



Capabilities Statement

Complete Belting Solutions Pty Ltd

Version 2 (2017)



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Capability Statement 2017

ABN 11 130 505 378

Company Profile

Quality, ingenuity, reliability, competitiveness and customer satisfaction.... these are just some of the values that Complete Belting Solutions Pty Ltd (CBS) strives to uphold.

CBS is an Australian owned company specialising in:

- the design, manufacture, service and supply of conveyor and bulk handling products that meet the highest industry standards;
- full scope asset maintenance and management;
- mechanical servicing;
- engineering and fabrication; and
- the provision of expert technical advice.

Established in 2008, CBS has experienced exponential growth that has seen us develop quickly from mere conveyor belt re-sale and service provision, to a full integration and diversification of our product and service offerings in order to create one of the only independent one-stop-shops for all mechanical and bulk handling needs in Australia. In support of these offerings, CBS has fully equipped workshops specifically dedicated to the relevant division, including engineering and fabrication, fitting and machining, conveyor componentry manufacture and polyurethane moulding.

The CBS brand boasts various product ranges and our comprehensive service capabilities include multiple disciplines.

CBS has extensive experience across all processing industries, at a range of sites, and has come to establish itself as a leading provider of expert conveyor and mechanical asset management services, including maintenance and reliability, as well as operations support. CBS recognises that effective asset management is critical, and gears its maintenance focus on extending asset life and operational efficiency, reducing unplanned downtime and decreasing maintenance costs.

The CBS Vision and Values

CBS's vision is to become the recognised preeminent creator and supplier of quality and innovative conveyor and bulk handling products and services in Australia and international markets. We also seek to establish ourselves as a leading provider of expert asset management and maintenance services

We are a customer-focussed company that develops and delivers innovative solutions to our customers to help them achieve operational efficiency while minimising costs and upholding our commitment to safety, efficiency and the environment. We aim to achieve operational excellence, which will underpin sustainable and profitable growth. We are also committed to the provision of superior technical service and advice, supported by rigorous knowledge, skills and problem solving training for all technical staff.

CBS's commitment to our core values of *quality* of products and workmanship, *reliability* of our products and work performed, *innovation* in our thinking and design, as well as *customer satisfaction* sets us apart from our competitors.

We pride ourselves on the importance we place on ensuring that every site achieves the most longevity possible out of its conveyor belts and systems. This approach has seen us awarded various multi-site service and supply contracts, and we have a proven record of increasing operational efficiency while minimising costs.

These commitments, coupled with our extensive range of products and services, makes CBS confident that we can offer any site the most practical and cost effective product and technical solutions to meet the most challenging of requirements.

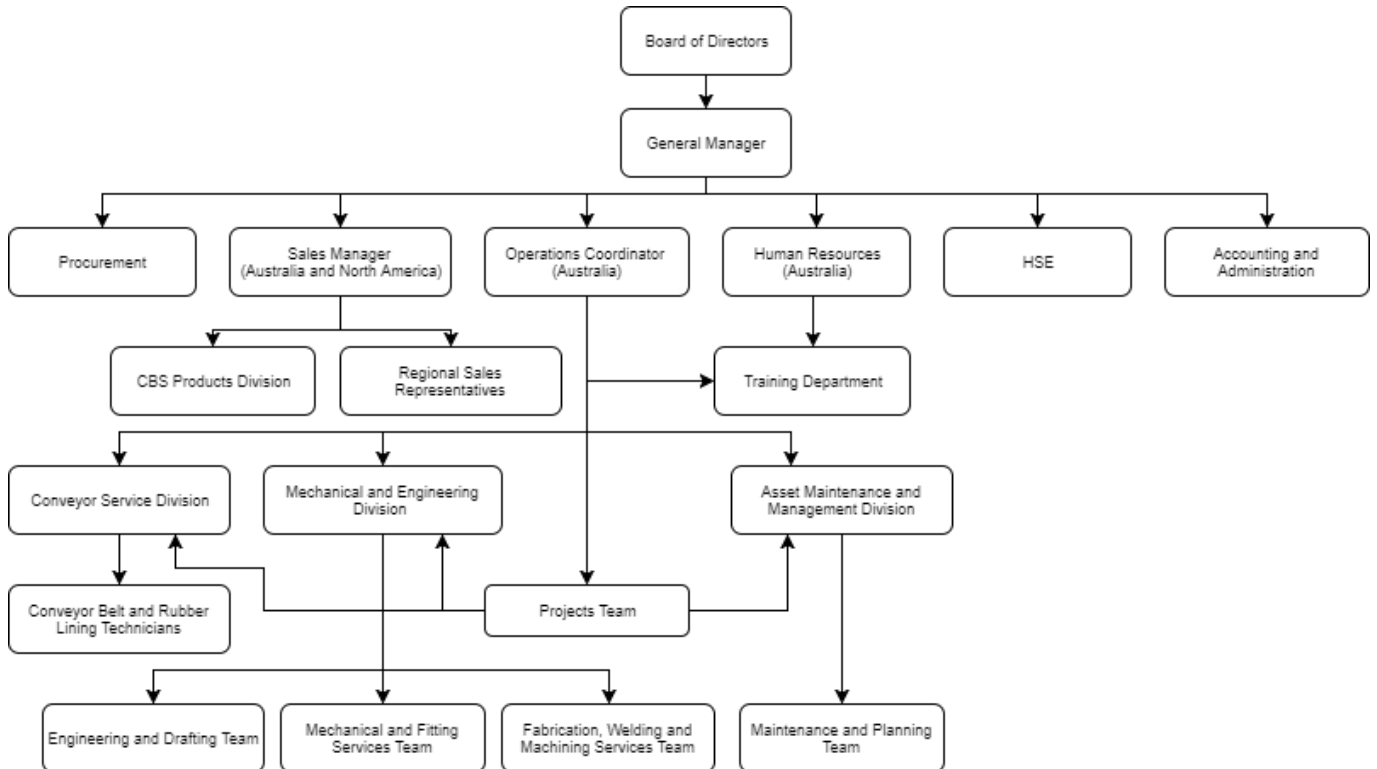


Our Organisation

CBS provides extensive product and service solutions through its network of metro and regional operations across Australia.

Our head office is located in Melbourne, Victoria at Derrimut.

Corporate Structure



Our People

CBS recognises that a business is only as good as its people, so we invest heavily in the development and retention of our employees, as well as strive to provide them with a safe, dynamic and challenging environment.

CBS retains quality employees by offering flexible working arrangements, providing both in-house and external training programs, fostering career progression and rewarding employee achievements.

This approach has seen us cultivate a team culture that values skill, high performance, cohesion, loyalty and stability. This culture is also supported by CBS's leadership and day to day operational style.

Traineeships

CBS believes in the nurturing of new talent and makes significant investment in the education and development of its trainees. Traineeships form a key part of CBS' recruitment strategy, which is based on the notion that being trainee-focussed (note - we employ trainees of all ages and life stages) gives us the advantage of being able to instil CBS values and work ethic from the outset, resulting in knowledgeable, professional and highly-skilled employees that establish lifelong successful careers, with many original trainees now holding senior positions within the company.



CBS Capabilities

Products

The Complete Belting Solutions Pty Ltd product range is synonymous with quality and innovation. Every product is manufactured using quality materials and carefully tested to ensure durability and longevity. You will appreciate our focus on quality, ingenuity and craftsmanship as you achieve the best life and reliability out of all of our products.

CBS offers a range of products under the CBS brand, including:

- CBS Rubber Conveyor Belts
- CBS Conveyor Belt Cleaners
- CBS Rollers
- CBS Specialised and Lightweight Conveyor Belts
- Assorted Conveyor System Componentry (e.g. Pulleys, Impact Beds, Elevator Buckets, etc)
- Rubber Sheeting
- Skirt Rubber
- Capping Rubber
- Ceramic Linings and Lagging
- Anti-wear Products
- Polyurethane Moulding
- Screening Panels
- Spray Nozzles
- Conveyor Frames
- Splice Kits
- Fasteners and Adhesives
- Conveyor Safety Products

Services

Conveyor Services and Solutions

CBS can also fulfil any conveyor system service work and maintenance requirement from installation to repair. Our commitment to quality workmanship and customer satisfaction has earned us a reputation as being industry leaders in terms of professionalism, safety and efficiency. This sets us apart from our competitors – what they consider “going above and beyond” we consider standard practice.

Installation services include:

- Conveyor Belt Splicing – from specialised through to heavy mining
- Pre-works on new conveyor belts to prepare ends and/or create longer endless belt lengths for easier installation
- Roller installation
- Conveyor Belt Cleaner installation – includes onsite installation training
- Conveyor Frame installation
- Conveyor System installation
- Water Management System Installation
- Skirting Rubber replacement and assemblies

Repair and maintenance services include:

- Hot Splice Conveyor Belt repairs
- Cold Splice Conveyor Belt repairs
- Conveyor Belt Clip and Mechanical Fastener repairs
- Conveyor Belt Cleaner service and repairs
- Pulley Repairs
- Conveyor System maintenance
- Skirting Rubber adjustment
- Total Conveyor Maintenance Services

Other services include:

- 24 Hour Emergency Breakdown Service
- Scheduled Conveyor Maintenance
- Full Chain Management
- Integrity testing of conveyor belts, rollers, pulleys and rubber lined vessels
- Conveyor Belt Thickness Testing
- Inspection and reporting on used conveyor belts to assess effectiveness
- Inspect issues with conveyor belts, identify causal factors and make recommendations

24/7 Service

CBS offers a 24 hour call out service. This is supported by an on-call roster, as well as every service vehicle being geared with all tools and equipment necessary to complete any maintenance/repair task, ensuring the quickest response times possible.

Asset Maintenance and Management

CBS has come to establish itself as a leading provider of expert asset management and maintenance services, including maintenance and reliability, as well as operations support. CBS recognises that effective asset management is critical, and gears its maintenance focus on extending asset life and operational efficiency, reducing unplanned downtime and decreasing maintenance costs.

Due to its commitment to quality and reliability, CBS has been awarded various multi-site service and supply contracts with major companies and has a proven record of increasing operational efficiency while reducing costs. Based on this, CBS is confident that it can offer any site the technical expertise and products required to meet the most challenging of requirements.

Services include:

- Maintenance Planning and Scheduling Implementation
- Shutdown Management
- Anti-wear Solutions, including:
 - Lining and Lagging (onsite or in a CBS workshop)
 - Blasting, Painting and Spraying (onsite or in a CBS workshop)
 - Cutting
 - Repair and Refurbishment Services (onsite or in a CBS workshop)
- Onsite Audits and Mapping
- Labour Hire
- Equipment Hire

Mechanical and Engineering Services

CBS's range of mechanical and engineering services fully complements our conveyor and asset management and maintenance divisions by further ensuring our ability to provide the most timely and cost-efficient solutions to meet any customer requirement.

We have a team of qualified and experienced mechanical fitters, engineers, draftsmen, boilermaker / welders and machinists that can provide a range of services, including:

- Mechanical and Fitting Services
- Machining Services
- Fabrication and Welding
- Engineering and Drafting
- Project Management

Geographic Capabilities

CBS offers its products and services Australia-wide. This is supported by our network of metro and regional operations across Australia, which have the capacity to service even the remotest of areas with our mobile crews.

CBS also offers FIFO and DIDO contract services for remote areas.

Technical Skills and Experience

Qualified CBS conveyor service technicians have a minimum of 2 years' experience in addition to their traineeships.

Our qualified mechanical fitters and boilermaker / welders boast a minimum of 3 years' experience

All CBS service employees are required to complete regular in-house skills training and attend industry best practice information sessions conducted by senior technicians and tradesmen to ensure that their knowledge and skill base is maintained and constantly improving.

All CBS service employees have the following qualifications and licences:

- Relevant trade qualification (where applicable)
- Elevated Work Platform
- Working Safely at Heights
- Confined Space Entry
- White Card

CBS has experience across all industries, at a range of sites across Australia, and has the capacity and capability to perform any work, from a one-man job to major projects. W

Work that CBS undertakes regularly includes:

- Project work
- Shut down work
- Major installations
- Major refurbishments
- Full conveyor system design

Advantages of Using CBS

There are numerous advantages the benefit our customers when they choose CBS, including but not limited to:

Quality and Reliability

CBS prides itself on its quality workmanship and the reliability of any work performed. CBS can confidently state that the quality and reliability of our work is second to none, with first time customers are always impressed by the standard of our work as compared to our competitors.

Commercial Value

In addition to quality and reliability, the primary goal of CBS in relation to its products and services is to increase operational efficiency while reducing costs.

Short vs Long Term Cost

CBS recognises that our price point is located at the higher-end the market, however, the commercial advantage of using CBS lies not in the initial cost, but in the long term cost savings for our customers generated by the importance we place on ensuring that every site achieves the most longevity possible out of its conveyor belts and systems. We actively seek to identify and remediate small issues before they create larger and more expensive problems. We also provide site specific recommendations and solutions as to how to increase the longevity and reliability of the conveyor systems. Additionally, CBS will not advise a customer to replace something where it is more cost efficient for them to repair. Finally, we reduce a customer's long term costs by finding and rectifying the root cause of issues that result in damage or failure so as to prevent them from happening ever again – we do not simply repair the damage or replace the affected component and wait for it to reoccur.

Proven Track Record

This approach has seen us help many sites spend significantly under their budgets – most notably one of the major recycling companies that we service, where we have achieved a 32% reduction in its annual conveyor costs across their Victorian plants.

Working Customer Relationships

CBS always seeks to develop strong working relationships with its customers – in our experience this ensures that the best outcomes are achieved, particularly in relation to the identification and management of issues.

Quick Response Times

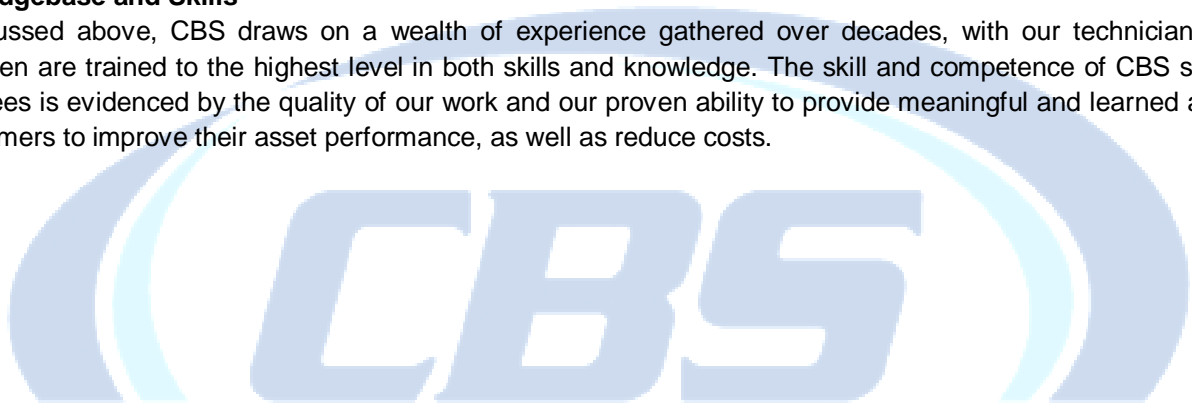
CBS has an “immediate response” policy for call outs. This is supported by our 24/7 service, as well as by each of our service vehicles being geared with all tools and equipment necessary to complete any maintenance/repair task, ensuring the quickest response times possible.

CBS Does More than its Competitors

CBS is committed to providing the highest standard of customer service across all facets of the company. In terms of performing works for customers, this translates into a commitment to provide the most “hassle-free” and efficient service possible.

Knowledgebase and Skills

As discussed above, CBS draws on a wealth of experience gathered over decades, with our technicians and tradesmen are trained to the highest level in both skills and knowledge. The skill and competence of CBS service employees is evidenced by the quality of our work and our proven ability to provide meaningful and learned advice to customers to improve their asset performance, as well as reduce costs.



Complete Belting Solutions

Management Systems

Workplace Health and Safety

CBS is committed to the safety of both our employees and those affected by our work. CBS views safety as a major priority and requires that it must be considered during all work performed on our behalf. We have an exemplary safety record with no workplace incidents reported in the last 6 years.

All CBS employees have been trained in safe work practices (particularly CBS's risk assessment procedure "Take 5"), as well as the safe use of all service equipment, which is subject to regular safety testing.

CBS' safe work system has been implemented in compliance with WHS legislation and pursuant to the framework set out by AS/NZS 4801:2001.

All employees are fully engaged with the system and are made aware of their responsibilities through CBS and site inductions, toolbox meetings and Job Safety and Environment Assessments (JSEA).

Quality Assurance

CBS is committed to the highest quality standards in relation to all of our products and services in terms of both regulatory requirements and customer quality expectations. To support this commitment, our quality control systems are regularly audited and reviewed for improvement potential.

All CBS products are manufactured to meet the relevant Australian and international standards.

The CBS conveyor belt factory has been certified to meet the ISO 9001:2008 quality standard, while our other production facilities are in the process of obtaining certification under the ISO 9001:2015 standard.

Environmental Management

CBS is committed to leading the industry in the minimisation of the impact of its operations on the environment.

This commitment is achieved through the implementation of the *CBS Environmental Management Strategy* which:

- ensures compliance with state, federal and international environmental legislation
- implements the *CBS Waste Minimisation Plan* which minimises waste by evaluating operations and ensuring they are as efficient as possible
- minimises toxic emissions through the selection and use of our fleet and the source of our power requirement
- actively promotes recycling internally, as well as amongst its customers and suppliers
- sources and promotes a product range to minimise the environmental impact of both production and distribution
- implements an accredited program to offset the greenhouse gas emissions generated by our activities
- ensures environmental considerations are taken into account in investment decisions

To support this commitment, this strategy is monitored and regularly reviewed for performance assessment and improvement potential.

Our Clients and Industries

CBS services an extensive client list from an array of industries, including:

- Mining
 - Gold
 - Minerals
 - Metals
 - Coal
 - Iron Ore
 - Bauxite
- Quarrying
- Recycling
- Fertiliser Plants
- Grain
- Forestry
- Steel
- Agriculture
- Manufacturing
- Engineering
- Food
 - Abattoirs
 - Food manufacturing



Complete Belting Solutions



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