



Remembering Group Founder, Mr. Y.C. Wang

Dr. John D. Young
Group President

In the early morning of October 15th, our Group Founder, **Mr. Y. C. Wang**, passed on peacefully at his residence. Born in 1917, our Founder would have been 92 years old this coming January. It had been almost four years since he last visited New Jersey and he had looked forward to seeing all the managers, many of whom he had known since early start-ups, including that of Inteplast. Still physically and mentally active, our Founder had planned this long-awaited trip since last summer.

Born to a poor family in Taiwan, our Founder acquired legendary status in the industrial community of Asia through hard work, perseverance, and a tireless sense of obligation towards employees and society at large. He presided over an industrial group that exceeded \$60 billion (U.S.) in 2007 - the equivalent of 15.5% of Taiwan's GNP. Yet he was even more widely known for his charitable work that included building schools, universities and hospitals; giving access to education and medical care to several million people, granting tens of thousands of scholarships and free tuition to aboriginals. He helped millions of victims of earthquake and other natural disasters. He helped provide medical care to heal sick children with congenital anomalies. His biography is recounted to children in schools throughout Taiwan, China, and Japan, as a role model for corporate citizenship. Suffice it to say that all the main dignitaries in Taiwan, including the current and past Presidents, all main government officials, several foreign Presidents, representatives of U.S. Governors, and more than 100,000 people, viewed and paid last respects during the memorial services for our Founder. He would also come to receive the highest award bestowed to any public figure in Taiwan during the memorial service held on November 8th. A firm believer in the peaceful normalization of diplomatic ties between Taiwan and China, our Founder and the organization represented by him would also receive the highest awards bestowed by China's State Council as well as being named Man of the Year by several of China's top media organizations.

Our Founder's grasp and attention to details; his management style emphasizing a methodical and systematic approach; his relentless pursuit of excellence and of empirical and rational evidence to support all managerial decisions—these would all become his trademarks over the years. He excelled not only in industry but also in the way in which he handled charities. Chang Gung Memorial Hospitals, built in memory of his father, and Ming

Chi University of Technology, which made college affordable to poor children by offering free tuition, were two organizations he oversaw—to the same level of excellence that surrounded his many industrial organizations. Our Founder was essentially doing several decades ago what many philanthropists are only just now doing today. Named "God of Management" by Japanese entrepreneurs over two decades ago, this tribute would become associated with our Founder whenever his name was mentioned in public and private circles.



Group Founder
Mr. Y.C. Wang
1917 - 2008

In many ways, our Founder's personal journey and the chronology of the Group of companies that he had established have come to reflect the modern industrial development of Asia and of Taiwan in particular. Beginning with a loan of \$798,000 from the U.S. in 1954, our Founder practically started the plastics processing industry in Taiwan. It would become the largest exporter of plastics derivatives in the world. Largely because of these U.S. roots, our Founder has always felt obliged to return to the U.S. the goodwill and generosity that he received from the U.S. government in the aftermath of World War II. In retrospect, it would seem symbolic to many of us that he would come to choose the U.S. as the last stop in an otherwise long and productive career.

Our own Inteplast roots stem from the same belief shared by our Founder that, the U.S. still harbors the most capable and productive workforce and the best industrial environment in the world. The grand scale of our operations was in many ways meant to allow Inteplast to become competitive and to project a leadership role from the outset. Like many of you, I can only reminisce fondly the times when he would visit all the plants, marveling at the progress made and the hard work put forth by everyone. I know our Founder will be solely missed by all of us as we move forward.

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Slowdown? Not AmTopp Maintenance!

There is an economic slowdown, but does Maintenance slowdown? Not for BOPP.

Recently *Inteplast News* caught up with **James Deng**, Director of AmTopp Maintenance to review their 2008 activities in BOPP. According to Deng improvements to all 6 BOPP lines were made in 2008.

The goal of the improvements to the lines was to increase through-put - get more production out of existing equipment. This is done by upgrading portions of the lines in steps. "We do not have the luxury of shutting down lines for complete overhauls lasting many months. We must work around production scheduling," says Deng. They plan extensively, make their improvements, adjust their plans and are then able to carry out additional improvements in significantly less time. An example was a major project involving the PLCs on Lines 1 through 4. The first phase took the majority of two months time. After that experience the teams were able to complete the same projects on the remaining lines in one week each. In addition to this PLC upgrade, they installed an offline grinding mechanism on the lines. This was a significant safety enhancement for building 1 of BOPP.

Building 2 which houses the newer lines 5 and 6, also received attention this year. The chuck system that holds the 8 meter cores in place was changed to create less wear on the cores and improve film quality by minimizing slippage. This is important because of the market trend to thinner films in BOPP. Any enhancement that improves the ability to handle thinner film is important.

Another philosophy used by AmTopp is to get more life out of existing parts through partial upgrades. "Old" parts from a line that is being upgraded, are salvaged as backup parts for another line. This is a competitive advantage of AmTopp, since few producers have as many lines as AmTopp in a single location.

The entire debottlenecking process is meant to improve safety, quality, and reliability for BOPP operations. Division management believes that taking advantage of slower business to complete maintenance upgrades boosts the market position of AmTopp. Slowdown? Not AmTopp Maintenance!

Brenda Wilson

Human Resources Manager



James Deng, Director of AmTopp Maintenance, analyzing project plans with Cliff Chung, Jerry Wu, Pablo Negrete, Chara Leita and Yiduo Wang.

The World-Pak / LaSalle Bristol Partnership



David Evins, XF Laminator Operator, labels and prepares a roll of undersiding for shipment.

LaSalle Bristol partnered with Inteplast's World-Pak division more than twelve years ago. Together, we became dedicated to meeting the needs of the manufactured housing and recreational vehicle markets. That dedication is continuously demonstrated through our commitment to providing customers with products, quality, and service at an economical price.

Our commitment began in 1995 when the XF department of World-Pak developed and manufactured a specially formulated cross laminated polyethylene film undersiding specifically for the manufactured housing industry. The film provides a continuous exterior vapor barrier which is paramount for manufactured homes. The new Home Mate is supplied to home manufacturers as production undersiding through LaSalle Bristol. XF went a step further and introduced an undersiding product specially designed to fulfill the needs of the recreational vehicle industry, which stands today, as the most durable product ever provided for this industry. Other needs of the industry were fulfilled when World-Pak's Profile department made corrugated plastic available in sheeting and roll sizes allowing manufacturers to increase exterior storage in the under-carriage of self-contained recreational vehicles for various holding tanks.

As customers' requirements changed, so did World-Pak. When high-volume production required more efficient roll sizes, we responded with folded rolls. As the demand for wider homes grew, XF was the first to develop the technology to provide seamless widths up to 16'4". And LaSalle Bristol was the first to offer nationwide supply warehouses with these products near manufactured housing and recreational vehicle plants. Serving our customers with short material supply lines is paramount to their success.

The results of our teamwork, and our capability to meet the industries' changing requirements, have provided us with the ability to offer the right undersiding products, at the right time, for the industries that we serve; enabling builders to continue the progress they have made in exterior enhancement and production efficiency. No other undersiding manufacturer or supplier can match that record of dedication to an industry. It is that dedication and commitment which have afforded World-Pak and LaSalle Bristol a commanding market share. We are proud to have done it! And we are proud of the industries that we serve!

Our accomplishments of the past decade have exceeded even our original expectations. Yet we believe they will be eclipsed by what we do in the future. Thanks to the groundwork laid so far, and the momentum we have developed, our ability to seize the many opportunities is tremendous. Our manufactured housing and recreational vehicle industries business will continue to grow, and with recent market share gains, our position as the premier supplier to these segments of our business has never been stronger.

Most important of all, we have the people of World-Pak and LaSalle Bristol, whose dedication, experience, caring and loyalty make us the best team in the industry, and ensures our future success!

Contributing Writers:
World-Pak Division Office

From Fledgling Engineer to Production Manager

(Part of our continuing series as we explore the early years of Inteplast)

Peter Zamarippa, known to all as Peter Z, and **Andy Lu** came to IBS fresh out of college. That was in the mid to late 90s. Today they are responsible for major operational sections of the IBS Division. Peter is responsible for all Can Liner operations and Andy is responsible for Produce, Industrial, and T-shirt Extrusion operations, all of which adds up to many millions of dollars in investments, production, and hundreds of employees. How did they go from fledgling engineer to Production Manager?

Peter's story begins with his wife actually. During college he met his future wife who is from the South Texas area. Upon graduation and marriage they returned to Texas since his wife had a teaching job there. The economy was slow (sound familiar?) and engineering positions were difficult to obtain, so he began work as a packer for a temporary agency in the Profile Plant. He worked shift in the extrusion department for several months before an engineering position opened up in IBS Central Maintenance. During his stint in Central Maintenance he worked on equipment installation and improvements in all sections of IBS. His management responsibilities began with management of CTCL and T-shirt Extrusion Maintenance Departments. His operations responsibilities began when he assumed the production side of T-shirt Extrusion. Peter said his maintenance background proved valuable since it gave him insight into production modifications that impact the machinery.

Peter also said his experience as a packer gave him insight into the job his employees perform. He appreciates the physical demands of shift work and the atmosphere of the production floor. "It makes me a better manager because I've had that experience", says Peter. It also taught him to look for people who care about their work. Technical skills are important, but if they do not care about quality, and the customer who buys that bag, then no amount of skill will overcome that, according to him. Whether he is hiring or making a promotion decision he looks for that caring quality in people. He says, he "wants to see effort, care, and people who want to be successful". It is then his job to provide them with the tools and environment in which they can succeed. He constantly seeks to have the right person, in the right job. That results in a successful operation. Peter sees his departments moving into food service and the consumer end of the business in the future.

Change! Peter says his management philosophy can best be explained by change. Since the markets and customers do not stand still, he and his team must constantly look for improvements. He described his job as 25% daily functional management and 75% improvement management. "I don't drive into work everyday thinking about making a million bags, I drive to work thinking about how to improve on making a million bags."

Andy Lu responded to a job posting on the internet for an Engineering position in the IBS Division office. He admits that when he and his wife first drove to South Texas and Lolita they were surprised by the remoteness. Quickly they made friends with other engineers in their age group and their families. As the area became home to them, Andy began working in all areas of IBS. He went from Technical to Shipping, to Material Control, and Scheduling. In two short years he was managing the scheduling function for the plant. Then, Material Control and Art & Plate were added to his responsibilities. In 2003 he was given responsibly for the Produce plant. That meant a large people responsibility, concern over yields, machinery maintenance and housekeeping.



Andy Lu, Manager of Produce, Industrial and T-shirt Extrusion departments, reviewing production reports while on the phone.

In mid 2008 Andy gained the responsibility for T-shirt Extrusion, both maintenance and operations. Since assuming this he has put emphasis on maintenance of machinery. He constantly asks "why" when told of equipment problems. He urges production to push maintenance — because downtime is money lost. And he urges maintenance to respond for the same reason. T-shirt Extrusion's customer is in the same IBS building, and talking with them is a key to improvement he believes. Lu says T-shirt conversion can tell them of any film problems immediately and corrections can start.

Any one who knows Andy, knows he is constantly talking. He carries a plant phone, and two radios – one for Produce and one for Extrusion. He is in constant communication with operations, and usually has two conversations going at once.

Interestingly when talking with both Peter and Andy they credit their success to the success of individuals they work with daily. They have high praise for their Supervisors and greatly respect the knowledge of their seasoned employees. Both admit that while they have learned a lot since college, they have much more to learn and the best teachers are customers and employees.



Peter Zamarippa, Can Liner Manager, checking the control panel on an extrusion line.

Andy began his management of Produce by being very clear about his expectations. "I can't be successful and Produce can't be successful, if the individual employees aren't successful," says Lu. He worked one-by-one to communicate his expectation to others. The results began to show in six months, as production yields began to improve. Andy said he was either present or called in at every shift change. He wanted to know what lines were up, which were down, and why. Soon operators began to expect those calls and either had lines running or answers ready. He found it necessary to move people around to find the right spot for their skills. He refers to it as "shaking people up". To avoid complacency he tries to keep it fresh.

Education was his key to improving quality. He began a program of teaching all employees the fundamentals of quality. Quality checks on the production floor became everyone's job. He deals directly with operators and technicians through a production day, resolving issues. He believes this sends a message of what he considers important and an example he wanted his Supervisors and Senior Leads to follow. Andy gives much credit to **Miles Michalec** Produce Supervisor, and **Mike Samudio**, Maintenance Supervisor for the improvements in the department. Housekeeping improved when he made it clearly a priority by picking up items off of the floor himself. Today Produce ranks at or near the top month after month on the IBS THM audits.

“One Team One Goal”

On October 6th, to kickoff Customer Service Week, Coordinators from AmTopp, IBS and World-Pak gathered to enjoy a delicious breakfast together. The “One Team, One Goal” theme carried on throughout the week with various “fun” events. Among other games, IBS held a “Name that Smile” contest - the winners received gift certificates to the Mall. AmTopp enjoyed surprise gifts on their desks every morning – and the highlight of the week was a BOPP lunchtime “raid” on their Stretch Film counterparts. This was thoroughly enjoyed by all! The Profile Department had a grab-bag drawing with “fun” gifts for everyone. The final day included a 50-50 drawing, initiated by the IBS group, to include all departments, raising \$227 for the Susan G. Komen Breast Cancer Foundation.

We look forward to the first week of October 2009 for another get together to enjoy the camaraderie and “team spirit” shown this year! We ARE an Inteplast TEAM with ONE GOAL, to provide continued excellence in Customer Service!

Peggy Kelly
Sales & Marketing, World-Pak Division



Inteplast Customer Service Coordinators celebrate Customer Service Week. Front row L-R: Jennifer Kania - IBS, Michelle McNabb - AmTopp, Mark Gould - IBS, Kathy Carr - IBS, Urvi Desai - IBS, Sharon Chapman - AmTopp, Peggy Kelly - World-Pak, Lauren Lin - World-Pak, Yasmine Konopka - World-Pak, Karen Dicang - World-Pak, Jennifer Grasso - AmTopp. Back row L-R: Amanda Lin - AmTopp, Lorraine Gervase - AmTopp, Jane Hsieh - AmTopp, Erin Wyckoff - IBS, Jim Ryan - IBS, Erik Worsdorfer - IBS, Ann Lien - IBS, Carmen Lopez - AmTopp, Sylvia Moscicki - IBS, Eric Cannan - World-Pak, Lydia Belott - IBS, Katie McAteer - IBS, Jennifer DiCarlo - AmTopp, Cynthia Mickle - AmTopp.

A Brand is a PROMISE. A Brand is a Mark of TRUST.

Importance of brand recognition

Branding creates an image. It creates loyalty. The more powerful the brand is, the more memorable we become. And the most powerful and enduring brands are built from the heart - if people believe they share values with a company, they will stay loyal to a brand.

In the past two years, New Jersey Headquarters Marketing Committee has tried to create a strong corporate identity. We have redesigned our company website and brochures to give a sense of unity within our three divisions and to create a consistent and noticeable image. And now, we have a greater challenge given by Group President **Dr. John Young**. We must think one step further that there's another level to which we should aspire: creating the brand. How to reach an ultimate corporate image and how to market it as the pinnacle in our industry. That is our next goal. As Dr. Young pointed out, the best branding campaign should ripple outward from a company's core values: quality excellence, moral integrity, customer service, and fulfilling the promises.

In order to demonstrate our brand message and maximize brand significance, we want to connect our brand with a trigger action. Create a tagline that is simple and consistent, from a ‘voice’ that reflects our company. And finally, we can apply them to all written communications and incorporate with the visual imagery of all materials, online and offline.

Strong brands stand the test of time. Believe in our brand name, what it means, and customers will follow.



New Jersey Headquarters Marketing Committee members pictured above L-R are: Chih Hua Yeh - World-Pak, Alice Lee - World-Pak, Vivian Tung - AmTopp, Joseph Wang - Administration, Urvi Desai - IBS, Jae Liang - IBS, Shawn St.Peter - IBS, Valerie Kaiser - AmTopp.

Vivian Tung
AmTopp Marketing

T-Shirt Bag Market Grows, Despite Economic Conditions

Despite the current economic downturn, IBS continues to add to its portfolio of North American customers. A major part of the IBS bundle of products, t-shirt bag, has steadily increased market share in the United States and Canada. We take great pride in the fact that some of the largest grocery chains and retailers are among our customers.

In the grocery or supermarket business we serve giants such as Kroger, the nation's largest supermarket chain, with 2500 store across the U.S. Kroger uses IBS for its t-shirt bag needs. Recently customers began to see our bags in the Kroger Mid-Atlantic and Southwest stores. Part of the Kroger organization Fred Meyer, QFC, and Ralphs (Southern California's largest supermarket chain) are t-shirt customers as well. Albertsons/SuperValue, the second largest supermarket chain in the U.S., is a long-term customer. We are in their California stores. Food Lion in the South, and Hannaford in New England, purchase our t-shirt bags.

In expanding our business we work closely with existing customers to gain sales in more of their store locations. IBS has been an industry leader in supermarkets and retailers in the eastern and mid-western U.S., and in the past two years has expanded in other areas. We continue to grow with key supermarkets and retailers who look to reduce cost and find stable suppliers. Winn/Dixie in the south and Sweet Bay in Florida are customers. HEB uses the IBS Produce bag and is scheduled to visit our Lolita plant site and discuss their t-shirt bagging needs. These are just a sampling of the supermarkets we serve, in addition to the other smaller businesses, as well as distributors.

Meijer Stores, a large retailer and supermarket in the Mid-West has favored IBS for the past 6 years. We supply 80% of their massive t-shirt volume. Not to be outdone, Wal-Mart chose IBS as a supplier in 2008. Collectively, Wal-Mart purchases 11 million cases of bags in North America, and IBS now has more than 10% of their business. Wal-Mart expressed recently that of 9 suppliers they use for t-shirt bags, IBS is the best. That's a significant compliment from a giant like Wal-Mart, and a tribute to our production and customer service staff.



A sample of t-shirt bags manufactured at IBS. Our customers include some of the largest grocery chains and retailers in North America.

In Canada, IBS serves the country's two largest supermarket chains. Loblaws, the largest with 2000 stores, buys solely from IBS. Sobey's, the country's second largest, buys a portion of their bags from IBS and we are looking to gain greater penetration with them. We also serve Winners, best known as TJ Maxx, along with London Drugs in Canada.

Other retailers include Dollar General, Home Depot, Big Lots, K-Mart, Target, Bon-Ton, CVS Pharmacy, JoAnn Fabrics and OfficeMax. Department stores nationwide such as, Lord & Taylor, Men's Warehouse, Saks, and Macys use IBS products. CVS Pharmacy, JoAnn Fabrics and OfficeMax have all been solid customers. Academy Sports in Texas is scheduled to come online in January.

While IBS can point to major supermarket and retail chains in its programs, we are still growing. Some of the growth will be through other product lines sold to current customers, while we seek to add new businesses in North America. At IBS, we are the "World of Bags" and our portfolio of products will meet almost any need in the market today. We not only have the capability, but we also have the design teams and sales personnel to deliver solutions. As we approach 2009, we do so with the expectation that it will be a good year for the bag business despite the remainder of the economy. Any new year brings new challenges, but challenges we are quite capable of handling. The ingredients in our success are a high level of quality, focus on service, and the ability to respond quickly to market changes and customer requests. In the current economic environment these ingredients are well suited to position IBS to add to its market share.

Tony Myers

Retail/Grocery Unit Director, IBS



Luis Izaguirre, Silvia Ayala-Ortiz, Nicolas Perez-Cruces, and Elvia Amaro, all of the T-Shirt department, holding up a few of the many bags manufactured at IBS.

Boutieller Retires from IBS

After 16 years, IBS said good-bye to its first retiree, **John Boutieller**. His career with Inteplast began in 1992 during the initial start-up of operations. The Group celebrated his retirement in September at cafe Inteplast with cake and ice cream. In addition, Division President, **Joe Chen**, hosted a dinner in honor of John at Texana Grill in Port Lavaca. After highlighting some of John's achievements throughout his career, he was presented with a retirement plaque to commemorate the event. Congratulations John!



Co-workers gathered at cafe Inteplast to bid farewell to John Boutieller. Pictured above is John and his wife Rita, who is also an employee of IBS.

Inteplast News

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CURTIS-E of the Red White & Blue

In August, **Lorraine Gervase**, AmTopp Marketing, received an overseas message from **Curtis Wilson**, BOPP Shipping. He wanted to let everyone know that he would be flying an American flag in Afghanistan on September 11th. Curtis was recalled to active duty in December 2007, and was stationed in Afghanistan at the Bagram Air Base for 6 months. After flying the flag, he shipped it, along with a certificate, to the AmTopp Division Office, in memory of the events that took place on 9/11. Lorraine thought it would be a neat idea to fly a flag here in the U.S. in honor of Curtis and all the people who are serving our country overseas. On September 9th at 12 noon,



AmTopp Division headquarters staff, sending a message of 'Thanks' to our very own Curtis Wilson (BOPP Shipping) and the many other men and women serving our country.



Curtis Wilson with Country Music Star, Toby Keith!

sporting red, white, and blue attire, they did just that (pictured above).

BOPP Shipping Manager, **Todd Socha**, acknowledges that, "Curtis is a very integral part of the Shipping department. He is the type of person who will perform his job to the best of his ability every day. I'm sure the Armed Forces have several thousands of men and women on the same par as Curtis. For this, we should all be thankful and wish them all a safe return home." Curtis returned to Inteplast on December 4th - **WELCOME BACK CURTIS!!**

While in Afghanistan, Curtis had the privilege of meeting Country music star, Toby Keith, among other celebrity figures! Pictured at left, is Toby taking a few minutes after performing for the troops, to pose for a picture with our brave soldier.

Jean Waricka
AmTopp Division Office



Inteplast Group

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Joyeuses Fetes
Boas Festas
အိုက် အိန် ဖျိန် တီသ: ဖျိန် Happy Holidays 佳節愉快!
Chuc Mung Ngay Le
Feliz dia Festivos

"Happy Holidays" in some of the diverse languages of our workforce.