

# WATSON GLOVES HAND PROTECTION CONSULTATION PROCESS

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# Watson's HAND PROTECTION CONSULTATION PROCESS is a 6 step process

### **PROGRAM DEVELOPMENT:**

STEP 1: Due Diligence & Initial Customer Meeting



STEP 2: Site Product Assessment or SWAT Hazard Assessment



STEP 3: Program Recommendation & Product Trials

## **PROGRAM IMPLEMENTATION & SUSTAINMENT:**

STEP 4: Communication

#### STEP 1:

#### Customer Due Diligence & Initial Meeting

## **CUSTOMER DUE DILIGENCE**

- What type of industry? Examples: Oil & Gas, Forestry, Manufacturing
- How many employees?
- > Where are they located?
- > Who are the key stakeholders?
- What are the customers priorities? Cost? Safety? Corporate Image?
- State of their current hand protection program?
- Review current customer usage provided by distributor partner and establish current state baseline (# of SKU, # of Style, Types of Categories)
- Design "Proposed Program"

CATEGORIES	CURRENT SKU COUNT	CURRENT STYLE COUNT	PROPOSED STYLE COUNT
Chemical / Coated Gloves	43	19	6
Disposables Nitrile	74	15	1
Mechanics	95	21	4
Mechanics with cut/impact	7	2	1
Minimal Usage	24	N/A	N/A
Misc	25	7	2
Seamless Knit - A2	54	14	2
Seamless Knit - A3	38	4	3
Seamless Knit - A4	1	1	2
Seamless Knit - A5	7	2	2
Seamless Knit - No Cut	92	17	3
Summer Drivers /Ropers - Mens	34	3	1
Summer Fitters - Mens	60	13	4
Welding Gloves	65	17	6
Winter Drivers / Ropers - Ladies	9	1	1
Winter Drivers / Ropers - Mens	1	1	1
Winter Fitters - Mens	16	7	2
Grand Total	645	144	41

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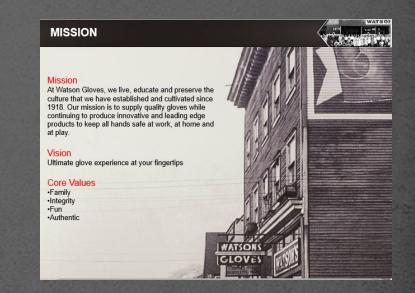
#### STEP 1:

#### Due Diligence & Initial Customer Meeting

#### **END-USER CUSTOMER MEETING**

- > Who is Watson Gloves?
- Watson Gloves Capabilities (Supply Chain, Factory, Marketing, SWAT)
- Update on standards & innovation
- Understand further customer's priorities (Hand Injury Concerns, Safety, Image Etc.)
- Learn about customers business and undercover customer needs
- Gain alignment for next steps

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## STEP 2:

Site Product Assessment or SWAT Hazard Assessment

## SITE PRODUCT ASSESSMENT

- Cross over products onsite
- Review with EH&S against site specific standards

## SWAT HAZARD ASSESSMENT

- Detailed assessment of task specific hazards by department onsite
- Engagement with Site EH&S and employee feedback
  - What gloves are being used today?
  - Review current Hand Injury statistics & themes for site
  - Discuss what hazards team members are being exposed to?
  - What elements of a glove are important for a specific task? Dexterity? Impact Protection? Cut? Puncture? Elements?
- Follow up with detailed report & recommendations



### **STEP 3:**

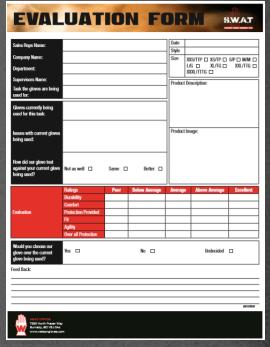
Program Recommendations & Product Trials

#### **PROGRAM RECOMMENDATIONS**

- Present Customer Program and SWAT Hazard Assessment to customer stakeholders
- Gain Alignment for next steps "Product Trials"



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## STEP 3:

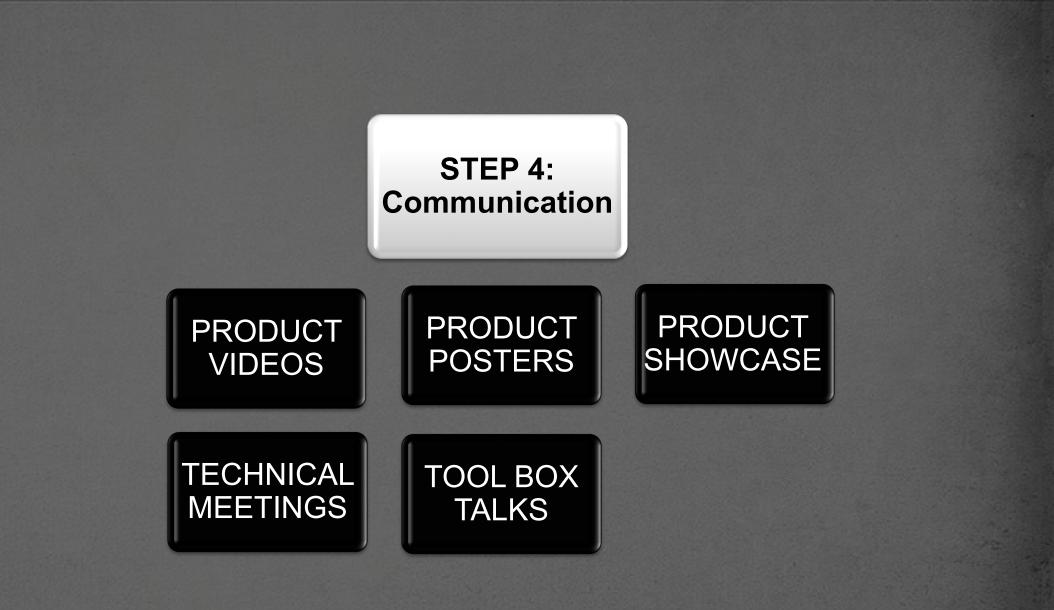
Program Recommendations & Product Trials

#### **PRODUCT TRIALS**

- Roll out samples based on Program & SWAT Hazard Assessment to respective departments
- Obtain feedback through formal "Evaluation Form" Process
- Review feedback, and finalize program with customers stakeholders
- Establish transition timelines

Job Application Su				
		www.watsongloves.com		
	LAB			
RESPONSIBILITIES	Drawing and testing product samples Spinning samples Handling glass test tubes Handling warm metal tubes Exposure to Condensate, Diluted Bitur SC400, Jet Clean	nen (Dilbit), Toluene, Acetones, Spray-Nine,		
PRIMARY HAZARD IDENTIFICATION	Chemical, Oil, High Heat, Pinching			
KEY PROTECTION REQUIREMENTS	Dexterity, Heat Protection			
CURRENT GLOVES USED	Competitor Name SAS Raven Ansell Yellow Urathane Apron	Product Number 66518 YUS18E		
NOTES	***There is a need for Watson to create a hi-dexterity cut-resistant glove that is liquic proof. We are going to work on this***			
RECOMMENDED GLOVES	2222PF 360° Total Coverage 5559PF Green Monkey™ 5557PF Monkey Wrench™ 772 Skum Busters 305 Atlas® Xtra			

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# STEP 4: Communication

#### PRODUCT VIDEOS (For Qualifying Customer)

#### > Utilize product videos to support educating customer's workforce

- Videos provided by Glove Category (Example: Cut & Impact)
- Focus on top moving styles and highly technical gloves
- Focus on features & benefits, protection ratings, potential for task specific
- Ideal for use in safety meetings





# STEP 4: Communication

## **PRODUCT POSTERS**

#### **Develop customized poster for each site**

- Collaboration with customer on task specific
- Designed to support "Right Glove for Right Job" п

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- Details protection ratings for each glove
- Suggested Dimensions: 36" x 48", 11" x 17" п



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# STEP 4: Communication

## **PRODUCT SHOWCASE**

- Conduct product showcase at each site (2-4 hours per site)
  - Develop schedule and timeline for visit to site



## > Objective

- Allow customer's Team Members to try on, and learn about the "NEW" products
- Create "NEW" Glove Program awareness

# STEP 4: Communication

#### **PRODUCT TECHNICAL MEETING**

Conduct Meeting with customer's sites
 EH&S Teams (2 hour meeting per site)

#### > Objective

- Review and educate on current ANSI Cut & Impact Standards
- Educate on the product technical aspects, and performance ratings
- Build relationships with broader EH&S team for ongoing support



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# STEP 4: Communication

## TOOL BOX TALK

#### Create Tool Box Talk documentation

- Create 1 Tool Box Talk document for each glove in program
- Collaboration with customer on task specific
- Designed to support "Right Glove for Right Job" concept
- Details protection ratings for each glove

#### > Objective

- Create "NEW" Glove Program awareness
- Education vehicle for task specific and "Right Glove for Right Job" concept



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DEMAND

PLANNING

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## STEP 5: Supply Chain Mobilization

#### **INVENTORY COMMITMENT**

- > Watson will provide customer committed stock levels for all items awarded
  - Stocking levels will be based off AGI's/customer's forecast
  - Stocking levels include considerations for manufacturing time, capacity, country of origin etc.

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#### Seasonal Item Stocking

Watson commits to have Winter items in stock by September 1<sup>st</sup> of each year

#### Initial Inventory Ramp Up

 Watson commits to placing incremental orders within 1 week of receiving forecasts from Customer/AGI

## STEP 5: Supply Chain Mobilization

## DEMAND PLANNING AND FORECASTING

#### Watson commits to meet with Customer/AGI twice annually:

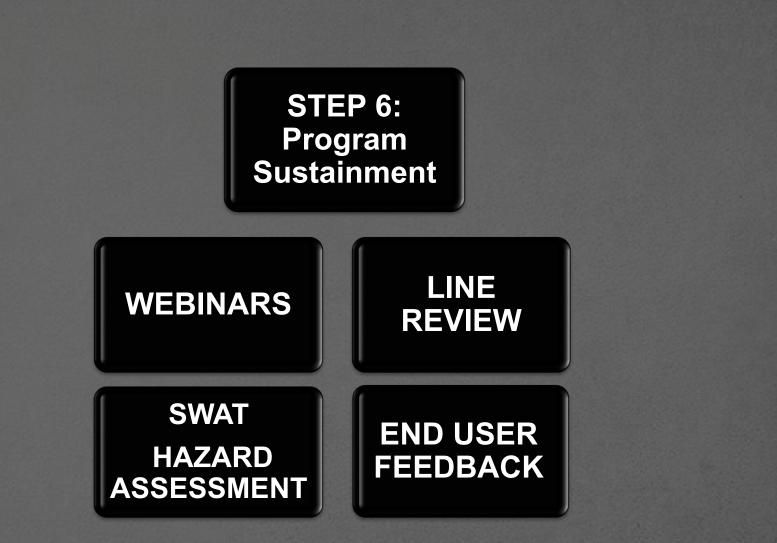
 February of each year for Fall/Winter Booking for following season, Watson to order in March

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- July of each year for Spring/Summer of following, Watson to order in August
- Suggested participants: Customer Supply Chain, AGI NAM, Watson Representative

#### > Objective:

- Review prior year usage provided by AGI
- Consider upcoming business changes (Example: Future Turnaround Size, New Sites etc.)
- Determine and agree upon growth factors at SKU level



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#### **WEBINARS**

Invite key customer stakeholders to all future Watson webinars

Stay current on hand protections standards, launch of new products etc.



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## STEP 6: On going Sustainment

#### LINE REVIEW

#### Watson commits to a formal line review annually with Customer/AGI

- Discuss performance of current program and end-user feedback
- Watson to showcase new innovative product launching in fiscal year
- Review customer "Hand Injury" trends
- Suggested participants: customer Supply Chain, customer EH&S, AGI NAM, Watson Representative

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#### > Objective

- Keep program current and offering best in class protection for customer team members
- Educate on and showcase new innovation, industry trends
- Watson to takes away and develops product prototypes to address "Hand Injury" trends if requested
- Showcase new Innovative products

## STEP 6: On going Sustainment

#### FORMAL END-USER FEEDBACK

## Solicit pro-active end-user feedback

- Feedback on current gloves in program
- Analyze durability, comfort, protection, fit

## Objective

- Keep workforce engaged in hand safety
- Utilize findings in annual line review
- Continue to enhance and improve program

# EVALUATION FORM SWAT

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Sales Reps Name:				Date		
Company Name:				-Style Stze		
					ХУЛПР⊡ХУЛР⊡ /G⊡ Х/ЛG⊡	
Department:					₩./ΠΓG □	
Supervisors Name:				Reduct [	Description:	
Task the gloves are being used for:						
Goves currently being used for this task:						
Issues with current gloves being used			Roduct Image:			
How did our glove test against your current glove being used?	Notaswell 🗆	Same 🗆	Better 🗆			
	Ratings	Poor	Below Average	Average	Above Average	Excellent
	Durability					
	Comfort					
Evaluation	Protection Provided					
	Fit					
	Agility					
	Over all Protection					
Would you choose our glove over the current glove being used?			No 🗆		Undecided	
glove over the current	Over all Protection		No 🗆		Undecided	
glove over the current glove being used?	Over all Protection		No 🗆		Undecided	
glove over the current glove being used?	Over all Protection		No 🗆		Undecided	
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## STEP 6: On going Sustainment

## SWAT AND HAZARD ASSESSMENRT

## Site Specific Hazard Assessment

- Conduct Hazard Assessment as requested
- Assess new hazards onsite by department
- Feedback on current glove performance
- Collaborative effort with customer EH&S

### > Objective

- Keep workforce engaged in hand safety
- Utilize findings in annual line review
- Continue to enhance and improve program



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# **CUSTOMER BENEFITS**

## **TARGETED CUSTOMER BENEFITS:**

- Health & Safety Program Benefits:
  - **Task Specific Solutions –** "Right Gloves For The Task At Hand"
  - Education Support education around hand protection in the work place
  - Standardization Drive a consistent hand protection program across entire organization

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- Team Engagement Engaged team members drive better results, and sustainment
- Continuous Improvement Sustain and improve program with innovation long term
- **Reduce Injuries –** Through task specific solutions, education, and team engagement
- Cost Savings:
  - Price Savings Leverage economies of scale across entire business
  - SKU Reduction Create fewer PO's, stock fewer items, and simplify supply chain
  - Reduce Consumption Utilize durable products with longer life span
  - Injury Avoidance Reduce cost associated with Hand Injuries

# **CUSTOMER BENEFITS**

## **TARGETED CUSTOMER BENEFITS:**

- Partnering With Watson:
  - **Expertise** 101 years in Canada, 32 hand protection specialist with 500+ years experience
  - **Supply Chain –** 3 locations across Canada totaling 200,000sq.ft with over 4K items in stock
  - Marketing Best in class and agile in house marketing team to support customer needs
  - Innovation You're not buying Watson's current ideas, you're buying Watson's future ideas too

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• Nimble, Humble, and Willing to work



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