WE ARE MOTOROLA SOLUTIONS.

CAPABILITY STATEMENT
AUSTRALIA AND NEW ZEALAND

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 worldwide turn to us to create highly connected teams, who can access critical information in the moments that matter.

From a police officer requiring information in the field, a transport company under pressure to deliver goods on time or a busy Queensland coal mine to the most secure government offices in Australia, our products and solutions support mobile transactions of all kinds.

Our solutions focus on the worker and their workflow. By delivering the right information to the right person at the right time, we help ensure worker safety and improve productivity everywhere.

You can rely on Motorola Solutions for expertise, services and solutions, trusting our years of innovation, experience and entrenched engagement with our customers' everyday businesses.

"Our trusted relationship with Motorola Solutions now spans 15 years. Over that time they have made a considerable investment in understanding how we want our teams to collaborate and the direction we're taking to mobilise our police force. The combined [computer aided dispatch] CAD upgrade and roll-out of the Mobile Intelligence Client gives our officers a flexible technology platform to strengthen information sharing throughout the agency, and provides the required flexibility to adapt to meet new challenges in the future."

Lance Martin, project director, CAD Replacement Project, Western Australia Police

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

"Staff can describe a situation and ask for directions, so we can make decisions and fix problems instantly."

David Sloss, general manager, Mundtville Dairy Farm

"The public expects that when they ring the Ambulance Service of NSW, they're going to get a paramedic response as quickly as possible. The only way that we can provide that is by using a reliable and secure 'always on' network with reliable terminal hardware."

Roger Hanssen, director of information technology, Ambulance Service of NSW

"A radio channel has always been dedicated to emergency communications, allowing for clear and swift decisions to be made. Throughout each large aftershock, this communications process proved its worth with a highly efficient emergency response. Everyone recognised the value of this vital piece of infrastructure, as flights carrying civil defence and emergency personnel arrived within 90 minutes of the disaster."

Christchurch International Airport Ltd Annual Report 2011

"The radio system has improved safety as everyone knows what's going on and where everyone is. Communication between logging crew members is key. With the risk of 48 tonne machines causing injuries, we need constant and clear communication."

Jeremy Hayes, manager, DH Logging

"Productivity is up because we're all in touch – we can hear and call each other easily. Staff can work more efficiently, for example, instead of everyone running between the decks they simply call each other."

Douglas Colaco, national manager – cruise services, ISS-McKay

"Increasing safety was a predominant driver for the upgrade project. Most critical to us was improving worker safety and the upgrade certainly helped us in this respect."

Phil Axiak, electrical engineer, Mackay Sugar

"The whole aim of the system is to reduce response times to save more lives. That's the goal of early communication because of the distance between sites. Time can cost lives, money and resources, so by reducing time the emergency response is more effective."

Filomena Nelson, assistant CEO, Disaster Management Office, Ministry of Natural Resources and Environment

"The system has given our officers essential tools that help protect them in the daily execution of what is potentially a very dangerous and stressful occupation, and the flow-on benefits for the community are just as important."

Lance Martin, then Police Superintendent, Western Australia Police

"The constant flow of information enhances the profitability of the property. For example, if the herd manager and I have a discussion, everyone hears and knows what's going on. We're not meeting every five minutes. Now staff can describe a situation they encounter and ask for directions, so we can make decisions and fix problems instantly."

David Sloss, general manager, Mundtville Dairy Farm

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. We form long-term partnerships with our customers, working closely alongside them to understand their challenges and requirements.

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
- Australian Grand Prix
- Brisbane City Council
- Christchurch International Airport
- Crown Melbourne Ltd

- Emergency Services Telecommunications Authority (ESTA)
- Government of South Australia
- Koniambo Nickel Mine
- McCain Food NZ Pty Ltd
- New Zealand Oil Services Ltd

- QGC
- Queensland Government
- Transcity Joint Venture
- University of Canberra
- Vale New Caledonia
- Victorian Government
- Western Australia Police

OUR COMMITMENT TO QUALITY

Motorola Solutions is committed to the highest governance standards and ensuring that every product, network or application 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
- Lean 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

OUR GLOBAL PRESENCE AND SCALE

- >100,000 customers in >100 countries
- 13,000 employees in 60 countries

Our customers benefit from our access to a wealth of expertise and experience, through Motorola Solutions' strong presence worldwide.

Our employees work directly with colleagues, partners and developers across the world, sharing skills, experience and expertise. For example, our employees work closely with overseas application developers, collaborating and sharing ideas or innovations that mean a better solution.

Moreover, we make our presence felt on the global stage. Australian staff members hold positions or have input into various global groups within Motorola Solutions. This ensures that our local customers have a voice in technology development and support, and that Australia and New Zealand requirements are represented.

Motorola Solutions is closely involved in the development and promotion of all the standards in which we operate, contributing pro bono intellectual property and actively participating in the relevant associations.

"Our relationship with Motorola Solutions is a long-term partnership. I really can say that Motorola is one of the top three of my partner relationships, and I have 50-60 other service providers to deal with. I feel that the customer is worth more than just money to Motorola. It's a very good partnership."
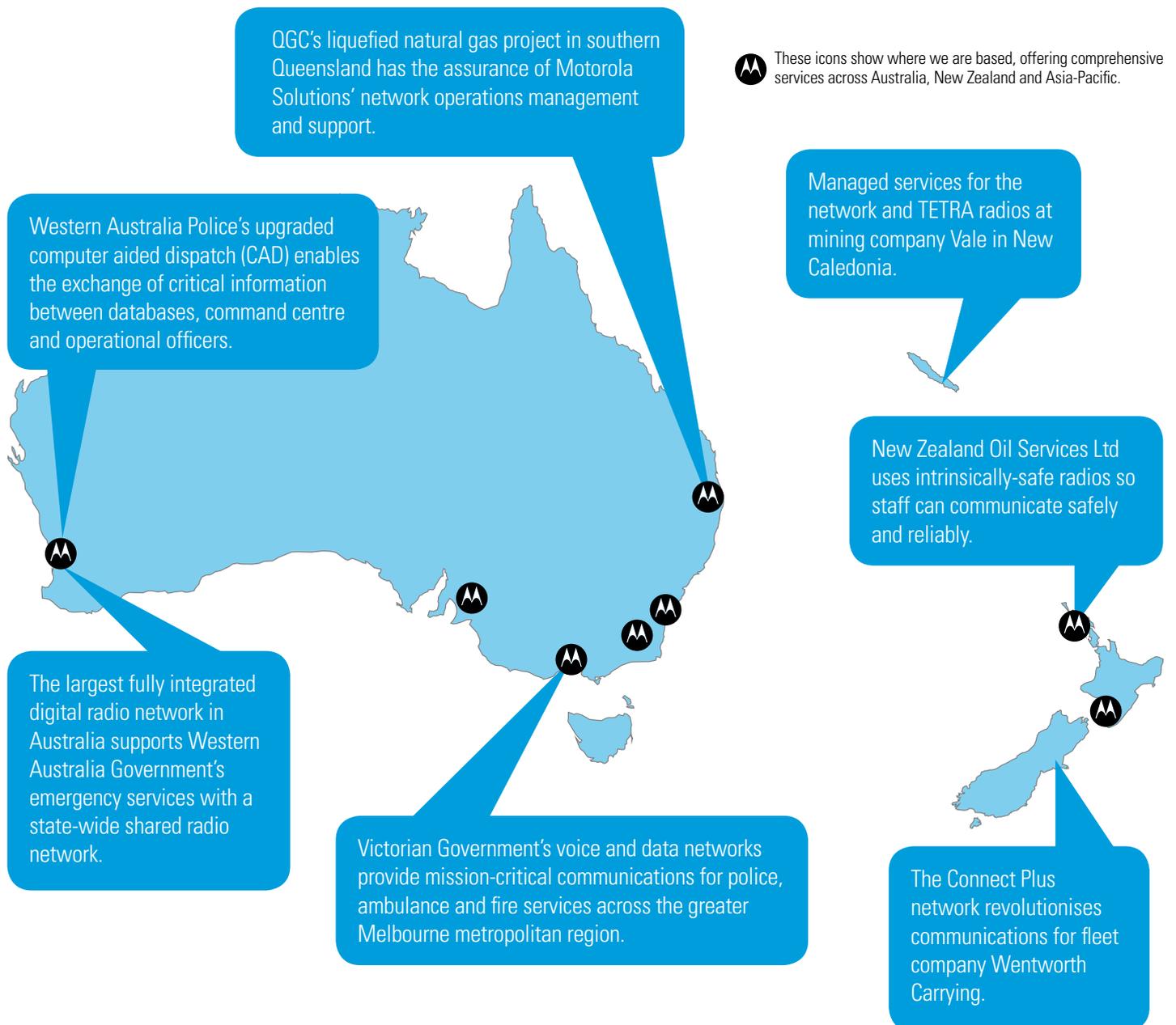
Kamel Azzoug, IT manager, Vale New Caledonia

"I liaise regularly with the product design group, advising of Australasian needs and working with members to make sure our requirements are catered for in the design and build process."

Steve Marriott, product specialist, Australia & New Zealand, joined 2007

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, hospitality, logistics, rail, telecommunications carriers and telecommunications service providers.

This is how we help some of our customers:

QGC's liquefied natural gas project in southern Queensland has the assurance of Motorola Solutions' network operations management and support.

These icons show where we are based, offering comprehensive services across Australia, New Zealand and Asia-Pacific.

Managed services for the network and TETRA radios at mining company Vale in New Caledonia.

Western Australia Police's upgraded computer aided dispatch (CAD) enables the exchange of critical information between databases, command centre and operational officers.

New Zealand Oil Services Ltd uses intrinsically-safe radios so staff can communicate safely and reliably.

The largest fully integrated digital radio network in Australia supports Western Australia Government's emergency services with a state-wide shared radio network.

Victorian Government's voice and data networks provide mission-critical communications for police, ambulance and fire services across the greater Melbourne metropolitan region.

The Connect Plus network revolutionises communications for fleet company Wentworth Carrying.

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 Solutions 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.

MISSION-CRITICAL COMMUNICATIONS

NEXT GENERATION MOBILE INTELLIGENCE

Information is growing exponentially in our cities and it is estimated that 90 per cent of the world's data was created in the past two years.

The ability for public safety agencies to capture and share this information can profoundly strengthen the decisions they make to protect our communities.

NEXT GENERATION MOBILE INTELLIGENCE SOLUTIONS PUT INTELLIGENCE INTO THE HANDS OF FIRST RESPONDERS OVER A CHOICE OF DEVICES, NETWORKS AND APPLICATIONS.

Next Generation Mobile Intelligence makes it easy to share collective intelligence between your officers and vehicles in the field, and command and control. It is achieved through four key principles – mobility, connections, intelligence and partnerships.

MOBILITY	CONNECTIONS	INTELLIGENCE	PARTNERSHIPS
WORK MORE EFFICIENTLY TO ACHIEVE HIGHER AVAILABLITY AND SHORTER RESPONSE TIMES	**SHARE REAL-TIME INTELLIGENCE OVER THE BEST AVAILABLE NETWORKS AT ALL TIMES**	**SHIFT FROM REACTING AND RESPONDING TO ANTICIPATING, PREDICTING AND PREVENTING**	**SIMPLIFY MANAGEMENT AND GUARANTEE THE PERFORMANCE OF YOUR COMMUNICATIONS**
Mobility is underpinned by your ability to **securely integrate your choice of devices and applications** into a cohesive communications network to deliver intelligence to every member of your team.	Incidents occur anywhere. Bringing people together to **work as a team** is critical for an effective, coordinated response.	Intelligence is the key to **keeping communities safe**.	Your ability to **share collective intelligence** is crucial to the success of every role.
You need the flexibility to **choose devices and applications according to role types** so the right information is delivered in a format that suits each workflow.	You require interoperable network access to **collaborate using voice, text, imagery and video** so you can quickly share information to ensure situational awareness.	You need apps to **capture and analyse information from any source** – smart phones, cameras, alarms, sensors, social media and more – so the right information can be delivered to support each team member's role.	You need experienced support to **integrate and manage solutions** from the device manufacturers, carriers and network providers, and application developers of your choice.
Your environment must **remain secure while you continually introduce new technologies** to do more with less.	You need to **maintain secure communications across two-way radio, broadband and enterprise networks**, with dynamic management to remove non-essential users at a moment's notice.	Analytics help you to **position resources where they are needed most** by pinpointing identity, location, activity and time related event patterns.	You need complete confidence that every single part of your unique communications environment will be integrated securely and seamlessly to **support your teams' 24/7 performance**.

MOTOROLA SOLUTIONS DELIVERS NEXT GENERATION MOBILE INTELLIGENCE THROUGH:

VISIONING AND CONSULTANCY	Align your teams' workflows and goals with an agnostic communications technology design which supports your requirements today and anticipates how technology will need to adapt in the future.
MANAGED SERVICES AND 24/7 SUPPORT	Assure 24/7 performance for any or all parts of your teams' communications environments with managed service agreements and support services which focus on the outcomes your need.
"AS A SERVICE" DEVICES, NETWORKS AND APPS	Scale your use of devices, cloud-based applications and networks according to need with "as a service" subscriptions while continually adapting your technology to suit your changing environment.

Download our Next Generation Mobile Intelligence white paper from motorolasolutions.com/au/NGMI

BUSINESS-CRITICAL COMMUNICATIONS

BIG DATA. IS IT SMALLER THAN YOU THINK?

Applying data to improve business outcomes is the defining business trend of our time. Customer satisfaction, operational performance and revenue are all influenced by how well a business utilises its data.

The top priorities* for the use of data among IT leaders are clear:

EMPLOYEE SAFETY	91%	want to monitor and communicate with employees to keep them safe.
MAXIMISE PRODUCTIVITY	87%	want maximum operational efficiency by reducing time-consuming bottlenecks
SECURITY	93%	want the ability to share certain information with a defined set of people or team instead of everyone in the business

* Motorola Solutions engaged EY Sweeney to conduct research to understand the needs and wants of IT buyers across Australia and New Zealand in relation to managing data.

INTELLIGENT COMMUNICATIONS HOLD THE KEY TO UNLOCKING SIMPLE DATA THAT TRANSFORMS BUSINESSES.

A strong communications system that incorporates voice and data capabilities enables:

• Increased operational efficiency
• Greater workforce productivity
• Easier compliance and stronger risk management and safety practices
• Improved customer service
• Flexible connectivity between devices, networks and applications

THE POWER OF APPS

Apps on a digital two-way radio communications system can transform a business.

These apps tap into streams of information that already exist within the business environment. You can "make big data small" by targeting this specific information to efficiently achieve tangible business outcomes such as increasing team safety, operational efficiency and information security.

Job ticketing applications simplify and streamline tasks within a major hotel chain.

Alarm and lone worker applications help keep workers safe within the forestry industry.

A location tracking and journey management application saved a major oil and gas company hundreds of thousands of dollars in lost productivity when checking in workers.

Text messaging applications can be automated to remind staff of OH&S requirements at a local council.

Interoperability applications enable seamless and secure network access to visiting specialist technicians at a major international airport.

COMMUNICATIONS IS THE KEY TO TAPPING INTO YOUR DATA, REVEALING ITS INSIGHTS AND CONVERTING IT INTO INTELLIGENCE SO BUSINESS CAN PERFORM AT ITS BEST.

Download our "Big data. Is it smaller than you think?" white paper from www.motorolasolutions.com.au/bigdata

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 50 specialists. Many of these partners have been with us for more than 25 years.

We demand high standards from our partners, who 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 Diversity and Inclusion 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
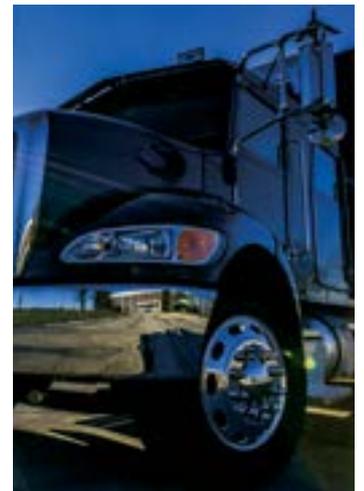
Retail

Hospitality

Manufacturing & Supply Chain

Minerals & Energy

Rail

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 that 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;
- reduce hazardous substances in our products and find environmentally sound alternatives, without compromising performance and quality; and
- our end-of-life recycling program covering two-way radios and other electronic waste, dismantled at our accredited – and regularly audited – recycling facilities.

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.

DIVERSITY AND INCLUSION COUNCIL

The council aims to support diversity and inclusion by encouraging internal change and awareness within the company to foster gender equality and diversity; promoting the recruitment, retention and promotion of women and people from diverse backgrounds; encouraging a supportive workplace culture which allows employees to balance work and personal life; and fostering relationships with external bodies to affect meaningful change.

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 sponsor the education of emergency services and indigenous scholarships. We support organisations such as Crime Stoppers, White Ribbon, Australian Red Cross Society, Females in Technology and Telecommunications (FITT), Oxfam Trailwalker and the Juvenile Diabetes Research Foundation (JDRF) among others. 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), Business Conduct Champions, 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.

"Giving back to the community is something I find incredibly rewarding, and working for a company that encourages and supports this is equally rewarding. I feel privileged be part of a company that sees corporate responsibility as a core value."

Jenny Morelli, proposal specialist, joined 2013

"In supplying essential communications equipment and the outstanding fundraising achieved by staff, Motorola Solutions 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 began 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 began in Sydney, followed by New Zealand in 1978.

1955   **Motorola licences 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.

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

1978   **Motorola opens a sales office in New Zealand.**

1982   The company moves from making radios according to US designs to Australian design and manufacture to meet Australian needs.

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

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

1988   Motorola has more than 400 employees in Australia with sales of $80 million nationally.

1988   Motorola New Zealand holds the biggest cellular market share in New Zealand.

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.**

2006   We provide 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.**

2014   The Network Operations Control Centre (NOCC) and MMR celebrate a decade.

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 continue the 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.

2009   NSW's Government Radio Network is delivered.

2012   **A whole-of-government network in WA provides voice and mobile data communications for critical public safety agencies, including Western Australia Police (WAPOL), the world's largest single police jurisdiction.**

2015   The South Australian Government selects Motorola Solutions to upgrade and manage its government radio network, originally delivered in 2010.

2016   **A Motorola Solutions' world first is achieved when a leading oil and gas producer purchases Capacity Max, our DMR Tier 3 platform.**

2016   **WAPOL upgrades its CAD system and deploys frontline mobility application, Mobile Intelligence Client, integrating critical information between the agency's databases, command centre and operational officers.**

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

THIS IS OUR PROMISE.