



Why our customers choose Label and Litho

Label and Litho is recognized as being a leading label printing company in New Zealand. Our labels can be found on beverage bottles, food packaging, egg cartons, pharmacy products, industrial products and anything else that you can think of that has a self-adhesive label! Much of the labeling that we produce is multi-colour and of exceptional quality and over many years Label and Litho Limited has shown itself to be flexible, capable and committed to service excellence.

We compete in a highly competitive market by:

- Aiming to be the best
- Adopting a business philosophy of win / win / is it fair?
- Developing strong partnerships with our customers and our suppliers
- Employing and retaining the best people, and recognizing the strength of collective input
- Focusing on quality in all aspects of our business

Proven Performance

- We are extremely proud that for 32 years we have provided quality self-adhesive labelling to New Zealand and overseas companies at a competitive price and in a timely manner.

Experience

- Label and Litho Limited has over 32 years experience in the label printing industry, and our staff have a combined length of service at Label and Litho Limited of 480 years!
- Our staff have a proven knowledge and understanding of self-adhesive labelling requirements, and over many years they have proven that they are dedicated to ensuring that quality labelling is produced.

Technology and Plant

- Label and Litho Limited machinery has always been at the forefront of technology.
- At the commencement of 2005 we began a comprehensive redevelopment programme to embrace the latest in print technology. As part of this redevelopment programme we purchased new presses, the first of which was installed November 2005, the second was installed in October 2006 and the third was installed in June 2007. The machines utilize the most recently developed technology within the label printing industry.
- In August 2008 Label and Litho Limited installed New Zealand's first reel-feed HP Indigo ws4500 digital press. The digital press utilizes different technology to conventional presses and does not require plates to produce a label. The press has the ability to personalise individual labels in a run and offers total flexibility to change label design, launch new products and/or target individuals. The print quality is industry-leading and we are able to print up to seven colours - including spot colours, white and eye-popping fluorescent colours. Changes to colours on the press can be made with just the click of a mouse.
- We have the machine capacity for labels up to nine colours, as well as hot-foiling, cold-foiling, screen-printing, flexo with die-cutting, perforating, printing on the adhesive, laminating and printing on the backing sheet if required.



- Our label printing equipment is supported by an in-house pre-production department and computer-to-plate plate making. Both of these services are essential to maintaining the quality of print that we require and the service levels of quick turnaround.
- To ensure ink-matching quality we have a computerized ink-batching machine, which provides economies in batch preparation and accuracy in colour match.
- Upgraded proofing software and a computer-to-plate facility was installed in January 2007.

Capacity

- Label and Litho Limited operates a double shift system to ensure the timely production of labels. Our factory also operates through the Christmas Holiday period (excluding Stats) to ensure that deliveries can be made during the Christmas/New Year period.

Inventory Management

- Label and Litho Limited have established base line raw material requirements which are maintained through our Management Information System (MIS). Stockholdings of client stocks are also managed through our MIS, with monthly stocktakings done to verify the stock holding.

Extensive and comprehensive records (including raw material batch numbers and printed samples) are held for every job produced. Issues are dealt with promptly and steps are taken to ensure similar issues do not occur again. All testing is documented and regular audits are held - both internal and external. Raw materials are only purchased from reputable companies to ensure compliance with accepted environmental policies and all raw material (and printed product) is stored and held in hygienic condition.

Stock that we Use

- The stocks that we use are supplied to us by companies that are FSC accredited. The FSC charter requires that companies help to create a truly enriched and sustainable society by developing business activities that harmonize the environment from a global perspective. The charter also calls for companies to make autonomous efforts to achieve further environmental improvement and aggressively direct its forest recycling, paper recycling and global warming counter measures forward. While the paper does not have a recycled content it does come from managed and sustainable forests.

Quality Management

- Label and Litho Limited has developed its own quality management system, which has been finetuned over many years. Each job produced by Label and Litho has its own Specification Card which carries a sample label plus details of the job. There is also a Factory Specification Card which is held in the factory and this card details technical print information relevant to the job (ie anilox weights, special ink mixes etc). To ensure jobs meet specification, all jobs are passed and signed off by a factory supervisor as 'ok to print' after they have been set up on the press. During the course of the print run, samples are taken from the web for comparison throughout the run. After the labels are printed they are inspected and finished in our bindery department. Relevant paperwork is completed to ensure details of the job can be tracked (including raw material batch details) at a later date. Samples and all relevant information are stored in the job bag and the job bags are filed by date and alphabetical order for easy reference.

Health and Safety Policy and Environmental Policy



- Label and Litho has documented Health and Safety and Environmental policies. At the commencement of each month our Health and Safety/Environmental Officer asks each staff member if they have any health or safety /environmental concerns. Concerns are documented and followed through (eliminated, minimised or isolated). Label and Litho Limited has an excellent health and safety and receives ACC's **Workplace Safety Management Practices primary discount**. Label and Litho Limited also has an excellent environmental record and is **EnviroMark Gold accredited**.

Envirosmart Programme – Enviromark Certification

- As part of Label and Litho's commitment to protecting the environment the best that we can we joined the EnviroSmart programme in 2006 and became the first label printing company in New Zealand to achieve EnviroMark Gold Certification (www.enviro-mark.co.nz). EnviroMark was developed in the United Kingdom and has been adapted for use in New Zealand by Landcare Research. The programme was developed to improve environmental performance and also improve the efficiency of resources used by businesses. The programme is a two-year commitment to improving resource efficiency by the implementation of steps to reduce solid waste and the use of energy, water and raw materials. To ensure commitment to the programme there are ongoing annual audits which ensure compliance with environmental and health and safety legislation in New Zealand. Label and Litho achieved **EnviroMark Gold certification in August 2008**.

Complaints Procedure

- Alan Martin (L.V. Martin & Sons) got it right when he said that it is the 'putting right that counts'!!! Unfortunately mistakes do sometimes happen and while they don't happen often they sometimes they do slip through. Every complaint is dealt with personally by the General Manager, it is written up, resolved to the satisfaction of the customer, filed and spread sheeted to track for emerging 'patterns'. If a reprint is required, it is done with urgency, and if a credit is required it is passed within 24 hours.

Our Main Challenges

- **The main challenges that we have set ourselves are to always do it better, and always aim to be the best! In our quest to be the best we continually ask ourselves the question 'How can we do it better?', and then we action our ideas! We can then measure our performance based on increased sales, increased profitability and word of mouth referrals!**



Angus Kincaid (Operations Manager), Hamish Kincaid (Factory Manager), Camilla Welch (General Manager). Part of the great team at Label and Litho.