Inf(o) NEWS AND UPDATES FROM GREGG

Team,

Our history is strong; our future is stronger. In early June, Group O's leadership Team met to discuss the current state of business, acknowledge our many successes, and identify opportunities for future growth. Together, our plan for the rest of 2019 and all of 2020 focuses on what Group O does best: help businesses be better at what they do. Innovative ideas will help our team grow as we establish new ventures in Mexico and partner with new clients. It's a very exciting time for Group O. Thank you all for delivering the highest quality solutions to our clients!

Onward and Upward!

GROWTH AT GROUP O

NEW BUSINESS WINS!

Group O has started a pilot program procuring furniture for new **Panera Bread** stores. This spend-management partnership supports Panera's aggressive 5-year growth plan.

AT&T is expanding its relationship with Group O by ordering custom packaging for a Direct TV trial remote replacement program as well as a remanufactured iPhone trial program.

DISPLAYS.DIRECT PARTNERSHIP

Group O has partnered with **Displays.Direct** (pronounced: displays-dot-direct) to offer additional services to manufacturing companies. Displays.Direct manufactures and assembles custom touch panels and displays used in the automotive, industrial, gaming, and medical industries.

GROUP O FOCUSES ON GOVERNMENT CONTRACTS

Identifying and winning government contracts can be a very lengthy and rewarding proposition. That's why Group O brought on Debra Jefferson last year with a challenge to build relationships with U.S. Government decision makers responsible for securing contractors to perform valuable services. Debra has made great strides in establishing connections for Answering Service and Contact Center opportunities.

INDEPENDENT PACKAGING EXPERTS INITIATIVE IS WIN-WIN FOR GROUP O

To spark innovation and increase our packaging footprint nationwide, Group O's packaging division is expanding its team to include independent packaging experts. We are seeking sales partners who want to operate their own packaging business with the added benefit of Group O's long-standing relationships with suppliers. This model is a win-win for Group O!

O-VATIONS PLATFORM RESHAPING THE WORLD OF REWARDS

To enable future growth in reward and loyalty program solutions, Group O needed one reward platform that could be branded and deployed quickly. The O-vations Platform was built to meet this need. This customizable platform allows Group O to onboard new clients without additional IT development resources. Currently, we host 10 different reward sites supporting 50 unique promotions. As we continue to enhance the features of O-vations, we will begin to migrate the many disparate reward program systems to this one innovative solution.

GROUP O EXPANDS IN MEXICO

Group O is now international! Based in Juarez, Mexico, Group O Analitica offers industrial package engineering, testing, and component kitting. Currently, there are 11 employees working with 40 suppliers to support 10 clients. Business is expected to grow rapidly with this strong team in place. ¡Bienvenido a bordo!

BUILDING PARTNERSHIPS

PARTNERS WITH A PURPOSE 9

For the 9th year, Group O hosted a successful Partners with a Purpose event! Held each May, Partners with a Purpose connects top packaging suppliers with Group O's Packaging Sales Team to build lasting partnerships. This year featured 23 different suppliers!

One supplier summed it up perfectly – "In my almost 40 years of packaging, I have never attended or been a part of such an amazing event like Partners with a Purpose. Meeting in person and discussing in-depth potentials for both of our companies was rewarding. I look forward to working with the Group O team and the positive results that will surely come."

GROUP O EXCELS IN AT&T AUDIT

Recently, Group O underwent our first **AT&T** information security compliance audit and thanks to the efforts of our IT and operations teams, we passed with flying colors! AT&T even acknowledged our near perfect results were very uncommon. Way to go Team!

GROUP O SHARES EXPERIENCE AT ENERGY EFFICIENCY LEADERS FORUM

Because of Group O's success in the energy industry, Vice President of Operations for Marketing Solutions, Paul Flenz, shared our experience at the ICF Energy Efficiency Leaders Forum in Newport, Rhode Island. Mr. Flenz sat on an expert panel answering questions about advanced procurement practices. While sharing Group O's knowledge, this chance to network should open up new opportunities to provide customer care, rebate management, and kit fulfillment to other energy brands beyond what Group O supports currently.

GIVING BACK

SUSTAINABILITY MATTERS AT GROUP O

Group O employees believe in reducing their carbon footprint
During Earth Week, purpose1tomorrow in the Quad Cities exchanged reusable bags
for employees' plastic bags – 8,300 in total!
Employees in Mendota Heights and the Quad Cities also helped clean up the neighborhood and areas surrounding their respective locations.

ROANOKE SUPPORTS LOCAL FOOD BANK

The Roanoke team raised more than $1,700 for the **North Texas Food Bank** by hosting a pancake breakfast, raffle, and silent auction. Their efforts will feed more than 2,000 meals to hungry children, families, and seniors in Dallas-Fort Worth and the surrounding areas.

PITCHING IN FOR MINNESOTA'S YOUTH

Group O employees in Mendota Heights, MN raised money to help **Youthlink**, a non-profit that offers services to homeless and at-risk youth. Funds raised through two lunches will provide children and teens access to clothing and personal hygiene items.

ADOPT-A-HIGHWAY FUN FOR VOLUNTEERS

In another effort to improve our communities, Group O and purpose1tomorrow adopted a highway in Milan, IL. Employees volunteer four times a year picking up trash and having some fun along the way.

ROLLING UP SLEEVES TO MAKE A DIFFERENCE

Thank you to everyone who donated blood during Group O's annual blood drive in the Quad Cities! The **Mississippi Valley Regional Blood Center** collected a record 47 pints of blood!
Mendota Heights also sponsored a blood drive at the beginning of July and 15 employees volunteered!

GROUP O INSPIRES AT BOYS & GIRLS CLUB GOLF OUTING & CONCERT

Group O is inspired by the good work of the Boys and Girls Club, and every year takes the lead at the BGCMV Golf Invitational. The BGCMV's mission is to enable all young people, especially those who need it most, to reach their full potential as productive, caring, responsible citizens. This year, the night before the Invitational, Phil Vassar rocked the Rust Belt in East Moline, all benefitting the Boys and Girls Club. Together, both events raised $320,000 to help Quad Cities children.

SERVICE SPOTLIGHT
MOBILE DEVICE SUPPLY CHAIN

Ever wonder what happens to the broken phone you sent in to your wireless provider? Chances are, Group O may have touched it! Broken phones are sent to remanufacturers, tested, and put back into circulation as a second-hand phone. Group O Texas plays a vital role in this cycle by testing remanufactured phones for quality and durability. Dedicated and highly trained, this team ensures the end-user experience is the same as a getting a brand-new phone. Employees work in the newly remodeled facility on Eagle Parkway in Fort Worth, TX.

FEATURED CLIENT
FRONTIER COMMUNICATIONS: MARKETING SOLUTIONS

For four years, Frontier Communications has trusted Group O's Incentive Marketing Solutions team. We design and host Frontier's rewards website and provide customer care. Frontier is currently going through a major rebrand on its website and will begin sending email notifications to customers informing them when they qualify for a reward and how to redeem it. Our team is connecting this Fortune 500 company what matters most – the customers.

LAST THOUGHTS FROM THE PRESIDENT

Every organization knows what they do, some know how they do it, but very few know **why** they do it. This was the basis for this year's keynote speech at the 9th annual Partners with a Purpose event. Heath Slowmer shared the teachings from the book "Start With Why" and explained that in order for employees to remain energized and inspired, they must first understand why the company exists beyond financial results. "Why" is about the purpose, cause, or belief of the company.

Employees from across the organization are currently participating in conversations to help identify and develop Group O's "Why" Statement. This will ensure a common understanding of why Group O exists and how our purpose aligns with our Core Values of Partnership, Respect, Innovation, Dedication, and Excellence.

We look forward to sharing this exciting information with you!

Eric Sallabury
Group O, President