



## COMPANY PROFILE – QML Services

### 1. COMPANY OVERVIEW

QML Services is a respected provider of logistics management and documentation services to the mining and resources industries. Our company provides supervisory services and acts as a shipping documentation bureau for many leading coal suppliers and traders. Our managed services offering includes:

- Supervising commodity deliveries from mine to port
- Monitoring loading of vessels at the port
- Liaison with service providers such as; port, terminal, rail, agents, HVCCC and superintending companies
- Production of shipping documentation such as; Bill of Lading, Statement of Fact, Statement of Coal Loaded and Laytime calculation reports
- Borrows and loans management
- Act as shippers agent on behalf of the mining companies
- Tracking commodity quantity and quality from mine to customer

In addition, we also provide supply chain consulting and training services.

Formerly CoalLink Australia Pty Ltd, the company was renamed QML Services after being acquired by QMASTOR Limited (QMASTOR) in 2009. QMASTOR, a leading technology company, developed management information systems for the global mining and bulk commodity industries. QMASTOR's particular niche involves the management of tonnage, quality and value to meet exacting customer specifications and delivery windows. This has been achieved through proactive scheduling and execution of operations processes from a mine's geological model through to receipt of customer payment.



In November 2011 Triple Point Technology, the leading global provider of software to manage commodities and enterprise risk acquired QMASTOR (including QML Services). The companies complementary customer bases, target markets, and product sets create substantial opportunities for continued and accelerated growth in combined market share, revenue, and profit.

The outstanding financial performance of Triple Point Technology — in terms of strong revenue growth, healthy profit margins, and a solid balance sheet — underscored the suitability and attractiveness of the company for acquisition by ION Investment Group in 2013.

Together, our mining supply chain, commodity trading, pricing and risk management solutions are used by more than 260 global customers in; mining, port, power, energy, transportation, food and beverage, chemical and agriculture sectors.

Our mining supply chain solutions in particular are used to manage over one billion tonnes of coal and mineral movements per year, from a network of global locations.

## **2. COMPANY VISION, MISSION AND VALUES**

### **Vision**

To be the leading logistics management services provider to bulk commodity industries.

### **Mission:**

To provide the most advanced systems, tools, and service models to help clients profitably trade, manage risk, move, and store commodities.

### **Values:**

QML Services has adopted a set of core values which sets the culture of the organisation, these values are:

- Focus - maintaining clear focus on all aspects of the individual and business tasks and goals.

- Best people - fostering and maintaining an interest in the future growth of the organisation through planning, ongoing personnel development and employment of highly skilled individuals.
- Responsiveness - showing determination and the desire for immediate action while maintaining commitment, efficiency, quality and professionalism.
- Innovation - maintaining a leading edge over competition through the development and use of new technologies and methods.
- Quality - always striving to provide excellent products and services, taking pride in everything we do.
- Best employer - maintaining an exciting and challenging work environment with opportunity for career growth and expansion.

We are committed to the philosophy of professional excellence and integrity.

We recognise our customers as our partners, and strive to make our business relationship equally prosperous.

We constantly improve our customers' and our own business by finding ways to reduce costs and add value.

We maintain the confidentiality of our customers' valuable information, as a priority.

We work to ensure the safety and wellbeing of our employees.

The company is strategically focused to provide solutions to the bulk commodity industry.

### **3. CORE COMPETENCIES**

- Mining, transportation and port industry domain knowledge
- Bulk commodity supply chain; management, consulting and training
- Liaison with supply chain stakeholders
- Documentation production
- Leveraging of QMASTOR's mining and port information systems

## 4. PRODUCTS & SERVICES OVERVIEW

QML Services is a specialist provider of bulk logistics information management. We provide services and products to manage the supply chain from the source to the buyer. We utilise information management technology, combined with staff expertise to provide solutions to maximise client profitability through the efficient use of their supply chain.

Services include:

### **Materials Handling / Ship Loading**

- Co-ordinate with clients to ensure tonnage availability for transportation
- Liaise with client's mine regarding rail programs
- Provide to clients daily rail programs including; rail provider and terminal weights, internal transfers and remnants
- Monitor ship loading

### **Pre-shipment**

- Respond to ship nominations, as per clients instructions
- Liaise with Port on pad and berth allocation and also to generate the necessary rail programs for each shipment
- Forecast and advise vessel's ETA, ETB, ETL and ETS on a regular basis
- Liaise with clients regarding coal availability and quality
- Liaise with superintending company and draft surveyors for quantity determination
- Apply for Export Declaration Number (EDN) through Customs and submit to ship's agent
- Submit Shipper's Declaration
- Receive stowage plan from vessel then lodge with Port
- Receive and accept NOR in accordance with sales contract
- Monitor turn of shiploading
- Prepare rail programs
- Prepare shipping forecasts
- Prepare proforma documentation for efficient release when vessel completes loading
- Port system interaction

- Customer Cargo Instructions
- Customer Loading Instructions
- Stowage Plan and Loading Plan
- Update of ETA and tonnage requirements

### **Post-shipment**

QML Services prepares, collates, validates and delivers (as required) the following shipping documentation on behalf of clients;

- Stowage Plans
- Certification (Weight/Draft Survey and Quality), Certificate of Origin (both through Business Chamber and internally created), Statement of Fact, Statement of Coal Loaded, Statement of Delays
- Laytime calculation, Bill of Lading
- Other adhoc documentation where required
- Document execution and despatch to clients or final customer where requested
- Place / transfer remnants as required
- Reconcile tonnages (inbound/outbound, gains/losses, remnant/trim) and provide vessel reconciliation report to clients
- Maintain borrows / loans tonnage records
- Provide relevant shipment information to Customs & Border Control

### **Consultancy**

- Provide consulting around port and mining supply chain management

### **Training**

- Coal Chain Logistics – training courses for industry professionals and those interested in the mechanics of transacting coal from the pit through to end user

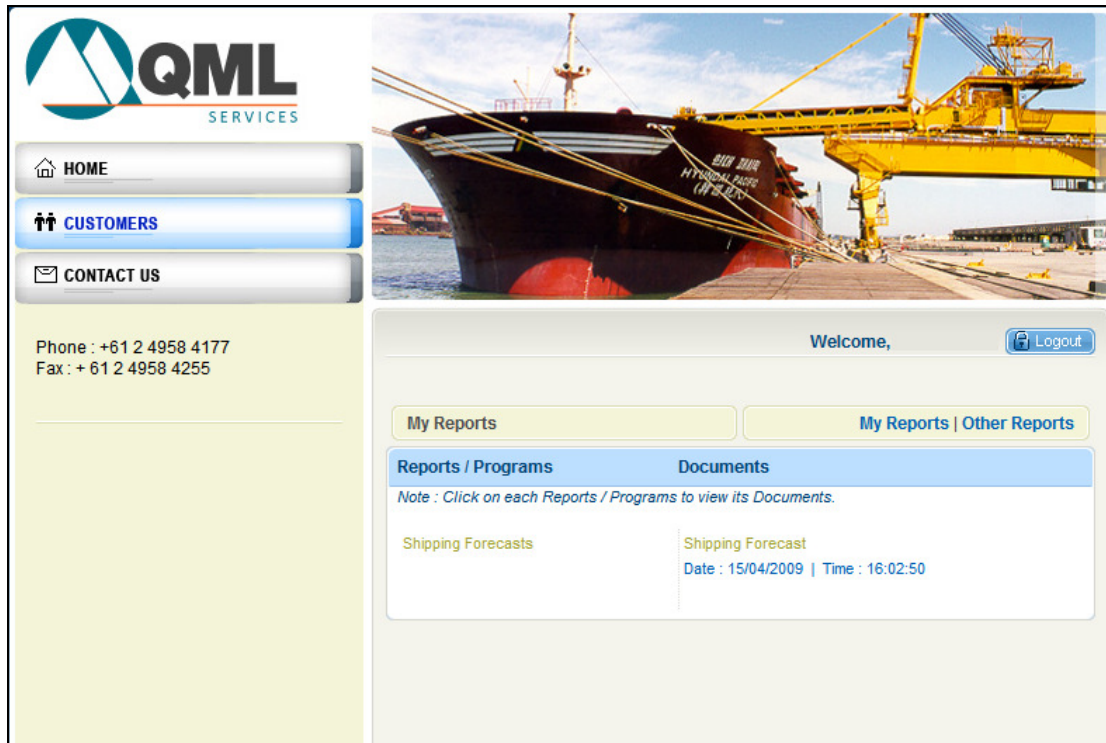
### **General**

- Perform duties of principal shipper when nominated
- Organise and host port visits for client's customers and representatives
- Attend industry information sessions and meetings

- Provide relevant supply chain information and port statistics

### Customer Web Portal

QML Services provides a secure customer portal where clients can access all their logistics reports and shipping documentation:



QML Services can also provide hosted versions of Triple Point Technology's products including:

- Pit to Port - Mining & Bulk Commodity Supply Chain Management
- Horizon - Supply Chain Optimisation, Planning & Scheduling
- SMS 3D - Dynamic 3D Stockpile Modelling

QML Services provides a unique supervisory and reporting system for the export of bulk commodities. The use of QML Services eliminates the need for the day to day interface with service providers and statutory regulators for producers, suppliers and exporters.



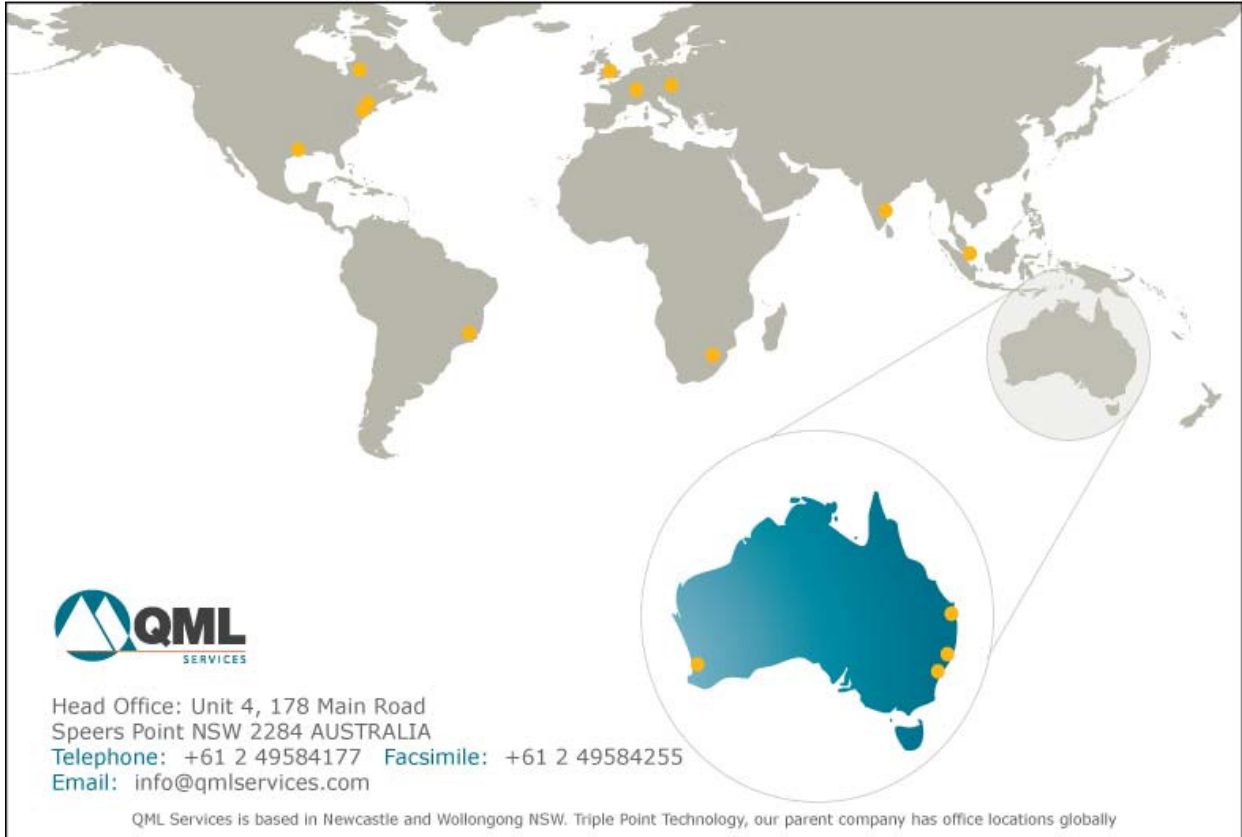
Our personnel have experience in managing the mining supply chain. We have gained a reputation for integrity, independence and superior supply chain management. Our client services are provided 24/7.

Our clients include large multinational mining companies as well as smaller independent operators. We provide the support services that traders in the supply chain need to reduce logistics and supervision risks. We currently manage approximately 30 million tonnes of bulk commodities annually.

## **5. LOCATIONS**

QML Services is headquartered in Newcastle, NSW, Australia. We also service the Illawarra region of NSW and assist our customers transacting coal through the Port of Gladstone in Queensland. Our intention is to leverage off our existing customer base and build capability in other geographical and commodity markets. Triple Point has an extensive global office network which will help facilitate this ambition.

Our preferred point of contact is through our head office;



Further information can be found on our website at [www.qmlservices.com](http://www.qmlservices.com)

Further information on Triple Point Technology can be found at: [www.tpt.com](http://www.tpt.com)