



DISPLAY LEADERSHIP

Volume 7 Issue 1

Thomas Electronics achieved the title of NSW European Exporter in the 2006 Premier's NSW Export Awards, and the Excellence in Export award in the 2006 ABL State Chamber Awards.



Defence Recognised Supplier
– Strategic Capabilities

Inside this issue

| | |
|----------------------------------------------------------------------------------|---|
| Thomas' 50 Year Highlights | 1 |
| Avionics Maintenance Conference (AMC) 2007 | 1 |
| Export Awards | 2 |
| Robert Riede – Engineering Services Manager | 2 |
| DST Ownership Change | 2 |
| Thomas Call Centre Team | 3 |
| Thomas Electronics achieves European Aviation Safety Agency (EASA) certification | 3 |
| Managing Director's Message | 4 |
| New Aerospace Opportunities in Brisbane | 4 |
| Thomas Supports Pay TV Industry | 4 |

Thomas' 50 Year Highlights

- The July '50 Year' functions were held at Sydney's spectacular Powerhouse Museum and at the Revesby Workers Club. More than two hundred and fifty guests and staff from around Australia and overseas attended the gala celebrations.
- During the birthday celebrations the Minister Assisting the Minister for Defence, the Hon. Bruce Billson, congratulated Thomas on reaching its 50th anniversary, and paid tribute to the company's success in supporting the ADF over the past 20 years.
- Fourteen of the company's 20 year business partners were presented with an award in recognition of their long term support.
- Long serving staff members, Gary Rae and Bounthavy Soumpholphakdy received awards in recognition of their 36 years and 26 years respectively with the company.
- During the year, Thomas was awarded DRSSC (Defence Recognised Supplier – Strategic Capabilities) status by the Australian Department of Defence, in recognition of Thomas' strategic capabilities in the Australian defence industry.
- In May 2006, Thomas opened a new branch office in Brisbane. This new facility offers us a great opportunity to consolidate and grow our ESG business in Queensland, as well as the potential to offer our customers warehousing, forward and reverse logistics support.
- Thomas was certified EASA Part 145 by the European Aviation Safety Agency, in addition to its existing certification from the United States FAA, Chinese CAAC and Australian CASA.
- Thomas achieved the title of NSW European Exporter in the 2006 Premier's NSW Export Awards, and Excellence in Export in the 2006 ABL State Chamber Awards.



The Hon. Bruce Billson, MP and Thomas Managing Director William Hutchinson



Gary Rae, 36 years service



Thomas 50 year aircraft model



20 year partnership award

Avionics Maintenance Conference (AMC) 2007

Thomas will be showcasing our latest products and services at the AMC conference, to be held at the Hyatt Regency, Phoenix, Arizona.

When: Monday, 2nd April – Wednesday 4th April 2007

Where: Suite 316





ABL Awards Dinner

Export Awards

The ABL State Chamber Awards are Australia's premier awards recognising business achievement. As an ABL Awards finalist, Thomas was invited to attend the ABL Annual Awards dinner, held at Dolton House, Pyrmont, on 24 November, 2006.

The event commenced with a welcome from MC David Koch, the co-host of the Sunrise Morning Show on Channel 7. The formal proceedings included addresses from the Hon. Morris Iemma MP, Motorcycle Champion Mick Doohan, former Chair of Qantas Mr. James Strong, and ABL President Karen Wilson and CEO Kevin MacDonald. During the evening it was announced that Thomas was the winner of the 'Excellence in Export' category, ahead of fellow finalists aussieBum and Mulwarra Export.

Thomas had previously won the NSW Export Award for 2006 in the category 'NSW European Exporter'. This was announced at a gala dinner at Sydney Town Hall on 19 October, 2006.



AIEx Awards Dinner



Robert Riede

Robert Riede – Engineering Services Manager

Robert joined Thomas in March 2002 as a Projects Development Engineer, working on engineering projects and providing technical support to the Avionics Group. His first major project was the first stage of the Thales ASLAV (Australian Light Armoured Vehicle) Simulator project.

Robert was promoted to Senior Development Engineer in 2003, then to Business Unit Manager in 2004.

Robert's title has recently changed to Engineering Services Manager, in charge of the Engineering Services Group. The Group, comprising of six engineers and technicians, report to Robert. His current responsibilities are the oversight of all engineering matters within the company, and ensuring projects are completed on time and within budget to customer specifications. The Group's recent successful projects include involvement with the Thales ASLAV Simulator project, the Boeing Vigilare Operator Console,

and the Raytheon Replacement Combat System for the Collins-Class Submarine.

Robert holds a Bachelor of Electrical Engineering from the University of Technology, Sydney, and is a member of the Institution of Engineers Australia (MIEAust).

Robert enjoys a challenge, and looks forward to being involved in numerous exciting projects in his new role. These future projects include the certification of the avionic High Voltage Power Supplies; completing work on new products for Avionic Display business and expanding business in the Simulation Visual System market.

"Thomas Electronics has given me some great opportunities over the past five years. There have been many challenges along the way which have developed skills and I look forward to being part of the Thomas team as we move into the next 50 years!" says Robert Riede.



Unparalleled Technical Expertise

DST Ownership Change

In February 2007, Display System Technology (DST), an Australian company specialising in the servicing of flat panel displays for Australian and New Zealand markets, will become the flat panel repair facility of Thomas Electronics. This is a strategic acquisition, which will consolidate Thomas' future involvement with LCDs and other flat panel technologies. From DST's point of view, the acquisition will enhance access to the full range of resources in the Thomas Group, notably Thomas' engineering support and quality systems.

The acquisition will also be of strategic value to Thomas in shifting its focus from CRTs to LCD

and plasma technologies. Because LCD and plasma displays now occupy a greater share of current markets for new equipment, the need for repair will dramatically increase over the next five years.

Thomas' success during the past 50 years has been underwritten by strategies of adapting to the market and providing cost effective solutions for customers. The acquisition of DST will be seen as another significant development as Thomas moves into its next 50 years.

Thomas Call Centre Team

Thomas has recently made significant investments in upgrading the facilities and resources available in our national Call Centre, through the appointment of new staff in both Sydney and Brisbane.

Implementation of call centre specific software has made possible major improvements in call waiting times and automatic call transfer to the first available operator via our virtual network.

We are currently processing about 3,500 incoming calls per month with an average waiting time of just 30 seconds.

Our call centre staff are fully trained in accepting customer calls and issuing return authority numbers for repair; first level technical support on all products serviced by Thomas. They also

support various logistics programmes for our key customers.

- The Call Centre is the first point of contact for our continually expanding ESG business, and is located in our head office at Milperra and consists of 8 staff, assisted by another staff member located in our Brisbane office.
- Our Call Centre provides customer support for repair of LCDs, CRTs, plasma displays, laptops and other electronic consumer products.
- All work is managed professionally from the initial call to the end result.



Thomas Call Centre (from left to right) Leanne Crawford, Sean Lee, Sarah Smith, Kim Loveridge, Marie Gangas

Thomas Electronics Achieves European Aviation Safety Agency (EASA) Certification

Thomas Electronics of Australia Pty.Ltd. has been working with a number of European airlines since 2001. The first of these was Lufthansa Technik, the maintenance arm of the leading German airline. This early success established a bridgehead for Thomas in the European market, and was followed in 2004 by Thomas' second customer, Fokker Services in the Netherlands, Fokker being the design authority for the Fokker 70/100 aircraft.

The challenge Thomas faced was that although the company had United States FAA approval as a Part 145 Repair Station, the majority of European airlines still needed EASA/JAA Form One Certification for their repaired display unit components. Thomas therefore still sought to obtain JAA Part-145 certification with an European aviation authority.

It was fortunate for Thomas that this initiative coincided with the creation of EASA, which assumed the European airworthiness regulatory role from the individual National Airworthiness Authorities; the one common EASA approval would now provide Thomas with access to the entire European market. For an Australian SME with limited resources, this change was of great benefit!

Thomas therefore submitted an application for Part 145 certification with EASA headquarters in Cologne in early 2004. EASA selected the Netherlands CAA (IVW) as the assessor for the Thomas application, and following an intensive study of Thomas' Repair Specification Manuals

and Quality System, the IVW recommended acceptance of the Thomas application in February 2006.

With EASA Part 145 approval, Thomas is now able to release repaired components with EASA Form One certification, as well as FAA Form 8130. This new certification has enabled a number of European airlines and MRO's to begin utilising the unique cost-effective support capability provided by Thomas. During 2006, Thomas' European sales have increased significantly and there are now plans to establish an European repair depot in a suitable logistics location.

"Every airline faces tremendous pressure on costs and Thomas can save an airline hundreds of thousands of Euros a year. Our customers also need a repair that delivers an 'as-new' product and a good turn-around time. We are able to deliver cost savings, an 'as-new' product and a good TAT, so I feel we are well-placed to expand our business further in 2007, both in Europe and in the Middle East," says European representative John Smith.



MD William Hutchinson and European rep John Smith meeting with IVW inspectors following EASA acceptance.

Thomas Electronics of Australia Pty Ltd

PO Box 4364, Milperra, NSW 1891

☎: +61 2 8723 6500

Fax: +61 2 9773 7177

Email: sales@thomas.com.au

Head Office

3 Sheridan Close

Milperra, Sydney, NSW 2214 Australia

TAKING THOMAS ELECTRONICS TO THE WORLD

North American Avionic Representative

Thomas Displays

Mr Jeffrey Boyle

11 Lariat Loop,

Bozeman MT 59715, USA

☎: +1 406 586 5950

Fax: +1 406 586 5951

Mobile: +1 406 580 5333

Email: jeffreyboyle@aol.com

European & Middle-Eastern Avionic Representative

Aerodev Limited

Mr John Smith

202 Gordon Avenue, Camberley,

Surrey, GU15 2NT, United Kingdom

☎: +44 1276 681 747

Fax: +44 870 130 4121

Mobile: +44 7808 493 723

Email: ThomasElectronics@aerodev.co.uk

www.thomas.com.au

THOMAS
ELECTRONICS
OF AUSTRALIA PTY. LTD.

Managing Director's Message

I am delighted to provide this contribution to our first newsletter both for 2007, and for our second 50 years following the 50th Birthday celebrations in 2006. What a great birthday year we had!

In addition to the gala functions held in July, there were many exciting developments for the business relating to the winning of new business and the recognition of the company's defence industry capability and export success in the avionic component support area. This growth in the company's profile is a source of pride to all our staff and reflects Thomas' transition from a "small" to "medium" scale SME.

Moving forward into 2007, I remain confident of Thomas' continued potential to be a significant future player in specialist electronics both in Australia and in overseas markets and anticipate overall growth across the business of 35-45% for this calendar year. A number of significant staff changes made during 2006 has produced a team with a great "sense of purpose" and the ability to tackle the challenges of continuing rapid growth. We have an excellent team who are excited about the company's future prospects.



William Hutchinson
Managing Director.

New Aerospace Opportunities in Brisbane

Over the past five years, Brisbane has attracted a significant amount of new investment in the aerospace industry - a credit to the Queensland government, which had the foresight to put policies in place to attract the industry. Successful outcomes of these policies have included attracting Virgin Blue to base its Australian operations in Brisbane, and enticing Boeing to relocate its headquarters from Sydney.

Besides Boeing and Virgin Blue, a number of other aviation business have chosen to make Brisbane their Australian base, amongst them Smiths Aerospace, Alteon Training and Simulation, Jetcare and Raytheon. One of the more recent companies to establish itself in Brisbane is Australian Aerospace. Australian Aerospace currently assembles the new Australian "Tiger" attack helicopter and maintains the Caribou for

the Army, and has recently won the contract to support the PC3 Orion. So rapid has been the company's expansion that they have just completed the third building on their site.

Thomas sees significant growth potential in the Brisbane area, and as a demonstration of a serious commitment to our major business segments of Aerospace and Defence and IT hardware support, during 2006 Thomas established an 800 sq m facility in Salisbury, approximately 10 minutes drive south of the Brisbane CBD. This facility includes offices, warehousing and repair workshops with plenty of room for growth.

Thomas looks forward to working with these aerospace companies to offer high quality support for their specialist electronic requirements in the Brisbane area.

Thomas Supports Pay TV Industry

Given Thomas' success in providing world class logistics and repair services to high-volume electronic customers, we are pleased to announce our appointment as service provider to a major regional pay TV operator for their new advanced set top box decoder unit.

Thomas has made significant investments in new workshop facilities and increased warehouse capacity, and has commissioned a new software system as an aid to managing the expanded business. Some of the services to be provided include asset tracking with multiple serial numbers, refurbishment to as-new condition, repair at both component and module swap level, same-day receipt and dispatch, and product acceptance testing. It is anticipated that the

handling of large numbers of decoder units and meeting the stringent customer requirements regarding turnaround time and reporting accuracy will be a significant challenge to meet but are confident of Thomas' ability to deliver!

"This is a significant step for Thomas Electronics as we branch out into new and exciting products. Thomas Electronics' service business has been display -centric for many years and this new development demonstrates that we are capable of providing world class services and have the technical expertise to tackle the support of any consumer electronic product in the market," says William Hutchinson, Managing Director.