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Essential

The world certainly looks different than it did when we published our last newsletter. Over the past months, COVID-19 has marched across our country, leaving an ever-evolving patchwork of shelter-in-place orders, stay-home requests, and mask mandates. Through it all, Soave team members have proven themselves up to the challenge.

As early as March, our leaders developed safety protocols and implemented steps both to protect working employees and to help as many employees as possible return to work with lessened anxiety. From across our portfolio of companies, we assembled a high-level team to structure our response and rapidly apply the most up-to-date information to our corporate effort to prevent the spread of the coronavirus.

As part of that team, we welcome registered nurse Betty Van Het Hof who has provided invaluable assistance with establishing back-to-work protocols and managing the COVID-19 related cases that have arisen. You can read more details about Soave Enterprises' efforts to contain the virus and provide for a safe environment inside this newsletter. Please remember that stopping the spread requires adherence to our guidelines from each of you.

My thoughts and thanks also turn to those employees who didn't have the option of time to shelter at home. While most of us were compelled to stay home and curtail our outings, some of our companies were deemed essential. Their team members worked long hours to keep our country's infrastructure running and create necessary supplies to combat COVID. Inside, learn about how Soave team members at Ford's Flat Rock facility assisted in the production of respirators. These team members have our deepest appreciation and have truly earned the title "essential workers."

We don't know yet what twists and turns this journey will ultimately take, but we do know we're all in this together. Thank you for all you have done to get us this far.

COVID Brings Soaring Home Sales and Giving Back at Brambleton

With so much time spent inside our homes over the past several months, people are very focused on what that home life looks like. Brambleton, Soave's master planned community near Washington DC, has benefited from this detailed attention. 2020 home sales in the Loudoun County, Virginia development are on pace with 2019 pre-COVID-19 levels. As of June 21, 2020, the community netted 240 home sales.



"People are looking to move into new homes with communities rich in amenities such as walking trails, shopping and schools," Kim Adams, Brambleton's Director of Marketing. "As our professional life has been shifting to work at home, we see the importance of two offices and quiet places for on-line learning for children."

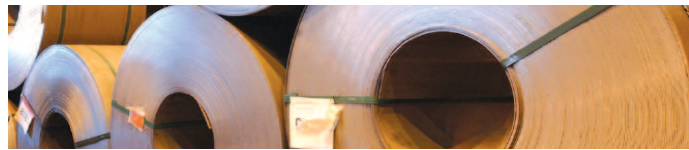
Visitors are also impressed by the community spirit visible at Brambleton as it supports local first responders, doctors and hospitals. Scotto's Rigatoni Grill at Brambleton Town Center is one of those retailers giving back. Through their own generosity and contributions from local citizens, the Italian restaurant is providing free meals to front line hospital staff, firefighters, paramedics, and police stations in Brambleton and the surrounding area.

"When donations for the front-line workers started coming in, we originally were going to stay small," Store Manager Krissy Coffey said. "I had already spoken to someone at Stone Springs Hospital and we started sending them meals three times a week – every shift they have about 75 workers. After the first couple weeks when word really spread, we added Ashburn Healthplex, Dulles South Loudoun Sheriff's Office and Brambleton Fire Station."

In addition to this noble effort, Scotto's has expanded options for regular customers during the COVID shutdown. Curbside service, contactless delivery to front doors and backyard pools, and the addition of take-and-bake pizza kits that help families fully share dinner time have all been success stories of their own.

"We are always here for whatever needs our customers have," Coffey noted, beaming with pride. "This pandemic has shown us again why we love our community so much!"





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WAY TO GO!

Special achievements deserve special recognition. Hats off to the following!

• Congratulations to **Alli Oehlers**, daughter of Ferrous Processing's Director of Corporate Scrap Management Purchasing **Bob Oehlers**, on her Summa Cum Laude graduation from the University of Toledo (UT). Alli received a Bachelor of Science degree in Health Science and is now currently enrolled in UT's Doctor of Physical Therapy program.



• **Austin Harley Jordan**, 18-year-old grandson of Ferrous Processing Administrative Commercial Manager **Ann Maciejewski**, has earned his high school diploma, 16 ribbons and two military cords from the 41st Class of the Michigan Youth Challenge Academy (MYCA) in Battle Creek.



The MYCA educates, trains and mentors at-risk youth in a quasi-military environment at no cost to participants, giving young people the skills to become productive and responsible citizens.

Austin attended MYCA from July to December 2019 with

the help of his grandparents and his mentor, West Point graduate **Bob Oehlers**. Currently in basic training with the U.S. Army National Guard, he will be based out of Detroit's 8 Mile Armory following his August graduation.

• **Patrick Spalding**, son of Kalea Bay Project Manager **Autumn L. Jackson**, was named to the Dean's List for spring 2020 semester at Florida Gulf Coast University. Patrick was able to maintain a 4.0 grade point average despite the challenges presented by COVID-19 and socially distanced learning.

• Corporate Controller **Kristin Kless** was named a Notable Woman in Finance by Crain's Detroit Business. Kless began her career at Soave as an accounting manager in 1999. **Rick Brockhaus**, senior vice president and treasurer, noted, "For the past 21 years, Kristin has been the go-to person for numerous financial and insurance-related matters, contributing to our success in myriad ways. We're grateful to have someone of her caliber serving as a catalyst for our financial vitality."



• IT Support Technician **Dominique "DJ" Haynes** passed both of the exams required to earn his CompTIA A+ Technical Certification. This milestone demonstrates an understanding and ability to troubleshoot desktop and laptop computers, networking devices, virtualization and cloud computing technologies. DJ has been a valuable addition to the IT team since he joined MPS Group in February 2019.

• Twin stepsons of MPS Group's Resource Manager **Robbi Davis** are headed off to college this fall. Milan High School 2020 Summa Cum Laude graduates were both National Honor Society members. **Noah Davis** will be attending the University of Michigan in Ann Arbor and **Jacob Davis** will be attending Grand Valley State University.



Recognition and Growth at Soave Automotive Group

Soave Automotive Group, located in the greater Kansas City area, has spent the past several months accumulating accolades. The portfolio of luxury brands represented includes Mercedes-Benz, Porsche, Land Rover, Jaguar, Maserati and Alfa Romeo.

Notably, the Group has been named as the 92nd largest in the country by Ward's Automotive Magazine. With a reporting history spanning more than a century, Ward's is the global leader in automotive intelligence.

For the second year in a row, Mercedes-Benz of Kansas City was selected by Mercedes-Benz USA as a "Best of the Best – Silver Laurel" Award recipient. The dedicated Mercedes-Benz dealer offers both automotive lines and commercial vans.

Rounding out the recent recognitions, Porsche Kansas



City was selected as a Premier Dealer which represents the very best Porsche dealers in the U.S.

"Soave Automotive Group prides itself on a world-class atmosphere and customer service excellence as we sell more than 3,000 new and previously owned vehicles each year," observes Robert Hellweg, SAG's Director of Marketing. "We're honored to receive recognition that we represented our brands so well and most importantly, have exceeded our client's expectations."

Coping with COVID-19 and Returning to Work Safely

In response to the coronavirus pandemic, Soave Enterprises has drawn upon input and representation from across its business entities to form a COVID-19 Health & Safety Team. The team, formed in March and led by Human Resources Director Marcia Moss, met weekly through the spring to develop return to work protocols, as well as reporting protocols when an employee exhibits symptoms or has been in contact with a COVID-19 positive individual.

"This was definitely a team effort, and everyone brought something to the table," said Moss. "Betty van het Hof, RN, has been an enormous help in developing safety protocols as well as managing internal COVID-19 related cases. The team continues to meet every other week to share best practices and review latest trends in testing, symptoms and quarantine protocols."

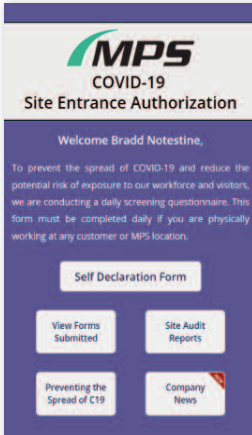
Across its entire portfolio of companies, Soave Enterprises has taken extensive action so that employees may return to work with the least amount of anxiety. The protocols established are being implemented to provide for the continued health and safety of all our employees and their families.

Employees are requested to follow these basics to prevent the spread:

- Don't come to work if you're sick
- Follow Soave facility and customer entry protocols
- Comply with social distancing
- Practice proper handwashing and sanitizing hygiene
- Avoid touching your eyes, nose and mouth

"You can be sure that we will continue to fully comply with new mandates and regulations and do our part to combat the spread of COVID-19 in order to operate responsibly in this new environment," noted Moss.

Additionally, facility entry protocols include a self-declaration for all employees and visitors every time they enter a facility. This declaration can be done using the preferred mobile app (created by the IT department of MPS Group) or the written form provided at the facility access point. If the employee answers no to all questions, they may report to work.



If the employee answers yes to any of the screening questions, or refuses to answer, the employee may not enter the facility. "Yes" answers to the protocol questions will be automatically routed to the company HR representative, Safety Representative and Corporate RN Betty van het Hof for employee disposition and case management. It should be noted that an affected employee's name will not be disclosed, as it is HIPAA protected.



Additionally, Soave's customers have developed specific COVID-19 prevention protocols and safe work practices. Employees who perform services at customer sites must abide by site-specific requirements, as well as the Soave daily Self Declaration Protocols. Those protocols include screening processes, PPE usage, cleaning and sanitizing procedures, and social distancing instructions.

"For the protection of our employees, we have implemented several social distancing guidelines, including limiting the number of personnel that may safely occupy spaces such as break rooms, conference rooms, restrooms and common office areas. We are also asking office personnel to eat at their desks to help control social distancing. Shared vehicle rides will require all passengers to wear face covering protection and capacity should be reduced by 25% where feasible," outlined Moss.

Ensuring a clean workplace is another pillar of the best practices implemented by the Health & Safety Team. As such, company facilities will be cleaned and disinfected routinely. Daily disinfecting of common surface and touchpoints will be ongoing.

"Because we're all in this together, employees should clean and disinfect items after using conference rooms, workstations and kitchenettes/breakrooms with cleaning supplies provided by the company," Moss continued.

For more information regarding steps taken to protect the Soave workforce, please contact your HR representative. Additionally, if you need to report test results or firsthand exposure to a person testing positive, please call the HR Hotline **313-567-4821** in the U.S., or **519-966-0334** in Canada.



MPS Group Team Transitions to Respirator Production at Ford

This spring, while much of the country was sheltering in place and trying to determine their next steps, the team at Ford Motor Company’s Flat Rock Assembly Plant (FRAP) was already in motion assembling powered air-purifying respirators (PAPR). Normally, the facility produces Ford Mustangs, but had been sidelined by the coronavirus since March.



The idled plant quickly turned its attention to producing urgently needed medical equipment and supplies for health care workers, first responders and patients fighting coronavirus. Production of the PAPR, designed and tested through a collaboration between Ford and 3M, began April 14 with 90 paid UAW volunteers.

“MPS Group team members began working right alongside them to ensure smooth production,” said

Keith Koskela, TWM Program Manager at FRAP. “Our four team members assigned to the Vreeland facility, instead of taking a furlough, opted to work 7 days a week, 14 hours a day to properly manage all the products from the effort.”

The all-new PAPR design helps protect health care professionals on the front lines fighting COVID-19. Rapidly designing components and prototyping in accordance with federal guidelines, Ford teams reduced development time to less than four weeks.

According to Ford, “The newly designed PAPR includes a hood and face shield to cover health care professionals’ heads and shoulders, while a high-efficiency (HEPA) filter system provides a supply of filtered air for up to 8 hours. The air blower system – similar to the fan found in F-150’s ventilated seats – is powered by a rechargeable, portable battery, helping keep the respirator in constant use by first-line defenders.”

Koskela noted, “Our team, which consisted of Lead Technician David Rigsby, Hannah Reckling, Anthony Murray and Dakota Bostic, recycled 60 tons of cardboard, 800 pallets and 20 tons of lightweight plastic associated with producing 33,000 PAPRs.

“Additionally, given the virus’ prevalence and ability to live on solid surfaces, this was a huge decontamination project as well,” Koskela continued. “Arranging for transportation of the different waste streams, during a global pandemic, presented yet another challenge.”



3M distributed the PAPRs through its network to help bring the technology quickly and efficiently to health care workers who urgently need them. 3M and Ford donated any profits from the sale of the PAPR to COVID-19 related nonprofit organizations.

As of June 1, FRAP has returned to full production of Mustangs, but they leave a legacy of stepping up to the plate to help with the country’s most immediate needs.



Taking Care of Essential Workers

“We’re all in this together.” That’s the mantra for Grosse Pointe Farms’ **The Hill Seafood & Chop House**. In early April, the fine dining restaurant donated and delivered 100 meals to feed essential healthcare workers at Ascension St. John Hospital. Continuing the good works, The Hill also delivered food to Beaumont Hospital, Grosse Pointe later in the month.

The restaurant’s skills were further put to good use when Grosse Pointe Woods-based Edmund T. Ahee Jewelers donated funds to deliver another 300 meals over the following two weeks.

The Hill has been a wholly-owned addition to the Soave Enterprises portfolio since 2012.

Pictured below in April, 2020, from left to right are Chef Sherard Nunn, Dianna Bennett and Chef Jeff Kay.



Great Northern Adds to Ontario Facility



The tomato growers are growing. Great Northern Hydroponics (GNH), Soave Enterprises’ 70-acre greenhouse facility in Ontario, Canada, has added a 30,000 square foot warehouse to store approximately 1,400 pallet positions. With pallet racking, this figure expands to an additional 1,000 pallet positions. The main floor also houses a shipping and receiving office and a trucker’s lounge, offering amenities for the company’s valued drivers.

“As our distribution platform increases year over year, the need for this warehouse had been there since we started working with our marketing partner, Village Farms, in 2016,” explained GNH President Guido van het Hof. “For several years we had been renting a warehouse that became unavailable in 2019. Construction

was needed right away to continue our target of producing 20 million pounds of premium tomatoes in 2020.”

The multi-use warehouse serves as a center for cooling, conditioning, picking orders and shipping directly to retail customers. Third party products are also received and distributed from its docks. Team members work to generate load efficiencies and other synergies while streamlining deliveries.

“Adding to our new warehouse’s list of uses, we have been able to centralize all management and administrative personnel in the building,” details van het Hof. “The new main office currently houses 12 staff members with room for future growth.”

Great Northern Hydroponics began growing tomatoes in 1998 with its first greenhouse, a 50-acre conventional facility. In 2011, the company added a 15-acre glass greenhouse with supplemental lighting and growing controls, allowing year-round production.

“Our goal is to achieve the perfect integration between agriculture and technology — using techniques that are environmentally sustainable and responsible — to deliver the best quality tomatoes to your table,” said van het Hof. “This new warehouse facility allows us to uphold our commitment to uncompromised quality and accuracy.”





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New Center Stamping's Improved Facility, Culture and Future Plan

While New Center Stamping (NCS) experienced COVID-19 related challenges from downtime and increased operating costs, their workforce capitalized on the slowed demand by completing projects designed to support long-term goals. The Detroit-based company, which joined the Soave portfolio in 2019, produces aftermarket service parts for Detroit's automotive manufacturers. Instead of standing still during the pandemic, NCS President and COO Tom Aepelbacher led his team to improve business operations, increase productivity and meet new standards of safety.

"Our goal is to create a business that improves every day through teamwork, training, and hard work. Each department focused not only on real-time challenges, but also on planning improvements to predict and prevent issues from reoccurrence, plus team training, coaching, and mentorship," explained Aepelbacher.



The projects, deployed across all departments, ranged from operational improvements to creating a safe and sanitized environment to welcome back employees. Most significantly, COVID projects have resulted in receiving the Silver Supplier status with Mopar, \$1 million in new business awarded from GM's K2XX truck and \$4 million from the Ford Fusion.

"With all downtime predictions subject to change in a highly fluid environment, NCS leadership had to act fast, plan well, and keep the workforce working efficiently," said Aepelbacher. "Each day exposed new challenges, but also brought innovative solutions. One of these solutions improved cycle time on NCS's highest volume assembly part from 15 parts/hour to 28 parts/hour."

Other improvement projects included:

- Developing a Back-to-Work Protocol with training and check-in stations, and communication via teleprompts and signage
- Decluttering the plant of unneeded items and organizing the Tool Room and die wash area
- Reorganizing the warehouse & creating scan zones
- Performing a physical inventory with bar code scan zones
- Repairing the main building's roof
- Replacing old lights with bright LED lighting system throughout plant
- Power washing the plant's interior, columns, machines, floors and basement press pits
- Installing new basement flooring and painting hallways, entrances, locker room/training room
- Rebuilding Mens' and Ladies bathrooms and plant's main offices
- Repairing and repainting exterior entrances
- Repairing nearly every press and performing Press Pit cleaning and pump out
- Installing a new alarm system/security cameras
- Rebuilding quality inspection light booth
- Building new quality inspection tables with lights underneath to identify quality defects
- Organizing customer sample parts via bar code labels for quick retrieval
- Improved the 1st piece inspection system with visual quality trees to display real-time defects

"Our accomplishments achieved in 2020 will continuously improve by raising the bar of expectations to assure NCS is the brightest star in Detroit," stated Aepelbacher.



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Automotive News' Names Kris Nielsen to 40 under 40

The July 13th issue of Automotive News featured a familiar face for the team members at Soave Automotive Group (SAG). The weekly publication is the automotive industry's leading news source and compiles an annual "40 under 40" who's who list. Kris Nielsen, SAG's Sales Operations and Customer Experience Manager, appears on this roster of North America's most noteworthy young retail automotive executives.

Nielsen began his journey at SAG nine years ago as a digital marketing coordinator after graduating from the University of Kansas. Since then, he's developed the digital marketing channels with an eye on transparency and personalized experiences.



"We want to place helpful information at the fingertips of those people shopping online. Recent statistics say 90% of customers do at least some research online," explained Nielsen. "During the COVID-19 pandemic, I'd say that number has risen to 100%. But not all people want the same online experience. At Soave, we remain flexible and tailor the process to personal preferences."

Under Nielsen's direction, dealerships have grown to selling 150 cars a month online and have developed a culture to support the digital future.

"The secret is being proactive," notes Nielsen. "We focus on remaining communicative and helpful throughout the sales process."

When COVID-19 struck, the already-established culture supporting online car sales has allowed the dealership to continue thriving. "We were ready to sell online and had our team's habits already dialed in," Nielsen said. "When people wanted to view and test drive cars at home, our sales team delivered them to their doorstep. We made the process seamless."

"Our dealerships have experienced a strong couple of months. An early downturn in service roared back with incredible customer demand by May for both service and cars."

You can read the entire "40 under 40" article at www.autonews.com.

Have an Idea for a Story?

If you have information to share with co-workers across the Soave family of companies, please contact the site reporter at your location. A complete listing of reporters is available on-line at: www.soave.com Soave Spectrum publishes articles focusing on the professional and personal successes of Soave team members. Photographs to accompany story ideas are appreciated and greatly enhance the information provided. Story ideas include: updates or changes in business activities, accomplishments by employees and their family members, employee appointments and events, or awards received. Thank you for your help in making our newsletter an important employee link across our diverse company.