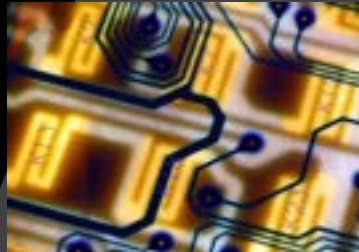
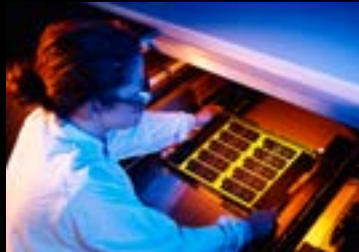




## Fire detection and alarm systems





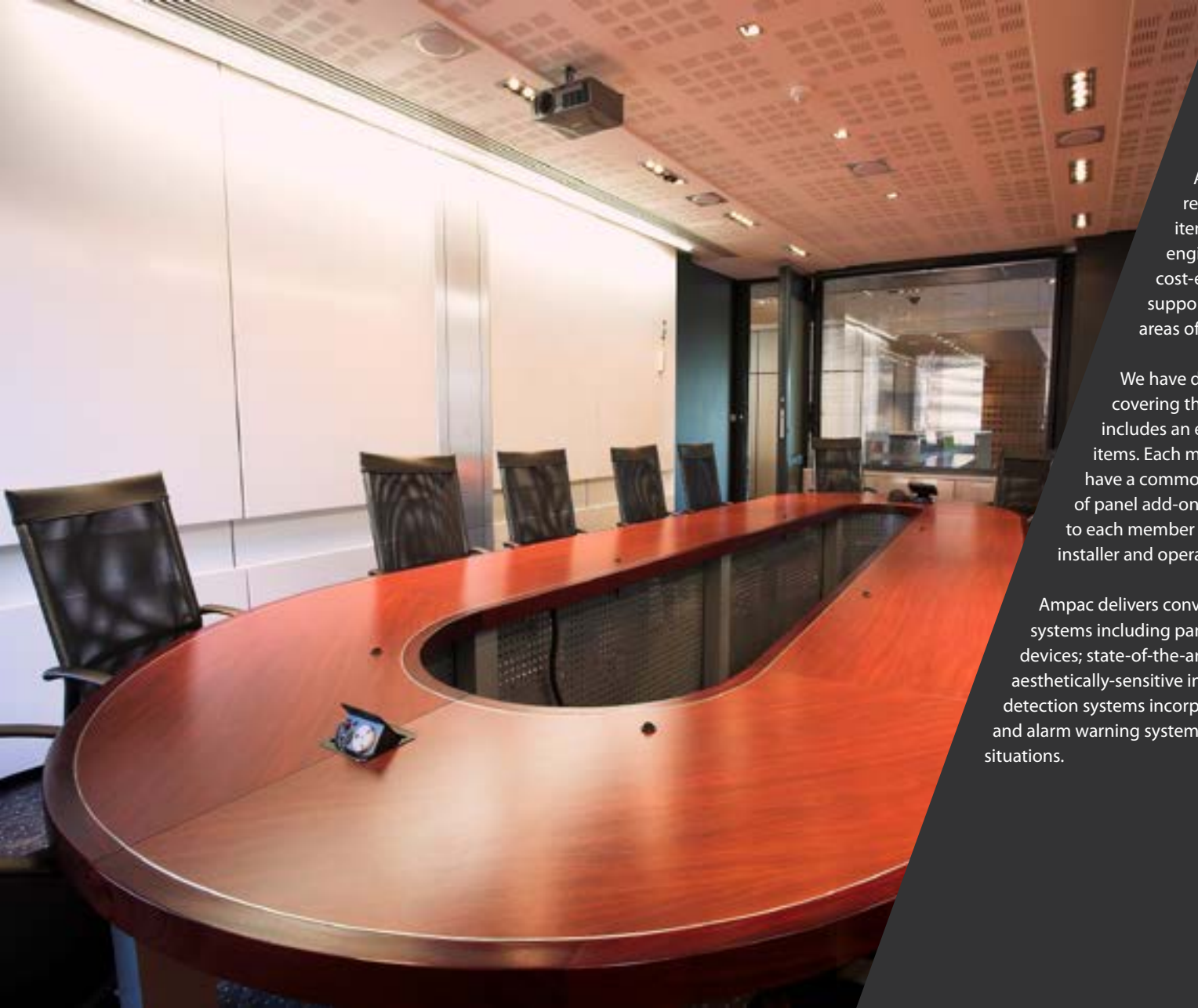
## OUR GLOBAL BUSINESS

Ampac designs, manufactures and distributes world-leading fire detection and alarm systems for commercial, industrial and multi-residential complexes. Since 1974, we have been committed to growing the scope and effectiveness of our business throughout the world by always focusing on factors that build long term success and continually improving them. As a result, today we are the largest independent in the industry.

As we have grown, so has the breath of our customer base and the number of countries in which we operate. Ampac continues to target key global markets with a clear understanding of local requirements and statutory regulations. While the majority of the systems continue to be designed and manufactured in our prime manufacturing facility in Australia, our operations have spread further afield.

Our key markets now include Australia, New Zealand, South East Asia and the United Kingdom, operating through Ampac local offices, Cranford Controls, Accredited Ampac Distributors and our Global Alliance Partners.

Developing unparalleled customer partnerships is at the forefront of our position to be 'World Leaders of Innovative Solutions in Fire Detection and Alarm Systems'.

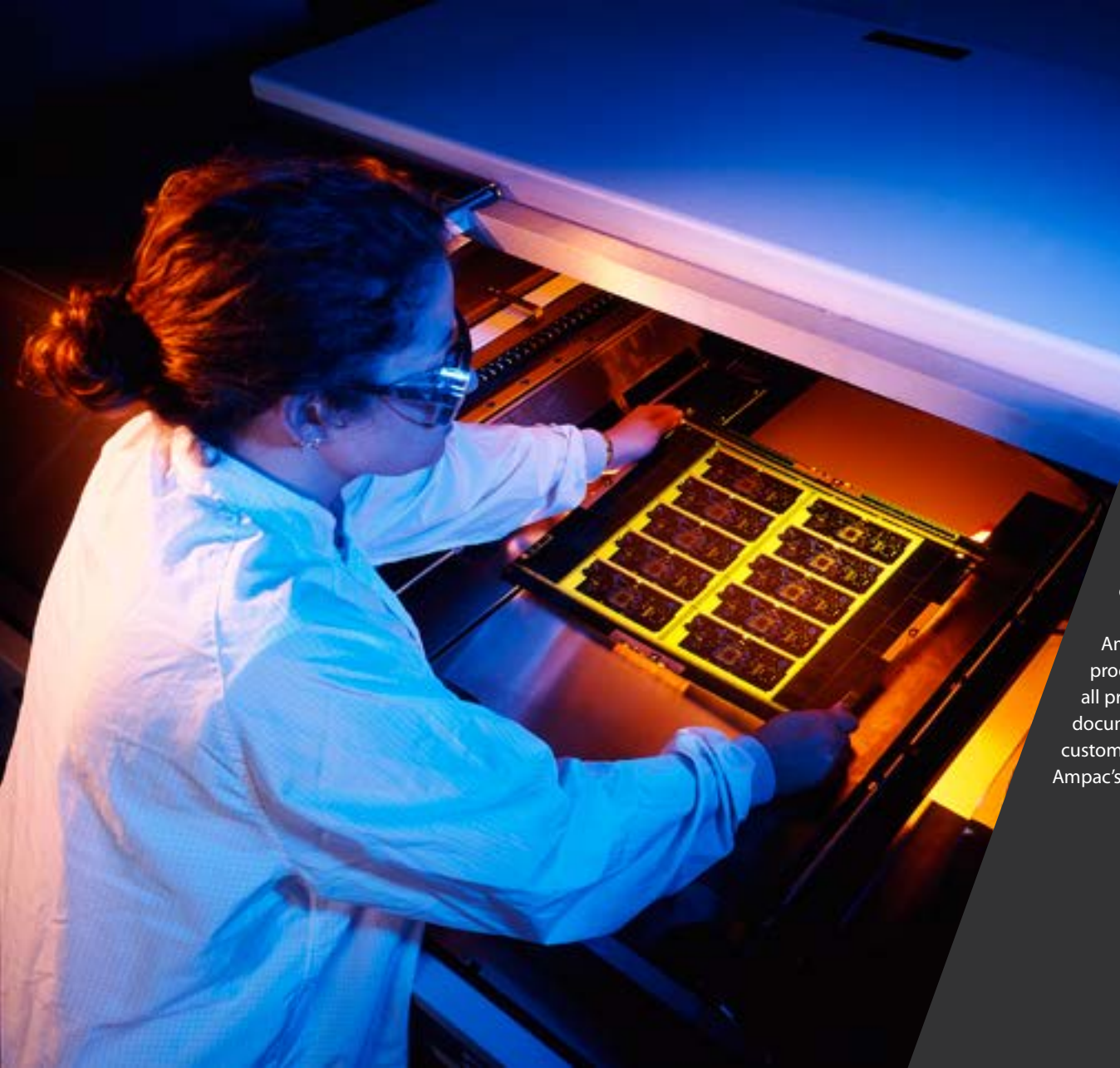


## OUR SOLUTIONS

Ampac provides global solutions tailored to any customer requirement. From fully networked systems to ancillary items, our ability to harness the group's extensive engineering resources provides you with outstandingly cost-effective solutions. Our unique selling proposition is supported by long term experience and expertise in all key areas of fire detection and alarm systems.

We have developed an extensive family of products covering the fire detection and alarm system sector. This includes an extensive portfolio of compatible ancillary items. Each member of the product family is designed to have a common look and feel and support the same family of panel add-ons. This common look and feel extends down to each member of the family having the same or similar installer and operator interfaces.

Ampac delivers conventional and intelligent fire alarm systems including panels, detectors and audio-visual devices; state-of-the-art wireless fire alarm systems for aesthetically-sensitive installations; high sensitivity smoke detection systems incorporating the latest laser technology; and alarm warning systems for emergency evacuation situations.



## OUR RESEARCH & DEVELOPMENT

Ampac's success past and future is reliant on its total commitment towards research and development. Our optimism for the future is based on steady, strong growth in new and existing markets. We continue to grow through close long term business relationships and strategic alliances. Our relentless pursuance of innovation is clearly evident through the expansive range of products developed over the last thirty years and new products due for future release.

Ampac's research and development commitment has contributed towards its continued success. The annual reinvestment of profits into researching and developing tomorrow's products and solutions is a clear demonstration of the future vision of the company.

Ampac follows an integrated product development process for all product development. The process ensures all products are designed to meet market expectations as documented by sales and marketing through market and customer feedback as well as cross functional teams within Ampac's entire organization.



## OUR MANUFACTURING

Ampac is an accredited quality company to ISO9001 certification which continually ensures world class manufacturing practices. Operating in a global marketplace, quality is a factor that we will never compromise at any cost.

We have recently moved into new premises as a result of our global expansion plans and new product releases to worldwide markets. At over 6000 sqm, the new building is the largest fire alarm and detection manufacturing facility in the Australia/New Zealand region.

Ampac also understands that ongoing investment in high quality production machinery must be continued to maintain competitiveness and flexibility in a global market. State of the art PCB machines produce high quality boards on a continuous basis while maintaining the highest quality and lowest defect percentage in the industry.

Ampac operates a professional supply chain which is responsible for the reliable supply of key components sourced globally from selected quality suppliers. High level partnering performance contracts with key suppliers and subcontractors ensure that our partners grow with our business and adopt Ampac's core operating principles.



## OUR CUSTOMER SUPPORT

Ampac operates and maintains a professional Customer Technical Support (CTS) infrastructure to service our global customer base. Our services include: telephone helpline; onsite technical support; software upgrades; commissioning services; product information; sales queries; warranty management; and emergency support.

Ampac's company philosophy centres around comprehensive 'Life Cycle Product Support' encompassing the entire product time line. This ensures our customers have peace of mind and trust in a brand that stands by its commitments to quality, and the convenience of total support during the entire product life cycle.

In order to qualify as an Ampac Partner, our Accredited Distributors and Global Alliance Partners are fully trained and up to date with our technology and support levels. Our Professional Development Services (PDS) provide accredited training courses, conducting over 4000 man hours of customer training on an annual basis across Australia alone. Ampac is also targetting Registered Training Organisation (RTO) status which will be a first for the fire industry.



## OUR PEOPLE

People are the heart of Ampac. They are the driver of our passion, growth, inspiration and innovation. We reward and nurture our people, knowing that a successful company results largely from quality people. The loyalty of Ampac's employees is reflected in our low rate of staff turnover. This is just another indicator of the strength of the business where our people revel in the opportunities and autonomy given, and where all have a personal stake in the effectiveness of the business.

Ampac people are acutely aware that they are part of a company that offers unique opportunities. This is reflected through our clear focus on the customer by providing the latest technology and engineered solutions. In order to provide this professional service, each employee is inducted into a continuous professional development program encompassing technical training as well as customer service management.

Continuous improvement is always at the forefront of our minds. No matter what the role, every Ampac team member is charged with the responsibility of discovering better ways to work efficiently and continually meet the needs of our customers.

## OUR BUSINESS WORLDWIDE

The Ampac Group of Companies specialise in the design, manufacture and distribution of world leading fire detection and alarm systems for commercial, industrial and multi-residential complexes.

We at Ampac, strive to maintain and improve the vitality of our customer relationships for it is through understanding the needs of our customers that we can truly achieve sustained long term growth. Our aim is to ensure that the entire Life Cycle of our products is supported by our comprehensive After Sales Service. It is a business we are very passionate about.

Along the way, we have gained the reputation of a company that operates with integrity coupled with a clear focus and commitment-providing customers at every level with superior customer service. It is a philosophy we continue to approve upon.

Ampac is a business focused on long term growth. Whilst we always consider the implications on a wider scale, no detail, imperative for the success of any undertaking, is compromised

● Australia

● Europe, Middle East & Africa

● South East Asia & America

● New Zealand





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