

Profile Vehicles Oy - Magazine for customers & partners | 2018



FINLAND 100 AMBULANCE

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LAPLAND HOSPITAL DISTRICT
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EMS TRAINING SIMULATOR

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FOREWORD

Year 2017 was very active year from various point of views. Our home country Finland had 100-year anniversary, Profile celebrated its 35-year old history and once again, we designed and delivered hundreds of high quality special vehicles to many countries. We'd like to thank all customers and partners for good cooperation.

Year 2018 will be at least as active as the previous one. We are working actively in product development, and latest newcomer to our offering is Ford Transit ambulance. We are also going to launch Volkswagen Crafter and new Mercedes-Benz Sprinter later this year. We look forward to introducing these new products to our customers starting from May 2018 Rettmobil trade fair in Germany.

Profile Group strategy is to grow together with constant development of sales and aftersales services as well as industrial operation including manufacturing and procurement. We are committed to develop our operations so that our customers will get more added value when cooperating with Profile – When our customers succeed, we will succeed as well.



Marko Repo

FINLAND 100 AMBULANCE



The idea to build a Finland 100 ambulance started from the fact that besides the centenary celebrations of our home country, Profile Vehicles Ltd. turned 35 years in 2017. The manufacturing of this unique vehicle was both a tribute and a way to congratulate the 100-year-old Finland.



At first we were pondering about the ways to distinguish this car from more traditional ambulances. We wanted it to be clearly distinguishable, with everyone in Finland recognising the car even years from now.



At first, we selected a vehicle from a series of three cars used by Hospital District of the Southern Savonia region. The Finland 100 ambulance was eventually stationed in Mikkeli, which also happened to be the location of the military headquarters during the Winter War. Thus, you can spot the special vehicle in the streets of Mikkeli and elsewhere in Southern Savonia.

Following the theme of Finland 100, the car is blue and white. However, the exterior also includes some red too, so that people



would not confuse the car with a police car. The car of the jubilee year has many specialities compared to a regular ambulance. To mention one are the colours. "The interior upholstery sports the colours of our country's flag," says Ville Repo, the father of the idea.

Finland and Profile are forerunners in emergency care and patient transport thanks to their unique, ergonomic and hygienic products. These Profile products are used in Mikkeli, Singapore and Saudi Arabia. Our products are known around the world, and Profile is a trusted brand among our customers.



JOKILAAKSOT RESCUE SERVICE DEPARTMENT TRUSTING PROFILE AND STRYKER



Jokilaaksot Rescue Service Department (JRSD), located in central western Finland, has 24 ambulances and 4 reserve ambulances in their fleet. Profile has been the supplier of ambulances for many years and now all new ambulances are equipped also with Stryker Power-LOAD XT & Power-LOAD patient transportation systems.

The first Stryker Power-PRO's were delivered in 2012 and nowadays they are used in all ambulances. Stryker 6252 stair chairs are used as well. The four latest new ambulances are also equipped with Power-LOAD loading system for the stretcher and, also the four forthcoming new ambulances will be equipped with the same patient transportation systems.



"We studied new solutions in cooperation with Profile to be able to make the life of paramedics easier, more safe and more ergonomic. Profile demonstrated Stryker Power-PRO and Power-LOAD and we ended up testing them. Like all, we wanted to get better working ergonomics and to minimise lifting work. Our primary target was to decrease the amount of sick leaves of the staff (due to bad ergonomics) and to have a better working environment for the crew", shares paramedic supervisor Marko Jämsen.

Ambulance specification

The Profile Genios ambulance concept has already been used for many years. The specification is very close to the standard Genios concept because many years of experience has proved it to be very functional. JRSD does not transport any patients sitting in any chair, including the stair chair. Therefore, the Stryker 6252 chair is installed on the rear door. The Stryker stretcher system has two batteries, one installed in the system and one



that serves as a spare. The system perpetually charges the battery in use and the battery is not needed at all during normal usage.

"Our crew has been giving positive feedback since we started using automatic stretchers. The mechanism is quite robust and stable and the crew has been able to work effectively and quickly in all circumstances. The product is very multi-functional and it is easy to handle the patient in narrow spaces as well, thanks to foldable front part of the cot", explains Mr. Jämsen.

"The Stryker Power-LOAD powered fastener system has been excellent in use! We have very many different sized paramedics and they all can easily load and unload the patient without any physical effort. It has also been working well in harsh Finnish conditions, and there is also mechanical functionality available for the situations where there is no electricity available for some reason. However, we have not experienced such circumstances yet. Profile has designed the whole Genios ambulance concept with safety, ergonomics and hygiene in mind. We've been focusing on the same things. Excellent products and staff are the key and we have been focusing a lot on training as well. That is how we make sure that all good features are utilised as effectively as possible.

LAPLAND HOSPITAL DISTRICT – THE REGION OF SANTA



Finnish Lapland, the home of Father Christmas, is globally famous for its breathtaking scenery and winters filled with snow. However, changing weather conditions, sparsely populated area of operation and unique nature also create a very challenging work environment for local paramedics and their vehicles.

The operators of Lapland Hospital District (LHD) strictly rely on Profile ambulances, since these emergency vehicles are built to endure tough conditions. We asked Mr. Petteri Malinen, the field director of LHD, a few questions about the nature of their missions and experiences of Profile ambulances with air suspended four-wheel drive chassis.

“Longdistance rescue missions make a large portion of our work due to a sparse emergency duty network and long distances between a wide range of municipalities. Concerning primary health, round-the-clock healthcare duty is centralized in the Lapland Central Hospital in Rovaniemi and the health center of Ivalo. Special health

care is centralized in the Lapland central Hospital. The patient transport distances vary from 10 to 500 kilometers", says Malinen.

"Four-wheel drive brings reliability to patient transportation in Lapland's alternating weather conditions. The roads to mountain resorts are often covered with fresh snow, especially in night times and mornings. At those times four-wheel drive enables progressing to the destination effortlessly and usually ensures quick start of patient transportation. Four-wheel drive chassis is steady to drive on roads with hard ridges of snow. Using four-wheel drive is advised throughout the winter."

According to Malinen, air suspension in four-wheel drive vehicles has been a very welcome feature.

"Feedback on air suspension in four-wheel drive chassis has been positive. Normal suspension has at times been called uncomfortably stiff especially on winter roads. Air suspension is more patientfriendly."

We also asked Mr. Malinen to describe three of the most important features in emergency vehicles that face extreme conditions.

"Safety, durability and operational reliability."

When we asked if Father Christmas ever needed an ambulance drive, Mr. Malinen says that at least he hasn't heard of such an incidence. Lastly, Malinen forwarded Profile Vehicles Ltd. some very nice greetings from the Lapland Hospital District:



"Thank you for the past years of cooperation. Profile's operations have been extremely flexible and reliable. Communication has been pleasant on both sides, which makes cooperation processes fluent and fast. The vehicles have received service and all the needed reparations quickly and flexibly despite the long distances."



PROFILE IN HUNGARY



For many years now, the Hungarian National Ambulance Service has chosen Profile as their full-fledged service partner. The latest deliveries of course continued to boast Profile's usual top conversion quality, but several chosen material improvements and advanced ergonomic functions have entered the current vehicle fleet in 2017.

Profile not only delivers vehicles throughout the country, but we also conduct full-service product lifecycle support that starts at vehicle registration, multiple user training courses, and also offers full handling of repair



and insurance administrative procedures in case of accidents, beginning from the site of the accident and carrying on through the end of the process.

We also operate full-scale, web-based incident reporting and follow-up solution for repairs both covered and not covered by our warranty programme. Thanks to this tool, users can not only report needed maintenance and repairs easily, but with two simple clicks, they can follow the status of their vehicles both individually, regionally or throughout the country.

PROFILE SERVICES

Profile takes pride in the maintenance services it provides

One of Profile's service system priorities is that every customer gets the maintenance service they need without delay, whether it concerns a spare parts order, warranty service, scheduled maintenance or technical advice. One of our strategic policies is to focus on maintenance services and their development.

Profile has a comprehensive maintenance network. Whether the customer has bought a vehicle in Finland, Sweden, Italy, Saudi-Arabia or Singapore, we can arrange the maintenance service, either by ourselves or through a partner. This is important especially in new market areas. It is important that vehicle maintenance is performed by trained service personnel. This way you can make sure that the products operate correctly. Profile focuses on providing even more comprehensive care to its customers. This means that we take care of the customer and the vehicle throughout its life cycle, from the bidding phase to the last work shift of the vehicle.

Profile is developing new, system-supported maintenance services. With the help of the maintenance system, the management and follow-up of vehicle maintenance becomes easier both for us and the customer. The system also helps by providing valuable data on any vehicle faults. This helps in the development of products, features and services, because we will know what to improve. This culture of continuous improvement is one of our company's core values. The aim is to provide our customers with even better products and services.

According to the latest customer satisfaction survey, customers are extremely pleased with Profile. It is important that customers give their sincere opinion about the way we work. The customer's voice must reach our whole personnel.



FORD TRANSIT AMBULANCE NOW AVAILABLE



We are actively expanding our product offering and now proud to present our newest entrants: Ford Transit ambulance concept.

We used the latest technology and knowledge of our older products, such as the Genios concept, in the development process. The concept included our special, safe, ergonomic and hygienic design, which meets the



specific needs of different markets and will fulfil the wishes of our most demanding customers.

With the Ford Transit L3H2 serving as the base model, the following solutions are available from our concept selection:

- *Front, rear, and four-wheel drive available (chassis feature)*
- *Highly automated Profile eCan can bus control system, for controlling all ambulance electronics*
- *Automatic AC power system*
- *Signalling devices integrated into the roof of the vehicle*
- *Multifunctional content solution with various cabinets and storage locations*
- *Ergonomic, fluid-proof and hygienic interior surfaces*
- *Readiness for the installation of various in-vehicle computers*
- *Range of different seat solutions*
- *Ready for the fitting of various stretcher brands and models, and stretcher tables*
- *LED light solutions with adjustable brightness*
- *Ambulance equipment quick-fix solution on the left wall, which allows rapid change or replacement of equipment, all according to the EN1789 standard.*

The Ford model is the youngest member of the Profile product family. We are therefore developing new features in cooperation with our customers, based on our determination to make the product even better, as exemplified by the vehicle's older "brothers and sisters".



PROFILE IN ITALY



Profile Vehicles has been active in the Italian market for two years now. We cooperate with our local partner PamMobility and many Profile B- and C-type ambulances are presently on the streets.

Both public (hospitals) and private (Red Cross, Green Cross) customers have recognised Profile Vehicles product



quality and adopted our advanced ergonomics and safety features that are a clear step forward compared to the vehicles they were using before.

One of our latest deliveries consisted of two vehicles for the Red Cross Committee of Paderno Dugnano in the Milano region. Advanced medical equipment and state-of-the-art Stryker PowerPro Stretcher equipped one vehicle, while the other one had the latest Stem Optimus Shock absorbing stretcher support. Both were based on Mercedes-Benz Sprinter vehicles.

Emanuele Massimo appointed COO



Emanuele Massimo, who has been with Profile Group since 2013, has been appointed COO (Chief Operating Officer). This includes management of manufacturing processes in three factory locations.

Emanuele, who is from Torino, Italy, has a university degree from Brussels University ULB and a Masters degree from Grenoble Business School. He speaks four languages fluently and has lived in six countries. Before joining Profile Group, Emanuele worked for several multinational companies over a number of years. In addition, he has been president of a board of curators for 10 years, presiding over a unique Paediatric Emergency Medical Service Foundation in Budapest which has several

ambulances, doctors' cars and a 700 square-meter training centre for ambulance EMS professionals.

"From my past professional experience, I bring a culture of being rigorous and focused. Based on my cultural and EMS Foundation background, I have passion for what I do and a love of ambulances! Both of these are very much part of the Profile's group philosophy: rigorous quality and a love and passion for what we do! We are very excited about the latest developments, which we will introduce over the next few months: a range of new products will be added to our selection, strengthening our position as a market leader and opening up new markets. We are developing our group-level production management and procurement strategies, will bring even more value added to our products and thereby to our customers... with our customary rigor and passion, of course"

PROFILE IN SLOVENIA

Compact and beautiful!



This applies both to the country, Slovenia, but also to the latest Profile Vehicles ambulance that arrived in the country recently.

The new Volkswagen Transporter-based Profile Neo ambulance started working in the town of Nova Gorica

last summer, thus completing the current fleet of several Profile ambulances in the country.

The Profile Neo is a very good alternative for B-type ambulances in regions where streets are narrow and full-motion four-wheel drive is needed because of the steep roads and snowy winter conditions.



EMS training simulator



This ambulance will never move, but will nevertheless save many lives!

Recognising the fact that it is not only crucial to be first in class regarding quality, safety and ergonomics as our ambulance conversions are, but also in staff preparation and training, Profile partnered up with the Budapest

University of Medical Sciences to equip a state-of-the-art ambulance classroom.

A full ambulance patient compartment was thus installed in a classroom in Budapest. The completely operational ambulance was also equipped with several cameras, speakers and microphones so that instructors and students can receive and give feedback from the outside to operators performing training exercises inside the vehicle.





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