

Capability and Experience Statement

CAPABILITY AND EXPERIENCE STATEMENT ICHIBAN COMMERCIAL SOLUTIONS

1. ICHIBAN COMMERCIAL SOLUTIONS

Ichiban Commercial Solutions is a procurement advisory firm. We provide services, advise, support and train small to medium business in the areas of tenders, contract negotiations and procurement improvements. We also work in the area of Indigenous Procurement.

Celia Jordaan founded Ichiban Commercial Solutions in July 2015.

Celia has more than 20 years business experience. She has worked in different countries, locations and cultures in the area of supply chain, procurement, contractor management, risk and safety and law. She has managed procurement/supply chain teams and has worked on both sides of the spectrum, both from a company and a contractor perspective.

2. THE ICHIBAN COMMERCIAL SOLUTIONS APPROACH

We believe in thinking differently about how procurement can help your business succeed. We believe in challenging the status quo through finding procurement solutions that will improve your partnerships, maximize your savings, grow your business and manage your risk.

Our core capabilities are shaped by our hands-on business experience in the areas of procurement, contracts, tenders, contractor management and risk management.

Building capability and the transfer of skills and knowledge are important to us. We always look for ways to fit our services with the broader strategic requirements of our clients.

We believe that our services will pay for itself through the savings and improvements we make working together with our clients.

3. WHAT MAKES US DIFFERENT?

- ✓ Our collaborative partnership negotiation approach resulting in win-win outcomes for both parties;
- ✓ Our ability to develop detailed scopes and to link this to contracts;
- ✓ Our ability to provide contract management support throughout the lifecycle of a contract;

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- ✓ Our knowledge and experience in the area of business critical, high value, high risk and complex contracts, linked to the ability to negotiate good outcomes;
- ✓ Proven success in achieving sustainable cost savings on a total cost of ownership basis;
- ✓ Diverse international experience from working in different locations, countries and languages;
- ✓ Focus on finding solutions that will enhance procurement outcomes that are future proof and sustainable;
- ✓ Ability to fix broken contracts;
- ✓ Hands-on understanding of how to develop and implement solutions that will lead to increased effectiveness and efficiency;
- ✓ Ability to “translate” complicated legal concepts into procurement speak and vice versa;
- ✓ Our extensive knowledge of “procurement speak” and our ability to translate capability and experience into procurement speak in completing tenders;
- ✓ Our understanding of procurement both from a sourcing and provider perspective;
- ✓ Diverse background and experience not only in procurement and supply chain but also in risk, law, contractor management, safety and business improvement.

4. OUR TRACK RECORD

As a newly established procurement advisory firm, we have managed to build up our customer base since mid 2015 through repeat work or word of mouth referrals. As a relatively new business we do work hard to build our client base but find it rewarding to see our clients return to us for more work on a regular basis.

Some of our clients and projects under Ichiban Commercial Solutions include:

- ✓ **ORIX** – we worked with ORIX on preparing and submitting a Western Power fleet management tender;
- ✓ **Fleetsu** – assisted with strategy and preparation of DFES tender for telematics;
- ✓ **Silverchain** – completed risk management training for the procurement team;
- ✓ **GCM Consulting** – tendering and collaboration in the area of Indigenous Procurement;
- ✓ **Mine Haul Logistics** – commercial review of haulage contract;
- ✓ **Trees Need Tree Surgeons** – assistance with local government tenders (we have done 5 tenders to date)
- ✓ **Leeuwin Legal** – scoping of new services platform requirements and engaging with website/platform builders to select the appropriate and most cost effective provider and solution.
- ✓ **Bardfield Engineering** – procurement advise as well as improvements to safety management system; assistance with tenders.

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- ✓ **Pure Magic International Business Solutions/Caryn Walsh** – assistance with completing leadership and coaching tenders, both in and outside of Australia
- ✓ **Wheelie Wheelie Clean** – local government cleaning tenders (4 tenders to date)
- ✓ **Genesis Lodge** – capability building, assistance with Aboriginal Housing Proposal and Kununarra WACHS Accommodation proposal.

Previous to Ichiban Commercial Solutions, Celia Jordaan worked as Supply Chain Manager at a mineral sands mining company, Tronox.

Part of the global supply chain team, Celia managed and lead the major contracts, contracts and stores at Tronox's Chandala and Cooljarloo sites. She was responsible for the negotiating and commercial management of the major mining contract, logistics and warehousing and energy contracts for all Australian sites. She was also responsible for international procurement requirements from countries such as China and the US.

Celia furthermore managed a dedicated set of Indigenous procurement work packages when she was employed by AngloGold Ashanti. In addition, as Contracts Manager, Celia assisted the open pit manager with the commercial management of both the Downer pain/gain share contract as well as the Carey Mining contract. She was also part of the team that reviewed the mining contract for the Tropicana mine.

5. OUR CLIENT EXPERIENCE

More client experience and testimonials are available on our website but here are some of our favourite ones.

"Celia Jordaan is one of those once in a lifetime connections you make. She has an uncanny ability to connect with others and a deep sense of intuition that I see as one of her greatest strengths, alongside being practical, insightful and wonderfully professional. I have found her to be supportive and encouraging and constantly interested in the business I am running and providing countless ways to help it grow. A top performer. I truly would not go past her. It is a pleasure to both know, and work with her."

Caryn Walsh, Pure Magic International Business Solutions

"Celia has always demonstrated a high level of trust and integrity in all our dealings. This has led to building a strong supplier/ customer relationship that has enabled open and honest communication to provide a very positive win/win for both our organisations. Celia is very proactive in managing contracts, driving the implementation of changes and/ or improvements along with ensuring monitoring contract performance and providing feedback through agreed contract review meetings. Communication and feedback through all stages has been very

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constructive and has allowed both parties to gain the maximum benefit from the contract.”

Karel van Coller, Clear Edge Filtration

“Celia and I worked together, implementing a number of full life cycle, complex contracts. In particular, Celia directly contributed outstanding contract design ability and a knowledgeable and rigorous contract resolution where required.”

Tony Dopheide, Project Manager

“Celia is a seasoned professional. She operates with integrity and honesty and always strives for 'win-win' outcomes for all parties involved. I wouldn't hesitate to recommend Celia as part of any organisation who wants to effectively manage their supply chain and the associated risks.”

Matt Smith, Secora Consulting

“The more I work with Celia on tenders, the more I enjoy my job.”

Paul Rhodes, Wheelie Wheelie Clean

“Celia's Effective Risk Management Training workshop was very engaging and enabled me to immediately adopt the content.”

Mariska Visser, Silverchain

6. CONTACT DETAILS

Please contact us for more information:

Ichiban Commercial Solutions Pty Ltd

84 Williams Road

Nedlands WA 6009

Mobile: 0439 518 910

Email: Celia@IchibanCommercialSolutions.com.au

Website: <http://ichibancommercialsolutions.com.au/>

LinkedIn: www.linkedin.com/in/celiajordan