

Summary

Newcastle Weighing Services Pty Ltd. was established in 1976 to provide high quality weighing equipment and services to customers located throughout the Newcastle, Hunter and Central Coast regions. Since its foundation, Newcastle Weighing Services Pty Ltd. has expanded to provide equipment and services in the retail, heavy industrial, point of sale, metrology and computerised weighing systems areas.

The company currently employs 30 staff in six distinct divisions:

- ▶ Sales
- ▶ Service
- ▶ Administration
- ▶ Manufacturing
- ▶ Information Technology
- ▶ Equipment Hire

The Information Technology Division was established in 1984 and since this time has designed, developed and commissioned world class PC based weighing systems throughout Australia and New Zealand.

The Company has grown to be a market leader in the Australian Weighing Industry. Our ongoing vision is to become a preferred supplier of weighing products and services by providing our clients with superior customer service backed by innovative and conscientious employees.

Newcastle Weighing Service Pty Ltd. believes that the key to its success has been its ability to provide the highest level of service and support available within our industry. A large proportion of the new business we undertake today is the result of referrals from existing customers with whom we have built close and trusted relationships with over many years.

We are an active member of the Weighing Industry Association of Australia and hold a Department of Fair Trading Licence to certify all types of weighing and associated equipment used for trade purposes.

Whatever your weighing, calibration or computerised system needs, Newcastle Weighing Services Pty Ltd. can provide the right solution for your organisation.





Industrial Weighing Equipment

The Company has extensive experience in the supply, design and servicing of industrial weighing products, with particular expertise in industries including:

**Steel • Coal • Grain • Quarries • Waste Sites • Food Manufacturing •
Point Of Sale • Chemicals • Bulk Materials • Aluminium • Fertiliser •
Manufacturing Plants**

Newcastle Weighing Services Pty Ltd. has achieved a reputation of the highest standard by offering its customer's innovative industrial weighing solutions, proven equipment brands and full 24 hours, 7 day a week after sales service and support.

► Weighbridges and Belt Weighers

Newcastle Weighing Services Pty Ltd. has extensive experience in the design, installation, commissioning and servicing of weighbridges and belt weighing systems. We are one of only a few companies that are licensed by The Trade Measurement Department (Australian Government) to certify Belt Weighers in New South Wales for legal trade use.



► Mobile Calibration Unit

The mobile calibration unit is owned by Newcastle Weighing Services Pty Ltd. and is used for the servicing and routine maintenance of all types of heavy industrial weighing equipment and weighbridges. It carries 20 tonnes of certified test masses to ensure all equipment is calibrated to trade measurement specifications.



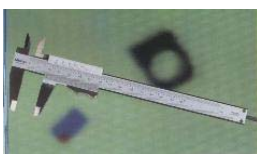
The unit allows us to offer superior service on weighbridges, certification to Government specifications and the flexibility to respond quickly to our client's needs 24 hours, 7 days a week.

Metrology and Temperature

Newcastle Weighing Services Pty Ltd. can provide full calibration and reporting certificates on all types of temperature and metrology equipment including:

**Thermometers • Ovens • Muffle Furnaces • Coolrooms • Freezers •
Probes • Dial Gauges • Rules • Micrometers • Vernier Callipers**

Calibration Certificates can be NATA endorsed or traceable to NATA and Australian Standards.





Retail Weighing and Point Of Sale Equipment



This division of Newcastle Weighing Services Pty Ltd. specialises in basic to state of the art retail systems, including computerised electronic scales, price computing scales and label printing scales.

In addition, Newcastle Weighing Services Pty Ltd. supplies and services electronic cash registers, stock control systems, point of sale retail systems and product scanning systems. We have developed and written our own stock

control software, which interfaces to point of sale equipment for a complete solution in any retail application looking for accurate and detailed stock and profit reporting. This software is owned outright by NWS; all design was carried out in house by our information technology staff with particular care taken to enable a very user-friendly system.

Whatever the retail application, Newcastle Weighing Services Pty Ltd. can supply the right system for weighing, point of sale and inventory stock control software.

► Stock Control Application Software

The Winventory Stock Management System is owned by Newcastle Weighing Services Pty Ltd. and has been written by our in-house computer engineers. The success of this software has been overwhelming. Many of our clients now use the TEC POS terminals linked to our Stock Management software. Having our own software enables us to deliver a system as a complete turnkey installation. This stock control software is suited to many applications including:



**Clubs • Hotels • Health Food Stores • Supermarkets • Grocery Stores •
Fruit/Vegetable Markets • Chemist Shops • Restaurants • Seafood Markets •
Butcher Shops • Service Stations • Liquor and Bottle Shops**

Manufacturing and Wholesale

Newcastle Weighing Services Pty Ltd. manufactures a large range of weighing equipment and peripheral devices. Use of the extensive resources within our company enables us to manufacture and stock at our Newcastle Head Office large volumes of our weighing equipment range. Being the manufacturer, we have a competitive edge for pricing and supply on our complete range of weighing equipment.

We have a network of authorised agents throughout Australia and New Zealand; this ensures we can provide a comprehensive national after sales and support service to our clients.

A number of the products we manufacture and stock are approved for legal trade use by the National Measurement Institute of Australia (NMI, the Australian Government).



IT Department

The Information Technology Division, which employs six full time staff, is responsible for the design, development, installation, support and ongoing maintenance of Newcastle Weighing Services' computer systems. The IT Division's staff consists of one manager, 4 software developers, 2 hardware engineers and installation specialists. All staff are available to provide system support to our customers.

Newcastle Weighing Service's IT Division has the resources in-house to design and develop both software and hardware solutions. Our systems incorporate several unique hardware solutions developed in-house such as our video surveillance interface modules, remote serial input/output modules and vehicle identification system interface modules. The ability to design and develop both software and hardware solutions in-house, all but negates the need to sub-contract work to other organisations.

The IT Division recognises that after sales system support is paramount to the success of any system. We develop systems for organisations that operate 24 hours a day, 365 days a year and where the weighing systems and equipment are key components in the production process. In these situations quick, efficient support 24 hours 7 days a week is mandatory, waiting 2 to 3 days for a solution is just not good enough!

Recommendations and referrals have been the key to the success of our systems throughout Australia. We believe that this is because we produce the highest quality system solutions backed by the best support available in Australia.

We recognise that often there are many stakeholders and interested parties involved in the implementation of a new system. These stakeholders may include customers, suppliers, management staff, production staff, sales staff, weighbridge operators, site operators and fair trading authorities. Our staff therefore, remain mindful of the need to keep all parties informed throughout the implementation process in order to achieve the optimum outcome for everyone involved.

Our aim is to provide systems that support and bring practical benefits to all stakeholders. We recognise that specific operators require systems that provide a simpler user interface, connectivity to external devices and as many automated processes as possible. Management expect flexibility in configuring the system, secure access to sensitive functions, advanced auditing facilities, sophisticated reporting facilities and a system that will be supported and upgraded in the future. Newcastle Weighing Services systems provide all these benefits and many more.

The IT Division has also installed an extensive range of computerised weighing systems including waste management and manual weighbridge systems, automatic weighbridge systems, vehicle identification systems, point of sales inventory software and computerised batch systems throughout Australia. The modular design, highly configurable interfaces and support for an extensive range of external hardware devices allow every site to be individually configured.





Service, Calibration and Support

► Maintenance and Repair Service

Newcastle Weighing Services provides a 24 hour 7 day a week service. We pride ourselves on the quality of the service we deliver. Management and staff have a high priority on providing a superior service to our clients and all technicians are fully qualified for their roles enabling expert advice everytime.



► Calibration and Commissioning

Our technicians carry out all calibration checks to Australian recognised standards and to our own internal quality assurance procedures. We are able to provide detailed reports for clients on the inspection and calibration results as required.

► Licences And Services Offered By Newcastle Weighing Services

These licenses allow NWS to certify equipment for legal trade use, which ensures equipment tested has the correct legal status:

- **Certification for all types of weighing equipment**
- **Certification for test masses**
- **Certification for Weighing In Motion Train Systems**
- **Certification for Liquor Dispensers**
- **Certification for Volumetric Measurement**
- **Regulation 13 – Certificate on Test Masses**
- **Certification of Belt Conveyor Weighing Instruments**

► Occupational Health and Safety

Newcastle Weighing Services Pty Ltd. is committed to the safety of its employees and their clients and maintain a documented OH&S Safety Plan. We conduct regular safety audits on our tools and equipment and have regular safety meetings where all staff attend and contribute. We are committed to a safe workplace and have an excellent safety record, since our inception in 1976.

► NATA Accreditation And Testing

Newcastle Weighing Services Pty Ltd. is a NATA registered company and NATA certificates can be supplied for all types of weighing equipment and test masses. We have in our Newcastle workshop a NATA registered laboratory with NATA certified test weights for the servicing and testing of all types of weighing equipment. This accreditation also gives our customers the guarantee that we are servicing equipment to the highest standard.



Test Masses

All test masses used by Newcastle Weighing Services Pty Ltd. are "Regulation 13" certified and traceable to Australian Standards. We also have NATA certified test masses for calibrating precise weighing equipment.

