



BACKSAFE
australia

Capability Statement

Part 1: Who we are

Part 2: What we do

CARE | CONSIDERATION | COOPERATION

Part 1: Who we are

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Introduction and Company Overview

As a family-owned organisation with founding roots in Perth, we have grown steadily since acquiring the business in 2004. Partnering with numerous large companies in the mining and oil and gas industries since we started, we have provided our clients with a vast range of solutions to assist in reducing risks associated with manual handling and improving workplace safety.

We design custom solutions to ensure your business and life will become easier, safer and ultimately more cost effective. With more than 3,000 inventory items to choose from and over 30 years of combined experience, our team can help lighten the load in your workplace. Whether you are looking to upgrade your existing facilities or move into new premises, our knowledgeable design team can help.

We hold the exclusive Australian sales and distribution rights to our workshop equipment brands STURGO® and WERKS®, giving us the capability to provide specialised tools to equip you and your team. In addition to a wide product offering, we also provide a consulting service giving advice and inspiration to assist in improving your workplace efficiency and productivity while reducing manual handling risk.

We're advocates for innovative warehouse systems: advancing work spaces to become lean, clean, smart and organised. We have a solution for just about every warehouse, workshop, commercial **workspace or retail floor**. **If we don't stock it, we can make it** – we design and manufacture to suit your needs!



Our Team



Mark Waters
Management
Looks after and provides guidance for the Backsafe team



Joel Waters
Client Solutions
Provides equipment and system solutions for client challenges; oversees warehouse and despatch duties



Gregor Waters
Client Solutions
Provides equipment and system solutions for client challenges; initiated the Backsafe journey in 2005



Joann Jamieson
Accounts & Adherence
Keeps accounting operations running smoothly and improves our cash flow; ensures our practices are in accordance with OH&S standards



Tia Farrell
Client Solutions & Experience
Provides equipment solutions for client challenges; improves clients' experience through website care and administrative responsibilities



Bonnie McEwen
Client Solutions & Resources
Provides equipment solutions for client challenges; delivers support for clients through online resources, email communications and marketing



San Ram
Product Organisation & Client Satisfaction
Keeps the warehouse tidy and organised; fulfils client orders and ensures orderly receipt and despatch of stock



Ashley Edwards
Product Innovation & Design
Provides a hands-on approach to client solutions, facilitating successful outcomes



Seng Maran
Product Innovation & Fabrication
Brings to life our product designs and improvement ideas through his competent handiwork



Plinio De Lima
Client Care & Sustenance
Provides dedicated after-care to our clients through the servicing and maintenance of STURGO® and WERKS® products; also provides installation services when needed

Our Clients

If it wasn't for our loyal clients, we wouldn't be where we are today – our clients are us. Here is a shortlist of some of our longstanding customers:

- ⇒ Sodexo
- ⇒ ESS Compass Group
- ⇒ BHP Billiton Iron Ore
- ⇒ Spotless Facility Services
- ⇒ ISS Facility Services
- ⇒ TNT
- ⇒ Toll Group
- ⇒ Co-operative Bulk Handling Group (CBH)
- ⇒ Water Corporation
- ⇒ Decmil Australia
- ⇒ St John of God Healthcare
- ⇒ Fortescue Metals Group (FMG)
- ⇒ General Electric Company – GE Oil & Gas, Granite Services, GE Energy, Industrea Mining Equipment
- ⇒ Brady Australia
- ⇒ Premier Coal
- ⇒ Bureau Veritas
- ⇒ Australia Post
- ⇒ Yum! Australia Equipment – KFC
- ⇒ Pilbara Iron (Rio Tinto)
- ⇒ Bradken Resources
- ⇒ Pfizer
- ⇒ Kmart
- ⇒ Downer EDI
- ⇒ Westrac



Our Contact Details

Visit Our Offices:

- » Head Office & Showroom, Perth: 60 Mordaunt Circuit, Canning Vale WA 6155 [🔗](#)
 - » Opening hours: 7:30am – 4:30pm | Monday – Friday
- » Sales Office, Sydney: 6 Pembury Road, Minto NSW 2566 [🔗](#)
 - » Opening hours: By appointment only

Call Us:

- » Head Office, Perth WA: 1300 305 314
- » Sales Office, Sydney NSW: (02) 8208 8889

Email Us:

- » Sales & Customer Support: sales@backsafeaustralia.com.au
- » Administration: admin@backsafeaustralia.com.au
- » Accounts: accounts@backsafeaustralia.com.au

Visit Our Website:

backsafeaustralia.com.au

Business Details:

ABN:

37 987 799 760

ACN:

131 046 752

Part 2: What we do

- » [!\[\]\(36f8637baaa56c4be44b454435949289_img.jpg\) Our Mission, Vision and Core Values](#)
- » [!\[\]\(b556e0ef1e10ccfc32976edb6416074f_img.jpg\) Products and Services](#)
- » [!\[\]\(cf1529ba638f0498d7e334e7a79dd058_img.jpg\) Experience](#)
- » [!\[\]\(2c071b2b285393c82ac6838d54fa5656_img.jpg\) Testimonials](#)



Our Mission, Vision and Core Values

Mission:

To provide everything needed in the logistics, warehousing and access of goods from layout concept to maximal system completion.

Vision:

To be the 'go to' company, supplying innovative products and solutions in the area of materials handling and storage for the mining, engineering and manufacturing sectors. We want Backsafe Australia to become known as the company that takes **the 'work' out** of workplace.

Core Values:

Care | *We care about our team, our customers, and our suppliers – we all perform best when we're cared for and looked after*

Consideration | *Our customers' concerns are ours, and we're sensitive to them; we do our best to deliver the best*

Cooperation | *We aim to be easy to talk to and cooperative with our customers; we endeavour to provide the finest and most flexible service we possibly can*

Products and Services

Our focus is to provide materials handling, safety and storage equipment and solutions for workplaces. We try to think outside the box and deliver a bespoke solution for every customer; one **size doesn't fit all in our eyes!**

Products:

- » Trolleys & Carts – office, school, cleaning, housekeeping, catering, laundry, maintenance, electric, scissor lift, stainless steel, retail stock picking, warehouse, workshop
- » Storage Solutions – cabinets, cupboards, dangerous goods, plastic containers, shelving, racking, pallet cages, mesh stillages
- » Ladders & Platforms – platform ladders, step ladders, safety step stools
- » Bunding & Containment – bund systems, spill kits
- » Waste Management – bin lifters, bin tippers, wheelie bins, bin trolleys
- » Workshop & Factory – workbenches, shelving, racking, tool storage, lockers, industrial chairs, emergency kits
- » Materials Handling – conveyor systems, drum handling equipment, lifting equipment, pallet jacks/trucks/movers, tow tugs
- » Safety & Security – safety rubber floor matting, pedestrian/forklift segregation systems, safety signs
- » LEAN – organisational products to improve workplace productivity

Services:

- » Equipment servicing and spare parts for our WERKS® and STURGO® brands
- » Custom or modified products – complete design and manufacture service
- » Warehouse fit outs – from design and supply through to installation and audit
- » LEAN systems - improve work productivity, efficiency and worker motivation while reducing hazards and injuries
- » Mezzanine floor design and installation
- » Warehouse racking audits and risk assessments
- » Equipment finance solutions
- » Equipment rental programs

Experience

We love nutting out solutions for our customers – here's a few projects we have worked on in the past few years.

CBH Metro Grain Centre

An ongoing partnership with the team at Co-operative Bulk Handling has seen an ergonomic and efficient handling solution evolve at the Metro Grain Centre in Forrestfield. An innovative design of Longspan Shelving provides a system to store numerous plastic drums, Mega Bins, Stack & Nest Crates, and small sample jars. Multiple shelving heights are integrated into the system, to ensure the best possible use of shelving space, and to provide a designated area for each type of storage container. The STURGO® Electric Lifter was trialled onsite and modified to suit the space, providing safe and efficient movement of products.

Further details online: <https://www.backsafeaustralia.com.au/projects/cbh-metro-grain-centre>

Rio Tinto – Silvergrass Project

We were awarded the tender for supply of equipment for the Parts Storage, Reception, Workshops and Office areas for the Silvergrass mining project in Northern Western Australia. This included a vast range of products from refrigerator and microwave to custom fabricated workbenches and a security cage enclosure. Extensive coordination was key to making this project a success, ensuring that all products were ready for despatch on time, packaging the goods in view of enduring the 1600km drive, and managing the multiple truck runs.

Further details online: <https://www.backsafeaustralia.com.au/projects/rio-tinto---silvergrass-project>

Custom Transport Cages

We were approached by an international transport company who were looking for a transport cage that would work congruently with their client's storage cages they were freighting. Their ideal was for the transport cage to maximise space utilisation of freight trailers, allow multiple deliveries to be made on each freight run, and ensure freight items were protected as best as possible. Through many months of dedicated design and manufacture, 250 cages were launched into the WA intrastate line haul network and successfully streamlined their freight system!

Further details online: <https://www.backsafeaustralia.com.au/projects/custom-transport-cages>

PTA - Prospector Maintenance Depot

The Public Transport Authority's Prospector Maintenance Depot was undergoing a transformation, starting on a LEAN journey to improve the storage and organisation in their workshop. They needed the help of personalised equipment to implement the LEAN principles. We provided a full range of tool storage equipment to advance PTA's LEAN journey and provide their team with the resources to 'make it work'.

Further details online: <https://www.backsafeaustralia.com.au/projects/pta-prospector-maintenance-depot>

Testimonials

Our motivation comes from our clients' feedback – we love hearing about improvement in efficiencies or reduction in workplace risks through use of our products. We also love feedback on products or ideas that need enhancement, as this fuels us on our journey of continuous improvement.

Combat Systems Support Facility Support – Department of Defence: Joel, the trolley has arrived and we have had another test run with a rack on it. The additional modifications work well. The drop down wheels are no longer wobbly and they work well transiting through the carpark on the gravel. Thanks for all your hard work on this design and for all the effort that went into the visits and modifications. Also, thank you for the calendar. Merry Christmas.

Bar Manager – ESS Compass Group: Hello Bonnie, thanks for the feedback request, yes the cage is great and the wheels you added are awesome the team is really happy with the product thanks for your help.

Inventory Supervisor – Network Aviation: Hi Tia, the trolley has been assigned to inventory team and we are quite happy with the product. Very quickly to reach desired height and soft to drive it. **We've started to use it straight away and fully satisfied. Thank you!**

Supervisor – BHP Billiton: Hi Bonnie, yes it certainly has arrived and is now serving its purpose although I need more cans to go inside of it, **but we'll get there**. Couple of pics attached. Thank you for the thought and hopefully I will be dealing with you guys in the future. Cheers.

Workshop Coordinator – Atlas Copco: Hi Bonnie, sorry about the delay in getting back to you. Yes, the Multi Tipper has been received and is in service. I am happy to say that we are very happy with it. All the guys were suitable impressed with how it operates and its ease of use. I would go as far as to say it is the most practical tipper I have encountered. Thank you.

Lab Manager – Bureau Veritas: Hi Bonnie, the anti-fatigue mats have been received and are out in the workplace. Definitely a nice feel to them compared to other types I have used before. Cheers.

Facilities Coordinator – Coca-Cola Amatil: Hi Bonnie, the ladders have arrived & are being used by our recycling & facilities teams. They are working well & have increased the safety of our staff. Thanks for your assistance 😊

WHS Representative – Australian Government: Hi Bonnie, the trolley was actually delivered about an hour ago. Our IT person is like a kid with a new toy. She had been using a Flatbed trolley which has lost its sense of direction, was 25 years old and heavy as an elephant to move. Thank you for your assistance with our order.

GM Supply Chain – Beautiworx: Hi Gregor, I found working with Backsafe to be very easy and beneficial. Communicating with the team in Perth was no issue whatsoever. Whilst I am located in Melbourne, and Backsafe is in Perth, many would say that this would be impedance to developing the required solution. I can only suggest that the extensive communication, suggestions, exchange of photos, and the ultimate offer (and supply) of a prototype, gave me the comfort that any issues identified would be resolved before Backsafe shipped the bulk of my order. Everything arrived as described (and photographed) so I am one very happy customer.

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