

Plant Tour Handbook

GEORGETOWN (HQ)





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.

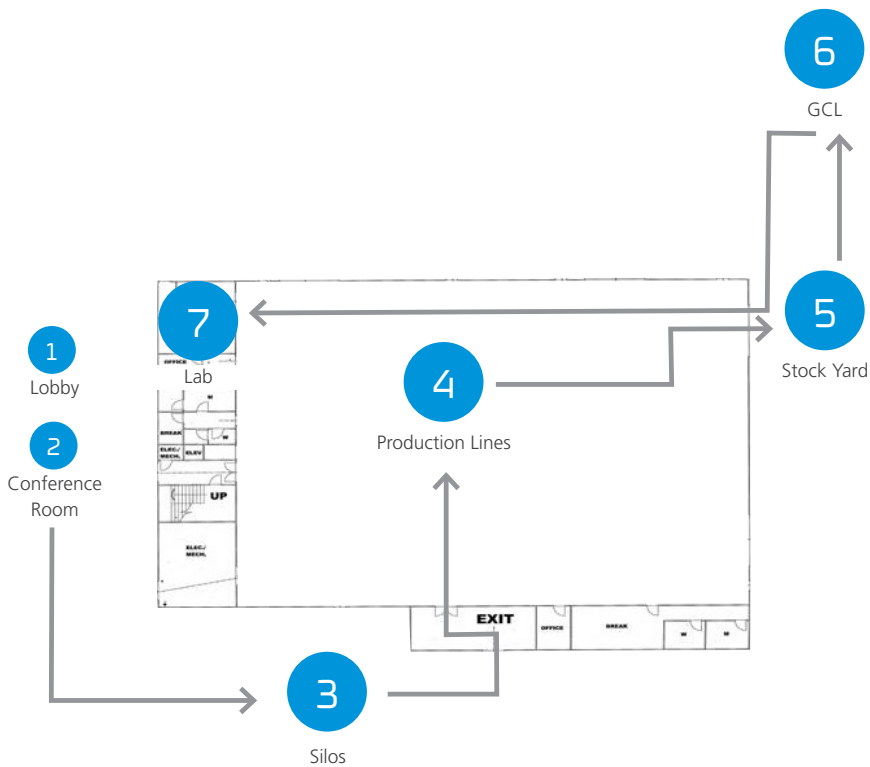
It exists to inform you, re-inform you, fill in gaps in your knowledge, and help you be a great guide. The manual is your guide to important statistics and facts. When touring, you can add your personality, your interests, and your experiences to provide a more comprehensive picture of the products and 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, eating, or drinking
- Foul, derogatory, or disrespectful language
- Do not allow photos to be taken inside of the plants



Tour Map: Main Production

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.



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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.

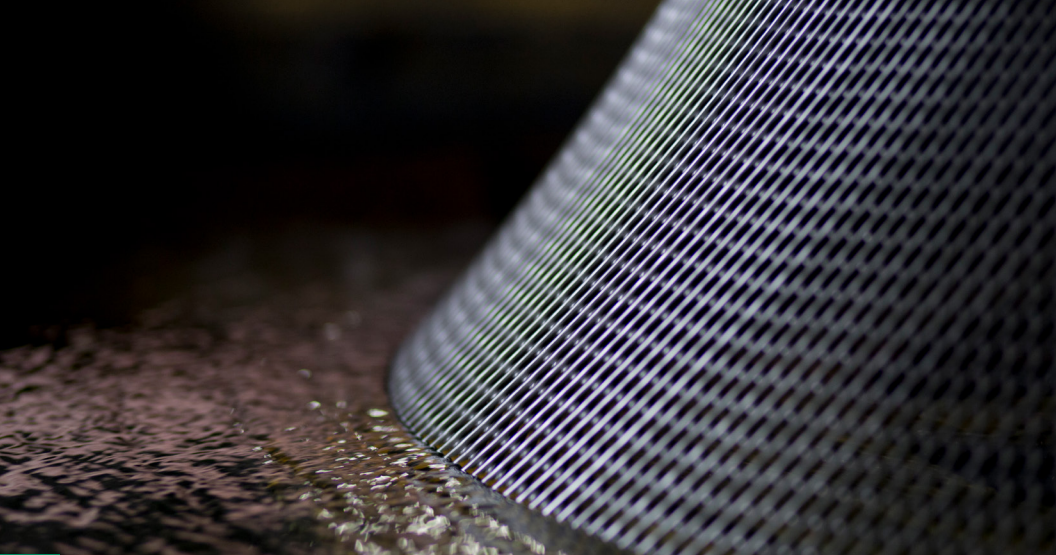
8. "I don't know, but I will find out and get back with you" is an acceptable answer. Your role is to speak from your perspective, not as the CEO or anyone else. It is far better to refer the visitor to another source than to make up an answer or guess a statistic.

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 exceed 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. Alternatively, the restrooms will also provide shelter. Please also locate the emergency exits prior to the tour.



Tour Stop 1: Lobby

Begin by opening with greetings and formal introductions. In the Administration building conference room, you should briefly provide some history of AGRU America, Inc. When finished, guide your group outside and into the Plant.

FACILITY INFORMATION:

- AGRU America, Inc. was first born with the construction of the parent company's first international facility in Boston, Massachusetts.
- The company was relocated to Georgetown, SC to meet new construction demands in 1996. It first included an automatic high-bay warehouse for fitting pallets (23,000 pallet spaces) and new construction of an office building, welding technology and R&D.
- AGRU America, Inc. now has two more plants in Andrews, SC, as well as one plant in Charleston and another in Fernley, NV.
- The AGRU Georgetown Facility is 97,736 sq ft.
- The geomembrane lines at AGRU were built by AGRU Austria with "over engineered" gears and drives. This means AGRU can ensure high-run reliability. Our equipment rarely breaks down because everything is oversized – including shafts, gearboxes, motors.
- We stock all important spare parts to ensure we can react quickly if there is a break down. Extensive spare parts inventory ensures that delivery schedules can be met, even if equipment does fail.
- QR codes on AGRU equipment allows us to report issues and get work orders entered in a cloud-based system instantly. It also helps produce diagnostic reports to replace machinery strategically.
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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 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: Conference Room

Bring your visitors to the conference room for a short PowerPoint Presentation of the AGRU Image and Brand. You'll need to use your own computer to present the PowerPoint, or ask an AGRU representative to borrow one.

Use the following information to download the presentation:

- Go to: **agruamerica.com/resource/agru-image-powerpoint**

Before entering the production plant, please provide each visitor with a safety vest. Please also instruct visitors with the following safety instructions:

- Each visitor must be given the Visitor Safety Orientation Package (You can download it here: **agruamerica.com/resource/visitor-safety-orientation**)
- Each visitor must sign the Visitor Log, which confirms their acceptance of the safety rules.
- Be sure to go over these safety items with your visitors before proceeding with the tour.



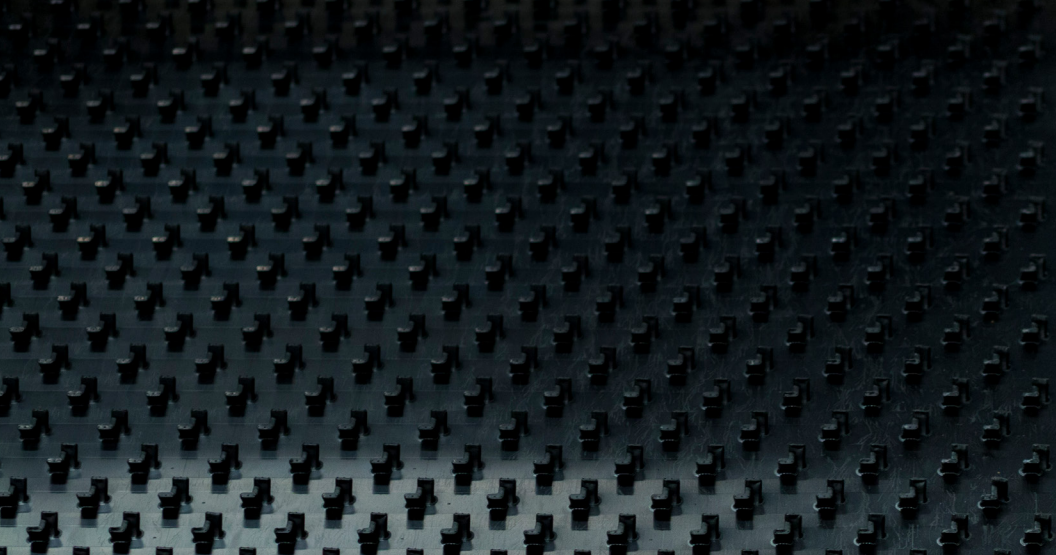
Tour Stop 3: Silos

Bring the group to the railyard and silos outside of the Georgetown Plant. When your visitors are gathered, take a final moment to discuss the product development process more:

- Resin is shipped to AGRU by rail and stored in these silos, which pump raw material into the facility.
- AGRU uses about 600,000 pounds of raw material each day.
- The Silos only hold carbon black masterbatch, which is the UV stabilizer we add to the virgin resin. It makes 5% of the recipe. The main part is virgin PE pellets, which are transferred directly from the railcars to the production lines through the headers (tubing next to railcars).
- We have enough space for 3 million pounds of plastic pellets on our railroad track

Please also discuss AGRU's commitment to environmentally-sustainable manufacturing:

- When customers allow, AGRU encourages the use of recycled material, which can sometimes come from scrap product.
- AGRU reprocesses certain waste streams back into pellet form by melting them and introduced the recycled material into the feed resin at a controlled rate.



Tour Stop 4: Production Lines

As you walk your group down Lines 1, find an optimal place to stop that is clear from employee traffic and excess noise. At this time, please convey the following qualities about AGRU geosynthetic products:

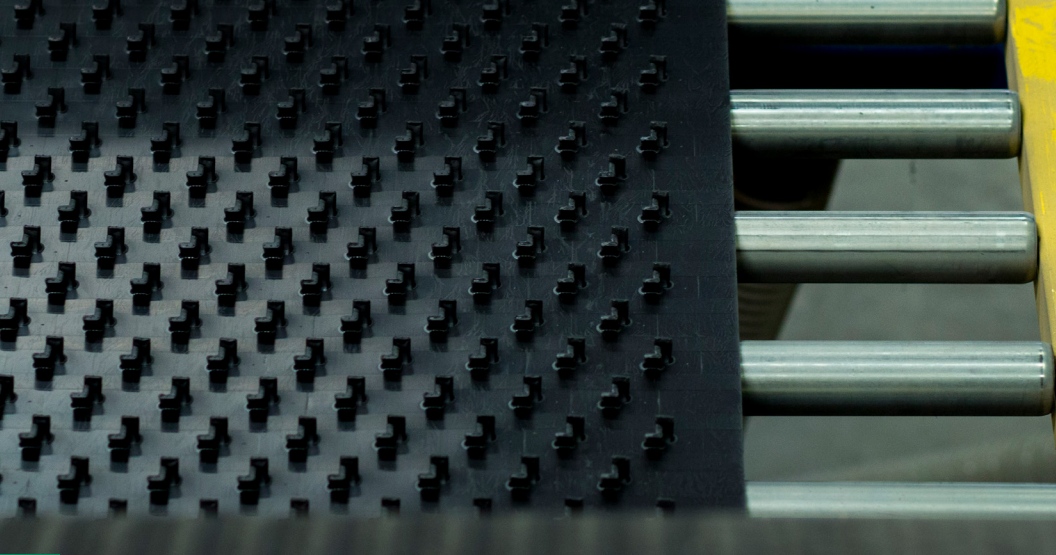
- Georgetown has 5 distinctly different products lines.
- On line 1, AGRU can produce 27 different types or thickness.
- There are four geosynthetic liner crews totalling 40 employees.
- AGRU has been producing geosynthetic liner including AGRU MicroDrain and Smooth Liner for over 30 years.
- AGRU Liners meet or exceed GRI GM 13 (HDPE) and GRI GM 17 (LLDPE) test values.

SMOOTH LINER:

- HDPE and LLDPE AGRU Smooth Liner® is the material of choice for containment applications and landfill caps.
- All AGRU Smooth Liner material is rolled on 23' wide plastic cores to ensure ease of installation, eliminating the problem of collapsed cores.

AGRU MICROSPIKE LINER:

- AGRU America's MicroSpike® is the only HDPE and LLDPE geomembrane liner featuring consistent texture and friction angle values.
- It is available in thicknesses of 30-100 mils, in HDPE or LLDPE, in black/white, green, or natural, and in single- or double-sided.
- Standard roll length of all 50 and 60 mil structured liners from 300' to 500'. This presents several benefits to you. First, it allows up to 40% reduction in geomembrane cross seaming. Second, it results in less effort on your part, because there will be less rolls to handle, unload, and store onsite. Finally, this change results in decreased freight cost, as AGRU can now ship more square footage per truck load.



Tour Stop 4 Continued

CONCRETE PROTECTIVE LINER:

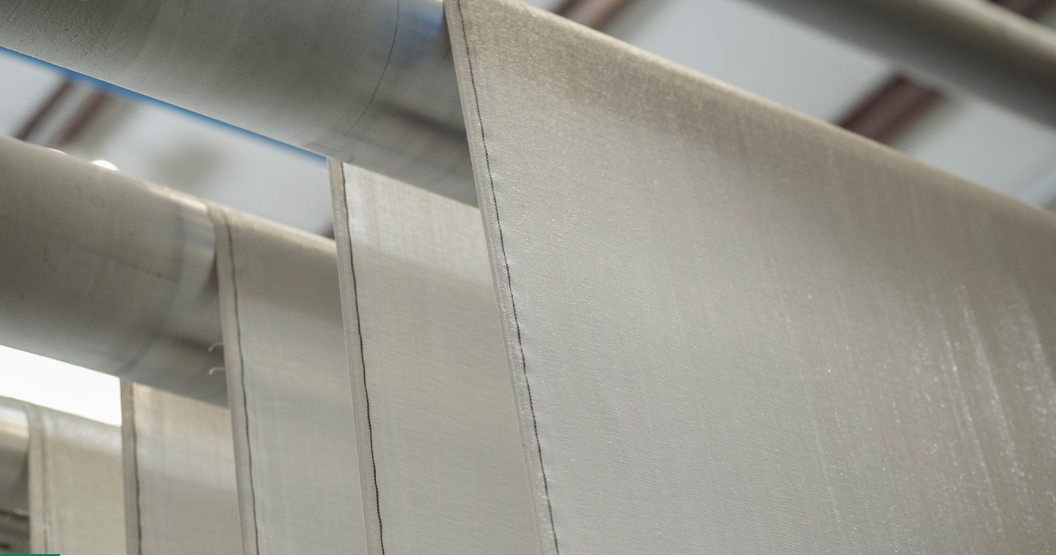
- The concrete protection line was launched in 2014, but AGRU has been producing concrete protection liner for over 30 years.
- AGRU's Sure-Grip® is a concrete protection system manufactured from high-quality resins that include PE, PP, PVDF, and ECTFE.
- Sure-Grip meets and/or exceeds the highest requirements for a corrosion resistant and/or waterproof construction.
- It combines the advantages of a thermoplastic liner (flexibility, ductility, and corrosion resistance) with those of concrete (high strength, high stiffness).
- CPL has strong mechanical anchorage to the concrete structure, high elasticity to bridge cracks in the concrete, high impact resistance, and excellent shear resistance.
- Sure-Grip's unique V-shaped anchor studs are integrally formed onto the liner during the extrusion process. This design guarantees optimum anchoring to the concrete even under the highest backpressure conditions.
- Sure-Grip can readily be used in precast or cast-in-place applications and can also be used to rehabilitate existing concrete structures.



Tour Stop 5: Stockyard

Guide your group to the stockyard outside of Plant 1. Allow them to watch AGRU employees load rolls of liner on trucks and see how much stock AGRU can hold. Provide them the following additional information:

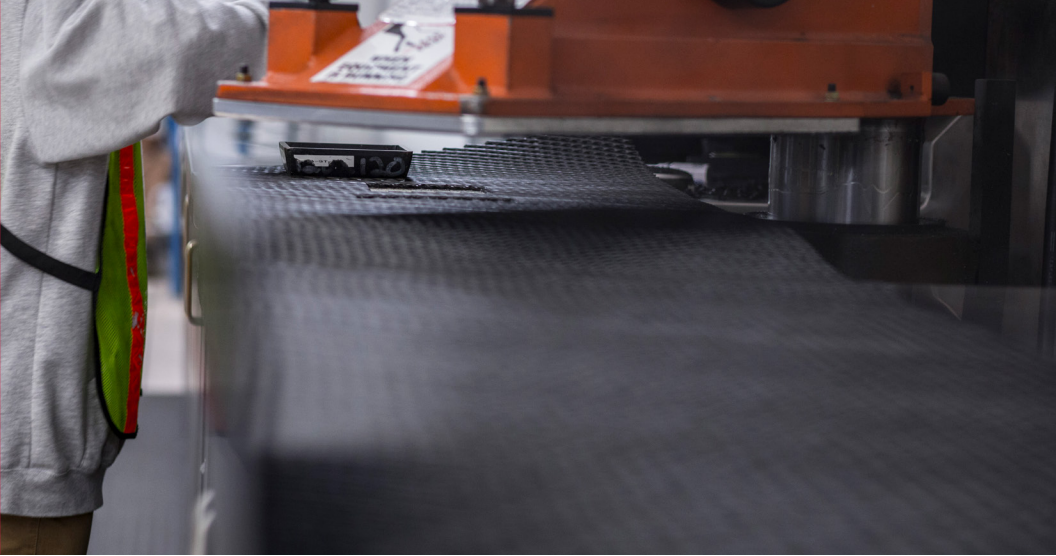
- There are 15 employees working in AGRU's shipping department.
- There are also 6 employees in the customer support & maintenance department.



Tour Stop 6: GCL

Guide your group to the GCL Plant. If the plant is in operation, please consider only briefly staying inside. The plant can become very dusty.

- AGRU America's Georgetown facility began producing geosynthetic clay liners in 2013.
- AGRU employs 2 GCL crews totalling 10 employees.
- AGRU America's GeoClay® is a reinforced needle-punched geosynthetic clay liner that comprises a uniform layer of granular bentonite that is encapsulated between a woven and a nonwoven geotextile, or between two nonwoven geotextiles.
- These products are intended for moderate to steep slopes and moderate- to high-load applications, where increased internal shear strength is required.
- AGRU GeoClay has applications in areas like primary or secondary containment in composite landfill cells and closures, mining leach pads, tailing impoundments, and reclamations as well as ponds and lagoons.
- The geosynthetic clay liner has high internal and interface shear strength for slope stability.
- One truckload covers 3/4 of an acre.
- Natural sodium bentonite is self-healing and self-sealing.
- Bentonite is compatible with typical municipal solid waste leachates and mining solutions.
- GCL is AGRU's newest production line at the Georgetown Plant.



Tour Stop 7: Lab

As the last stop in the tour, bring the group to the Lab. When your visitors are gathered, take a final moment to discuss the product testing process more:

- AGRU demands high-quality standards during manufacturing, which requires on-going testing and a full-time staff to ensure quality.
- Every AGRU America lab is GAI-LAP accredited for all routine QA/QC tests performed at each facility.
- There are four crews that work in the AGRU lab, totalling 18 employees.

Finally, take the opportunity to thank the visitors for touring AGRU Georgetown. Offer to take a group photo in front of the AGRU Georgetown Plant.







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