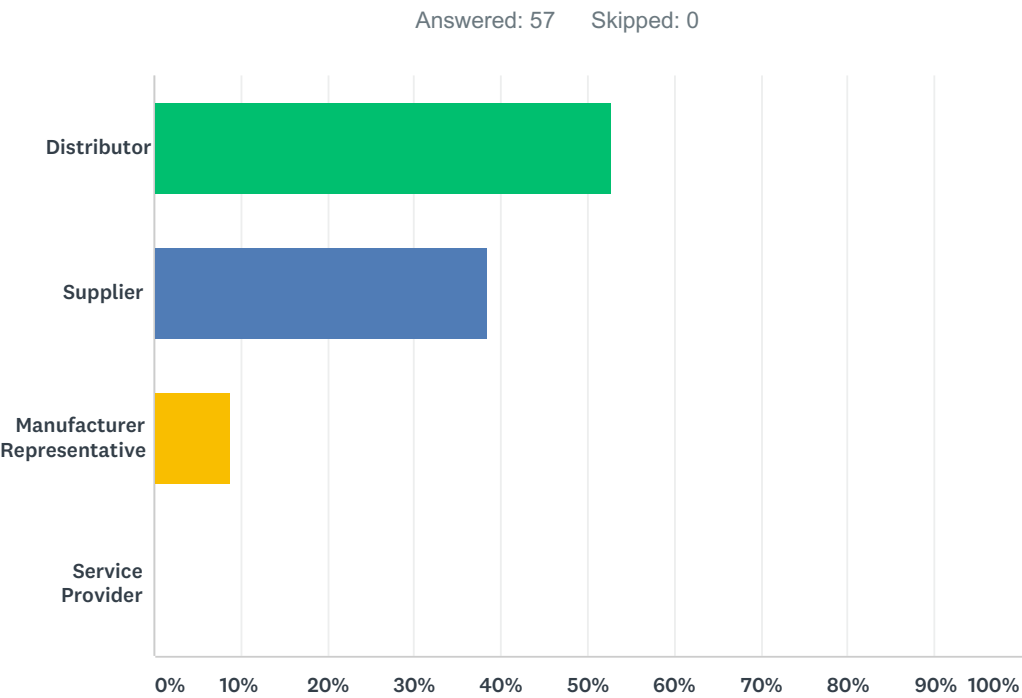


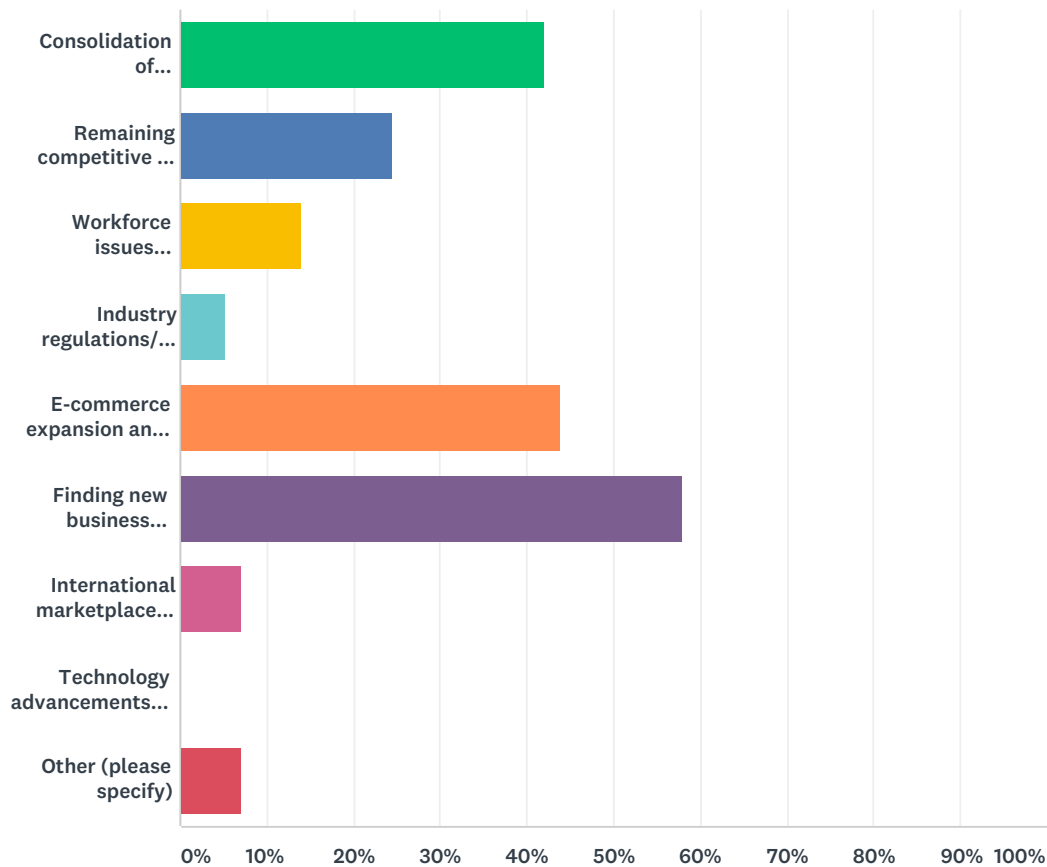
Q1 Which of the following best describes your membership type in RPA:



ANSWER CHOICES		RESPONSES	
Distributor		52.63%	30
Supplier		38.60%	22
Manufacturer Representative		8.77%	5
Service Provider		0.00%	0
TOTAL			57

**Q2 Select the TOP TWO concerns facing your business today. In the comments box below, please include any additional concerns not listed or any comments you'd like to share.**

Answered: 57 Skipped: 0



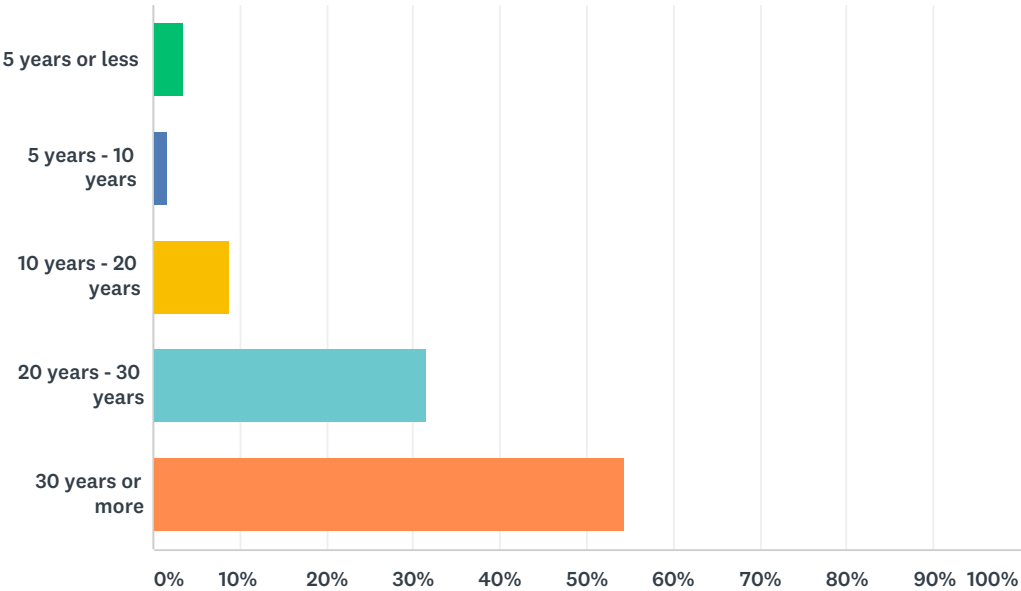
ANSWER CHOICES		RESPONSES	
Consolidation of customers/suppliers		42.11%	24
Remaining competitive in the marketplace		24.56%	14
Workforce issues (retiring leadership/lack of younger talent/HR issues)		14.04%	8
Industry regulations/political climate		5.26%	3
E-commerce expansion and its industry impact		43.86%	25
Finding new business opportunities/increasing sales		57.89%	33
International marketplace influences		7.02%	4
Technology advancements/data security		0.00%	0
Other (please specify)		7.02%	4
Total Respondents: 57			

#	OTHER (PLEASE SPECIFY)	DATE
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1	dropping sales in packaging - do customers see the value in packaging	6/18/2018 5:33 PM
2	banning of plastic/paper bags & customers going out of business	6/18/2018 3:18 PM
3	Poor customer payment terms and time to pay	6/18/2018 2:10 PM
4	Finding and teaching new sales people	6/18/2018 1:59 PM

Q3 Approximately how long have you been in the retail packaging business?

Answered: 57    Skipped: 0



ANSWER CHOICES		RESPONSES	
5 years or less		3.51%	2
5 years - 10 years		1.75%	1
10 years - 20 years		8.77%	5
20 years - 30 years		31.58%	18
30 years or more		54.39%	31
TOTAL			57

## Q4 In the past 5 years, what is the biggest change you have seen in the retail packaging industry?

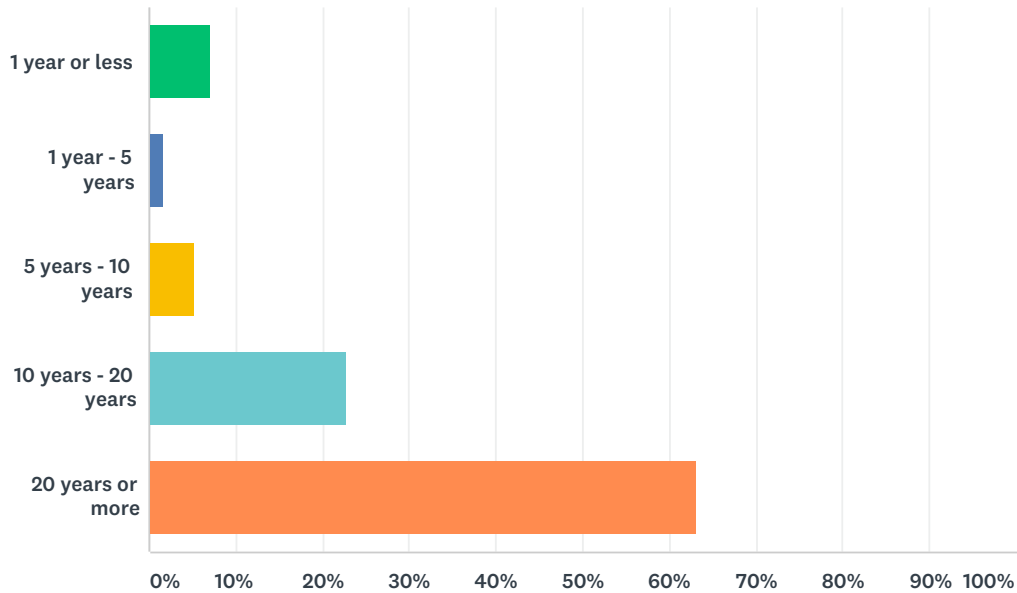
Answered: 48 Skipped: 9

#	RESPONSES	DATE
1	more direct sales to end users by manufacturers and commodities sales by large suppliers leaving so much money on the table.	7/2/2018 10:55 AM
2	E-commerce platforms selling packaging at very low prices	6/29/2018 11:09 AM
3	Consolidation, the effects of e-commerce, freight cost	6/29/2018 11:01 AM
4	US/Mgers out of business	6/29/2018 10:33 AM
5	changing marketplace : brick & mortar v. Internet purchasing	6/25/2018 9:11 AM
6	Consolidation of suppliers and distributors	6/23/2018 7:27 PM
7	The consolidation of the industry. Many of the smaller to mid-size companies have been absorbed or purchased by larger companies.	6/23/2018 2:03 AM
8	consolidation of both distributors and retailers	6/22/2018 3:29 PM
9	a ton more e-commerce.	6/22/2018 1:40 PM
10	Consolidation of vendors	6/19/2018 8:40 PM
11	Fewer Reps, Fewer Distributors, Fewer Manufacturers in the territories	6/19/2018 1:41 PM
12	E commerce growth	6/19/2018 7:31 AM
13	Consolidation, online sales.	6/19/2018 7:08 AM
14	Consolidation of smaller businesses into larger ones. Less independents and they don't want to stock product, just drop ship.	6/18/2018 8:38 PM
15	On-Line competition	6/18/2018 8:13 PM
16	Shrinking MFG	6/18/2018 6:24 PM
17	online competititon	6/18/2018 5:46 PM
18	Near elimination of the small family held companies.	6/18/2018 5:15 PM
19	the online purchasing of our customers	6/18/2018 5:14 PM
20	cost of raw materials	6/18/2018 4:33 PM
21	The increasing number of drop ships. Distributors want distributor pricing but they don't want to inventory product and absorb that functional cost of the supply chain. They want to be order takers.	6/18/2018 4:11 PM
22	Consolidation of customers.	6/18/2018 3:59 PM
23	consolidation	6/18/2018 3:38 PM
24	Coping and sourcing new vendors for products. So many vendors have been bought out by large conglomerates; it is difficult to serve the medium size customer sometimes.	6/18/2018 3:38 PM
25	Less and less retail stores...The mall stores not match shoppers there! Everyone's at screen looking double click for shopping. Not good at all.	6/18/2018 3:18 PM
26	increased competition from e-commerce	6/18/2018 3:18 PM
27	Consolidation of manufacturers; and changing shopping patterns by the public	6/18/2018 2:51 PM
28	consolidation of suppliers	6/18/2018 2:47 PM
29	Going to plain bags, loss of suppliers,	6/18/2018 2:38 PM
30	Increase in offshore sources	6/18/2018 2:33 PM

31	the erosion of the polyethylene market	6/18/2018 2:26 PM
32	Consolidation of suppliers and no new innovative products coming to our marketplace. No new younger people supporting our industry.	6/18/2018 2:25 PM
33	Direct sales. No distributor.	6/18/2018 2:25 PM
34	selling out side of normal distribution territories, ie, ability to sell nationally from one location.	6/18/2018 2:17 PM
35	Consolidation, Slow pay, Bad Credit, Nothing New	6/18/2018 2:10 PM
36	consolidation	6/18/2018 2:06 PM
37	Amazon	6/18/2018 2:05 PM
38	Everybody is selling these products now and for very cheap!	6/18/2018 2:05 PM
39	Lot of changes in suppliers and distributors - many closures and acquisitions in both areas.	6/18/2018 2:04 PM
40	closing of long standing retail operations and the ecommerce affect on retail	6/18/2018 2:04 PM
41	decline in the customer base	6/18/2018 2:00 PM
42	Larger orders with less margins	6/18/2018 1:59 PM
43	industry consolidations at all levels combined with retiring leadership and lack of young talent interested in packaging.	6/18/2018 1:57 PM
44	online shopping reducing traffic at brick and mortar stores.	6/18/2018 1:55 PM
45	Moving from plastic to paper/reusable	6/18/2018 1:54 PM
46	reliable sources	6/18/2018 1:53 PM
47	The RPA Show has gotten a lot smaller!	6/18/2018 1:50 PM
48	Number of retailers has declined and/or consolidated.	6/18/2018 1:49 PM

Q5 Approximately how long has your company been a member of RPA?

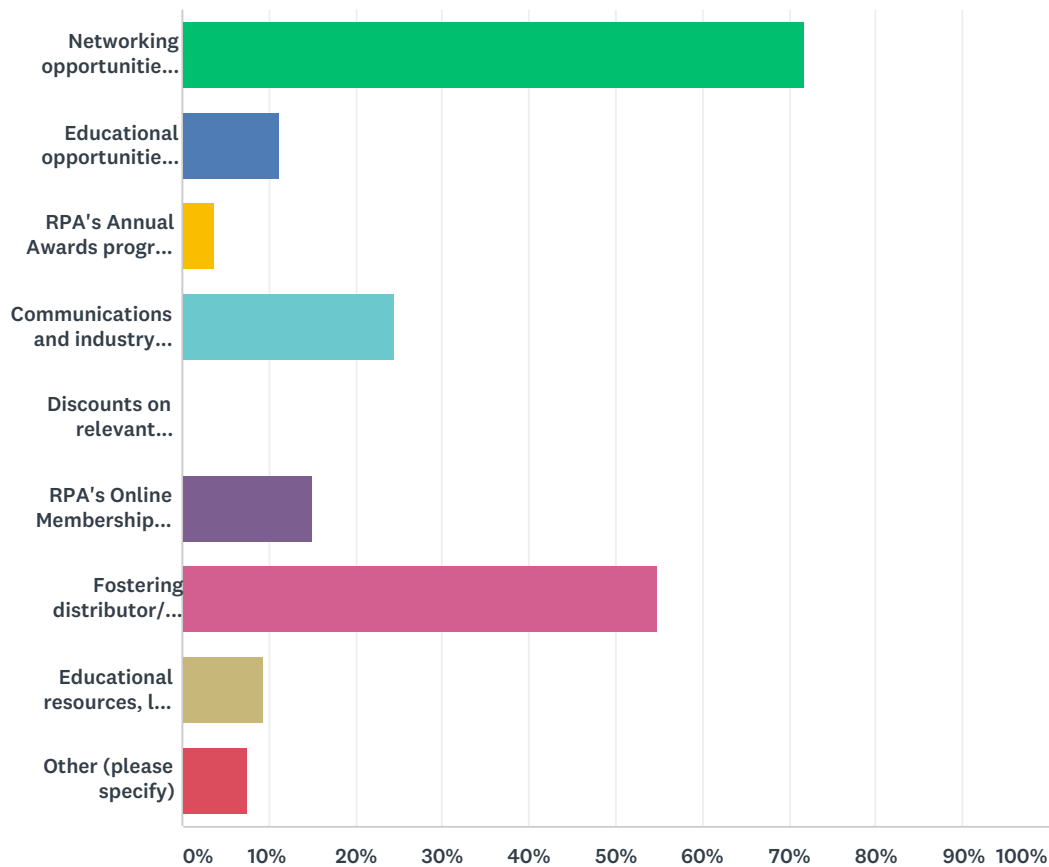
Answered: 57    Skipped: 0



ANSWER CHOICES		RESPONSES	
1 year or less		7.02%	4
1 year - 5 years		1.75%	1
5 years - 10 years		5.26%	3
10 years - 20 years		22.81%	13
20 years or more		63.16%	36
TOTAL			57

**Q6 RPA offers a variety of services to help its members' companies grow and expand. Of the services RPA provides, which do you find most valuable to you and your business? (Please select the TOP TWO.)**

Answered: 53 Skipped: 4



ANSWER CHOICES		RESPONSES	
Networking opportunities at RPA's Annual Conference and Showcase		71.70%	38
Educational opportunities at RPA's Annual Conference and Showcase		11.32%	6
RPA's Annual Awards program and the recognition it provides its recipients		3.77%	2
Communications and industry information through vehicles like RPA's monthly newsletter		24.53%	13
Discounts on relevant business services		0.00%	0
RPA's Online Membership Directory		15.09%	8
Fostering distributor/manufacturer relationships		54.72%	29
Educational resources, like RPA's Training Manual		9.43%	5
Other (please specify)		7.55%	4
Total Respondents: 53			

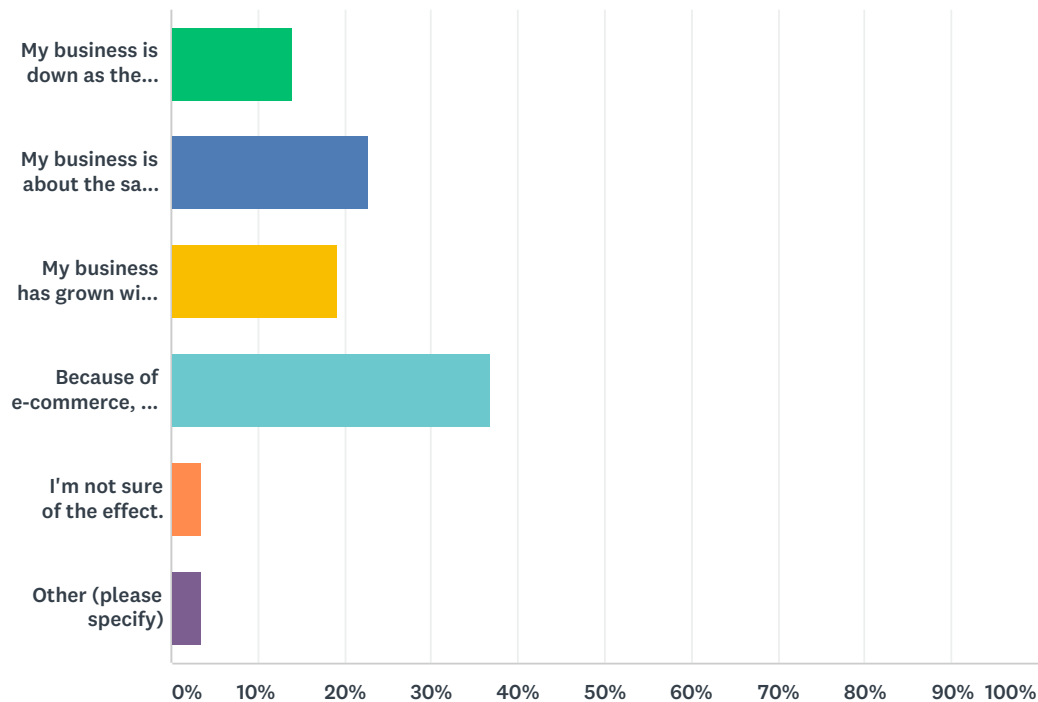
#	OTHER (PLEASE SPECIFY)	DATE
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1	we need to attract a larger attendee base at the show	6/25/2018 9:11 AM
2	trade Show	6/18/2018 8:13 PM
3	I didn't know you had a training manual. Please send it to us.	6/18/2018 6:24 PM
4	Honestly, I have not taken advantage of any of the above except the directory	6/18/2018 2:38 PM

## Q7 As more companies have shifted from brick and mortar retail to online and e-commerce in the last five years, how is that affecting your retail packaging business?

Answered: 57 Skipped: 0

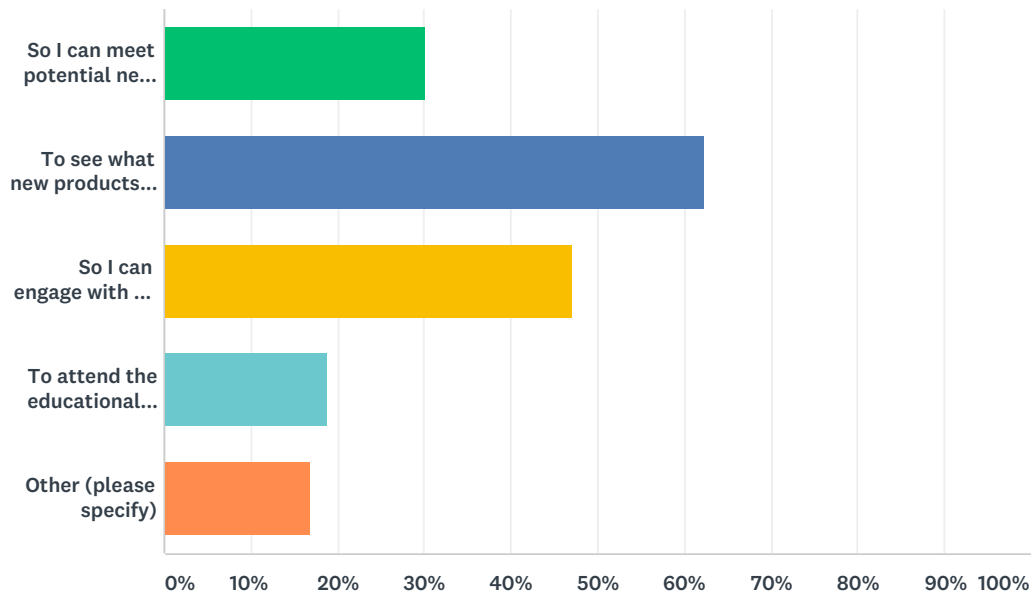


ANSWER CHOICES		RESPONSES	
My business is down as the shift to e-commerce grows.		14.04%	8
My business is about the same despite more companies focusing on e-commerce.		22.81%	13
My business has grown with e-commerce expansion.		19.30%	11
Because of e-commerce, I have been forced to adapt and diversify my business model to maintain sales.		36.84%	21
I'm not sure of the effect.		3.51%	2
Other (please specify)		3.51%	2
TOTAL			57

#	OTHER (PLEASE SPECIFY)	DATE
1	need to broaden base of distributor attendees; non-traditional distributors need to be attracted to the show	6/25/2018 9:11 AM
2	Our product mix is changing and sales are growing	6/19/2018 7:31 AM

## Q8 If you attend the Annual Conference & Showcase, what are the TOP TWO reasons you choose to do so?

Answered: 53 Skipped: 4

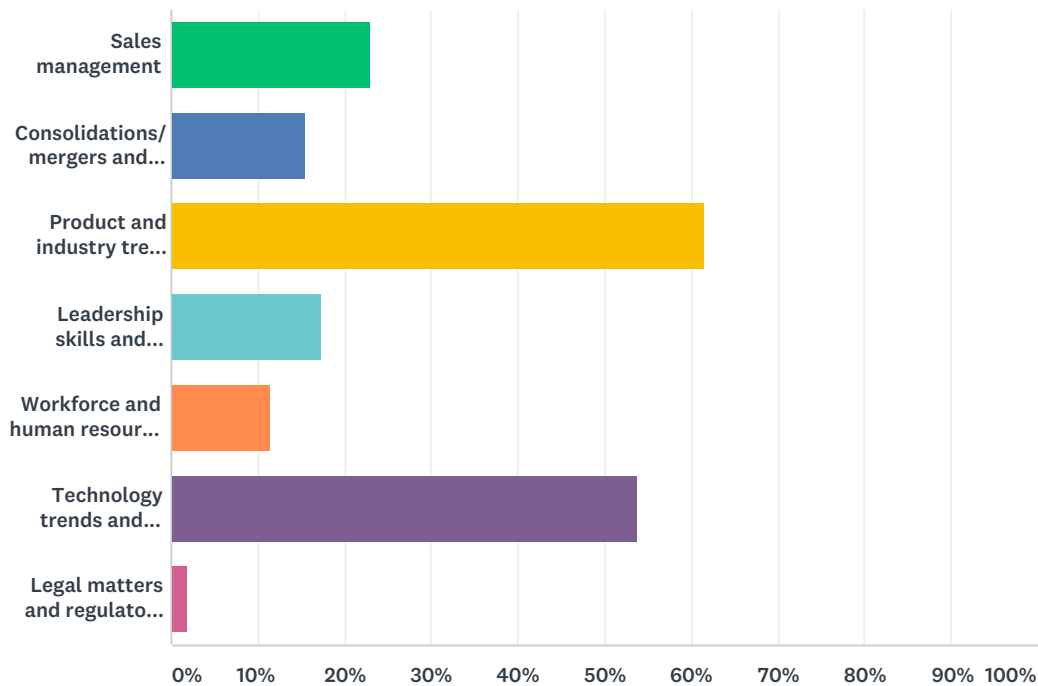


ANSWER CHOICES	RESPONSES	
So I can meet potential new customers.	30.19%	16
To see what new products are in the marketplace.	62.26%	33
So I can engage with my existing customers.	47.17%	25
To attend the educational sessions and learn industry tips.	18.87%	10
Other (please specify)	16.98%	9
Total Respondents: 53		

#	OTHER (PLEASE SPECIFY)	DATE
1	Meet with vendors	6/29/2018 11:09 AM
2	engage with vendors, manufacturers	6/18/2018 5:46 PM
3	to meet with suppliers	6/18/2018 5:33 PM
4	Visit with Manufacturers in the industry that only see 1 time per year.	6/18/2018 3:31 PM
5	to have an excuse to travel	6/18/2018 3:18 PM
6	Network with chosen suppliers and look for new suppliers	6/18/2018 2:33 PM
7	generally do not attend	6/18/2018 2:26 PM
8	So as not to be conspicuous by absence!	6/18/2018 1:57 PM
9	to see suppliers	6/18/2018 1:50 PM

## Q9 RPA offers education annually through during the Annual Conference and Showcase. Which topics do you find most valuable for RPA to provide? (Please select your TOP TWO.)

Answered: 52 Skipped: 5



ANSWER CHOICES	RESPONSES	
Sales management	23.08%	12
Consolidations/mergers and acquisitions	15.38%	8
Product and industry trends information	61.54%	32
Leadership skills and management development	17.31%	9
Workforce and human resource needs	11.54%	6
Technology trends and e-commerce	53.85%	28
Legal matters and regulatory affairs	1.92%	1
Total Respondents: 52		

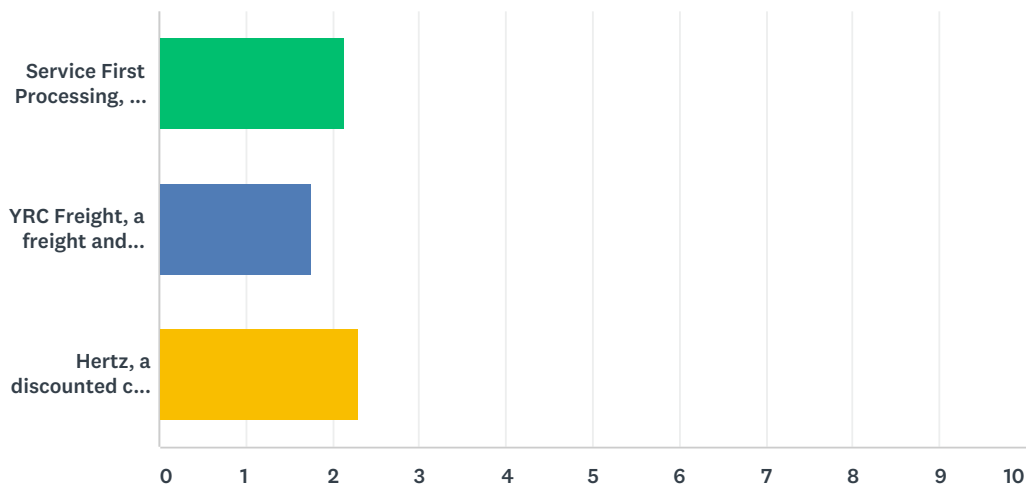
## Q10 At the Conference, what companies would you like to see exhibiting that are not currently in attendance?

Answered: 21 Skipped: 36

#	RESPONSES	DATE
1	More small manufactures and converters.	7/2/2018 10:55 AM
2	To many to name. Only a few show and has affected the show in a big way.	6/29/2018 10:33 AM
3	more industrial (non-traditional) distributors	6/25/2018 9:11 AM
4	NA	6/23/2018 2:03 AM
5	Kal Pac, Duro, Glopac, Import Packaging, Primeline, Command, Pouch Depot	6/22/2018 3:29 PM
6	Regal and Kal Pac	6/19/2018 8:40 PM
7	None specifically. Just more new ones.	6/19/2018 7:31 AM
8	food service, floral, fund raisers	6/19/2018 7:08 AM
9	Berwick Offray Hampshire	6/18/2018 8:38 PM
10	Food Packaging (high end)	6/18/2018 6:24 PM
11	raw material providers such as paper mills	6/18/2018 4:33 PM
12	I am more interested in more attendees!	6/18/2018 4:11 PM
13	More food service related products More diverse product catagories	6/18/2018 3:38 PM
14	can't think of any	6/18/2018 3:18 PM
15	The overall size of the show needs to increase. I would look to merge with another show.	6/18/2018 2:47 PM
16	Food Service products companies. Large crossover with themed restaurants that the typical Food Service rep does not market to	6/18/2018 2:33 PM
17	Addition of ASI industry companies. cups, napkins and food servies related companies	6/18/2018 2:25 PM
18	Sanek	6/18/2018 2:25 PM
19	DOT	6/18/2018 2:05 PM
20	Pouch Depot, Regal Poly, Duro, Tulsack, Flexo, All pac canada	6/18/2018 1:59 PM
21	More Distributor sales people!	6/18/2018 1:57 PM

**Q11 RPA offers its members discounts on useful business services through our Value Partners Program. Please rank (with 1 being most valuable and 3 being least valued) which of these programs that RPA offers do you find most valuable?**

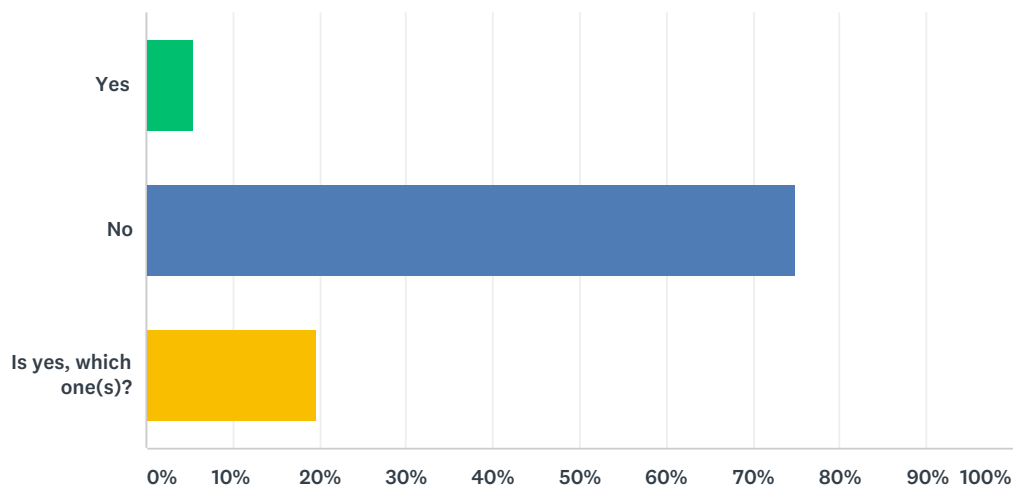
Answered: 45 Skipped: 12



	1 - MOST VALUABLE	2	3 - LEAST VALUABLE	TOTAL	WEIGHTED AVERAGE
Service First Processing, a credit card and check processing services company	31.43% 11	22.86% 8	45.71% 16	35	2.14
YRC Freight, a freight and shipping services company	39.47% 15	44.74% 17	15.79% 6	38	1.76
Hertz, a discounted car rental service	27.27% 9	15.15% 5	57.58% 19	33	2.30

## Q12 Do you use any of RPA's Value Partners?

Answered: 56 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	5.36% 3
No	75.00% 42
Is yes, which one(s)?	19.64% 11
TOTAL	56

#	IS YES, WHICH ONE(S)?	DATE
1	Service First and Yellow	7/2/2018 10:55 AM
2	Hertz	6/22/2018 2:43 PM
3	YRC	6/19/2018 1:41 PM
4	Previous credit card process company (not listed above)	6/18/2018 6:24 PM
5	I tried with YRC, but they are not competitive	6/18/2018 5:46 PM
6	ycr	6/18/2018 5:09 PM
7	maybe but only because I have been around a lone time	6/18/2018 2:38 PM
8	hertz	6/18/2018 2:26 PM
9	ycr	6/18/2018 2:25 PM
10	YRC Freight	6/18/2018 2:04 PM
11	not at the present time--locked into contract	6/18/2018 2:04 PM

## Q13 What is the biggest benefit RPA offers to you and your business?

Answered: 44 Skipped: 13

#	RESPONSES	DATE
1	Networking	7/2/2018 10:55 AM
2	Unsure	6/29/2018 11:09 AM
3	connections to the industry	6/29/2018 11:01 AM
4	Not much unfortunately. RPA mfgers is dying unfortunately.	6/29/2018 10:33 AM
5	face-time with existing and potential customers	6/25/2018 9:11 AM
6	Staying engaged with the packaging industry	6/23/2018 2:03 AM
7	a chance to reconnect and keep up	6/22/2018 3:29 PM
8	networking, seeing what is new in the industry, education	6/22/2018 1:40 PM
9	The opportunity to meet with suppliers and see new products	6/19/2018 8:40 PM
10	Personal Contact	6/19/2018 1:41 PM
11	The trade show	6/19/2018 7:31 AM
12	ability to stay in touch with the market place and key industry people	6/19/2018 7:08 AM
13	Connection and access to our customers	6/18/2018 8:38 PM
14	Trade Show	6/18/2018 8:13 PM
15	Keeping in touch with vendors at the show	6/18/2018 6:24 PM
16	Networking with fellow distributors and exhibitors	6/18/2018 5:46 PM
17	education - sales and trends info	6/18/2018 5:33 PM
18	Trade show exposure and networking	6/18/2018 5:15 PM
19	the convention product info and once a year getting together with our suppliers	6/18/2018 5:14 PM
20	feedback on our product through discussions with customers	6/18/2018 4:33 PM
21	We remain members to support the industry and do really receive a benefit	6/18/2018 4:11 PM
22	Networking with existing customer.	6/18/2018 3:59 PM
23	networking	6/18/2018 3:38 PM
24	Vendor relations	6/18/2018 3:38 PM
25	Renewing long standing Relationships with in the industry. ie; Meet and Greet	6/18/2018 3:31 PM
26	New products.	6/18/2018 3:18 PM
27	the opportunity to see vendors	6/18/2018 3:18 PM
28	A time and placed the industry gathers to take stock and forecast future trends.	6/18/2018 2:51 PM
29	Interaction with customers	6/18/2018 2:47 PM
30	na	6/18/2018 2:38 PM
31	New product introduction and networking with suppliers and other distributors	6/18/2018 2:33 PM
32	annual industry trade show	6/18/2018 2:28 PM
33	we'll find an occasional new resource	6/18/2018 2:26 PM
34	a way to stay connected with our vendors and face to face meeting with their salespeople	6/18/2018 2:25 PM
35	consolidated resource of manufacturers	6/18/2018 2:17 PM



36	exposure	6/18/2018 2:06 PM
37	Live networking	6/18/2018 2:05 PM
38	Networking	6/18/2018 2:04 PM
39	networking ; gaining and maintaining business relationships	6/18/2018 2:04 PM
40	see all the vendors at one place	6/18/2018 2:00 PM
41	New products, and consulting with mgfs on construction meeting enviromental rules in different states	6/18/2018 1:59 PM
42	meeting with customers at the tradeshow although it used to be a bigger benefit when more companies and salespeople thought there was value to attend.	6/18/2018 1:55 PM
43	Chance to expand into new markets	6/18/2018 1:54 PM
44	Opportunity to visit with multiple customers in a short amount of time.	6/18/2018 1:53 PM

## Q14 What other benefits or services do you think RPA should provide as a part of your membership dues?

Answered: 17 Skipped: 40

#	RESPONSES	DATE
1	educational videos on how distributors and sales people can learn how to manage end customers and collect information to quote.	6/29/2018 11:01 AM
2	broader distributor contact	6/25/2018 9:11 AM
3	na	6/23/2018 2:03 AM
4	Find a way to get distributors to bring more sales and customer service people to the show	6/22/2018 3:29 PM
5	sales tips in the new world. going after new business, different approaches	6/22/2018 1:40 PM
6	Additional opportunities to engage with distributors and promote one another.	6/19/2018 7:31 AM
7	Has Health insurance been discussed? It's in turmoil and we do have a lot of independent sales personnel who may need a group plan.	6/18/2018 8:38 PM
8	vendor informations and capabilities	6/18/2018 5:46 PM
9	?	6/18/2018 5:14 PM
10	More Vendors with more diverse product	6/18/2018 3:38 PM
11	More attraction	6/18/2018 3:18 PM
12	There are still a lot of small companies; a group medical plan would be great. Health coverage is the largest expense for most businesses.	6/18/2018 3:18 PM
13	You charge too much to attend the convention	6/18/2018 2:38 PM
14	product category supplier listing and contact info	6/18/2018 2:33 PM
15	none	6/18/2018 2:28 PM
16	An online searchable database of manufacturer capabilities, contacts, and min order quantities	6/18/2018 2:05 PM
17	Ideas for increasing new sales people in the industry	6/18/2018 1:59 PM

## Q15 Do you have any other suggestions or comments for the RPA board and staff?

Answered: 22 Skipped: 35

#	RESPONSES	DATE
1	Great job!	7/2/2018 10:55 AM
2	Reinvent its relevancy	6/29/2018 11:09 AM
3	Have it every two yrs period and or a year and half.	6/29/2018 10:33 AM
4	staff works hard and does a nice job at the show; we just need more attendees.	6/25/2018 9:11 AM
5	na	6/23/2018 2:03 AM
6	look at joining with Global Shop/IRCE since they merged and perhaps we could carve out a packaging space in their show? Also look at adding food service distributors and manufacturer's. Food Service is the fastest area of retail packaging and we need to highlight it	6/22/2018 3:29 PM
7	Did a good job this last New Orleans Show, was impressed	6/19/2018 1:41 PM
8	keep ip the great work.	6/19/2018 7:08 AM
9	Evaluate changes to keep the group relevant with the times. Is this format serving us anymore? Might be time to change to a new format? Being a very long time supporter I had a difficult time justifying the expense at the last show due to low attendance by distributors. If it wasn't for being able to showcase new product in a very fast manner to distributors geographically all over the country, I would seriously consider not coming back.	6/18/2018 8:38 PM
10	?	6/18/2018 5:14 PM
11	You could target specific industries and invite their customers / supplier to RPA. For example one year gift wrap, one year ribbon, one year bag.	6/18/2018 3:59 PM
12	We must get more buyers on the floor	6/18/2018 3:38 PM
13	Not at this time	6/18/2018 3:38 PM
14	Scedule the annual show at a time and place that is NOT THE "HIGH BUSINESS TIME" for the Location and Property. Be very price / cost aware of attening the show. The show has become very small and very few New or Young distributor sales people attend.	6/18/2018 3:31 PM
15	None	6/18/2018 3:18 PM
16	our industry is dying	6/18/2018 3:18 PM
17	Perhaps meeting every two years will make topics and the importance of the show gain strength.	6/18/2018 2:51 PM
18	250.00 per person to attend is too much and prohibitive for me as a small business	6/18/2018 2:38 PM
19	Look at doing a 3-4 day RPA cruise. Captive audience, work, play, eat family get-a-way	6/18/2018 2:33 PM
20	I would like to see "experts" discussing new methods of sales training; suggestions on recruitment and maintaining millennials. I'd also like to see discussions on how companies are dealing with increased health insurance costs as well as other escalating costs.	6/18/2018 2:26 PM
21	addition of ASI companies that focus on Food service products.	6/18/2018 2:25 PM
22	Consider merging the show into Global shop by having a seperate area just for rpa exhibitors.	6/18/2018 1:55 PM