



NEW ZEALAND, COVERED AT WORK

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03<sup>rd</sup> of April 2018

Fluid Chemicals - Reference

Dear Ben,

I do at times get asked by our Suppliers to put together a reference, often I am loath to do so unless I truly believe that we have a strong partnership with that supplier. When you asked me to put a reference together I had absolutely no hesitation at all.

The relationship between Pryors Apparelmaster (previously Papakura Dry-cleaning) and Fluid Chemicals (previously Applied Chemicals) dates back to plus 30 years ago. Far longer than when you and I were involved in each of the businesses respectively. Your Father John Anderson and my Father n law Owen Pryor forged the relationship when we were a very small Dry-cleaning business operating in Papakura.

Today, we operate out of one of the most automated laundries in Australasia. 9 Pocket CBW, 2 x 180kg Powerswing washers, Gas Fired Tunnel Finisher, K-Sort Automated Assembly system with Automated Folding Machines. (Kannegiesser Equipment) We employ 45 staff and are absolute market leaders in the Auckland Workwear Rental market. As well as being part of the Apparelmaster nationwide network who is celebrating 40 years in New Zealand this year.

I also have to mention the new Dositec Chemical Delivery turnkey system we had installed in February 2017. We were starting to receive pressure from our AsureQuality Food audits about providing chemical dosing proof of delivery reports. We spoke with Fluid about this who did all research on potential systems. Once they got it down to 2 systems we made a joint decision to run with the Dositec system through Hydro Tech out of Australia. Both parties were extremely thoughtful on the impact of the installation, and all stops were made to have very little production downtime, through late nights and weekends. There was also plenty of time dedicated by Hydro Tech once the Dositec system was functional for training, checking faults and determining chemical levels etc.

Now that we are 12 months down the track this gives me a real opportunity to reflect on the system. We know we have improved the consistency of our wash quality, and a key indicator of this is our Garment Tunnel Finisher. I would estimate that probably 5-6 times a week we would set off our smoke alarm sensor which sits above the tunnel. That's telling me that there is still oil/grease residue in some of our heavily soiled garments. Since installing the Dositec system we may have had 3-4 for the whole year. I have absolutely no doubts at all that running with the Dositec System along with the support from Hydro Tech and our local guys Fluid was a great decision.

Ben, I would personally like to thank you and your team for providing such a great service to us, you have been such a big part of our success to date. Your ability to adapt and react to our needs is second to none. I know our Wash quality is superior and this is reflected in our Bi Annual Customer Survey where we rank one of the highest in the Apparelmaster Group nationwide. Your costs are competitive, again reflected in offers the Group receive from other Chemical providers. I hope we can continue this relationship for another +30 years.

Yours sincerely,

Brett Homan  
Managing Director