

COMPANY PROFILE

THE OPRITECH ADVANTAGE...

Providing total healthcare equipment solutions. Starting with revolutionary designs, excellent equipment, installation and project management and backed up with after sales service, training and support.

Bringing innovation, efficiency and compliance to your healthcare facility.

PRECISION IN HEALTHCARE



Health Care
Doctor
Hospital
Pharmacist
Nurse
Dentist
First Aid
Surgeon
Emergency

MEDICAL

YOUR HEALTHCARE EQUIPMENT SOLUTIONS PARTNER OF CHOICE

A COMPANY WITH A PASSION FOR HEALTHCARE

Opritech is an established New Zealand based company with global connections. We are a progressive family owned business and have supported the medical industry continuously for more than thirty five years. The maturing Opritech business as you see it today offers a 'Total Solution' in healthcare design, equipment, service and support.

OUR EXPERIENCE

With many years experience in the industry, we know what works, we understand hospitals, we understand clinicians, we understand the equipment, we have seen the fine line at times between life and death - that's why we are fanatical about our design and fastidious about the functionality of our equipment, because we know that every second counts. We also know we have to meet the market, and we provide solutions to ensure your investment is sensible and secure.

PROVIDING A TOTAL SOLUTION

What makes Opritech different? Opritech is not just about quality equipment. Our involvement often begins in the design stages, where we advise you on the most efficient layout that helps ensure compliance with relevant codes and practices. Opritech offers complete medical fit outs and will undertake the installation of our equipment. To give you long term peace of mind, Opritech has in house service technicians that receive special training on the maintenance and calibration of our equipment. Opritech has a fully equipped maintenance facility to undertake general testing and calibrations right through to heavy maintenance and rebuilding of equipment.

STAYING ABREAST WITH TECHNOLOGY

With the only constant being 'change' Opritech remains tuned to advances in technology on a global scale with regular visits to world healthcare conferences and communications with our partner companies and manufacturing suppliers in Australia, the United States of America, Canada, Europe and the United Kingdom.

OUR MISSION

We know that in providing our communities with the very best results in healthcare, **excellent equipment** is just the beginning.

At Opritech we've been supplying the medical industry with equipment solutions for over 20 years. It's this experience and expertise that allows us to develop truly **effective relationships** with you and to deliver exactly what you want, when you want it.

It has also driven us to create unparalleled equipment maintenance programs, offering you continued **value and dependability** from our nationwide service network.

Irrespective of the department, whether it be emergency, operating theatres, intensive care or central sterilisation, we know that service and support is crucial.

We understand the demands placed on today's healthcare professionals, and offer you a **total solution** in quality, reliable equipment and support extending into the future.

We look forward to ensuring it works for you.

OPRITECH - A SUSTAINABLE BUSINESS

The stakeholders in Opritech have operated successfully in business for over 35 years. Opritech receives excellent support from its suppliers, its staff and its customers. We are motivated and have aspirations extending long into the future.

Opritech has in place business planning and quality policies that provide the foundation for business sustainability. As part of our commitment to excellence we have adopted ISO 9001, 13485, and 14001 quality management systems. Our high standard of health and safety conforms to AS/NZS 4801. Opritech takes an integrated approach to managing health and safety systems and ensures there are robust management systems in place, so clients receive consistent, well informed assistance whenever they need it.

MANAGING OUR PRODUCTS AND SERVICES

Opritech provides a wide range of proven, quality, medical equipment to health professionals. We work with each of our clients to ensure they get the right equipment the first time. We manage the installation, provide training on its proper use, monitor it over its expected life-cycle and provide in-house servicing as and when required. Everything we do is focused on ensuring medical professionals always have the right equipment to be able to perform their job to the best of their ability.

Opritech supplies equipment to all of the major health entities both public and private. We are experienced across all medical departments, with industry leading expertise in Theatre and CSSD Equipment.

Procurement: We travel the globe searching for products that health professionals tell us they need. We critically assess each product's design, performance, reliability, longevity and price to ensure that every Opritech product represents best value over its life-span. Where an off the shelf device does not meet your exact requirements we may design one and have it manufactured here in New Zealand to suit your needs.

Sales: Our structured sales process starts with one of our experienced account managers taking the time to develop an accurate and detailed understanding of what you require. Once your requirements are understood we ensure that the product we recommend is fit for purpose, both now and into the future.

Specialists: At Opritech we allocate product managers who have specialist knowledge of certain product categories. These product managers are trained by our manufacturing suppliers in all aspects of the equipment's functions, uses and the maintenance of the equipment. Keeping in close contact with the manufacturer to ensure our supply is working smoothly and that we stay up-to-date with the latest technology.

Other Services: Opritech has a technical service team that supports its products, from in-service training through to complete operating table rebuilds. Opritech installs equipment, lights, pendants, digital integration, sterilisers and more. Also project manages complete medical fit-outs. Opritech has everything covered.

OPRITECH'S COVERAGE

Opritech has New Zealand covered with offices in Auckland, Wellington, Nelson and Dunedin. Territory managers are allocated to each district to ensure that no matter where you are located, you still receive the attention you require.

Opritech has mobile technicians travelling the length of New Zealand doing installation projects, undertaking maintenance and providing support and training.

Opritech also works throughout the Pacific Islands and makes regular visits to these locations for projects and maintenance.

TOKELAU

SAMOA

FIJI

COOK ISLANDS

NEW ZEALAND

CHATHAM ISLANDS

OPRITECH
MEDICAL EQUIPMENT SPECIALISTS

MEDICAL FITOUTS AND PROJECT MANAGEMENT



WORK FLOWS AND PLANNING USING 3D CAD



SURGICAL LIGHTING



SURGICAL PENDANTS



TOTAL SOLUTIONS IN OPERATING THEATRES



ICU AND EMERGENCY ROOMS



DIGITAL INTEGRATION



STERILE STORAGE AND SHELVING SOLUTIONS



STAINLESS FURNITURE



WARMING CABINETS



STAINLESS SINKS AND BENCHES



LOANSET MANAGEMENT



MEDICAL FRIDGES



ASSET TRACKING



AUTOCLAVES, INSTALLATION AND MAINTENANCE



SERVICE AND SUPPORT



OPERATING TABLES



PATIENT POSITIONING



STOOLS / CHAIRS



THEATRE FURNITURE



- Stainless Trolleys
- IV poles
- Mayo Tables
- Step Stools
- Accessory Trolleys

PATIENT TROLLEYS AND PLINTHS



PATIENT MONITORS AND ULTRASOUND



HEAT SEALERS



PACKING TABLES



SYSTEMS SUPPORTING SUPPLY : HEALTH AND SAFETY

We know that health and safety and quality are important to you as they are also important to us. Opritech has rigorous documented procedures to ensure that we deliver quality products and services, on time, in the safest manner and to best industry practice. The following is a summary of our H&S and Quality Assurance systems.

AS/NZS-4801 – OPRITECH SUMMARY STATEMENT

4.1 General Requirements

At Opritech we realise Health and safety is important to you, as it is also important to us.

Opritech takes an integrated approach to OHS management, quality systems and sustainable business management. Opritech maintains an Integrated Management System (IMS) manual that details our procedures and operating systems and explains simply how we manage health and safety and general business systems.

Opritech has adopted the Australian, New Zealand Health and Safety Management Standard 4801.

4.2 OHS Policy

Opritech has in place a comprehensive OHS policy clearly stating measurable OHS objectives and targets, and demonstrates commitment to improving OHS performance. This policy is reviewed annually to ensure adequacy, continued appropriateness and compliance with relevant standards and safe working practices. Our policy is available to interested parties.

4.3 Planning

4.3.1 Planning Identification of Hazards, Hazard Risk Assessment and Control of Risks/Hazards

Our IMS manual documents how we plan in identifying, assessing and controlling workplace hazards. Opritech uses electronic and paper based forms to capture and evaluate hazards and uses this form to plan and minimise workplace hazards and risks. Hazards are graded against a matrix that gives a score indicating if the level of risk is acceptable. Incidents and non-compliances are captured by an incident form and investigated, and suitable controls are developed and disseminated to staff to ensure no reoccurrences.

4.3.2 Legal and Other Requirements

Opritech maintains currency and ensures compliance with standards and codes of practice by attending safety training, involving staff as safety representatives and perusing information provided by the Ministry of Economic Development. Our hazard planning is reviewed periodically to ensure its adequacy and continued suitability.

4.3.3 Objectives and Targets

Opritech has a goal of zero workplace accidents – our health and safety motto 'Work Safe, Home Safe' While Opritech has an exemplary record – we continue to strive for a hazard free and safe work place and communicate our goals to all staff via regular staff meetings and employee handbooks.

4.3.4 OHS Management Plans

Opritech has in place a health and safety management plan which includes designation of responsibilities as depicted on our staff organisation chart. Procedures are reviewed at our regular health and safety meetings and meeting minutes are recorded. An overall audit matrix is maintained by the IMS manager, check listing every item on our plan. This plan is stored electronically within our secure servers.

4.4 Implementation

4.4.1 Structure and Responsibility

Opritech management understand the importance of safety for our staff and our customers and the public. Finance and resource is allocated to align with our goals of a no harm work place. We delegate responsibilities and communicate these through our organisation chart, employment contracts and staff meetings. We believe everybody has a responsibility in health and safety.

4.4.2 Training and Competency

Opritech maintains a staff training register to ensure a high level of competence is maintained, staff are subjected to on-going assessment and refresher training provided by suitably qualified instructors as required.

4.4.3 Consultation, Communication and Reporting

Opritech formally documents regular health and safety committee meetings attended by safety representatives who discuss all aspects of our health and safety system and events. Information is disseminated to management and other staff via weekly staff meetings.

All staff are issued an employee handbook in electronic or printed form which documents our safety procedures, task analysis, emergency response plans and procedures for safe work procedures.

Opritech controls hazards by the – eliminate, isolate and minimise method and involves all staff in health and safety and hazard management.

Opritech prepares for emergencies and has in place document emergency response plans. All staff are involved and trained in emergency response.

4.4.4/5 Documentation

Opritech maintains electronic records of all meetings, systems and procedures; these are stored and readily available within our M-files document server.

All applicable documents are reviewed at least annually for adequacy and continued suitability to our operations. The M-files server provides document control and printed copies should be treated as a reference only.

4.4.6 Hazard Identification, Hazard/Risk Assessment and Control of Hazards/Risks

Opritech has in place hazard control plans, hazard identification procedures and methods to eliminate, isolate or minimise hazards.

Our IMS manual documents how we identify assess and control workplace hazards. Opritech uses a catch all form on our premises and customer premises to identify new hazards, along with a series of hazard identification and task analysis checklists for specific tasks. Hazards are graded against a matrix that gives a score indicating if the level of risk is acceptable. Incidents and non-compliances are captured by an incident form and investigated, and suitable controls are developed and disseminated to staff to ensure no reoccurrences.

Our hazard identification system considers chemical, physical, biological, ergonomical and psychological hazards.

We also consider work place stresses, fatigue, overtime and work that involves repetition along with general day to day work situations. Corrective action reports are made in response to incidents, accidents and non-compliances.

4.4.7 Emergency Preparedness

Opritech prepares emergency plans for any anticipated emergency that our staff may alight during their work day or other times. These plans are rehearsed with staff and provided to them in hard copy or in readily available electronic form. These emergency response plans are reviewed and modified to ensure relevancy and adequacy.

4.5 Measure and Evaluation

Opritech records and evaluates health and safety KPIs and reviews these in our health and safety and management meetings. We also review and evaluate our systems and procedures against NZ regulations and laws.

All incidents are reported on an AID form and entered into our events system, and investigated and corrective actions reports are generated and approved by upper management to prevent similar re-occurrences. Our IMS manual and employee handbook documents these procedures in detail.

4.6 Management Review

Opritech management audits and reviews its health and safety policies, work procedures, hazard control plans and emergency response plans as required or at least annually.

Samples of our forms and summary audit results are available on request by applicable personnel.

QUALITY ASSURANCE

ISO 9001 – OPRITECH SUMMARY STATEMENT

4.1 General Requirements

At Opritech quality underpins every aspect of our business and our quality systems enable us to deliver the finest products and services to you – every time, on time, the first time.

Opritech takes an integrated approach to Quality management, Health and Safety and sustainable business management. Opritech maintains an Integrated Management System (IMS) manual that details our procedures and operating systems and explains simply how we assure quality manage general business systems.

Opritech has adopted the European Standard ISO 9001 & 13485- Quality Management System and 14001 Environmental Standard.

4.2 Document Requirements

4.2.1 General

Opritech's quality management system includes documents such as our quality policy, quality manual (IMS Manual) and records required to show compliance with quality requirements.

4.2.2 Quality Manual

Opritech has established and maintains a quality manual (IMS Manual) which describes all aspects of our quality management system.

4.2.3 Control of Documents

Opritech controls certain documents, approves these documents for adequacy prior to issue and undertakes reviews as required to ensure continued suitability to our business and business processes.

Printed documents apart from the master copy held by the IMS manager should be treated as reference documents only and electronic copies of current documents are stored on our M-files server.

4.2.2 Control of Records

Opritech retains all documents in electronic format within our M-files server. This system tracks all changes to documents, provides access control and is backed up externally to prevent the loss of records in the event of a disaster.

5.2 Management Responsibility

5.2.1 Management Commitment

Opritech upper management provides evidence of its support of our drive for quality by actively being involved with the development and reviewing of quality systems and policies. Management has a very strong view that our quality systems are how we operate our business, not our business trying to operate to a quality standard – that's how we know we are complying.

5.2.2 Customer Focus

The whole endeavour of our quality systems is to ensure you as our customer receive total support and satisfaction from our products and services and that your experience with Opritech is a long term partnership.

5.2.3 Quality Policy

Opritech upper management actively implements and reviews the Opritech quality policy to ensure it provides an adequate framework in which to operate our business from and ensures its goals and vision are communicated to all staff.

5.4 Planning

5.4.1 Quality Objectives

Opritech upper management ensures that our quality objectives are set in the form of KPI's which are generated from CRM and customer feedback and AID (Accident, Incident, Event) forms are relevant and measured and consistent with our policy.

5.4.2 Quality Management System Planning

Opritech upper management holds regular planning meetings to ensure our quality targets are relevant and in keeping with on-going changes to our business environment.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Opritech upper management delegates responsibilities to staff members – responsibilities are noted on the staff organisation chart and positions described in our IMS manual.

5.5.2 Management Representative

Opritech has appointed a representative – the IMS manager – to ensure systems are established, performance is maintained and systems adapted to suit the current requirements of the business and customers. This delegation is depicted on the staff organisation chart.

5.5.3 Internal Communication

Upper management ensures internal communications are appropriate and organised. Communications are largely self-monitored within CRM and our IMS system by automatically implemented work flows along with daily and weekly staff meetings, email and phone communications.

5.6 Management Review

Upper Management at Opritech undertakes regular documented system reviews and records findings in our annual management review plan. Where improvements and changes are required, these are documented and changes made as required to manuals and policies as required.

6 Resource Management

Opritech manages its resources including human, infrastructure and work environment in accordance with our policies. Opritech determines staff competencies and provides training and awareness and documents this on the staff competency matrix.

Opritech maintains crucial infrastructure and our work environment to a high standard to ensure we deliver to the high expectations of our customers.

7.2 Customer Related Processes

Opritech designates staff to the position of account managers to manage customer accounts and ensure that the customer is experiencing the delivery of quality product and services. Documents relating to the management of customer processes are stored on our M-files server and are available to applicable staff.

Customer contacts are maintained by account managers via visits, phone, email and mail messages.

7.4 Purchasing

Opritech controls its purchasing via our CRM system. This work flows every sale from the quotation through to the after sales back up and support.

The purchasing officer and marketing manager are responsible to maintain communications with suppliers to ensure products arrive according to specification and are delivered in a timely and suitable condition. Opritech's accounting system traces every sale and item to the customer and the equipment's service history is recorded against this customer item.

8 Measure, Analysis and Improvement

Opritech monitors its products and services and report and non-compliances via its events system. Non-conformances are investigated and measures and controls implemented to ensure no re-occurrence of the event.

Suppliers and contractors are evaluated and rated for the quality and performance and high achieving suppliers are promoted with the company.

Opritech's quality systems are about measure, test and improvement – this is a continuous cycle in delivering quality to our customers.

OUR COMMITMENT TO YOU

Opritech is dedicated to working in partnership with health professionals to ensure they always have the right equipment to do their job to the best of their ability.

We build long term relationships with our clients ensuring you extract the most value from every item of medical equipment we supply.

With the highest of ethical standards, and a focus on excellence in all operational aspects of our business, we aspire to always exceed our client's expectations.

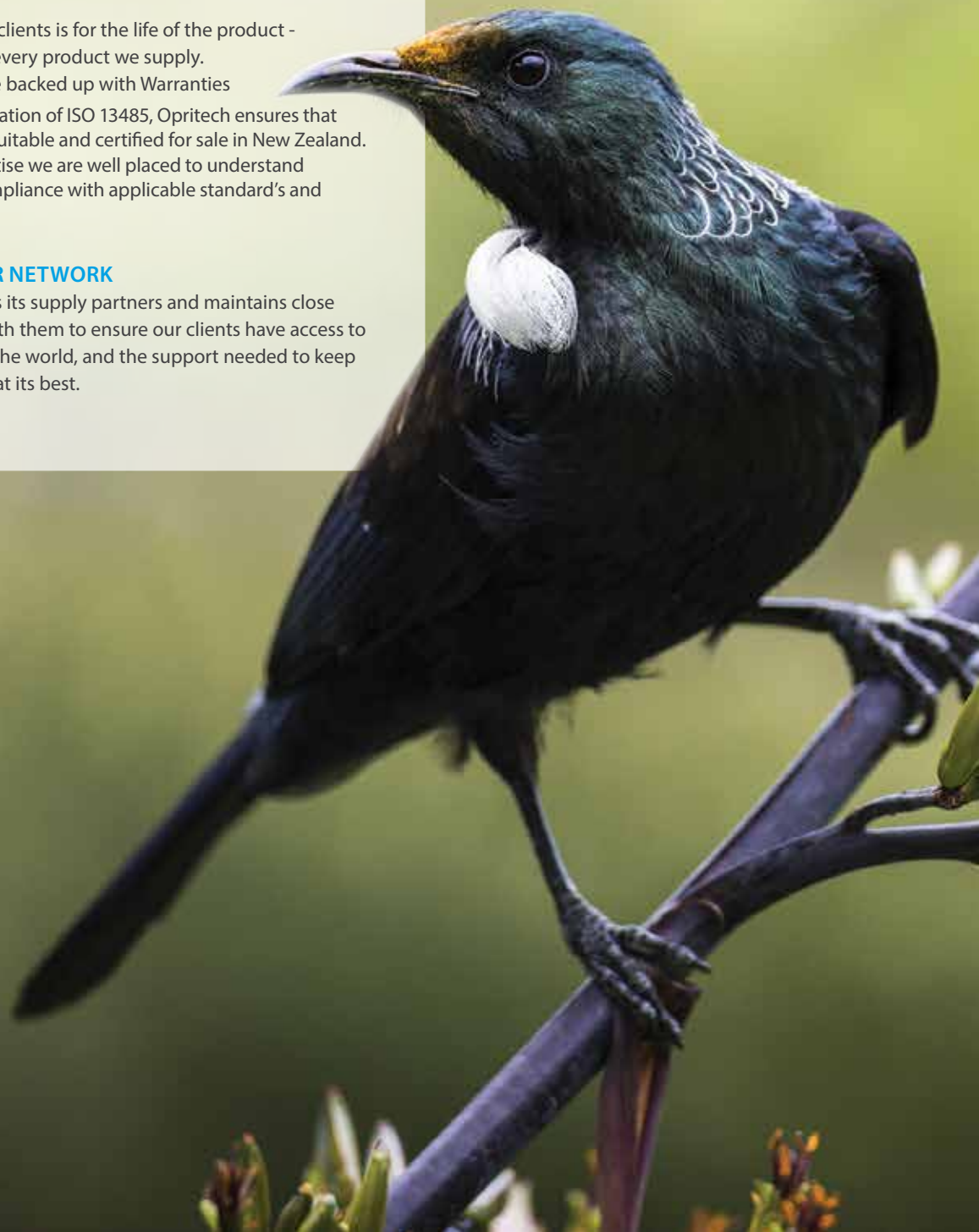
Our commitment to our clients is for the life of the product - we support and service every product we supply.

All Opritech products are backed up with Warranties

As part of the implementation of ISO 13485, Opritech ensures that every product we sell is suitable and certified for sale in New Zealand. With our technical expertise we are well placed to understand the requirements for compliance with applicable standard's and regulations.

A TRUSTED SUPPLIER NETWORK

Opritech carefully selects its supply partners and maintains close working relationships with them to ensure our clients have access to the finest equipment in the world, and the support needed to keep each product operating at its best.



GENERAL INFORMATION

HOW TO ORDER

Official purchase orders must be placed via, fax, email or post with a preference for email orders.

Contact details are as follows:

Email: sales@opritech.co.nz
Post: PO Box 3492, Richmond, NELSON 7050
Phone: 0800 32 40 32
Fax: 0800 33 40 33
Int Phone: +64 3 543 8645
Int Fax: +64 3 543 8646

Returns and Address for Service:

16 McGlashen Ave
Richmond
NELSON 7020

PAYMENT TERMS

Account customers: 20th Month Following Supply
Non account customers: Payment required prior to dispatch.



PAYMENT OPTIONS

Pay by phone: Mastercard / Visa. Please phone 0800 32 40 32.

ELECTRONIC FUNDS TRANSFER:

Account Name: Opritech NZ Ltd
Bank: ASB, Nelson
Swift Code: ASBBNZ2A
Account No: 12-3193-0022110-00

Please fax or email confirmation to:
Fax: 0800 33 40 33 or +64 3 543 8646
Email: sales@opritech.co.nz

PRICES

Unless stated, prices will be in New Zealand Dollars (NZD) and exclude Goods and Service Tax (GST), delivery and installation. At Opritech we make every endeavour to maintain prices for 12 months, however circumstances beyond our control such as manufacturing costs and exchange rates may vary our pricing. We reserve the right to amend prices accordingly.

PRODUCT CHANGES

Opritech reserves the right to make changes in design, specifications, colours and models for the improvement of any product without notice. Images in our catalogues are for display purposes only and may not reflect the exact appearance of the product.

SHIPPING & CLAIMS

Goods are shipped via Opritech's preferred logistics provider whenever possible. Charges will be prepaid and included on the invoice, unless otherwise arranged. Merchandise should be inspected on receipt and contact made with Opritech Customer Care regarding any damage or discrepancies. Damaged shipments must be noted when signing for packages and damaged packaging retained.

14 DAY RETURN POLICY

The Opritech return policy is very simple, customer satisfaction is our goal. If your product is received defective, not as you ordered, or does not satisfy your requirements, Opritech will replace the equipment with a like for like replacement or, if required, credit the value of the goods. Delivery charges are the responsibility of the purchaser. Returned goods must be in new, re-saleable condition. A restocking fee may apply. Custom built and indent items are non-returnable.

WARRANTY POLICY

The Opritech warranty period is 12 months from date of purchase or such longer periods on specific items. If any defect in materials and workmanship in a product sold by Opritech is notified within the warranty period, we will repair or replace the item. Any modifications, neglect, misuse or not following the manufacturer's user and maintenance procedures may render warranty invalid.

DISCLAIMER

Opritech recommends that anyone intending to rely on or use any products displayed in the Opritech catalogue should satisfy themselves about the suitability of them for their intended use and that all applicable health and safety standards are met. No responsibility is assumed by Opritech for any incidental or consequential damages resulting from the use of any products sold by Opritech.




www.opritech.co.nz

> PLEASE REFER TO OUR WEBSITE FOR UPDATED POLICIES AND GENERAL INFORMATION.



Precision in Healthcare



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