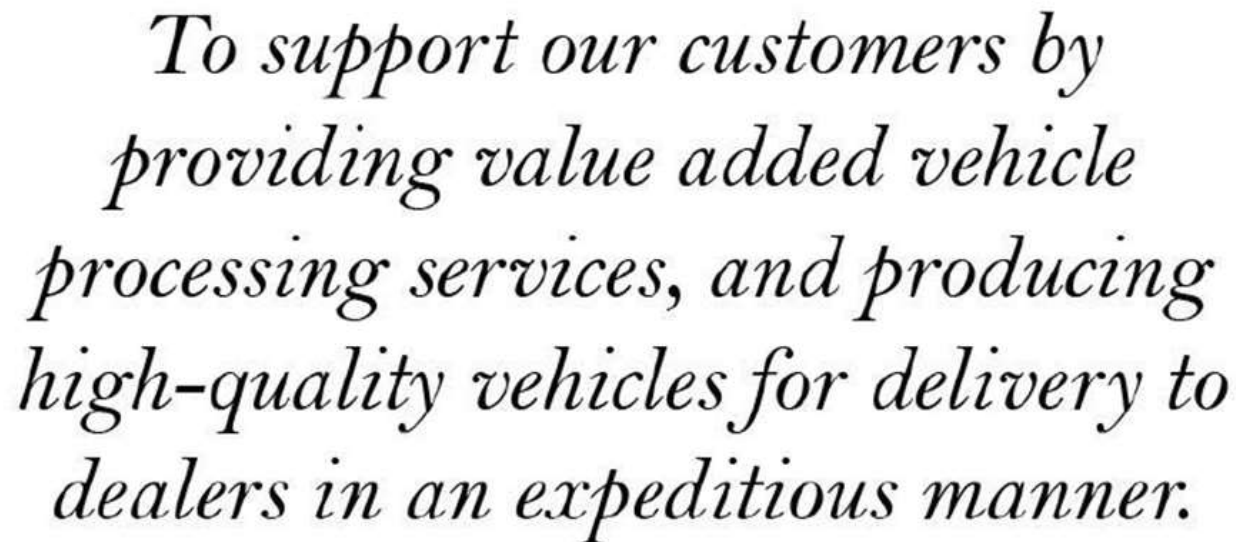


DARREN ACKER

NATIONAL MANAGER, PORT OPERATIONS

GLOVIS AMERICA, INC.

Port/VPC Operations Mission Statement



*To support our customers by
providing value added vehicle
processing services, and producing
high-quality vehicles for delivery to
dealers in an expeditious manner.*

PORT OPERATIONS

PERSONNEL CHANGES / UPDATES

HYUNDAI GLOVIS

NAME	POSITION	EFFECTIVE DATE
Peter Bresnee	Director of Operations	10/25/15
Patrick McGinn	Port Manager, National City	11/16/15
Don Panlilio	Production Manager, Hueneme	12/16/15
Kallina Robinson	Port Operations Analyst	12/09/15
Richard S. Kim	Port Operations Analyst	6/6/16
Andrew Reese	Port Operations Analyst	6/13/16
Ron Gomez	Port Manager, Benicia	2/29/16
Barbara Clock	Admin Assistant, Brunswick	3/10/16

PORT OPERATIONS

PERSONNEL ANNIVERSARIES

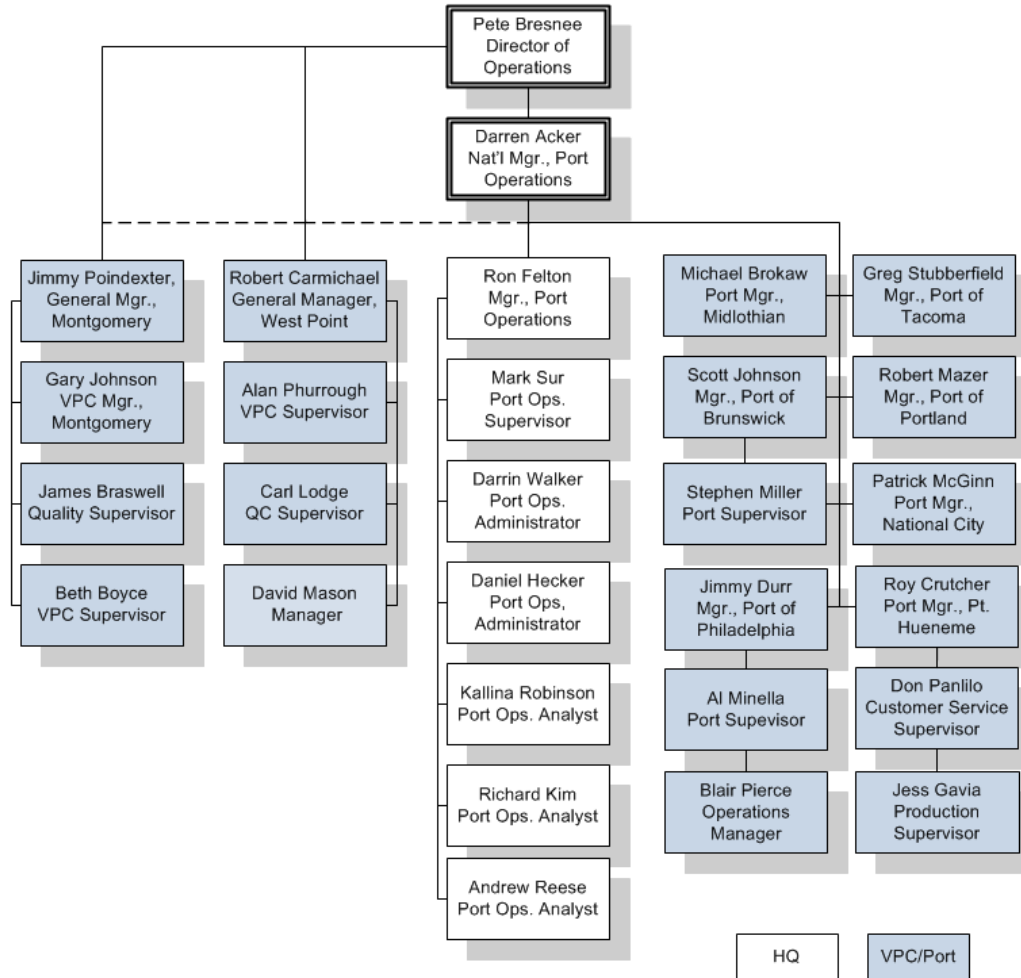
HYUNDAI GLOVIS

NAME	POSITION	ANNIVERSARY	EFFECTIVE
Greg Stubberfield	Port Manager, Tacoma	10 years	12/01/16
Charles Waller	National Manager, Quality Control	10 years	01/07/16
Jimmy Poindexter	General Manager, VPC MA	10 years	10/20/15
June Kim	Manager, Customer Service & Parts	10 years	04/05/16
Michael Brokaw	Port Manager, Mid-Tex	10 years	01/30/16
Ronald Felton	Manager, Port Operations	10 years	09/19/15
Darren Acker	National Manager, Port Operations	5 years	02/20/16
Mark Sur, Jr.	Supervisor, Port Operations	5 years	09/12/16
Robert Carmichael	Port Manager, VPC GA	5 years	09/13/16
Roy Crutcher	General Manager, Port Hueneme	5 years	07/11/16
Stephen Miller	Port Supervisor, Brunswick	5 years	12/30/16
Victor Dunton	Port Supervisor, Port Hueneme	5 years	12/30/16

PORT OPERATIONS ORGANIZATIONAL CHART

HYUNDAI GLOVIS

PORT/PLANT OPERATIONS



PORT OPERATIONS

PORT/VPC NETWORK

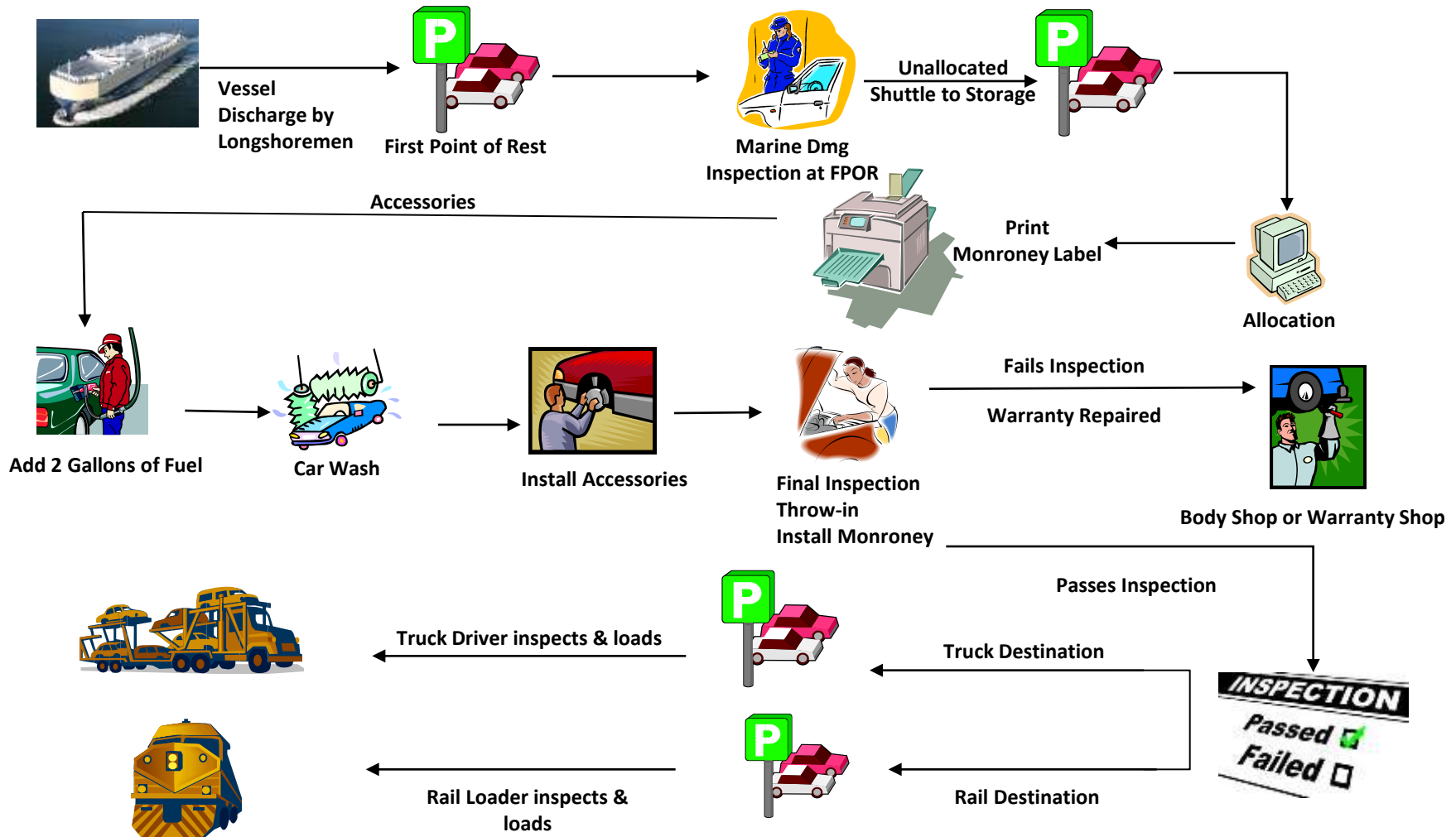
HYUNDAI GLOVIS



PORT OPERATIONS

PORT PROCESS FLOW

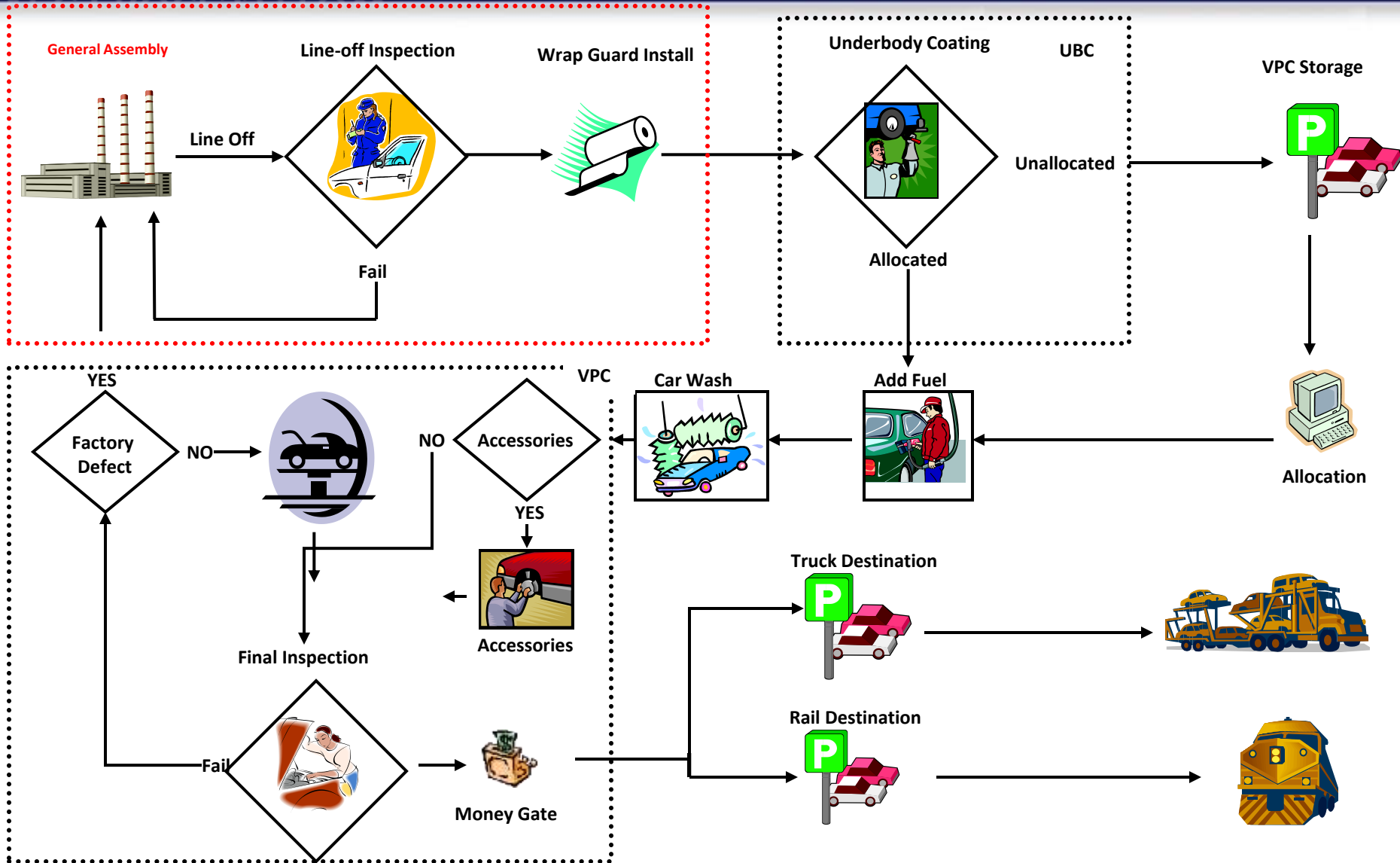
HYUNDAI GLOVIS



PORT OPERATIONS

VPC PROCESS FLOW

HYUNDAI GLOVIS

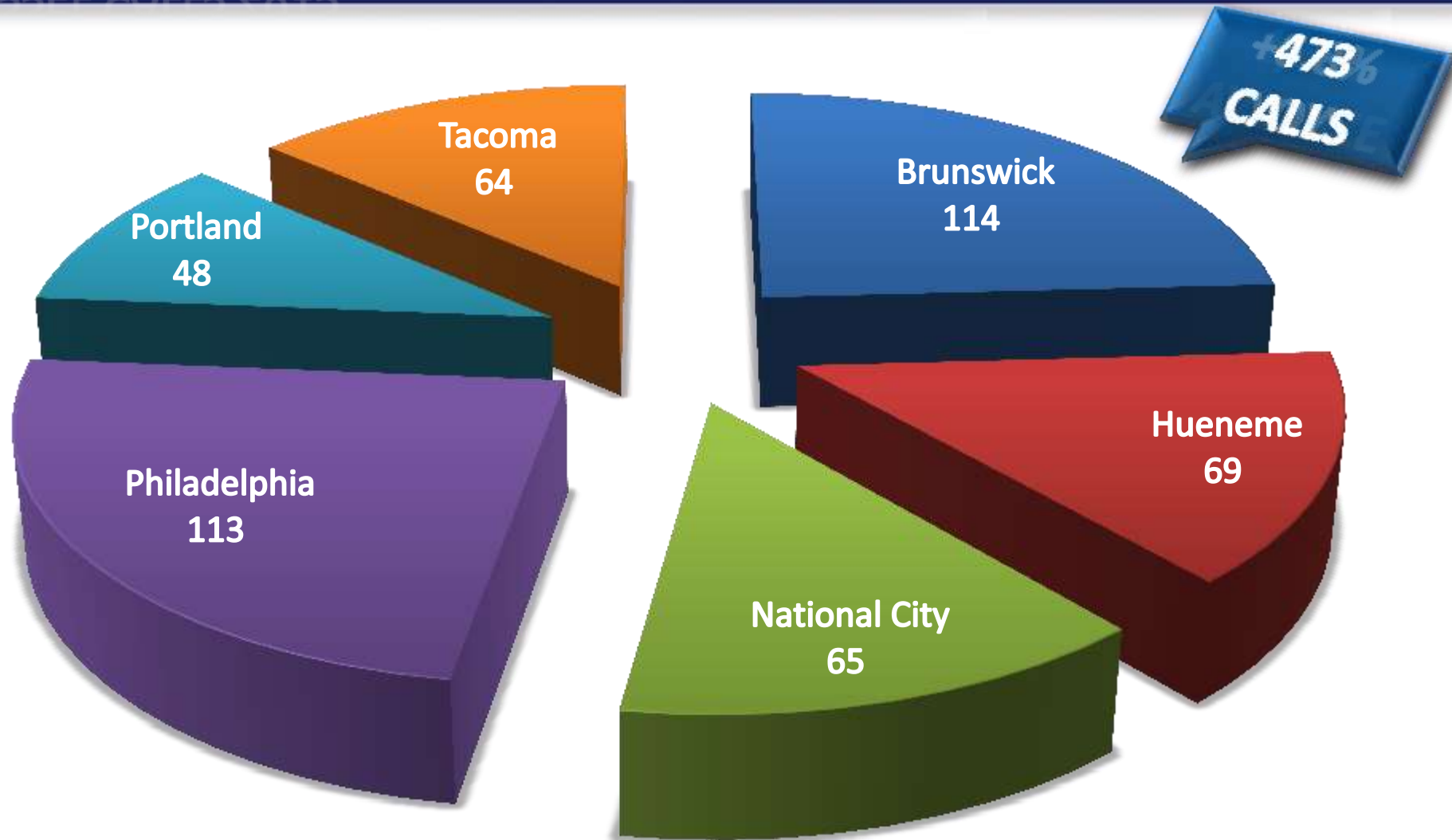


2015 YEAR END REVIEW

PORT OPERATIONS

VESSEL CALLS 2015

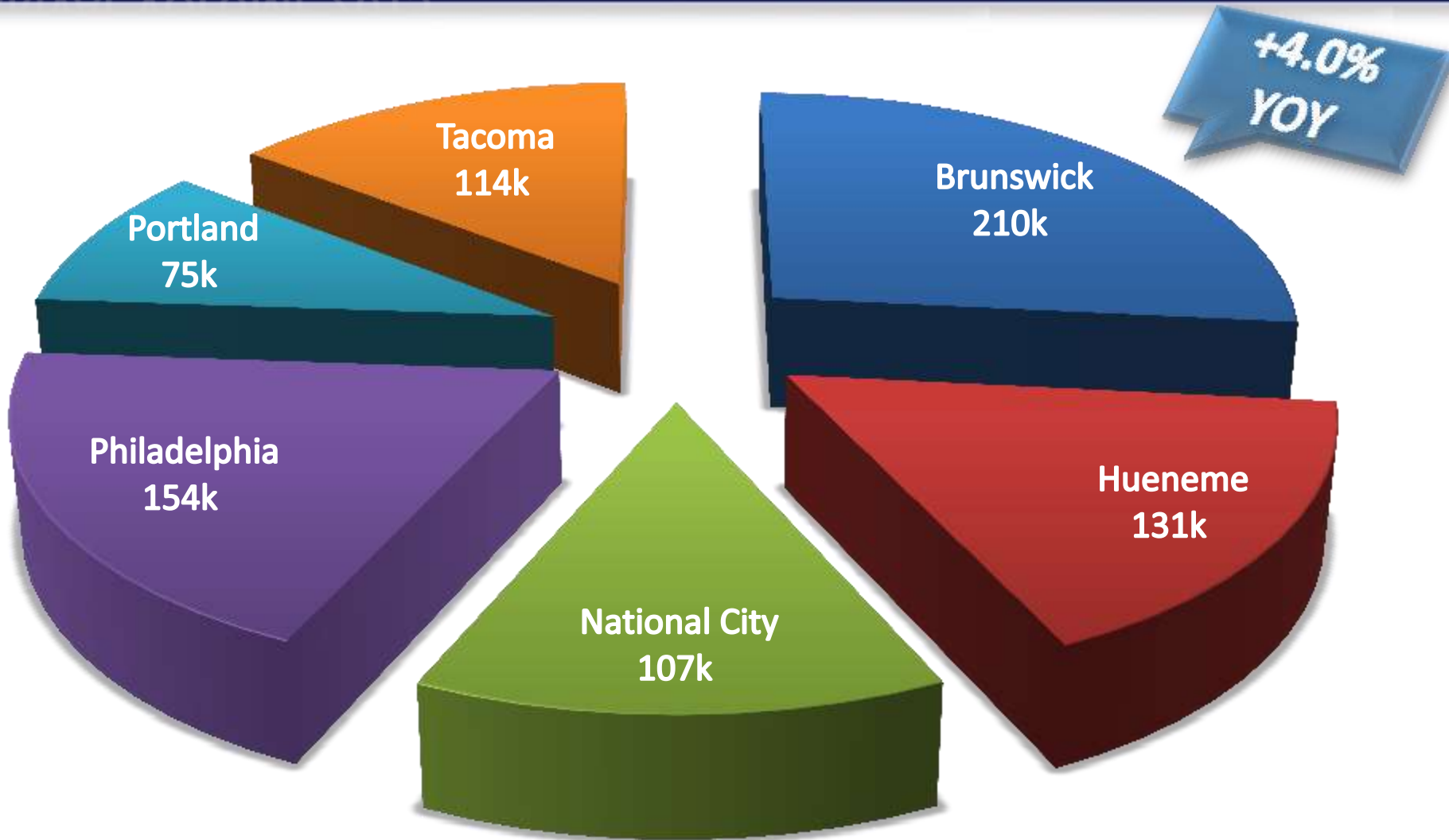
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PORT OPERATIONS

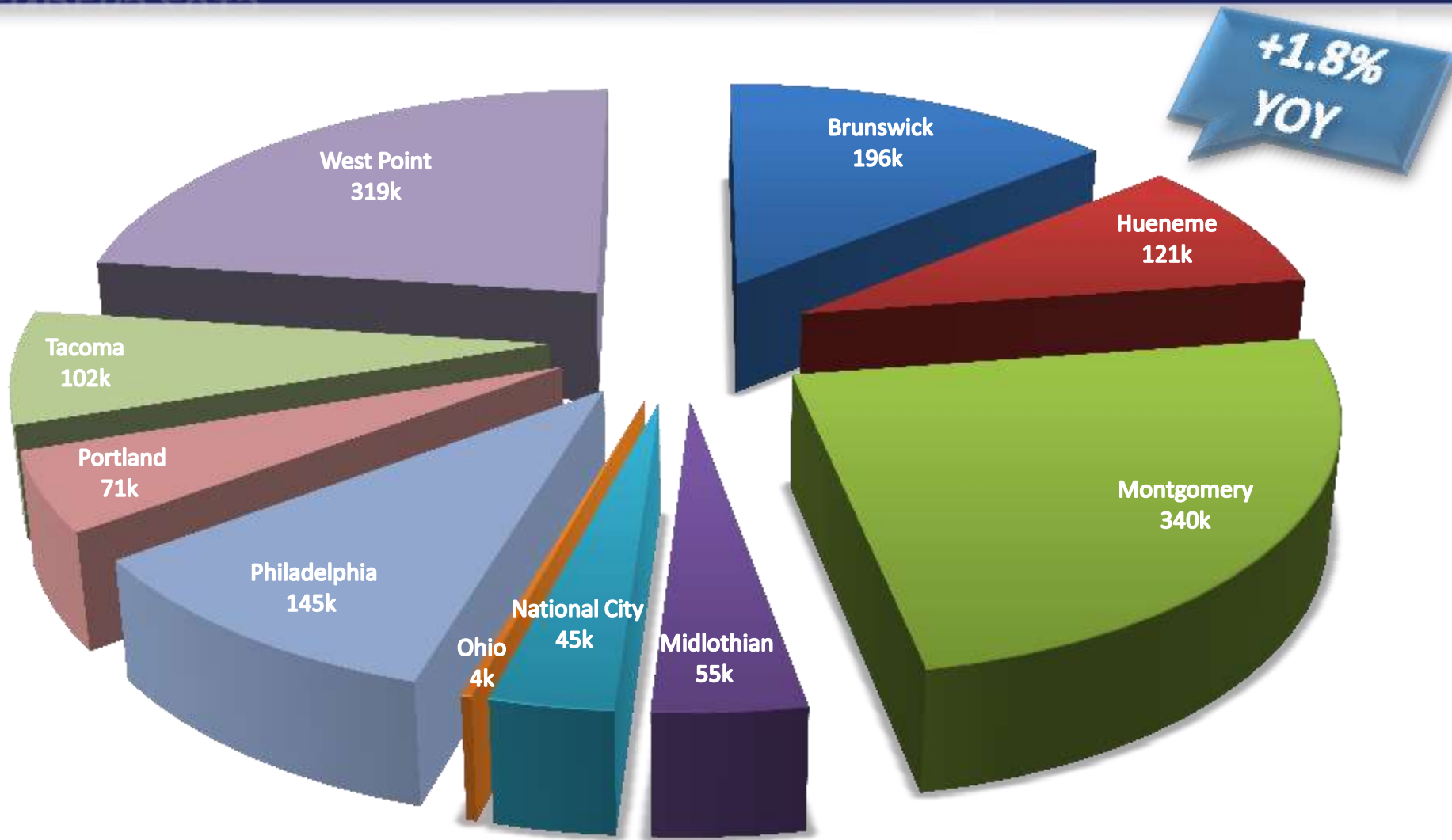
ARRIVAL VOLUME 2015

HYUNDAI GLOVIS



PORT OPERATIONS TENDERS 2015

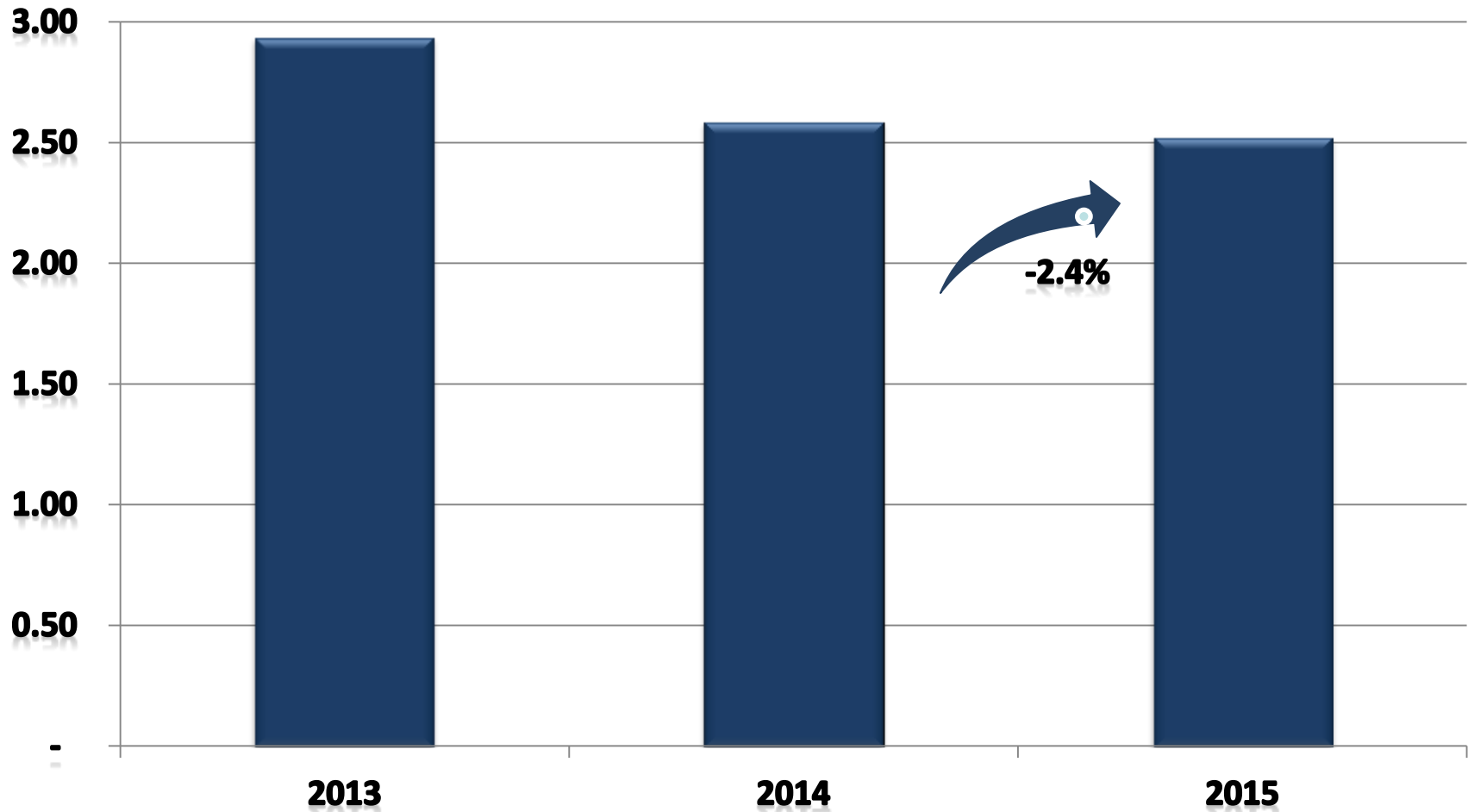
HYUNDAI GLOVIS



PORT OPERATIONS

LABOR HOURS PER VEHICLE

HYUNDAI GLOVIS



PORT OPERATIONS

2015 PROCESSING STATISTICS

HYUNDAI GLOVIS

2015 ACCESSORY INSTALLATION LABOR HOURS

1.35 MILLION

1.4 MILLION

2015 VEHICLES PROCESSED

PORT OPERATIONS

CUSTOMER PRODUCT HIGHLIGHTS

HYUNDAI GLOVIS



PORT OPERATIONS

2017 OPTIMA HYBRID (HEV)

HYUNDAI GLOVIS



KIA MEDIA SUMMARY/OVERVIEW

- Full redesign – inside and out
- New hybrid powertrain targeting a 10% improvement in fuel economy over the outgoing model
- Enhanced HEV blends modern styling and a premium driving experience with an even more intense focus on efficiency
- Introduced under the Kia Motors EcoDynamics environmentally friendly sub-brand



PORT OPERATIONS

2017 OPTIMA PLUG-IN HYBRID

HYUNDAI GLOVIS



KIA MEDIA SUMMARY/OVERVIEW

- More powerful hybrid engine
- Smarter and more robust telematics system
- Exterior design enhancements
- Interior refinement
- Introduced under the Kia Motors EcoDynamics environmentally friendly sub-brand



PORT OPERATIONS

2017 CADENZA

HYUNDAI GLOVIS



KIA SUMMARY/OVERVIEW

- All new, sharper, more refined design/style
- Improved R&H
- Lighter, more rigid body
- 280HP 3.3L V6
- FWD, 8-A/T



PORT OPERATIONS

ALL-NEW NIRO

HYUNDAI GLOVIS



KIA SUMMARY/OVERVIEW

- **CONCEPT:** Hybrid Utility Vehicle
- Combines emotion, efficiency, and utility
- **MPG:** 50
- 146HP → 103HP 1.6L GDI 4-cyl., 43HP elec. Motor
- 1.56 kWh Lithium Ion Polymer battery
- 6-DCT
- On sale: Early 2017
 - PHEV: Q4 2017
- **STRENGTHS/USPS**
 - (+) Unique design/style
 - (+) Driving feel
 - (+) 50-MPG
 - (+) Interior space/function
 - (+) Tech: UVO3, Adv. Safety Features, ECO-DAS

PORT OPERATIONS

2017MY ELANTRA ECO & SPORT

HYUNDAI GLOVIS

HYUNDAI SUMMARY/OVERVIEW

- Start of Production:
Eco → April 2016
Sport → October 2016
- Change Level: All-new
- Key Changes:
 - Eco all-new 1.4L T-GDI with 7-speed DCT
 - 156 lb./ft. of torque at low RPM for confident acceleration
 - Estimated 40 mpg highway and 35 combined
 - Similar equipment to SE w/ Tech Package
 - Eco Media Event on May 10-11th at HMMA
 - Sport utilizes 1.6L T-GDI w/ estimated 200 hp
 - 6-speed MT and 7-speed DCT
 - High level of visual differentiation including unique front and rear fascias and 18" alloy wheels
 - Unique interior details including flat bottom steering wheel, front seats with more aggressive side bolsters, alloy pedals, red accent stitching throughout and black headliner
 - Sport suspension tuning supported by multi-link rear suspension

Eco



Sport



PORT OPERATIONS

2017MY IONIQ

HYUNDAI GLOVIS

HYUNDAI SUMMARY/OVERVIEW

- **Start of Production:**
 - Electric = Sep. 25, 2016
 - Hybrid = Nov. 15, 2016
- **Change Level: All-new**
- **Key Highlights:**
 - **Hyundai's 1st Dedicated Green Vehicle with platform and bodystyle optimized for performance**
 - Industry-leading 0.24 Cd
 - 6-speed DCT & multi-link rear suspension
 - **World's 1st vehicle to be offered in three electrified powertrains**
 - Hybrid with class-leading fuel economy
 - Plug-in Hybrid with more than 25 miles in EV mode
 - Electric Vehicle range of 110 miles – highest of any compact electric vehicle currently in market
 - **Cutting-edge multimedia and connectivity**
 - Apple CarPlay, Android Auto, Blue Link, Wireless charging
 - **Comprehensive suite of advanced active safety features (AEB, LDW, BSD)**



PORT OPERATIONS

2017MY TUCSON FUEL CELL

HYUNDAI GLOVIS

HYUNDAI SUMMARY/OVERVIEW

- **Start of Production:**
August 2016
- **Change Level: Carryover**
- **New Sales Process:**
 - **Process Flow Documentation** – understanding of responsibilities and chain of action
 - **Updated concierge education**- tasks, sales/region notification, dealer contacts, etc.
 - **New dealer sales process**- process, education, applicant list
 - **New application master list**- used by all parties to keep track of applicants and status
 - **New dealer workbook**- quick reference guide for dealers
 - **New Owner pamphlets**- QRG for fueling process, owner app, etc.
 - **New Employee lease program**- for customer returned units
 - **New monthly sales tracking sheet**
 - **New Test Drive process**- walk in customers



PORT OPERATIONS

GENESIS BRAND

HYUNDAI GLOVIS



PORT OPERATIONS

2017MY G80

HYUNDAI GLOVIS

HYUNDAI SUMMARY/OVERVIEW

- Start of Production: April 15, 2016
- Change Level: Carryover (name / packaging change)
- Key Changes:
 - Genesis brand & G80 model name badging
 - Standardized safety & convenience features
 - ✓ Automatic Emergency Braking (AEB)
 - ✓ Blind Spot Detection / Rear Cross-traffic Alert
 - ✓ Lane Keep Assist / Lane Departure Warning
 - ✓ Smart Cruise Control with stop / start
 - ✓ Electronic parking brake with auto hold
 - ✓ Pre-safety seatbelt
 - ✓ High beam assist
 - ✓ Integrated memory system / auto-dimming side mirrors
 - ✓ Haptic & Power tilt-and-telescopic steering wheel
 - Reduced packaging complexity on 3.8
 - ✓ Changed to ➔ 3.8 Base, Premium Pkg. & Ultimate Pkg. (previously 3.8 Base, Signature Pkg., Tech Pkg., Ultimate Pkg.)



2016 TOP SAFETY PICK+



PORT OPERATIONS

2017MY G90

HYUNDAI GLOVIS

HYUNDAI SUMMARY/OVERVIEW

- Start of Production: June 1, 2016
- Change Level: All-New
- Key Changes:
 - All-New 3.3L Twin Turbo V6 (365 HP)
 - Genesis Adaptive Control Suspension
 - Intelligent Drive Mode with Smart Shift
 - H-TRAC All-Wheel Drive
 - Auto Emergency Braking w/ Pedestrian Detection
 - Driver Attention Alert (DAA)
 - Smart Blind Spot Detection (SBSD)
 - 22-way Power Driver Seat
 - Nappa Leather
 - Wireless Device Charging (Qi)
 - 12.3" HD Navigation System with DIS System
 - Lexicon 17-speaker Audio with Quantum Logic Surround® & Clari-Fi™ Music Restoration
 - Dynamic Bending Light (HID – 3.3T / LED – 5.0)



PORT OPERATIONS

GM MODELS HANDLED BY GLOVIS

HYUNDAI **GLOVIS**



XT5



VOLT



TAHOE



SUBURBAN



SILVERADO



IMPALA

PORT OPERATIONS

GM MODELS HANDLED BY GLOVIS

HYUNDAI **GLOVIS**



ESCALADE



ENCLAVCE



CTS



CORVETTE



CAMARO

PORT OPERATIONS

HONDA MODELS HANDLED BY GLOVIS

HYUNDAI **GLOVIS**



HONDA ACCORD



HONDA CRV



HONDA ODYSSEY



HONDA PILOT

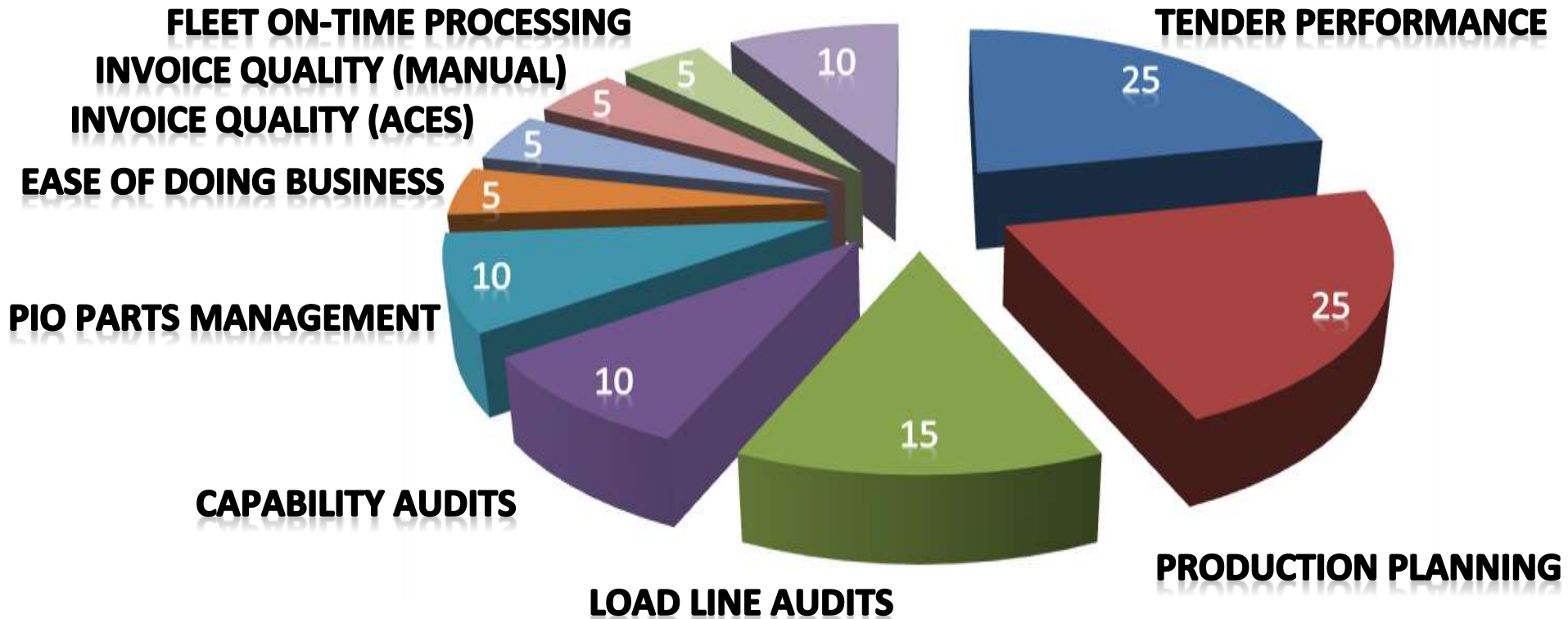


95+



85-94

PREVENTATIVE MAINTENANCE PROGRAMS



PENDING KPI:

1. INTERNAL DAMAGE REPORTING (PENDING)

TENDER PERFORMANCE

(25 points)

HYUNDAI GLOVIS

WHAT IS MEASURED	TENDER PERFORMANCE
Analysis	Analyze the processor's ability to achieve the minimum Daily Tender Target by port location based on current business plan.
Measurement	Percentage of Daily Tender Target Achieved
Source	Tender Production Summary (TPS) Reports
Scoring	Percentage determines full score, Ex. 90% = 22 Bonus points earned for achievement above 100%
Frequency	Monthly
Target	100% of tender target



VPC AVG
93.5%



PORT AVG
97.9%

PRODUCTION PLANNING

(25 points)

WHAT IS MEASURED		PROCESSOR’S ABILITY TO EFFECTIVELY PLAN VEHICLE PRODUCTION TO ACHIEVE THE CUSTOMERS’ MONTHLY WHOLESALE OBJECTIVES.	
Analysis	Analyze processor’s ability to plan production to maximize productivity and minimize lead times.		
Measurement	Number of days per unit from Allocation or Purification date (whichever is later) to Tender date.		
Source	ACES		
Scoring	<u>VPC’s</u> 0 - 3 = 25 Points 3.01 - 6 = 20 Points 6.01 - 9 = 10 Points 9.01 - 12 = 5 Points ≤ 12.01 = 0 Points	<u>Ocean Ports</u> 0 - 7 = 25 Points 7.01 - 14 = 20 Points 14.01 - 21 = 10 Points 21.01 - 30 = 5 Points ≤ 30.01 = 0 Points	
Frequency	Monthly		
Target	0 – 3 days for VPC’s 0 – 7 days for Ocean Ports		



LOAD LINE AUDITS

(15 points)

HYUNDAI GLOVIS

WHAT IS MEASURED

MEASURES THE EFFECTIVENESS OF THE PROCESSOR'S QUALITY MANAGEMENT PROCEDURES TO ENSURE PROCESSED VEHICLES MEET OR EXCEED THE CUSTOMER'S QUALITY STANDARDS.

Analysis	Confirms critical inspection points of vehicles processed prior to shipment to dealers.
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Measurement	10 vehicles per week per customer
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Source	Excel spreadsheet
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Scoring	$\leq 0.2 = 15$ points $0.21 \leq X \leq 0.29 = 10$ points $0.30 \leq X \leq 0.39 = 5$ points $\geq 0.40 = 0$ points
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Frequency	Monthly
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Target	0.20 PPV
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NATL. AVG
0.23

PORT CAPABILITY AUDIT

(10 points)

HYUNDAI GLOVIS

WHAT IS MEASURED	PROCESSOR'S ABILITY TO MAINTAIN THE PORT FACILITY TO WITHIN ACCEPTABLE STANDARDS.
Analysis	Audit results and actions taken to correct deficiencies.
Measurement	Measures the VPC/Ocean Port ability to maintain their Facility to within acceptable standards as per the Facility Audit Criteria.
Source	Quarterly Audit Grades <ul style="list-style-type: none">➤ 90% - 100% = 10➤ 85% - 90% = 8➤ 75% - 84% = 6➤ 65% - 74% = 4➤ 50% - 64% = 2➤ 0% - 49% = 0
Frequency	Quarterly
Target	90%

NATL. AVG
94.3%

PIO PARTS MANAGEMENT

(10 points)

HYUNDAI GLOVIS

WHAT IS MEASURED

PROCESSOR'S ABILITY TO EFFECTIVELY MANAGE THE PIO CONSIGNMENT PARTS INVENTORY.

Analysis	Analyze the processor's ability to maintain the PIO Parts inventory to within the 1% (+/-) variation standard.		
Measurement	Compare the monthly physical inventory on hand count per part number to H/KMA AS400 on hand balances. (Documentation that supports variance will be considered)		
Source	AS400, MOBIS report, Port/VPC report		
Scoring	0 – 1.00 % = 10 points 1.01% - 1.25% = 9 points 1.26% - 1.50% = 8 points 1.51% - 1.75% = 7 points	1.76% - 2.00% = 6 points 2.01% - 2.25% = 5 points 2.26% - 2.50% = 4 points 2.51% - 2.75% = 3 points	2.76% - 3.00% = 2 points 3.01% - 3.25% = 1 points 3.26% - ↑ = 0 points
Frequency	Monthly		
Target	0.00% - 1.00%		

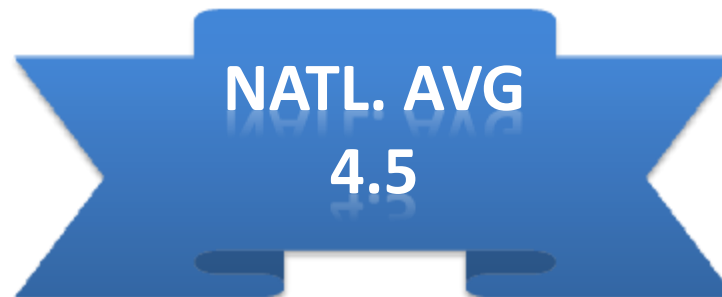
NATL. AVG
93.5%

EASE OF DOING BUSINESS

(5 points)

HYUNDAI GLOVIS

WHAT IS MEASURED	CUSTOMER SATISFACTION AND BUSINESS RELATIONSHIP WITH PROCESSOR'S
Analysis	Series of questions designed to gauge the Ease of Doing Business with each processor.
Measurement	Questions will measure the Ease of Doing Business with processor's in the following areas: 1) Adaptability 2) Capability 3) Communication 4) Cooperation 5) Flexibility 6) Responsiveness
Source	GLOVIS Processor Survey
Scoring	Extremely Satisfied – 5 Satisfied – 4 Somewhat Satisfied – 3 Somewhat Dissatisfied – 2 Extremely Dissatisfied – 1
Frequency	Quarterly
Target	Score of 4.5



ACES INVOICE QUALITY

(5 points)

HYUNDAI GLOVIS

WHAT IS MEASURED	THE PROCESSOR'S ABILITY TO SUBMIT ACCURATE AND TIMELY ACES INVOICES	
Analysis	The number of audit hold errors compared to the total number of invoices	submitted.
Measurement	Percent of errors per processor Port/VPC Location	
Source	ACES System Report	
Scoring	0% = 5 0.01% - 2.50% = 4 2.51% - 5.00% = 3 5.01% - 7.50% = 2 7.51% - 10.0% = 1 > 10.0% = 0	
Frequency	Monthly	
Target	Zero audit holds	

NATL. AVG
1.58%

MANUAL INVOICE QUALITY

(5 points)

HYUNDAI GLOVIS

WHAT IS MEASURED

THE PROCESSOR'S ABILITY TO SUBMIT ACCURATE AND TIMELY MANUAL INVOICES.

Analysis	The number of rejected invoices compared to the total number of invoices submitted.
Measurement	Percent of errors per processor Port/VPC Location
Source	Rejection Form stating the details of rejection is provided to PM
Scoring	0% = 5 0.01% - 5.00% = 4 5.10% - 10.0% = 3 10.1% - 15.0% = 2 15.1% - 20.0% = 1 > 20.0% = 0
Frequency	Upon receipt of Rejection Form
Target	Zero rejections

NATL. AVG
6.58%

ISSUE REPORTING

(Point Loss)

HYUNDAI GLOVIS

WHAT IS MEASURED

THE IMPACT ON OPERATIONS CAUSED BY ISSUES RESULTING FROM PROCESSOR ERROR OR NEGLIGENCE.

Analysis	The number and severity of issues reported over the past quarter
Measurement	Number and level of issues reported
Source	A3 Form stating the details of the issue is provided to PM
Scoring	<p>Level 1 Issue: -5 points Level 2 Issue: -10 points Level 3 Issue: -15 points</p> <p>Issues involving Data Integrity, System Issues, Quality, Safety, etc. requires an A3 form to be completed and approved.</p>
Frequency	Upon receipt of A3 form
Target	Zero issues

NATL. AVG
(0.7)

WHAT IS MEASURED PREVENTATIVE MAINTENANCE PROGRAMS			
Analysis	Measure the processor’s ability to complete preventative maintenance services within the designated time frame.		
Measurement	Percentage achieved (as reported by ACES/GPQMS)		
Source	ACES/GPQMS (Premium/Battery Programs/Aged Maintenance) data.		
Scoring	98.00%	100.0%	10
	96.00%	97.9%	8
	94.00%	95.9%	6
	90.00%	93.9%	4
	80.00%	89.9%	2
	0.00%	79.9%	0
Frequency	Monthly (*TBA)		
Target	100% of monthly target		



FLEET ON-TIME PROCESSING

(5 points)

HYUNDAI GLOVIS

WHAT IS MEASURED

FLEET ON-TIME

Analysis	Analyze the processor's ability to tender fleet vehicles by the established "Tender Target Date" to ensure on-time delivery to dealer.
Measurement	Number of fleet vehicles tendered on or before "Tender Target Date" compared to total fleet vehicles processed.
Source	ACES / VL Routing Logic
Scoring	90% - 100% = 5 points 80% - 89.9% = 4 points 70% - 79.9% = 3 points 60% - 69.9% = 2 points 45% - 59.9% = 1 point <45% = 0 points
Frequency	Monthly
Target	90%

LAUNCHED IN
2016

WHAT IS MEASURED

Analysis

Measurement

Source

Scoring

Frequency

Target

Under Development

