

graffiti

Autumn 2013

**Edward
Street
Brisbane**

**Higgins Soars
To New Heights**

Inside

We're Seeing Pink

Bright Colours Help
Children's Health

World Class Project

The Trusted Team



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Managing Director's Update

Despite what looked like being a difficult 12 months in business, it was pleasing to see the company end the calendar year with a very strong result.

The group began the first half of the 2013 FY strongly with positive signs in all markets. The divisions that finished behind last year all got off to a great start, and are well positioned for a good result at the end of the financial year.

Whilst the financial conditions seem to be increasingly tough and there is still a lot of uncertainty out there, we have committed to continue growing our base businesses that have been doing well; and in certain circumstances, review opportunities in opening additional new branches.

The focus for the year was on vision, culture, structure and communication. It is everyone's responsibility to work on improving our business in these areas.

As Higgins continues to grow as an organisation, we begin to make an interesting impact in the market place. New offices in South Australia and Townsville have been successfully opened, and there is a plan for more over the next 12 months.

Here are some fascinating company facts:

- Higgins Coatings paint the grass surface area equivalent to the MCG every 2 hours.
- Higgins Coatings are the biggest user of Dulux Paint in Australia.
- Higgins Coatings employ over 824 painters, sales people & admin staff nationally.
- We submit \$350 million worth of quotes annually.

Gerard Higgins
Managing Director

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Dream Believe Create

Higgins Coatings recently supported the Dream, Believe, Create Art Show held at Dover Hall, Castle Hill. Entrants and their guests were invited to the opening ceremony while enjoying 'nibbles and wine' in style.

The exhibition was open to the public, with 242 entries over many categories that included drawing, photography, woodwork and sculpture. Entries were submitted by residents from various villages and ARV's community clients.

Over 1,000 people attended the week long event, with many talented entries. The residents from Dementia Specific Units crafted the most beautiful things; it was very moving and inspiring.

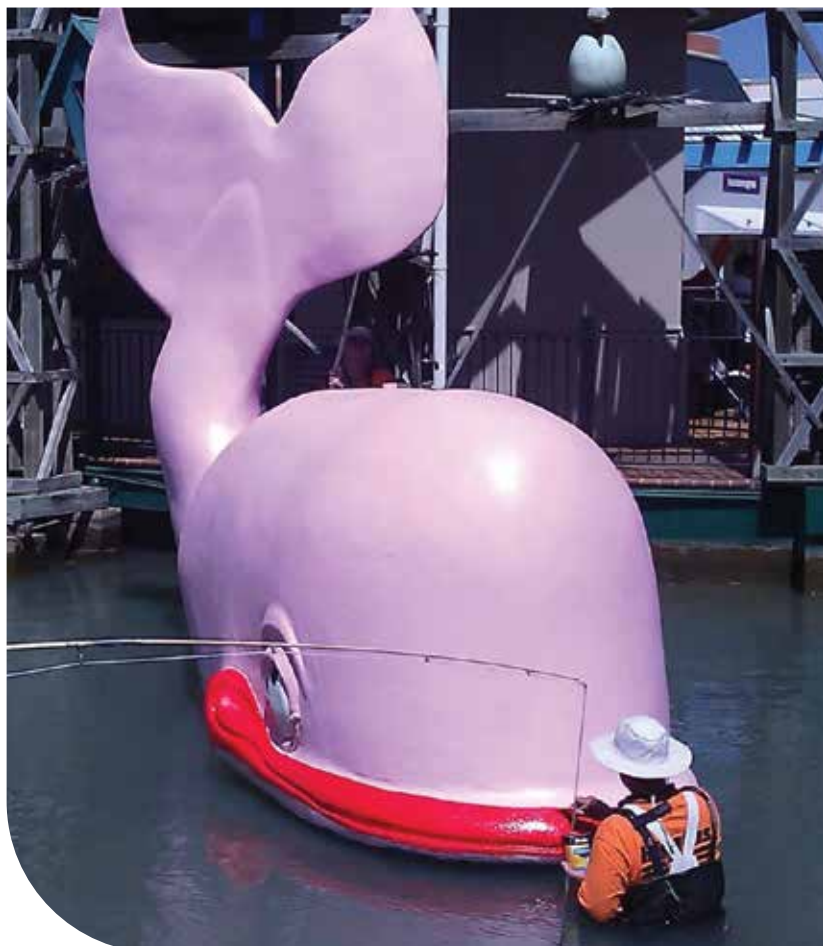


Sustainable Painting Practices

It is important that environmental sustainability underpins our decision making processes, and as such, is incorporated into our daily activities.

Higgins Coatings have recently achieved National accreditation with the Master Painters Australia to provide Sustainable Painting Practices and become a registered "Enviropainter".

The accreditation promotes environmentally friendly work practices, waste minimisation strategies, promotes reusable and renewable resources: and adopts the latest products available to minimise the impact on the environment.



We're Seeing Pink

Pacific Fair's Whale goes Pink for Breast Cancer. Pacific Fair in conjunction with Higgins Coatings have transformed their whale pink in support of Breast Cancer Awareness Month.

Breast Cancer Awareness Month is an annual international health campaign designed to increase awareness of the disease and to raise funds for research into its cause, prevention, diagnosis, treatment and cure. The campaign also offers information and support to those affected by breast cancer.

Higgins tradespeople joined the whale in the pond wearing waders and transformed the blue whale to pink. As an added touch we made certain the whale's lips were given a bright coat of red to compliment its new look.



Turning Vision into Action

Higgins recently brought together the entire sales team for its annual National Sales Conference. Lancemore Hill in Victoria was the setting for an amazing 3 days of learning, discussion and improvement.

As the conference theme suggests, the aim was to 'Turn Vision into Action'. Over the 3 days participants were given food for thought via a number of expert presenters:

Michael Hewitt Gleeson

Michael provided an interactive experience which was provocative and empowering.

Participants came away from the master class with a life enhancing insight.

Monroe Porter

Proof Management

Higgins have flown Monroe in from the USA on a number of occasions. Participants learnt the art of managing interpersonal communications.

Tim Jamieson

Dulux

Our corporate sponsor Dulux provided a great insight into the Australian Coatings industry.

Ned Gregory

Tebu

Participants enjoyed a number of interactive challenges designed to promote communication, planning and negotiating skills.

Mary Barlow

Mary's session focused on leadership at Higgins by increasing understanding of what leadership is and how it impacts on business performance.



Safety = Peace of Mind Higgins Work Health and Safety Systems

Higgins Work Health and Safety Systems provide a process that allows everyone to follow a series of steps to achieve the same result consistently.

Higgins Work Health and Safety Management Systems are applied nationally to all projects undertaken, and provide a safe workplace by ensuring that all tasks are carried out safely and consistently every time.

Each element of the systems is integral in creating an environment in which hazards are systematically identified, assessed for risk, controlled and the effectiveness of the controls are reviewed.

We are confident that our Work Health and Safety Management Systems ensure our projects are completed safely, which in turn provides peace of mind for our clients.

James Wood
Estimator New Construction



James is one of the key members in Higgins New Construction tendering department.

Day in and day out 100s of plans, drawings and specifications cross James' desk. Each Project is reviewed, measured and planned before it's won and a paint brush is lifted. Using a sophisticated electronic plotter, projects are measured and transferred to a software based take-off for pricing. Here we can calculate our production rates and paint usage to provide the most competitive quotes to our clients.

Converso is Melbourne's newest premium waterfront development. A unique existence bathed in the warmth of natural sunlight and an environmentally sustainable lifestyle. Luxurious apartments, penthouses and waterfront homes capturing multi-directional views across Victoria Harbour.

Our client Lend Lease wanted Higgins to redefine the notion of contemporary elegance. Each residence needed to be visually stunning and allow for the flow of light and texture to reflect an understated beach and water theme. Indulgence was the underlying theme and Higgins delivered a selection of stunning showcase apartments, penthouses and homes.

Each residence was painstakingly painted to achieve a genuine luxury ambiance. The sophisticated colour palette created the perfect balance with the prestige of the address, whilst the sense of space both inside and outside created an impressive, yet understated aura of grandeur.



Waterfront Luxury

Lend Lease



CONVERSO APARTMENTS



RMIT - SWANSTON ACADEMIC BUILDING



A Vision for Tomorrow

Brookfield Multiplex

Brookfield Multiplex was the pioneering contractor for the developments, RMIT global University of Technology and Design and the new Swanston Academic Building.

As part of the reinvigoration of the RMIT precinct, Higgins were contracted to paint the educational facility of about 35,000 square metres of floor space over twelve levels. To enhance this leading edge teaching and learning space, which houses 12 lecture theatres, 64 teaching spaces and 10 specialist learning venues, Higgins applied a show case of innovative and vibrant finishes.

Higgins also assisted the project to achieve a five star Green Rating by applying specialised green accredited products.



ROYAL CHILDREN'S HOSPITAL MELBOURNE



Bright Colours Help Children's Health

Bovis Lend Lease

A world class paediatric hospital that meets the current and future health care needs of children and young people.

The new Royal Children's Hospital (RHC) project is the largest hospital redevelopment to be undertaken by the State of Victoria and one of the largest hospital projects undertaken in Australia. The hospital is being purpose-built for kids to facilitate the way they are cared for today and into the future.

An extensive team of Higgins tradespeople undertook the demanding challenge of painting the 165,000 square metre hospital facility over seven levels. The sheer magnitude of the project presented many technical and logistical challenges which were overcome.

A Combination of Brawn and Brains

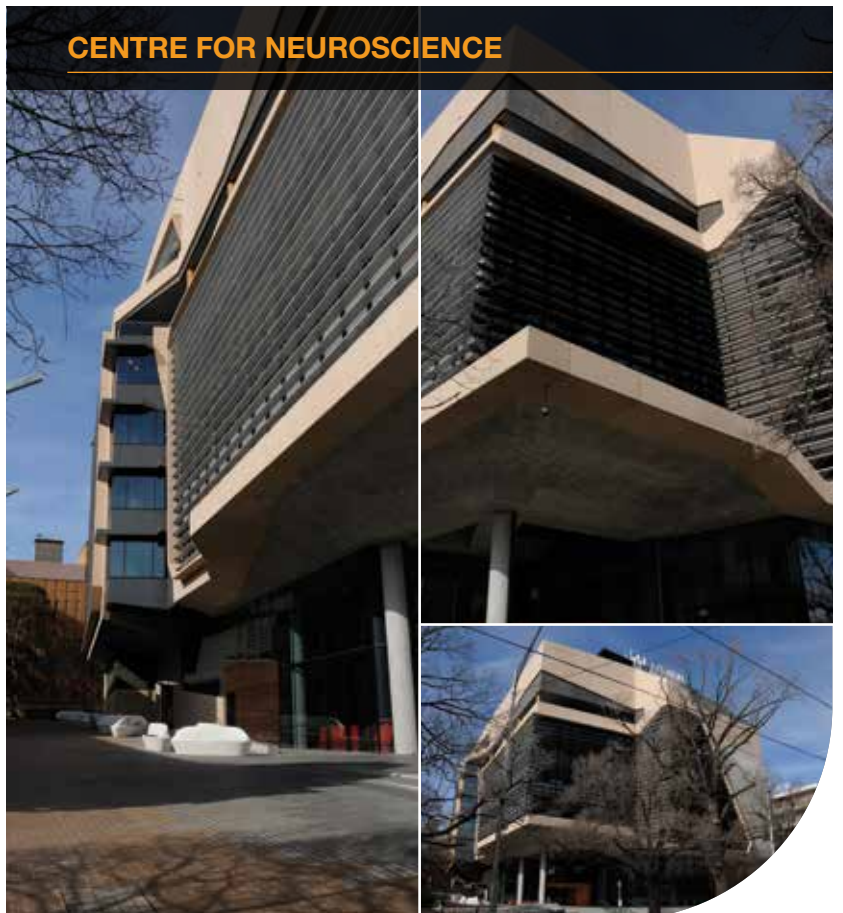
Brookfield Multiplex

The new \$100 million project, Centre for Neuroscience, is now providing world class accommodation for three medical research organisations. The facility, located in Melbourne's inner suburb of Parkville, now caters to the University of Melbourne neuroscience and developmental biology groups, the Florey Neuroscience Institute (FNI) and the Mental Health Research Institute (MHRI).

There aren't many painting contractors that can take on a project of this size and nature. Higgins was the obvious choice to ensure the project was delivered on time and to a high standard.

The complexity of the design presented some challenges for Higgins. The combination of architectural concrete, balconies, sun-shaded and complex colour schemes meant that Higgins had to instigate a detailed program and work as a team to successfully manage the project. Higgins delivered this prestigious project to Brookfield Multiplex well ahead of time.

CENTRE FOR NEUROSCIENCE



Matt Coxall
Repaint Division Manager



Joining Higgins in 2004, Matt advanced to manage the Higgins Commercial business in Brisbane for 3 years until the end of 2010 when he moved into his new role in Victoria. With experience in all aspects of the contract painting business, combined with skills acquired from completing a degree in Business Communication, Matt and the Victorian team will continue to deliver high quality projects in areas such as: luxury hotels, aged care/retirement living, government, education, sports facilities and body corporate.



A New Show at Melbourne's Showgrounds

MELBOURNE SHOWGROUNDS



After four incredible seasons, Sydney based MasterChef Australia is spreading its culinary wings and heading south to the home of Australian food culture - Melbourne. Season five of MasterChef Australia was filmed at the Melbourne Showgrounds in early 2013.

The Melbourne Showgrounds is located in the inner north-western suburbs of Melbourne, next door to Flemington Racecourse, and is the home of the annual Royal Melbourne Show, as well as major exhibitions, trade shows and music concerts.

Higgins were given the difficult task of restoring one of the iconic show ground buildings set to be the new home of MasterChef. Over a short one week period, a large team of 20 Higgins painters and 8 scissor lifts were engaged to restore the complex roof structure. Higgins completed the task within the tight time frame to the delight of showgrounds management.

Higgins Takes Flight



FLIGHT CENTRE



Undertaking a retail refurbishment program usually means out of hours work and the necessity for a quick turn around.

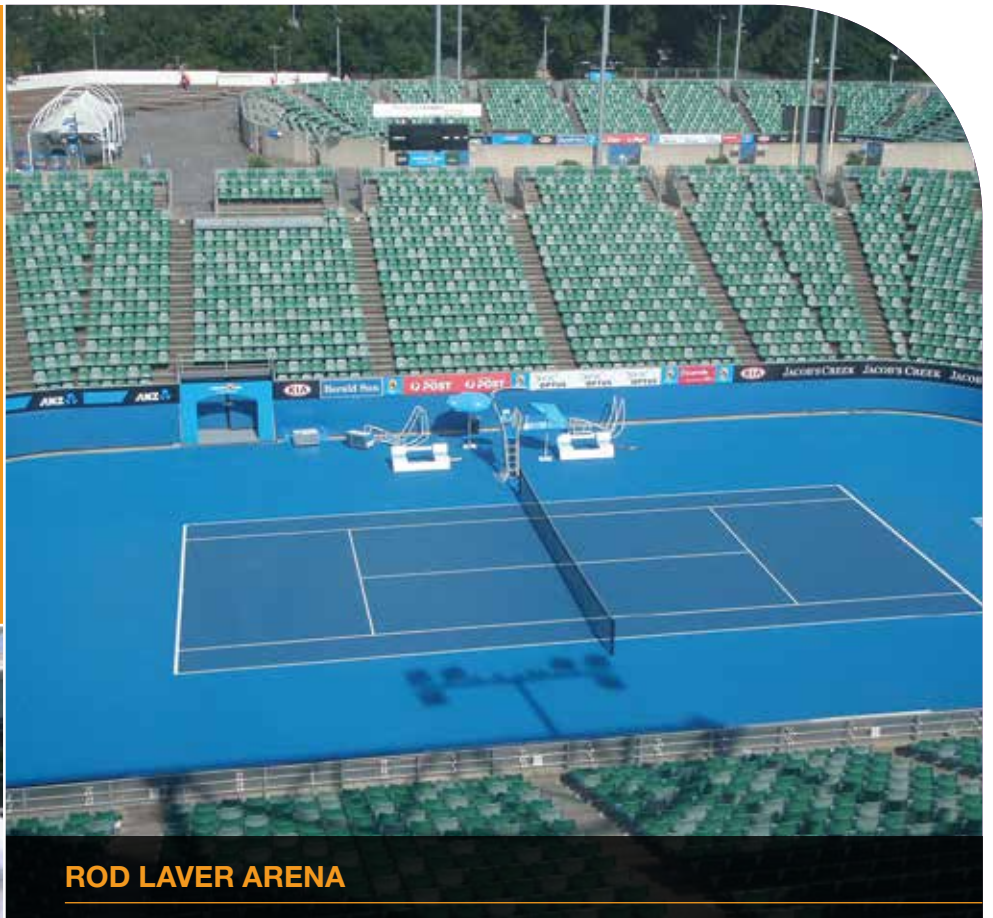
Higgins clearly understands the importance of corporate image so it was no surprise we were engaged to provide painting services for Flight Centres nationally. We worked to strict time lines and awkward conditions to ensure each site was open for business the very next morning.

World Class Project

Each year the eyes of the world focus on Rod Laver Arena for the Australian Open.

Rod Laver Arena is a part of the Melbourne Park complex located in Victoria, and has been the primary venue for the Australian Open in tennis since 1988.

Each year Higgins has ensured the complex is looking brilliant, painting every aspect of the facility including stadiums, change rooms and the iconic blue centre court floors.



ROD LAVER ARENA



MELBOURNE GRAMMAR SCHOOL



Old School

Founded in 1858, Melbourne Grammar School educates some 1,800 students from Prep to Year 12. It fosters excellence through learning and leadership and offers an educational experience ranging across intellectual, social, cultural, spiritual and physical pursuits.

The School's historic and social significance is reflected in the building and architecture located on all the campuses.

Over our long association with Melbourne Grammar, Higgins have restored and maintained many of the school's land mark properties. The School recently trusted Higgins to restore a heritage building located prominently on the corner of Bromby and Domain Streets, Melbourne.

To preserve each of the buildings aesthetics and characteristics, Higgins applied a number of tested techniques developed over many similar heritage type projects. Our painting process ensured that the project was completed without issue and that the building continues to be protected for years to come.

New Heights

60 Edward Street is a modern, eighteen level building located in the heart of Brisbane's CBD.

As one of Brisbane's iconic office buildings, it has recently undergone a high quality refurbishment which involved Higgins repainting the external aspects of the building. The difficult high access work was completed within a four week time frame utilising a swing stage system. The project exceeded all of the client's expectations.

60 EDWARD STREET



Mick Kennie

Branch Manager Townsville



Higgins proudly opened the doors to the North QLD branch in Townsville with an official launch function on the 21st of March 2013. Having completed several major projects in North QLD in recent times, Higgins always had plans to invest in the region. The hardest part of expanding is always finding the right people; and Higgins was fortunate enough to recruit a ready made team in the form of Mick and Carrie Kennie. Having lived in North QLD for over 25 years, and working within the repaint industry key market segments of education and aged care, we are thrilled to be able to secure the services of Mick and Carrie, as well as a team of dedicated, high quality tradespeople.

In Good Spirits

Spiritus Queensland delivers Community Care from Bundaberg to Southport, and helps the elderly maintain their independence and live a healthier life.

Recently Higgins embarked on the refurbishment of nine aged care facilities within the extensive region north of Queensland. The work involved a combination of different services including painting, flooring and minor building repairs.

The key to managing projects of this nature is expert sequencing. Higgins considered the number of tradespeople on site and instigated protocols to manage each of them without issue or disruption.



SPIRITUS



To the Church on Time

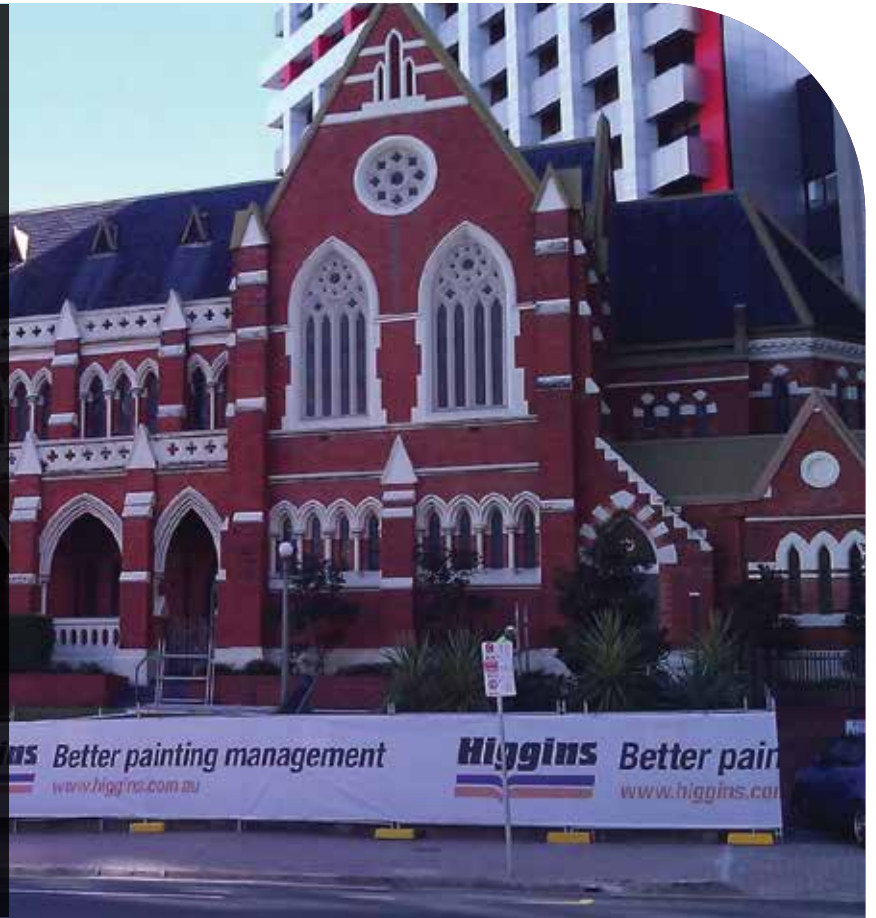
The Wesley Mission Albert Street Church, in Brisbane, is a centre of Christian worship and the congregation of the Uniting Church in Australia.

Opened on 8 November 1889, the heritage listed Victorian Gothic style church is certainly an iconic landmark for the centre of Brisbane.

The task of restoring this unique building was given to Higgins Coatings. With a time frame of 8 weeks for completion, the exterior of the church was carefully cleaned using specialised processes.

The substrate was then closely inspected and remedial repairs undertaken. The final process included the application of coatings to ensure the church survives another 100 years.

WESLEY MISSION CHURCH



Higher Education in North Queensland

Ravenshoe State School is located approximately 150km south west of Cairns in the Atherton tablelands. It is recognised as the highest school in QLD, situated 1000m above sea level. The school was established in 1912 and was looking to refurbish the externals of the buildings in time for their 100 year anniversary.

It was deemed that Higgins preventative maintenance program would be best suited for the school due to the high wear and tear caused from 500 primary school students and the humid climate. A team of 11 painters travelled north for two weeks to complete the project before the school's 100th anniversary.

Higgins was able to support the local economy by purchasing the equipment required at the local Mitre 10 and staying in local hotels.

RAVENSHOE STATE SCHOOL



Master Chef Meets Master Painter

The Australian Technology Park (ATP) is a business and technology centre in Eveleigh, an inner city suburb of Sydney.

TV Networks film the Australian MTV Awards, MasterChef Australia and some segments of Australia's Next Top Model here.

Higgins had the responsibility to refurbish this wonderful iconic building.

AUSTRALIAN TECHNOLOGY PARK



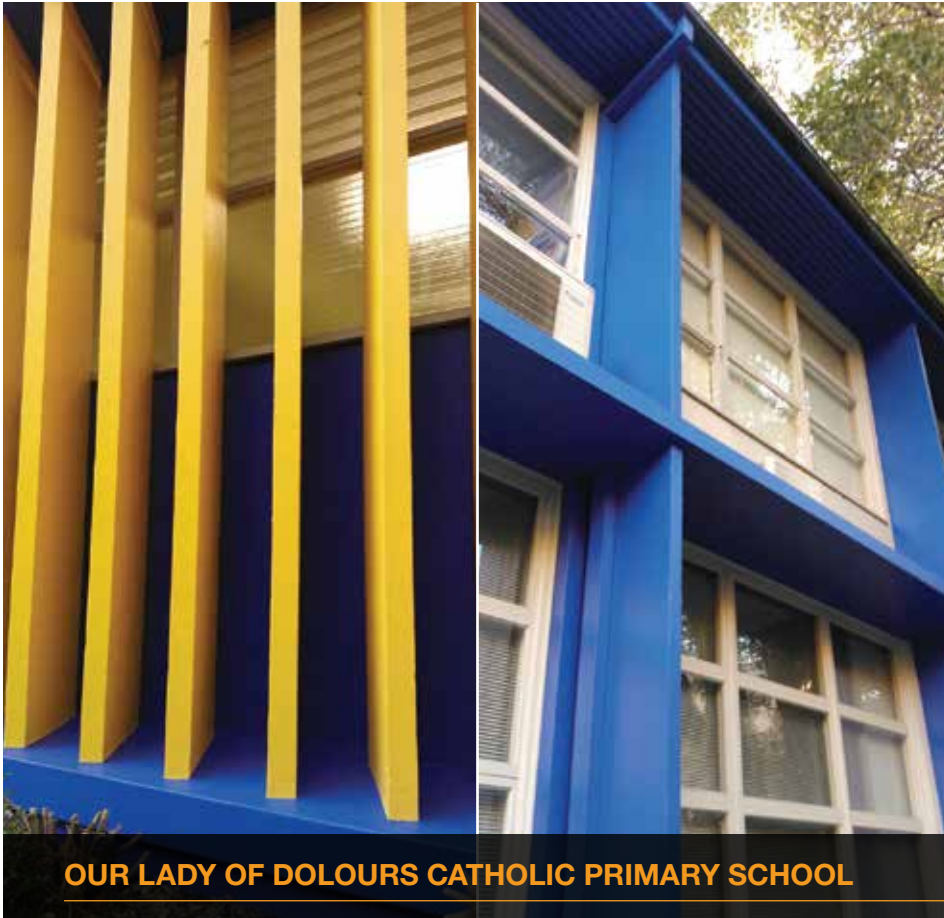
GLENAEON RETIREMENT VILLAGE



Painting with Care

Part of the Lend Lease Retirement Village portfolio, Glенаeon Retirement Village is situated within Sydney's beautiful northern beaches. Located on the top of a valley, the village posed interesting access challenges that needed to be overcome. Through a clear demonstration on how we intended to reach all areas safely, Higgins was awarded the ongoing painting and maintenance program.

In addition to Work Place Health and Safety, strong communication and a polite attitude from our tradespeople are fundamental to our success in this industry.



OUR LADY OF DOLOURS CATHOLIC PRIMARY SCHOOL

Creating a Colourful Education

Our Lady of Dolours Primary School is located in the leafy suburb of Chatswood and is part of the Catholic Education Office Broken Bay Diocese. The School was painted in vibrant, fun colours for the students to enjoy.

All works were completed over the Easter break whilst co-ordinating around other trades.



A New Look for Goodman

Goodman owns, develops and manages quality industrial and office space across Australia. They build long-term relationships with their customers by providing high quality, tailored property solutions, partly due to the outward appearance of their properties. Higgins Coatings have been helping Goodman achieve that by implementing a total re image of some Southern Sydney Estates.

Harcourt Business Park in Rosebery received a new look with modern colours and numbering, taking years off the property's appearance.



GOODMAN PROPERTY SERVICES (AUST)



BEFORE



AFTER



The Trusted Team

As part of a massive inner city development, the old Western Australian Trustees Hall in Perth has been transformed into certainly one of the most beautiful bar spaces in the country. With its 6 metre art deco ceilings, massive floor to ceiling windows and beautifully restored herringbone parquetry it presents a spectacular canvas to enjoy a quiet drink and dinner.



WESTERN AUSTRALIAN TRUSTEES HALL

A team of Higgins painters took particular care and planning to paint the entire facility whilst ensuring it maintained its majestic appeal. Every aspect of the bar's interior was carefully cleaned, prepared and painted using a colour scheme that truly reflected the historical nature of the building. The end result presented a classic, inviting environment that is sure to please patrons for years to come.



2 KINGS PARK ROAD, WA



A Diamond in the Rough

2 Kings Park Road is one of west Perth's landmark properties, located on the gateway to West Perth CBD and adjacent to the parliamentary precinct. Previously the home of Argyle Diamonds, this landmark office building comprises in excess of 4,000 square metres of modern office space. The property is flooded with natural light from all sides and a central atrium.

A team of Higgins painters were engaged to paint both the interior and exterior of the property to ensure it presented well for its next stage in life. Our team of painters and project managers worked closely with the client to develop an office environment that embodied excellence.

The result was a beautifully presented property that will provide current and prospective tenants with a professional, high class working environment.

Sisters of Mercy

Situated in the heart of the city of Perth and located in the city's beautiful heritage precinct, Mercedes College, founded in 1846, is the oldest girls' school in Australia. Its mix of heritage and modern new facilities offers students a unique learning environment in a dynamic city setting. The College offers young women from Year 7 to 12 an outstanding Catholic education based on the Mercy values of compassion, justice, excellence, integrity and service.

The College is proud of its heritage and its beautiful buildings. The Rostrevor Building houses music, senior food technology and science. The Coolock Centre provides important life skills for students with disabilities. One of the College's oldest buildings, St Joseph's (1896), provides a dedicated learning space for Year 12 students.

Higgins is proud to be the painters of choice at this beautiful school. We truly understand the importance of maintaining the vibrancy and most importantly the heritage buildings.



MERCEDES COLLEGE, WA



HARBOURSIDE VILLAGE, MINDARIE

Living in Style

Harbourside Village located in the multi-award winning suburb of Mindarie WA, blends striking architecture with comfortable, informal interiors to create a warm and inviting atmosphere of casual elegance.

Harbourside Village is comprised of 150 villas and apartments close to the ocean. The Village offers "resort style" living and an interactive community lifestyle. At the heart of the Village are the community amenities, with a club house that bustles with activity.

Higgins have been maintaining the facility for a number of years, adopting a structured painting program. Each year, aspects of the facility are carefully painted to ensure the village is kept in pristine condition. Our goal is to undertake our work without any disruption to the facility and its occupants.



Brenton Musolino
Branch Manager SA



Late in 2012, Higgins expanded into South Australia, opening the doors to its Adelaide office and recruiting Brenton Musolino as Branch Manager and Peter Snyders as Works Manager. Brenton has over 25 years experience in the delivery of customer service; he has performed sales and management roles at both a small business level and also at a National Level over this period. Brenton has also served overseas with the Australian Defence Force and has been a member of the reserve forces for over thirteen years. He has recently completed a Diploma in Management and Diploma in Project Management. The combination of these facets of his experience ensures the business is operated with clear direction, accountability and focus.

Repainting History

Typical of most Masonic Buildings, the Masonic Hall located in Semaphore is an iconic South Australia landmark. The ornate white façade has a look of solidity and permanence. Higgins has been given the task of maintaining the exterior of the building by adopting a specialised 5 year maintenance program. Stage 1 is now complete, and included render repairs, building repairs to the verandah and a full repaint of the building.



MASONIC HALL ADELAIDE



HUNGRY JACKS



Hungry for Success

Recently Higgins Coatings refurbished a number of Hungry Jacks sites in South Australia. The work consisted of a total repaint of all exterior surfaces. All work was carried out during normal trading hours and the Higgins team worked around the busy environment of a fast food outlet without issue.

Having in place well identified tradespeople in Higgins uniforms, along with the appropriate signage informing customers that work was in progress, and the high level of communication our tradespeople had with the store management contributed to the project running smoothly.



BEFORE

MINISTRY OF JUSTICE

Swift Justice

The Ministry of Justice engaged Higgins to paint 120 court cells around Auckland. The work was undertaken out of hours on weekends. The brief called for an anti-graffiti coating to be applied, but it was important that the paint smell was minimal.

Higgins applied a specialised anti-graffiti finish to all the cells without disruption to the Ministry's normal operating procedures.

The Heart of Auckland

Located in the cultural heart of Auckland City opposite the Art Gallery and Albert Park, the St James Apartment Building is Baroque Edwardian styled, and one of the only surviving commercial buildings designed by Alexander Wiseman. It typifies the developments that occurred in New Zealand during the first decade of the twentieth century.

As with most ornate buildings, the St James building has been re-purposed as a wonderful apartment complex. To retain its historical charm and to update the previously retro colour scheme, Higgins were contracted to restore this majestic building to its former glory.

Whilst adopting a more neutral colour scheme, Higgins carefully prepared and painted every external aspect of the property. The building features a rusticated plaster base, heavy corncicing at the upper levels surmounted by the new addition and a variety of window pediments and aprons. Each of these were painstakingly painted to enhance the building's historical appearance. The end result was amazing.

ST JAMES APARTMENT BUILDING





Seamless Building Solutions

Originally born from our painting business, Building Services has become an important aspect of the overall service Higgins provides. We have a team of qualified and licensed building experts capable of undertaking a broad variety of building related projects.

We offer a complete design and build service to develop a vision into reality. Our professional team will manage your project from start to finish, ensuring our customers have a familiar face throughout the entire process. A project manager will personally monitor and inspect the project to ensure our stringent quality standards are adhered to.

We work with high quality products and qualified professional trades and suppliers. We carefully evaluate the customer's facilities and analyse core needs. Our full commitment to the customer is set out in clear and concise detail. The customer knows exactly what they are paying for and can expect the best professional results at a reasonable cost.

At Higgins, we work as a team to ensure that each and every project is delivered to customer satisfaction, from concept to 'on budget' completion. We aim to remove all the stress from your project.

Scaling New Heights

As buildings in our skyline become larger and more architecturally complex, access is becoming a bigger issue. Thankfully, abseiling is a cost effective solution to a wide range of high access painting applications.

Higgins' team of painters are highly qualified in rope access abseiling techniques and are independently trained and certified. We apply the highest possible safety regulations and processes.

Since its formation, our rope access painters have gained a wide range of experience in the industry, working at a high and difficult locations.

We believe that in many situations the use of abseiling can save clients up to 60%, compared to more complicated scaffolding methods.

Industrial Abseiling is a proven method of achieving a safe work position at height or in difficult to reach areas.

We can also offer abseiling services to perform minor building maintenance, building repairs and remedial repairs.



Smooth Finish

Having a strong brand and being noticed in this competitive environment is essential for any business.

CSR Gyprock is Australia's leading manufacturer of plasterboard, plaster, cornices and other finishing materials.

CSR Gyprock operates some 100 Trade Centre outlets across the country.

Higgins were awarded the task to rebrand CSR Gyprock sites and provide them with a fresh new image. The key to this re imaging was the application of the recognisable red colour palette.

CSR GYROCK



Look at the Signs

Visual presentation is a major element in creating and reinforcing a brand message and brand value. Done well, it creates an experience that leaves the customer with an accurate, lasting, positive image of the company.

Together, with our brand partner NCI, Higgins can provide design concepts, signage and specialised coatings to specifically meet the needs of most retail circumstances.

Our key solutions to customers include:

- Colour and design consultation and implementation of coatings based on specific needs.
- The ability to manage and complete national roll out of retail properties over a relatively short time frame.
- Brand concept development and design.





General Painting

We can paint your entire facility, inside and out, to ensure it looks brilliant all year round. We operate 24 hours a day, 7 days a week to provide our clients with unrivalled service.



Maintenance Painting

Maintenance Painting is traditionally structured over a six year period. It provides clients with a newly painted facility in year one and maintenance through the remaining years. The significant advantage is that the cost of the project is spread evenly.



Specialised Painting

Whether it is textured finishes, two pack Industrial products or concrete floors, Higgins offers a wealth of experience to tackle the most challenging projects.



Anti Graffiti

Our team can respond quickly to graffiti issues and also provide long term solutions to manage your graffiti problems effectively.



Building Repairs

Our team can repair or replace windows, doors, gutters and down pipes, roofing and also repair minor structural problems.



Health, Safety and Environment

Higgins OHS, Environmental and Quality processes and systems are incorporated into our daily activities. This ensures our clients' projects are managed via a comprehensive, accountable process which is continually improving.

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