

PPCQ Pty Ltd.

Trading as Inspirations Paint CQ

Asset lifecycle management solutions



Capability Statement

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## About us

### Supporting the Specialist Coatings Industry in Australia for over 60 years

Trading from Queensland for over 60 years, PPCQ Pty Ltd. is an independently owned paint and protective coatings specialist, distributing a broad range of products in Industrial, Automotive, Architectural and Marine paint categories.

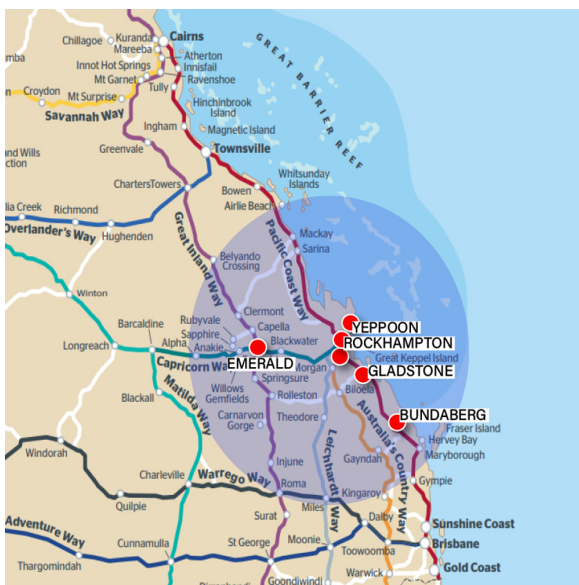
In 1988, together with four business partners, we founded *Paint Place Group of Stores*, a dedicated buying and marketing group supporting independently owned paint specialist stores across Australia. We remained in the group for 30 years, however in March 2019, we aligned with the *Inspirations Paint Group*. Today our stores trade under the Inspirations Paint brand.

Inspirations Paint are Australia's largest paint specialist franchise group and premier distribution partners of Dulux Group Australia products (Nippon Paints). The alliance specifically provides us with support and benefits in the retail and trade architectural paint market, including a nationally recognised retail store brand, group buying power and strong consumer focussed marketing support.

Driven by increased competition within the architectural paint space, over the last decade we have broadened our strategic focus towards building a strong client base within the specialist heavy industry, mining and commercial sectors. Here, our reputation for expertise and exceptional service, coupled with supply agreements with major brands, has delivered significant growth, market share and profitability for our business. *(It should be noted that we negotiate our brand alliances and trading terms independently of the Inspirations Paint Group within these sectors).*

We have a multi-branded, multi category approach and supply from leading paint brands. We specialise in assisting customers and clients to identify and select paint products, protective coatings and specialty chemicals that will protect and repair assets, and improve asset condition to extend asset life, increase availability, reduce downtime, maintain value and increase asset return on investment.

### Our Store footprint



Our six stores are located within Central Queensland towns of

- Rockhampton (North & South)
- Yeppoon
- Gladstone
- Emerald
- Bundaberg

# Capabilities & Capacity

## Main Business Activities

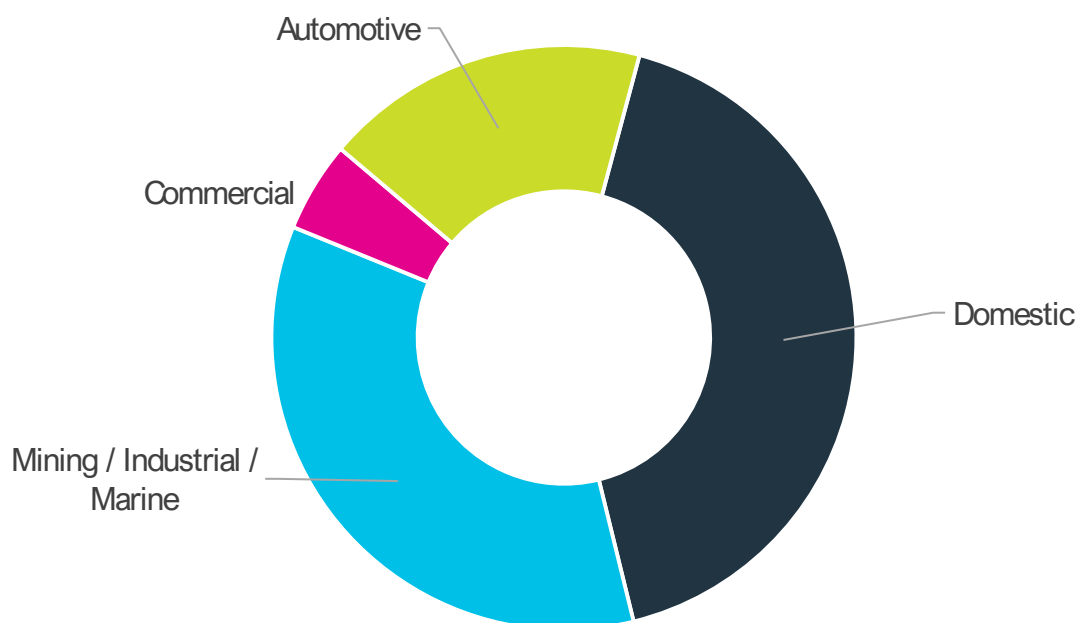
### Supply & support of high-performance coatings for asset lifecycle management

Our highly experienced management team collaborate with clients to provide a broad selection of specialist services including:

- Specialist coatings & application advice;
- Project specifications;
- Asset inspections;
- Maintenance solutions;
- Colour advice

## Industries Served

We believe that understanding our clients' requirements & fostering long term relationships is critical. Today Inspirations CQ market sectors include procurement division (industrial, mining, marine), automotive, construction, building, commercial and domestic markets.



## Specialised Products, Equipment & Consumables

Inspirations CQ has successfully maintained strong long-term relationships with strategic suppliers of specialised equipment and consumables. Inspirations CQ prides itself on the ability to work with clients to offer innovative, cost effective solutions by providing high quality multi-branded products and services.

### Solutions

Inspirations CQ provides **asset lifecycle management solutions** which includes supplying:

- Protective coatings that drive asset life, deliver proven performance, value for money, and environmentally responsible solutions
- Automotive coating innovations that address issues such as corrosion protection, environmental application concerns and vehicle finish performance improvements
- Superior coating and paint products for industrial, timber and household use that make the end user's job easier through faster drying times, better coverage and less surface preparation
- Innovative products with dirt shedding technology resulting in significantly reduced asset cleaning effort
- Products that use environmentally friendly technology
- Systems to reflect the sun's radiation away from the roof, a water based 100% acrylic coating makes it adaptable in extremes of heat and cold protecting domestic and commercial surfaces from all seasons.

### Services

We provide fully qualified teams of technical representatives in-house and through our extensive supplier networks to service clients by way of onsite advice. We provide advice regarding technical paint specification requirements which is dependent on project conditions, to assist in the development of project maintenance painting systems to ensure asset protection reliability. This speciality advice is backed by our professionally trained team within our group of stores. Our team is highly qualified to provide back-up service, after hours support and any additional assistance for our key clients. All services are supported by our extensive worldwide technological paint coatings.

### Specialised Capabilities

By engaging with the end user, Inspirations CQ is able to provide significant benefits to our customers including (but not limited to):

- Comprehensive product range to ensure the right product for all applications
- Reduced logistics costs and lower stock holdings for the end applicator
- Reduced risk of down time and additional guaranteed supply in a crisis to the end applicator
- Easy access to service and technical support, project specifications and inspections
- Extensive experience in the paint industry supplying paint products and services
- Current supply to mines and resources sector delivering in full and on time.

**Inspirations CQ has:**

- Extensive experience supplying paint products and services to sectors including Industrial, Automotive, Trade, Commercial, Retail, DIY, ECO and Environmentally Friendly
- Strong paint brands with excellent reputation
- Key suppliers of associated products to support paint systems
- Extensive product knowledge
- Efficient information systems
- Capabilities and capacity to supply many industry sectors
- Bulk buying power being part of the Inspirations Group of Stores
- Competitive pricing through building long term relationships with suppliers, which have enabled us to pass savings on to our customers
- An effective distribution network
- Robust business systems and processes
- A blue-chip customer base

## Brand Partners

We have trading terms with global coatings companies including:

**Industrial**

- Akzo Nobel - International Protective Coatings
- Dulux PC
- APC (All Purpose Coatings)

**Marine**

- Akzo Nobel - International Yacht

**Automotive**

- PPG
- Protec

**Architectural**

- Dulux (Dulux Group Australia – Nippon)
- Berger
- Haymes

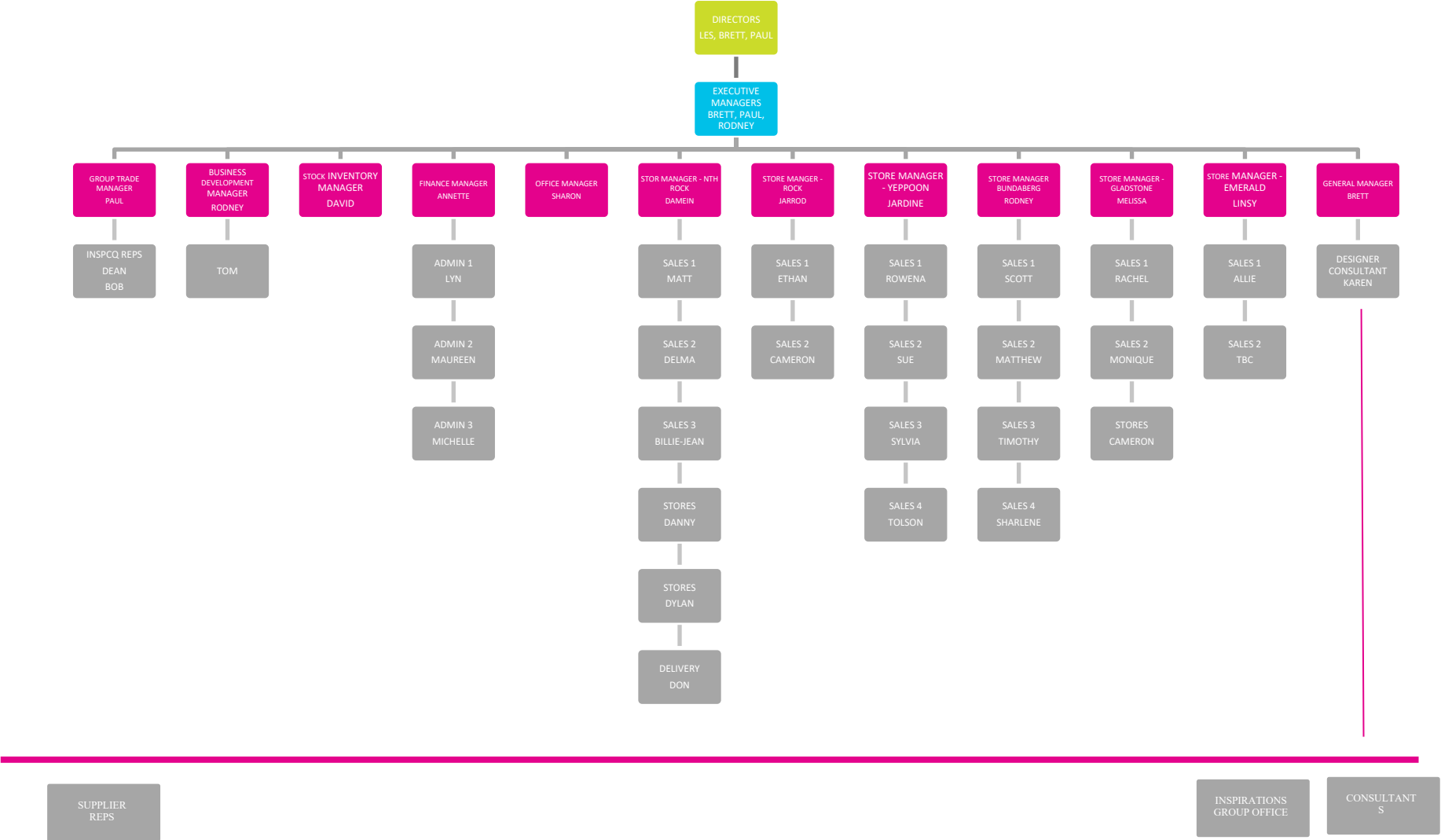
## Facilities

. Our warehousing footprint includes:

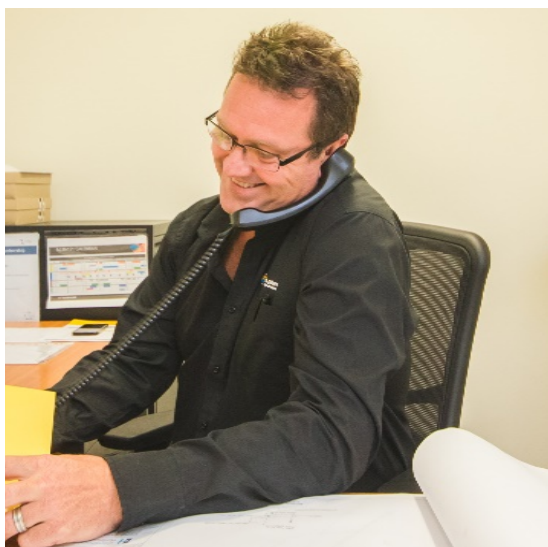
- North Rockhampton: 145 pallet facility
- South Rockhampton: 60 pallet facility
- Gladstone: 260 pallet facility
- Bundaberg: 10 pallet facility
- Emerald: 55 pallet facility
- Yeppoon: 100 pallet facility

# Our People

Inspirations CQ has a 35-strong permanent team based in the Central Queensland region who are supported by an additional three specialist representatives. We have the flexibility to support all store locations in high demand periods.



## Inspirations CQ Executive Team



### **General Manager – Director Brett Morrison**

Brett Morrison is the General Manager and one of the Directors of Inspirations CQ. Working in the business for over 30 years, Brett is responsible for maintaining the Inspirations CQ Strategic Business Plan in collaboration with the company directors, in addition to implementing the Plan's operational strategies.

Leveraging his experience and strong industry contacts, Brett is responsible for negotiating with global suppliers including Dulux Group Australia (Nippon), AkzoNobel, PPG Automotive in addition to local specialist coating suppliers. Brett is a former member of the Paint Place Group Board of Directors and currently serves on the Inspirations Franchise Advisory Committee.

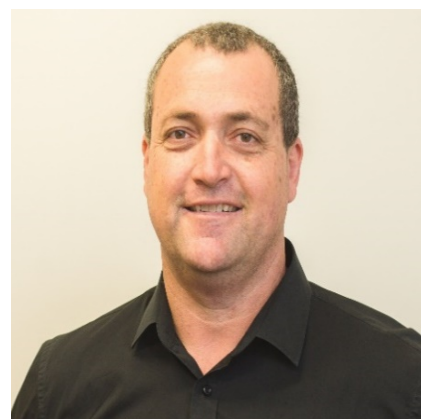
Brett monitors the company's performance and finances, acquisition, maintenance and efficient utilisation of all company physical assets, as well as ensuring that Inspirations CQ meets all of its legal requirements with consultation from industry professionals.

### **Sales Manager – Director**

#### **Paul Earle**

Paul Earle is the Trade Sales Manager and one of the Directors of Inspirations CQ. Paul is responsible for contributing to the Inspirations CQ Strategic Business Plan in collaboration with the company directors, in addition to implementing sales and marketing strategies.

Paul brings extensive experience to the group and his main focus is on sales development and customer support. Paul has over 30 years' industry experience and has played a major part in developing and growing Inspirations CQ into one of the largest privately-owned paint stores throughout Australia.



### **Business Development Manager Rodney Moore**

Rodney Moore is the Business Manager at Inspirations CQ and has over four decades of experience within the paint industry. Rodney is responsible for contributing to the Inspirations CQ Strategic Business Plan in collaboration with the company directors, he contributes to implementing the business plan's development strategies.

Rodney is responsible for leading the growth of industry sales and developing new business sales opportunities. He has a strong focus on developing and managing relationships with industry partners and working with them on business growth opportunities, beneficial to all parties.

With the industry knowledge and relationships built, Rodney identifies opportunities to expand and grow market share across all facets of the Inspirations CQ business. He provides operational support including assisting with forecasting, evaluation and recommendations to drive and achieve strategic goals for Inspirations CQ.



## Protective Coatings Sales Specialist

### Bob Shields

Bob is a Nace 2 coating Inspector and Protective Coatings Sales Specialist with a particular interest in Chemical Linings for the Alumina and Oil and Gas Industry.

Bob has 30 years' history in the Heavy Protective Coatings Industry working with major brands including Akzo Nobel, International Yacht, Wattyl and Jotun. As an industry specialist, Bob has benefited from mentoring from some of the leading coatings engineers in Australia.

Recent Major Projects that Bob has been involved with include:

- Three LNG Plants on Curtis island (\$4 million dollars of Coatings over the construction period)
- Wiggins Island Coal Terminal
- Gantry Restoration project at Gladstone Ports Corp

Bob maintains a presence on all sites where he supports a number of Local Engineering teams with Q&A and preparing the ITPs. He is also experienced with dealing with both Projects Engineers & Projects Managers on site and at a head office level.



## Preferred Business & Value of Work

Inspirations CQ has the capacity to supply large volumes of paint products and associated services to major projects and operations throughout Queensland and Australia with competitive lead times.

Inspirations CQ is an adaptable company with a focus on solutions for our clients which provide efficient supply systems.

## Values & Approach to Business

### Inspirations CQ vision:

We are paint specialists.

Our purpose is to deliver optimum protective coatings solutions and consistently high levels of customer service to our clients across all segments.

Our experience, knowledge, accreditation and track record has attracted major global supplier partners and clients, many of whom we have serviced for decades.

We are dedicated to growing our business and that of our partners in parallel, to become recognised as Australia's number one group of paint and specialist supply distributors.

We recognise that our people are our greatest asset in delivering on our commitment. Together we are able to grow and develop our delivery capabilities to superior standards. The underlying values behind Inspirations CQ's ongoing success are:

- **Our Customers** – We listen to our customer's ideas and adapt to their needs in changing markets
- **Delivery** – We plan and manage our work to deliver in full and on-time, every time
- **Continuous Improvement** – The way we do it can always be improved
- **Integrity** – We all have a part to play in every success of Inspirations CQ, through our actions, our behaviours and our attitude
- **People** – We develop our people and retain skills within our business
- **Zero Harm** – We protect our people, our customers, the community and our environment

## Track Record

Through the support of brand partners, Inspirations CQ has serviced and supported major projects within the heavy industry and mining space. This has been achieved due to our proven reliability by delivering innovative quality products and services in full and on time.

A sample of major projects involving Inspirations CQ is provided:

Major Clients	
Anglo American Dawson Mine Project	Bechtel GLNG, APLNG, QCLNG
Gladstone Ports Corporation RG Tanna	Wesfarmers Curragh Blackwater Mine
BMA Norwich Park Mine	Monadelphous Group Ltd Wiggins Island

# Management Systems

Health and Safety, Environmental and Quality Management policies and procedures have been developed and are in place throughout all Inspirations CQ locations.

## Safety Management System

Inspirations CQ has:

- An OHS Management System and procedures
- A Workplace Health, Safety and Wellbeing Policy
- Primary Health, Safety and Well-being contact persons appointed across Inspirations CQ locations.

The success of Inspirations CQ's OHS Management System relies on commitment, diligence & joint effort. Our team are aware of their responsibility to conduct themselves in a manner that ensures their own health & safety & that of everyone around them.

Our Safety Management System ensures that we provide:

- A safe place to work including safe access.
- Safe equipment
- Safe systems of work
- Appropriate preventative & protection measures
- Emergency plans & procedures
- Accurate reporting of incidents & accidents

Inspirations CQ adheres to our client's Safety Management System whilst onsite and for the supply of products. Safety data sheets (SDS) are provided for all products supplied. Inspirations CQ has an excellent safety record.

The owners, directors & managers of Inspirations CQ acknowledge the importance of providing workplace environments free from hazards & risks to the health & safety of its team, contractors, customers, & the general public alike. To achieve this goal, management & staff adhere to their responsibilities as stipulated in the Occupational Health & Safety Act. In addition, all business activities are conducted in a manner that best contributes to the health & wellbeing of all employees as well as clients.

## Environmental Management System

Inspirations CQ has:

- An Environmental Policy
- An Environmental Management System and procedures.

Inspirations CQ is committed to the protection of the environment in the course of providing high quality services. Through the commitment and involvement of all employees, Inspirations CQ is committed to maintaining an environmental management system appropriate to the environmental impacts on its activities, products and services.

Inspirations CQ's products provide environmentally responsible solutions and use environmentally friendly technology.

## Quality Management System

Inspirations CQ has a Quality Management System which ensures that we can deliver a consistently high standard of professional service to our customers. We place a high level of importance in our quality approach which is measured using quantitative and qualitative methods.

**Inspirations CQ's approach to Quality Management includes:**

- Conduct a business in a way that reflects our values
- Ensure compliance with appropriate legislative requirements
- Create a work environment that promotes continuous improvement
- Deliver the highest quality goods & services possible in a timely manner
- Work with customers & suppliers to meet & where possible exceed outcomes
- Review & continuously improve our processes & level of service
- Train & encourage our team to support the delivery of high-quality services
- Measure our performance against appropriate quality objectives

The Inspirations CQ management team consult with staff in identifying ways to continuously improve policies, processes, procedures, operations, products, services and customer service.

## Insurances

Certificates of currency are available upon request for the following insurance coverage:

Insurance Type	Limit of Indemnity		Expiry Date
	Per Claim	Aggregate	
Public Liability & Products Liability	\$20M	N/A	15 May 2020
Product Liability	\$20M	\$20M	15 May 2020
Motor Fleet	\$30M		15 May 2020
Motor Vehicle Insurance (compulsory third party)	As per legislation		
Marine Cargo	\$50K		15 May 2020
Workers Compensation	As per legislation		30 September 2020
Stock Insurance	\$2.8M		15 May 2020

## Risk Management Approach

Inspirations CQ assesses & manages risk through many avenues within the business structure, from health & safety through to project delivery. We recognise that risk management must be applied to all activities across the business so that all decisions can be made with sufficient & appropriate information surrounding risk & opportunity. This assists us to ensure that our strategic goals & corporate governance responsibilities are met.

The purpose of our Risk Management Policy is to:

- Provide a framework to assist managers to make appropriate decisions
- Maximise value from our assets, projects and business opportunities
- Provide a method to identify and evaluate operational risks
- Incorporate risk management strategies within our Strategic Business Plan which is reviewed annually and includes SWOT analysis, operational strategies, business plans, marketing plans and future market opportunities
- Discuss risk management strategies at our monthly, quarterly, yearly management meetings to determine requirements for product supply, sales analysis, projections, development, market position etc.
- Ensure sufficient management to protect the profitability assets and reputation of the business.

Inspirations CQ employees are encouraged to maintain awareness of risks through weekly team meetings that relate to our operations and to actively support the management of those risks. Contractors providing goods & services to Inspirations CQ are expected to adopt risk management standards & practices for the provision of goods and services.

## Customer Service & Market Response

Inspirations CQ prides itself on the ability to work effectively with customers, to offer innovative, cost effective solutions on time and on budget. With an ongoing commitment to developing expanded capabilities in terms of intellectual property and equipment this provides our current and potential customers direct contact with the people in our business who can “make it happen”, and the flexibility to respond ensuring the outcome delivered meets their needs.

We have open and transparent communication with our team, customers and suppliers, to seek valuable feedback which provides us with an opportunity to continually improve the way we do business.

## Working with industry & others

Inspirations CQ is a contributing member to several industry organisations as well as the wider community. We are active members within the following organisations:

- Advance Rockhampton
- Capricorn Enterprise
- Gladstone Engineering Alliance
- Fitzroy Club
- Bowen Basin Mining
- Central Highlands Development Corporation

Inspirations CQ is also a member within our community groups providing sponsorship of local organisations, teams & events including:

- Magpies Junior Touch
- Rockhampton Touch Football
- Yeppoon Rugby League Junior
- Glenmore Bulls AFL Club
- Rockhampton Hockey
- Emu Park Fishing Club
- Rockhampton Indoor Cricket
- Gladstone Show Society
- Rockhampton Velodrome
- CQ Capras
- Capricorn Cruising Yacht Club
- Diggers Bowls Club
- PCYC Rockhampton
- Local Deaf Kids
- Chevy Club Rockhampton
- Rockhampton Hot Rod Club

## Company Details

<b>Company Name</b>	Paint Place CQ Pty Ltd t/a Inspirations Paint CQ	<b>Directors</b>	Les Earle <b>Managing Director</b>
<b>ABN</b>	35 156 155 341		Paul Earle <b>Trade Sales Manager</b>
<b>ACN</b>	156 155 341		Brett Morrison <b>General Manager</b>

## Contact Information

<b>Primary Contacts</b>	<b>Brett Morrison</b> <b>General Manager</b> M: 0407 760 573 E: brett@inspcq.com.au  <b>Paul Earle</b> <b>Sales Manager</b> M: 0417 612 120 E: paul@inspcq.com.au  <b>Rodney Moore</b> <b>Business Development Manager</b> M: 0400 701 573 E: rodney@inspcq.com.au	<b>Bob Shields</b> <b>Protective Coatings Sales</b> Specialist M: 0417821508 E: bob@inspcq.com.au  <b>Head Office</b> 61 – 63 High Street North Rockhampton QLD 4701  <b>Postal Address</b> PO Box 3137 Red Hill   Rockhampton   QLD 4700  <b>Phone</b> 07 4924 7200  <b>Web address</b> www.inspirationscq.com.au
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## Contact Details

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