



PRODUCTION – CUSTOMER’S DEMANDS

Y.L. Chang

Senior Vice President, Inteplast Group, Ltd.

The market of the packaging, construction, and sign industries has changed extremely fast in the last few years. The product designs have become more complicated. Even the plain packaging industry is asking for much stronger, lighter, and better products. To meet the demands of these markets, we have been raising the quality level of our products and improving the reliability. In doing this, Inteplast has grown into a fully integrated company and can provide diverse products for various applications and designs.

In order to produce products with precise characteristics, we must involve all aspects of production to ensure everything works perfectly. Choosing the raw materials used in production of our products is of primary importance. To produce products of highest quality, we need to have a perfect combination of plastic resins of the best quality, incorporate necessary ingredients, and use only ISO 9001 certified suppliers. We take samples of the incoming raw material, test the samples with digital instruments in the laboratory, and compare these test results with those of standard or controlled parameters. This ensures that all the incoming raw materials meet the optimum quality standards since the raw materials, just like “genes” in the bodies of living things, determine the characteristics of our products.

Regarding the production equipment, we adhere to PM (preventive maintenance) in order to extend the life of our equipment. PMs allow us to maintain stability and precision as we target conditions to produce products of consistent quality. We can not overlook “small problems” in the equipment or “small deviations” in the operational condition, and run production under a marginal or borderline condition. Even “small differences”, may affect the conversion capability with the end customers, resulting in the customer needing to fine-tune their process to accommodate the “small difference”. This adds cost for the customers. Therefore, operational conditions, and good maintenance of the production equipment ensure product consistency.

Finally, I would like to talk about the human factors. In addition to the basic training for the job, we can learn from abnormalities that occur in the daily work. The abnormalities present good case studies and training to enhance skills and knowledge. The critical point, however, is the spirit we put into our work. What is your working philosophy? Mr. Y.C. Wang, Chairman of Formosa Group, once directed us “To achieve

the best”. He meant to encourage us to improve continuously and never stop progressing. There is no end for improvement. Dharma Master Cheng Yen of Tzu-Chi Foundation once said, “Being mindful is professionalism.” As long as you are mindful of every job, you will master your work. If everyone can master his or her work and make continuous improvement, the abnormalities will certainly decrease gradually. Therefore, we should always be mindful of our work. When abnormalities occur, we need to take proper action and respond immediately. We need to use a “there is no tomorrow” attitude (it must be done today otherwise it will be too late tomorrow) to complete today’s work. We do not have the concept that the problem is so small and unimportant, that it is not worth taking action. This may create bigger problems in the future.

Our concept of quality is not just meeting our internal standards. Real quality is the quality perceived by our customers. I frequently ask employees “would you use your money to buy this product”? That is the attitude of quality that I believe sets Inteplast apart from others. If our answer to the question is yes, then I believe that our customers will also be happy with, and approve of our products.

Quality extends beyond the sale to all Inteplast products and the entire production is constantly monitored using the concept of “customer oriented service”. For our customers, Inteplast service is the source of solution to customer’s problems, providing the security of continuous supplies, and certainty of constant product quality. The word “service” in Inteplast means that all departments and worldwide branches work as “a whole” to provide quick, clear-cut and exhaustive answers to questions the customers may have. As management we work to sustain a growing business, lead the way to constantly upgrade the products, optimize the organization responding promptly to the needs of the market and continually making modifications in current products and managerial/production processes. In addition, we must constantly search for new products applying modern technologies, and be ready to face new and exciting challenges.



Bringing in over 7300 railcars of plastic resin in 2006 is Mark Canion, Rail King Driver, with the assistance of Adrian Garcia.

The year 2006 is nearly over and in review although some products missed their target, the overall sales growth for Inteplast is 8-21% over that in Year 2005. Dr. John Young, President of Inteplast Group, would like me to relay his gratitude and appreciation to everyone for their continued efforts and hard work in 2006.

The end of the year is a good time to review the year that has passed and to plan for the future. We sincerely hope that every member will maintain their enthusiasm and continue to work together to pursue our sales target of one billion dollars in 2007.

We would also like to pay gratitude to all our customers and suppliers. Inteplast Group exists and grows only with your support. Let us continue to work together to pursue an even more successful and rewarding future.

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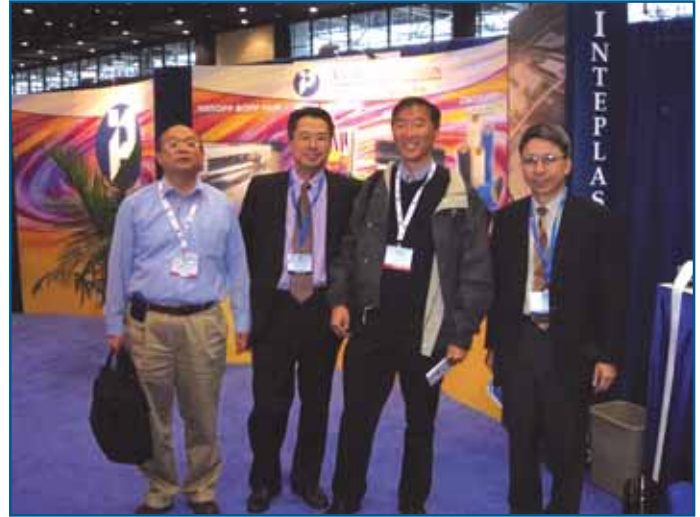
New Trade Show Booth Catches Attention

Inteplast's most important trade shows coincide every two years: LabelExpo (September) and PackExpo (late October/early November). This year we had an updated tradeshow booth and updated promotional literature.

LabelExpoAmericas 2006 is the once-every-two-year event when more than 450 exhibitors will showcase the latest in presses, materials, inks, and press ancillary equipment. Thousands of converters, suppliers, and brand owners from North America and across the world were walking the aisles at the Rosemont Center (Chicago IL), right past Inteplast/AmTopp booth #1625. We were presenting the wide range of AmTopp label films including the TL18/PL25 flexo-printed laminated roll-fed labels, and the clear TA57 and white PW80 litho-printed cut-&-stack labels.

Inteplast also presented their wide range of products at the PMMI PACK EXPO show held at the McCormick Place in Chicago. PMMI Pack Expo is organized by the Packaging Machinery Manufacturers Institute (PMMI) and brings together more than 50,000 packaging professionals from 75 countries. More than 1600 companies fill over 1.2 million square feet of exhibit space. Personnel from Texas and New Jersey "manned the booth" and walked the aisles to check out the new packaging products on display.

William Philhower
AmTopp Product Manager



Joseph Wang, Vice President of Administration; Ting Chan, BOPP Director of Marketing; Dr. John Young, Group President; and Homer Hsieh, AmTopp Division President check out the new packaging products on display at the PMMI show in Chicago.

IBS Layers It On!

Back in late 2004, IBS Marketing team members, **Tom Reed** and **Paul Ulrich** had an idea. Always looking for ways to achieve greater customer satisfaction they focused on flexibility in meeting customer needs. Their idea was to offer select IBS customers the ability to purchase products in quantities of less than a full pallet. They wanted to sell a pallet in "layers". A single pallet is comprised of layers of various IBS products. By early 2005 the IBS Layering Program was up and running with **Vinod Ghumwala** and **Urvi Desai** of IBS Marketing, also on board.

Customers may order a single layer or layers of food service items, which are combined to create a full pallet for shipment. The space in the original Post-Consumer building in Lolita was converted into a modern, efficient warehouse for this program, under the management of **Gary Morgan**, IBS Staff Manager. Today employees can be found building a pallet for shipment to Inteplast customers, who in turn may ship it straight to their own customers.

The IBS Layering Program is part of the continued push to bring greater value to existing customer relationships, as evidenced by the fact we currently ship over 23,000 cases per month through this business line.

Brenda Wilson
Human Resource Manager



Les Delgado and Tim Deyton, of IBS, put the final check on a pallet of finished goods that has been layered to meet a customer's special order request.

Inteplast Makes Top 10

PlasticNews.com announced in September the top 10 companies with the highest film and sheet sales for 2005. Inteplast made that list with an estimated 750 million dollars in sales. This marks the first time Inteplast has been included in Plastic News top 10.

Profile Expansion Projects

The Profile Plant has continued to grow and change to meet the current and future market demands. One area of growth is in signage. The need to increase our output was met with the purchase and installation of our new sign-cutting machine. This addition of the new machine has doubled our output of sign blanks to 2 million pieces per month and has met our customers' high expectations of quality.

The plant is now working to add four more extrusion lines. The four new extrusion lines will add to the capacity of Profile by two to three million pounds of production per month. This will help to shorten lead times and reduce our growing backlog to produce higher customer satisfaction.

With the increase in our production, a larger warehouse/staging area was needed. Profile's new warehouse expansion has been in use since the beginning of 2006, housing an additional one million pounds of finished goods.

Phillip Wu
Profile Plant Manager

JOB PROFILE:

MATERIAL CONTROL - IT'S ALL IN THE DETAILS

(PART OF A CONTINUING SERIES THAT EXAMINES THE JOBS, SKILLS, AND RESPONSIBILITIES OF THE PEOPLE WHO MAKE US THE SUCCESSFUL ORGANIZATION WE ARE TODAY.)

Over a billion pounds of plastic resin flow through silos and pumps at Inteplast each year and tons of packaging materials are wrapped, inserted, banded, and glued to complete finished goods. It is the personnel of each plant's Material Control department that ensures the resin is in the right place at the right time, and accounts for each pellet and each glue stick.

At *Inteplast News* we try to understand the entire process of manufacturing our products and to do that we talk with the people doing the job. In order to understand the issues involved with raw materials and packaging materials we met with **Dee Fitzpatrick** of the World-Pak Profile Plant; **Tony Larson** of IBS; and **Johnny Coleman** of AmTopp's BOPP. All are involved daily in the management of materials used in production.

The first role of Material Control can be summed up as guaranteeing operations has enough of the right kind of material. The second role is maintaining accurate records and inventories of these materials. It all begins with the customers' order, which generates the need for particular materials. Using proprietary systems as control, Inteplast generates the orders for resin. The plastic resin is shipped to the Lolita facility via railcars. The rail cars are positioned using a rail vehicle, known as a Rail King, which places the cars in either the rail yards or directly into the individual plant's pumping station. Resin is pumped from rail cars to silos and silos directly into the production lines. Inteplast production requires on average of nearly four million pounds of resin per day.

Monitoring this flow of resin, checking inventories in silos, ensuring the correct resin is going into the correct interior storage or line is an exacting task. For example, **Dee Fitzpatrick** of the Profile Plant is responsible for over 90 types of resin, masterbatch, trial resin, and reclaimed resin. One mistake at this step can generate scrapped production worth hundreds of thousands of dollars.

Resin is not the only responsibility of Material Control. These professionals must ensure that the plant has the proper materials for packing of the finished good. Lack of proper packaging materials can cause a line to shut down and loss of production. This includes items such as cardboard boxes in a myriad of sizes, paper cores to wrap the film around, and insect-free pallets on which to ship. **Tony Larson** of IBS says that he has over 440 different packaging items in use by his production areas. When asked about resin he said he has "71 types of resin and masterbatch including 10 colors of blue alone." Larson has a team of 9 employees, 6 of whom have over ten years experience in IBS Material Control. This experience along with clear communications with New Jersey Marketing, Scheduling, and Operations results in steady flow with few surprises.

With these huge volumes of materials, strict accounting is vital to cost control. All plants track usage daily, adjust inventories according, and on a weekly basis complete a physical inventory of all materials. This results in negligible variances to the plants. Annually there is a physical inventory with outside auditors from the headquarters accounting group.



Dee Fitzpatrick, Profile, monitoring resin levels in the silos.

Material Control is involved in product development as well. They order trial materials, and determine packaging needs. **Robert Solis** of IBS is particularly adept at determining box sizes for packaging of new products.

Johnny Coleman of AmTopp's BOPP, describes Material Control as a job of "coordination among multiple groups – it's about connectivity and we're in the middle". He points out that while you need to have sufficient materials; you do not want to overstock and push up costs. With line speeds ever faster, things happen quickly so he and **John Melton**, along with their team have had to adapt to things happening faster. Coleman also credits their smooth operations to a close working relationship with BOPP Scheduling.

When asked why type of person would be successful in a job in Material Control, everyone responded with exactly the same description – "detail oriented". As Fitzpatrick put it "you must be good with numbers and know that you check, check, and then double-check."

Contributing to this article was **Bill Cai**, Plant Office Staff Manager, Profile Plant, World-Pak Division.

Brenda Wilson
Human Resource Manager



Johnny Coleman and John Melton of AmTopp's BOPP review daily materials usage and reconcile inventory.



David Nava, Robert Solis, Tony Larson, and Donald Beaver of IBS surrounded by some of their 440 packaging items.

IBS Announces Broker of the Year Awards

The Janitorial/Sanitary unit of the IBS Division announced its 2006 Broker of the Year Awards to the following three sales representatives in recognition of their outstanding sales performances:

Highest Sales Achievement Award:

Bodan Sales Co.

Highest Growth Achievement Award:

Linkside Sales & Marketing, Inc.

All Star - World of Bags Award:

Bull'sEye Inc.

The awards were presented in October by Ronnie Chang, Director of Janitorial/Sanitary Unit, at the unit's annual national sales meeting in Chicago.

Ronnie Chang
IBS Director of Marketing/Sales

A BRIT FINDS SURPRISES *and* HOME IN SOUTH TEXAS

As Director of AmTopp Business Development and Process Technology (BD&PT), **Chris Watts** and his team have 3 purposes. They are to develop new products for BOPP film, support manufacturers, and interface with customers. This was not Watt's initial role in AmTopp, but one that evolved as the Division developed through the 90s and up to today. *Inteplast News* recently sat down with Watts and discussed his role from the beginning of the Inteplast Group as the newsletter seeks to examine and recall the roots of our company.

Chris Watts was involved at the very beginning; in fact he was in on creating the name for the first division of Inteplast — AmTopp. His employer at the time was in partnership with the founders of Inteplast and Watts was assigned to the project for providing AmTopp with operating technology and support for BOPP film. This was in 1990 and 1991. They invented the name AmTopp, which stood for "American-Taiwan OPP". By the time the partnership dissolved Watts had arrived in Texas from his native England, via Pennsylvania, and he decided to make Texas his home. And since

this time **Dr. John Young**, Group President, has always referred to Watts, as our "U.S.-Taiwan-Britain Connection." Watts continued to work with the Group in the commissioning of three BOPP lines in 1993. This feat had never been accomplished before, nor, has it been done since. He remained in a technical advisory capacity until actually joining the Inteplast Group in 1995. He subsequently went on to manage the BOPP expansion of lines 5 & 6 in 1997, as Plant Manager of BOPPII.

Watts recalls that in the early days AmTopp was considered the "big new kid on the block". The sheer size of AmTopp's BOPP operations impacted the entire United States BOPP industry. According to Watts AmTopp was perceived as an inexpensive basic, high volume, tape film producer. By the late 90s Division President **Homer Hsieh** and Dr. Young wanted to change that image. When asked how this was done, Watts gave initial credit to the sales force. He said "they listened to customers and insisted on high quality production. Getting quality right, led to one new customer after another, and then the market perception began to change." Also aiding in this evolution was the creation of



Caught focusing on the roll-out of the next new AmTopp product is **Chris Watts** and his team consisting of **Anna Wood, Donna Durio, Juan Rosales, J.C. Hwang, Carolyn Powell, and George Phillips**.

AmTopp Business Development and Process Technology in 1999, which Watts put together to bridge the gap with customers on technical and process issues. As he puts it, Marketing will bring customers' needs and ideas to AmTopp's attention and Watts group will provide technical feasibility

and play a "middle role" between the efficiency driven manufacturing side and the creative marketing side.

Watts and his team believe that AmTopp "has an advantage in the marketplace because of AmTopp's ability to bring new production to fruition extremely quickly". Again he shares the credit for this success, only this time with BOPP Plant Operations. He expressed great confidence in the ability of BOPP Operators to meet exacting trial runs. BOPP does not have a pilot or test line on which to operate, so his department must "purchase" time from production in order to test new products. This forces his team to emphasize planning, contingencies, and be extremely focused. New products can take from a few months to a few years to develop.

It's not just all about product development however for Watt's team. They play a vital role in supporting the customers manufacturing processes. "We in essence partner with them to make sure our film meets their technical needs. This leads to direct customer interface including complaint analysis, and providing quick responses." The interface has led them to visit 18 countries, meeting with both sales and manufacturing. The department will also do some process troubleshooting and spec out raw materials.

As far as the future, Watts says "that AmTopp must continue to protect our markets, continue improvements by forcing costs down and quality up. It's all about faster and thinner in the BOPP market. Or as a Math Professor back in England once said, if you are resting on your laurels, you have them in the wrong place!" Watts laughs as he says this and remarks that although he's got more than 30 years in BOPP film, it still offers lots of surprises and is always interesting.

Brenda Wilson
Human Resource Manager

Teamwork and Partnership Come Together to Make AmTopp the Number-One BOPP Supplier to Exopack

Pet food bags are the most common examples of "multi-wall bags", where several layers of paper are combined with an inside layer of BOPP for a grease-resistant, sturdy bag. To manufacture a bag of this type, rolls of printed paper, inner Kraft paper and BOPP liner, are brought together in one complicated bag making machine. Paper and film are fed into one end of the machine, and finished square-bottom bags come out the other.

Exopack is the dominate converter of multi-wall bags for major pet food producers. Historically, all their plants exclusively used a major domestic film supplier and were serviced directly by a dedicated technical representative. AmTopp had to overcome several obstacles to make our film, Exopack's film of choice. We first introduced slip-modified "SP" bag liner films into their plant in Spartanburg, South

Carolina. When SP films would not work on the high-speed "small bag" lines, reformulated high-speed "VS" films were introduced with immediate success. To replace the domestic film suppliers heat-sealable film, the TX Business Development & Process Technology new film development team developed the "extra slip" "AC" film for high-speed sealed-bottom bags. As part of today's strong partnership, AmTopp recently provided metallized VS slip film (new "SM18") for a small-volume specialty bag liner. TX Production quality has been constant over the years at Exopack - complaint rates are very low. Prompt service from local warehousing has been a critical part of AmTopp's sales success here.

The hard work of all AmTopp groups has paid off - we are now the major BOPP vendor for Exopack. Based on that well-earned success

at Spartanburg, the other Exopack plants in Seymour, IN; Sibley, IA; and now Hanford, CA, are buying AmTopp films. Building on the proven performance of VS at the major domestic multi-wall bag converter, we are now moving into the smaller USA and Canadian multi-wall bag suppliers with a strong sales, marketing, and technical story.

Recently, Exopack was acquired by an outside capital firm. The new Exopack has joined with other converters (Norbaker CN, Specialty Films KY, Cello-Foil MI, The Packaging Group CN) to become a dominant specialty converter. Our performance at Spartanburg makes AmTopp a proven supplier partner for these locations.

William Philhower
AmTopp Marketing Manager

Dr. Young's Perspective on the Organizational Structure of Inteplast

Once again Alisha Koehl, Editor of Inteplast News, had an opportunity to ask Dr. John Young, Group President, some questions about our company.

Q Dr. Young, would you recap the organizational and management history of our company from your perspective?

You are now touching on issues closest to my heart. Our history as a corporation can of course be linked back to the initial vision in the late 80s of building the largest manufacturing organization in the plastics industry in North America, at a time when all the other manufacturing organizations were going overseas in search for cheaper labor. This vision from our Chairman was shared with President George Bush (senior) on several occasions and applauded as a significant and responsible commitment by an industrialist who demonstrates confidence and faith in our domestic labor force. If you look around our site and our organization in general, you immediately sense that everything is done at the largest economy of scale. This was necessary to maximize our efficiency and to ensure the success of our operations. One must always look at the context of this historical background in order to understand why we have designed all our operations in such grand scale.

We have no particular rules concerning our organization. Our motto can really be summarized as "a continuous pursuit for the best practice." And, not to forget the two keywords "continuous improvement." They simply mean that there is no end to what one can do to improve the company, in all aspects. Organizationally speaking, we have always sought for structures that would foster speed in decision and implementation. This thinking required us to break down into business divisions and these in turn into yet smaller units so that maximal efficiency could be derived. As for the sales organization, this is an altogether different topic which I hope to be able to discuss in more detail sometime soon.

Operationally, our management philosophy calls for data integration and for an honest, no-nonsense approach towards problems. We focus on perfecting all kinds of operational and data acquisition systems so that they can serve as powerful tools in assisting problem solving. The detailed management systems that we have in place are a source of great personal pride as I have seldom seen other companies with the extent of data integration and transparency comparable to what we have achieved. To give a simple example, we can close the monthly profit-loss statement of our company on the 1st day of each month, a feat that is rarely matched throughout the industry.

Q Since our name comes from the term, *integrated plastics*, what exactly does that mean and how does that impact our competitive edge?

"Integrated" means exactly what it says. Not only are we integrated upstream to raw materials but we are integrated within our own operations through data acquisition and automation. This level of integration not only streamlines our operations, giving us a formidable competitive edge, but it also helps us ensure that the product quality is always consistent, a plus that our customers have become used to and therefore now expect from us.

Q Why 3 Divisions? What is the significance of that to our management structure and overall way of doing business?

The 3 Divisions were set up because of the large size of our operations and the need to have maximum flexibility, control, and efficiency at all times. They were roughly segregated based on the product lines available. Each Division has a personality and a dynamics of its own. My own role has been made simple with this set-up since my biggest job has become the sharing of the

respective strengths and weaknesses of each Division with everyone. Again, we're back to "the best practice" prevailing in the end.

Q What do you see as the role for an employee in all of this? More than just following policy and procedure, I would guess.

Many of the best improvements, that I personally have seen on site and in the marketing/sales areas, have in fact come from our own employees, many of whom work directly with machineries or with customers. To be sure, we do need to provide adequate employee training on all policies and procedures. That's the manager's responsibility. But once trained, there is no end as to what anyone can do to help us improve. For this reason, we have various operational award programs in place, precisely to foster this spirit of participation and teamwork.

Q What message do you have for our employees about where we are now and where you see us going?

We have come this far through the efforts of everyone in this organization. During the first years of our operation, largely because of our sizable start-up, it was tough just to survive. As we have entered a new era of profitability and growth, I call everyone to participate in making this organization the best that it can be. There is not a single area in which we are not actively seeking good ideas. I know we are still far from becoming an ideal organization, but if we can persevere with diligence, courage and innovation, and if we can set our differences aside and focus instead on achieving the collective benefit, we should prevail in the end as true industry leaders.



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Check out the new and improved Inteplast website at www.inteplast.com. The updated site provides users with useful information, such as technical product sheets, MSDS, product applications, and more. The design and text was chosen to convey Inteplast's core philosophy and strengths as a company. The AmTopp, IBS, and World-Pak sites within the Inteplast website can also be accessed directly by going to www.amtopp.com, www.ibsbags.com, and www.worldpak.com. Special thanks to **Vivan Tung** (AmTopp), **Yiren Wang** (IBS), **Lauren Lin** (World Pak), and **Jay Li** (Management Center) for helping create this new and improved website.

Valerie Kaiser
AmTopp, Technical Engineer

Texas Site Happenings

We're on the web!
www.inteplast.com

Inteplast News

AmTopp • IBS • World-Pak

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Once again, we have exceeded our United Way goal for the 5th straight year! \$21,647 was pledged by 716 employees. Every employee that pledged to donate \$36 or more for the 2007 calendar year had a chance to win a \$100 gift card provided by Inteplast. **Cary Hoff**, IBS Produce, was our winner. Congratulations Cary! Money pledged will go to the United Way agencies in surrounding counties. The contributions of Inteplast employees will truly help 'Make a Difference' to so many people in our communities.

Twelve employees teamed together to help raise money at the Jackson County Relay for Life Cancer walk in October. They raised over \$2,900 to benefit the American Cancer Society by making and selling Inteplast Cookbooks.

If you have not heard about the new Employee Referral Bonus Program, you could be missing out. All permanent, full-time, contract and temporary employees with at least 90 days of service are eligible to receive a bonus of up to \$700 for referring another individual to come and work for Inteplast. The referring employee will receive \$100 after the newly hired employee successfully completes 90 days of service on the Inteplast payroll, \$200 after 180 days, and \$400 after 365 days. To refer an individual, simply fill out an Employee Referral Form and submit it to the Human Resources department before the individual is hired either by Inteplast or a contractor. More information and Employee Referral Forms can be found in your plant office or the Human Resources Department.

Get on board! Inteplast now offers an affordable shuttle service for employees working the 12 hour rotating shift schedule to commute back and forth to work from Victoria. Save your gas money, and prevent that extra wear and tear on your vehicle! For more information or to purchase a shuttle pass, visit the Human Resources department. Success of this program will determine additional services from other locations.



Pictured above are just a few employees that have taken advantage of the new Employee Referral Program. Tracy Gibson, Profile; Linda Au, IBS Technical; and Joe Villarreal, BOPP Auto-Handling Systems.

Robert Coen
 Site Manager



Inteplast Group, Ltd.

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Happy Holidays

佳節愉快!

Feliz dia Festivos

Chuc Mung Ngay Le

