

RETAIL



CORPORATE PROFILE

Anitua Retail

Commercial in Confidence





COMPANY DETAILS



In addition to manufacturing many of our own small goods and high quality bakery products, we also specialise in sourcing niche products not widely available in the wider PNG market

Company Name

Anitua Hardware Ltd
Anitua Supermarket Ltd

Parent Company

Part of the Anitua Group of Companies

Where we operate

- Lihir Island
- Kavieng
- Lae
- Kokopo
- Port Moresby

Website Address

www.anitua.com.au/retail

Year Established

Anitua Hardware: 1993

Anitua supermarket: 1993

Anitua Group: 1989



ABOUT



Our supermarkets incorporate a bakery, butchery, kai bar, large variety section, specialty and gourmet goods as well as affordable everyday products

Complimenting our other businesses, Anitua currently owns two retail operations, Anitua Supermarket and Anitua Hardware.

Both companies serve all segments of the local market – from grass roots products, like fresh taro, to imported specialty products to cater to the needs of residential expatriate communities.

In addition to manufacturing many of our own small goods and high quality bakery products, we also specialise in sourcing niche products not widely available in the wider PNG market. Our retail operations manager is a specialist in getting unique products from various locations in Asia at competitive prices.

Our corporate and wholesale customers benefit from stores that provide diverse goods – from day to day consumables to building materials for major projects.

More than just hardware

Along with tools, building materials and other products traditionally found in hardware stores, we also stock a wide range of household and office furniture, home furnishings and white goods.

Full-service supermarkets

Providing convenience, competitive prices and friendly customer service, our supermarkets carry a range of products chosen for quality and variety. They incorporate a bakery, butchery, kai bar, large variety section, specialty and gourmet goods as well as affordable everyday products.

Our people make the difference

By selecting and training people from local areas we develop staff with greater understanding and commitment. In each of our locations we are the employer of choice in the retail industry. This combined with strong management makes Anitua Retail a perfect partner for your organisation.



PRODUCTS AND SERVICES



Providing convenience, competitive prices and friendly customer service, our supermarkets carry a range of products chosen for quality and variety

Our specialist knowledge and expertise, and our flexible service, gives Anitua Retail the ability to deliver better results for our customers.

Our product range includes:

Supermarkets

- Bakery
- Kai Bar
- Butchery
- Variety
- Grocery
- Freezer/chiller
- Wholesale

Hardware stores

- Paint
- Plumbing
- Timber
- Ply
- Rooting iron
- Furniture
- White goods
- Appliances
- General hardware



COMPETITIVE ADVANTAGE



Our corporate and wholesale customers benefit from stores that provide diverse goods – from day to day consumables to building materials for major projects

It's how we look at challenges that makes a difference

Building our strengths with people

Every day, Anitua Retail Services works with people from different customs and beliefs – supported by experienced Human Resources and Industrial Relations staff, who deal with both customary law and the law of Papua New Guinea. Combined with our safety focus and strengths of local experience, highly trained staff and strong management, this makes us the perfect partner.

The Anitua Group have the respect and confidence of many landowner groups across PNG for our honesty and integrity in dealing with landowners.

Strong relationships

What makes the Anitua Group of Companies' approach unique is the way in which we work with our customers. Building a strong relationship based on respect, shared knowledge and ongoing support. It is our personalised way of doing business, bringing together the best aspects of partnership, support, smart thinking and experience.



BREADTH OF EXPERIENCE



We serve all segments of the local market – from grass roots products, like fresh taro, to imported specialty products catering to the needs of residential expatriate communities

Anitua Retail currently operates exclusively within Papua New Guinea, with hardware and supermarket stores expanding across the country.

With strong management, well trained staff and optimised systems and processes, we have the capacity and flexibility to work with both large and small clients.

In addition to manufacturing many of our own small goods and high quality bakery products for our supermarkets, we also specialise in sourcing niche products not widely available in the wider PNG market.

Leading supermarkets through experience

Our supermarket customers range from individual retail consumers to large regional and national wholesalers.

Our supermarkets lead the industry with value-added initiatives and services that include bakeries, butcheries, kai bars, large variety sections, specialty and gourmet goods as well as affordable everyday products.

More than the average hardware stores

Our hardware stores provide a range of goods and services to clients both large and small. From major mining companies, large construction projects and local-level government to individuals and groups from within local communities.

Along with tools, building materials and other products traditionally found in hardware stores, we also stock a wide range of household and office furniture, home furnishings and white goods.



WORKING WITH LOCAL COMMUNITIES



The Group employs over 3,500 people with approximately 97% being PNG citizens.

Being recognised by a prestigious entity, such as the World Bank is something we can all be truly proud of.



Our deep understanding of both customary and modern-day laws in the PNG region assists in the facilitation of smooth business dealings between contractors and local landowners.

All of our operations are Papua New Guinea based and we operate from 6 different locations nation wide, so we are constantly dealing with local communities and are always sensitive to their issues.

As the World Bank commended '*premier example of a group of successful Landowner owned businesses in Papua New Guinea*', we are driven by a desire to provide prosperity to the communities in which we operate – by providing employment, training, social services and sponsorship.

We work with our clients to ensure their 'local hire' requirements are met. The majority of our workforce are Papua New Guinea nationals, so we are experienced in Industrial Relation issues and how to work with local landowners, to ensure they get to participate in any major projects.

Excellence to customers and prosperity to our communities

As a 100% Lihirian owned company, Anitua Retail is well experienced in working with local/indigenous communities. We understand the importance of giving back to our communities, which is best summed up by the The Anitua Group of Companies' Vision – 'A fully committed workforce delivering excellent services to our customers and prosperity to our communities'.

Providing prosperity to the communities is embedded within our culture, so we know the importance of hiring and training local people in each area we operate in.

Sustainability through growth

We strive for sustainability, by growing our companies, in order to not only provide prosperity to the local communities within which we operate, but also in regards to ongoing dividend payments to our 2,500+ Lihirian shareholders, to ensure sustainability for the Lihirian community.



OTHER RELEVANT INFORMATION



Along with tools, building materials and other products traditionally found in hardware stores, we also stock a wide range of household and office furniture, home furnishings and white goods

A perfect partner

Anitua Retail's safety focus and cultural knowledge, combined with strengths of local experience, highly trained staff and strong management, makes Anitua Retail a perfect partner.

Financially stable

Furthermore, the Anitua Group are financially stable, with excellent management systems and corporate governance controls. The World Bank recently reported that the Anitua Group has the right commercial model for ongoing sustainability and success.

In terms of management, all of our companies are run to board level, with proper accounting, board meetings, dividends and sustainability provisions.

One-stop-shop approach

As part of the Anitua Group, we can offer a one-stop-shop approach, with the ability to provide multiple services – from mining and drilling services, camp construction, operations, and accommodation solutions, to catering, janitorial and security services, retail operations, vehicle supply and more.

The employer of choice

The Anitua Group employs 3,500+ people throughout Papua New Guinea. Our commitment to provide excellent working conditions and training to each and every one of our employees means that we not only provide top quality services to our clients but that we are now the industry's employer of choice.



Employee training and development drive continuous improvement in safety and in the management of risk throughout our workplace, operations and processes.

The Safety and Health of all Anitua employees, contractors and visitors is a value which will not be compromised. We are totally committed to fulfilling all of our Safety and Health obligations.

Colin Vale, Executive Director Anitua Group of Companies

SAFETY, HEALTH, ENVIRONMENT & COMMUNITY (SHEC)

Thinking, working and living safety. Every day.

Safety is in everything we do. You'll find it in the way we act, the way we talk and the way we think.

Employee training and development drives continuous improvement in safety and in the management of risk throughout our workplace, operations and processes.

Our focus on safety extends beyond our organisation to collaborative programs with contractors, clients and business partners.

It's more than removing hazards. It's a culture of safety. How we think, work and live – every minute of every day.

Vision

Develop, empower and inspire our employees to value their environment, health and safety through committed and passionate leadership and continuous improvement that results in an incident-free business environment.

Strategy

Safety and Health are two components of our Integrated Safety, Health, Environment and Community (SHEC) management system.

Our Strategy is centred on three core elements:

- Our people
- Excellence in business
- Industry-leading safety



ABOUT THE ANITUA GROUP



The combined strengths of local experience, cultural knowledge, highly trained staff and strong management, makes Anitua a perfect partner for your organisation.

The Anitua group offers a breadth of services with the ability to provide complete end-to-end solutions

A 100% PNG landowner owned company established in 1989, the purpose of establishing the Anitua Group was to provide a means for landowners to participate in the Lihir Gold project, one of the world's largest gold mines. Today the Anitua Group is one of the largest single suppliers of goods and services to a broad range of industries across Papua New Guinea.

Anitua works with its range of business partners and clients every day to not only break new ground in a literal sense, but to constantly push the envelope – looking for better ways of servicing our clients' needs.

The Anitua Group can offer packages of services to those looking at major projects – construction, camp management, security, mining services and more. We also ensure our smaller clients are well looked after in the field of their needs – be it retail, security or civil works.

Socially responsible and progressive, the Anitua Group is a diverse range of specialised companies complementing and supporting each other to provide value to organisations across many industries.

The Group's impressive portfolio of businesses includes:

- Anitua Corporate Services
- Anitua Mining Services
- Anitua Radial Drilling Services
- Anitua Constructions
- Anitua Protective Services
- Anitua Transport Services
- Anitua Logistics (PNG & Australia)
- Anitua Supermarket
- Anitua Hardware
- Anitua Motors
- Anitua Investments
- Anitua Properties
- Anitua Farms
- Lihir Auto Services
- Lihir Investments (Australia)
- NCS Holdings
 - The Alliance Group



ABOUT THE ANITUA GROUP



The ability to provide complete end-to-end solutions enables our customers to outsource many of their business and operational requirements, allowing them to minimise their capital investment and streamline their operations.

The Anitua Group offers a breadth of services with the ability to provide complete end-to-end solutions.

The group's services include:

- Mine site support
- Mining and equipment
- Contract mining
- Quarrying services
- Road and civil construction
- Drilling
- Camp operation and management
- Construction and maintenance
- Catering and hospitality
- Hotels
- Farming
- Fresh produce
- Supermarket
- Hardware
- Security services
- Property management
- Automotive
- Transport
- Logistics
- Business development
- Small business services



LOCATION



In each of our locations we are the employer of choice in the retail industry

The Anitua Group of Companies has its headquarters on Niolam Island, in the New Ireland province of Papua New Guinea. As Niolam is the principal island of the Lihir Group, it is generally referred to as Lihir Island. Lihir Island is located at longitude 152°38' E, latitude 3°07', and approximately 700km north-east of Port Moresby, the capital of Papua New Guinea.

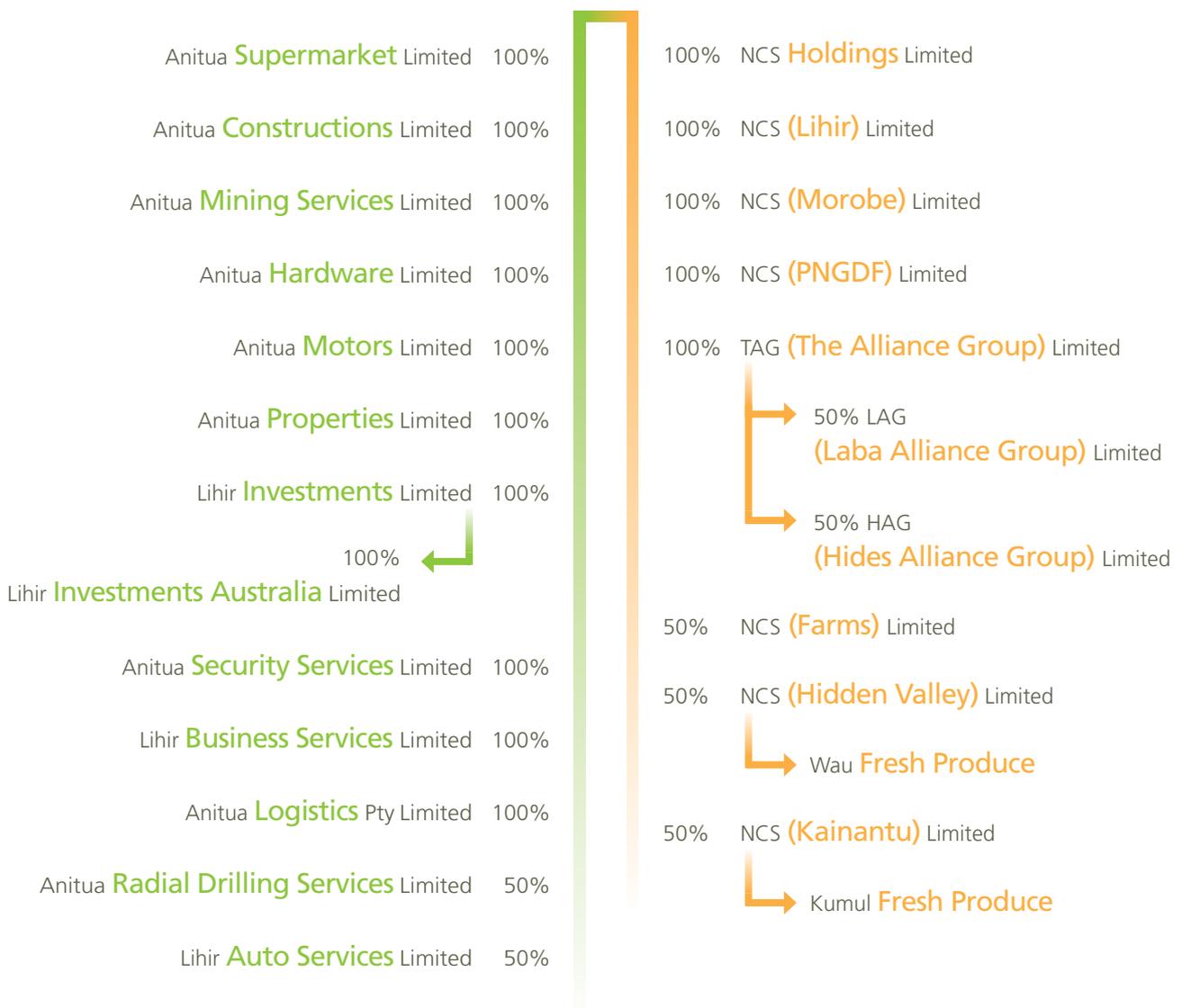
The Group has offices in Lae, Port Moresby and Brisbane, Australia. Our subsidiary companies operate in over 30 different locations throughout Papua New Guinea.





ORGANISATION STRUCTURE

Anitua Limited





WORLD BANK COMMENDATION AS A STANDOUT LANDOWNER COMPANY



On EMTV's 'Business PNG' program, the Anitua Group was commended by World Bank Country Manager, Laura Baily, as a stand out example of a successful, special and unique landowner company, and one of the best in PNG.



Special mention was also made of camp management and catering company NCS, a subsidiary of the Anitua Group. Surveys carried out by the World Bank highlighted that the Anitua Group of Companies has the right commercial model, which is deemed critical to ongoing sustainability and success.

Laura went on to explain that for landowner companies to be successful, they cannot behave as a social entity – but must have a clear and focused commercial model.



The Group's clear and explicit understanding of its business goals (operating alongside its clear social goals) and its ability to attract senior talent who have a genuine commitment to development and a focus on building the skills of PNG workers have been key factors in the Group's success.



The Group was recognised for being able to grow and expand beyond the initial resource project that enabled the group to exist – to expand and diversify the businesses within the Group and to expand geographically throughout PNG.

This successful expansion and diversity of the Group's portfolio of businesses has contributed to providing sustainable jobs, training a large number of people and helped improve the quality of life of those in the communities in which we operate.

Laura Baily, Country Manager PNG – World Bank on a recent edition of EMTV's 'Business PNG' program

Being recognised by a prestigious entity, such as the World Bank is something we can all be truly proud of.



WORLD BANK COMMENDATION FOR CORPORATE SOCIAL RESPONSIBILITY PROGRAMS

Anitua understands that being a successful company is more than just a healthy balance sheet. It's also about giving back to the community and recognising that healthy, prosperous communities are good business.

Spearheading Anitua's Corporate Social Responsibility program and in accord with our vision for healthy, prosperous and sustainable communities in which we operate, is our *Elimination of Violence Against Women* program. A comprehensive and group-wide approach to eliminating violence against women.

Another key element of our Corporate Social Responsibility is our *Elimination of Malaria* Program.



Our recruitment, training, development and empowerment of women is realised through diverse programs addressing education, mentoring, professional development, flexible work options, and health.

Elimination of violence against women

At Anitua we aim to eliminate violence against women in five ways:

- Championing and committing to fund the construction of a Meri Self Haus (women's refuge) on Lihir, the company's birth place.
- Implementing the international White Ribbon Workplace Program throughout our businesses.
- Lobbying other businesses and the mining industry to introduce their own *Elimination of Violence Against Women* initiatives.
- Keeping the problem of violence against women in the public eye through a variety of media, activities and events.
- Assisting other businesses to introduce *Elimination of Violence Against Women* initiatives through our involvement with the World Bank-IFC sponsored Business Coalition for Women.



WORLD BANK COMMENDATION FOR CORPORATE SOCIAL RESPONSIBILITY PROGRAMS



The Anitua Group is supporting a plan to eliminate Malaria from the Lihir Islands.

Elimination of Malaria

Malaria negatively impacts the health and well being of thousands of Papua New Guineans on a daily basis. Malaria is the leading cause of death on Lihir Island.

In partnership with Newcrest Mining Ltd, the Anitua Group is supporting a plan to eliminate Malaria from the Lihir Islands through:

- intensive vector control that will effectively reduce mosquito-person contact
- a series of mass treatment campaigns to rapidly reduce the malaria parasite burden
- a system of community surveillance-response to tackle residual foci.



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