

amare safety

COMPANY PROFILE

BETTER BRANDS
BETTER SERVICE



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1.0 Company History / Overview

Amare Safety commenced operations as a supplier of personal protective safety equipment and associated products and services in the Australian market in 1985. It now stands in the marketplace as the leading privately owned Safety House in Australia. This has been achieved through continually refining and improving on our service offering, as well as bringing to the market new products and services from the world's leading product producers.

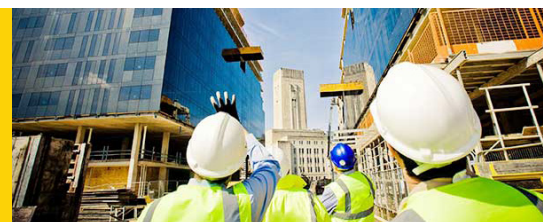
Amare Safety has always strived to maintain its two key objectives since the company was established, that is:

- **To provide the highest levels of customer service in the industry.**
- **To provide our customers with access to the widest choice of the best Personal Protective Safety Equipment on the market, at reasonable and competitive prices.**

Amare Safety recognises that personal protective safety equipment is just that, personal. It is worn by an individual for their personal protection against injury or exposure to hazardous environments. As such it requires an approach and understanding which takes into consideration all aspects of the individual's needs, as well as meeting and complying with the OH&S policies of the organization. Individual staff morale and industrial relations become critical issues in achieving suitable solutions to workplace safety issues. Amare Safety specialises in the supply of P.P.E and is therefore able to provide the specialist support that is required in the supply of Safety Products.

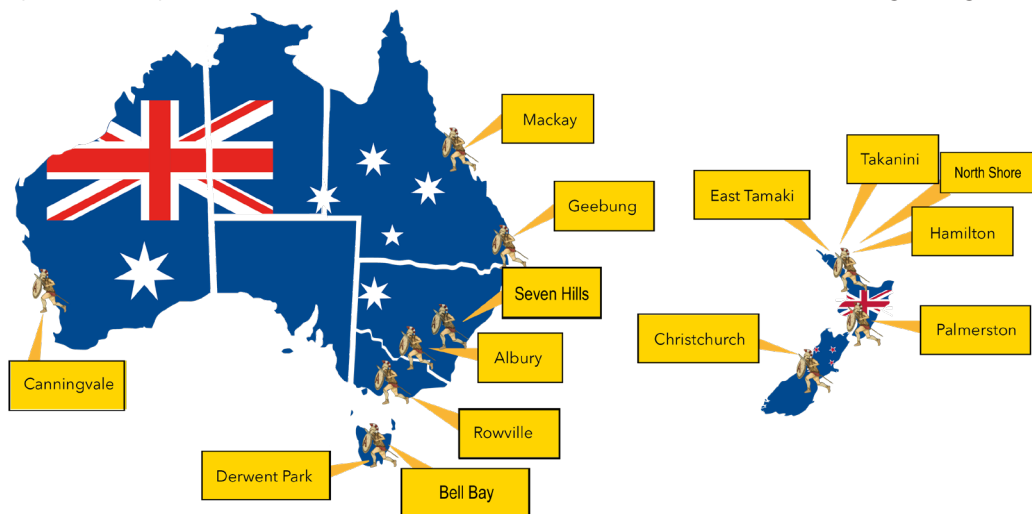
Amare Safety also recognises that personal protective equipment is the last rung on the ladder of "hierarchy of controls" therefore its selection, training for use, and maintenance is critical to the wearer. In many instances the protective equipment provided is the only barrier between the employee and potentially a life threatening hazard.

At Amare Safety we recognise not only the importance of being able to provide the correct technical advice, but also the importance of being able to deliver goods and services on time, every time. As such all of our activities are driven from our customer's perspective and are underpinned by our key objective of: **"providing the highest levels of customer service in the Safety Industry"**. We are very much a customer focused organisation and are exceptionally proud of our service levels. We have provided a number of reference accounts in section 8.0 of this document and all of these clients will testify to our exceptional service capabilities.



2.0 Company Structure

Within Australia Amare Safety has facilities in Rowville Vic, Hobart Tas, Bell Bay Tas, Seven Hills NSW, Albury NSW, Mackay Qld, Geebung Qld, and Canning Vale W.A. In our New Zealand operation we have locations in East Tamaki, Takanini, Hamilton, North Shore, Palmerston North and Christchurch. At each of our branch locations we have a Manager who is responsible for the overall running of the branch and all locations carry significant amounts of inventory in order to service our vast customer base. At our head-office in Rowville we employ a General Manager who is responsible for managing and overseeing the entire business and we also employ an Operations Manager who is responsible for overseeing our logistics. We will continue to explore expansion opportunities and where appropriate will expand our infrastructure in order to meet the demands of our ever growing customer base.



3.0 Products & Services

3.1 Product Range

Amare Safety's product range is selected from the World's leading brands of personal protective equipment. The products we supply are selected giving full consideration to the "duty of care" and "fit for purpose" requirements of our vast customer base.

Amare Safety has access to all of the leading global brands and continually searches the global market for the latest product developments. This ensures that our customer base is exposed to the latest global product technology advancements. In addition to having access to all of the leading global brands we also have our own brand: "Armourwear" which we import directly. This brand includes products from within the eye protection, hearing protection, respiratory protection and hand protection categories. All Armourwear products meet all of the relevant standards, whilst also providing our customers exceptional value for money.

3.2 Embroidery

If lifting your company image and promoting your corporate logo is your aim, we have the solution. Amare Safety offers a complete embroidery and heat-sealing service throughout our entire branch network. In our Rowville, Mackay, Canningvale and Auckland operations this service is managed in-house. In our other branches this service is outsourced to reputable specialist embroidery companies.



3.3 Quality Standards



ISO 9001 QUALITY
Certified System

Amare Safety is ISO 9001:2015 accredited, which ensures that we focus on continuous improvement within our organisation and from within our supply chain. Where applicable all products supplied by Amare Safety are approved to the appropriate Australian Standards. If an Australian Standard is not available, then the appropriate international standard is utilised.

3.4 Warranty

Amare Safety provides all of its customers with implied warranties as per the legislation. We warrant that the goods supplied by Amare Safety are:

- Of merchantable quality.
- Fit for their intended purpose or use.
- Where supplied by description, they are fit for that description

Where Amare Safety provides services we warrant that they are:

- Rendered with due care and skill, and
- Fit for their intended purpose.

In addition to the implied warranties outlined above, our suppliers and support consultants provide additional warranties on their products and/or services that vary depending on the product or service characteristic and its use.

4.0 Supply Methodologies

Amare Safety currently has a number of major supply agreements that incorporate different supply methodologies. Whilst these agreements vary from customer to customer they all have the one overriding objective to: **“Reduce the cost of procuring safety consumables via adding value and or eliminating waste”**. Below is an overview of the various supply methodologies we offer:

4.1 Vendor Held Stock

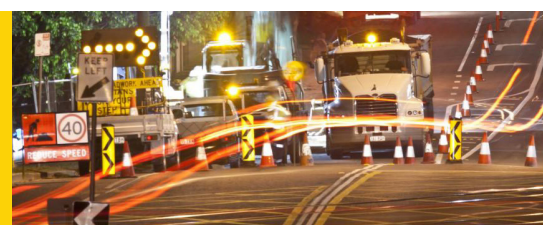
Amare Safety is responsible for managing all stock remote to the Customer's location, and may also be responsible for supplying the Customer's total requirements within an agreed contract specified time period.

4.2 Vendor Managed Stock

The Customer requires some minimum “on site” stock holding, but replenishment is managed and facilitated by Amare Safety.

4.3 Consignment Stock-Amare Safety Managed

Amare Safety initially provide an agreed level of inventory at no charge. As this inventory is drawn down, Amare Safety replenish the inventory and at the end of each month charge the client.



4.4 Consignment Stock- Customer Managed

The process is no different to the Amare Safety managed consignment stock, however the replenishment of the stock is the responsibility of the Customer

4.5 Apparel Management System

Amare Safety can provide an efficient and easy to use online Apparel Management System, which assists our customers in managing employee entitlements of clothing and footwear. This online system prohibits employees ordering over and above their annual entitlements, which ensures costs are managed inline with budget expectations. This can be configured for either dollar spend, or quantity unit restriction.

4.6 Vending Supply

We can provide P.P.E Vending machines, which provide 24/7 access to products, as well as providing a complete audit process regarding consumption. These machines can be set up to report at employee and or departmental level and are generally accessed via traditional employee swipe cards. See below sample image of vending machines that we offer:



This supply methodology provides the following commercial benefits: Reduced usage rates, Access to safety items 24/7, Increased Monitoring, Customized reporting and improved compliance. **Typically you could expect to realise a 30% reduction in consumption rates under this supply system.**

4.7 On Site Supply

If a given customer site is of sufficient magnitude, Amare Safety could supply goods via an on – site facility, resourced by an Amare Safety employee. In essence the facility becomes an extension to the Amare Safety branch network, however is located on our customers premises.

The determination of the most appropriate Supply Management System for each client / site would be accomplished via a structured needs survey, where all stakeholders are interviewed, current processes identified, and consequently recommendations made based on **delivering value for both organisations.**



5.0 Contract Management

Amare Safety has built its success through the ability to develop long-term relationships with our customers, and thereby maximize the outcomes in terms of customer benefits. Whilst the specific components of our various contracts vary from customer to customer, they are all underpinned by a Specific Contract Management approach that ensures the objectives of the agreement are realised.

At contract inception we would typically agree on a set of Key Performance Indicators (K.P.I.'S) that enable us to measure the overall contract performance. Generally these K.P.I.'S encompass the following areas

- **Delivery Performance (I.F.O.T)**
- **Cost Savings Identified and Implemented**
- **Facilitator effectiveness**
- **Spend Reports by company, by costs centre**
- **Credit to Invoice ratio**

These K.P.I.'S are reviewed on a regular basis and they provide not only the platform for measuring contract performance, but also the platform for developing ongoing improvement strategies. Our approach to Contract Management is depicted below:



PLANNING: What are the objectives of the agreement? How might we achieve them? What are the risks?

NEGOTIATION: Fleshing out the details, agreeing obligations, value, reporting requirements, etc.

EXECUTION: Seeking approvals, formalizing and finalizing the contract

MANAGEMENT: monitoring progress, fulfilling obligations, measuring performance, managing variations, etc.

CLOSURE: Actions will depend on whether this stage is an agreement renewal, early termination or natural cessation.



6.0 Communication Platforms

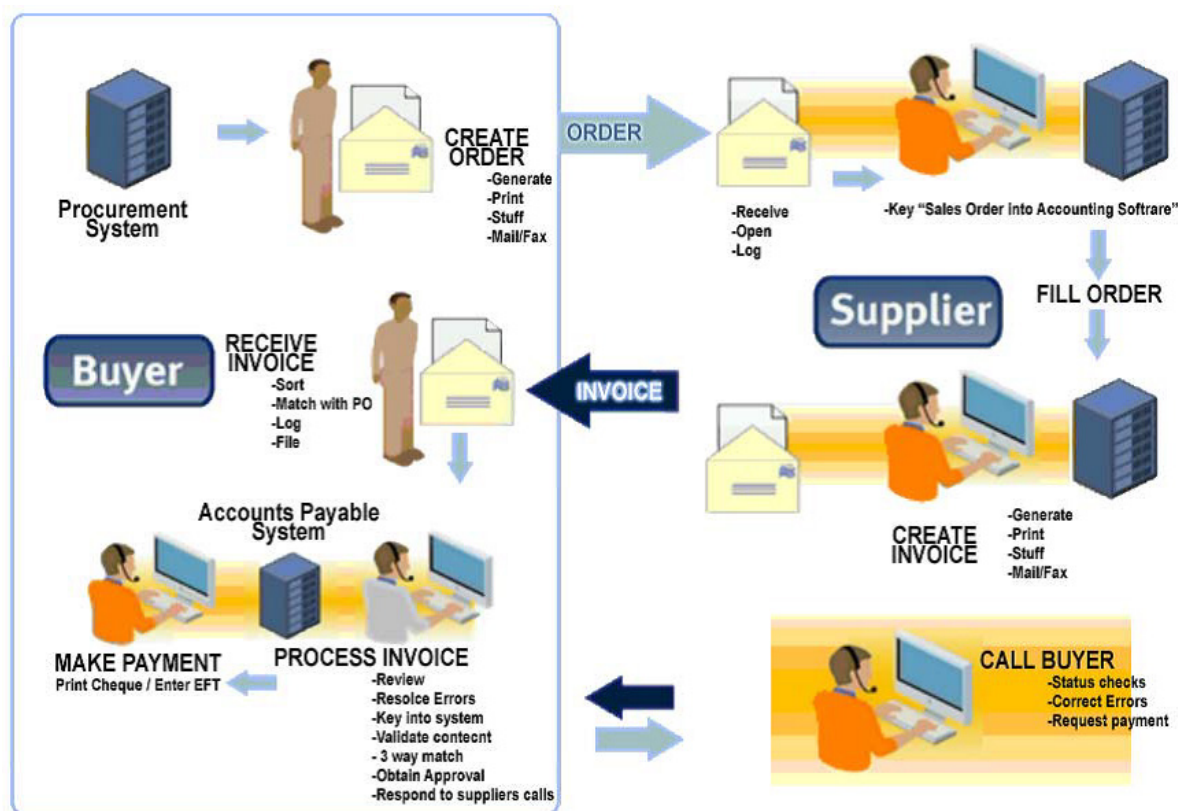
6.1 Web/EDI based Ordering

Amare Safety has a Web Site which can be located at www.amare.com.au. This site is continually being upgraded and in October 2003 we launched our E-commerce trading platform. This platform operates in secure web-based environment and provides the following functionality:

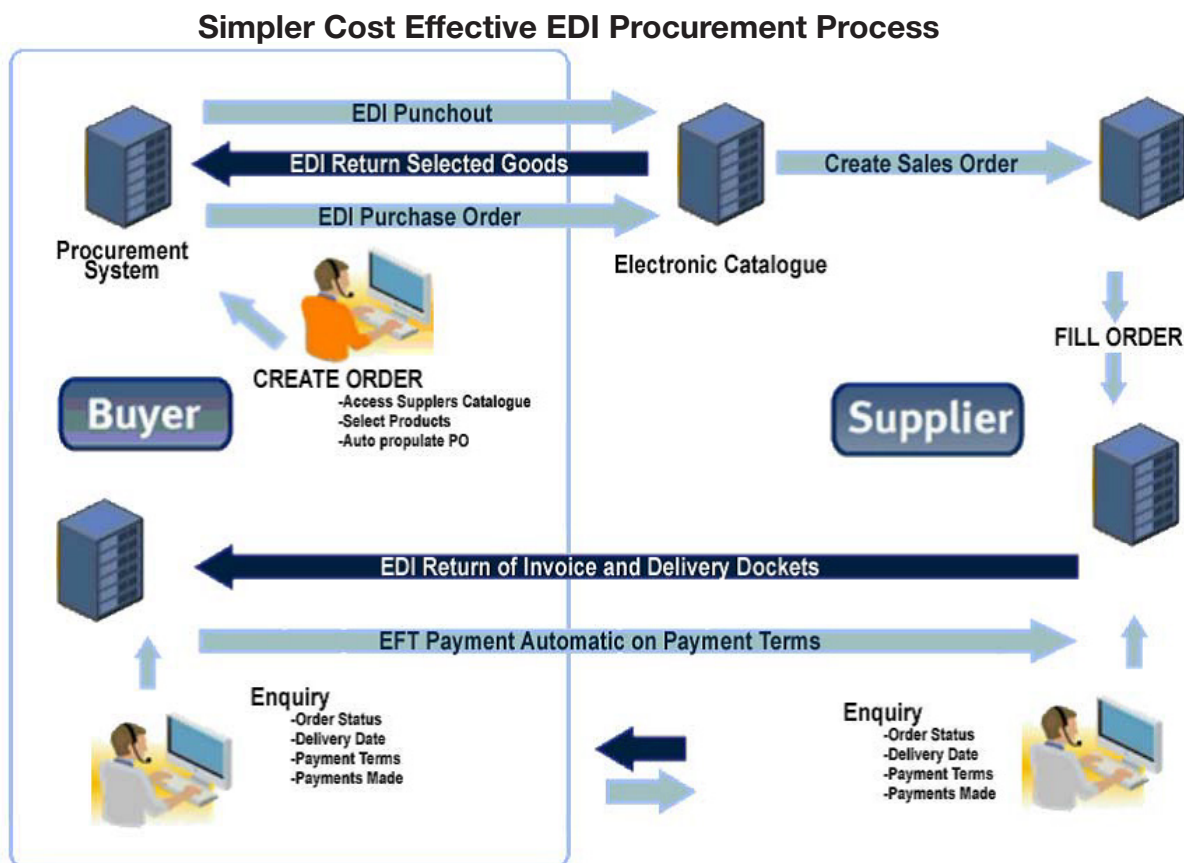
- Company, site, or user specific catalogue, complete with contract pricing
- Order placement & order receipt advice
- Order history, back order tracking
- Stock availability
- Outstanding invoice reporting
- Product consumption reporting
- Favourites / frequently ordered templates
- Search & related products functional
- EDI Integration with programs such as Ariba, Coupa etc

Our system can be fully integrated into all major ERP systems. Not only does this save time and money it ensures prompt and accurate order processing and invoice receipting is achieved at all times. The system can be configured to suit specific customer requirements. Depicted below are two images, one depicting the traditional manual procurement process and the other depicting our fully integrated EDI procurement process:

Traditional Manual Procurement Process



AN INTRODUCTION TO AMARE SAFETY



6.2 Electronic Funds Transfer

Amare Safety is capable of processing payment via electronic funds transfer in order to speed up the payment process.

6.3 Invoicing Capabilities

Amare Safety recognises that a key element in the reduction of our customer's overall costs relates to the Order and Acquiring process and we offer the following services in this regard:.

- **Order Receipt**
While Amare Safety can receive orders in the traditional manner of phone / fax / mail, its preferred option is via the internet, since all data is transmitted with no manual intervention from our Customer to our Warehouse.
- **Acquitting of Invoices**
Amare Safety can process invoices in the traditional "one order, one invoice" method, or by more cost effective methods, such as:
 - Agreed duration single line invoice accompanied by a Transaction Report (split by Customer Cost Centre) provided on disk or electronically.
- **Remittance of Funds**
Amare Safety can accept payment in traditional forms, but also has the capability of receiving via EFT, supported by agreed transaction advice.
- **Credit Card Facilities**
Amare Safety also has the ability to transact using all major credit cards. e.g.: Visa, MasterCard, etc.



7.0 Added Value Services

Amare Safety offers a wide variety of added value services, which are designed to assist our customers with the procurement of safety goods. Detailed below is an overview of the various services we can offer in this regard:

7.1 Rationalisation / Standardisation Processes

Amare Safety is able to assist its customers with a structured and fully documented approach to product rationalisation and standardisation. This ensures that all products used are “fit for purpose” thereby ensuring maximum life cycle is achieved from selected products. **This approach ensures that total product costs are reduced.**

7.2 Product Selection and Advice

A key issue in maximising the value of Safety Equipment and ensuring its ongoing compliance with the appropriate standards is the correct selection of safety products for the given task. Amare Safety personnel have collectively in excess of 250 year's experience in the safety industry and are therefore extremely competent in this regard. This ensures that at all times the products used are fit for purpose, which inturn **reduces the total cost of your safety spend.**

7.3 Training Services

In many cases now it is no longer acceptable to issue safety consumables without providing the appropriate level of training in regard to use, care and maintenance of the product. Amare Safety is able to assist with a variety of training formats as outlined below:

- **Tool Box Talks**

The focus of training at this level is on functionality of the products selected by a given site and correct maintenance procedures to ensure proper product performance and maximum product life cycle.

Tool Box Talks are generally conducted in support of customer PPE policy decisions, to obtain greater wearer acceptance and in an effort to reduce consumption.

- **Competency Based Training**

Amare Safety can assist in the provision of higher level training, structured around Competency Based Training methods. The focus of training at this level is on the individual's knowledge and understanding of the relevant issues discussed and demonstrated during the training session.

Assessment of an individual's competency is made through responses to questionnaire and practical sessions and follows a pre-set format. In most situations, sessions can be tailored to suit individual site requirements if necessary.

Training at this level is by arrangement and shall be provided by trainers with the following skills and resources:

- Train the Trainer qualifications
- OEM certified in use, care and maintenance
- OEM certified training programme/package

The costs associated with the provision of Competency Based Training will be agreed with the respective customer prior to commencement.



7.4 Cataloguing

Amare Safety has a comprehensive product catalogue. Copies of this catalogue can be made available to all relevant personnel on site. Our catalogue is also available on line at www.amare.com.au. Site specific brochures can also be produced which ensures that only site approved products are promoted on site.

7.5 Reporting Capabilities

Amare Safety can provide a wide variety of reports. In essence our reporting capabilities are only limited by the amount, and segmentation of data provided by our customers. Typically we can provide ongoing statistical data covering the following key areas:

- **expenditure reports (by company, product and cost centre)**
- **delivery performance**
- **cost savings identified and implemented**
- **facilitator effectiveness**
- **credit to invoice ratio**
- **transaction activity reports**

All reports are available in either hard copy or electronic version which can be emailed on a regular basis.

7.6 Technical Support

Amare Safety has over 250 years of collective industry experience within its management, head office and field support staff. As such we can assure our clients that they will receive the correct support and guidance at all times. Where applicable and appropriate our sales force is accredited by the respective OEM suppliers and are also accredited under the VIOSH safety training program.

In addition to our in house capabilities Amare Safety enjoys the very strong support of our key suppliers for training, fieldwork support and technical advice. These key suppliers include: 3M, Uvex, Bolle, MSA, Scope, Moldex, Honeywell, Ansell, Best Gloves, Sundstrom, Scott, Oliver, Blundstone, Steel Blue, Bilsley, DNC, Prevor, Brady, etc.

7.7 Consultancy Services

Amare Safety has developed close relationships with a number of consultants and OH&S professionals who can provide very specific advice, technical support or training. Dependant on the services or support required charges may be applicable.



8.0 Reference Accounts

Amare Safety is proud to list the following accounts as reference accounts:

Account Name	Description of goods & services provided
Toyota Motor Corp	Supply of General P.P.E, Footwear and Gloves under a “Just in Time” supply methodology.
Dept of Defence	Supply of Footwear & Miscellaneous P.P.E
Tasrail	Supply of General P.P.E, Work clothing and Footwear
Australian Contract Mining	Supply of Footwear, Gloves & Miscellaneous P.P.E
RUC Cementation Mining Contractors	Supply of Chemical burn first aid solutions
CQ Field Mining Services	Supply of Work Clothing, Footwear & P.P.E
Huon Aquaculture	Supply of P.P.E, Work Clothing. Footwear & Signage
Tasmanian Fire Services	Supply of Respirators & Fire-Fighting boots
Dept of Environment Land Water & Planning	Supply of Fire-fighting boots, Gloves & P.P.E via an Amare Safety managed supply system
Mackay Regional Council	Supply of Work clothing and Miscellaneous P.P.E
Country Fire Authority	Supply of Fire Fighting Boots, and general P.P.E
Alcoa Aust	Supply Chemical burn first aid solutions
City of Melville	Supply of P.P.E & Gloves
New South Wales Fire Brigade	Supply of Specialist gloves and general P.P.E
Rio Tinto	Supply of Chemical burn first aid solutions
Rio Tinto Kestrel	Supply and lease of Vending Machines
Metropolitan Fire Brigade	Supply of Fire Fighting Boots, and general P.P.E
Chassis Australia	Supply of General P.P.E, Footwear and Gloves
Yarra Trams	Supply of Work Clothing, Footwear, Gloves and P.P.E. All orders are transmitted via our B2B ordering platform
Warrnambool Cheese & Butter Factory	Supply of P.P.E, Gloves, Footwear and Work clothing.
Hospira	Supply of P.P.E, Footwear & Clean Room garments.
Royal Botanical Gardens	Supply of Corporate Uniforms. All orders are transmitted via our B2B ordering platform
Powercor Network Services	Supply of Footwear, Cold weather clothing, Gloves and P.P.E. All orders are transmitted via our B2B ordering platform
Hella Australia	Supply General P.P.E, Footwear, Clothing and Gloves
Worksafe Victoria	Supply of P.P.E, Footwear, Clothing and gloves. All orders are transmitted via our B2B ordering platform
Boom Logistics	Supply of P.P.E, Footwear, Clothing and gloves. All orders are transmitted via our B2B ordering platform
Victoria Police	Supply of Chemical burn first aid solutions & Wildfire Kits
Dept of Immigration & Border Protection	Supply of specialist footwear, disposable products, hearing protection
Dowell Windows	Supply of eyewear, hearing protection and safety footwear

If required we would be pleased to furnish contact details for the above accounts.

