

TigerPak®

COMPANY PROFILE

- SYDNEY
- MELBOURNE
- BRISBANE
- PERTH
- ADELAIDE

FREE CALL
1300 525 325

VISIT
TIGERPAK.COM.AU

SYSTEM CERTIFICATION HACCP SGS
SYSTEM CERTIFICATION ISO 9001 SGS
Sedex | Member



ABOUT TIGERPAK

Since the company commenced trading in 2002, we have enjoyed steady, consolidated growth. Our focus and commitment to 'Extreme Customer Service' has seen TigerPak grow to become Australia's leading distributor of Packaging Material, Warehouse Consumables and Safety Supplies. Our range doesn't stop there, we cover everything from Marking and Identification Products to Washroom and Cafeteria Supplies. Our products are separated into 12 groups.

Our aim is to exceed your expectations. We achieve this by supplying quality products at competitive prices, whilst maintaining our 'Extreme Customer Service' charter at all times! Fast, accurate and on-time. We guarantee it.

Our office and warehouse facilities are located in NSW, VIC, QLD, SA and WA. Ideally situated for efficient distribution across Australia.



NSW WAREHOUSE

Our Sydney warehouse is strategically located in Marsden Park and holds many products across 6,000 product lines.

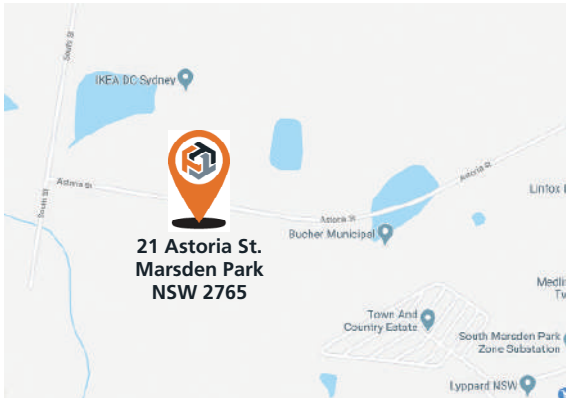
We strive to provide customers with the best service in the market with same day dispatch and friendly staff who always "Go the extra mile".

CALL OUR NSW TEAM TODAY: (02) 8383 6630









VIC WAREHOUSE

Located in Dandenong South, our state-of-the-art warehouse is bigger and better than ever.

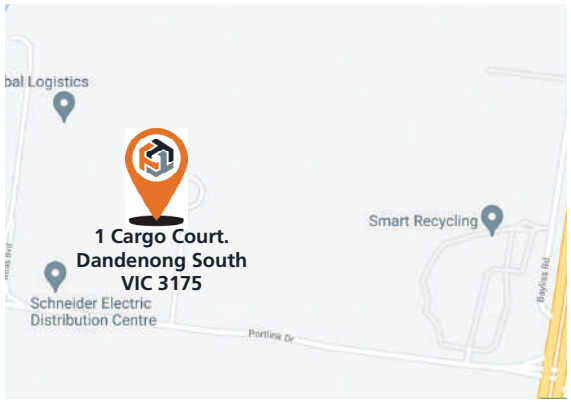
Not only does it have plenty of space to meet our current needs, but it will also allow us to increase our stock holding to better service our Victorian clients well into the future.

CALL OUR VIC TEAM TODAY: (03) 8383 6630









QLD WAREHOUSE

Strategically located just 30 minutes from Brisbane CBD, our QLD facility will allow us to stock a huge range of lines.

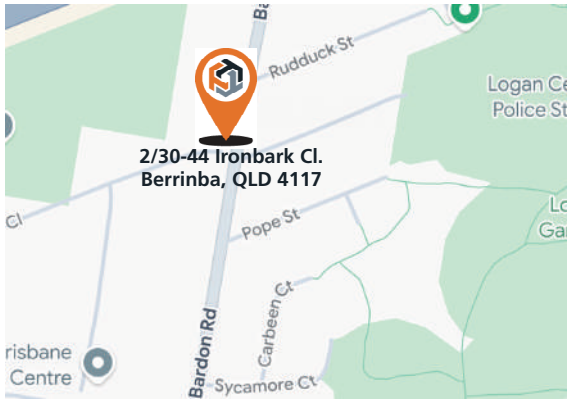
Based in Berrinba the warehouse is perfectly placed for rapid delivery of our large range of quality products to Brisbane, Gold Coast and the wider QLD business community.

CALL OUR QLD TEAM TODAY: (07) 3382 0255









WA WAREHOUSE

Tigerpak WA is located in Wattle Grove, Perth.

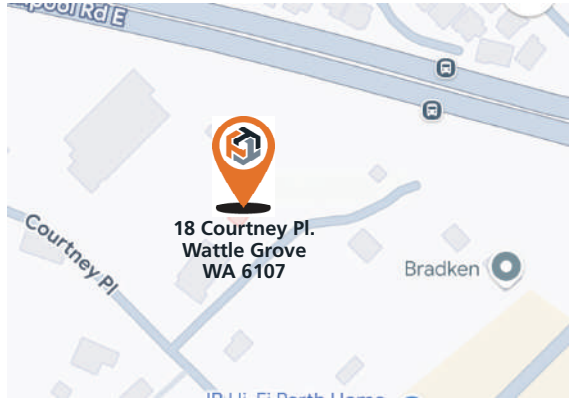
Ideally situated for efficient distribution to the whole of Western Australia. Our WA team is committed to 'Extreme Customer Service'.

CALL OUR WA TEAM TODAY: (08) 9365 3000









SA WAREHOUSE

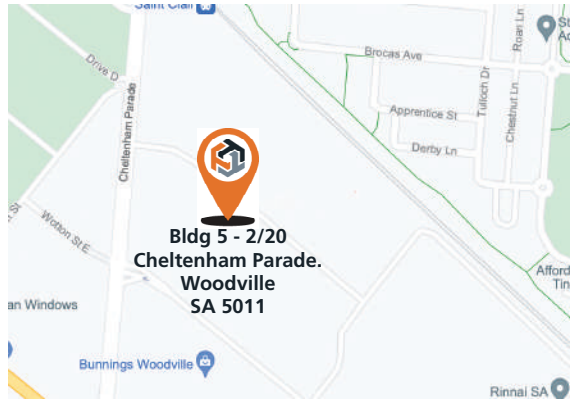
Located in Woodville, our South Australia warehouse team is focused on delivering outstanding customer service - along with a wide range of great-quality products .

CALL OUR SA TEAM TODAY: (08) 8340 3022











KPI'S

ORDER ACCURACY

99.77%

OF ORDERS ARE DELIVERED CORRECTLY

NO BACKORDERS

98.00%

FULFILLMENT RATE - ALL ITEMS IN STOCK

QUICK ANSWERING

2.17SEC

AVERAGE PHONE CALL PICK UP TIME

FAST DISPATCH

82MINS

AVERAGE DISPATCH TIME

TigerPak displays live KPIs to demonstrate how efficient our services are. These KPIs reflect the state of our services in real time, proving that we offer a world-class service that your company can benefit from.

See our Live KPI's in our website at any time. Simply visit:

tigerpak.com.au/live-kpi



WHY TIGERPAK

FAST DESPATCH
Order before 11.00pm for same day despatch.

FREE DELIVERY
For orders over $300 +GST.

NO BACKORDERS
Combined line fulfilment rate of 98.00%.

LOWEST PRICES
We will beat any price by 5%*.

EASY TO ORDER
Whether it be telephone, fax, or email, our service is geared to your convenience.

FIXED PRICING:
Our pricing is open for all to see! You can set your budgets for the next 6 months knowing that your prices won't change.

ONE STOP SHOP:
Our huge range makes sourcing all your packaging and warehouse needs easy.

LOCAL FAMILY BUSINESS:
We're right here in NSW Australia. We also have a branches in Victoria, Queensland, Adelaide and Perth. Experience the difference from our caring, responsive team members!

100/100 GUARANTEE:
Any stock items you purchase from us are 100% covered for 100 days*.

COMMITMENT:
Our commitment to 'Extreme Customer Service' guarantees the right products will be despatched to you - every time!

FREE LOLLIES
Just to brighten your day! You get lollies FREE with your order, Every time!

* T&C's Apply.

REPORTING CAPABILITES FOR EACH BRANCH

If needed, TigerPak can produce specific reports that outline your business spending data over any given period. This report includes individual product volumes and value, product category spend as well as savings reports from list prices, among other features.



NPS SCORE

Our customers are at the heart of everything we do as we constantly striving to provide the best possible service. That's why we monitor our NPS score and feedback in real time, to ensure every customer is look after.

Net Promoter Score (NPS) is a customer loyalty metric, it is based on the perspective that every customer can be placed within three types - Promoters, Passive and Detractors.

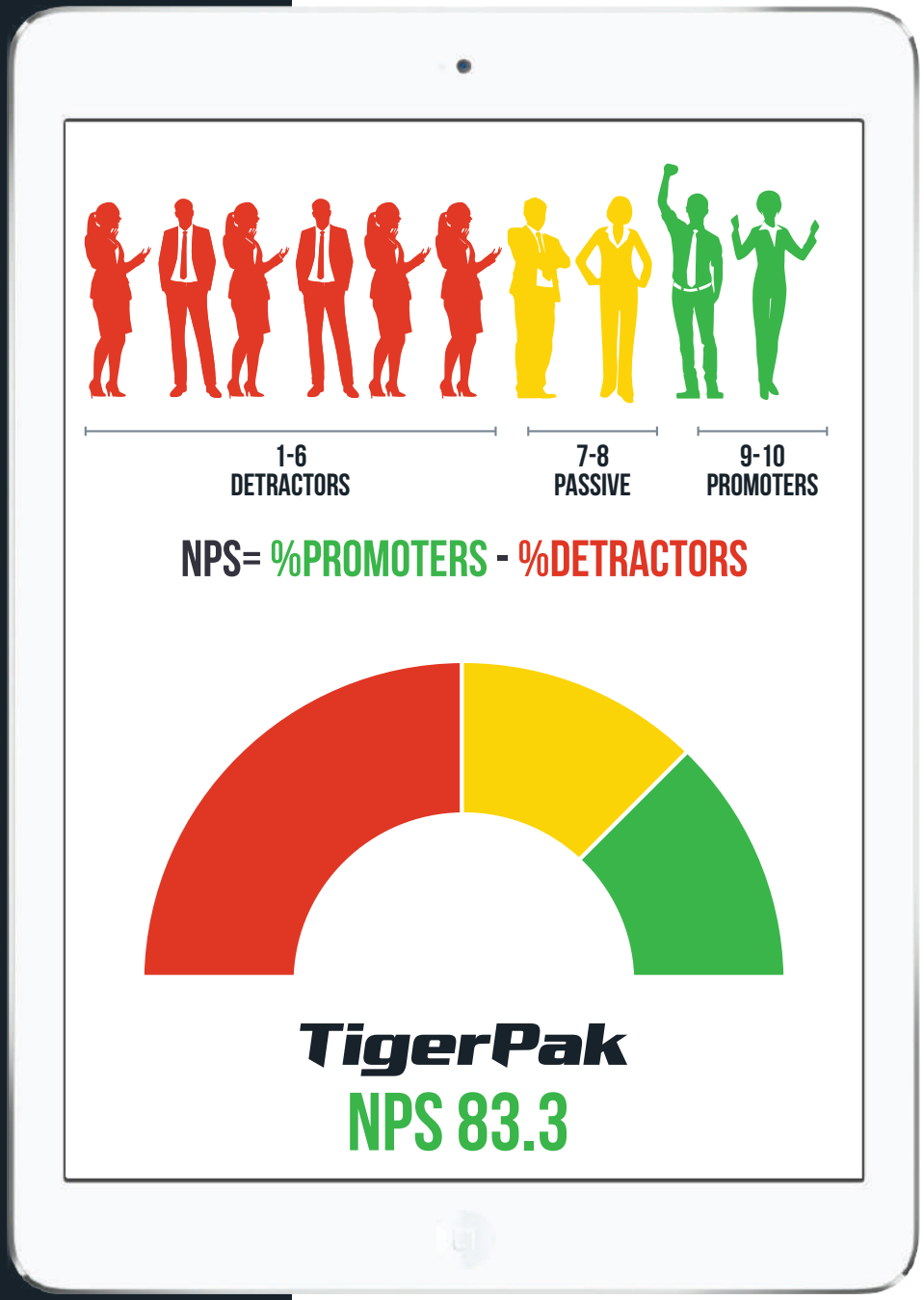
In a nutshell, customers who give us a rating of 9 or 10 on a scale of 0 to 10 are considered Promoters. Customers who give us as rating of 7 or 8 are passive customers and whilst they are not dissatisfied, they do not factor into the NPS score. Lastly, any customers who provide a rating of 6 or lower are considered Detractors.

10 *"Because you guys are helpful and go above and beyond to help your customers"*

10 *"Excellent customer service, good communication skills, Fast delivery"*

10 *"Honest and truthful customer service. No false promises that would put us in trouble."*

10 *"Very friendly to deal with and very quick to process and dispatch my order - really appreaiate it"*



OUR MISSION

Elevate, Reward and Inspire all Stakeholders (Employees, Customers, Suppliers, Owners & Community).

OUR VISION

To be the Automatic Choice for workplace supplies across Australia.

OUR VALUES

Our relationships are based on Integrity, Loyalty, Openness and Respect.We have a culture of Continuous Improvement and "Going the Extra Mile."



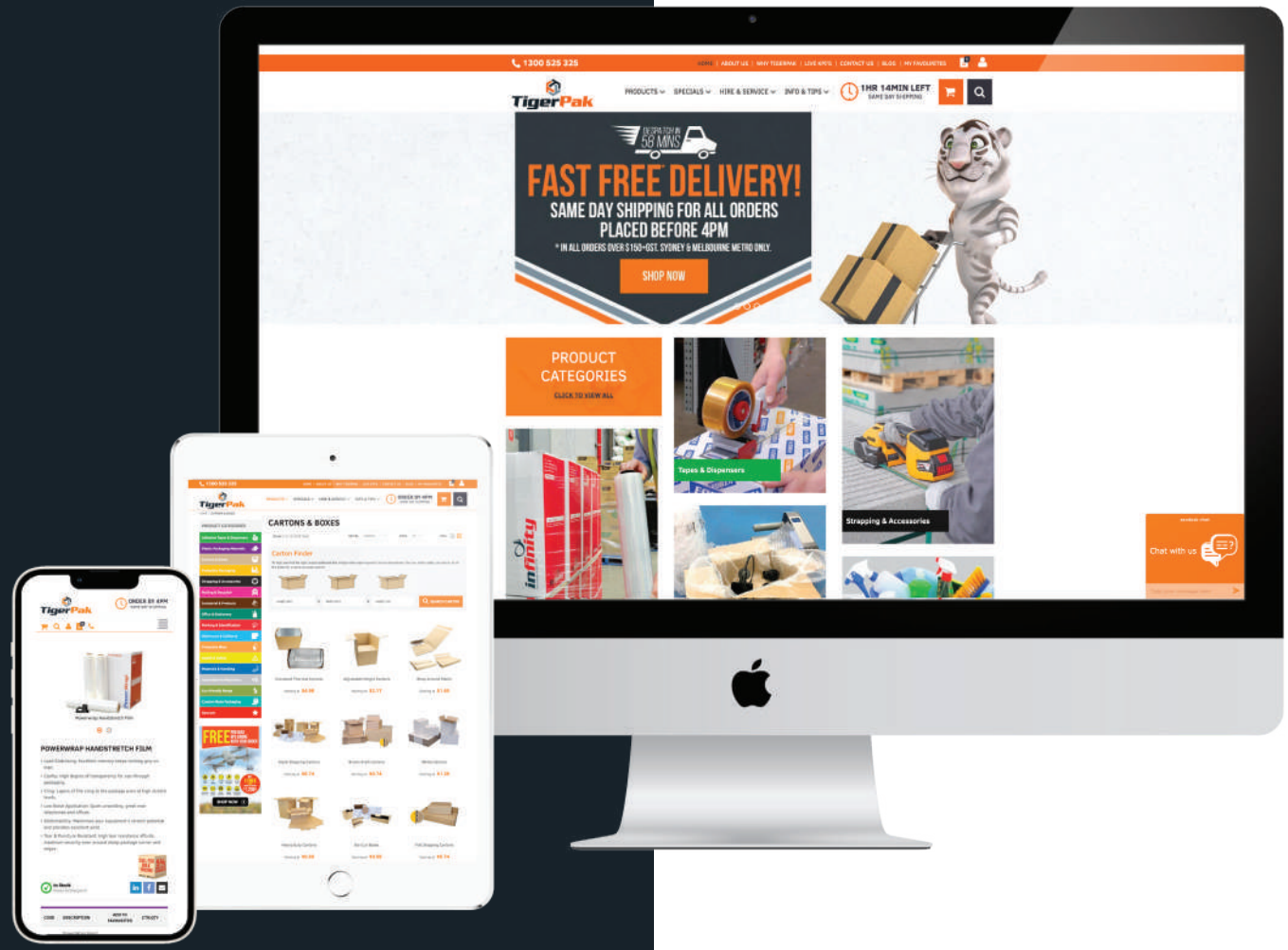
E-COMMERCE WEBSITE

Tigerpak's website has been carefully developed using the latest technology, and online security meassures. Customers can rest assured their data, such as delivery addresses and quoted pricing is safe.

The site has been taken in consideration all the feedback we have received through the years in order to bring you the best user experience possible.

WEBSITE KEY FEATURES:

- Responsive design
- Secure online shopping cart
- Full range can be viewed and purchased online
- 24 hour accessibility
- SEO rank page 1 on google for key products
- Thousands of hits daily
- Exclusive Carton search tool.
- Online Freight Calculator for out of Sydney & Melbourne Metro areas.
- Easy request of custom made packaging online.
- Book machinery or tool service online.
- Hire Machinery online.
- Tips & Video tutorials available.
- Live Kpi's: see how we are doing in real-time.
- Special account pricing loaded for every individual customer - Your quoted prices are always online!





SERVICE & AUTOMATION SOLUTIONS

TigerPak has friendly and fully trained service technicians who specialise in mechanical and electrical work across a wide range of industries.

Our service team provides flexible options when it comes to the repair of your packaging equipment. From on-site servicing to in-house repairs at our fully equipped workshop for extensive overhauls. Tigerpak can also can assist with loan tools and equipment while your machinery in being serviced to keep you operating.

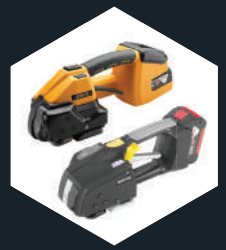
TIGERPAK SERVICE OFFERS:

- On/Off site repairs service available.
- Electrical repairs.
- Large parts inventory for fast repairs.
- Friendly, clean & reliable technicians.
- Preventative maintenance programs.
- Back up loan tools available.
- Automation solutions.
- Fully licensed.

AUTOMATION SOLUTIONS



Pallet Wrappers



Strapping Tools



Strapping Machines



Carton Sealers



Heat Shrink Machine



Void Fill Machine

ECO-FRIENDLY PACKAGING SOLUTIONS

At TigerPak, we believe we all have a responsibility to do our bit. That's why we've implemented our Green Focus program.

We are continually sourcing products that don't harm the environment to add to our range. As the program evolves and new products and initiatives are introduced we will ensure you are well informed of the green alternatives. It's all part of our commitment to our customers and the environment.

TIGERPAK IS COMMITED TO:

- Comply with all relevant environmental legislation, regulations, planning policies and related initiatives.
- Set environmental objectives and targets to ensure continuous improvement
- Measure, monitor and report on environmental management initiatives.
- Incorporate environmental better practice into our core business plans and management process.
- Undertake responsible resource management practices that aim to prevent pollution and reduce waste.
- Ensure we work closely with our clients, suppliers, and other stakeholders to continually improve our business processes which affect the environment.
- Explore best practice and innovative environmental management approaches to the use of education, technology and infrastructure.
- Foster the initiation and ownership of environmental activities by all our staff through education, thereby building a strong environmentally aware business culture.

To view our eco-friendly products visit:
tigerpak.com.au/eco-friendly-range.html



INDUSTRY RECOGNISED ACCREDITATIONS

Tigerpak is part of the powerpak group & meets the guidelines for the following accreditations:

HACCP for receival, storage and distribution of food grade packaging materials.

ISO 9001:2008 (Held by our corporate head office in Perth)

SYSTEM CERTIFICATION HACCP SGS

SYSTEM CERTIFICATION ISO 9001 SGS

Sedex | Member

TIGERPAK CUSTOMERS

Tigerpak has a culture to go the extra mile for every customer. That's why we have achieved a long-term relation with some of Australia's biggest companies.

See some of the companies who have trusted us with all their packaging needs below:



TIGERPAK CUSTOMERS

Tigerpak has a culture to go the extra mile for every customer. That's why we have achieved a long-term relation with some of Australia's biggest companies.

See some of the companies who have trusted us with all their packaging needs below:

Makita

6 YEARS
OF SUPPLY

BUNNINGS

10 YEARS
OF SUPPLY

KOMATSU

9 YEARS
OF SUPPLY

Blackwoods

15 YEARS
OF SUPPLY

Sigma Healthcare

3 YEARS
OF SUPPLY

CUSTOMER TESTIMONIALS

"Thank you to you for all your help in getting the extra stock ready for pick-up & then going the extra mile to deliver more stock at such late notice"

Catherine W.
Bunnings Imports

"I have a great working relationship with TigerPak. Always looking to help me get a better deal, great customer service, reliable and speedy delivery times"

Chris G.
Gelatissimo

"I have received nothing but amazing customer service along with express deliveries. We now have Tigerpak working with multiple sites within the company"

Jason B.
Darrell Lea

"With an amazing range of products for everyday factory needs and an exceptional delivery turnaround time, I would highly recommend TigerPak to anyone. "

Thomas C.
ASICS Oceania

TigerPak®

SYDNEY
21 ASTORIA STREET
MARSDEN PARK
NSW. 2765

MELBOURNE
1 CARGO COURT
DANDENONG SOUTH
VIC. 3175

BRISBANE
2/30-44 IRONBARK CL.
BERRINBA
QLD. 4117

PERTH
18 COURTNEY PL.
WATTLE GROVE
WA. 6107

ADELAIDE
5-2/20 CHELTENHAM PARADE.
WOODVILLE
SA. 5011

1300 525 325
TIGERPAK.COM.AU