7,33344			
OVERALL RATING:		Good			



Mobis North America, an exterior lighting company, is a new customer to Proper Tooling. Mobis had a project that involved the CNC machining of aluminum headlamp reflectors. Proper Tooling had produced many reflector injection tools with other customers, but in this case, Mobis required a single set of high and low beam reflectors to be CNC machined.

The uniqueness here is both "A" and "B" sides of parts needed to be machined, but also parts needed to be machined from

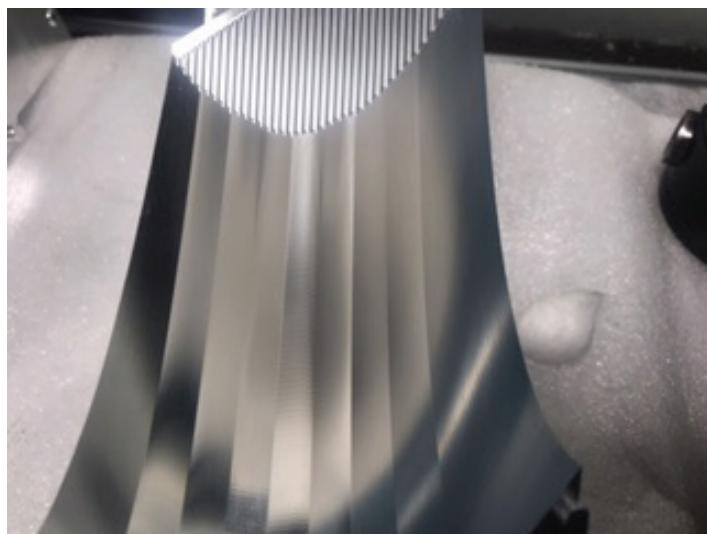
aluminum billets. Mobis had a supplier that said they could do this work, and after four attempts, Mobis realized this supplier was incapable of doing these parts. Failure was not an option and Mobis sought an attractive company that could fulfill the requirements, Proper Tooling.

These parts will be installed into mockups, placed into a production car to prove the optical prescriptions, and finally tested on a goniometer to verify beam patterns and legal output. This requires parts to be machined with extremely tight tolerances and accuracy.

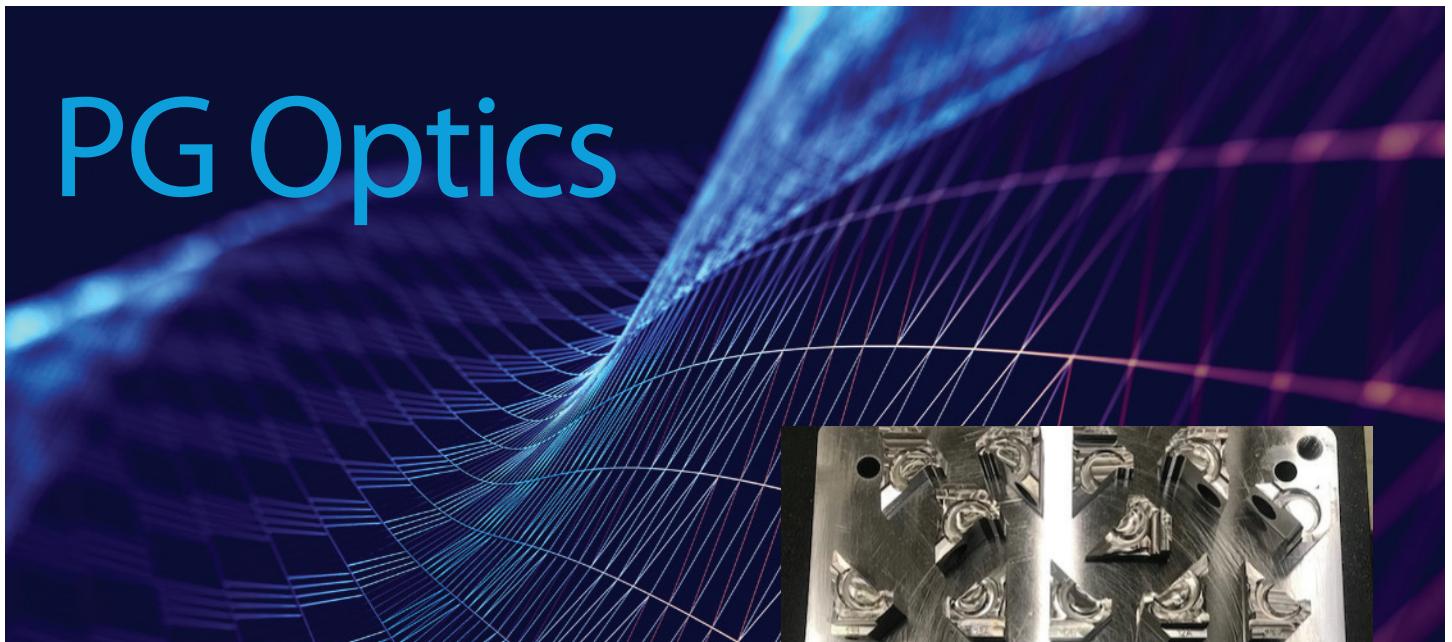
Proper Tooling's Team, utilizing experience, highly accurate fixturing (FCS), superior machining (Optics CNC Machines), and all around customer orientated staff, produced a total of four reflectors that in the customer's words, "Were perfect"!

Mobis staff will now only come to Proper Tooling for this type of work, and it has opened the door for future opportunities with them.

Steve Carolin
General Manager



PG Optics

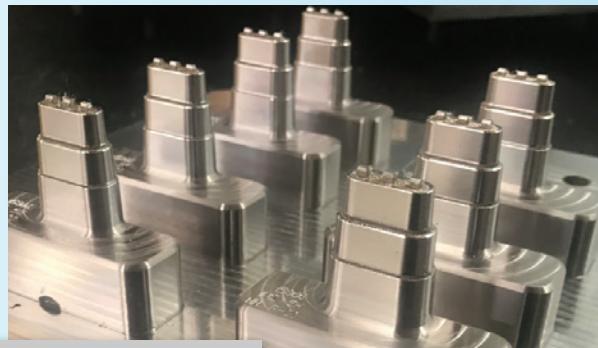
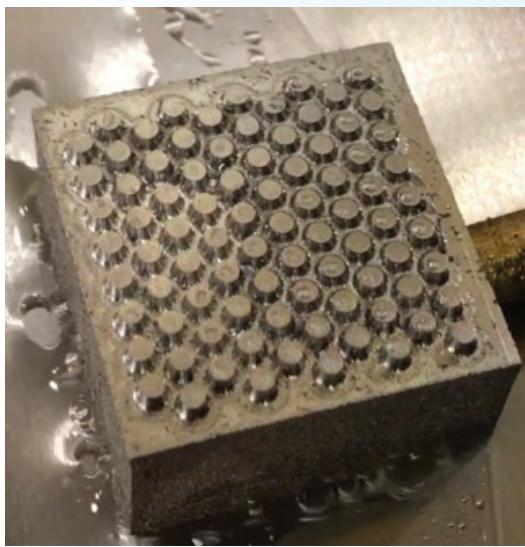


Although it has been slow at Proper Tooling, the 3D printer has been busy. We have printed over 150 inserts in the past few months.

Brian Hoppe
Optics Leader

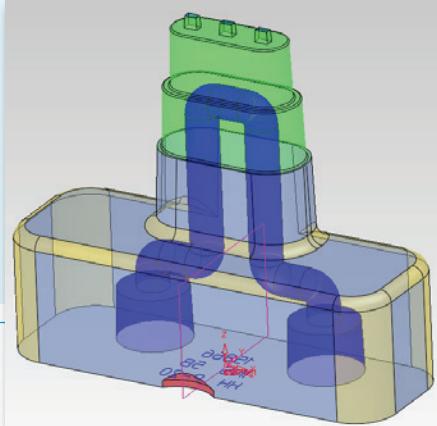


15780, 15782, 15782 Cashew Gate Inserts



Laser Technology Test

New Settings for the laser have been developed that allow the density of the steel to be changed creating a self venting material. (notice the air bubbles in the picture)



15866 Conformal Cooling Inserts



Proper polymers

Warren

At Proper Polymers Warren, We strive at continuous improvement, and growing our team to be successful.

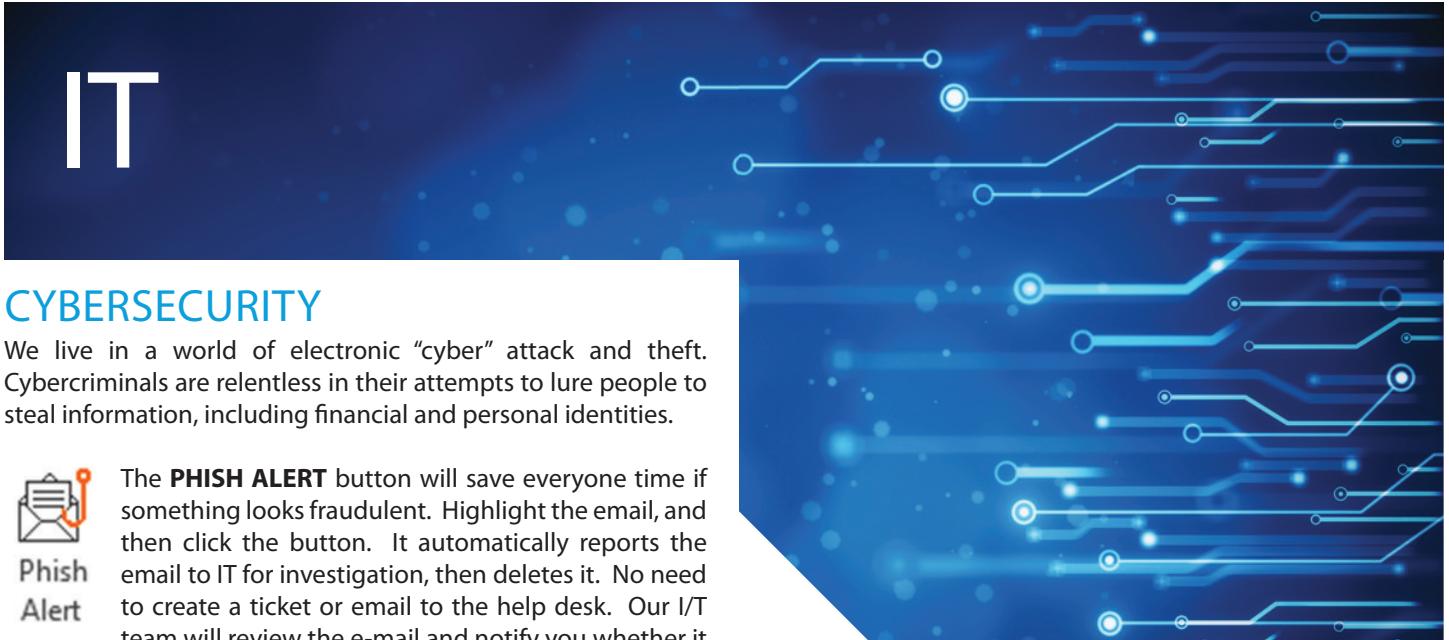
The IATF Transition Audit was conducted and we were presented with our TS Certification. This was a huge win for our organization as we had zero findings during this transition audit which ensures our customers we are following processes and procedures correctly and efficiently. We have built a team atmosphere that strives on success.

In 2019, our facility has been awarded a fresh box project, which is another amazing consumer product from Otter Box. This is a new concept that Otter has sourced Proper Warren to manufacture that will help the produce industry ship product and keep it at a desired temperature. The team is brilliant on making desirable products for consumers.

Thanks to everyone at Proper for making the beginning of 2019 successful!!

Ray Scott
Plant Manager



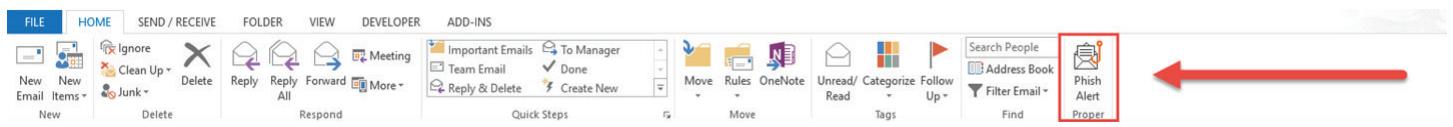


We live in a world of electronic “cyber” attack and theft. Cybercriminals are relentless in their attempts to lure people to steal information, including financial and personal identities.



Phish Alert

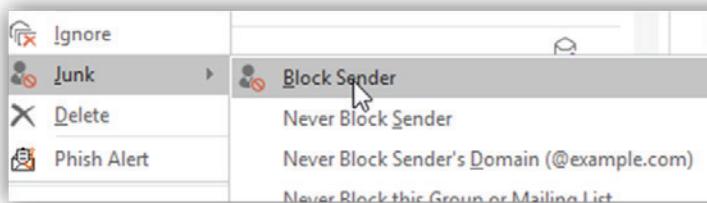
The **PHISH ALERT** button will save everyone time if something looks fraudulent. Highlight the email, and then click the button. It automatically reports the email to IT for investigation, then deletes it. No need to create a ticket or email to the help desk. Our IT team will review the e-mail and notify you whether it is safe or not.



SPAM Email

SPAM is junk mail. Good practice to save you time and reduce unwanted email is to:

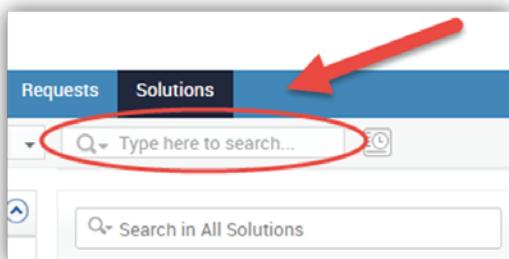
1. Highlight the email
2. [Right Click] > Junk > Block Sender



Future emails from this sender will go into the Junk mailbox.

HELP

Save time by searching for common solutions to IT problems using the Service Desk Solutions page. Click <http://help.proper.net/SolutionsHome.do> or login to service desk below, and press **SOLUTIONS** button.



SERVICE DESK

Service Desk is the ticketing and service measurement system used by IT and Maintenance to track a service incident, including change requests, break/fix reporting and answering questions. To get help, try these options:

Critical issues or outages -

1. Call the IT support help desk line x9123 or (586) 408-9123, easy as 1-2-3

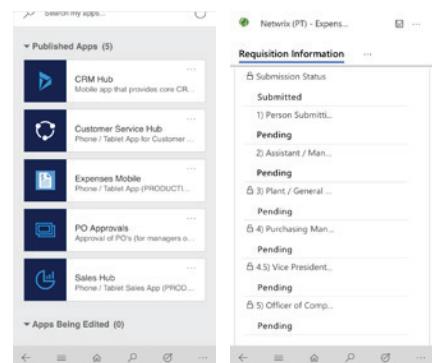
General issues

2. Press the Service Desk button on your desktop, tool bar, or browse to <http://help.proper.net>. Login with your ID, then complete the basic information and attach any supporting screen shots or documentation.

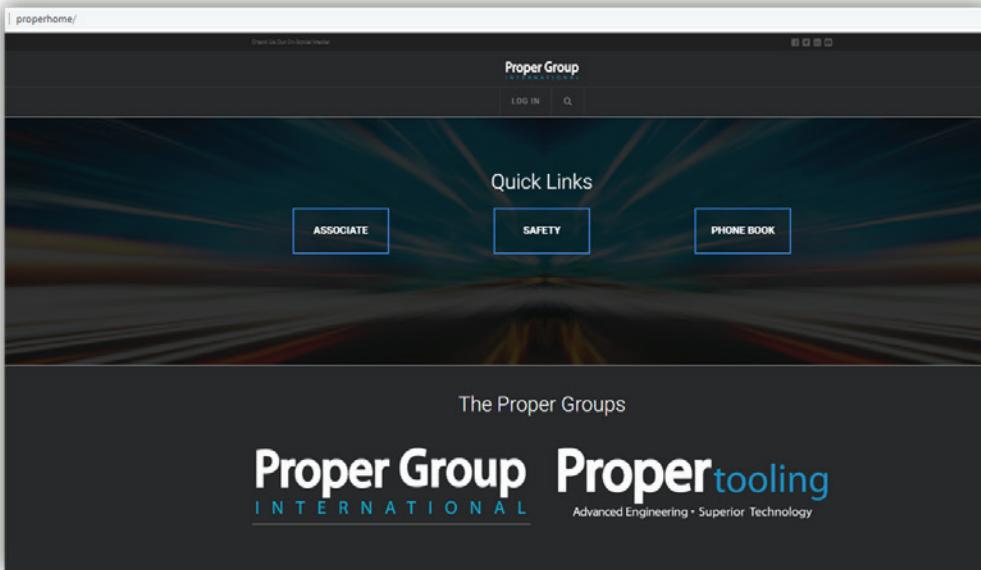


**** This is the preferred method to log a ticket ****

3. Send an email to servicedesk@proper.net, which goes into a queue for assignment



Dynamics
allows MOBILE
review and
approvals.

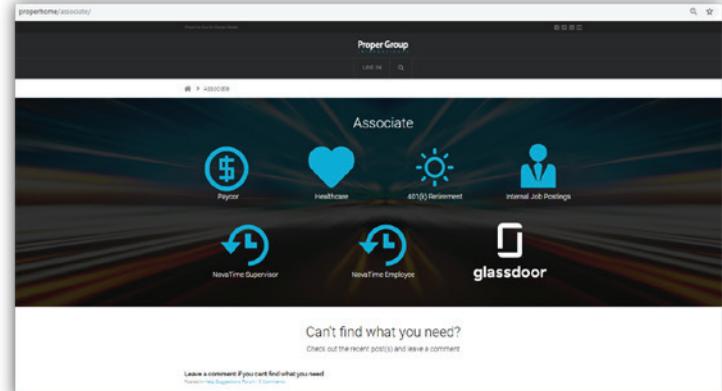


PROPER HOME INTRANET

Visit our intranet site by typing **PROPERHOME/** in a web browser to help you navigate to important associate web sites and sources of information. Recent updates include the phone directory and safety reporting links.

Remember the "/" at the end, very important. Save it as a favorite in Chrome by clicking the star on the right side of the bookmarks bar.

ASSOCIATES PAGE – links to Human Resources, Benefits and Payroll sites are improved. NovaTime and Job Posting sites were recently added.



Microsoft®
Outlook Web App

Security ([show explanation](#))

This is a public or shared computer
 This is a private computer

Warning: By selecting this option, you confirm that this computer complies with your organization's security policy.

Use the light version of Outlook Web App

User name:

Password:

[Sign in](#)

Connected to Microsoft Exchange
© 2010 Microsoft Corporation. All rights reserved.

WEB EMAIL

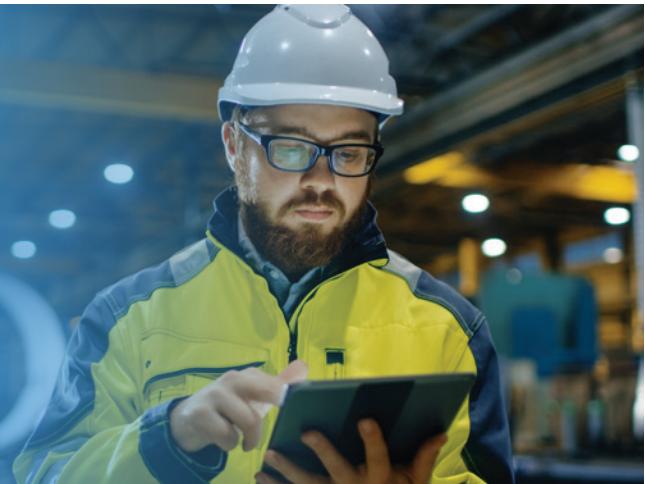
Microsoft Outlook is our e-mail software. You can access email from anywhere using our secure web site <https://email.propergroupintl.com/> from any computer with Internet access. Your login ID needs this format to work, PME\username and your windows password.

PURCHASE REQUISITIONS – Dynamics PR

One year ago, we launched an enterprise wide initiative to eliminate paper Purchase Order Requisitions and simplify the approval process using Microsoft Dynamics. Almost 7,000 requisitions and attachment documents are now electronically stored for 130 people across the company. Improvements or suggestions are welcome via the Service Desk.

Human Resources

<http://properhome/>



Over the past couple of months, the HR team obtained feedback from Operations and with the assistance of the IT team, launched the "ProperHome" site. HR would like to thank our IT associates Nick VanSimeys, Mike Taulbee, and Eddy Musat for their expertise, development and collaboration on the "ProperHome" site.

This site was developed to enhance associate access to benefit information, general information regarding Proper, HRIS systems and also encourage and assist our associates in observing, capturing, and reporting safety issues they may find during their workday. Safety is everyone's responsibility!

Once you are in the ProperHome site, you can select the "Safety" quick link. This Safety link streamlines the process for associates to report a Safety Observation or suggest the Corrective Action; allows Supervisors to make an online Accident Report and also stores Proper's Safety Data Sheets for easy access. By reporting Near Misses, Property Damage, and Safety issues, you are contributing to a Healthy and Safe Work Environment for all of us.

To encourage all of our associates to become more actively involved and utilize the ProperHome Safety link, we have modified our Monthly Safety Lotto programs at each location. For each worksite to become eligible for the Monthly Safety Lotto program drawing, the designated plant/ location must meet a minimum number (6) of contributions of Safety Observations or Corrective actions submitted each month. If this minimum is met for the location, then only those associates who have contributed to our safety efforts during the month will become eligible for the Lotto drawing. Associates can become eligible each month by:

1. Submitting a Safety Observation through ProperHome site.
2. Submitting a Corrective Action through ProperHome site.
3. Being a participant in Safety Training or safety related Kaizen event.
4. Being a member of a Safety committee.
5. Assisting or contributing in implementing or enhancing safety or environmental policies.

* Lotto drawing participants - Temporary associates with more than 30 days of employment may also become eligible. All HR department and Management level associates are excluded.

Following the training sessions and launch of ProperHome, we have already received some great recommendations and near miss action alerts to prevent workplace accidents. To give feedback on the ProperHome site, please click on the "Comment" messages located near the bottom of the site.

**We are committed to:
Healthy and Safe Work Environment!**

Benefits

As you know, we switched our healthcare carrier to Blue Cross Blue Shield and Life, STD and LTD to Harford in 2019. To enhance your access to benefits, you may review your benefit selections in Paycor or utilize ProperHome – Associate quick link to review benefits or access the carriers' web sites. You may also register at BCBSM through a mobile app or computer and set up visits online. Please review the following for more information on access to BCBS or visit your Paycor Profile benefit guide.

HR Team



How to register at bcbsm.com | computer

Your online member account gives you the power to get the most from your health care plan. Use it to check your claims, coverage and much more.

Have your Blue Cross or BCN ID card handy:

- 1 Go to bcbsm.com.
- 2 In the upper-right corner of the home page, click the **LOGIN** tab.
- 3 In the pop-up menu below the login fields, click **Register Now**.

As you go through the registration screens, carefully:

- Type your information correctly.
- Read the privacy policy.
- Set up security questions and answers that you can easily remember.
- Create a strong password with a minimum of eight characters, using at least one uppercase letter, one lowercase letter and one number.

Passwords

Strong: I@mBlue32!

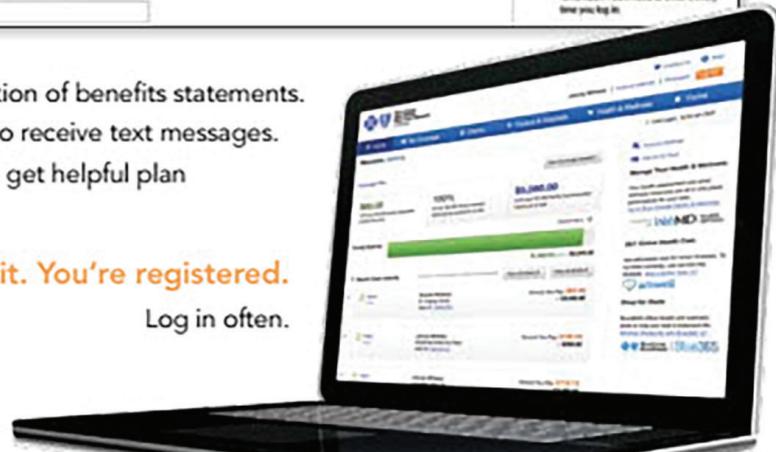
Weak: Abcd1234 !

Go digital:

- Sign up for paperless explanation of benefits statements.
- Register your phone number to receive text messages.
- Sign up to receive emails, and get helpful plan information online.

That's it. You're registered.

Log in often.



How to register at **bcbsm.com** | mobile app

Your online member account gives you the power to get the most from your health care plan. Use it to check your claims, coverage and much more.

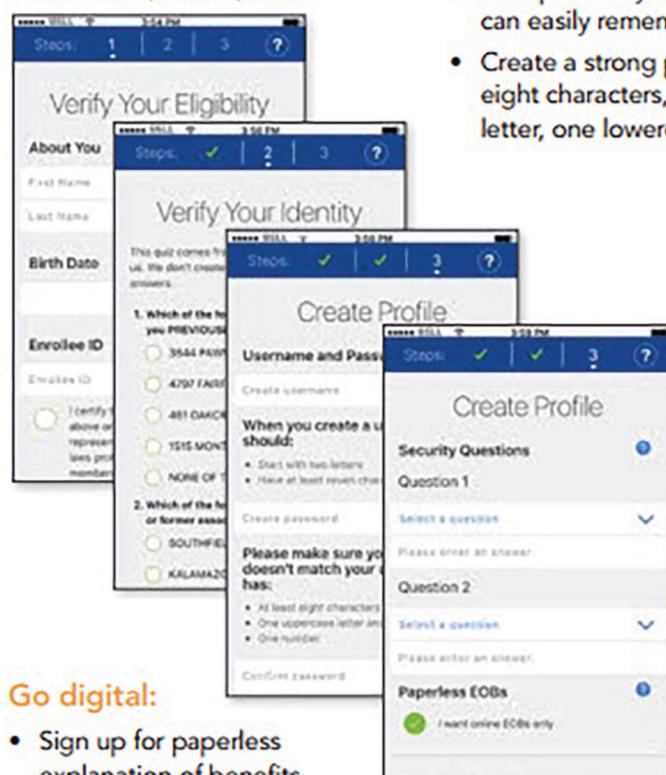
Have your Blue Cross or BCN ID card handy:

- 1 Go to the Apple® App Store or Google Play™, and search for BCBSM.
- 2 Download the app.
- 3 Tap the app icon.
- 4 Tap *Register*.



As you go through the registration screens, carefully:

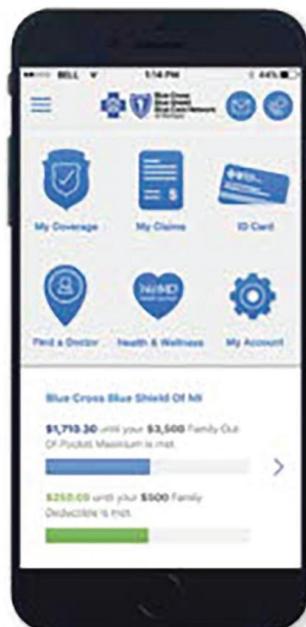
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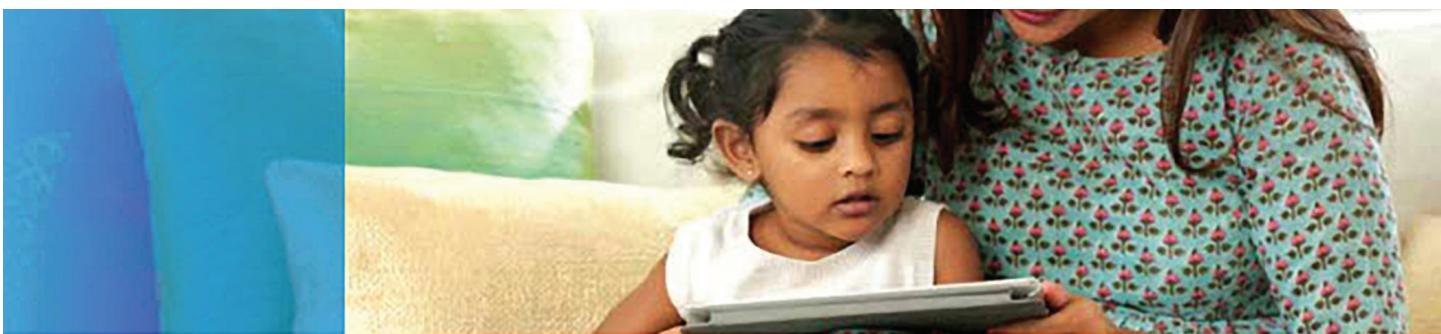
That's it. You're registered.

Tap the app anytime, anywhere.

Get the app.



SEARCH
BCBSM.



Blue Cross Online VisitsSM



Medical

Getting health care online in 2018: What you need to know

When you use **Blue Cross Online VisitsSM** (previously called 24/7 online health care), you'll have access to online medical services anywhere in the U.S.

You can rest assured knowing you and your covered family members can see and talk to a doctor for minor illnesses such as a cold, flu or sore throat when your primary care doctor isn't available.

After Jan. 1, 2018, here's what you need to do to use online visits:

- Mobile – Download the BCBSM Online VisitsSM app
- Web – Visit bcbsmonlinevisits.com
- Phone – Call 1-844-606-1608

If you're new to online visits, sign up after Jan. 1, 2018. Be sure to add your Blue Cross or Blue Care Network health plan information. You'll also need to add the service key **BLUE**.

If you currently use Blue Cross' 24/7 online health care from Amwell®, use the new app, website or phone number after Jan. 1, 2018. Your login information stays the same and will be transferred to our new site. Verify your password and your account information. You may need to re-enter some information.

Online medical care doesn't replace primary doctor relationships.

The website and app use the American Well® technology platform and provider network. American Well® is an independent company that provides online visits for Blue Cross and BCN members.

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.



Proper Group

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