



EMPLOYEE ONBOARDING

WELCOME TO ZANDA: A STORY OF
LEGACY, PURPOSE, AND POWER

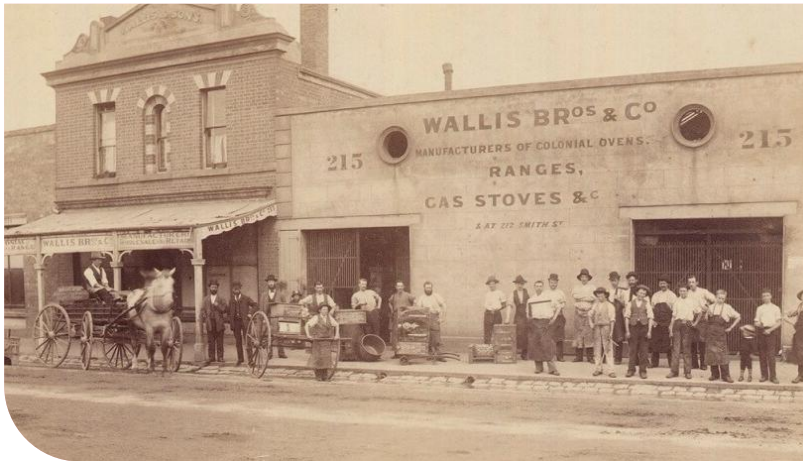
ZANDA
ARCHITECTURAL HARDWARE



Our Legacy: Over 170 Years in the Making

At Zanda, you're joining a legacy over 170 years in the making. The Wallis family's business roots date back to 1852 with innovations in stove building and gas appliances in Melbourne.

In 1854, Frederick Wallis immigrated from England and founded his award-winning stove manufacturing business. As wood stoves transitioned to gas, he and his brother secured eight patents, revolutionizing cooking and exporting their designs worldwide.



The Wallis Bros & Co factory in Melbourne circa 1895

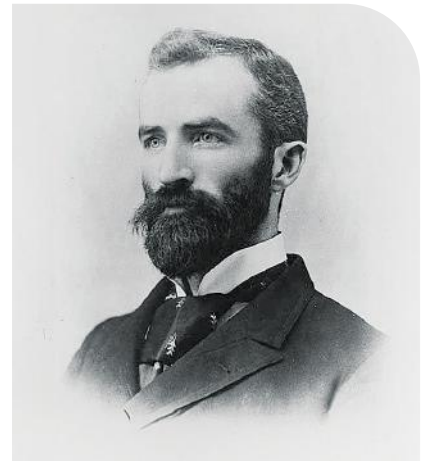


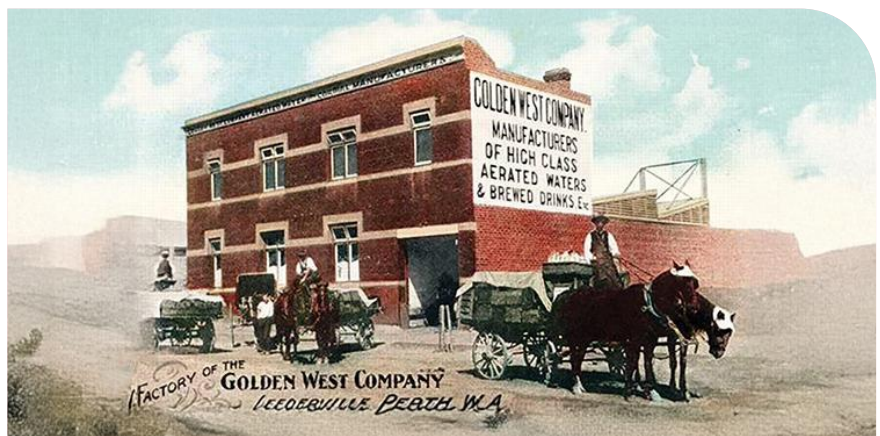
Image of Frederick Wallis

From pioneering stove innovations in 1852 to the soft drink industry boom in Western Australia with Golden West Aerated Water Co., the Wallis family has built businesses marked by resilience, innovation, and family values for five generations.

James Wallis's son, Ernest James Wallis, and his son Arthur expanded Golden West with new flavors, automated machinery, and the trademarked 'Gest' brand. After selling to Coke in the mid-1950s, Arthur acquired one of Perth's premier roofing businesses, Nuroof WA.



Image of Arthur Wallis



The new Golden West factory in 1903



Zanda Employee Onboarding

Welcome to Zanda: A Story of Legacy, Purpose, and Power

In 2007, Bill Wallis—great-great-grandson of Frederick Wallis—founded Zanda Architectural. He saw a need for exceptional service and better design in the door hardware market, and he acted fast. His mission was simple yet bold: to deliver superior hardware with unmatched service, while supporting independent resellers over big box stores.



Image of Bill Wallis



The Zanda Architectural Hardware Office & Warehouse in Meares



Images of Zanda Office

Who We Are Today

OVER
1,922
active accounts
nationally

OVER
5
state offices and
warehouses

OVER
500,000
luxury homes across
Australia feature
Zanda hardware

OVER
99.2%
order accuracy and
96% DIFOT (Delivery
in Full On Time)

OVER
2,880
SKUs and 255
finishes



Our Mission, Vision & Values



MISSION

To enable, Ennoble and enrich – our people, our customers and for the greater good.



VISION

To be the very best in our product and service offering of mid to high end door hardware in the world and lead the way in trend and style driven door hardware.



VALUES

To help - to enrich the lives of others through care, kindness, respect, positivity, humility and exhilarating customer service.

To simplify - to be the easiest company to deal with in our industry. We Believe in the KISS acronym (keep it simple smart).

To amaze - to aspire to amaze people at every touch point in our product and service offering including:

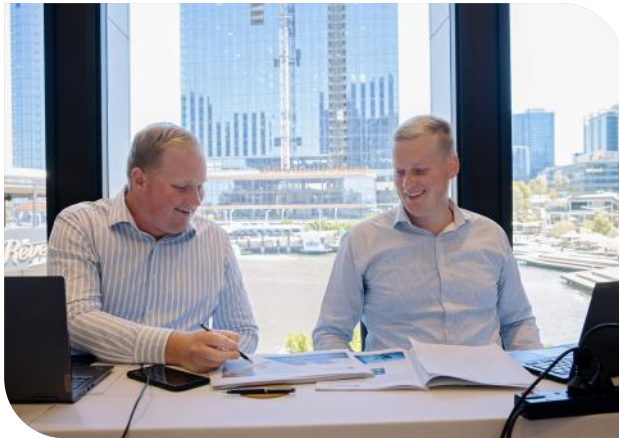
- ▶ Getting results in every area.
- ▶ We believe in seeing opportunities not problems.
- ▶ Fast - We believe in rapid fire action. (DIN) Do it now.
- ▶ Going above and beyond - keeping promises so that customers rave about the team and Zanda.



The Zanda Culture: What Makes Us Tick

Culture isn't just what we say. It's how we act, every day.

- ▶ We create 'wow' at every touchpoint
- ▶ We're fast at getting things done
- ▶ We have an awesome attitude
- ▶ We're easy to deal with
- ▶ We challenge the status quo
- ▶ We simplify

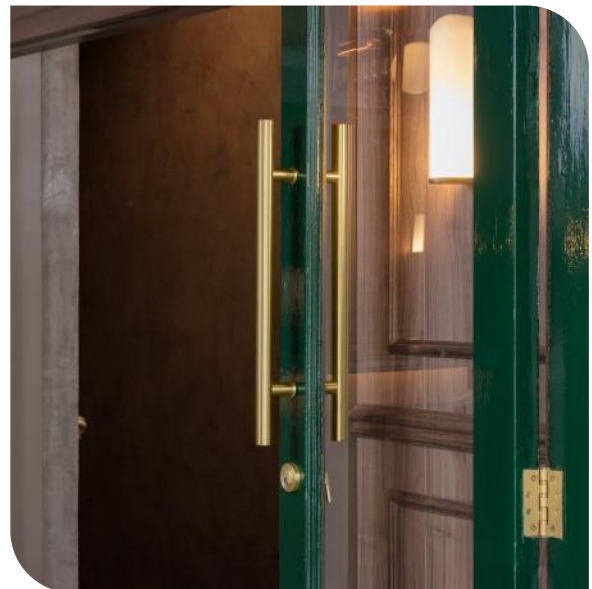


This is a culture where people go the extra mile, not because they have to, but because it's in their DNA. We don't cut corners. We do the right thing even when no one is watching. Our team is united by a shared belief in excellence, care, and accountability.

What You Can Expect from Us

Zanda's culture is rooted in our family history. The four F's—Family-Oriented, Friendly, Fair, and Firm—guide how we lead, hire, and support each other. We believe every team member is a leader. Titles don't define leadership here—actions do.

You'll find that we value open communication, initiative, honesty, and humility. Every morning, we hold a team huddle to reinforce our values, track progress, and stay aligned. Everyone's voice matters. Everyone contributes to the big picture.





What We Expect From You: Are You a Zanda Team Player?



We're not looking for average. We're looking for team members who bring:

- ▶ **Humility** – Open to learning, feedback, and personal growth.
- ▶ **Results** – A drive to hit targets, stay disciplined, and exceed expectations.
- ▶ **Optimism** – A belief that every challenge is an opportunity in disguise.
- ▶ **Speed** – An ability to act quickly, decisively, and without fuss.
- ▶ **Generosity** – A willingness to go the extra mile for teammates and customers.

If that sounds like you, you'll thrive here.

Why We're Different: Our Niche

Zanda doesn't follow trends—we set them. Our in-house design team works closely with global designers and leading architects to bring exclusive styles and finishes to market fast. Unlike big multinationals that take years to react, Zanda can pivot in months. That agility gives our resellers a powerful edge.

We also refuse to sell to big box stores. Why? Because we believe in supporting the independents—the local heroes who rely on us to deliver premium, exclusive products that customers can't find elsewhere. That's our promise: no undercutting, no gimmicks, just reliable, top-tier service and quality.

And service? We don't just talk about it—we live it. Most of our orders are dispatched within 2 hours. We answer the phone. We follow up. We solve problems. Our NPS (Net Promoter Score) is 87 and climbing—proof that we don't just meet expectations, we smash them.



We Give Back

At Zanda, we believe that business is more than just profit—it's a force for good. Our commitment goes beyond delivering excellence to our customers; it extends to uplifting communities and supporting meaningful causes. That's why we dedicate 10% of our profits every year to initiatives that make a real difference.

From funding life-saving cancer research to providing disaster relief, we work tirelessly to create impact where it's needed most. We also champion education programs, equipping individuals with the tools and resources to forge a brighter future.

When you join Zanda, you're helping fund hope for people who need it most. Your support fuels change, inspires possibility, and transforms lives—because together, we're proving that business can be a force for hope, purpose, and progress.



Your Role in Our Future

You're not here to fill a position. You're here to shape the future of Zanda. Every person at Zanda is part of the engine that drives innovation, service, and growth. You might be on the phones, in the warehouse, on the road, or behind the scenes—but you matter. You're part of something bigger.

170+ years of history have brought us here. Now, we're writing the next chapter. And it starts with you.

WELCOME TO ZANDA ARCHITECTURAL HARDWARE

The ZANDA logo features a stylized 'Z' symbol followed by the word 'ANDA' in a bold, sans-serif font. The background of the top half of the page is a faded image of a modern building with large glass windows and a flat roof, with a 'ZANDA' sign visible on the building's facade.

ZANDA

ARCHITECTURAL HARDWARE

"MORE THAN JUST QUALITY — **AN EXPERIENCE**"

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