

Lawrence & Hanson

A Sonepar Company

CAPABILITY STATEMENT

We Know

Electrical!



We Know Electrical!

Lawrence & Hanson is Australia's most recognised electrical wholesaler with a strong heritage and over 160 branches.

Since 1886 we've been supplying quality products to customers across multiple market sectors, including residential, commercial and industrial.

'We Know Electrical' and strive to be the wholesaler of choice for knowledge, customer service, digital business solutions, consistent pricing and stock availability.



AVAILABLE STOCK

We know how important it is to have available stock every time you visit one of our branches, so we stock a consistent range of your everyday items from leading industry brands that are certified to Australian Standards.



DIGITAL INNOVATION

We pride ourselves on being at the forefront of innovations especially when it comes to digitalising the way you run your business. We have a range of digital solutions that can improve your day-to-day efficiencies and let you focus on the things that really impact your business, servicing customers.



EXPERT ADVICE

We know how quickly things change in this industry and we're here to assist your business to adapt and move into new growth areas. We not only train our own staff but have access to a wide range of training and education solutions that can assist you and your business, ensuring you're always up to date with latest products and services available.



CONVENIENT NETWORK

Our National coverage means no matter where you are, we are there too! We have branches strategically located across the country to ensure we're never too far away to service your next job. Finding a local branch is easy, just visit our branch locator on our website.



YOUR PRICE

We know you want your price to be the right price every time you shop with us. We're working hard so that you can trust us to provide you with consistent pricing no matter the size of your business or the market you operate in.

WE ARE PART OF SONEPAR

Sonepar is an independent family-owned company with global market leadership in B-to-B distribution of electrical products, solutions and related services. Through a dense network of 80 brands spanning 40 countries, the Group has an ambitious transformation agenda to become the first global B-to-B electrical distributor to provide a fully digitalized and synchronized omnichannel experience to all customers. Drawing on the skill and passion of its 44,000 associates, Sonepar had sales of €32.4 billion in 2022. Sonepar makes its customers' lives easier, over the counter, visiting customers, by phone or online, – however we're needed.

Sonepar's ambition is to become "La Référence" - the standard-setter for all its stakeholders. www.sonepar.com



Leading our markets

€32.4 billion
sales

40
countries

€10bn
online sales

#1
world leader

With a powerful network



44,000
associates



86%
engagement rate



80
brands



2,400
branches



170
distribution centers

For a positive impact



#1 in sales of
energy efficient
products



2030 Climate
targets validated
by the SBTi



230
Sustainability
initiatives



Committed to reduce by 2030:
- absolute scope 1 and 2 GHG emissions by 46.2%
- absolute scope 3 GHG emissions by 13.5%



FROM HUMBLE BEGINNINGS

In 1885 Alfred Lawrence, as an adventurous junior clerk, became Australian representative for the giant British General Electric Company and was soon to found the electrical company that would bear his name for a century and more.

Lawrence had been asked to go to Australia soon after joining the company. The work failed to satisfy his ambition and in 1886, Lawrence moved to Sydney. It was here that on 19 November, he opened the doors for trading of 'Alfred Lawrence, Electrical Merchants, Engineers & Importers' in Wynyard Street.

In 1889 Alfred Lawrence was introduced to Arthur Jerry Hanson by a mutual friend. Arthur Hanson brought a much needed energy and acute accounting & business acumen to complement Lawrence's practical knowledge of all things electric. That year 'The Lawrence & Hanson Electrical Company' was set up in Wynyard Street.

Their big break came when opening their store in Melbourne in 1906. That year with the arrival of The Great White Fleet, 16 Battleships of the United States Navy, the city was lit up with incandescent lamps to welcome them and Lawrence & Hanson supplied the goods.

Four years later, deals with large global organisations were sealed such as the partnership with Dutch lamp makers Philips – making the Lawrence & Hanson Electrical Company the first agents in Australia to distribute their lamps.

Well over a century later, Lawrence & Hanson branches continue to supply Philips products to Australian Electrical Contractors.

Lawrence & Hanson



OUR NETWORK

With a network of over 150 branches, Lawrence & Hanson have Australia covered.

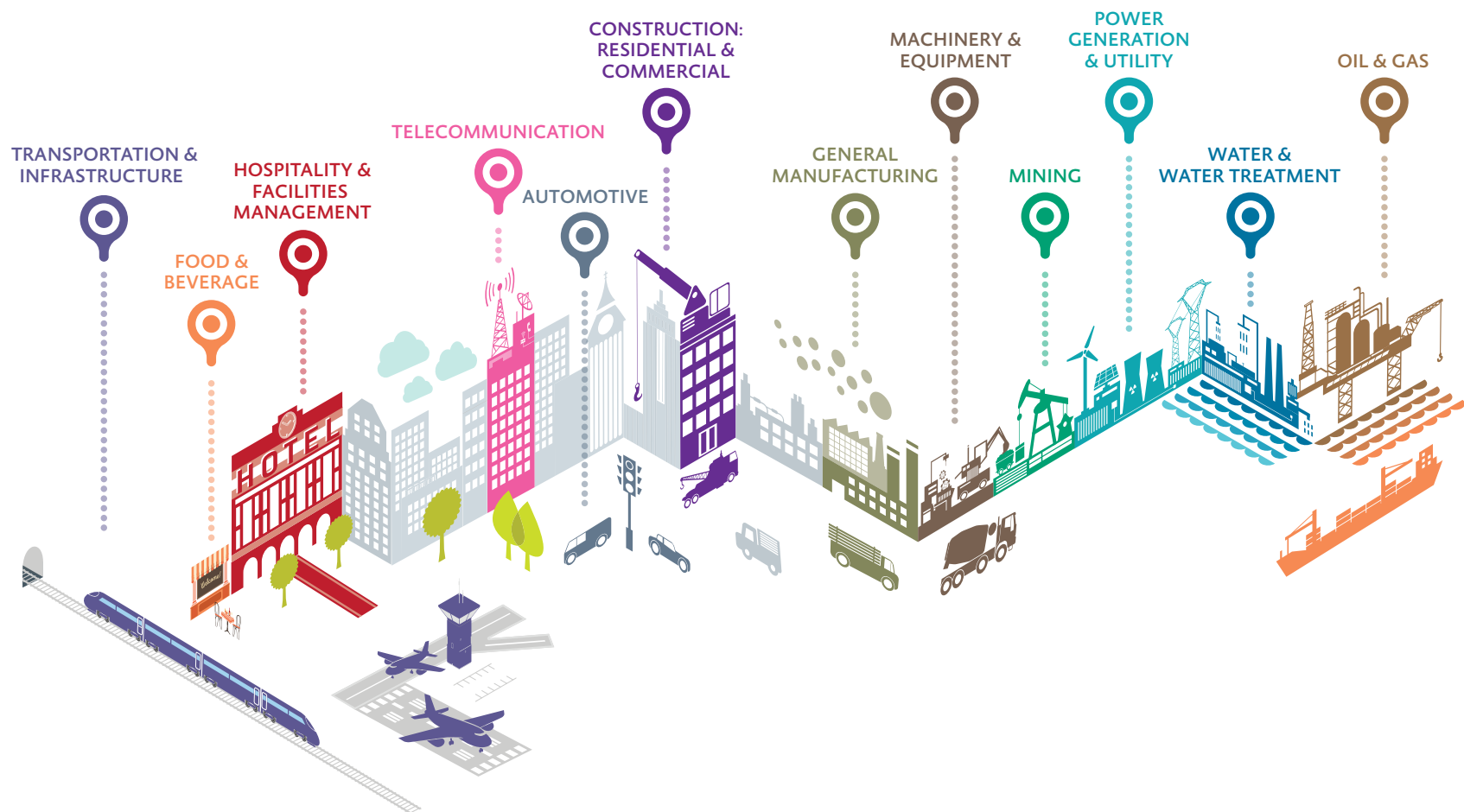
Whether it's metropolitan cities, regional centres or the more remote parts of the country, your business will benefit from the reach and capability of our branch network.

More coverage means no matter where you are, Lawrence & Hanson are there too.



OUR MARKETS

Servicing the needs of Australian industry for 130 years, we're proud at Lawrence & Hanson to supply our customers from these sectors...



QUALITY BRANDS FROM LEADING SUPPLIERS

At Lawrence & Hanson, we're focused on the B2B supply of electrical, industrial, data and solar products by industry leading brands.

ABB

APC

**BAILEY
LADDERS**

BELDEN
SENDING ALL THE RIGHT SIGNALS

Brilliant

BURNDY
Cable Support Systems

CABAC
One Call > One Day > One Delivery

Clenergy

Clevertronics

EATON

ELECTRA CABLES
(Aust.) Pty. Limited

Energizer

EzyStrut

FLUKE

Fronius

GOODWE
YOUR SOLAR ENGINE

:hager

Jinko Solar
Building Your Trust in Solar

KEY PLASTICS

**KLEIN
TOOLS**
AUSTRALIA

legrand

Matchmaster
TV Reception Systems
For the Best

Milwaukee

NHP

Nexans
Olex

PHILIPS

PIERLITE

PM

PRO SAFETY GEAR

RRACKS

Rinnai

ROBUS

SAL

Schneider
Electric

SMA

SUNTECH

TEKNIK
LIGHTING SOLUTIONS

TRADER
100 Years of Gerard Electrical Tradition

VERTIV

WW

CONNECTING TO INDIGENOUS BUSINESSES

Lawrence & Hanson supports the Reconciliation movement and recognises the importance of engagement of Australia's Indigenous people. Our extensive Branch Network, which includes remote and regional areas, provides us with the opportunity to help close the gap between Indigenous and non-Indigenous Australians.

To assist with bridging the gap and extend our indigenous supply chain, Lawrence & Hanson have become a Supply Nation member. Supply Nation is a not-for-profit organisation established in 2009 that connects Indigenous owned businesses with opportunities in corporate and government supply chains.

Supply Nation maintain Australia's largest, and only free directory of Indigenous owned businesses. At Lawrence & Hanson we aim to support and work with our growing Indigenous suppliers and contribute to a more ethical and sustainable supply chain.

Proactive engagement via Supply Nation in our sourcing activities means our expenditure can make a real and positive impact whilst helping to build a strong, successful and sustainable Indigenous business sector and community.



OUR PEOPLE MAKE THE DIFFERENCE

At Lawrence & Hanson, we strongly believe Our People Make the Difference.

Our 1,200+ employees receive ongoing training to provide great service to our customers. Customers are at the centre of everything we do. With this in mind, we prepare our people to adapt, be daring, learn and (self) improve. We promote fair & individual career development and ensure that the right people are assigned to the right role.

***“WE INVEST IN OUR PEOPLE TO
ENSURE WE DELIVER GREAT SERVICE”***



SUSTAINABILITY

Electricity is the clean energy of the future and Sonepar's vision is to become the world's leading electrical distributor, accelerating the market adoption of clean energy solutions and net zero emissions.

We will nurture and champion innovation from our suppliers, encouraging them to develop more sustainable offers, services and solutions and act as a bridge with our customers to enhance adoption.

Locally, Lawrence & Hanson will focus on three initial priorities:

- 1. Creating a generation of 'clean first' advocates** through education, collaboration and partnerships.
- 2. Getting our own house in order** by radically cutting down our own emissions and waste.
- 3. Creating a 'Sustainable offer'** that prioritizes sustainable solutions and services to our customers, so that Lawrence & Hanson become the preferred choice for delivering energy efficient and renewable solutions.



With a strong heritage in delivering commercial energy saving projects, Lawrence & Hanson has established a new specialist solution arm, Net Carbon, to assist companies in implementing & fulfilling their carbon neutral strategies.

Net Carbon offers a true turn-key offer with industry leading partners across supply chain, renewables, design, installation and recycling; focusing on delivering real customer ROI through a carbon reduction platform.

The service offering is based on four pillars:

- 1. Measure & Identify** which emission sources need to be included in your carbon calculation
- 2. Reduce** your emissions by implementing a reduction plan focused on installing energy efficient products
- 3. Offset** any of your company's remaining emissions by purchasing carbon offset certificates
- 4. Educate** key stakeholders and employees to embed sustainability within company culture.



DATA & COMMUNICATION

PACIFIC DATACOM SERVICE THE SPECIALIST NEEDS OF THE STRUCTURED CABLING AND COMMUNICATION MARKETS.

We operate in a dynamic marketplace, specifically ranging from LAN/WAN voice, video and data cabling networks through to wireless, access control, process control and telemetry systems

Our expertise and experience in the latest technologies allow us to offer solutions many others wouldn't know existed. Our aim is to offer you the most advanced solutions available in the market today within your project scope.



**We Know
Data!**

EXPERTISE

Comprehensive technical support and knowledge from our trained staff.

DESIGN

We're able to deliver vendor agnostic wired and wireless network design and configuration services to optimise any network.

INNOVATION

We are at the forefront of new technologies and processes that enables us to drive a service and product offer focused on solutions across several markets and industry sectors.

SUPPLIER PARTNERS

We only partner with industry leading brands offering you flexibility, reliability and future proof solutions.

LARGE RANGE

We stock a large range of products across:

Copper and Fibre Data Cabling | Wireless Networking |
Equipment Racks | Audio & Visual | IP Security | Remote Monitoring
& Control | Automation | UPS solutions

Our In-house team exists solely to manage the process from the day your order is placed to the final delivery, providing you peace of mind on project deliverables.

WWW.LH.COM.AU/DATA

SOLAR & RENEWABLE ENERGY

SOLAR + SOLUTIONS OFFER NEXT GENERATION RENEWABLE ENERGY PRODUCTS THROUGH OUR GLOBAL REACH OF SPECIALIST SOURCING CHANNELS ACROSS THE WORLD.

We aim to remove the complexities surrounding renewable energy discussions and provide you with a direct solution to suit your requirements across the residential, commercial and industrial markets.

LARGE RANGE

We offer a large range of renewable energy solutions including:

PV Panels | Inverters | Off-Grid Solutions | Battery Storage | Lighting

INNOVATION

As technology changes, we have the ability to implement true renewable solutions driven by far more than just solar panels.

WARRANTY

We provide proven renewable energy solutions and will assist with paperwork and warranty support ensuring you peace of mind.

SUPPORT

Our National Customer Service Team has comprehensive technical knowledge and experience to support you pre and post installation.

TRAINING

We deliver CEC Accredited training to the Australian solar and battery storage sector.

SUPPLIER PARTNERS

We partner with brands from around the world that have a proven track record for quality in the renewable energy space.



**We Know
Solar!**

WWW.LH.COM.AU/SOLAR

PROJECT LIGHTING

SPECIALISED LIGHTING SOLUTIONS IS A NATIONAL LEADER IN LIGHTING SOLUTIONS AND SERVICES UNMATCHED IN TODAY'S MARKET.

When it comes to project lighting, we offer a true turnkey experience across:

Health | Education | Retail | Commercial | Residential | Industrial |
Hospitality | Recreation



We Know

Lighting!

SOURCING

Through our global partners, we're able to source any lighting solution at a competitive price should your project require unique or alternative specifications.

EXPEDITING

Our in-house team exists solely to manage the process from the day your order is placed to the final delivery, providing you peace of mind on project deliverables.

DESIGN

We have accredited in-house lighting design specialists offering you cutting edge designs that can be seamlessly integrated for architects, engineers, builders and electrical contractors.

AUDIT

Eco-Audit offers solutions that assist modernising your existing premises with the latest LED products to improve lighting, reduce power bills and minimise carbon emissions. The audit will also provide estimated ROI on recommended product solutions.

ENERGY CERTIFICATES

Eco-Rebate does all the heavy lifting for you when it comes to government rebates and incentives. Our team is across all the latest schemes ensuring you'll receive maximum return for any new lighting fitout.

WWW.LH.COM.AU/LIGHTING



THE INDUSTRY'S LARGEST LOYALTY PROGRAM

Why Join our Loyalty Program?

Sparky Plus is 100% free of charge, crafted by electrical contractors wanting to get rewarded for every order, every day.

Every dollar spent instore & online earns points across a huge range of brands, plus double points activated every month for members to earn more!

We put YOU in control of the rewards YOU want, think Frequent Flyer. Log in, choose what you want & cash out at any time.

You'll even have the opportunity to attend one of our infamous Bucket List trips taking you to amazing destinations including New York, Paris, Portugal, Abu Dhabi, Malaysia, Singapore and more.

Shopping online? Earn an added 50% on every dollar spent through eBranch.online

Sign up to Sparky Plus today –
www.sparkyplus.com.au



eBRANCH WEBSHOP

As an account holder, you can browse our catalogue, view detailed product information, compare products, order items, convert quotes and take advantage of various self-service functions to help streamline and manage your business interactions with us. Our webshop is fully responsive and mobile device optimised to service your needs on the go.



SPEND REPORTS

Run monthly spend reports manually or on demand (automated), streamlining your workflow processes and giving you time back to focus on other areas. Any automated reports are sent out from the credit services department (not eBranch). All reports are provided in Excel format.



INTEGRATED SOLUTIONS

For larger customers, take advantage of administration efficiencies by setting up integration for core functions e.g., orders and invoicing. Increase productivity with stock visibility and due dates, whilst decreasing latency between order generation and dispatch / delivery.

For small to medium customers, we provide various types of integration with Accounting and Job Management packages.



ORDER STATUS, UPDATES & STATEMENTS

Keep across all forms of your account including: back orders, order history and invoices.

Account credit status, payments and your personal credit manager information all accessible 24/7.



CUSTOM LISTS & JOBS

Using our 'My Lists' feature, you can create lists to suit your own specific needs. For stock taking, as a bill of materials, or a mini catalogue, a list of favourite items, or to assist with quoting your customers etc. Whatever your need, our Lists feature can help you streamline for easier ordering.

Lists can be shared, copied, imported into, exported and printed.

DIGITAL SOLUTIONS

Lawrence & Hanson offer a wide range of eBusiness solutions to help improve the efficiency of your business.

AUTOMATED DATA EXPORT

We have various options to have invoice and / or catalogue pricing files generated for customers either on demand or automatically via our scheduler.

- Customer price file export + import into SimPRO
- Invoice data export + import into SimPRO
- We have standard formats to suit most of their popular packages or you can use our format builder to create your own. Accommodated files type include: CSV, TXT and XML.

PUNCHOUT & OCI

This facility enables your internal purchasing staff operating within your ERP (eg. SAP, JDE, etc) to CONNECT to our eBranch online catalogue. Whilst on our site the purchasing staff can search / browse / view product detail / add to cart and ultimately RETRIEVE the cart back into your ERP as a draft requisition.

Lawrence & Hanson can generally implement Punchout/ OCI for most ERPs and systems which are eProcurement capable.

DIGITAL SOLUTIONS

eINVOICING

We offer a range of consolidated invoicing options with invoices available hourly, daily, weekly, monthly.

Various consolidated invoicing formatting options are also available, and additionally we can accommodate some special reporting requirements (eg. Spend reports, brand reports).

Consolidated invoicing further assists in reducing transactional costs associated with procurement.

EDI (ELECTRONIC DOCUMENT INTERCHANGE)

We support the electronic interchange of various documents. Most of our customers' EDI integrations focus on Purchase Orders and / or Invoices, however we also support Purchase Order Acknowledgements (POA) and Advanced Shipping Notices (ASN).

We are evolving our support for these document exchanges via Ariba.

ESKER – ORDER AUTOMATION

Submit your Purchase Orders in seconds via Esker. A system that uses OCR (optical character recognition) to read your PO and submit your order directly to our ERP. Esker uses AI to learn from your orders, reducing errors and increasing order efficiency through automation.

ISO CERTIFICATION



Lawrence & Hanson is accredited with ISO certification, by Bureau Veritas Certification, in the areas of Quality (9001:2015) and OHS (45001:2018).

QUALITY

Our Management Systems have been regularly and consistently audited by Bureau Veritas in accordance with the standard and we have in fact been re-certified several times.

Certification of our Management Systems provides Lawrence & Hanson with a platform for best practice to service our customers, no matter where they are or when they deal with our business. To maintain not only this accreditation but also more importantly our high service standards, Lawrence & Hanson engages consultants to audit processes at all sites independent of those regularly completed by Bureau Veritas.

SAFETY

Lawrence & Hanson is committed to managing safety as a high priority in providing a safe, healthy and environmentally sustainable working environment. Health, safety and environment must be regarded as a prerequisite to every task and every manager and employee has an important duty of care and responsibility to ensure that their work is carried out safely and without risk to others or the environment.



COMPLIANCE

Lawrence & Hanson is committed to the highest ethical, social and environmental standards and aims to behave as a responsible corporate citizen

SUPPLIER CODE OF CONDUCT

We expect our business partners to commit to the same high level of ethics. As such, specific standards are set out in a dedicated Supplier Code of Conduct containing procedures and tools to assess the integrity of its business partners.

SONEPAR CODE OF CONDUCT

The Code of Conduct makes clear to all employees the actions and behaviour expected of them when representing the organisation. The organisation strives to maintain the highest standards of employee conduct and ethical behaviour also when operating abroad and managing its supply chain.

EQUAL OPPORTUNITY & HARASSMENT POLICY

Employees are entitled to a workplace that is free from discrimination, bullying and harassment. The Company expects that Employees will treat each other, Customers and members of the public with tolerance and respect.

WHISTLEBLOWER POLICY

Lawrence & Hanson encourages all its workers, customers and other business partners to report any concerns related to its direct activities, or its supply chain's activities. This includes any circumstances that may give rise to an enhanced risk of slavery or human trafficking. The organisation's whistleblowing procedure is designed to make it easy for workers as well as any member of the public to make disclosures, without fear of retaliation.

MODERN SLAVERY STATEMENT

We reject any form of modern slavery, such as servitude, human trafficking, child and forced labour. We are committed to implementing and enforcing effective systems and controls to ensure it does not take place in our own business or our supply chains.

ALL COMMITTED ALL COMPLIANT



Gavin STREET
Managing Director
Lawrence and Hanson



Philippe DELPECH
Chief Executive Officer
Sonepar



Vanessa SANSEN
VP Legal and Compliance
Sonepar



ENSURING COMPLIANCE

We count on you to report your concerns if you see or suspect unethical behavior. Sonepar Code of Conduct and other reference documents are available at www.sonepar.com



REPORTING A CONCERN

Use Sonepar's confidential whistleblowing system to report possible violations of the law or of our Code of Conduct, policies or procedures, or contact groupcompliance@sonepar.com

Lawrence & Hanson

A Sonepar Company

We Know

Electrical!

CONTACT

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CONNECT WITH US

