



Capability Statement

DuluxGroup (Australia) Pty Ltd (ABN 67 000 049 427)

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Contents

About DuluxGroup	2
About Dulux Protective Coatings	2
Who We Are.....	2
What We Do.....	2
Where We Started	3
Our Strengths	4
Innovation and Technology Leaders.....	4
Total Project Services	4
Manufacturing Facilities	5
Comprehensive Distribution Network	5
Leading Customer Satisfaction.....	5
DIFOT	5
Training	5
Customer Service	5
After Sales Service	5
Standards	6
ISO Accreditations	6
Australian and New Zealand Standards	6
NATA Certification	6
Strategy and Future Direction.....	6
Contact Us.....	6

About DuluxGroup

DuluxGroup is a marketer and manufacturer of premium branded products that enhance, protect and maintain the places and spaces in which people work.

DuluxGroup's brands are market leaders that you trust and can depend on. Of these brands, Dulux Protective Coatings provides the most comprehensive range of high performance surface coatings systems suitable for just about every area in every type of industry, from mining, commercial and heavy industrial to light industrial and residential.

DuluxGroup has an extensive network of manufacturing, distribution and service centres throughout the Asia Pacific Region. Products are manufactured at strategic sites and the flexibility of our sea, land and air distribution facilities enables us to respond to demands and changes in this geographically diverse market.

DuluxGroup's local market presence, combined with the experience and the local knowledge of our in-country businesses, ensures a rapid response, which is relevant to local needs and conditions.

About Dulux Protective Coatings

Who We Are

Dulux Protective Coatings is a leading manufacturer and supplier of high performance, heavy duty coatings across the Australasian region. Our coatings are principally designed to provide long term protection of plant and equipment from atmospheric deterioration and corrosion, chemical attack and abrasion in every type of industry, in every situation from severe coastal and marine and corrosive chemical environments to mild inland areas.

Our **comprehensive coating range** includes chlorinated rubbers, epoxies, inorganic zinc silicates, polyureas, polyurethanes, vinyl esters, zinc phosphates and zinc-rich epoxies.

What We Do

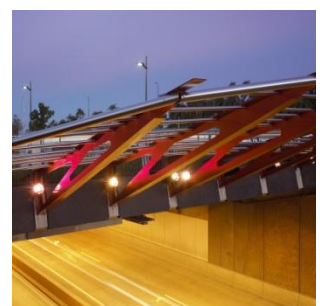
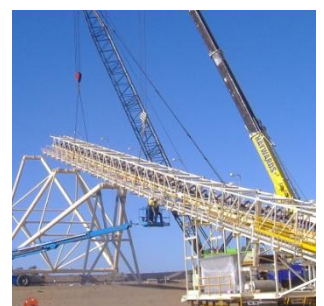
We work with you to provide long term and sustainable solutions for the protection of new and existing facilities, plant and equipment.

Our Technical Team can **tailor-make** specifications for high performance coating systems to resist high temperatures, abrasion, impact, solvents, petrochemicals, acids, alkalis, immersion, UV deterioration; everything you need to protect your assets. We can assist your contractors fulfil our specifications correctly.

Our extensive **track record** demonstrates the success of our cost-effective alternatives to hot dip galvanising and other forms of corrosion protection. Our maintenance systems are practical and effective. You benefit from reduced down-times, lower maintenance costs and sustained value of your assets.

With such a broad range of products, the **Dulux Protective Coatings** has been successfully used to protect steel, concrete and other substrates in the following project categories:

- | | |
|---------------------------|------------------------------|
| ■ Aquatic Centres | ■ Bridges and Infrastructure |
| ■ Bulk Handling | ■ Chemical Plants |
| ■ Commercial Construction | ■ Correctional Facilities |
| ■ Manufacturing | ■ Mining |
| ■ Off-Shore Structures | ■ Pipelines |
| ■ Power Generation | ■ Public Spaces |
| ■ Refineries | ■ Schools |
| ■ Sports Facilities | ■ Tanks |
| ■ Transportation | ■ Water and Waste Treatment |

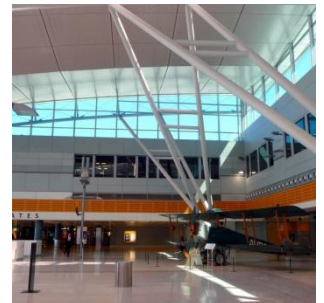


Where We Started

Servicing the Australia – New Zealand region for **over 75 years**, **Dulux Protective Coatings** began (under several brand names, such as BALM and Berger) with a range of coal tar epoxies, mastics and alkyd enamel coatings for heavy industry applications, and evolved new technology products that were safer to use, and offered higher protection that continue to protect many major structures. Historic products include the iconic Sydney Harbour Bridge, protected from the very start by our micaceous iron oxide products (1932).

A small selection of these projects includes:

- Sydney Harbour Bridge (since 1932)
- Hammersley Iron
- Clarence River Pipeline - Hydroelectricity Commission of Tasmania
- The Queensland Alumina Plant
- BP Terminal, Selfs Point
- Esso Sydney Terminal oil storage tanks
- Texaco Oil Platform, Gulf of Mexico
- The SEC Power Station Melbourne
- Tullamarine Jetport including aviation gas storage tanks
- Poatina Penstock hydroelectric scheme
- MMBW sewerage treatment plant
- MV Weipa and import wharf
- Dampier to Bunbury pipeline
- Apache Energy Stag platform
- Australasian Lubricants Manufacturing Company Pty Ltd tanks
- Australian Renewable Fuels Biodiesel plant
- Shell Australia Devonport tank farm
- ESSO boiler tanks
- Adelaide Biodiesel Plant
- Austank Diesel tanks
- Brisbane Airport
- Caltex Petroleum storage tanks
- BP Troughton Island jet fuel tanks
- BP Geraldton storage tanks
- SAFE Astoria off shore rig
- Gorgon LNG Project steelwork, wharf structure and 250 transportable homes
- Conoco Philips
- Woodside Oil Platform
- Melbourne Water Eastern Treatment Plant Pipeline
- Fosterville Gold Mine
- Olympic Dam – Portland Aluminium
- Eastlink
- Eleanor Schonell Bridge
- Federation Square
- Orica Yarwun



Our Strengths

Innovation and Technology Leaders

The architecturally designed **Innovation and Technology Centre**, the first major coatings research and development facility to be built in Australia in 40 years is testament to our commitment to maintaining our lead new product innovation and optimisation of current technologies.

This huge, multi-million dollar investment houses many specialist laboratories, including **NATA-certified testing rooms**, state-of-the-art **analytical laboratories**, **research and development labs**, **formulation** and **small-scale production labs**, **colour labs**, offices and meeting rooms. Positive air pressure fume cupboards, rainwater-fed spray booths, and many other eco-design innovations ensure exceptional indoor air quality.

The **Innovation and Technology Centre** is staffed by highly qualified, experienced and dedicated research scientists, formulation chemists and research personnel, with broad access to world-wide, cutting edge technology and alliances with international and local technology partners.

Our research scientists' large number of scientific and technical papers published in respected journals and a significant number of successful patents have raised Australia's profile in the international coatings area.

Continuous product formulation improvement of our products, including the sourcing of local pigments, resins and additives where viable, ensures premium quality across the range.

Total Project Services

Dulux Protective Coatings has developed an extensive network of customer relationships with project managers across the building industry and infrastructure sectors, including Government offices, builders, developers, engineers, architects, facilities managers and sub contractors such as fabricators and coating applicators.

Dulux Protective Coatings' vast accumulated experience and customer-focused Technical and Specification Consultants and Sales Representatives can provide tailor made solutions for individual architectural and engineering projects for difficult and complex conditions and specific problems.

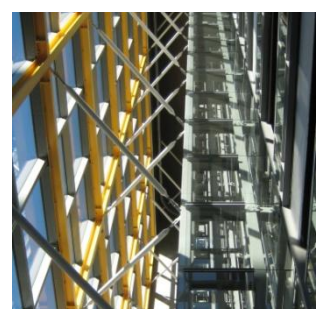
Our **Technical and Specification Consultants** have the training and experience necessary to provide you with expert advice and detailed specifications for your specific project needs. They also have a strong relationship with our laboratory staff to ensure that any stringent technical requirements are met.

Dulux Protective Coatings Representatives offer you:

- An in-depth **consultation and specification service** to ensure the most appropriate and cost effective systems are specified and used
- **Documentation assistance** where desired, including Australian and New Zealand Standards compliance such as AS/NZS 2312
- Detailed and tailor-made **application** specifications
- **Best practice** in ESD
- Incorporation of **Quality Assurance** guidelines such as AS3894
- **On-site** technical service
- **Contractor support** to facilitate supply and correct use of products

This service can play an invaluable and significant part in the process of delivering long-term protection to your assets on time and within budget.

In addition, Dulux Protective Coatings supports Natspec's **Natspec Branded Worksections 0345, 0346 and 0671**.



Manufacturing Facilities

DuluxGroup has 12 main manufacturing sites and 13 distribution centres that spans Australia, New Zealand, PNG, China and South-East Asia, ensuring a steady supply of coatings. Our new **Protective Coatings manufacturing plant** in Dandenong due to open in 2011 will further enhance our supply capacity.

Comprehensive Distribution Network

Dulux Protective Coatings has access to a comprehensive supply chain network of over **230** trade distribution outlets nationally.

As a business, **Dulux Protective Coatings** offers you:

- **Comprehensive range** to ensure the right products for all applications
- **Low VOC products** if required to meet ESD demands
- Competitive and stable **prices** across all product groups
- **Trading terms** that strengthen business-to-business relationships
- **Trade Practices Act** adherence to ensure fair trading at all times
- **Safety Data Sheets** (compliant with all Federal, State and International Statutory requirements) and **Product Data sheets** freely available from www.duluxprotectivecoatings.com.au
- **Broad distribution network**
 - Company owned Dulux Trade Centres and independent trade outlets
 - Direct sales from warehouse
 - Can order directly from your Dulux Protective Coatings Representative
- **National Call Centre 7 days a week** for information on Dulux products and services.

Leading Customer Satisfaction

DIFOT

Through a strong focus on sales force effectiveness and supply chain management, **DuluxGroup** ranks in the **top 3%** of Australian and New Zealand companies for Delivery in Full and on Time (DIFOT) performance.

Training

DuluxGroup operates **training academies** in each state of Australia and in New Zealand to educate our own staff and our customers about technical features and application of **DuluxGroup's** products. Each year more than 6,000 people are trained at these academies and, in late 2010, an academy was opened in Shanghai to support **DGL International's** growing base in China.

Customer Service

DuluxGroup's strong commitment to customer service has been recognised through a number of significant customer service awards over the past decade and is reflected in a long-standing, loyal and growing customer base.

After Sales Service

Our loyalty to our customers extends well after project completion. Our reputation is built on strong after-sales service, offering free on-going specification assistance and technical advice to facilities managers to ensure that your assets continue to be protected against corrosion and deterioration.



Standards

ISO Accreditations

International Organisation for Standardisation, or **ISO**, is an international organisation that provides best practise standards to which companies can become accredited. We have the following ISO Accreditations:

- ISO 9001
- ISO 14001

The Dulux manufacturing plant in New Zealand received ISO 14001 accreditation for 'Sustainable Business Practices' in 2010, and in fact is the first decorative paint company in the southern hemisphere to achieve this. The ISO 14001 environmental management standard helps organisations minimise their negative impact on the environment and supports compliance with applicable laws and regulations.

Australian and New Zealand Standards

Many of our products comply with **specific product standards** such as AS/NZS 3750.9 (Paints for steel structures - Organic zinc-rich primer) or APAS 2916 (Organic Zinc-Rich Coating for the long term protection of steel) or **fit-for-use standards** such as AS4020 (potable water use). In addition, most of our standard specifications for the protection of steel comply with **performance standards** such as AS/NZS2312 (Guide to the protection of structural steel against atmospheric corrosion by the use of protective coatings).

NATA Certification

National Association of Testing Authorities (NATA) provides independent assurance of technical competence through a proven network of best practice industry experts to ensure these facilities produce reliable technical results. NATA's work increases community confidence and trust in a facility's services, mitigates risk, improves tendering success and facilitates trade. Our **Innovation and Technology Centre** has **NATA certification**.

Strategy and Future Direction

Our success is based on our innovation in product development, and this is driven by the needs of our customers.

The new **Protective Coatings manufacturing plant** will be completed and operational in 2011, providing productivity gains, greater capacity, faster supply and even better customer service for the growing heavy duty coatings sector of the **DuluxGroup Australia** business.

Contact Us

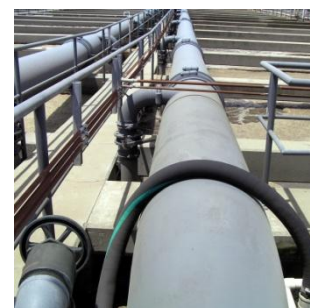
For a completely obligation-free consultation, please do not hesitate to contact us.

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Quality
ISO 9001

Environment
ISO 14001





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