



Confidence
BEYOND
Compliance

Avetta
Summit 2025
SYDNEY

The Strategic Partnership with Avetta

 Avetta Summit 2025

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Cindy Cavickas

Director, Client Success APAC
Avetta

Leah Morelos

VP Client Success
Avetta

Meet Your Presenter



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Director, Client Success APAC

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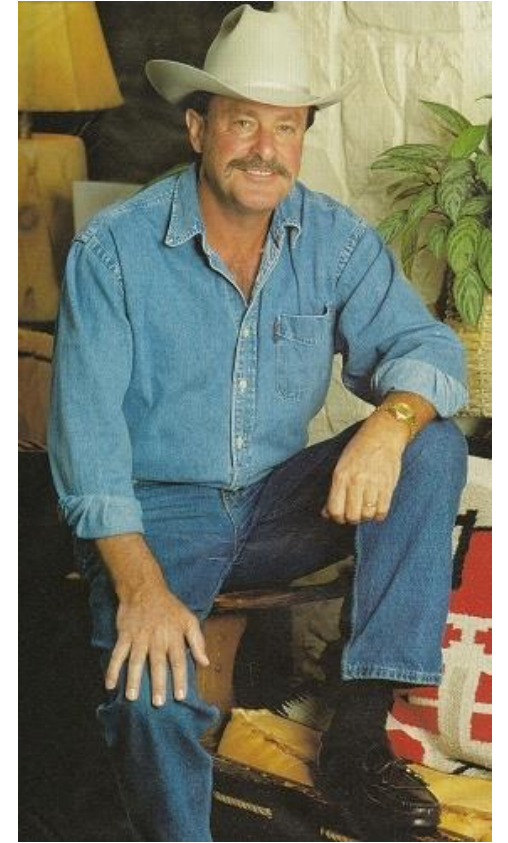
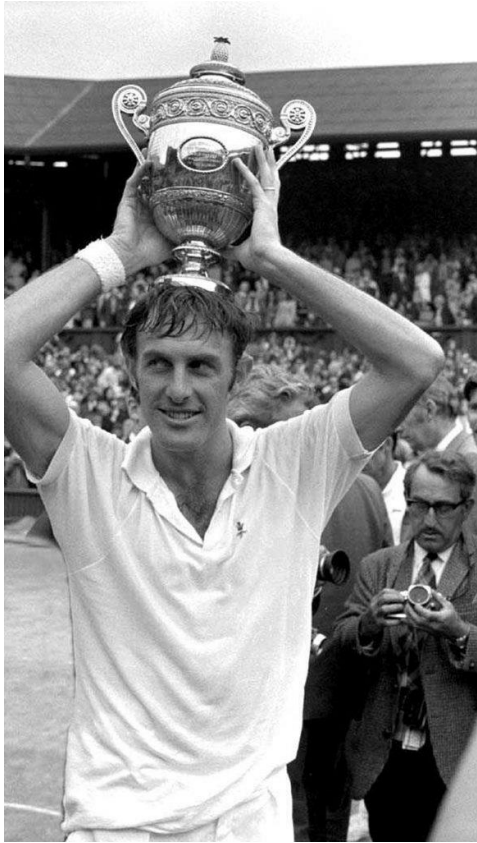
Leah Morelos

VP, Client Success

Avetta

My Aussie Connection

A True Aus-Tex Experience



Yes, I am also a Data Nerd

1856

Stakeholder
Recipients

17

Questions

41%

Response
Rate





Compliance Matters. Tenure Matters. Maturity Matters.



<30 days to complete
2.5 LTIFR
>30 days to complete
4.2 LTIFR



10+ Years w/ Avetta =
>**45%** lower fatality rates



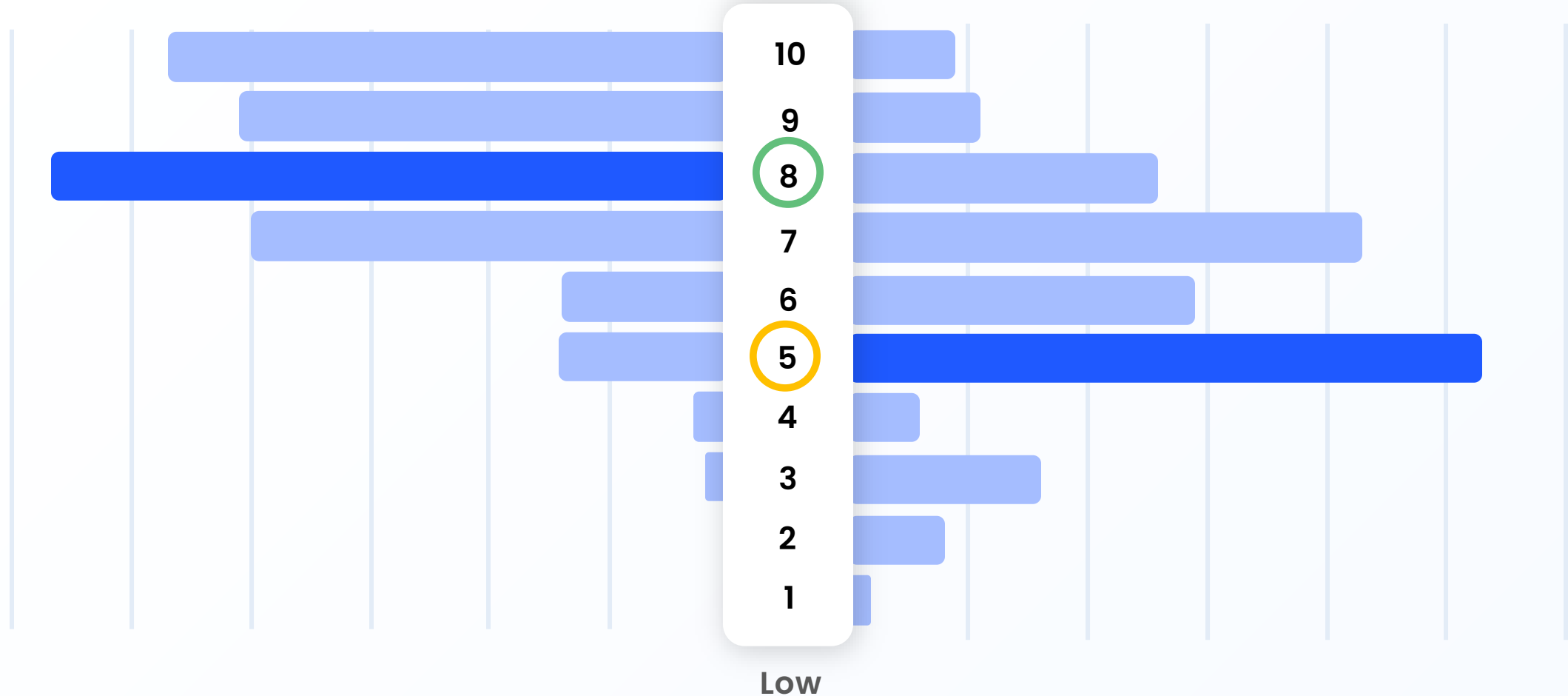
Upward trending credit
score *r* **lower incident
rate**

Key Insight from VOC

Client Value (1-10)

High

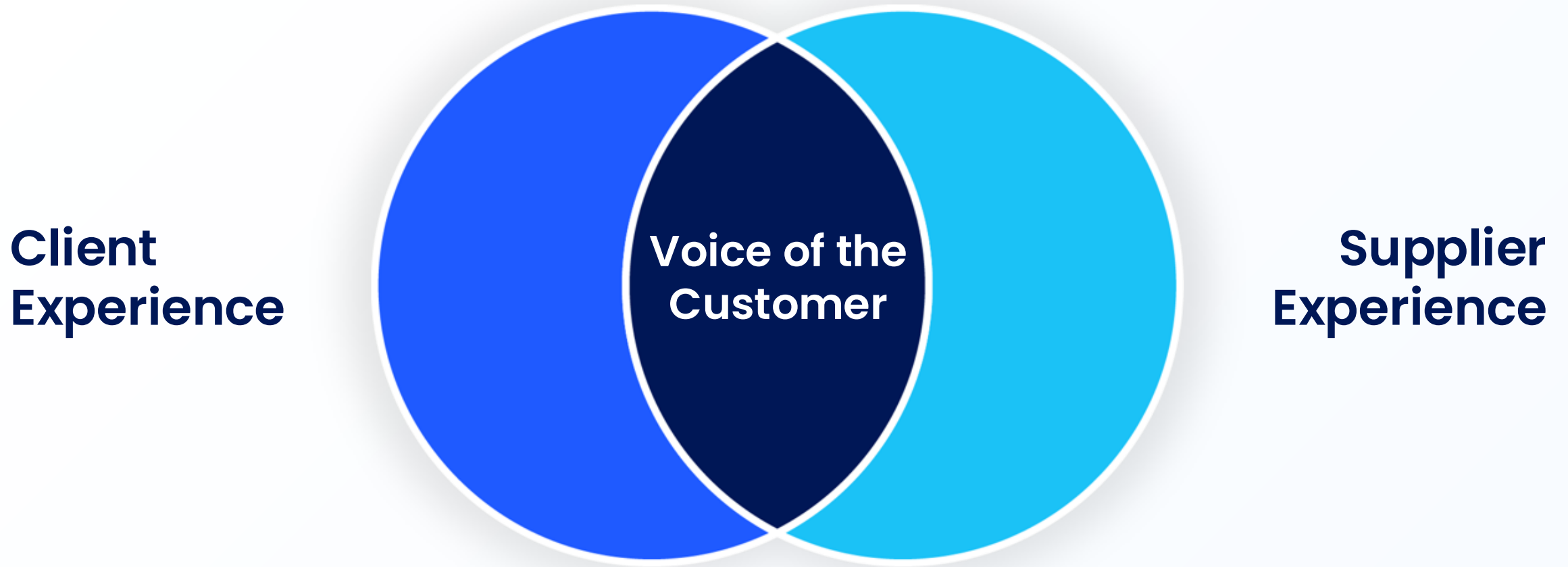
Supplier Value (1-10)



Closing this gap is a priority

Success is Shared

Embracing Supplier Forward

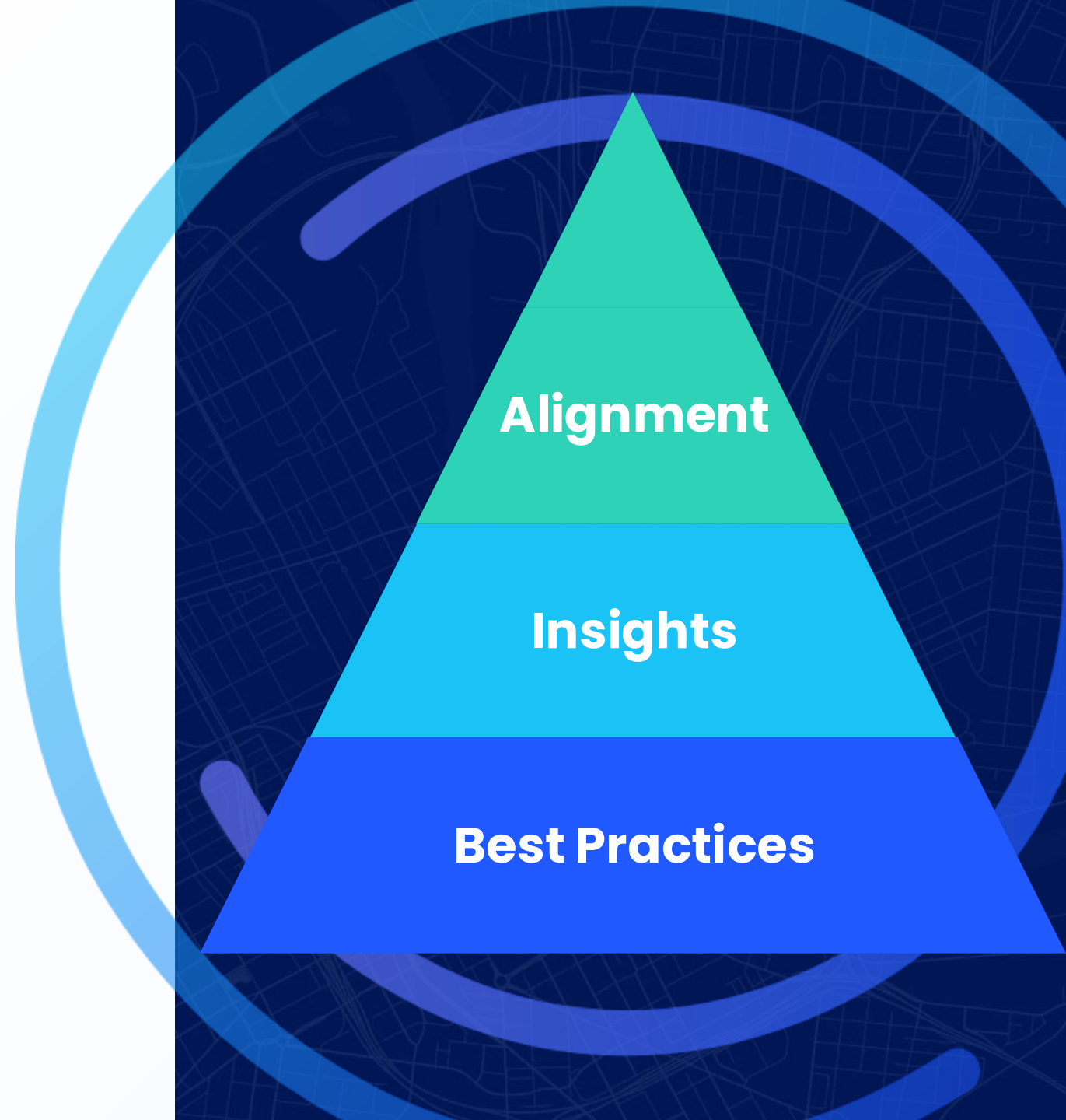


Client success is tightly linked to supplier experience



The Customer Success Charter

- **Stakeholder Engagement:** Revenue, share, brand equity
- **Risk/Compliance:** Fewer incidents, reduced cost
- **Efficiency:** Time saved, faster onboarding, avoided headcount



We're acting on your feedback...

“

Sometimes it feels like changes to the platform happen without warning. We need more timely updates so we're not caught off guard when something shifts.

“

I want to know how my program is performing in context—what does 'good' look like? It would be incredibly helpful to see how we stack up against other companies and track our progress over time.

“

We've got smaller contractors who are genuinely trying, but the system feels rigid for them. The enforcement feels like it's one-size-fits-all, and that doesn't work for everyone.

“

Our suppliers need more support. A simple one-pager or how-to guide would go a long way. Not everyone is tech-savvy, so clear, concise instructions would really help streamline onboarding and compliance.

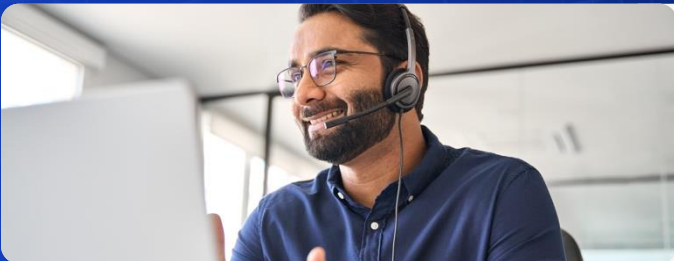
Looking Ahead, **our Commitment**



We value face time with you



We respect your commitment to safety



We listen to and act on your feedback



The background is a dark blue field with a faint, light blue city street map. Overlaid on this are several thick, curved lines in shades of blue and cyan. A large cyan arc is on the left, and a large blue arc is on the right. There are also smaller cyan and blue segments at the top and bottom.

Let's Build This Together

The background is a dark blue field with a faint, light blue city street map. Overlaid on this are several thick, curved lines in shades of blue and cyan. A large cyan arc is on the left, and a large blue arc is on the right. There are also smaller cyan arcs at the top and bottom center.

Voice of the Customer

Onboarding & Process Clarity – **Support** through the Compliance Process



Caterpillar is rolling out to **nine countries** in APAC region.



Languages include English, Mandarin, Thai, Bahasa Indonesian, Hindi, Japanese, Korean and Vietnamese.



CATERPILLAR | 100 YEARS

People, Process, Partnership: Our Differentiator

- Embedded Partnership Driving Process Clarity

- Proactive Communication & Positive Experience

- Real-Time Operational Visibility for Safety & Compliance



Luke/ Aurelia





aurelia
METALS

+

Avetta

Celebrating 12 years

of partnership and
collaboration in action

DAVID JONES +  Avetta

Compliance and Safety Assurance

DAVID JONES +  Avetta

Compliance and Safety Assurance

- Reduce risk and develop stronger safety preparedness
- Enhance visibility of supplier and contractor compliance



Celebrating 15 years

of partnership and
collaboration in action



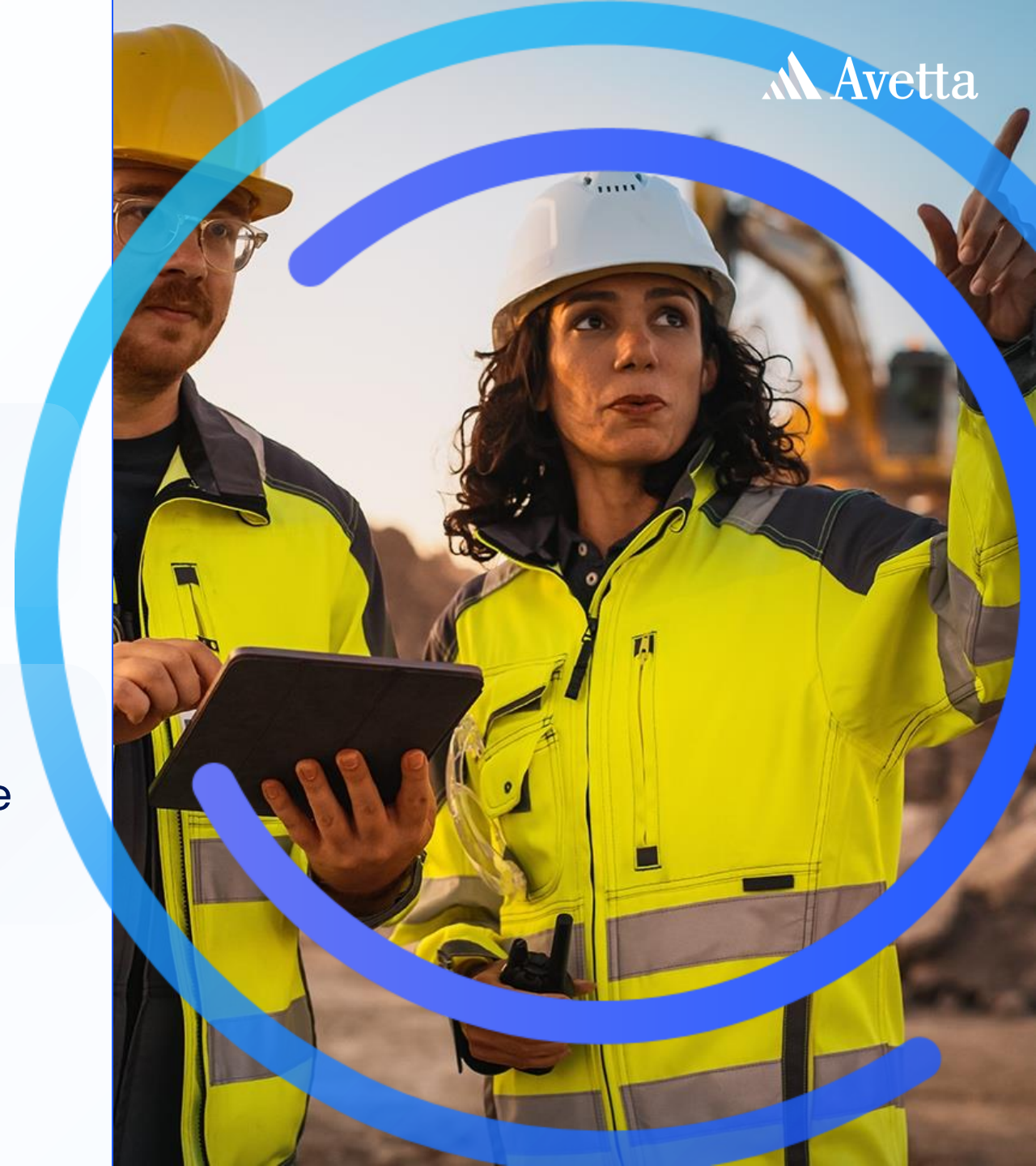
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Partnership and Collaboration

Proactive communications – Responsive assistance and supportive, knowledgeable teams who are easy to work with.

Positive Experience – Working together to identify and drive efficiency, to enable time savings and a focus on core deliverables





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Thank You