# Realizing the full potential of maintenance

Company Introduction



#### QUANT

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Quant is a global leader in industrial maintenance. For over 25 years, we have been realizing the full potential of maintenance for our customers.

From embedding superior safety practices and building a true maintenance culture, to optimizing maintenance cost and improving plant performance, our people make the difference.

We are passionate about maintenance and proud of ensuring we achieve our customers' goals in the most professional way.



POTENTIAL 005

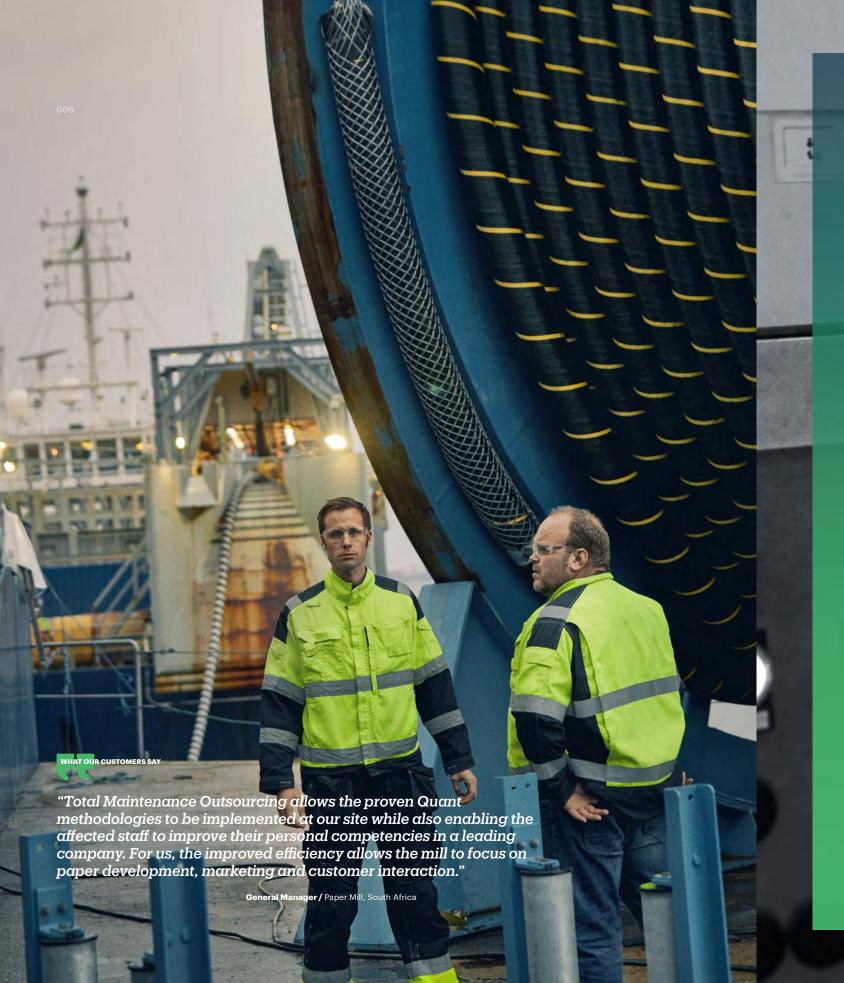
### Maintenance is key to long-term success

Maintenance is more than just a cost to production. It provides the foundation for a business's performance and profitability, affecting everything from safety to plant productivity and energy efficiency.

From designing a new plant, to getting it running and keeping it running optimally, having the right approach to maintenance makes a real difference in both the short and long-term. However, the full potential of maintenance is rarely realized.

When working with new customers we often find: the total cost of maintenance is not under full control; spare parts and subcontracting costs constantly exceed budgeted levels; the impact of maintenance on the equipment life cycle cannot be quantified; maintenance is conducted in isolation of productivity improvements; and the cost of unplanned shut downs is greater that the total planned maintenance budget.

In a world where increasing regulation, competition and costs put pressure on our customers' businesses, we constantly ask: Where can maintenance have the greatest impact; how can it contribute to a more prosperous future for our customers, in both the short and long-term?



ALUE 007

#### Value-added maintenance

All customers are concerned about rising maintenance costs and many need to improve safety performance. Some want to increase productivity or capacity to seize market opportunities. Others need to improve energy efficiency to reduce operating costs or reduce waste to meet regulatory changes.

When our customers outsource their maintenance management and execution to us we ensure that they achieve both their short and long-term goals. We deploy empowered, maintenance-focused people to work as an integrated part of their production teams, using world-class processes and methodologies to improve safety and productivity all while optimizing cost.

To meet our customers' goals we have a proven process for evaluating the potential we can realize before we start working together. Agreed goals are then continuously reviewed against actual performance. Working under performance-based agreements helps ensure that all investments in maintenance create 'real', sustainable business benefits, and that we all share in the value created.

Our unique approach to optimizing maintenance management and execution, with a focus on education, motivation and empowerment, takes our customers' performance to the next level adding value in both the short and long-term.

The benefits our customers typically receive:

#### Improve

Safety Performance
Employee Motivation
Energy Efficiency
Overall Equipment Effectiveness
Equipment Lifetime
Equipment Availability
Equipment Reliability
Maintenance Productivity
Compliance

#### Reduced

Safety Incidents
Operating Cost
Maintenance Cost
Spare Parts Cost
Energy Consumption
Production Losses
Downtime
Emissions
Waste



SERVICES 009

#### Services that realize potential

Realizing the full potential of maintenance is a continuous challenge, where parameters and possibilities change every day.

Our employees are experienced in maximizing performance at every touch-point for our many different customers and their specific needs. From managers to supervisors and tradesmen, it is our people who make the difference. Combining extensive maintenance management capabilities with many years of hands-on experience and a

world-class maintenance concept, we can be trusted to deliver motivated, professional service at every level. The more we are responsible for, the greater the potential we can realize. Our maintenance services include the major categories below, as well as a large range of specific services typically provided as part of these or offered separately.

otal laintenance utsourcina We take full responsibility for maximizing the potential of all aspects of maintenance, from management to organization and execution of all site activities for corrective and preventive maintenance, as well as shut downs, upgrades and modifications. We take a holistic approach

and commit to improving safety, productivity and energy efficiency while optimizing cost. Where relevant, our responsibility goes beyond maintenance to include the operation of plant utilities, for example heat and power generation and water treatment.

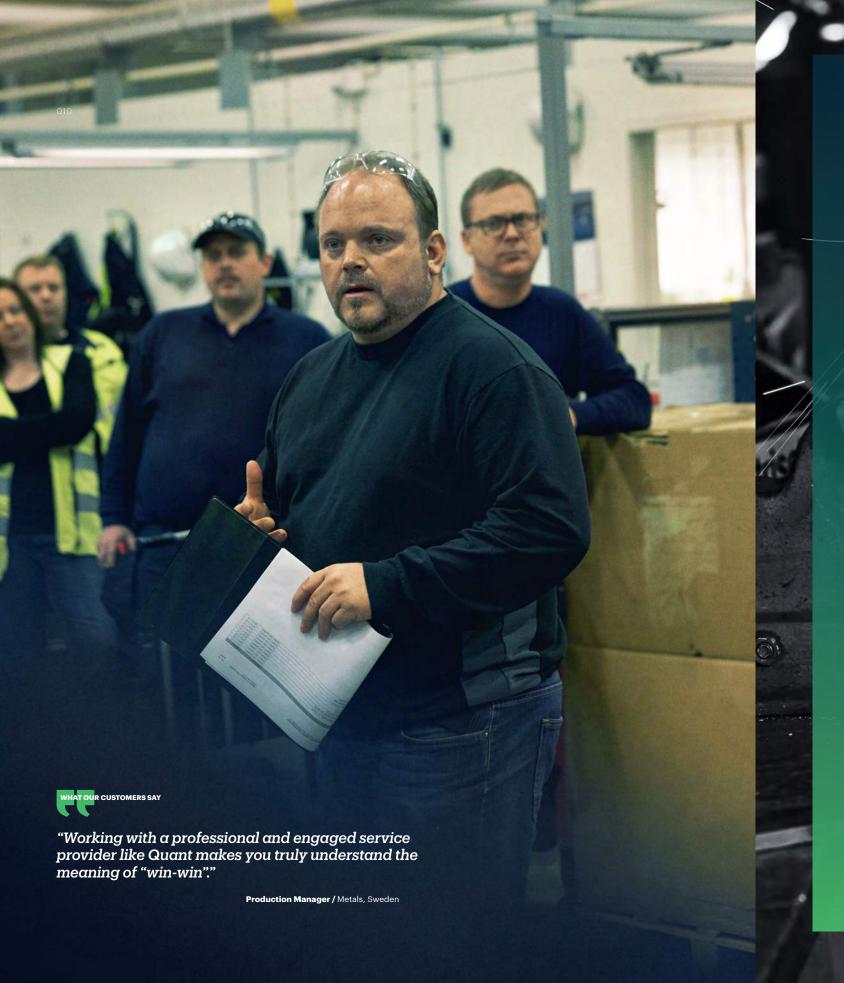
laintenance lanagement utsourcing We take full responsibility for the maintenance management function and commit to providing our customers with sustainable improvement in their business results. We are responsible for defining the maintenance functions needs, including optimization of maintenance planning; introducing maintenance processes to improve plant reliability; and managing designing,

managing and optimizing maintenance operations; managing plant shutdowns and improvements as well as any other changes to realize the full potential of maintenance. Additionally we can manage related areas such as spare parts or plant commissioning or decommissioning.

Asset Class Maintenance Outsourcing We take full responsibility for all aspects of maintenance for specific classes or families of equipment. This could include electric motors, cogeneration plants, drives, instrumentation, process automation and power distribution.

As an OEM independent service provider, we work with all types and all manufacturers' equipment to reduce downtime, improve performance, and extend equipment lifetime.

Contract Manufacturii Services We perform contract manufacturing for a broa range of different product types. This includes the engineering, design and manufacturing of prototypes, assembly groups and small series for demanding applications. We manage all logistics and product support throughout the entire product life cycle.



PROFESSIONALS 011

### A motivated, professional team

We are maintenance professionals
- experts at empowering our people to realize
the full potential of maintenance for our customers.
We take pride in managing and executing
maintenance and believe that a motivated,
empowered and skilled team of dedicated
professionals is a force to be reckoned with.

Unlike many other outsourcing companies, we don't focus on shedding jobs to reduce costs. Rather, we implement effective planning and working methods, training our people to use our best practice processes and tools, while empowering them to create value and reduce waste. We ensure they understand how they can contribute to realizing the full potential of maintenance for our customers, linking their performance targets directly to those agreed with the customer.

Realizing sustainable business benefits for our customers requires the development and optimization of maintenance practices in a continuous collaboration, where we work as an integrated part of their teams and take responsibility for success. With proven change management processes, we ensure maintenance continues to achieve measurable results and that the benefits always outweigh the cost.



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"Co-operation works well when you partner with professional experienced and motivated people who understand how to make things happen."

Maintenance Manager / Metals, Finland

# "Quant has empowered our maintenance people and fostered a culture of performance and accountability."

"Quant has helped our factory to significantly improve its performance - they have transformed the maintenance function from a cost into a profit centre."

Production Manager / Chemicals, Germany

"Our partnership with Quant has definitely been a success story. We have experienced over 10 years of continuous production effectiveness improvement."

Manager / Mining & Minerals, Estonia

## "Quant best practice has been implemented at our site, enabling and motivating our staff to improve their personal capabilities, performance and potential."

**General Manager /** Oil & Gas, South Africa

"Quant has helped us build a sustainable safety culture that ensures that everyone goes home to our families safe and healthy after each working day."

Production Manager / Discrete Manufacturing, Estonia

"Partnering with Quant has lifted us to a substantially higher level of maintenance excellence."

Manager / Service Stations, Italy

"Quant had a proven approach and the right people to take over our maintenance outsourcing process and to implement it successfully." senior Executive / Utilities, Finland

### Realizing potential across industries

CUSTOMERS

Although we can work in any industry where maintenance is a significant cost, the industries our customers typically represent are described below.

We have deep industry specific know-how and expertise, actively sharing best practice around the world. Our experience spans over 300 facilities, where we have changed the role of maintenance from a cost burden to a value generator for our customers.

Pulp & Paper

For decades we have been one of the most recognized maintenance outsourcing partners for pulp and paper producers around the world. We have full responsibility for the maintenance of many production lines, including those at some of the world's top performing and largest mills. We are able to develop and implement our maintenance methodology across entire mills, optimizing both capital and operating expenditure, generating long-term sustainable results to be proud of.

Mining & Minerals

We understand the unique maintenance and business challenges of the mining and minerals processing industry. The harsh environments and uncompromised focus on safety, equipment reliability and efficiency mean that world-class maintenance practices are paramount. With years of experience working for some of the leading companies in the industry we have proven that we can add significant, sustainable value in both greenfield and brownfield operations.

Metals

We have extensive experience of maintenance outsourcing in the metals industry, mostly within aluminium and copper smelters, iron and steel mills and nickel refineries. Our focus is typically on improving ROCE, where increasing availability and reducing cost is paramount.

Chemical Petrochemical We are a trusted global service provider to the chemical and petrochemical industry. Our maintenance outsourcing and management experience spans more than 40 plants over the past two decades, in both greenfield and brownfield projects. Our processes, tools and capabilities are adapted to meet the unique needs of the industry.

Discrete Manufacturing We provide maintenance outsourcing for a broad range of discrete manufacturing companies where each line and product, continuous ramp-ups, ramp-downs and changeovers need special attention using motivated, fast and flexible professionals.

Food & Beverage

We offer a full portfolio of maintenance outsourcing services that help food and beverage makers reduce energy consumption and waste, as well as manage equipment and processes more effectively.

Service Stations

In several countries we have the organization in place to manage the total maintenance of utilities and technical equipment for nationwide networks of service stations. Our central call centre receives all service requests from service station personnel and distributes them to the nearest maintenance team for immediate action, whenever and wherever needed.

Oil & Gas

As an experienced service provider to the oil and gas industry, and with continued development of the services we offer to both upstream and downstream facilities, we are uniquely positioned to support the ever changing requirements of the industry. Our processes, tools and capabilities are adapted to meet the unique needs of the industry, and are proven to create real value for customers all ground the world.

Utilities

In addition to providing maintenance services for many utilities, including conventional and renewable power generation plants, our advanced knowledge of automation, instrumentation and control systems enables us to go beyond maintenance to include full responsibility for operations of entire facilities.



CONTACT 02



We currently employ over 2,500 maintenance professionals and manage a great deal more, spread across five continents, working 24/7 to make a measurable, sustainable difference for our customers.

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