



Osmose®

Preservation Technology at Work

New Zealand
COMPANY PROFILE



Osmose®

Preservation Technology at Work

Osmose has been a producer of timber preservatives since 1934 and is now the world's leading manufacturer and supplier of timber preservative systems - dedicated and committed to the preservation of timber around the globe.

With operations world wide, including Australia and New Zealand, Osmose is recognised as the premier supplier of preservation technology, state-of-the-art engineering and customised marketing services.

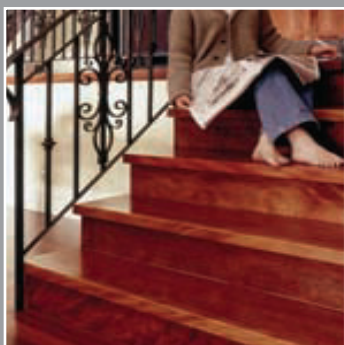
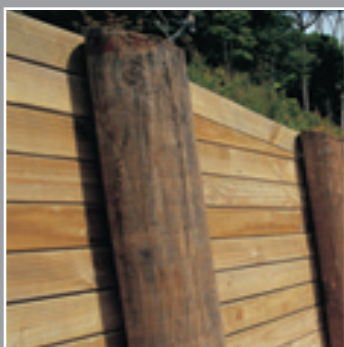
We have built our business on providing the very best "total" solutions to "local" business, by focusing on four fundamentals...

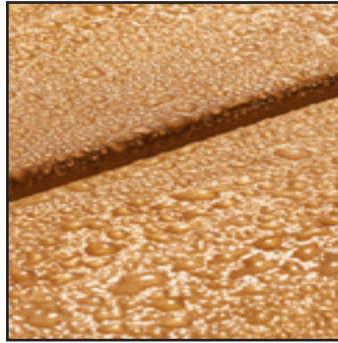
INNOVATION

VISION

FOCUS

COMMITMENT





INNOVATION

New preservatives, process automation, practical customised marketing support plus the highest level of customer service and technical support available.

Our ability to supply innovative, economic and practical solutions to processing and preservation issues is something we believe separates Osmose from other preservative suppliers.

Osmose has been a leader in the development and commercialisation of many of the significant advances made in these areas, and will continue to invest strongly in our future and the future of this industry.

VISION

Market research and strategic planning, coupled with forming strong relationships with our customers have proven to be fundamental in our ability to develop timely products, processes and services.

FOCUS

Our growth is directly related to the continued success our customers and business partners enjoy, so it shouldn't come as any surprise that we focus our resources on developing preservation systems and associated technologies that are designed to help our customers offer the best products and build the most efficient treatment facilities we can.

COMMITMENT

Our company is based on the development and supply of preservation technology and products, we don't compete with our clients at any level which allows us to provide a completely unbiased service - you can't be more committed to the industry and your clients than 100%!





Customer Support

We place a very high value on customer support and technical service.

The Osmose field staff have regular contact with our direct customer base to provide essential services such as operator training, process optimisation and to look for any opportunities that will increase performance and decrease cost, site by site. Our staff are also able to assist you to work with government departments including environmental and regulatory bodies.

Further to this we have dedicated Customer-Service personnel, based centrally to our key dispatch locations to coordinate all orders, deliveries and general enquiries.

Training Packages

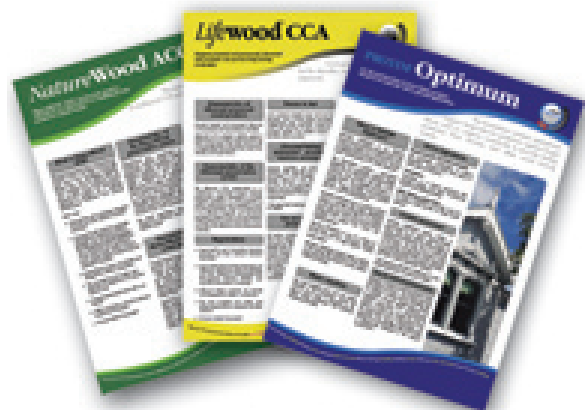
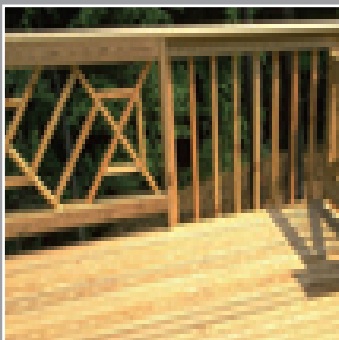
Osmose offers a variety of training packages from practical workshops for treatment plant operators and managers, to easy sales and marketing presentations to assist your front line sales and marketing people and customers.

Marketing Support

Our philosophy is simple; we'll do whatever we can to help your business be successful.

We offer many support functions from educational packages, to market research, business development opportunities, public relations and industry support.

Our plan is to listen, be flexible and assist where we can. As a valued client, we will respect your branding strategy and market position, or if desired we can help you develop one.





Research and Development

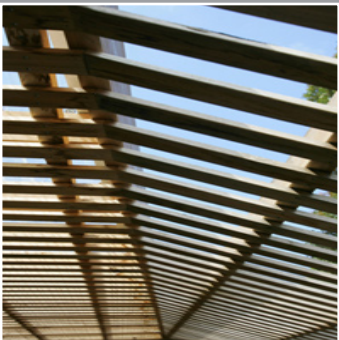
Locally, we have two R&D facilities based in Brisbane (Australia) and Auckland (NZ). These facilities are designed specifically to develop and trial new timber preservation technologies and to provide in-house quality assurance support for the production of our products.

Engineering

From designing a new high or low pressure treatment plant, to upgrading or automating an existing facility, we are without doubt the world leaders in plant design.

Working with experienced industry partners, we project manage new plants and upgrades, providing the design brief, managing the relationship between the manufacturing engineers and our clients, and we help to commission the new facilities to ensure they meet our design requirements.

Osmose leads the industry in terms of design and automation. Through our parent company we have the largest in-house engineering department within the industry and commit significant resources to developing the fastest, most efficient and highly automated treatment facilities in the world. Many of our Southern Hemisphere customers are now enjoying the benefits of incorporating some of these technologies in their own facilities.





Market Growth and Development

The timber treatment industry is well established, with timber being one of the main building products of choice. We see the challenge as developing new markets for treated timber as well as maintaining and expanding upon the success already achieved.

To ensure we achieve our goals we have dedicated product and market development professionals focusing on opportunities that will benefit our clients.

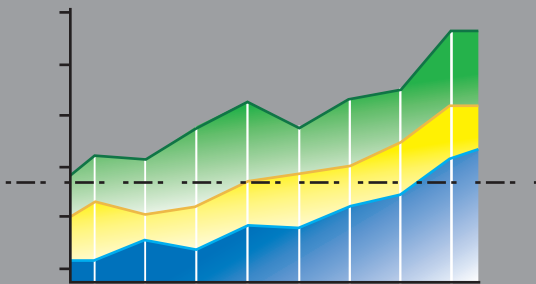
Quality Growth and Development

Never forgetting that the manufacture and distribution of our products is at the heart of our business, we put considerable resources into the operations side of our business, with highly qualified and competent staff.

We employ world standards for our manufacturing operations and have an extremely efficient and reliable distribution network. We currently have five major manufacturing facilities based in Auckland (NI), Christchurch (SI), Mount Gambier (SA), Geelong (Vic) and Brisbane (Qld).

Guarantees

"Osmose offers and backs a variety of limited guarantees. By providing customers maximum confidence for the use of properly treated timber products in a large range of applications. From inside ... to outside ... from in ground ... to above ... we cover them all!"



Preservative Systems



Additives



Antisapstains



Engineering



*For further information see separate limited guarantee documents.
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