

graffiti

AUTUMN/WINTER 2016

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Managing Director's Update



In the first half of 2016, we continued to focus on safety, quality & environment in our business and we recently passed our 12-month ISO Certification. We are also very pleased that Higgins is making a strong impact in the industry. We are SCA (Strata Community Australia) & ASBA (Association of School Business Administration) preferred and customers are looking to us as the market leaders.

This year has also seen some exciting developments with projects and partnerships, as well as growth and development for the company. More interesting projects have included the Colgate Palmolive Building (see Strata Management section), a community project for our Dandenong branch and the culmination of the Andy Warhol | Ai Weiwei Exhibition of which we were a major supporter. Within the company, we recently completed our next 6-year strategy, which will see us continue to focus on regionalisation and growth, and we opened a new branch in Wollongong.

Our goal is to be the largest painting contractor in Australia & New Zealand and our key focus to achieve improved service quality, consistency and development of people. Our national project division is also an important part of our growth, as our strength and low competition in this area places us in a unique position.

We've never been one to rest on our laurels – Higgins is committed to continually evolving, so the way we go about our business is always improving. Our marketing team is at the forefront of marketing technology and are currently developing the Higgins App, which will be available soon!

Gerard Higgins,
Managing Director

WHSE Update

Higgins Coatings have developed a Behavioural Safety Plan for its Management team to further develop and instil the safety culture within our operations. It has been designed to pinpoint the core beliefs that each manager can draw from when managing worksites to further improve our Safety Standards. The plan was initially completed in New Zealand and Queensland with New South Wales, Victoria, South Australia and Western Australia recently being completed also.

In March, Higgins recorded our lowest LTIFR (Lost Time Injury Frequency Rate) in the past 3 years, which is a great result. Our rolling 12-month average of 3.8 is well below the construction industry average of 8.0 and while we are proud of this statistic, we are continually striving for further improvements in our safety standards to reduce the occurrence and severity of injuries to our people.

As part of our Tri certification to ISO Standards, the Adelaide and Perth branches were successfully audited by our third party external auditor. This forms a part of our surveillance plan where each Higgins branch must meet the stringent international standards for Safety, Quality and Environment. The next surveillance audits will occur in October at our branches in Townsville and Cairns.

Expanding Higgins' Regional Area Horizons

New Wollongong Branch Opens

As we continue to grow our business into regional areas, we were delighted to open our new branch in Wollongong, Australia's 10th largest city. Higgins had already been assisting specific customers by invitation over the last 5-6 years and with the region experiencing significant growth both domestically and commercially, we identified it as an area we could successfully expand into.

All the core market segments that we target for the business exist in the Illawarra area and many of our customers were requesting full time representation. Our sales growth, particularly over the past 3 years, indicated that the timing was right to cement a full time presence, as well as provide a closer operation to service the south coast and southern highland areas.



Higgins Lends a Helping Hand in Townsville

At Higgins, integrity is a big part of our business image and when this extends beyond the business, you know you've got the right kind of people working for you. Our Townsville Branch Manager, Mick Kennie, and Foreman, Les Byquar, recently assisted an elderly couple in need. They spotted them broken down on the side of the road in Townsville and pulled over to change their tyre for them.

done. I had to learn to breath in and out at a slower rate. It took a year or two but now I'm adjusted and would not want to leave.
Kevco4812
A quick thank you to the two (real) gents, from Higgins painters, who came to the aid of Ma and Pa Kettle on Woolcock st on monday. John w/end
A very big thank you to the two ladies who were out walking their two corgis when they came across my handbag that had been stolen

Higgins joins fight against school yard bullying

Our Dandenong Branch recently supported the Overport Primary School community in Frankston, who were running an Anti-Bullying Campaign. It was a large cost to paint the base colour needed by the school, so we donated the paint, labour and access required over the two days' work.



Andy Warhol | Ai Weiwei Exhibition Summary

Higgins has an ongoing partnership with the National Gallery of Victoria (NGV) and we were excited to be a major supporter of this major international exhibition, which finished at the end of April and featured two of the most significant artists of the twentieth and twenty-first centuries: Andy Warhol and Ai Weiwei.

Presenting the work of both artists, the exhibition explored modern and contemporary art, life and cultural politics through the activities of two exemplary figures – one of whom represents twentieth century modernity and the 'American century'; and the other contemporary life in the twenty-first century and what has been heralded as the 'Chinese century' to come.

The exhibition attracted 399,127 visitors, making it the highest-selling ticketed exhibition in the Gallery's history. The NGV expressed their appreciation for the way Higgins collaborated with them to transform the exhibition space:

“ We are so grateful for your support of the exhibition, and have enjoyed your goodwill, collegiality and vision in supporting our partnership. ”

Tony Elwood
Director, National Gallery of Victoria



New Construction

Our expertise and proven track record in the area of New Construction has seen Higgins win contracts for more landmark developments. From a cutting-edge media centre to a life-changing specialist hospital for children, our Melbourne-based division continues to show our ability to work to complex, sometimes changing parameters to produce high quality work to strict deadlines.



Higgins Paints Exclusive New Apartment Complex Melbourne One

Melbourne One is a landmark 47 level apartment tower by Central Equity (Brookfield Multiplex), multi award winning pioneers of Melbourne city living. The exclusive resident facilities include a grand entry foyer, indoor heated pool, gymnasium, secure parking and concierge services.

This significant project for Higgins involves full interior and exterior painting over a 10-month period. We are currently completing the penthouses and are due to sign off at the end of the month. Central Equity has stringent standards for quality and has had 3 full-time inspectors checking coats for any defects. Our team has been meeting these exacting standards with our quality work – another job well done for our New Construction division.



A New Era for the ABC

ABC Centre, Southbank

Higgins was awarded the painting contract for a major new project – construction of the ABC's new Melbourne headquarters by Probuild. It has been designed to meet evolving technological and operating requirements and will allow the Melbourne staff to work across television, radio and online in the same premises, for the first time.

The new building is being constructed adjacent to the existing ABC Southbank Centre to create a single purpose-built facility, including new ground floor studios to encourage audience interaction. When construction concludes in 2017, the new premises will accommodate all ABC Melbourne staff and members of the Melbourne Symphony Orchestra (MSO) in a sustainably designed media centre.

The painting work includes the interior and exterior of all building areas. Over the months spent on site, our team peaked at 8 painters and currently stands at 3. Challenges of the job have included many design changes being made by the customer after work had already commenced but as usual, Higgins were able to adapt to the new parameters and complete works to a high standard and on schedule. Stages 1 and 2 are due to handover in February 2017.



Education

Our experienced teams have proven their ability to meet the demands and expectations of this highly competitive sector year after year. Whether it is customer recommendations or proving ourselves on the smaller jobs to win long-term maintenance solutions, it is testament to our enviable reputation within the industry.



The Peninsula School

Located on the Mornington Peninsula, The Peninsula School provides a world-class education for approximately 1400 students. The school collectively consists of many unique facilities including boarding houses, arts technology centres and sporting pavilions, all requiring a unique painting maintenance solution.

Higgins developed a tailored solution to manage the varying needs of the school over a 3-year period. The key to the project was targeted maintenance where it was needed most, coupled with a flexible maintenance allowance for the school to use as they saw fit.

In the first year of our contract, Higgins surpassed the school's expectations by implementing a team of 20 painters to successfully complete an extensive amount of work within an extremely tight timeframe. Adopting our ISO certified HOW system, which has live site-based reporting, also ensured there was no compromise on quality or safety. We look forward to continuing our relationship with the school and providing more great results.



Satisfied School Makes the Switch to Higgins

Emanuel School

Recently Emanuel School switched to a contract with Higgins due to the greater flexibility in our approach and our ability to tailor every maintenance solution to our customers' needs. We were able to prove this with a history of small jobs for the school, which led to us being asked to take on all of their painting and maintenance going forward.

The new contract is for a 7-year external painting and maintenance schedule, which will cover the whole of the Emanuel School building exteriors using the existing colour scheme. Most of the repainting will happen in the first four years, with the more challenging high-level access repainting being carried out in the third year. Our experienced team will use a mixture of mechanical boom access and abseilers to complete the work to our usual high standards.



Spotlight on Establishing a Painting Budget

There are many considerations involved in facilities management. Between repairs, maintenance and managing employees, the list can seem endless. Perhaps it's not surprising then that regularly scheduled painting is sometimes left out, however, a well-planned painting budget will prevent surprise costs and reveal opportunities for savings.

Factors that affect budget

A painting budget should take into consideration multiple factors including the surfaces being painted, the condition of the existing paintwork, the type of paint and the scope of the painting work. Also remember to take into account how accessible the site is. Scaffolding and access equipment will increase the amount that should be set aside for the painting project. High traffic areas will need to consider containment costs as well.

When choosing a contractor to carry out painting works, options can range from small local teams to highly professional organisations. The size of your project, your budget and who you've hired previously are all factors that will inform your choice.

It's important to be aware of cost cutting here, as improper surface preparation or a poor application can seriously shorten the lifespan of your paint, thereby creating greater cost in the long run. A trusted applicator should have systems in place to manage any issues that arise, and ideally be third party certified to ensure that their processes perform.

Efficient painting processes

If you want to reduce your costs, then it's best to ask if you can create some efficiency in your existing painting process. For example, a facility manager that applies a two-coat system every five years pays for labour, access, containment, etc. each time. The actual paint accounts for only a small portion of that budget (around 15% of the total cost). Whereas scheduled annual painting would extend its lifespan for another two or three years – a significant saving, even with annual labour costs.

You could also re-examine the paint product you're using. Facility managers often purchase the same product every time, simply because that's how they've always done it. But investing in a more durable paint upfront may lead to less frequent painting, resulting in overall savings.

Higgins Coatings is recognised as one of the most experienced painting contractors in the industry, delivering innovative and seamless painting solutions. Established in 1949, the family owned and managed company operates throughout Australia and New Zealand.

For more information visit
www.higgins.com.au
or phone 1300 HIGGINS

Retail

While our teams continue to be kept busy on Retail projects of varying scopes and demands, our professional planning, expertise and commitment to safety remain constant. It's what has strengthened our reputation and keeps us winning contracts in this competitive market.

Higgins Transforms Proud Family Company Site Nippy's, Waikerie

Higgins has completed a rebrand for Nippy's in Waikerie SA, one of three main production sites for the company. The building was looking tired and worn out, to the point that it was damaging their brand, particularly as the main elevation backs onto the major highway between Adelaide and Sydney.

Having shown some initial concepts for how the building could look and what they could achieve with the site, we worked in collaboration with Nippy's and their marketing company to develop and implement the new branding. The front elevation is over 270m long and 6m high and is the largest building in Waikerie. The signage rebrand incorporated a combination of both hand painted signwriting and installation of 3D cut out Aluminium letters. The installation of the dado created uniformity in tying the 3 facades together and also helps to hide the dirt and grime that builds up on the wall due to the busy adjacent highway.

The repair, repaint and rebrand of the Nippy's Waikerie site has successfully turned a tired old building into a proud and loud property that will continue to demonstrate the significance, importance and longevity of this family company for many years to come.



Watertown Brand Outlet

Higgins is an industry leader in Health & Safety with our HOW system proving to be a real asset on various kinds of projects. This together with our proven experience in retail and our consistent performance throughout Australia working with Lend Lease made Higgins an ideal choice for the Watertown Brand Outlet project.

Quality and safety were key factors identified by the management of Watertown and Higgins did not disappoint. Our Perth team were able to deliver a difficult project on time and on budget for a great result.



Lakeside Joondalup Shopping Centre

Lend Lease has been engaged in the redevelopment of Lakeside Joondalup, as some of the older areas of the centre were looking a little tired and in need of a refresh. Our Perth branch's recent tri-certification gave our customer the assurance that Higgins was able to manage and deliver their refurbishment project with limited disruption to their operations.

Efficient management has been essential for ensuring the project ran smoothly, overcoming any challenges along the way. The Perth team has successfully transformed "The Great Space" from a tired looking retail area to a modern shopping experience for all its customers to enjoy.



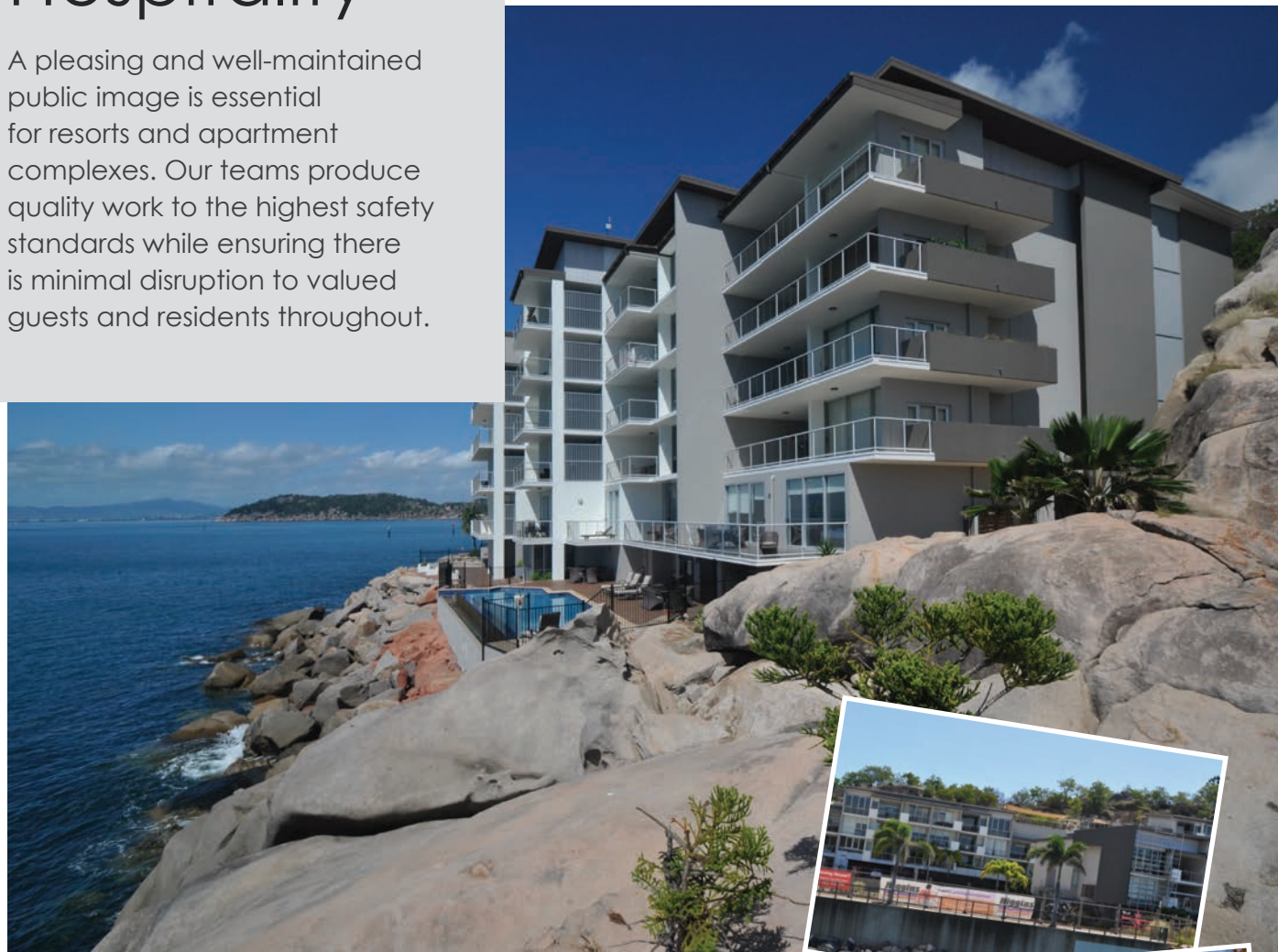
Tenants Delighted with Historic Arcade Revamp Station Arcade, Adelaide

Higgins was recently set the task of restoring this tired and run down, iconic Adelaide Arcade to its former glory. A main thoroughfare between 2 major city arterials and tenanted by a majority of food outlets, a clean fresh look was required to encourage the public to stop for a bite to eat. The brief from the owners was for a contemporary art deco feel, so we used our professional colour consultant to trial a few prototype areas with two contrasting colour options. The first utilised a rich burgundy band with little detail and the second was a classic, simple black and white design. Opinions were varied but the customer eventually decided that the black and white option would better complement the varied tenanted premises and their different corporate colours.

Site preparation formed the majority of the work with all surfaces requiring extensive cleaning to remove years of cooking oils and residue. We worked night shifts alongside electricians changing lighting and disused fittings to minimise disruption and reduce the timeline of the project. Within a 3-week period, Higgins restored and refreshed this historic arcade and the tenants couldn't be happier. There has been a noticeable upturn in business since, which has been largely attributed to the project.

Hospitality

A pleasing and well-maintained public image is essential for resorts and apartment complexes. Our teams produce quality work to the highest safety standards while ensuring there is minimal disruption to valued guests and residents throughout.



Island Travel All in a Day's Work

1 Bright Point, Magnetic Island

This highly visual resort situated by the water's edge on the beautiful Magnetic Island made for a very interesting project for our team. The locale is both a travel destination and a residential area with access via ferry and barge only.

Our painters travelled to & fro daily by ferry for the 6-month period of work and all materials including booms, vehicles and paint had to be transported via barge. The resort's waterside design meant more unusual access requirements with scaffolding needed around rocks and swimming pools to reach most areas.



On the River Apartments

Higgins recently completed a repaint on this resort in the heart of Maroochydore. The property was in need of a colour change and refresh to lift its appearance and we co-ordinated this project with a Project Manager selected by the Body Corporate. Abseil and scaffold were used to access external areas and internal painting was also done on the foyers with pleasing results.



Commercial Buildings

Higgins has built a respected reputation in the Commercial Buildings area based on our continued success in both one-off major projects and long-term maintenance solutions. Our team effectively deals with access, timeframe and design constraints to deliver impressive results.



Higgins Extends Successful Relationship Princes Wharf

The Princes Wharf in Auckland's "Party Central" precinct is another real success story for our local Higgins branch. We repainted the complex 8 years ago and since that time, our tailored maintenance model has performed well and ensured the wharf has always looked its best. This outcome has resulted in Higgins being engaged for another long-term contract, so we look forward to another 7 years of maintenance of the Wharf.

Our project for this year consisted of painting the exterior of 6 "Sheds" including the Hilton Hotel where we used scaffolding, boom lifts, scissor lifts and abseil access to carry out the works. Our Project Manager and site foreman (father and son team)

have been instrumental in effectively dealing with the various stakeholders and residents, handling the day-to-day questions, requests and feedback. The stakeholders are Dockland Holdings, Ports of Auckland, Colliers International, Wilson Car Parks, multiple retail and restaurant owners, and the 300 residents who own/rent apartments.

We have had wonderful feedback from the people at Princes Wharf – residents, managers and onlookers. A job of this size usually brings a few minor hitches, but all these challenges were overcome showcasing our 'Better Painting Management' in action. We look forward to our continued relationship with this vibrant and popular complex.



Out of all of Auckland's biggest buildings and sky scrapers, Quay West not only has the most painted surfaces on its exterior, but is also one of the most difficult to access as the roof top has a large, curved, pointed apex at its highest point. But this was just one of the more challenging aspects of this complex project.

The job was definitely a very different beast for the Auckland team during estimating and costing, as there were many unique considerations involved. The previous contractor's substandard specification led to their coating failing. This meant extra preparation would be essential on badly affected areas when we took over.

The project required us to co-ordinate and share swinging stage access with a sealant company who were responsible for resealing every single joint and abutment. We took responsibility for handling 260 apartment keys, signing them in and out and returning them to owners once their balcony painting was completed. We also had a tight timeframe to complete the work in as Auckland Transport were building an underground tunnel adjacent to the site, which would mean no access to the front of the building during the 18-month build.

The Quay West works showed our Auckland team delivering their best and the feedback has certainly been very gratifying.

Impressive Results on Challenging Project – Quay West

“ I have been working with Higgins for the past 8 months and have been nothing but impressed with their fantastic attitude. A difficult job is made easier with competent contractors and Higgins is certainly in this category. ”

Tony Lloyd
Jigsaw Management, Project Manager

Sport & Recreation

Maintaining Sport and Recreation facilities can involve particular processes depending on project requirements, environment and access. Our Auckland team continued their ongoing relationship with a leading golf course showcasing their expertise and professionalism once again.



Beautifully Maintained Club for Premier Golf Course

Remuera Golf Club

For the past 3 years, Higgins has looked after the painted surfaces at Auckland's most prestigious Golf Club in Remuera. We have carried out annual washing and section repainting of high traffic areas to keep the club looking good; and last year we also repainted the interior of the 19th hole, a task that involved many different trades in a tight timeframe.

This year we were asked to paint the timber balustrade on the walk bridge between holes 6 & 7, plus the ski-lift type pulley system that assists people to carry their golf bags up a steep part of the course. We look forward to continued works to enhance this picturesque course's popularity and reputation.



Building Services

Our Building Services division is an important part of the extensive services we can provide to our customers. We have the expertise to manage projects involving co-ordination of multiple trades from start to finish. A dedicated project manager ensures high quality and a smooth delivery of works throughout.



Effective Planning Brings Project Success

St Vincent's Care Services

St Vincent's Care Services is a leading provider of aged care and retirement services, offering quality residential, community and independent living in 11 facilities across Queensland, New South Wales and Victoria. Higgins completed a full refurbishment involving multiple trades for their aged care facility in the beautiful leafy suburb of Eltham.

The key to this project was a well-structured plan, the identification of potential risks and managing those risks to ensure a successful outcome. The complex's 60 apartments had already been in a state of disuse for some time and needed an enormous amount of work to achieve the high standards expected for an aged care facility. Our team stripped each back to a bare shell and refurbished all services, flooring, fittings, cabinetry and wet areas, managing the different contractors needed for the multiple trades.

We also implemented the Higgins Project Management Strategy so everyone knew their responsibilities for completing assigned tasks and a full-time Project Manager was also on site at all times to ensure that the works ran smoothly. The project was completed on schedule, with minimal disruption and achieved a high quality finish to our customer's satisfaction.

“ Higgins Coatings managed an extensive amount of work in a relatively short timeframe. The eight different trades working simultaneously on the worksite were well managed, and site disruption was never an issue. ”

St Vincent's Care Services



Retirement

Higgins has a wealth of experience in projects of all kinds within the retirement and aged care sector. We are known and respected for our considerate approach and effective communication, which delivers great results and resident satisfaction every time.



Lisle Villages

Working in retirement villages has its challenges, but when Higgins are involved these challenges become opportunities. We have just completed year 1 of a 3-year maintenance schedule, already transforming Lisle Villages from a tired looking village into a vibrant place for its residents to enjoy. We implemented subtle colour changes that have given the community a real lift and maintained communication with residents and management throughout to minimise disruption.



Considerate Approach Brings Quality Results Maygrove Retirement Village

Maygrove Village is a well-established and respected retirement care facility in Orewa, Auckland. Our team was engaged to carry out an initial stage of work on one of their unit wings to refresh and enhance it with a new colour scheme.

The project was a great success and the residents were especially happy with the care and compassion shown by the painters and management team. The Project Manager and onsite Property Manager were in regular communication with residents to keep them well informed of the scope of the work and progress throughout. We were delighted with the feedback from the residents and staff, and have since been asked to partake in further works within the Village.



Higgins Strengthens Relationship with Leading Provider Bupa



Higgins has continued to strengthen our relationship with Bupa Retirement Villages across the North Island with both the Tauranga and Auckland branches successfully delivering numerous projects in the first half of this year.

Good planning and clear communication are essential in the Retirement sector to ensure projects are completed with minimal disruption to village staff and residents.

We look forward to delivering more successful ventures as we continue to grow our relationship with Bupa throughout 2016 & beyond.



RSL Care



Our Higgins team recently completed work on the RSL Care independent living units located on the waterfront in Bolton Point on Lake Macquarie. The property not only had a dated colour scheme, but the coating had also started to deteriorate due to its proximity to the water.

We put together a tailored solution to meet the company's needs – repainting the exteriors in colours that would modernise the complex to keep up with competitive demand and applying a sound coating to all painted surfaces to protect this valuable asset.

The RSL Care group was aiming at a standardised colour pallet throughout their sites. Our team completed samples of two colour schemes and residents voted to select their preference. The end result is a clean, fresh and modern looking village in a scheme that suits its waterfront location.



Strata Management

The Strata Management sector is highly competitive, but our Higgins teams are continually engaged in projects from one-off repaints to ongoing maintenance solutions due to our reputation for quality, safety and the ability to meet access and scheduling challenges.

Word of Mouth Wins Neighbouring Job Allegro Apartments



Higgins Perth was awarded the repainting of Allegro Apartments, a 16 Storey apartment building located on the Burswood Peninsula. The project used swing stage scaffold access and was delivered to the highest standard with minimal fuss and disruption to residents.

Our team also managed the render repairs required prior to painting to ensure seamless progress and an unmatched quality of finish. The owners were so impressed with Higgins' performance that they told their neighbours. As a result, we have now been engaged to paint the neighbouring Axis Apartments, which are due for completion this September.



No. 1 The Strand

Situated on the water's edge at the iconic Strand, our Townsville branch was contracted for the repaint of No. 1 The Strand. Completing this project has added another highly visible and prestigious residential apartment complex to our suite of projects.

Azure Apartments



Higgins has a maintenance contract with Azure Apartments, a large gated community made up of both townhouses and apartments. Our team is currently on site carrying out the external repaint, which was scheduled for year 4 of the maintenance contract to keep the property looking fresh and in good repair.



Iconic Historical Conversion Impresses Colgate Palmolive Building

Higgins recently secured an exciting new 5-year maintenance schedule for this unique residential complex situated next to the water at Mort Bay in Sydney's Balmain. The Colgate Palmolive site consists of 109 apartments and 10 townhouses across 4 separate buildings (two 4-storey apartment buildings, a block of terrace type apartments, and a car parking building). The two main buildings were originally the Colgate Palmolive soap and detergents factory – a piece of history living on with a conversion into apartments.

The project scope involves exterior painting in year 1, which is soon to be completed, and interior painting of common areas in year 3. We are also

carrying out various remedial works projects in addition to the painting schedule. The majority of the painting has involved swinging stages, with access to balconies via fixed scaffold and a boom lift (cherry picker) being used for necessary replacement of mesh screens.

This is a major job, which has not been without its challenges, but these have been met along the way by our experienced and adaptable team. The harbour-side location is regularly used by residents and public for jogging and dog walking, so warning signage and cordoned off work areas were used to ensure the public's safety. We also carried out exterior works in a timely

manner so as to limit inconvenience to residents wanting to enjoy use of their balconies. The site is frequently windy, which can also make swing stage access a challenge as the wind can push it back and forth.

The paint specification was prepared by Wattyl, utilising the Granoimpact coating system. No information on the building's existing colour scheme was available, so Wattyl undertook a colour match and it was so close to the original 6 colours that long-term residents were amazed by the exact results.



Coastal Beauties our Speciality

Malibu Apartments

We have a wealth of experience in carrying out high-rise repaints like this recent project in Main Beach on the Sunshine Coast. Concrete repairs and remedial works needed to be completed before a colour change was applied to rejuvenate this desirably situated property. Swing stage scaffold with handrails plus abseil access was used to efficiently complete the job on time with great results.

Providence Apartments

Higgins recently carried out another external repainting project on an enviable coastal apartment complex – the Providence Apartments at Kings Beach in Caloundra. Abseil and mechanical boom were used to complete the works to our usual high standards.



210 Hobson St

The owners and building managers of this 8 level strata residence wanted to not only tidy up the property, but also breathe new life into it with a new colour scheme. The works involved a full repaint of interior common areas, car park surfaces and the exterior with Resene specifying the many substrates and also providing colour consultations and renders.

Once the customer approved a colour scheme, our Auckland branch utilised 3 teams to carry out works with as little disruption to residents as possible: abseilers for the exterior, a team to repaint the interior common areas at night, and another team to paint the car park surfaces. A fantastic end result was achieved, which the owners will be able to enjoy for many years.





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