

# Plant Tour Handbook

PLANT 5





## Overview

Here you will find the AGRU tour guide procedures, facts, and figures. It includes almost everything you need to know as a guide. It does not contain any stories regarding your experiences at AGRU, which is always appreciated.

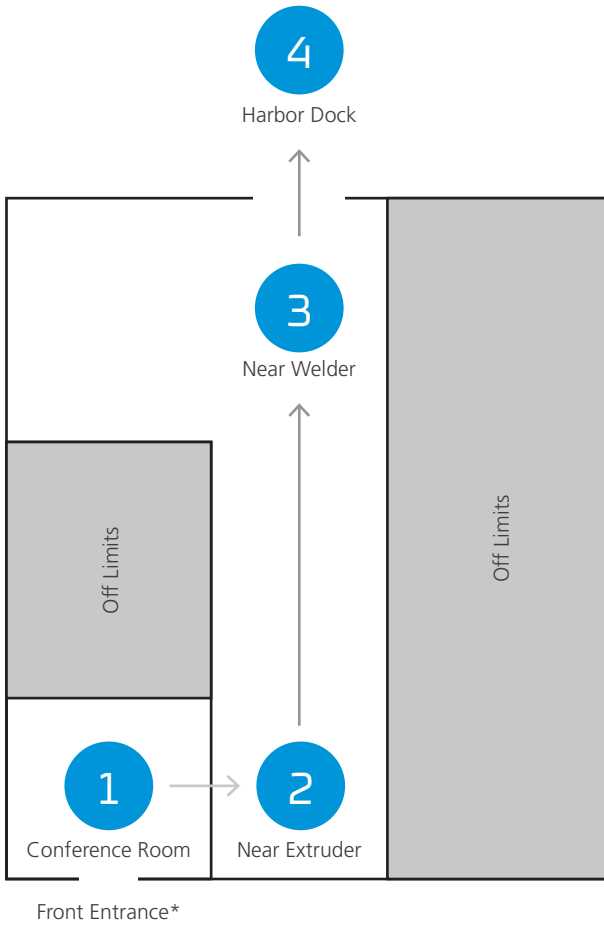
It exists to inform you, re-inform you, fill in gaps in your knowledge, and help you be a great guide. The manual is your guide to important statistics and facts. When touring, you can add your personality, your interests, and your experiences to provide a more comprehensive picture of the products and service at AGRU. What you have to add is the key to a good tour.

Every detail in the manual does not have to be in your tour. This is a guide. Study the manual and familiarize yourself with the key areas so you can quickly refer to a specific section at any given time. The facts/figures included here are your medium. Use them, along with the tour outline, to make the tour your own.

## Rules

As a guide, consider how you may be perceived, and how AGRU may be perceived as a consequence. Be aware of what messages your language send to visitors. During a tour, you are expected to avoid the following:

- Chewing gum or eating
- Foul, derogatory, or disrespectful language.



## Tour Map: Plant 5

To ensure consistency, please follow the route listed above and take note of the tour stops. The messaging points for each tour stop are listed in this handbook.

*\*If your tour has more than 10 visitors, please consider meeting outside Plant 5 near the front entrance.*



## Tips

As a tour guide, you are a representative of AGRU for prospective customers. Your job will be to answer questions about AGRU products, facilities, and services. Your perspective is invaluable, but remember that it should be presented within the context of the overall mission of AGRU: **To become the world's most reliable, client-focused supplier of geosynthetic and thermoplastic solutions.**

Remember that you are addressing a group of people, so you do need to project your voice to ensure that everyone hears you. If your tour is a small size, you should engage visitors in conversation throughout the tour. You will be asked to walk to predetermined spots on the tour route, stop, gather, and engage. This helps ensure that everyone can see and hear you. Here are some additional tips:

- 1. Be yourself and be enthusiastic.** Personal touches will make your tour more interesting and memorable.
- 2. Know the facts.** It is important that the information you provide is factual. You have a responsibility to present accurate information and keep up-to-date on information about AGRU by reviewing the information in this handbook.
- 3. Be flexible.** Visitors often travel a great distance to visit, so your adaptability to different types of weather, sizes of groups and energy level of visitors is crucial. If you have a large group, you should always wait for the group to gather then talk to them all together.

**4. Encourage interactions with visitors.** Look at the people you're speaking with. Eye contact can help you make a connection with visitors. Be attentive to visitors when they ask questions and encourage participation. Also, try to avoid wearing sunglasses.

**5. Use appropriate wording and proper grammar.** Make sure to use both male and female pronouns. Avoid using shorthand language or abbreviations for AGRU products and facilities. This not only applies to grammar, but also colloquialisms and generational tendencies (excessive use of words such as "like" or "um").

**6. Be conscious of who you are speaking to.** Don't assume anything about the visitors in your tour group. Make comments that help everyone feel welcomed. Familiarize yourself with the location of accessible entrances to buildings on your tour route and make sure that if someone is on your tour that will need to use those entrances that everyone follows the same route.

**7. Be prepared.** This means you should understand how you are going to communicate AGRU's core values to visitors through anecdotes and facts. Know your goals for the tour and what images you are trying to convey. Think about possibly difficult questions ahead of time. Knowing how you would answer hard questions in advance will help you avoid getting into a difficult situation.

**8. "I don't know, but I will find out and get back with you" is an acceptable answer.** Your role is to speak from your perspective, not as the CEO or anyone else. It is far better to refer the visitor to another source than to make up an answer or guess a statistic.

**9. Help all visitors feel welcome.** Your verbal and body language should treat all visitors as important and valued. It should send messages of respect for the diversity of people you are interacting with.

**10. Have fun!** Enjoy meeting visitors and sharing your enthusiasm for AGRU. Your energy and excitement will be contagious!

**11. Be aware of other AGRU employees.** AGRU plants are operating facilities. It is important to stay on your tour route to avoid negatively impacting the performance of other employees. Be aware of them and conscious of how they might feel if a tour group is watching him/her for extended periods of time.

**12. Be aware of your visitor's timeframe.** Depending on the amount of visitors, your tour might last as long as one hour. Be aware of your visitor's timeframe or any other circumstances that might affect the length of the tour. If your tour has a hard stop after 40 minutes, for example, try to spend no longer than 10 minutes per tour stop.



## Four Key Messages

AGRU claims to be The Plastics Experts, and expresses this claim through its four core values. As you conduct your tour, it is important to communicate AGRU's unique values with all guests visiting the facility. Tour guides should structure their talks around the following five key messages, which must be communicated during every tour:

### Top Quality

- At AGRU, customer satisfaction comes first.
- Ongoing research and development have resulted in a variety of new products that meet the needs of geotechnical engineers and product specifiers.
- AGRU's geosynthetic solutions are produced using the flat calender manufacturing method, which can produce geomembranes with unique surface structures such as spikes or drain studs.
- Technical consultations, training courses, welding instruction and expert supervision on site are essential to the installation of our products.
- Our start-to-finish attention to quality ensures that our products meet and beat the strictest technical specifications, providing safe operation within gas, water and wastewater infrastructures.

### Client-Focused

- AGRU is service driven, and always prepared to meet special challenges with powerful solutions.

- Our relationships with our installers and distributors are most important. We support our partners by providing one-on-one attention.
- AGRU is flexible and able to help our customers meet strict deadlines.

### **Reliable**

- AGRU has about seven decades of experience, innovation, quality and service in geosynthetic and thermoplastic solutions.
- Our staff is cooperative to meet the needs of our customers, and exist to serve them.
- Our relationships are authentic and transparent. Our customers have learned to trust us because we keep our word.
- AGRU is a family-based company. We owe our success to old-fashioned principles of ingenuity, quality craftsmanship, and hard work.

### **Professional**

- AGRU's has experience in geosynthetic and thermoplastic solutions for around 70 years.
- Our employees are experts in their field. AGRU only hires the best, most qualified professionals to execute projects.
- AGRU holds itself to the highest quality standards that control everything from incoming raw materials to final factory production.
- Our products are qualified to meet extreme applications. All materials are tested to ensure they meet industry standards before entering the manufacturing phase.
- AGRU is qualified because every AGRU lab is GAI-LAP accredited for all routine QA/QC tests performed at each facility.

## Safety Precaution

Please also note the safety procedures before entering the manufacturing plant, and discuss these requirements with the plant manager before starting your tour.

## In An Emergency

In the event of an emergency, please quickly and calmly direct visitors to the nearest lockable room without windows. In Plant 5, this will likely be the lab which is located in the manufacturing plant. Alternatively, the restrooms will also provide shelter. Please also locate the emergency exits prior to the tour.



# Tour Stop 1: Conference Room

Begin by opening with greetings and formal introductions. In the conference room, you should briefly provide some history of Plant 5 and AGRU. **NOTE: If your tour has more than 10 visitors, please meet outside the front entrance.**

## **FACILITY INFORMATION:**

- AGRU purchased the location for Plant 5 in 2014 from the State Ports Authority. It had been previously listed as South Carolina's surplus property. It required 25 months to procure the location.
- The property previously housed a coal export site in the early 1900s, and environmental contamination from the operation had to be cleaned up prior to construction.
- In 2015, AGRU partnered with the State Ports Authority to remediate the property.
- AGRU's capital investment in Plant 5 has exceeded \$30 million to date.
- The plant currently employs 18 and looks to double next year.
- It is 52,000 sq. ft with an additional 2 acres of improved surface for Pipe & Fittings storage.
- It contains 2 pipe machines and the capacity for 1000 tons of resin storage.
- The waterfront location allows the lightweight pipes to be loaded directly into the Cooper River for towing by ocean-going vessels.
- AGRU exports through the Port of Charleston and transports products by truck and rail.
- Large Diameter PE piping systems will be exported to countries around the globe.

## **COMPANY HISTORY:**

- AGRU America is part of Alois Gruber GmbH, an Austrian family-owned business with production facilities in Austria, the United States, Germany, and China, and distribution to 80 countries.
- AGRU was founded in 1948 by Alois Gruber, Sr. and continues to expand through the vision of his son, Mag. Alois Gruber.
- AGRU America began with a plant in Massachusetts in 1988 and now employees more than 200 people at facilities in Georgetown, SC; Andrews, SC; Charleston, SC; and Fernley, NV.

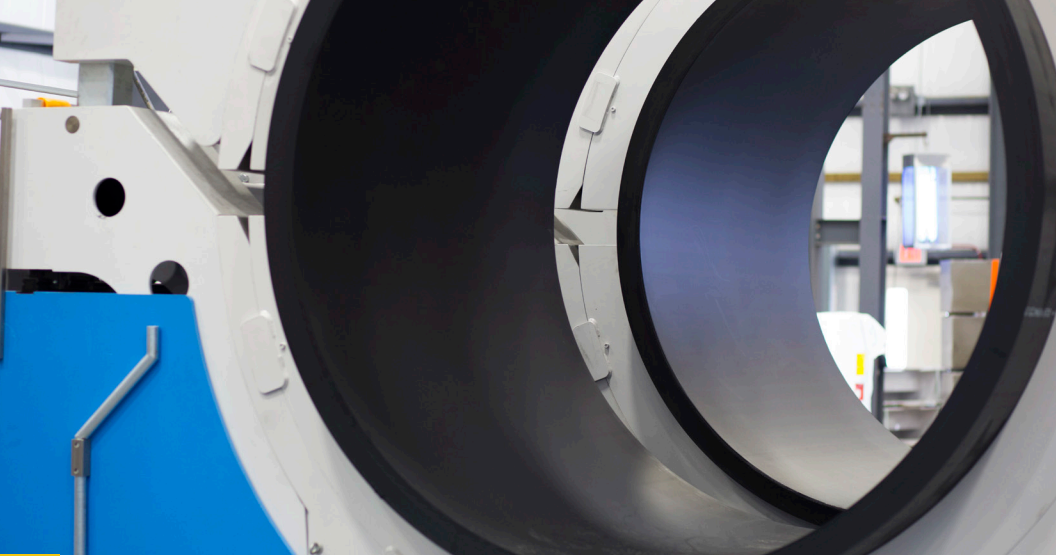




## Tour Stop 2: The Extruder

The manufacturing workflow should be explained in front of the extruder. Here, pipe is extruded and continues down the plant until it exits the building on rails. At this time, please convey the following qualities about AGRU PE pipe:

- The AGRULINE piping system is designed for high-volume flow applications.
- Plant 5 can currently produce pipes up to OD 2500 mm (98.4 in) and 600 m (1,968 ft).
- AGRU Large Diameter Piping Systems are available in PE100 or PE4710.
- It is available from DR 11 - 33.
- Agru manufactures and tests large diameter HDPE pipes according to EN 12201/ISO 4427.
- Agru America also manufactures and tests large diameter HDPE pipe in accordance with both the EN and ISO standards and in accordance with ASTM D3035, F714, or F3123.
- The pipe is made from tough, durable extruded polyethylene, which never corrodes.
- It's maintenance-free design saves operating costs compared to other solutions made from metallics or concrete.
- The high abrasion and UV radiation resistance ensure a prolonged life span.
- AGRU provides the advantages of PE, which means that internal bio-growth and incrustations are virtually non-existent, offering the best long-term hydraulic properties.
- The pipe's flexibility allows for various installation methods.
- Fast & safe sinking processes for offshore installation due to an extensive range of pipe diameters and fittings.
- Time-saving butt welding provides durability and leak tightness.
- Superior strength prevents damages during installation & operation.
- Perfect for applications with large required quantities of water.
- Withstands pressure surges.
- Wide application range (sewage, mining, cooling, desalination, irrigation, etc.).



## Tour Stop 3: Welder

The welder, which is located at the end of the plant, provides a great opportunity for visitors to see Line 1. Allow them time to walk down Line 1 and see it for themselves. Be sure to point out the QA Lab as you pass by it. You should mention that every AGRU plant is intimately involved in the receipt and inspection of resin and products. When gathered near the extruder, discuss the following points around the welder:

- Four different connection methods are suitable and offered for joining large diameter pipes: Heated tool butt welding, electro-socket welding, saddle welding, and flange connection.
- The heat fusion process results in a monolithic piping system that is as strong and leak free as the pipe itself. Heated tool butt welding is applicable up to OD 2500 mm (98.4"). The two pipe components are clamped in the welding machine and pipe ends are planned. The welding area is heated up with the heating tool and then joined together with a defined welding pressure. This ensures high-quality joints with excellent reproducibility under site conditions.
- The facility can produce pipe up to 600 m (1,968 ft). Such long pipelines can save significant joining and labor costs during installation since job-site welding can be minimized or eliminated entirely.
- Pipe joining can be done outside and inside the trench. Electrofusion couplers up to 48" IPS are also available.

Please give your visitors a chance to excuse themselves if they do not feel comfortable walking all the way down to the harbor dock. Not all visitors will want to travel the distance. If a visitor does excuse themselves, please have them escorted by an AGRU representative to the conference room before moving on.



## Tour Stop 4: Harbor Dock

As the last stop in the tour, allow visitors to take in the views from the harbor dock. Be sure to point out the iconic Charleston bridge on the Cooper River. When your visitors are gathered, take a final moment to discuss the offshore nature of the AGRULINE:

- The flexibility and superior toughness of AGRULINE large diameter PE pipe provide for a reliable and efficient sinking process for offshore installation.
- Thanks to their buoyancy in water when both ends are sealed, these pipe strings can be towed by vessels worldwide over the oceans to their final destinations.
- The pipe's safe and easy sinking process makes lowering the pipeline to the seabed a flash, utilizing the PE pipe flexibility.
- The piping system's wear-and-tear resistance and simple joining methods make the installation fast and safe. No heavy lifting or sophisticated equipment is necessary on-site.
- Plant 5 can also ship pipe using more traditional logistics such as truck or rail as warranted by project requirements.
- Product transport options include traditional flat bed, ocean container (< 2,300 mm), rail gondola (2018), ocean tug towing floating pipes, and direct barge loading right off of our dock.

Finally, take the opportunity to thank the visitors for touring Plant 5. Take the opportunity to offer a group photo in front of the bridge.



**AGRU America**  
500 Garrison Road  
Georgetown, SC 29440  
USA

T. +1 800 373 2478  
F. +1 843 527 2738  
[salesmkg@agruamerica.com](mailto:salesmkg@agruamerica.com)  
Revision Date: August 4, 2017 4:40 PM

