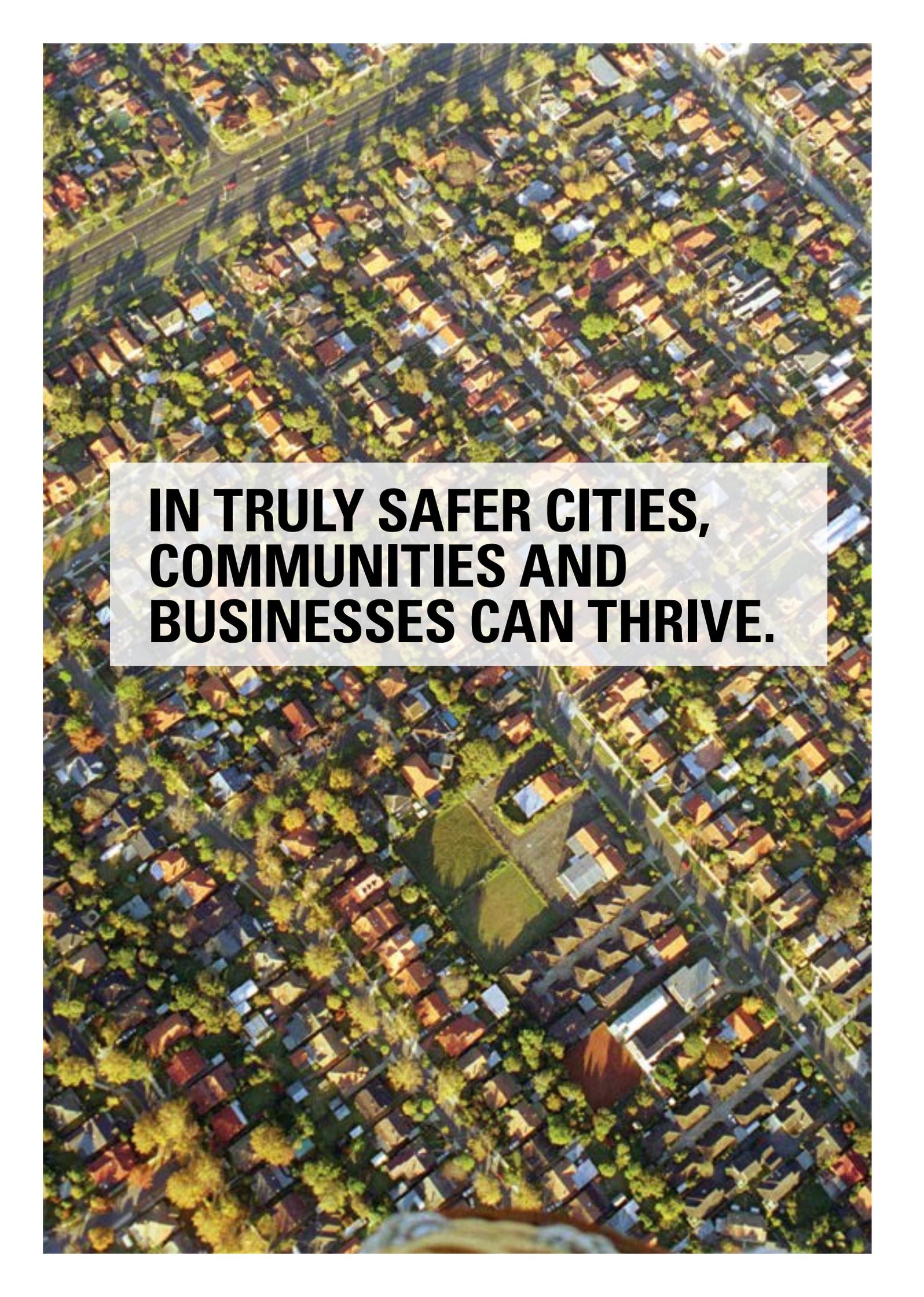




**WE ARE  
MOTOROLA  
SOLUTIONS.**

**CAPABILITY STATEMENT  
AUSTRALIA AND NEW ZEALAND**

An aerial photograph of a densely populated urban neighborhood. The image shows a grid of streets with numerous houses, many of which have red or brown roofs. There are many green trees scattered throughout the area, interspersed among the buildings. The overall scene is a typical suburban or urban residential area. A semi-transparent white rectangular box is overlaid in the center of the image, containing the text.

**IN TRULY SAFER CITIES,  
COMMUNITIES AND  
BUSINESSES CAN THRIVE.**

# ON ANY GIVEN DAY, EVERY MOMENT MATTERS TO SOMEONE, SOMEWHERE.

Motorola Solutions connects people through technology. Businesses and government agencies around the world turn to us when they want to create highly connected teams, who can access critical information in the moments that matter.

From a manufacturing plant in New Zealand to a busy Queensland coal mine, and from the small police station in outback Western Australia to the most secure government offices in Australia, our products and solutions support mobile transactions of all kinds, and ensure the safety of people everywhere.

You can rely on Motorola Solutions for expertise, services and solutions, trusting our years of innovation and experience. By designing and implementing our products and services after directly observing how they perform in your specific industry, we can enhance your workplace experience every day.

*“Motorola Solutions’ system has reduced response times to better than world standards for motorsports. It also provides peace of mind for the competitors, because they can see that we are good operators using modern technology ... It’s fantastic to be able to sit back and watch on the mapping screen, knowing everyone is OK. The network and radio system has taken out a lot of the risks – it has really revolutionised this event.”*

**Justin Hunt, director, Australasian Safari**

# THIS IS WHY WE'RE HERE, AND WHY WE DO WHAT WE DO.

## THIS IS OUR PURPOSE.

*"On the motorcycle I'm a single responder, this [radio] is the only communication I've got with anybody within the service. If I've got a regular ambulance coming to the scene, I need to relay the information to them quickly and accurately. And minutes literally count. The last job I did was a cardiac arrest in the middle of the city. We were there in a couple of minutes, and I relayed the information for the other cars coming to the proper location. So the minutes that we take to get there literally make a difference. If this radio doesn't work, I've got no communication with anybody else within the service. This is crucial to what I do."*

**Colin Straney, intensive care paramedic, Ambulance Service of NSW – PUBLIC SAFETY**

*"With Motorola being the market leader, or what I considered to be the market leader, we didn't need to look any further... It's improved our customer service tenfold. It's just so much better than before."*

**Garry Cupitt, director, Gold Coast Freight – TRANSPORT & LOGISTICS**

*"Businesses these days are heavily reliant on communications, and our business is probably more reliant than most... The best benefit from a business perspective is that the new system has removed any risk due to a lack of communication that might arise if there is an incident. While it doesn't prevent the incident from occurring, it means we've put measures in place to address them – measures that weren't there before."*

**Margaret Munro, general manager, Earth & Sky – TOURISM**

*"It is anticipated that there will be from 200 up to 700 users in peak construction periods. There is a very high satisfaction rate from the users and actually we have had no complaints. It is a very efficient communications system with excellent performance and exceptional reliability."*

**Sylvain Picard, systems and automation manager, Koniambo Nickel Mine Project – MINERALS & ENERGY**

*"The integrated sat nav system is benefitting clinical outcomes for Ambulance Victoria, particularly where time is of essence. The quicker that we can get there, the quicker we can defibrillate the patient and provide advanced life support, then the better the outcome for the patient... The benefits to our end-users from Ambulance Victoria bringing in a satellite navigation solution are around making sure that we get to patients as quickly as possible, we get to hospital as quickly as possible and we have ambulances available for when patients need them."*

**Brett Drummond, acting group manager, Ambulance Victoria – PUBLIC SAFETY**

*"This is a high reliability organisation where failure can be catastrophic. Safety is critical, it's inherent in everything we do... We treat radios as personal protection equipment (PPE), so they must be intrinsically safe. We needed the green stamp to make sure all staff – managers, drivers, control centre, contractors – have something reliable, operating on a reliable system."*

**Kerran Deihl, terminal operations manager, New Zealand Oil Services Ltd – OIL & GAS**

## OUR CUSTOMER FOCUS

For more than 45 years in Australia and 35 in New Zealand, we have partnered with our customers to achieve their goals.

Our customers include some of the largest and most respected government and public safety agencies, retailers, mining companies, educational institutions and other leading organisations worldwide. The organisations that trust Motorola Solutions for their products and services include:

- Ambulance Service of NSW
- Ambulance Victoria
- Brisbane City Council
- Crown Melbourne Ltd
- Emergency Services Telecommunications Authority (ESTA)
- Koniambo Nickel Mine Project
- QGC
- Queensland Government
- Mackay Sugar
- New Zealand Oil Services Ltd
- Government of South Australia
- University of Canberra
- Vale New Caledonia
- Victorian Government
- Western Australia Police

*“My role on product development groups means Australia and New Zealand input into new products and features.”*

**Adam Polak, product operations – Asia Pacific & Middle East, joined 1980**

## OUR COMMITMENT TO QUALITY

Motorola Solutions is committed to the highest governance standards and ensuring that every product, network or application we provide to our customers meets stringent measures for quality and consistency.

We constantly strive to conform with the following quality methods, standards and certifications:

- ISO9001: standards relating to quality management systems
- ISO27001: for management of information security and privacy
- AS4801: workplace health and safety compliance
- ITIL principles: for IT service management
- Digital Six Sigma: a process in which 99.99966 per cent of products are statistically free of defects
- Deming Model: a continuous quality improvement model
- Sarbanes-Oxley legislation: principles of governance and accountability

*“Motorola Solutions has achieved 23 successive years of ISO9001 certification, which in itself is a challenge, given that companies are continually assessed for proof of compliance. It demonstrates our focus on continuous improvement, which is ingrained in the business.”*

**Michael Martin, service design and development manager, joined 1987**

## OUR GLOBAL PRESENCE AND SCALE

Our customers benefit from our access to a wealth of expertise and experience, with manufacturing, sales and administrative facilities in dozens of locations worldwide:

- 4,300 Motorola and partner integration resources
- 3,200 Motorola and partner support representatives
- 380 certified project management professionals
- 220 professional services consultants
- 3.5 million devices managed and supported
- 5,000 development engineers
- 2,800 global network sites
- 75 repair centres
- 16 solution support centres

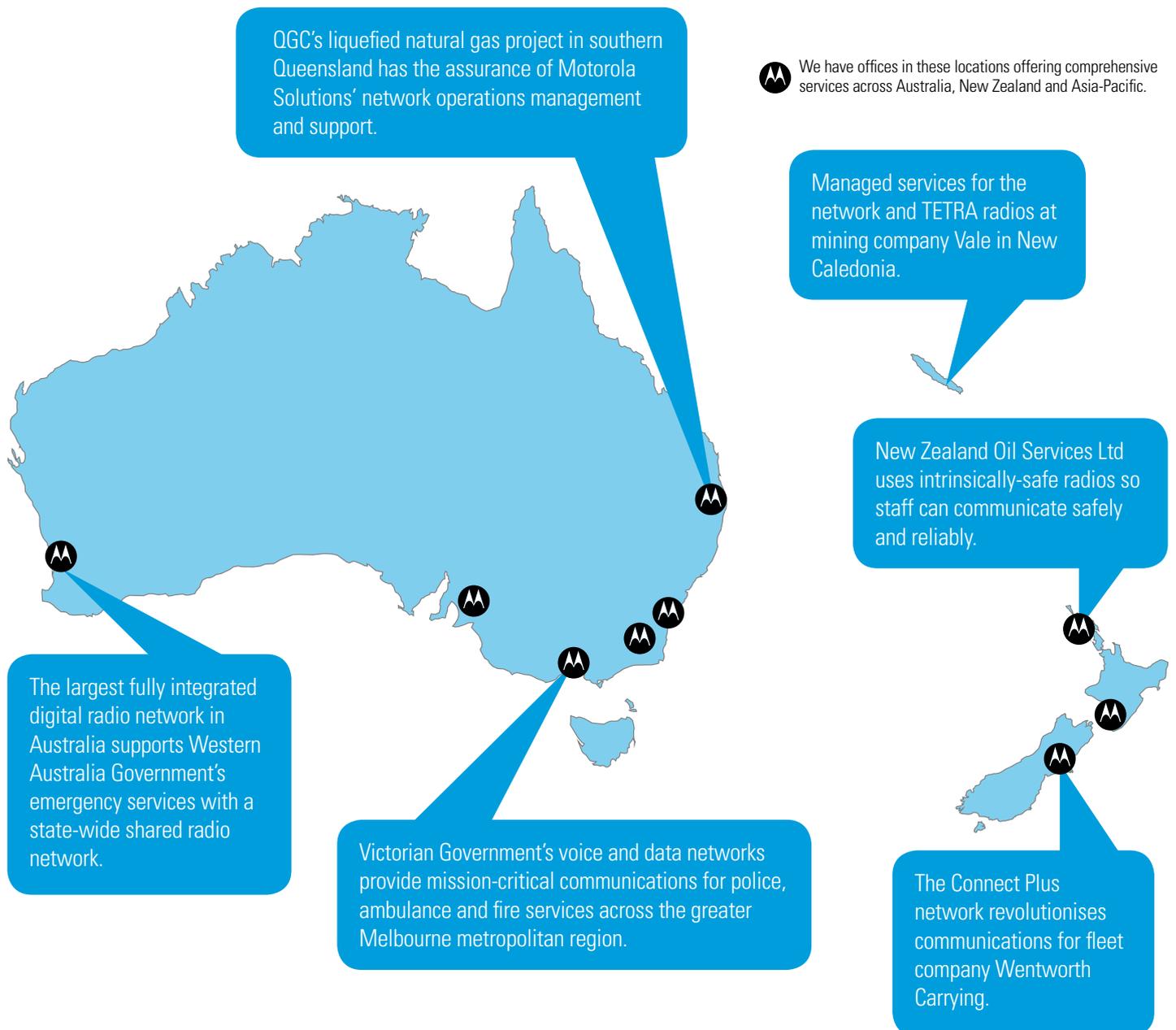
Moreover, we make our presence felt on the global stage. Australian staff members hold positions on a variety of product development groups, ensuring our local customers have a voice in technology development and support. We participate in Motorola Solutions’ Product Advisory Councils, where we have a direct vote on all research and development (R&D) decisions, as well as Lifecycle Management Teams, which look strategically at product management.

Motorola Solutions is a very active member of the DMR Association, contributing to the development and promotion of the standard since day one. We have chaired the association for several years, as well as contributing pro bono intellectual property and working on initial interoperability testing.

# WHAT WE DO

Motorola Solutions provides mission-critical communication infrastructure, devices, software, and services for government, public safety and commercial customers globally. Within Australia, New Zealand and internationally, Motorola Solutions is a major supplier of communications services and technology to governments, emergency services organisations, mining and energy industries, manufacturing sectors, transportation, tourism, telecommunications carriers and telecommunications service providers.

This is how we help some of our customers:



Motorola Solutions works in partnership to help improve the way you work and communicate. We do that by applying our strong heritage of innovation and thorough understanding of your industry. By continuously challenging ourselves, we ensure our technology never stops helping achieve greater benefits and efficiency for our customers.

# WE CAN HELP YOU

Motorola Solutions delivers reliable communications strategies that keep your teams mobile and connected regardless of device or technology. By simplifying your technology needs, you can focus on achieving the outcomes which are important to you. Specifically, this is how.

- Design technology solutions with consultancy and visioning services to support your team needs today, and anticipate industry shifts so you always stay current with technology.
- Keep your networks “always on” with managed services so you stay connected.
- Roam across private radio and broadband networks, and enterprise systems to expand your reach to voice and data applications and critical information. This includes land mobile radio (LMR), public safety LTE, 3G, 4G, Wi-Fi and hybrid approaches.
- Optimise your workflow by tapping into information from multiple sources, in the best format for your role.
- Integrate your choice of devices and applications for greater flexibility without compromising security or performance.
- Share information safely by securing your devices, applications and networks.
- Capture and unite data — whether you are using two-way radios, smart phones, tablets, laptops, wearables, cameras, sensors, alarms or anything else — to draw intelligence for real-time operational insight.
- Monitor and manage a range of devices and technologies including non-Motorola products, because we understand that today’s workplaces require a mix of technologies for the best outcome.
- Make it easy to scale your use of devices and applications with affordable cloud-based subscriptions.
- Maintain constant visibility of the performance of your network, devices, security and applications via a single management portal so you always know what is happening.
- Protect and support your workforce with command and control services.
- Assure 24/7 delivery of your team’s communications via outcome based support and service level agreements, including help desk services.

## Key Products

Two-way Radios  
Business Applications  
Public Safety Applications  
Radio Networks  
Integrated Command & Control  
Intelligence Led Public Safety  
Public Safety LTE  
Smart LTE Devices (LEX)  
SCADA Systems  
Work Group Communications

## Key Services

Managed Services  
Network & Application Assessments  
System Implementation  
Asset Management  
Network Management  
Lifecycle Services  
Preventive Maintenance & Repair  
Technical Support  
Service from the Start



### Network Operations Control Centre (NOCC)

The Motorola Solutions NOCC is the critical backbone for monitoring and management of emergency services and other organisations which depend on 24/7 “always on” service.

### Innovation Centre

Our Innovation Centre, based in Melbourne, is where our customers and partners can interact with technology and solutions to stimulate collaboration, innovation and discovery.

**WE ARE INNOVATIVE**  
**WE ARE PASSIONATE**  
**WE ARE DRIVEN**  
**WE ARE ACCOUNTABLE**  
**WE ARE PARTNERS**

## **OUR VALUES**

**OUR VALUES ARE THE PRINCIPLES THAT GOVERN HOW WE BEHAVE AS AN ORGANISATION AND MAKE DECISIONS.**

**THEY REPRESENT THE FUNDAMENTAL BELIEFS THAT WE ALL SHARE AND ARE BUILT ON OUR FOUNDATION OF UNWAVERING COMMITMENT TO INTEGRITY AND DOING BUSINESS THE RIGHT WAY.**

## OUR PEOPLE

Our customers can access a level of professional expertise that stems from 85 plus years' heritage, including more than 45 years in Australia and 35 years in New Zealand.

Motorola Solutions gives you direct access to the most comprehensive network of communications engineers and support staff within the global telecommunications industry. We understand the real-world challenges you face, and our work always starts with developing a deep understanding of your environment.

## OUR CHANNEL PARTNERS

Across Australia, New Zealand and the Pacific Islands, Motorola Solutions partners with more than 65 specialists. Many of these partners have been with us for more than 25 years.

We demand high standards from our partners, whom are vetted through stringent processes. To be a Motorola Solutions partner, an organisation must demonstrate excellent technical capabilities, sales resources, financial capability, a strong internet presence and sound back-end system. We also align with the principles of Sarbanes-Oxley legislation in terms of governance and accountability.

Under our channel partner program, PartnerEmpower, each partner must meet certain criteria to continue as an authorised Motorola Solutions dealer.

*"I have enjoyed the flexibility of working with different people while on the graduate program. I am also pleased that Motorola Solutions is making a conscious effort to encourage young women like me in engineering/IT careers. For example, discussions at our Women's Business Council also help to identify where we can do more."*

**Vaishaka Dwarakanath, engineer, joined 2013**

Motorola Solutions has expertise in these industries:



Government & Public Safety



Retail



Hospitality



Manufacturing & Supply Chain



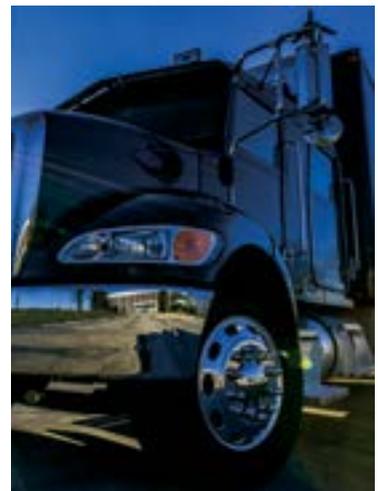
Minerals & Energy



Healthcare



Education



Transportation & Logistics

# CORPORATE RESPONSIBILITY

## ENVIRONMENTAL SUSTAINABILITY

Motorola Solutions is committed to being part of the solution to climate change, and we also work with you to reduce your company footprint, by:

- designing products to use less energy, contain environmentally-preferred materials and are highly recyclable;
- setting targets to reduce emissions and waste from our operations;
- involvement in voluntary climate change programmes that promote awareness and transparency; and
- our end-of-life recycling program (ECOMOTO Takeback) covering two-way radios and other electronic waste, dismantled at our accredited – and regularly audited – recycling facilities.

Our environmental performance is rated as best-in-class by respected independent monitors. In 2014 alone, Motorola Solutions achieved listings ranked in the following: Corporate Dow Jones Sustainability Index, Carbon Disclosure Project: Standard & Poor's 500 Climate Disclosure Leadership Index, Newsweek's America's Greenest Companies, CR Magazine 100 Best Corporate Citizens List, Fortune World's Most Admired Companies List and Global 100 Index of World's Most Sustainable Companies.

We are strongly committed to improving social and environmental conditions in our supply chain, and we expect our suppliers to act fairly and responsibly as well.

## AN UNWAVERING APPROACH TO HEALTH AND SAFETY

Motorola Solutions demonstrably maintains a strong commitment to occupational health and safety for all employees, contractors, suppliers and customers, and provides safe workplaces and systems of work at all times.

Motorola Solutions complies with all relevant legislation in relation to National Occupational Health and Safety Acts, including compliance with regulations, standards (such as AS4801), and codes of practices as applicable.

Our day-to-day practices include:

- Regular hazard reporting, audit and workplace inspections at all sites
- Formally electing health and safety representatives
- Conducting regular OH&S committee meetings
- Providing regular annual training for all employees on OH&S related issues and topics
- Provision of an online OH&S information portal available to all staff

## COMMUNITY INVESTMENT

Motorola Solutions Foundation is the charitable and philanthropic arm of Motorola Solutions, focusing on public safety, disaster relief, employee programs and education. We are also committed to disaster prevention by sponsoring the education of emergency services. In Australia, our teams participate in the gruelling

Oxfam Trailwalker, raising more than \$27,000 in 2014, and we supply communications equipment for the event. In addition, our graduate program takes in a number of graduate engineers at the beginning of their careers, guiding them through their first experience in the workplace.

## STRINGENT ETHICS STANDARDS

Motorola Solutions has a long history of stringent ethics standards with biannual compulsory ethics training for all staff, a confidential reporting service (EthicsLine), a Business Conduct Champion within the

organisation, annual International Ethics Day activities and a policy of zero tolerance, all of which are reflected in our Code of Business Conduct. This strong adherence to ethics is expected throughout our supply chain as well.

*"Our corporate social responsibility program is very rewarding. The mark of a truly successful company is its involvement in the broader community as a responsible citizen. I am proud to be part of Motorola Solutions' contribution, whether it's recycling, disaster relief, volunteering, or supporting emergency services communities."*

**Michael Martin, service design and development manager, joined 1987**

*"In supplying essential communications equipment and the outstanding fundraising achieved by staff, Motorola has contributed to Oxfam providing lasting solutions in the communities we support. This is something that Motorola should be very proud of."*

**Andy Mein, national Trailwalker manager, Oxfam Australia.**

# OUR HISTORY: MOMENTS THAT DEFINE US

First established in Chicago, USA, by brothers Paul and Joseph Galvin, Motorola Solutions started life as the Galvin Manufacturing Corporation in 1928. In 1930, Paul Galvin named one of the first commercially successful car radios the 'Motorola' by linking 'motor' (for motorcar) with 'ola' (which implied sound). The Motorola brand was born, and 25 years later the Australian chapter of the story begins in Sydney, followed by New Zealand in 1978.

**1955** **Motorola licenses a company in Sydney to manufacture its television and radio equipment.**

1968 The Sydney company is incorporated and supplies the Australian Post Master General's department paging system.

1975 A sales office opens in Adelaide.

**1976** **Australia completes its first end-to-end production of radios, and employees reach 100.**

1978 The number of Australian employees reaches 200.

**1978** **Motorola opens a sales office in New Zealand serving the growing communications market.**

1982 A significant milestone is reached when the company goes from making radios according to US designs to Australian engineers designing and building radios and equipment from the ground up, enabling designs to meet Australian needs.

1985 Motorola becomes official radio communications supplier for the Australian Grand Prix in Adelaide – the first of many years.

**1986** **The first fully Australian designed radio, SYNTRX, begins production and wins the Australian Design Award.**

1988 Motorola has over 400 employees in Australia with sales of \$80 million nationally.

1988 Motorola New Zealand signs a contract with Telecom. In the same year it holds the biggest cellular market share in New Zealand.

1989 The Perth office opens.

2000 The Olympics are held in Sydney, and Motorola supplies a substantial amount of the communications equipment.

2003 The Victorian Government chooses Motorola to provide an integrated public safety Mobile Data Network (MDN), which allows the state's public safety agencies to share information and communicate more effectively.

**2004** **Motorola signs a deal to design, build and manage the Metropolitan Mobile Radio (MMR) network for Victorian emergency services. In following years, we deliver other whole-of-government networks, such as the NSW Government Radio Network (2009), South Australian Government Radio Network (2010), and the network for Western Australia's emergency services radio communications (2012).**

2006 A Motorola P25 digital wireless network provides communications and emergency services for the Commonwealth Games in Melbourne.

2006 Motorola acquires Symbol.

**2011** **Motorola Solutions separates from Motorola Mobility to focus solely on government and enterprise segments of the market.**

2012 The Victorian Government emergency services contract (MMR) is extended for four years.

2012 Motorola Solutions' Innovation Centre opens at our Melbourne headquarters.

2013 Motorola Solutions, as the key contractor to Telstra, is selected to design, build, operate and maintain Queensland's Government Wireless Network (GWN), ahead of the G20 Summit meetings in Cairns (September 2014) and Brisbane (November 2014).

2014 The Network Operations Control Centre (NOCC) marks its 10th year, while MMR celebrates a decade since the initial pilot.

2014 Zebra Technologies acquires Motorola Solutions' enterprise business.

2014 Motorola Solutions signs a memorandum of understanding with Telstra to further develop public safety broadband solutions.

2015 We continued extension and transformation of the Victorian Metropolitan Data Network (MDN) as a managed service, enabling the service to stay at the forefront of technology innovation.

**WE INNOVATE  
TO MOBILISE  
AND  
CONNECT  
PEOPLE IN THE  
MOMENTS THAT  
MATTER.**

**THIS IS OUR PROMISE.**

**Motorola Solutions Australia Pty Limited**

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