



*INTRODUCTION
TO
MEDICAL COACHES INCORPORATED
ONEONTA, NEW YORK (U.S.A.)*

- A. **HISTORY** – Medical Coaches was founded in the late 1940s by Mr. Ian M. Smith. Mr. Smith was born in Queensland, Australia, and formed Medical Coaches to carry out a life-long dream to “**Build mobile units that serve for the betterment of mankind.**” Since Mr. Smith’s passing in 1976, his son, Geoffrey, has been President and majority stockholder. We have built thousands of different types of units for delivery to over 110 countries and all 50 United States. We have always built special-purpose mobile units with a strong emphasis on medical applications.
- B. **EXPERIENCE** – Our experience in the design and construction of specialized mobile medical units is unmatched by any other manufacturer in the world. We have built units ranging from small transport ambulances to large mobile magnetic resonance trailers. Our non-union work force has been with us an average of over 12 years insuring our units are properly built at the factory, not in the field.

Medical Coaches was instrumental in changing the way ambulances are built. Patients are now treated during their ride to the hospital and not just transported. We built either the first or one of the first modular-body-style ambulance which has now become an industry standard. When the U.S. Government was writing universal ambulance specifications to regulate U.S. ambulance purchases, Mr. Charles Medved of the U.S. General Services Administration used Medical Coaches as one of his prime consultants. (NOTE: Medical Coaches chose to get out of the ambulance business in 1989 in order to concentrate on larger, more-complex units.)

Our extensive export experience (we have delivered more than 10,000 mobile units overseas since 1949) gives us a tremendous advantage over our competitors. We understand that conditions in other countries are not the same as in the U.S. Air conditioning systems must be more dependable and of higher capacity; doors, windows, and body components must be sealed against the entrance of dust and sand; and on-board components cannot be complex and must be easy to service. Our local representatives are actively involved to insure our customers receive prompt responses to their sales and service needs. Bottom line, mobile units must be built to suit the needs of the buying country and not necessarily those of the U.S.

- C. **CAPABILITIES** – Medical Coaches has one of the most-modern plant facilities (approximately 100,000 sq. ft. on a 94-acre site), extensive engineering staff and experienced work forces for our line of business in the world. We can build units from the ground up without the need for outside subcontracting. Our engineering staff performs all drafting on a state-of-the-art Computer-Aided Design (C.A.D.) and 3-D solid modeling system. We insure complex equipment will properly fit into our designs and meet all weight and balance requirements *before* they are on the production floor! Computerized Bills of Material allow us to develop full spare parts lists detailed enough to include the exact number of bolts, nuts, and rivets utilized. Our construction facilities, engineering, and quality assurance departments have been inspected and approved for numerous U.S. Government Military and non-Military contracts. We have built many large production runs of mobile medical units in quantities of 320 units, 150 units, 120 units and 100 units, to name a few.
- D. **QUALITY ASSURANCE (ISO 9001 CERTIFICATION)** – Many companies claim to build “the best quality units in the world.” Medical Coaches decided to back up this claim. We received ISO 9001:1994 Certification on April 7, 1995, from Lloyd’s Register Quality Assurance, Limited – **the first U.S. manufacturer in our field.** The Registration includes German, DAR, ANSI-RAB, and NACB. Medical Coaches’ customers can be assured they are receiving special-purpose mobile units of “world-class quality.” In addition, we believe Medical Coaches is the first company in our field, worldwide, to receive ISO 9001:1994 Certification. We were recently recertified to ISO 9001:2000.
- E. **DEPENDABILITY** – Since Medical Coaches began in 1949, we have seen hundreds of competitors enter the market and eventually go out of business. Most go out of business trying to have the “cheapest and best” mobile units available. Customers eventually recognize that you cannot have both low price and high quality. The burden of service repairs and upset customers put these companies out of business. Others go out of business taking on projects that are beyond their plant and/or financial capabilities. These companies include those that have tried to build large-quantity contracts or enter the mobile medical unit marketplace with low-cost and poor-quality products. The list of “former” competitors is long.

Medical Coaches has remained in business more than 50 years because we maintain two simple principles: “***build products we would be proud to own ourselves,***” and, “***treat our customers as we would treat our family.***” We will turn business down if we have to sacrifice product quality and we refuse to be involved with customers, representatives, and individuals that expect us to compromise our ethics or integrity. We may lose business in the short term; however, our long-term, worldwide customer and representative relationships are a strong measure of our success.

One of our greatest strengths is product versatility. Our product variety ranges from mobile medical clinics, blood banks, dental units, electronics vans, TV production, Magnetic Resonance Imaging (MRI), Positron Emission Tomography (PET), Positron Emission Tomography/Computed Tomography (PET/CT), and lithotripsy (kidney stone treatment) units. This product variety allows us to maintain financial strength and manufacturing consistency when faced with changing product markets.

Medical Coaches is well positioned to be in business another 50 years!

- F. REPUTATION** – Over our more than 60-year history, we have developed strong, long-term relationships with local representatives, customers, government officials, physicians, and equipment manufacturers. We have always been known as a company who stands behind our good work and lives up to our commitments. Our proudest moment is when our customers say, “You’ve given us more than we expected.”

Many of our customers deal with Medical Coaches on an exclusive basis knowing they’ll always receive what they expected at a fair price. **Many of our customers and representatives have remained with us for decades.**

- G. LONG-TERM CONTRACTS (EXAMPLE)** – Although Medical Coaches has been involved in other multi-year purchasing contracts, one of our most successful has been with Siemens Medical Systems.

In 1984, Siemens contacted all capable mobile medical unit manufacturers in the United States seeking a five-year exclusive contract relationship. Siemens wanted an exclusive partner to work with them in designing, manufacturing, and marketing their mobile MAGNETOM magnetic resonance units (probably the most complex mobile units ever built). Medical Coaches was proud to be selected by Siemens as their partner.

After the initial five-year program ended, Siemens extended their relationship with us for an indefinite period. The program has been extremely successful. Siemens maintains a 30,000 sq. ft. building in Oneonta where their employees work on Siemens’ equipment in our mobile units.

To date, we’ve delivered over 350 mobile MRI trailers worldwide and have built more than 90 percent of Siemens’ MRI trailers.

In addition, we have been certified to build mobile high-tech units for Philips Medical Systems, General Electric Healthcare, and Hitachi Medical Systems. We have built more than 450 mobile MRI, PET, and PET/CT units for these companies.

We offer this example to emphasize Medical Coaches’ recognition as a dependable quality manufacturer by one of the world’s largest and most-reputable companies.

H. PAST CUSTOMERS – Since our first order for a fleet of mobile health units and ambulances for Cuba in 1949, Medical Coaches has delivered units to more than 300 different customers in over 110 countries. The following is just a small representative sample of countries, customers, and products.

1. **Saudi Arabia** – National Guard; Civil Defense; Kings Guard; Hajj Commission; King Faisal Specialist Hospital; Red Crescent Society; and Customs Agency. Over 2,500 ambulances (special ambulances and units for several Saudi Kings); medical clinics; dental clinics; mobile kitchens; and military units delivered since the 1960s.
2. **Egypt**- Ministry of Health; Alexandria University; U.N.I.C.E.F. Over 300 ambulances; medical clinics; laboratories; and veterinary clinics.
3. **Jordan** – Royal Jordanian Army; Civil Defense; Office of the Defense; and Armed Forces Attaché. Mobile x-ray units and ambulances.
4. **Kuwait** – Ministry of Public Health; Kuwait Army; Ministry of Health; Military Affairs. Blood collection and transport units; laboratories; ambulances; medical clinics; heat stroke; and disaster treatment units.
5. **Philippines** – Ministry of Health; Catholic Charities; and Memorial Foundations. Over 50 mobile health units; audio-visual units; and ambulances.
6. **South Korea** – OSROK; Presbyterian Medical Center; and private enterprises. Large number of mobile health; surgical; x-ray; and blood collection units.
7. **Japan** – Private enterprise. Mobile wheelchair transporter.
8. **Indonesia** – Ministry of Health. Mobile x-ray units and ambulances.
9. **Iran** – Organization for Welfare of the Deaf; Blood Organization; Teheran Emergency Ministry of Health. Delivered 18 surgical/emergency health; x-ray; 150 emergency ambulances; mobile hearing test; and blood collection units.
10. **Nigeria** – Nigerian Army; St. John’s Hospital; University College Hospital; and the State House (special ambulances for the President). 320 ambulances; outpatient clinics; blood collection/bank; medical utility trailer; and security personnel transport units.
11. **Haiti** – President’s personal purchase for Military. Dental; health; and ambulance units.
12. **Dominican Republic** – Ministry of Agriculture and various private enterprises. Audio-visual and medical clinics.
13. **Thailand** – Ministry of the Interior; Health Department/Ministry of Public Health; the King. Audio-visual; family planning; and special ambulances for the King.
14. **Qatar** – Army and Royal Family. Ambulances and medical clinics.
15. **Taiwan** – Army; Navy; and Marines. Ambulances; dental; health; x-ray; wheelchair lift; surgical; and blood donor units.

H. PAST CUSTOMERS (Continued)

16. **Mexico** – Ministry of Health and Mexican Red Cross. Medical/dental; blood donor; and ambulance units.
17. **Peru** – Ministry of Education and private enterprises. Audio-visual and ambulance units.
18. **Ecuador** – Ministry of Public Health; Social Security; National Defense; Army; and miscellaneous Governmental Agencies. Ambulances; medical; dental; and blood donor/collection units.
19. **Venezuela** – Ministry of Defense; Venezuelan Army; Social Organizations; and private enterprises. Ambulances; surgical; educational training; hospital; post-op ward; dental; and general medical units.
20. **United Kingdom** – Mobile MRI trailers.
21. **Holland** – Mobile MRI trailers.
22. **Switzerland** – Military ambulance.
23. **Australia** – Special naval battle simulation training trailer.
24. **China** – Emergency ambulance; surgical clinics.
25. **Botswana** – Mobile surgical clinics for the Army.
26. **Oman** – Ambulance fleet for Red Crescent Society.
27. **Niger** – Dental clinics and ambulances for the Army.
28. **Hong Kong** – Six-person blood collection trailer for Duty Free Stores.
29. **Curacao** – Mobile bank and ambulances for government.
30. **Russia** – Mobile air and water pollution instrumentation trailer for Baku.
31. **India** – Mobile x-ray units for CARE; mobile eye surgical units for Dr. Modi.
32. **Puerto Rico** – Mobile medical clinics and educational training units for the government.
33. **Poland** – Mobile dental clinics for CARE; mobile chest x-ray units for the Ministry of Health.
34. **Nepal** – Mobile health clinic for The Thomas A. Dooley Foundation.
35. **Sweden** – Custom ambulances.
36. **Chad** – Audio-visual education unit.
37. **Ghana** – Mobile dental clinics.
38. **United States (all 50 States)** – All military branches; Veterans Administration; health services; N.A.S.A.; Lockheed; Pratt & Whitney; Sikorsky; Boeing; General Dynamics; Westinghouse; Siemens; General Electric; Ford; Chrysler; General Motors; International Harvester (Navistar); City of New York; JFK Airport; ABC TV; ESPN Sports; and many other hospitals, corporations and non-profit organizations to include many United Nations agencies.

- I. **FINANCIAL STRENGTH** – Medical Coaches, although privately owned, enjoys access to substantial lines of credit and financing from major financing institutions. We have participated in a number of projects financed by U.S. Eximbank and U.S.A.I.D.
- J. **DIVERSIFICATION** – In order to grow outside the mobile unit field, limit Medical Coaches' exposure to a single product, and increase profitability, Medical Coaches has stock ownership in a variety of companies to include Sargent International, Inc., North Chatham, Massachusetts (sell U.S.-made capital goods to foreign customers using U.S. credit facilities or for direct purchase); Wellness Enterprises LLC of Gainesville, Florida (manufacturer of water filtration and special enhancement products for both consumer and commercial use along with health-oriented cosmetics and skincare products); and Positive Impact Waste Solutions, Inc., located in Odessa, Texas (manufacturer and operator of mobile and fixed medical waste processing equipment and services).
- K. **COMMITMENT** – Medical Coaches has made a long-term commitment to the special-purpose mobile unit industry. We protect our competitive advantage through the maintenance of a highly trained and motivated work force, continuous product innovation, modernization, high-quality standards, and conducting all our business ethically and honestly.
- L. **SUMMARY** – **Most importantly, Medical Coaches is a great company to do business with.** We are honest and straightforward in all our dealings; live up to our promises; and follow through with speedy service when required. The greatest tribute to the success of our philosophy is our long list of satisfied customers throughout the world. We would be glad to provide reference lists upon request.