



# Customer Profile

## DuluxGroup

### Customer

DuluxGroup

### Term

2004 - 2021

### Value

\$1.2m p.a.

### Location

Clayton, VIC

## Facilities Management and Maintenance

DuluxGroup is a world class consumer products manufacturer that engages with industries including manufacturing, marketing, selling and distribution of paints, coatings, adhesives, automotive paints, garden care and other building projects.

DuluxGroup also owns Parchem, B&D Doors, Lincoln Sentry, Automotive Technology, British Paints, Berger, Selleys, Cabots and Dulux Powders.

The DuluxGroup Site is the main Australian head office for Dulux and their affiliated companies.

### Contract history

The original contract was awarded to Tungsten FM in 2004, with Programmed acquiring Tungsten FM in 2008. Programmed's reliability and performance resulted in a contract extension being awarded in 2018.

The FM services performed under the current contract includes: HCAV, electrical, mechanical, plumbing and gas, fume cupboards, grounds, pest control, and sanitation services. The team also assist with daily operational checks of specialised equipment and assists in some production of products used for testing in the Innovation Centre.

### Building portfolio

**Head Office:** Dulux' corporate headquarters has over 700 employees, and is the site for the Programmed team and Help Desk

**Innovation Centre:** Used by the Dulux Research and Development team and runs 24/7/365 due to year-round testing.

**Barncastle:** A warehouse built for WW2 operations and moved from Moorabbin Airport in the 1950s, used for storage.

## Services

---

The scope of services being provided by Programmed includes:

- ▶ HVAC
- ▶ Fume Cupboards
- ▶ Electrical
- ▶ Mechanical
- ▶ Plumbing and Gas
- ▶ Cleaning and Waste Management
- ▶ Pest Control
- ▶ Grounds and Building Maintenance
- ▶ Help Desk Services and Mail Room
- ▶ Roofing and Gutters
- ▶ Stores Management
- ▶ Fire Services and Systems
- ▶ Maintenance
- ▶ Utilities Services

## Recent projects

---

Programmed prides ourselves on adding value to contracts and has managed to achieve benefits to DuluxGroup by optimising management synergistic benefits across existing DuluxGroup/Programmed relationships.

These benefits have included:

- ▶ Management and service delivery cost reduction
- ▶ Standardisation of approach to customer service and quality, ease of transfer of
- ▶ knowledge in adopting DuluxGroup's policies and procedures
- ▶ Assistance in the integration of DuluxGroup's business in terms of business
- ▶ support service functions
- ▶ Updating and streamlining management reporting.

## Value add

---

Through understanding Dulux's needs and allocating the skills to engineer solutions for specialist plant and equipment Programmed has been able to deliver:

- ▶ Over \$200k savings for equipment and components that would have had to have been imported
- ▶ Fume cupboard repairs of specialised equipment that resulted in an agreed cost saving of \$65k
- ▶ Energy efficiencies achieved through a number of initiatives including Building Management System optimisation and mechanical equipment upgrades
- ▶ Installed drainage and irrigation within the testing area to reduce safety concerns and increase the life expectancy of Accelerated Weather Testing machines
- ▶ An 8% reduction in costs was achieved through employing Programmed's procurement.