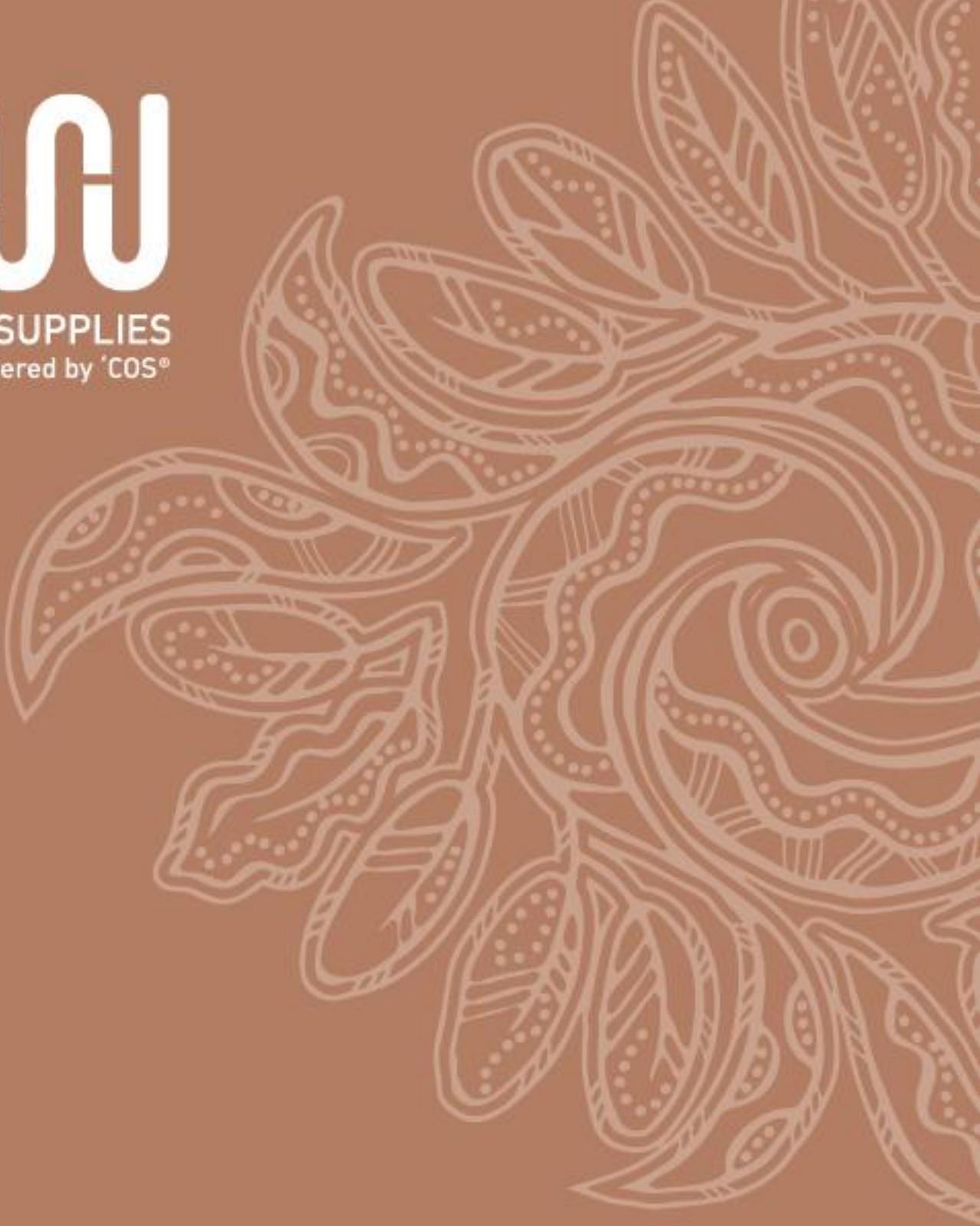




OFFICE SUPPLIES  
Powered by 'COS®



# Capability Summary

2026



## The MOS Story

Muru Office Supplies (MOS) is a First Nations, Supply Nation-certified business founded in 2014 by CEO Mitchell Ross and Complete Office Supplies (COS).

Mitchell is a Bidjigal man from La Perouse in South-East Sydney, passionate about growing First Nations businesses and giving back to the community.

**Muru** means 'Pathway' in the language of the Coastal Sydney region and MOS is committed to creating a pathway for future generations of First Nations People.

## Pathway to 100

MOS has achieved **Phase 1** in our 'Pathway to 100' plan, which is twofold:

- Establish ourselves as a sustainable business capable of competing with the biggest players in our industry
- Build a talented team of First Nations People providing an exceptional customer experience.

**Phase 2** is about growth, focusing on increasing our market share while remaining competitive and avoiding unsustainable partnerships.

**Phase 3** is about forging a legacy and fulfilling our vision of creating a pathway for future generations.



## Corporate Social Responsibility

The Muru Group is passionate about giving back and supporting First Nations People.

Since MOS was founded, more than \$974,000 has been invested into First Nations community programs, with over \$180,000 donated in FY25.

By partnering with MOS, our customers are helping us continue to support First Nations community programs and advance the outcomes for First Nations People.

## Workplace Supplies Specialist

As an aggregator of every product required for the modern office, our direct access to global and local manufacturers delivers price stability and savings across all your workplace consumables.

MOS is an expert in tailored ordering, invoicing, and delivery solutions across complex businesses for all workplace supplies categories

## Account Management

Each MOS partnership is led by a dedicated Account Manager, with hands-on support from the MOS team to deliver the best service through:

- Insights on the ordering and supply trends of end-users across your sites
- Products and service recommendations to solve your business needs
- Consultation to align product selection to your environmental or social responsibility goals.

## e-Commerce Solutions

The MOSnet online ordering system is tailored to business customers, enabling:

- Order Tracking and Order History
- Live-stock Availability
- Scheduled Orders
- Multiple Cart Management
- Favourites Baskets
- Compare and Show Differences
- Filter Search to Meet Procurement Goals.



## National Delivery Capability

We have a national network of branches that include sales offices and warehouses, enabling a reliable service to customers across Australia.

Each branch will tailor deliveries to suit your local requirements.

- Desktop delivery to metro areas.
- Delivery to regional or remote areas by our regional logistics partners.



## Industry-Leading Order Fulfillment

Each warehouse is fully stocked to fulfill the product demand of customers in the same state.

- Every product we range has real-time visibility to stock levels via MOSnet.
- We invest in high stock levels to ensure supply-chain security.
- Our tri-level checking process ensures a >99.7% order accuracy.

## Industry Recognition

Muru Office Supplies won the Supply Nation Supplier Diversity Awards Certified Supplier of the Year 2023!

This remarkable achievement not only underscores our business development but also highlights our pivotal role in championing supplier diversity.

This reminds us that true progress transcends mere transactions – it embraces the vision of a more equitable and promising future for all.



## Billing & Payment Solutions

We offer free consultation to review your invoicing requirements, suggesting options that can reduce your time to reconcile and pay invoices. We can provide:

- Invoice with goods
- Nightly invoicing
- Verisign approved credit card payments
- Consolidated monthly invoice in PDF or CSV format.

## Australia-based Customer Service

MOS customers can contact our team 8:30 AM to 8:00 PM AEST Monday to Friday via Live Chat, phone, directly with our drivers, or when you login to MOSnet to browse and order

After-hours support is available from your Account Manager.

## Next Steps

We would be pleased to provide you with more detailed information about our capabilities and further outline how MOS could meet your procurement needs.

Yours sincerely,

Mitchell Ross  
MOS CEO



# Community Contribution

## Early Childhood Education Program

The early childhood education program operates four days a week with the aim of encouraging the development of literacy and numeracy skills through structured play. Over 30 First Nations children receive free access to this program, providing a safe and fun environment to assist them in successfully transitioning into the public school system.



Muru Group has been supporting the program since FY16. We are committed to providing support while we continue to see outcomes for the local First Nations children within the community.

Click [here](#) to see first-hand the great work undertaken by this program.

## IndigiGrow

IndigiGrow is a not-for-profit program created and operated by First Hand Solutions, a First Nations-led charity based in La Perouse, NSW. The program is focused on the propagation and revitalisation of native plants, including bush food and the critically endangered Eastern Suburbs Banksia Scrub.



Muru Group's support began in July 2019 and helps employ two First Nations school-based trainees who gain horticultural trade skills, learn about native plants and bush foods, and strengthen cultural connection.

Find out more about the program [here](#).

## Her Futures Foundation

Her Futures Foundation operates the Women's Business 2nd Chance program, supporting First Nations women across Australia. Established in March 2020, the vision of the program and hubs is to create meaningful and lasting opportunities that transform lives through tailored employment, education, and entrepreneurial mentoring.



Muru Group has supported the program since FY23, helping local women to co-create the outcomes they wish to achieve within their lives through self-determination.

Click [here](#) to learn more about the work of the Foundation.

## DeadlyScience

DeadlyScience is Australia's leading First Nations STEM charity, providing STEM resources and programs to over 800 schools across Australia, to ensure First Nations youth – especially in regional and remote schools – have access to the resources for effective STEM learning.



Muru's contributions since FY24 have allowed DeadlyScience to employ a First Nations person to assist the team in delivering these programs in more schools across Australia.

Find out more about DeadlyScience [here](#).