

Tekra to Exhibit at SGIA Las Vegas, NV, October 18-20

Tekra will be exhibiting at the SGIA tradeshow this year at the Las Vegas Convention Center in Las Vegas, NV. Come visit booth #347 and check out our extreme solutions to your extreme applications. Need an adhesive solution for an irregular surface? Come see our offering of [3M™ bonding tapes](#). Have a hot project requiring flame resistance? Our '[FR](#)' polycarbonate films are the answer. We have solutions for a variety of applications from industrial to [digital print](#) with solutions ranging from [backlit films](#) to [conductive inks](#).



Tekra will be showcasing two new featured products this year:

- [ProTek® Velvet Texture Heat Stabilized Hardcoated Polyester](#) - This film offers a tactile feel to help round out your durable films portfolio. Offering superior chemical and scratch resistance, this material has the ability to be first surface decorated which creates a lasting graphic for your most robust projects.
- [JetView™ Latex 10 mil Matte/Matte RPVC](#) - This material combines the durability of latex inks with a rigid substrate, creating a cost-effective solution for graphic projects that may endure a little more 'wear and tear'.

Tekra's knowledgeable team will be at our booth ready to discuss your extreme applications. Be sure to stop by booth #347 for samples and solutions.

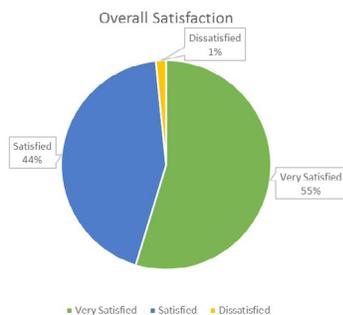
Customer Satisfaction Survey Results

Receiving feedback on how we are servicing our customers, is an essential tool we use in our goal of continuous company improvement. It is why, approximately every two years, Tekra conducts a Customer Satisfaction Survey. With each survey we do, we ask an identical set of fundamental questions about our product and service levels along with topics that are important to the market today. The survey is a component of our ISO program and provides external feedback that is extremely helpful to identify areas that could benefit from continuous improvement resources to enhance our overall product and service offerings.

Before we get to the results, we would like to say THANK YOU to all of you that participated in our survey. We appreciate you taking the time to give us constructive feedback.

OVERALL

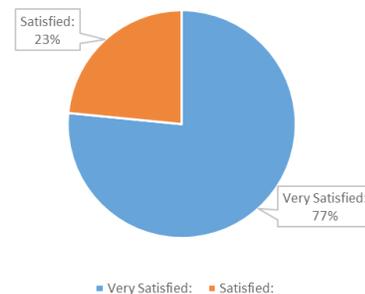
Each survey we ask the same two core questions: "What is your overall satisfaction with Tekra's products and services?" and "How likely are you to recommend Tekra to others as a supplier of films and adhesives?" We are thrilled that 99% of responders indicated they were satisfied or very satisfied with Tekra's overall performance. This is up 3% over our last survey. However, in our last question, "How likely a customer is to recommend Tekra to other companies?", only 88% of respondents stated they would be 'very likely' or 'likely' to recommend Tekra to others. Although this is a pretty high number, it is down 5% from our previous survey, which shows we have some work to do.



DEPARTMENTAL DATA

Year in year out, our surveys show that our sales and customer service teams rank extremely high with our customers. The year 2018 was no different. Our customer service team led the way with a 100% satisfaction score followed closely behind by our outside and inside sales teams that tied with a 97% score. Those are "A+" scores and we are extremely proud of the service levels these teams provide in their customer interactions. More importantly, the numbers show that our customers appreciate it too.

Customer Service



On the flip side, other categories took a small dip in the results, showing that we have not lived up to the high standard we have previously set in delivering our customers the product they need in a timely manner. Our scores in converting service, inventory levels, and lead time were all "solid B's" — but all went slightly down and were not quite what we were hoping for. We have listened to your feedback, and as a result, Tekra is putting together action plan teams to work on improving in these areas.

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PRODUCTS

The scores for the products that we carry were solid across the board. We consistently hear that we offer ‘best-in-class’ products in both distribution for our vendor partners and in the products Tekra manufactures. DuPont Teijin Films, 3M, and Sabic all received high satisfaction ratings consistent with past surveys. We appreciate everyone’s responses on our vendors as we do share the aggregated data with our suppliers.

GENERAL FEEDBACK

In the survey, we always ask some open ended questions that allows the “voice of the customer” to come through. We are always very interested to see the feedback in the comments. Some of the responses on Tekra’s strengths include:

- *“Tekra’s customer service, inside sales, and outside sales response is excellent.”*
- *“Tekra provides the best possible sourcing solutions to fit our needs”*
- *“Tekra is able to offer substrates and solutions that were not previously considered”*

Each and every Tekra team member takes pride in the service that we offer. They use their years of industry experience, along with our direct line to our quality supply partners, to offer value added technical support to the customer. Our goal is to help make sure you have the right product, for your specific application, at a competitive price — all to ensure your experience with Tekra is a positive one.

Even though we love to hear the positive feedback, we do welcome the constructive criticism on the areas we can improve on. Some of the comments on the areas of improvement include:

- *“Better lead times”*
- *“Control price increases”*

In the on-demand market place we are all in, these are reasonable comments. Tekra is constantly working on decreasing lead times on custom orders and will continue to do so. We are also working on increasing inventories of our core standard product lines to make sure that we can ship the same day the order is placed. Stocked products are a convenient option to use if it is not necessary to have a custom component and you need material quickly. Tekra also continues to work on keeping our internal costs down to combat price increases on our manufactured products. We are also working with our vendor partners and have passed on this pricing feedback.

Thank you again for all the help in giving us feedback with this survey. The results will allow us to continue to support your business in the way you need.

Introducing ProTek® Velvet Texture Heat Stabilized Hardcoated Polyester!

Tekra has introduced [ProTek® Velvet Texture Heat Stabilized Hardcoated Polyester](#) to the ProTek® line of films. The unique look and feel of the film fills a need in the marketplace. All of Tekra’s hardcoats, including ProTek Velvet, have high resistance to household cleaners and industrial solvents including MEK, Acetone, Coffee, Mustard, 25% DEET and sunscreen. In addition to the chemical resistance this material has high abrasion resistance that allows it to withstand in harsh environments.



[ProTek® Velvet Texture Polyester](#) is second surface printable with solvent and UV ink. It also has the ability to print on the first surface with clear, matte or textured UV cure inks. The ability to print on the first surface allows for better registration,

avoiding unnecessary scrap from blind registration. Furthermore, this product is outstanding when being post processed through the embossing and die cutting procedures.

For more information please contact your Tekra sales representative at 1-800-448-3572.

Out with the old; in with the new!

The Occupational Safety & Health Administration, under the US Department of Labor was created in 1970. Along with Right to Know legislation they mandated employers to provide their employees with information on the chemicals they’re handling by way of Material Safety Data Sheets (MSDS).

Universally adopted by commercial transportation companies, not just front line employees, MSDS became required for the transportation and handling of chemicals regardless of their danger to the general public and employees of industry. MSDS sheets contained a myriad of information that evolved into Safety Data Sheets or SDS for short. Today, SDSs contain 16 sections of comprehensive information designed to communicate the safe production and transport of hazardous materials.

OSHA later adopted the U.N.’s Global Harmonized System in 2012. It revised its hazard communication standard, aligning with the GHS to standardize safety labels, SDSs, and chemical classifications. As of 2012, people in 65 countries handling a chemical will see the same warning symbols and receive the same health, physical and environmental warnings of the subject chemical.

Customers associate these safety documents with all of the products involved with the printing industry, including film and adhesive articles. “Articles” are different from fluid or liquid chemicals because they are manufactured items. There are negative connotations or stereotypes connected to the chemical industry. As a result, many of our suppliers are distinguishing their products as articles by moving away from SDSs.

When it comes to regulatory concerns regarding our film and adhesive products, you may have already noticed documents called Article Information Sheets (AIS) proliferating these discussions. Articles are different from liquid chemicals, so OSHA does not require SDSs for articles. Our suppliers recognize customers are seeking related product information, but rather than being bound by SDS formatting requirements, suppliers are choosing to make certain declarations in the form of Article Information Sheets. In any event, if there are ever any questions regarding a product outlined by either an MSDS, SDS or AIS, please contact the listed supplier or manufacturer of the product.