

Proper

NOVEMBER 2017





SERIES 2

Letter from the CEO

Q3 was an exceptionally challenging time for our polymers team. Our new Greenville plant began its launch of the new BMW X3 Program. As you can imagine with a new plant, new people, and your customer 100 yards away, this can be strenuous. The group worked extremely well, and they are making great progress to meet the expectations of both Magna and BMW.

Included in this launch was our most mature plant – Anderson, and they performed well with their seasoned team. On a recent visit to Munich with key individuals of the BMW organization, I was told how well our team performed and we seem to work well with our Tier 1 customers. They thought we should continue to build a strong alliance with BMW because of the team's excellent performance. I can begin to see this, as we see potential new opportunities arise for other Tier 1 suppliers to BMW.

Pulaski is going through their own launch activities with the introduction of our first full fog lamp assembly. They are adding hard coat painting and gluing capabilities during this launch. They also have 5 other product launches this quarter and will be working extremely hard during this time. Initial indications are very positive and the team is doing a wonderful job.

Warren, our Otterbox plant, is past the launch phase. They are hitting on all cylinders and are producing complete coolers in three sizes. This team has just been awarded the global sourcing contract to manufacture these coolers for the world. So any Otterbox cooler around the world will be produced by Proper. A new plant expansion is required to increase the volume by Mid 2018.

Our tooling group continues to climb out of the extremely busy time from earlier this year. With our new IT director, David Hahn, we are adding software and resources to better plan and schedule our work load. This should be active in Q1 2018. Along with initiative, we will begin an in house training program to train the next generation of moldmakers. We will start slow, with the plan to train 15 people per year within the next two years. The cold air is finally here and football is in full swing. Soon we will have the holidays and time to reflect on the past year. Spend time with family and friends and think of tomorrow. I wish you all a good holiday.



Geoff O'Brien
CEO

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Proper Group Business Development



LINCOLN



TESLA

In the April News Letter we reported on the “perfect storm” the Proper Group was in during the 4th quarter of 2016 and most of the first half of 2017. Although, we don’t have quite the same level of craziness now, we are still quite busy in Tooling and Polymers. To give you some idea, I thought I would provide some stats:

Through July, Proper Group sales are approximately 25% higher than in 2016. Much of this was fueled by high tooling sales at Proper Tooling and Proper Polymers. Year to date, Proper Tooling has been awarded over \$26 Million in new business. The new Tooling business awards are lower than projected due to the large amount of tooling business in the pipeline early in the year. The awards have picked up and we expect a fast finish into the 3rd and 4th quarter this year. To ensure we do not create another overload situation in tooling, the sales and operations teams are meeting weekly to review the current pipeline and new business backlog. Proper E has been an instrumental tool to gage our forward capacity in tooling.

On the production molding side, Proper Polymers has been awarded over \$10 million annually in new business. This equates to over \$45 million in lifetime sales, not including tooling associated with these new programs.

Currently, Proper Polymers has 24 program launches in the process. These launches are for 9 different customers, across 18 vehicle platforms. We have a diverse business at the OEM level as well. The programs are for BMW, Mercedes, Ram Truck, Jeep, Tesla, Lincoln, Ford, Audi, General Motors, Nissan and Hino Truck.

So far this year, we have acquired 6 new customers, including JW Speaker, Whelen, HMS Home Products, Bosch Rexroth, Valeo Lighting (Polymers) and Pacific Insight.

In addition to these new customers, Proper has been awarded our first new program from Plastic Omnium in nearly 10 years. This is very important as Plastic Omnium is building a new facility in SC to support future BMW exterior platforms. The business we have been awarded includes 6 molds which will require MuCell. After all the years of development tools and trials conducted at Proper Tooling, we have our first production opportunity with MuCell. We expect this to be a growing trend as the OEM’s continue to light weight their vehicles.

We have a couple of organizational announcements within the Business Development Group. Jay Tobin joined Proper in April. Jay is now the Proper Polymers Director of Sales for Lighting. Jay comes to Proper from Federal Mogul where he spent many years leading the sales in their lighting division. Also, Dan Dare has taken on a new, very important, role as the Vice President of Program Development over all of Polymers Program Management. This change will ensure a consistent level of leadership and adherence to our standards and procedures for new program launches. All Polymers Program Managers, no matter where they are, report to Dan.

Joe Grippe

President, Business Development

Proper tooling

Proper Tooling has added another 5 Axis Kenichi CNC machine identical to the two machines currently running. This completes the upgrade of the large CNC department. The EDM department is in the process of an upgrade. A new Makino is on the floor and the installation is in process. Along with the machine there will be a robot for loading electrodes. A gantry machine with its own tool changer for electrodes is also being added. The additional equipment will greatly reduce outsourcing costs as well as adding job opportunities for current associates and allow the company to add more associates.

Proper Tooling has been upgrading and improving staff departments, as well as cross training associates to prepare for workloads.

During the industries very busy times, Proper (like most shops) had strenuous customer relationships. I am happy to say, we are through this time and are diligently working to improve these relationships. At the end of the day, both timing and quality are the only measurable that matter. Since July 6, 2017, Proper has had three molds more than one week late. This is obviously three more than acceptable, however, as a company we have turned the corner. What we need to do going forward is to build on this momentum so when our workload picks up we can maintain and improve our commitments to our customers. I would like to thank everyone for working the extended days and hours March through May. Without these efforts we would not be where we are today.

Proper's overall workload is picking up every week. October and November deliveries will still be a little light, however, the CNC departments will be seeing increased volumes week by week. The rest of the machining departments will follow suit shortly. Our December through February deliveries will be heavy – perfect time of year for increased workload!

Almost a year to the day, I have been in the position of General Manager at Proper Tooling. It has been a crazy, fast year with a lot to learn and I look forward to many more to come. Proper is growing at a rapid pace, adding new equipment and job opportunities, which are all great indicators this is a great company to work for. I would like to thank ownership for the opportunity and all associates for their continued support.

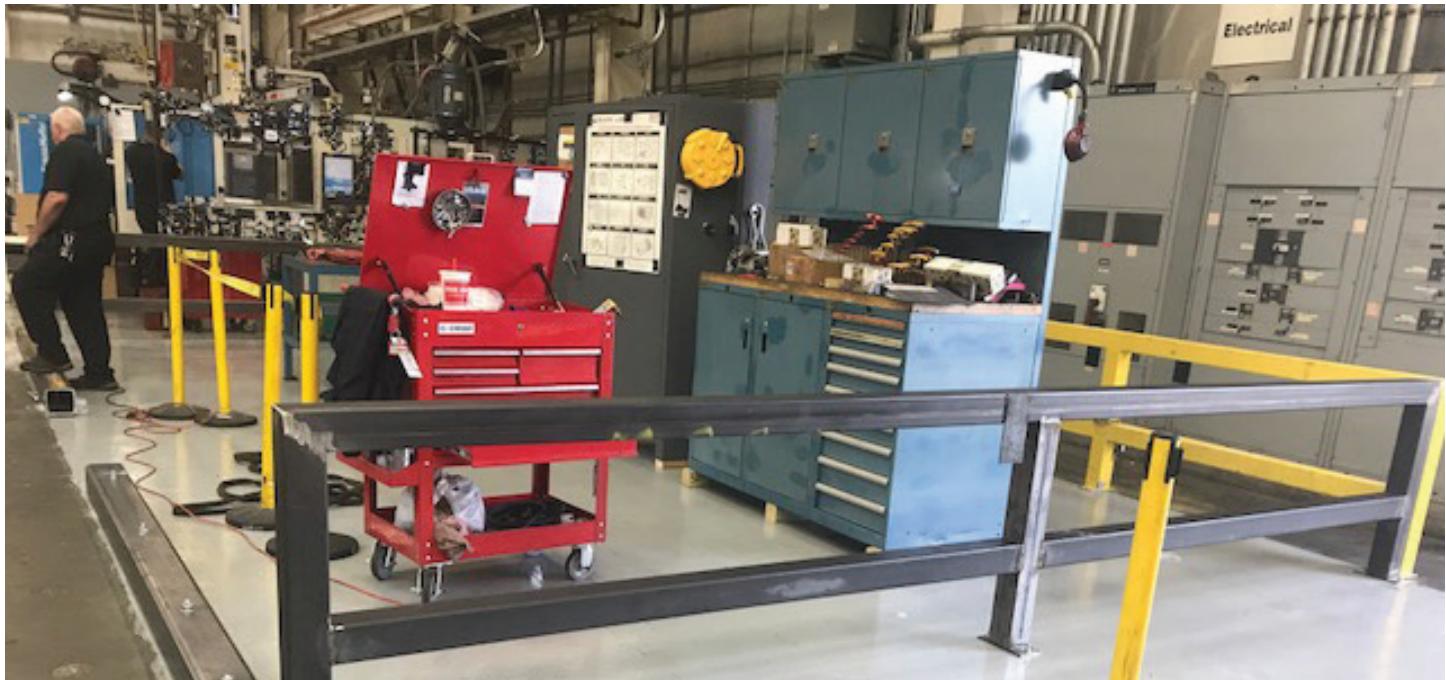
Darren Mack
General Manager



Proper polymers

Anderson

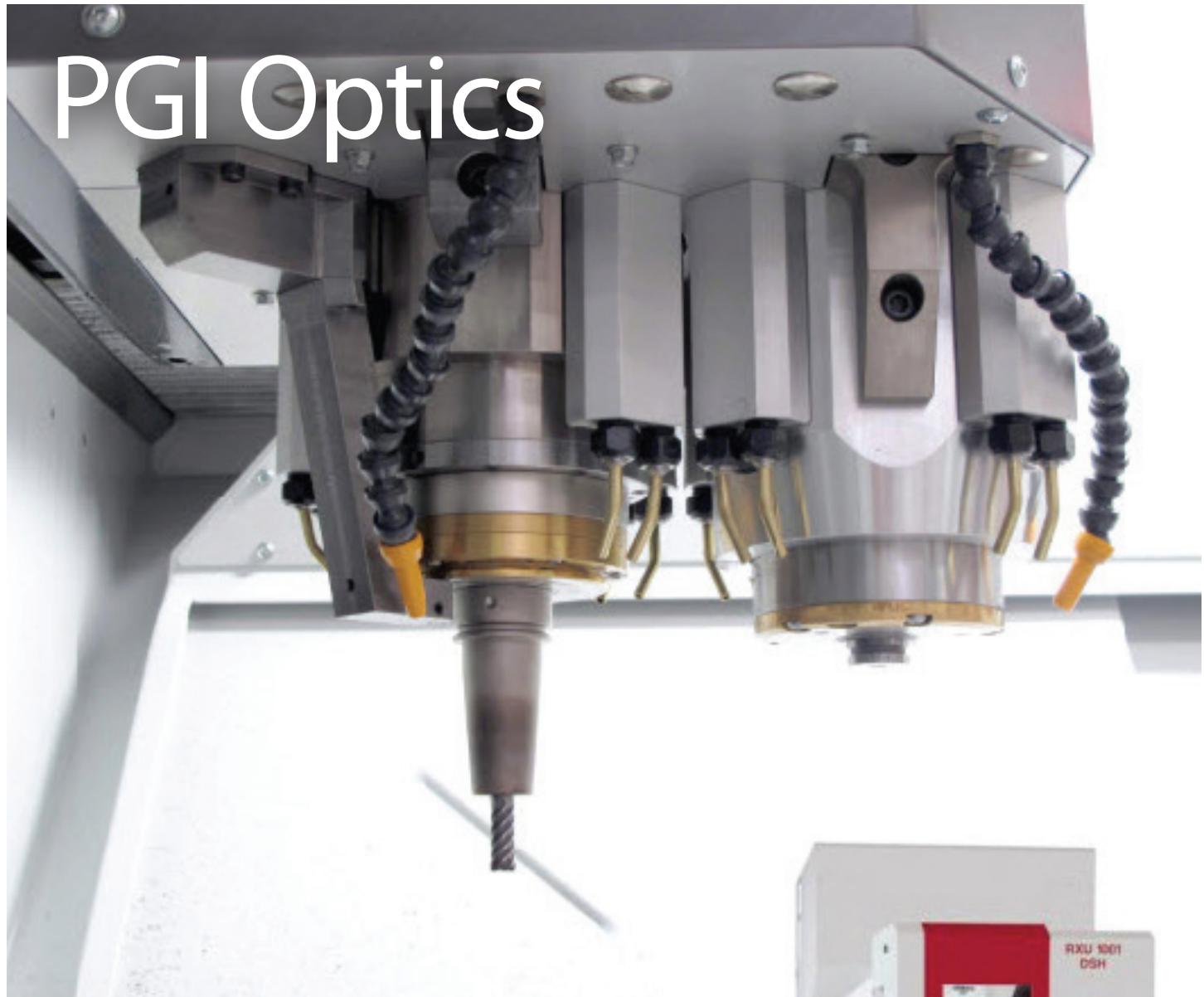
Exciting times for PPA! We are starting to see the decline of the F25 BMW Program and starting to see the G01 BMW Program materialize. To facilitate quality and cost out improvements, we are reviewing cell layouts, operator utilization, degating, short shot sensors and other devices to poke-yoke processes so there is process and quality repeatability. We have started the process of refurbishing the building with rest rooms and the shop floor, which are beginning to show a little age. More to show in upcoming newsletters! PPA relocated the PPA Tooling are to its new area adjacent to Press 23.



Proper associates were treated with an employee outing of grilling food, games and prizes on August 21st during the Solar Eclipse. This was appreciated and enjoyed by all. During the eclipse, we announced the potential new business with Yeti Coolers and Otterbox Coolers. Both Yeti and Otterbox visited PPA recently and were favorably impressed, enough to begin discussions about our capabilities.

Michael Beecher
Plant Manager





As one expansion is completed, another begins. Another machine has been ordered for PGI Optics, a ROEDERS RXU1001 DSH Z2. This 5 axis machine is similar to our current machine, but has two spindles; a 36,000 rpm spindle and a 60,000 rpm air bearing spindle. The air bearing spindle will take surface finishes to the next level. The estimated delivery is March 2018.

Brian Hoppe
Optics Leader

Proper tooling

Don't Let the Name Fool You –



Every part of every Whelen product is proudly designed and manufactured in America. Today, Whelen's advanced LED technology and powerful lights and sirens are trusted to keep people safe all over the world. Proper is proud to be part of another American manufacturing company's supply base, and continuing to support the growth of local manufacturing.

Proper was selected to support Whelen on their newest project because of our advanced engineering capability, and expertise in multi shot tooling and molding. Whelen will be advancing the market space by bringing the first multi shot outer lens to the emergency warning light market. Proper has been selected to support the production tooling on this project, along with the

molding and hard coating of the lens. It was our understanding and capability of complex multi shot tooling, turnkey molding and hard coating capability that supported the nomination from this new customer. Whelen will be showcasing this lamp at their OEM convention in September, with full production starting in October 2017.

Our One Proper model supported the nomination of another new customer, and allowed us to venture into yet another new market space. By continuing to leverage all of our division, and stick to the highly engineered disciplines we know, there is no product we can't excel at. We have an amazing team of people that constantly showcase their talents to our new prospective customers; and it's our people that allow us to bring in these new opportunities. Thank you for everyone's support in obtaining this new customer nomination.

Chris Churilla
Sales Manager
Tooling

Proper innovation

Liquid Silicone Rubber - The Automotive Frontier

Introduction to LSR

Liquid silicone rubber (LSR) is a two component polymer that falls under the 'elastomer' family. This material has similar characteristics to that of rubber, but can be produced in a multitude of colors, including crystal clear. This elastomer has been used in medical and consumer products for decades including catheters, medical tubes, pacifiers, baby bottle nipples, and kitchen spatulas to name a few. The automotive industry is currently using this technology for under hood and electrical applications due to high thermal resistance. LSR can be over-molded to thermoplastic resins and chemical bond with polymers such as nylon to create structural components with a chemically resistant soft seal.



Optical Grade LSR

New optical grade LSR materials are being produced to compete with polymers such as PC and PMMA (acrylic). Interesting enough, PC and PMMA replaced traditional materials such as glass due to processing cost advantages, reduced weight, and design flexibility. These materials are now facing some competition of their own with advancements in LSR chemistry that provide benefits in areas where PC and PMMA (thermoplastic polymers) are restricted. LED lighting technology is creating a demand for highly engineered materials that are resistant to high temperatures, UV light, and blue light radiation. Optical clarity is also an important factor in polymer selection for optical engineers. LED grade PC for example has an average optical clarity transmission percentage of 90% (at 2mm thick). While new grades of optical grade LSR are pushing the boundaries with transmission of 94% under the same testing methods. The image below is an example of an LSR lens. LSR suppliers are claiming this material can be molded as thick as 45mm.

The automotive lighting industry is finding innovative ways to make use of this technology, and it starts with polymer chemistry.

Birefringence

Birefringence is common in many clear polymers. If you have ever looked through a pair of polarized sunglasses at a Pontiac windshield, you may have seen the purple haze caused by resin laminated between layers of glass. This optical property is defined by how light refracts through a material and is tied with the term 'polarization'. Essentially, a ray of light may travel at a faster speed thru one path of a material, and slower speeds through another path. How light passes through an object is referred to as refraction. This can be seen when we look at larger PC headlamps that appear to have a 'rainbow effect' under intense sunlight. This display of color is directly related to 'molded-in-stress' and molecular orientation. The PC lens in the image below shows a ray of purple stemming from high stress at the gate. Areas of lower stress appear more yellow. In the near future, automotive quality standards will not accept this condition in molded optical product.



LSR is molded with much lower pressures, exhibit a constant light transmission, and have an excellent refractive index for optical applications.

Injection Molding LSR

The process of injection molding LSR has some distinct differences to that of molding thermoplastic polymers. LSR cures through a chemical reaction, meaning that an A component and B component are mixed 1:1 to trigger the curing process. Curing is accelerated by heating of the injection mold. The injection molding equipment also has some distant differences. The image below shows a metering unit that conveys the A

and B components to a mix head for injection into the mold. The mixing unit is cooled to stifle the chemical reaction. This equipment can be equipped with standard injection barrels as well for use in two shot over-molding applications.



The Future of Lighting

Automotive OEM's are on the hunt for the next innovative technology. One of our primary lighting customers Hella, has already started the movement. Below is a rendered image of the next generation headlamp with LSR inner lens components, and the first to hit production in the automotive headlamp market space. The demand for this technology is moving at an incredible pace.



Proper Group is working diligently to stay 'ahead of the curve' to be a major player in this incredible technology. The future is at our fingertips. Challenge accepted!

Mike Tabbert

Innovation Group Manager

Service Desk for Tech Support

Our Proper IT Team is better able to help with computer related design and support services using our Service Desk ticket managing system. We track and measure ticket resolution to ensure optimal service is provided in a timely fashion. Our Service Desk manned phone hours are within Proper's regular business hours of 8AM – 5PM EST Eastern Time, Monday through Friday (excluding holidays). During off-hours, you can still call the help desk and leaving a message triggers Service Desk action.

Need help? Contact us through:

1. Service Desk

Simply navigate to servicedesk.propergroupintl.com in your web browser and create a ticket. Log on to **PME** using your domain credentials.

2. Telephone

Dial extension **9123** (586-408-9123) and an operator will log your request and assign it to a technician.

3. Email

Email it@propergroupintl.com a detailed description of your request including any error messages or screen shots.

Tips to help us better serve you:

1. Always get a ticket number; this ensures your request is logged into the system and will be completed according to its service level agreement (SLA).

2. Avoid contacting our technicians directly for new requests. Our technicians adhere to their current SLA times and will not always be able to immediately resolve an incident.

3. Include as much description as possible when creating new requests so that we can identify the best solution much quicker.



Proper IT

Our Proper IT team is better able to help with computer related design and support services using our Service Desk ticket management system. We track and measure ticket resolution to ensure optimal service is provided in a timely fashion. Tickets are now able to be placed by phone, email, mobile app, or directly using the IT Service Desk Portal web page.

The system categorizes all technological service incidents, including escalated events. An “incident” is our word for anything that denotes the failure or degradation of an IT service. For example, unable to print, unable to receive e-mails and so on. Service Requests, on the other hand, are requests raised by the user for support, delivery, information, advice or documentation. Some examples are installing software in workstations, resetting lost password, requesting for hardware device and so on.

Proper IT Technicians will respond to your ticket with a whole team approach, versus strictly a local site approach to ensure your ticket is resolved in the best possible manner according to the established service levels. It serves as our IT scorecard to track performance and analyze recurring problems, document root causes and build a knowledge base to help avoid and resolve future incidents.

Enhancements to the current process:

1. The Service Desk web address will be changed to servicedesk.propergroupintl.com so that it is easily remembered and accessible.
2. All requests must be tickets in Service Desk to compose a score card.
3. An internal help desk phone extension (x9123) is reachable by all sites and associates. The help desk operator will create your request in Service Desk and assign it to an available technician.
4. An add-on for Outlook will be created that can easily create a ticket by email in Service Desk.
5. A knowledge base of user-friendly solutions will be created in Service Desk, readily available to all associates. Access the knowledge base by clicking on Solutions at the top.
6. Incidents will be classified much differently to strictly adhere to SLA times, improving reliability

We believe these changes will improve the IT department's overall performance and provide better accountability across all requests, but it all depends on each associate's willingness to adapt to these new procedures. We look forward to providing excellent quality IT solutions to Proper this year and the next and helping the business win. Just like the company motto, IT truly is Committed to Your Success.

Adam Fattah
IT Operations Manager



ToolStats is moving into a new season of **growth** and **expansion** as a **world-class provider** of EAM (Enterprise Asset Management Software) Solutions!

MoldMaking
TECHNOLOGY.

Zones Blog Magazine Products Suppliers Videos Events Webinars

Tool Tracking App Adds Collaboration Capabilities

ToolStats has released a new version of its tool tracking app, featuring a redesigned user interface, upgraded tracking functions and more collaboration capabilities for managing tooling projects.

New Product Post: 6/13/2017

The ToolStats team kicked off the summer by showcasing our next generation software at the Amerimold Conference & Expo held at the Donald E. Stephens Convention Center in Chicago, IL on June 14th & 15th. The annual tradeshow addresses the business development, best practices, and networking interests of the plastic injection mold manufacturing industry. We exhibited our product & technologies along with 200 other suppliers and vendors for the 3,000+ industry experts that attended the 2-day event. We were also able to land a featured article in the June edition of Mold Making Technology highlighting some of our newest capabilities with the re-designed software for ToolStats 2.0.

In July the team welcomed a new contract CEO, Michael LoPresti, to help with the strategic planning and future growth of the company as we move into next phases of business development. Michael has over 30-Years of experience in Capital Fund Raising, Leadership Development, Managing Start-Ups, Strategic Planning, Organizational Management, Team Building, and Financing. He has consulted, managed, and served on boards in the Biotech, Consumer Goods, Construction, and Non-Profit Sectors. He holds a degree in Business Management from John Carroll University. Michael and his wife Linda have four sons and five Grandchildren and reside in Cleveland, Ohio.

One of the first orders of business for the new leadership team was implementing a new pricing model and sales strategy for the company, which will provide additional services and custom development offerings for our customers into the future. As a result we landed a multi-year contract with GE Appliances.

As the team continues to grow into the future the need for adequate space is also growing. We are excited to announce the move to our new ToolStats office in downtown Ferndale! The team will be moving from their current location at Proper Warren to a new 2,300 SF office building in Ferndale, MI starting in October 2017. Located in the heart of the downtown area, Ferndale is a city that embraces diversity of culture, class and creativity. Home to over 350 businesses, most owned and operated by inspired entrepreneurs; ToolStats will fit right in as a new tech startup poised to make a significant impact in the manufacturing industry.

A special thanks and acknowledgement to our founders and investors Geoff and Patti O'Brien, and Mark Rusch for the inspiring investment they have made into ToolStats and it's future.

Sean Brolley & Michael LoPresti



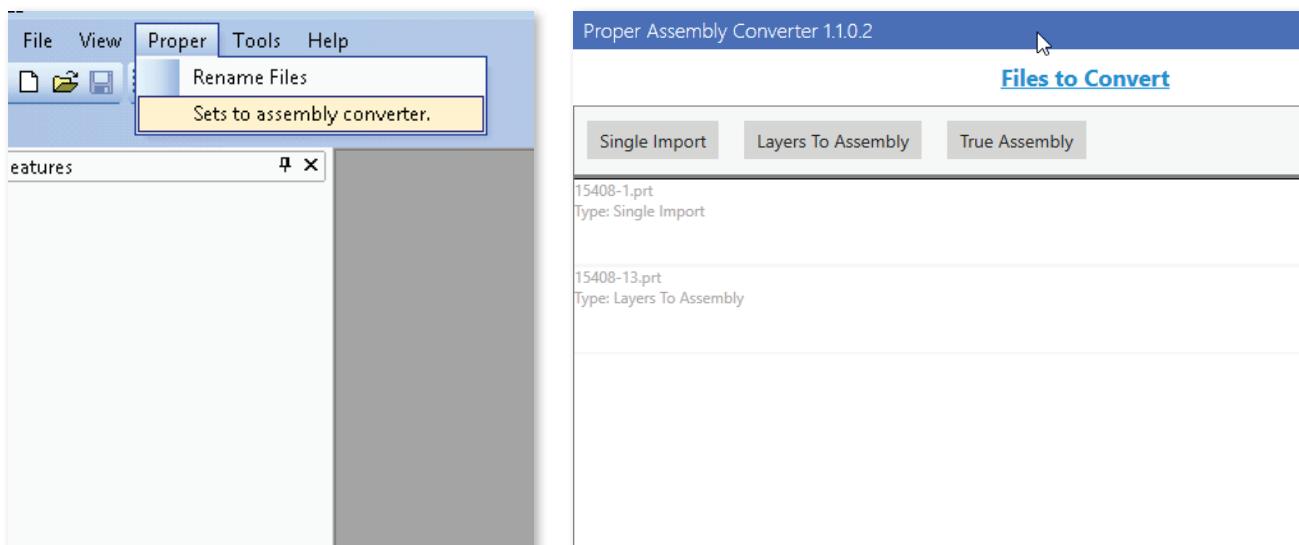
Programming Department

With the realignment of the programming department under Information Technology, we are focused on analyzing and helping implement new and existing processes for Proper as a whole. The new alignment allows both our business and technical applications. We plan to introduce some awesome products and improvements that will roll out this year. Our focus moving forward is to increase our internal cadence and help improve processes quicker.

Cimatron E13

E13 Proper ETools

With the internal release of E13 we've revamped and rewritten some of the Proper ETools. One of the tools that you may see missing is the [Sets to assembly converter function](#). We've rolled that functionality into the [Proper Assembly Converter](#). The new Proper Assembly Converter allows a user to batch process multiple files, and extends upon the Sets to Assembly Converter. Please contact IT to install this onto your PC if you need it.



Polymers E

Overview

Polymers E is designed to help with managing production. Some of the major issues that plague production is having to sort through multiple excel files, and attempting to obtain correct milestone dates. Polymers E is design to resolve those issues. This will help the management team, program management team, and plant floor all be on the same page with the click of a button!

Mock Ups

Below are a few mock ups of the application, they are just a rough design and are subject to change. For the most part they accurately capture the user data, and most of, if not all of the user requirements.

The screenshot shows a web-based application titled "Polymers E". On the left is a vertical navigation menu with options: Projects, General Info, Primary Testing, Secondary Tooling, Packaging, and Admin. The main area features a grid table with columns: Polymer Job #, Primary Testing, EACT, Automation, Gages, Process Fixture, Status, and Action. The first row contains data: 1, On Time, N/A, On Time, Behind, Behind, Awarded, X. The second row: 2, On Time, N/A, On Time, Behind, Behind, Gate 1, X. The third row: 3, Issue, Behind, On Time, On Time, On Time, Hold, X. Below the grid is a footer with the text "2017 Proper Group International".

This screenshot shows a detailed view of a polymer job. At the top, it says "Polymers Job # XXXXXX". The interface includes sections for "General Info" (with fields like Polymers Job #, Program, Status, and dropdowns for Port Description, Port Number, Customer, Polymer Plant, and Press), "Customer/Block Timing" (with fields for Awarded Date, Show amount in weeks, PPAP, and SOP), and "Team Contacts" (with dropdowns for Customer PM/Eng, Proper Tooling Eng, Polymers Purchasing, Proper Sales, Proper Tooling PM, Plant Process Manager, Polymers Program Mgr, Polymers Tooling Mgr, and Polymers Plant Quality). The footer reads "2017 Proper Group International".

This screenshot shows a detailed view of primary testing parameters for a specific job. It includes sections for "Primary Testing" (with dropdowns for Polymers Testing Hr, Supplier Contact, Proper Testing PM, and dropdowns for Testing Type, Class A Type, Material, Convolution, Polymer Plant, and Polymer Press), "Timing" (with fields for Awarded Date, Just for Display/Can't Modify, Customer/Block Timing, PPAP, and SOP), and "Scheduling" (with dropdowns for Sched 1, Sched 2, and Annual Schedule). The footer reads "2017 Proper Group International".

Michael Taulbee
Lead Developer

Need an application, have an idea for an improvement to an existing application? Please contact softwaredev@propergroupintl.com with your ideas. Proper's software division can create full blown web/desktop apps, excel, word, power point add-ins and Cimatron functions to name a few.

Cutting Edge Precision Services



Hello Everyone. CEPS is still growing and has added 15 associates to our team since the last newsletter. Our team is now at 73 people and we have welcomed 33 associates to our team so far in 2017. Please see below for names and positions of our newest associates.

On July 22nd CEPS held a Summer Associate Outing at Wolfhead Distillery in Amherstburg Ont. Wolfhead is an up and coming Premium Craft Distillery of Whiskey and Vodka. About 75 associates and Partners attended the event and took in Tours of the Distillery, enjoyed a few beverages and Barbecue and by all accounts the event was a success and everyone had a great time!

CEPS is taking delivery of our 2018 MACK Truck next week. This will be a welcomed addition, allowing us to reduce our dependency on outsource trucking companies.

CEPS is currently experiencing a slow time on new Mold Builds. To fill the holes we are taking on sub contract machining business from the local area to keep our machines busy as we await Data on New Builds. To date we have built 56 molds in 2017.

Please welcome the following team members:

- Mohamed AbdeInabi – CNC Machinist
- Martin Bondy – CNC Machinist
- Cam Dam – Handman
- John Drab – Machinist
- Nick Gascon – CNC Machinist
- Jake Gaspar-Kelly – Mold Maker
- Brent Gietz – Accountant (Contract)
- Selena Kessler – General Machinist Apprentice
- Stephen Laing – Truck Driver
- Jason LaPlante – CNC Machinist
- Joshua McFadden – Machinist
- Bradley Shepherd – CNC Machinist
- Austin Stevenson - Machinist
- Matt Storm – Mold Maker
- Mark Triembacher – Program Manager

Sean O'Neil
President Cutting Edge Precision Services



We have many exciting new things happening at PGIM! We have an OKK PG-8 CNC Mill from South Carolina, an additional mist collector, and a new heavy duty spindle for our Toshiba MCW. PGIM will also be breaking ground on our expansion in October. We finished our first projects for Tiercon / COPLA, and SOPH Inc.

Steve Vandenberghe
General Manager

2017 AMBA Scholarship

Breanna Early, daughter of Jeff Early, was awarded a 2017 AMBA scholarship!!! Breanna received a \$1,000 check made payable to her educational facility. This information was announced in the August Ebeat and will be in the upcoming summer issues of the American Mold Builder magazine.

Congratulations Breanna!!!



Associate Engagement, Health, Wellness, & Safety

10/2/2017 (3rd Quarter 2017)



Safety:

HR has been actively involved in the safety committee, and we have had our Loss Prevention team from Strategic Comp onsite to give additional recommendations to ensure everyone's safety.

We want to give a BIG shout out to Proper Tooling, Warren facilities, 540 days Loss time free on 1st shift! Keep up the amazing work and always help one another out to ensure everyone's safety in our workforce.

Benefits and 401(k):

1. 401(K):

- a. Transamerica and Amber Maiani were present in Pulaski TN, for associate Engagement and 1-on-1 sessions. Overall, upon departure the two met with 41 associates and overall the associates increased by an average of 5% to their deferrals! Well done Pulaski!
- b. Future dates to be released for the other states (SN and MI)
- c. As a reminder you can call (800) 755-5801 or visit <https://proper.trsretire.com> to access your account, enroll, check balances, etc.
- d. DON'T FORGET

2. Open Enrollment for 2018 Calendar Year:

- a. Corporate HR and the Executive team are working on our annual open enrollment for the 2018 benefits. Dates are yet to be determined for associate training and meetings.
- b. Stay Tuned---As soon as dates are established we will be sending communications through the Proper TV as well as personal email addresses we have on file.
 - i. As a reminder if you need to update any personal data please do so at any web browser by navigating to www.paycor.com and signing in.

Benefit Enhancements:

At Proper, we value our Team members and understand how benefit programs are an important part of the overall compensation package. As a result of a recent review of our benefits, we are pleased to announce the following enhancements to our benefit package!

These enhancements include:

1. Adding another Holiday to our Christmas/New Year's Holiday package (US) bringing the total to 4 Holidays. Each Proper facility will assess their customer commitments and will schedule the 4 days to be taken as Holidays accordingly.
2. Associates are now eligible for the 401(k) benefit plan (US) the first (1st) pay period of the month after three (3) months of employment.
3. Safety Glasses reimbursement program up to \$100 (US/ Canadian). Each Proper facility will roll out this program in more detail in September. You will be notified shortly of the process, forms and participating stores in your area in order to utilize this benefit.

For more specific details on these enhancements, please contact your Human Resources Department.

Health and Wellness:

Your local HR Team and assist you in using and setting up this product. Many great responses on the easy use of, time saving (no waiting an hour or more at the doctors), and quick responses.

HAP's Telehealth Services

See a Doctor Now with HAP's Telehealth Services

Getting health care online has never been easier. HAP has partnered with American Well® to bring you telehealth services.¹ Doctors are now available 24/7 for live, online visits.

Doctors are always available

Not feeling well? Is your doctor's office closed? Too sick to leave home?

Now you can see a doctor using your mobile phone, tablet, or computer. Here are the benefits of using telehealth services:

- Affordable, easy and convenient
- Doctors are licensed, board certified
- No appointment, short wait
- 24/7 access
- Online visits are secure

Telehealth frequently asked questions

What can doctors treat?

You can get treatment for nonemergency illnesses, such as:

- Colds
- Flu
- Headache
- Sprains and strains
- Rashes and sinus infections
- Pink eye
- Other minor conditions

Using telehealth services for treatment of nonemergency illnesses can save you money compared to visiting the emergency room or urgent care.

Can medicines be prescribed?

If it's medically necessary, doctors can even prescribe certain medications.²

What will I pay?

You'll be charged the same cost that you would pay for visiting your primary care physician.

Out-of-pocket costs vary from plan to plan. If you're billed incorrectly after your visit, it'll be corrected once HAP has processed the claim. After the claim is processed, American Well will either send you a bill (not to exceed \$39) or issue you a refund.



Can I use telehealth services when I'm traveling?

Telehealth services are great when you're on the road for vacation, or work. It's available in most states, but not all. For a full list of where you can reach a doctor online, visit [info.americanwell.com/where-can-i-see-a-doctor-online](http://americanwell.com/where-can-i-see-a-doctor-online).

Will information from my telehealth visit be shared with my PCP?

American Well won't send anything to your PCP. However, you'll receive a summary of your visit for your personal records, which can be shared with your PCP.

How do I give my spouse access to telehealth?

Your spouse should create a separate account to enroll.

How do I add a dependent to my account?

Parents and guardians can add children who are under 18 to their account and have doctor visits on their behalf. Enroll yourself first and then add your child or dependent to your account.

What should I do if I have a child 18 who is still on my health insurance?

They should enroll and an adult and create their own separate account.

Who should I contact if I need help setting up my account or have any questions?

If you have any questions, please contact the American Well support team at (855) 818-DOCS (3627) or <mailto:support@americanwell.com>.

How do I sign up?

It's free to sign up. Follow these easy steps:

Desktop users:



1. Visit hap.amwell.com.
2. Create your account and click on Sign Up.
3. When prompted, use the following service key: HAPMI



Mobile users:

1. Search Apple's iTunes or Google Play App store for Amwell and download the app.
2. Create your account and click Sign Up.
3. When prompted, use the following service key: HAPMI.

¹ Telehealth services are not available to HAP Midwest Medicare and Medicaid members at this time.

² Based on current regulations.

GIVE YOURSELF SOME CREDIT!



The Saver's Credit could pay you back in retirement – and at tax time.

The Saver's Credit offers a chance to save for the future and get money back at tax time. Depending on your income and tax filing status, you could get back up to 50% percent of the first \$2,000 you contribute to your retirement plan (or 50% of the first \$4,000 if you are married and file jointly). It works like a rebate and is worth as much as \$1,000 for single filers and \$2,000 for married couples who file jointly. Here's how much it could mean to you based on your adjusted gross income (AGI) in 2017:

MARRIED FILING JOINTLY	HEAD OF HOUSEHOLD	SINGLE AND OTHERS*	SAVER'S CREDIT
AGI up to \$37,000	AGI up to \$27,750	AGI up to \$18,500	50% of your contribution
\$37,001 - \$40,000	\$27,751 - \$30,000	\$18,501 - \$20,000	20% of your contribution
\$40,001 - \$62,000	\$30,001 - \$46,500	\$20,001 - \$31,000	10% of your contribution

*Married filing separately or qualifying widow(er)

When it comes to saving for retirement, there's no time like the present. Start earning your credit today.

THINK AHEAD. TAKE ACTION NOW.

- **Learn more.** Visit irs.gov or your company's Human Resources department.
- **Get started!** Enroll in your plan at propergroup.trsretire.com, or call 800-755-5801.
- **Already enrolled?** Consider saving enough to make the most of your credit.

This material was prepared for general distribution. It is being provided for informational purposes only and should not be viewed as an investment recommendation. If you need advice regarding your particular investment needs, contact your financial professional.

Transamerica and its agents and representatives do not provide tax or legal advice. This material is for informational purposes and should not be construed as legal or tax advice. For legal or tax advice concerning your situation, please consult your attorney or professional tax advisor.

Transamerica Retirement Solutions (TRS) is affiliated with Massachusetts Fidelity Trust Company (MFTC) through which TRS provides certain investment education services to plan participants and other ministerial services on behalf of the plan. MFTC is an Iowa trust company with its principal office located at 4333 Edgewood Road NE, Cedar Rapids, IA 52402.

Proper Group International, LLC. has selected Transamerica Retirement Solutions as your retirement plan provider, but there are no other affiliations between the two organizations.

[Are Not FDIC Insured] [Are Not Bank Guaranteed] [May Lose Value]

Proper polymers

Greenville



Proper Polymers Greenville finalized the commissioning of the new 1600 ton Krauss Maffei rounding out our press fleet to 11 presses ranging from 500-2300 tons.



We continue to implement “best practices” from across all facilities, most recently finalizing our accountability room.



Banner created by Ray Richards

In a shared effort with our customer Magna, Proper Group achieved BMW history launching the G01 (X3) program. No other supplier in the history of BMW launches at such an early date of the program has achieved a “Green Status” for D.O.C., (Delivery order Conformation)! Through the effort of the teams hard work, coordinated planning, and execution we were able to reach this milestone. Congratulations to all that were involved.

Michael Mualem
COO

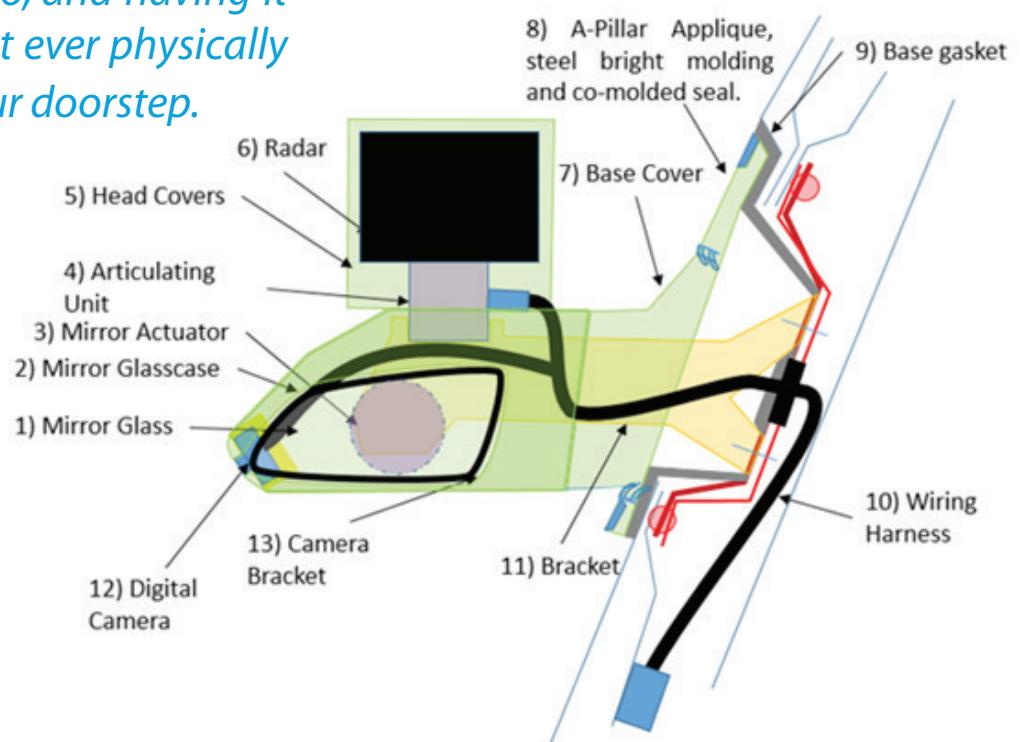
Proper Prototype

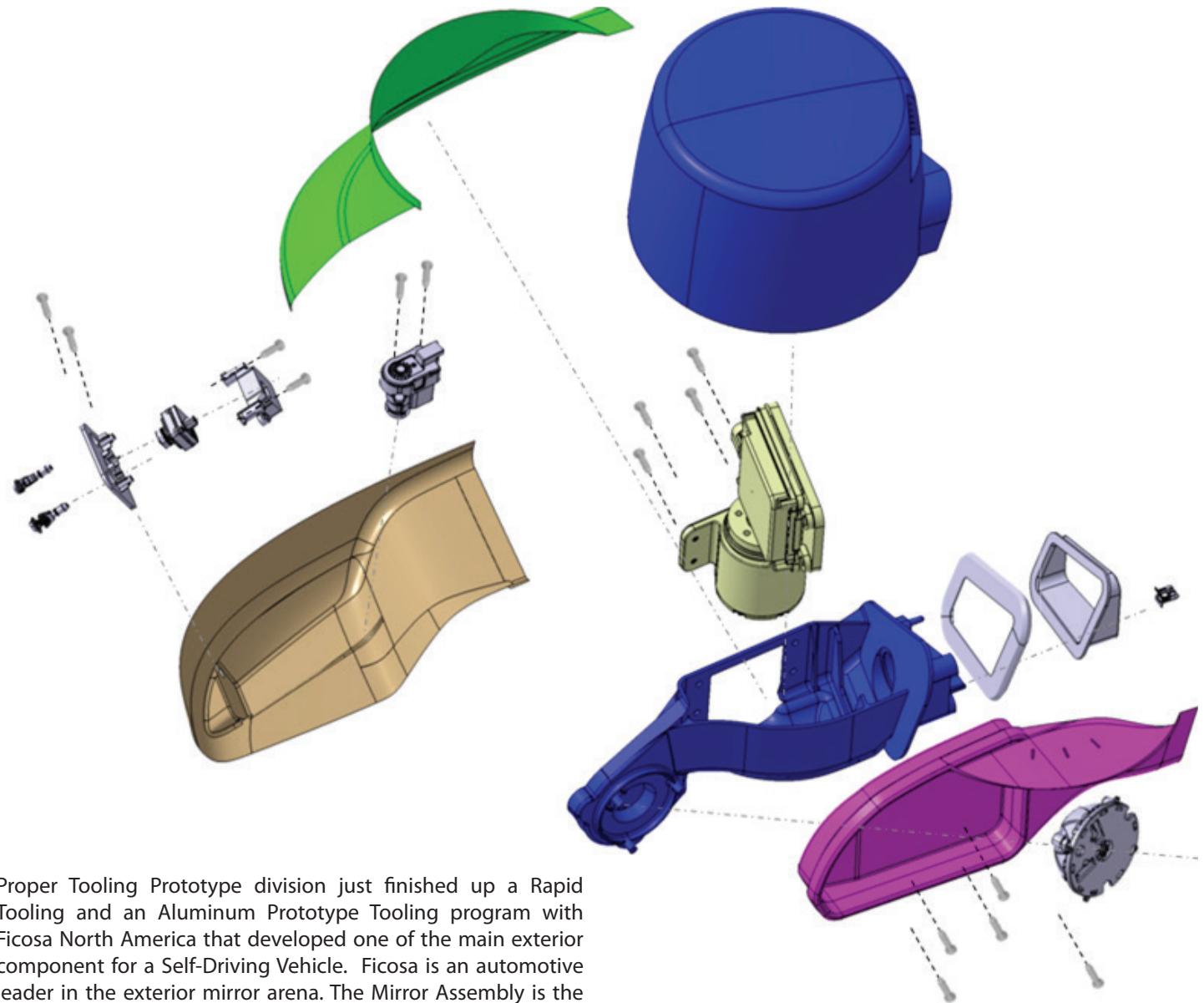
Autonomous Car / Driverless Car

The automotive industry is spending a lot of time these days thinking about the future and what it will take to create the City of Tomorrow. One key ingredient for delivering their vision of the future is self-driving vehicles. Autonomous Cars or Driverless Cars technology is being developed to improve the movement of people and goods.

Self-driving technology will change the way we travel and the way that business is done worldwide. Business leaders are collaborating with world leaders in the automotive industry to turn visionary concepts for autonomous driving into reality.

This technology is capable with the technical advancements using GPS, Cameras, Radar and Lasers. The thought of jumping into your vehicle and telling it where you want to go, and having it drive you there, without ever physically having to drive, is on our doorstep.





Proper Tooling Prototype division just finished up a Rapid Tooling and an Aluminum Prototype Tooling program with Ficosa North America that developed one of the main exterior component for a Self-Driving Vehicle. Ficosa is an automotive leader in the exterior mirror arena. The Mirror Assembly is the componentry that holds the Radar and Digital Camera systems that play a large part in making this technology feasible. Proper Tooling built the Tooling, produce the parts and painting the following components prior to shipping to Ficosa. Mirror Lower Housing, Bezel, Back Plate, Skull Cap, Radome, Camera Holder, Lip Gasket and Grommet. Eight (8) components total.

Of course there are Pro's and Con's to anything of this magnitude but can you imagine what this would do to your way of traveling. Do work on the way to your meeting or get some sleep while you travel on vacation. One thing is certain, Self-Driving technology will change the way business or traveling is done in the near future.

Steve Carolin
General Manager



Proper Group International

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