

# DULUXGROUP SUSTAINABILITY REPORT

2020



*imagine*  
a better place





We believe that a robust corporate sustainability framework, practice and culture translates to a strong company that delivers for all its stakeholders over the long term.

At DuluxGroup, our core purpose to **Imagine a Better Place** anchors our approach to sustainability.

**We help our consumers to imagine and create better places and spaces in which to live and work. We do this by manufacturing and marketing a wide range of products that enhance, protect and maintain those places and spaces. We recognise that doing business in a responsible and sustainable way is critical for us to earn and maintain the respect and trust of all stakeholders including our consumers, customers and communities, and our employees.**

## 2020 YEAR IN REVIEW

During 2020, we have made good progress towards our continued sustainability improvement, and we have much more to achieve. We completed a new assessment of our material sustainability impacts during the year, which is outlined on page 7. Based on this assessment we have revised our sustainability strategy and commenced development of ambitious, long-term targets and actions plans for our most material impacts – sustainable products, carbon and energy, resources and waste. This will be our primary focus in coming years and will enable our transition to a low carbon, more circular future.

Alongside our sustainability goals, much of our focus during 2020 has been on supporting our employees and communities - including our suppliers, customers and consumers – through the many challenges presented by the COVID-19 pandemic in all of our geographic markets and the impact of the bushfires and floods which ravaged the east coast of Australia in the earlier part of the year.

During the year, we welcomed more than 500 new employees to DuluxGroup, including new members of our Graduate Program. We also celebrated significant milestones, including people marking their 40 and 45-year anniversaries with DuluxGroup. Our primary focus during the year was keeping our people and communities safe throughout the unprecedented COVID-19 pandemic, while keeping our businesses running and our employees fully employed.

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# ABOUT DULUXGROUP

## ABOUT DULUXGROUP



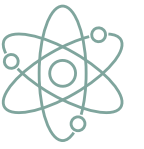
**DuluxGroup's origins go back to 1918, when the foundations of the existing business were established in Sydney, Australia. It has evolved from its original heritage as Dulux paints and coatings in Australia and New Zealand. Today, DuluxGroup is a leading marketer and manufacturer of premium branded products that enhance, protect and maintain the places and spaces in which people live and work. It is home to a portfolio of iconic brands including Dulux, Selleys, Cabot's, Yates and B&D.**

In late 2019, DuluxGroup became part of Nippon Paint Group, the world's fourth largest paint company and the largest in the Asia Pacific. It has more than 30,000 employees globally.

In addition to growing its market leading businesses in Australia and New Zealand, DuluxGroup is leading Nippon Paint Group's decorative paints growth into western markets, including Europe and the UK, where DuluxGroup already has premium branded decorative paints businesses.



# OUR CORE PURPOSE



DuluxGroup is a leading marketer and manufacturer of premium branded products that enhance, protect and maintain the places and spaces in which people live and work.

*imagine*  
A BETTER PLACE



# SUSTAINABILITY APPROACH



## VISION

Our sustainability approach aligns strongly with our business core purpose to help our customers and consumers 'Imagine a better place'. Within the organisation we articulate this through our safety and sustainability vision of 'A future without harm' and a supporting policy statement that outlines our commitment to continually work on understanding our business impacts and deliver ongoing improvement. This includes a foundation of transparent, meaningful relationships with all our stakeholders to meet or exceed their expectations and to work together in addressing common sustainability challenges.

## MATERIALITY

Our strategic approach for sustainability since 2017 has focused on broadening our approach to identify, measure, and drive continuous improvement in the material sustainability impacts across our business value chain. During 2020 we formally documented our sustainability materiality assessment based on insights and input from engagement with key internal and external stakeholders. This assessment, approved by our Group Executive, is shown in the following matrix with the most material sustainability impacts highlighted in blue.

### SUSTAINABILITY MATERIALITY ASSESSMENT

Influence on stakeholder assessments & decisions about DuluxGroup sustainability	extremely high		Product Stewardship Chemicals of Concern Sourcing	Sustainable Products Carbon and Energy Resources and Waste
	very high	Governance Human Rights	Water Emissions Integrity	Plant and People Safety Consumer and Customer Satisfaction
	high	Community Taxes	Data	Innovation People and Culture
		<i>high</i>	<i>very high</i>	<i>extremely high</i>
<b>Significance of DuluxGroup impacts on sustainability</b>				

Based on this assessment we reviewed our sustainability strategic approach in 2020, particularly in relation to proposed use of ambitious, long-term targets for the most material impacts, to ensure we work on what really matters and make a meaningful difference in the outcomes achieved. Work has commenced on development of these ambitious targets and action plans for the most material impacts and will be finalised during 2021.

By focusing on the most material sustainability impacts across our business value chain we aim to ensure that, in partnership with all our stakeholders, we fulfill our role in contributing to the UN Sustainable Development Goals (SDGs) and addressing global sustainability challenges. Based on our sustainability materiality assessment, we have identified the goals where we can have most impact as including:



## GOVERNANCE

Ensuring we deliver on our sustainability ambition is driven by a governance structure that enables successful progress through our people. The DuluxGroup Executive team meets at least three times per year as the Safety & Sustainability (S&S) Council to complete in-depth reviews of our current ambition, plans, priorities, and progress. This is supported by the ongoing capability development of our people, including all our leaders, who complete two separate programs focused on S&S management and S&S leadership respectively. Finally, successful delivery on our ambition is embedded in the short-term incentives of all leaders, as a combination of both lead inputs (e.g. action plan completion) and lag outcomes (e.g. safety performance, waste reduction) with rigorous oversight applied to reported achievements and awarding of any incentives.



# DULUXGROUP AT A GLANCE

ESTABLISHED IN **1918** IN SYDNEY AUSTRALIA

APPROXIMATELY **\$2 BILLION** IN ANNUAL REVENUE

APPROXIMATELY **4,000** EMPLOYEES

~ **95%** OF REVENUE IN AUSTRALIA, NEW ZEALAND AND PAPUA NEW GUINEA

**24** MANUFACTURING SITES

PART OF THE WORLD'S **FOURTH LARGEST** (AND ASIA PACIFIC'S LARGEST) **PAINT COMPANY**

## OUR BUSINESSES



### DULUX PAINTS & COATINGS ANZ

Decorative, powder, protective, woodcare and industrial paints & coatings and construction chemicals



\* Licensed Brand

### DGL INTERNATIONAL

DuluxGroup's offshore business, focussed on paints and Selleys, is building its presence, predominantly in the UK and Europe. It includes the Craig & Rose paints business in the UK, a well established brand dating back to 1829, Selleys in the UK, and the Maison Deco paints business in France.



### SELLEYS

Selleys was established in Sydney in 1939 with a focus on invention and creativity. That legacy has endured, and today Selleys is a leading choice for Australian and New Zealand consumers and tradespeople when it comes to household adhesives, sealants, fillers and paint preparation products. Selleys is growing its presence in Asian markets through its partnership with Nippon Paints.



### YATES

Yates is synonymous with 'home gardening' in Australia and New Zealand. With origins dating back to 1883, today Yates is a leading marketer and manufacturer of fertilisers, potting mix, pest & disease control, lawn care, seeds, pots and organic gardening products.



### B&D GROUP

B&D was founded in Sydney in 1946. Today, B&D Group is a leading manufacturer and marketer of garage doors and automatic openers for the Australian and New Zealand residential, commercial and industrial markets. The B&D Roll-A-Door was originally launched in 1956 and has been named as one of Australia's most successful inventions.



### LINCOLN SENTRY

The Lincoln Sentry cabinet and architectural hardware distribution business was established in Brisbane in 1986. Since then, it has evolved to become one of Australia's leading distributors of premium quality hardware and components to the cabinet making, window, door and glazing industries.



\* Distributed brand

DuluxGroup Limited owns the Dulux trade mark in Australia, New Zealand, Papua New Guinea, Samoa and Fiji only, and the Cabot's trade mark in Australia, New Zealand, Papua New Guinea and Fiji only. DuluxGroup is not associated with, and has no connection to, the owners of the Dulux and Cabot's trade marks in any other countries, nor does it sell Dulux and Cabot's products in any other countries.



~ 4,000 employees  
 24 manufacturing Sites  
 21 Distribution Centres  
 ~120 Company Owned Stores

**DALIAN**  
 ATA Electronic Openers

**MARSEILLE**  
 Maison Deco,  
 Decorative Paints

**EDINBURGH**  
 Craig & Rose  
 Decorative Paints

**PAPUA NEW GUINEA**  
 Dulux Coatings

**ROCKLEA**  
 Dulux Decorative Paints

**CLONTARF**  
 B&D Garage Doors

**ACACIA RIDGE**  
 Lincoln Sentry

**WYEE**  
 Yates Garden Care

**WYONG**  
 Parchem Construction Products

**REVESBY**  
 B&D Garage Doors

**PADSTOW**  
 Selleys

**MT DRUITT**  
 Yates Garden Care

**MARSDEN PARK**  
 DuluxGroup DC

**MALAGA**  
 B&D Garage Doors

**MADDINGTON**  
 DuluxGroup DC

**BEVERLEY**  
 Dulux Texture Coatings

**DANDENONG (3 SITES)**  
 Cabot's Wood Coatings  
 Dulux Powder Coatings  
 Dulux Protective Coatings

**KILSYTH**  
 B&D Garage Doors

**MERRIFIELD**  
 Dulux Decorative Paints

**AUCKLAND**  
 Dulux Powder Coatings  
 Yates Garden Care  
 B&D Garage Doors

**WELLINGTON**  
 Dulux Decorative Paints

**CHRISTCHURCH**  
 B&D Garage Doors





# OUR PRODUCTS

## SUSTAINABLE PRODUCTS AND PACKAGING

Enhancing the sustainability impacts of our products and packaging has been a key focus for many years via our product stewardship process. This comprises an annual product risk assessment and planning process to identify continuous improvement opportunities in areas such as customer and consumer insights, consumer safety, product misuse, post-consumer waste, raw material impacts, life cycle assessment, packaging and labelling, and distribution. The stewardship process is complemented by other specific improvement processes for packaging, chemicals of concern, and sourcing.

Over the last two years we have focused on development of key performance metrics including total carbon footprint, packaging intensity, consumption of high concern chemicals, and sourcing risk management. This has enabled us to better understand the life cycle impacts of our products, identify the right improvement priorities, and assess the sustainability impacts of our actions. More recently we have also commenced piloting of Portfolio Sustainability Assessments (PSA), a process that provides a deep understanding of product portfolio sustainability. This includes identification of high performer and premium sustainable products, which have improved impacts compared with current mainstream alternatives. We plan to further implement this process over the coming year to support our businesses in the identification of innovation opportunities to develop and grow sales of sustainable products.



# OUR PRODUCTS

### 2020 PRIORITIES

#### Sustainable Products & Packaging

- Implemented actions identified in business 2020 stewardship improvement plans and completed annual assessments and plans for 2021.
- Continued pilot application of Portfolio Sustainability Assessments (PSA) across select businesses to identify high performer and premium sustainable products.
- Increased business application of life cycle assessments (LCA) using a newly implemented software tool to evaluate product and packaging design decisions.
- Implemented sustainable packaging guideline checklists for business use when developing new packaging specifications.
- Developed annual consolidated DuluxGroup report and action plan for the Australian Packaging Covenant and implemented actions.



## 2020 PERFORMANCE

• **Sustainable Products:** Our businesses continued to develop and launch products with improved sustainability features and impacts, with examples including:

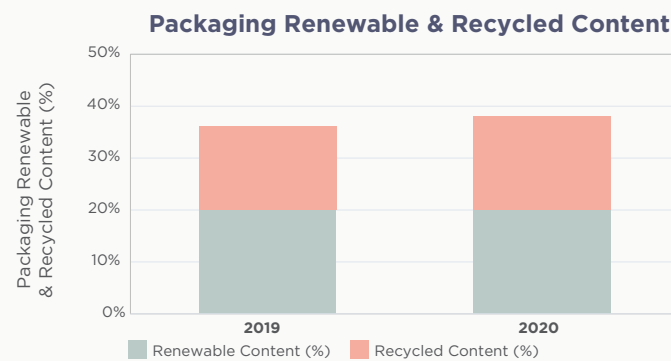
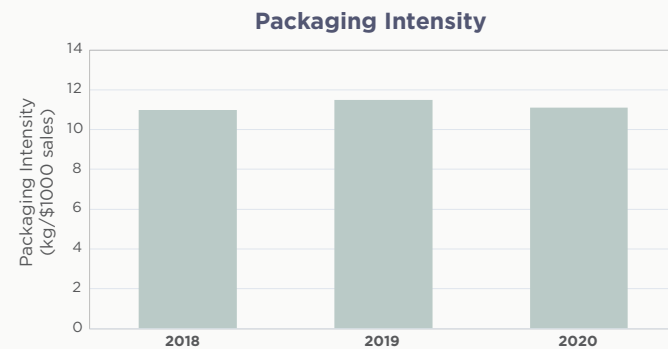
- Dulux Industrial launched Customcoat water-based primers for exterior and interior building substrates, and Velocity UV sealers for fibreboard and cement sheets, as alternatives to traditional solvent-based alternatives.
- Yates launched Snail and Slug Bait based on a chelated iron complex, providing a safer alternative for users and domestic animals compared with traditional products using metaldehyde and methiocarb.

61 annual product stewardship assessments and 70 product stewardship improvement actions were also completed across the group.

• **Packaging:** Our businesses continued to implement packaging improvement initiatives, with examples including:

- Dulux Australia worked with Paintback, the joint industry recovery scheme for leftover paint and packaging, to conduct trials of 15L plastic packaging with 30% recyclate collected via the scheme.
- Parchem upgraded packaging facilities at the Wyong manufacturing plant that reduced plastic use in bagged products by 17%.
- B&D Group implemented new recycled packaging with water-based printing inks for door openers, resulting in up to 43% reduction in virgin material consumption.

Our total packaging intensity across the group decreased to 11.1 kg per \$1000 of sales, while the recycled content of our packaging increased to 18%. These improvements have been driven by packaging light-weighting and recycled content initiatives, together with the continued transition from tinplate to plastic packaging for paints and coatings products.



• **Post-Consumer Waste:** Dulux and B&D continued their circularity improvement journeys, with significant quantities of post-consumer waste recovered through ongoing participation in take-back schemes. This included:

- Dulux Australia continued to be an active, founding member of Paintback, a joint industry recovery scheme for leftover paint and packaging established in 2016. During the 2019/20 year a record high 8.1 million kilograms was collected, an increase of 29% on the prior year, and the number of permanent collection points increased to 160.
- Dulux New Zealand continued their Paint Take-Back recovery program which first commenced in 2009, collecting waste paint and packaging returned via Dulux Trade Centres and selected Guthrie Bowron stores. Recycled plastic from the take-back program is currently incorporated into new 10L and 15L plastic pails at a level of 10%, with plans to increase to 20%.
- B&D continued their long-established recovery program for end-of-life steel roller doors during replacement installations. More than 100,000 used doors were returned to B&D factories and B&D's dealer network across Australia and New Zealand during 2020, for recovery via scrap metal recyclers.

• **Incidents:** No serious (Category 3+) product or distribution incidents occurred, compared with one serious distribution incident in 2019.

## CARBON

Taking action to reduce our contribution to climate change and to ensure we successfully adapt to a low-carbon future through management of climate-related risks and opportunities is a critical sustainability priority for the business. Scope 1 and 2 emissions comprise 3% of our total carbon footprint and good reduction progress has been made in recent years through energy efficiency initiatives. Consistent with our revised sustainability strategy, ambitious targets and action plans will be finalised in the coming year for Scope 1 and 2 greenhouse gas emissions reduction and increased renewable electricity consumption.

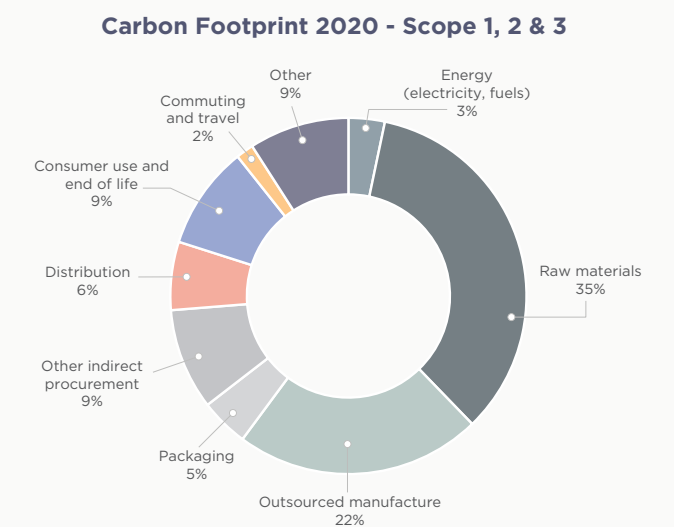
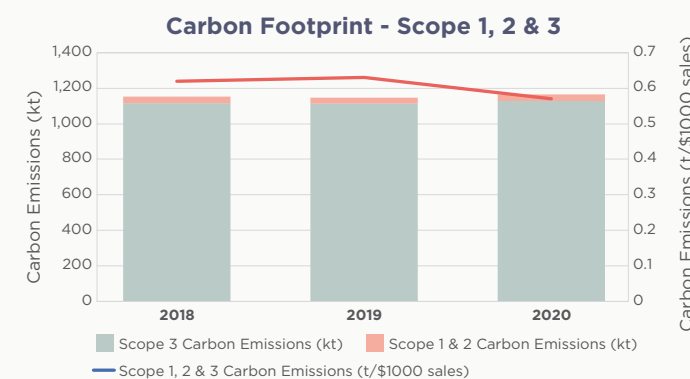
Scope 3 emissions comprise 97% of our total footprint, including over 70% from sourcing of raw materials and procured goods and services, and thus represents the key risks and opportunities in our low-carbon transition. We have been calculating our total carbon footprint annually for three years, with a focus on improving data accuracy and confidence, and will commence analysis of potential reduction opportunities and targets in the near future. We have also continued to assess and further develop our management of climate-related risks and opportunities in accordance with the Taskforce on Climate-related and Financial Disclosures (TCFD) framework.

### 2020 PRIORITIES

- Carbon**
- Commenced development of ambitious targets and action plans for Scope 1 and 2 emissions reduction and increased renewable electricity consumption.
  - Improved data capture and estimation for Scope 3 carbon footprint calculation and revised prior year results.

### 2020 PERFORMANCE

- **Carbon (Scope 1 & 2):** Our Scope 1 and 2 carbon emissions decreased 8% to 145 kilograms per tonne of production (kg/t), consistent with our energy consumption decreasing 9% to 0.96 gigajoules per tonne of production (GJ/t). An 11% reduction in Scope 1 and 2 emissions and 11% reduction in energy consumption has been achieved over the last three years. Further detail is provided in Our Operations section of this report.
- **Carbon (Total):** Our absolute total carbon footprint (Scope 1, 2 and 3) remained relatively steady at 1,166 kilotonnes (kt), a 2% increase on the prior year, while the footprint intensity decreased 9% to 0.57 tonnes (t) per \$1,000 of net sales. Scope 3 emissions were 1,128 kt. Improved data capture and calculation has provided greater confidence in the footprint calculation, including revisions for prior year estimates, and this has contributed to the intensity reduction in 2020, together with acquisitions and changes in product sales mix, formulations, and distribution.





**CLIMATE RELATED DISCLOSURES (TCFD)**

**2020 STATUS**

<b>Governance</b>	<ul style="list-style-type: none"> <li>Our Group Executive Safety and Sustainability Council regularly review our strategies, objectives, and performance. In 2020 this included review of a new sustainability strategy, encompassing climate change.</li> </ul>
<b>Strategy</b>	<ul style="list-style-type: none"> <li>Climate change, sustainable products, and circularity (resources, waste) have been identified as the top three material impacts in the new sustainability strategy, with ambitious targets and action plans for each impact currently in development.</li> <li>Identification of risks and opportunities has been completed, with further work needed to evaluate under different climate-related scenarios. Potential climate risks include impacts on product performance, brand perception, markets, and supply chain, while potential opportunities include new product attributes and new markets.</li> </ul>
<b>Risk management</b>	<ul style="list-style-type: none"> <li>Our new product development (NPD) processes increasingly consider carbon impacts via life cycle assessment in design decisions (e.g. packaging). This will increase as targets for sustainable products and packaging are developed and implemented.</li> <li>Business continuity plans are in place and regularly reviewed to manage critical supply continuity risks.</li> </ul>
<b>Metrics and targets</b>	<ul style="list-style-type: none"> <li>Metrics are established and progress is tracked regularly for carbon and energy. Proposed targets are currently in the final stages of development.</li> </ul>

**CHEMICALS OF CONCERN**



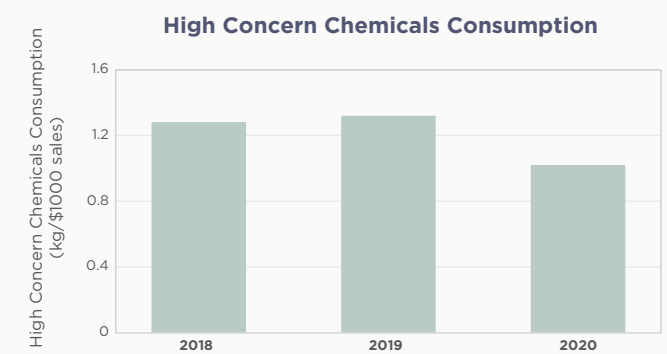
Managing the risks associated with hazardous chemicals used in formulation of our products, especially those with potential for long term health or environmental effects ('chemicals of concern'), is an important priority. Given the constant evolution of scientific knowledge, regulations, and community concerns for many chemicals, in 2017 we introduced a new group standard and risk management process to ensure consistency across all businesses and build on our historic product stewardship focus in this area. Our group standard identifies prohibited, high concern, and moderate concern chemicals (based on toxicological and/or regulatory classifications) and requires development of risk management plans for any high concern chemicals. This includes chemicals present in minor or trace quantities. The plans are designed to ensure that if any current or future risks exist, they are being identified and managed to acceptable levels via improvement actions to eliminate or reduce the risks (e.g. changes to formulations, packaging, labelling, sourcing, marketing).

**2020 PRIORITIES**

- Chemicals of Concern**
- Continued development of new risk management plans for high concern chemicals and implementation of improvement actions from existing plans.
  - Continued a rigorous monitoring process to stay abreast of any global emerging regulatory or social concerns for chemicals of concern.

**2020 PERFORMANCE**

- 26 new risk management plans were developed and 23 improvement actions from existing plans were implemented across our businesses, including reformulation to remove high concern chemicals. This can often be a multi-year improvement journey before successful product launch and examples finalised during the year included:
  - Porter's reformulated Eggshell Acrylic paint to a very low VOC formulation and obtained Global GreenTag GreenRate Level A certification, the highest level available for local green building standards.
  - Selleys completed their multi-year program of removing APE (alkylphenol ethoxylate) surfactants from a range of formulations, while also launching Poly Paint Stripper which is free of methylene chloride, a traditional component used in such products.
  - Our group consumption of high concern chemicals decreased 23% on the prior year to 1.02 kg per \$1,000 net sales. This significant decrease was driven by significant progress in launching reformulated products, especially across the Parchem, Porter's and Selleys businesses.





# SOURCING



We are committed to sourcing raw materials, products and services in an ethical and responsible manner, and to ensuring any associated risks are actively identified and managed. Our Sustainable Procurement Policy and Standard aims to ensure that environmental, health and safety, labour conditions and human rights considerations, including modern slavery, are embedded in procurement processes. Our goal is to only work with suppliers that are honest, transparent and committed to continuous improvement. We do not accept non-conformance with our requirements related to fraud, bribery and corruption, child labour, forced/bonded labour and illegal labour.

Formal supplier evaluations against the requirements of our policy and standard commenced with key outsourced manufacturers in 2016 and with other significant suppliers in 2018. These assessments involve supplier completion of questionnaires and provision of supporting evidence, followed by review by our procurement and safety and sustainability specialists. These reviews identify the need for any further evidence or verification via site visits, the priority of any required improvements, and ultimately an approval rating. Any suppliers unwilling to address significant priority improvements within a reasonable timeframe are prohibited from supply.

Our separate modern slavery risk assessment, management, and reporting process encompasses the relevant aspects of sourcing risk management, together with risk management for our people and operations. This is published in our separate Modern Slavery Statement.



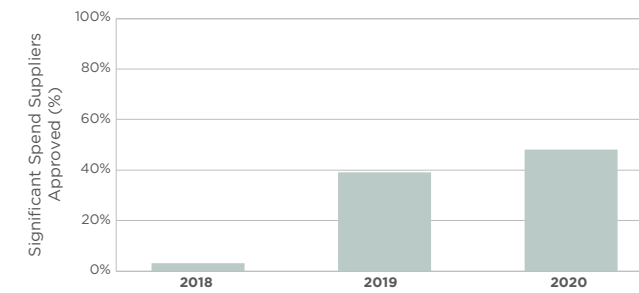
## 2020 PRIORITIES

- Sourcing**
- Continued assessment of significant spend suppliers, including outsourced manufacturers, applicators, and installers (>AUD10k p.a. spend) and other significant spend suppliers (>AUD100k p.a. spend).
  - Continued to work with any conditionally approved suppliers to address identified agreed improvement actions.
  - Completed a modern slavery risk assessment and published an annual modern slavery statement, including planned improvement actions.

## 2020 PERFORMANCE

- Completed 74 new assessments and addressed outstanding priority improvements from prior years. 15 new priority improvement actions were identified, with the majority associated with ensuring suppliers have established and implemented modern slavery management controls for their operations and supply chain.
- 48% of significant spend suppliers have been assessed and formally approved to date, up from 39% in 2019. To date, one contract manufacturer has been prohibited and is no longer used for supply.

Sourcing Risk Management



# OUR OPERATIONS



## OUR OPERATIONS



### SAFETY DISASTER PREVENTION

Prevention of disasters such as a major fire or explosion from manufacturing process safety risks (flammable solvents, combustible dusts) and handling of dangerous goods remains our first safety priority, to ensure protection of our assets, supply continuity, and people. More than 36 years has elapsed since our last major incident (fire) involving process safety risks, however we know that continuous focus is required due to the regular occurrence of such high consequence events in similar industries around the world.

The key improvement activity in this area remains our periodic hazard study process, which involves deep hazard analysis

every five years at factories with process safety risks to ensure that effective critical risk controls are implemented. This is supported by specialist reviews every six months using a process safety lead indicator scorecard, plus annual reviews against our prevention protocols (solvents, dusts) that specify our minimum, generic risk controls. In recent years we have also focused on identification of best practice improvements, including an external specialist review of our process safety management framework in 2016 and specialist safety culture surveys, including process safety dimensions, at priority sites in 2018 and 2019.

#### 2020 PRIORITIES

##### Process safety & dangerous goods

- Implemented improvement actions from periodic hazard studies completed at sites in prior years.
- Completed solvent and dust prevention protocol and lead indicator scorecard reviews at each site.
- Commenced a best practice critical controls development and review pilot at Dulux Rocklea.
- Continued gap analyses against a revised dangerous goods protocol and implemented improvement actions.

#### 2020 PERFORMANCE

- **Process safety:** Serious near misses (Category 3) involving flammable solvents and combustible dusts decreased to a record low level with only two incidents, while there were no major near misses (Category 4) for the fourth consecutive year.
- **Dangerous goods:** No serious near misses or incidents (Category 3 or 4) involving storage and handling of dangerous goods occurred, consistent with the prior two years.



# ENERGY AND CARBON

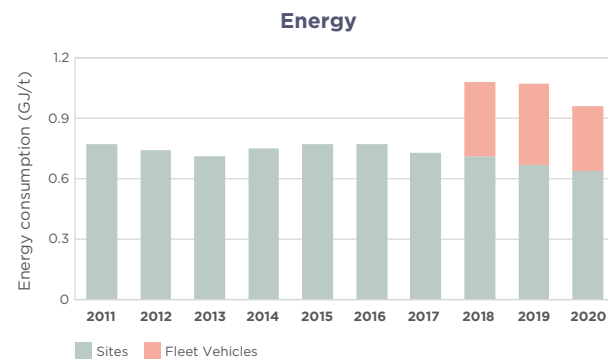
We continued to make good progress during 2020 in reducing our energy consumption and greenhouse gas emissions (Scope 1 and 2) for the third consecutive year to our lowest levels on record. This ongoing reduction has been achieved through prior year actions, including construction and commissioning of the highly efficient Dulux Merrifield factory, LED lighting upgrades across our large network of Dulux Trade Centres, Lincoln Sentry branches, and distribution centres, and increasing adoption of more efficient (LPG fuelled) vehicles across our large fleet. Reduced fleet vehicle usage due to COVID restrictions also contributed to reduction during the year. Consistent with our revised sustainability strategy, ambitious targets and action plans for energy and carbon will be finalised in the coming year.

## 2020 PRIORITIES

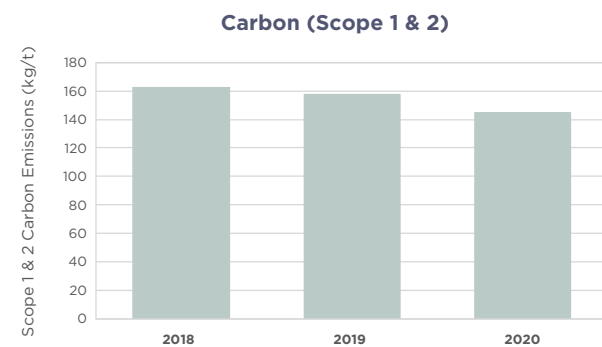
- Energy and carbon**
- Commenced development of ambitious targets and action plans for Scope 1 and 2 greenhouse gas emissions reduction and increased renewable electricity consumption.

## 2020 PERFORMANCE

- Energy:** Our energy consumption decreased 10% to 0.92 gigajoules per tonne of production (GJ/t), which included the best performance on record for our operating sites at 0.64 GJ/t. A 17% reduction in site energy consumption has been achieved over the last five years, while fleet vehicle fuel consumption was 20% lower than the prior year.



- Carbon (Scope 1 & 2):** Our Scope 1 and 2 carbon emissions decreased 8% to 145 kilograms per tonne of production (kg/t). Consistent with our energy consumption performance and improvement initiatives, these emissions have decreased 11% over the last three years.



# WASTE, WATER, AND ENVIRONMENT



Improving our operational circularity through waste reduction, resource recovery and reuse, and sustainable water consumption, is a material sustainability impact opportunity and priority. Since 2018 our focus has primarily been on waste generated and diverted, with good performance improvement progress in both areas through a range of initiatives across all businesses. Our waste to landfill increased significantly from 2018 when we commissioned two on-site wastewater treatment plants that replaced off-site treatment and disposal via third parties. Solid wastes account for >70% of our waste generated, with the largest waste stream being filter media and sludges from wastewater treatment, while other significant streams include raw materials packaging, and water and solvent wash wastes from equipment cleaning. Consistent with our revised sustainability strategy, ambitious targets and action plans for landfill waste reduction will be finalised in the coming year.

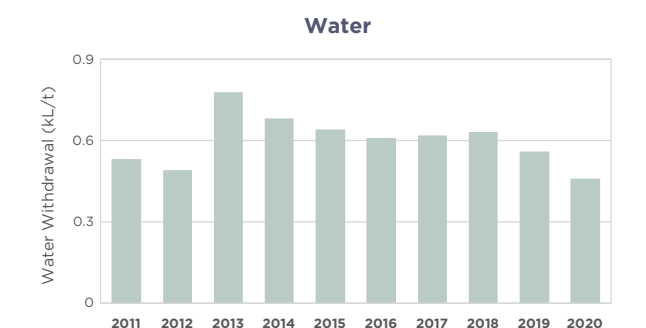
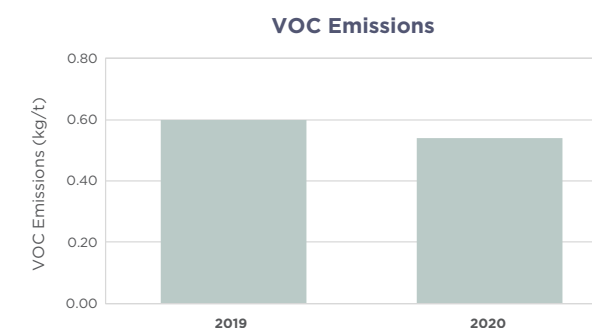
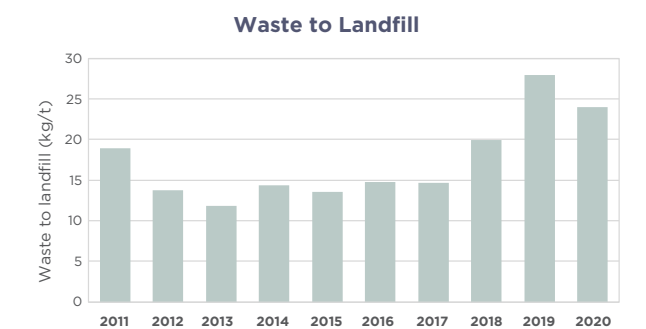
Water withdrawal has improved over time and especially since 2018 following commissioning of the efficient Dulux Merrifield factory. Approximately 50% of our total water withdrawal is sourced within regions of high or extremely high water stress and ensuring sustainable consumption will be a future improvement priority, especially with climate change expected to further increase stress levels in many regions.

## 2020 PRIORITIES

- Waste, water & environment**
- Commenced development of an ambitious target and action plan for reduction in waste to landfill.
  - Implemented Dulux Merrifield wastewater treatment efficiency improvements, together with additional waste diversion opportunities across factories, warehouses, and stores.
  - Completed further soil and groundwater investigation and management works, including routine monitoring for historic contamination contained on-site.

## 2020 PERFORMANCE

- Waste:** Total waste generated decreased 9% to 58 kilograms per tonne of production (kg/t), waste diverted increased 8% to 52%, and waste to landfill decreased 14% to 24 kg/t. These positive outcomes were primarily driven by Dulux Merrifield wastewater treatment plant efficiency improvements and improved collection of materials for recycling across other operating sites.
- Water:** Total water withdrawn decreased 18% to a historic low level of 0.46 kilolitres per tonne of production (kL/t) primarily driven by Dulux Merrifield water consumption and wastewater generation efficiencies. Approximately 50% of total water withdrawn across the group was sourced within water catchment regions of high or extremely high water stress. The paints and coatings businesses account for 75% of withdrawn water, with approximately 40% of this water used as raw material in formulation of water based products.
- VOC emissions** Total VOC emissions decreased 9% to 0.54 kilograms per tonne of production (kg/t) consistent with our long-term trend of increased sales of water-based products.
- Soil and groundwater:** No new significant contamination issues with off-site impacts requiring current intervention or remediation works were identified during the year.
- Incidents:** There were no serious (Category 3+) community, regulatory, or environmental incidents during the year, consistent with 2019.





# OUR PEOPLE



## OUR PEOPLE



## SAFETY

### FATALITY AND INJURY PREVENTION

We have remained fatality-free for over 26 years, however we recognise that constant improvement focus is required to ensure that effective controls for common fatality risks (e.g. forklifts, work at heights, driving) are implemented and sustained. Our fatality prevention approach is based on hazard and near miss reporting, significant risk audits, risk management basics (e.g. permit to work), and prevention protocols that prescribe mandatory risk controls. Hazard and near miss reporting, especially for high-consequence risks, is critical for developing a culture of risk awareness and proactive improvement action, and pleasingly these reporting levels have continued to increase year on year, while our serious near miss (high potential) incidents have decreased.

Our injuries primarily involve strains from manual handling, cuts, and slip/trip injuries. Benchmarking indicates that our recordable injury rate of recent years (range 1.5 – 2.1) is strong performance compared to organisations with high levels of manual handling risks, however we continue to strive for improvement. Our approach includes risk reduction via changes to workplace and equipment design, risk assessments and training in standard operating procedures, health assessments and monitoring, hazard reporting, and early injury intervention. Managing COVID risks to prevent workplace infections was a new and significant additional management priority during the year.

Safety culture improvement is a key priority and complementary to our significant focus on risk management and reduction. In addition to our ongoing delivery of Safety & Sustainability (S&S) management and leadership development programs to all leaders, from executives to front-line leaders, we have completed specialist safety culture surveys across several sites and business areas over the last three years. These surveys provide valuable insights for each site or business area relative to global best practice and enable development of targeted action plans to address their specific culture improvement opportunities.

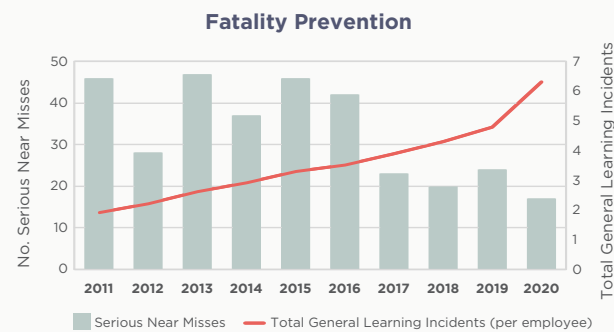


## 2020 PRIORITIES

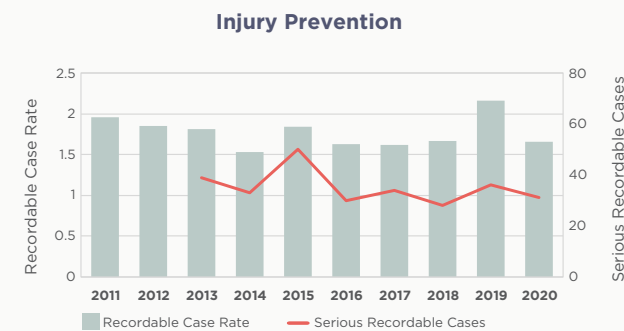
<b>Fatality prevention</b>	<ul style="list-style-type: none"> <li>Piloted a new fatality risk lead scorecard at selected factories and warehouses, designed to verify that critical controls are effective and sustained.</li> <li>Completed significant risk audits of recent acquisitions and commenced targeted integration plans, with a particular focus on improved control of fatality risks.</li> </ul>
<b>Injury prevention</b>	<ul style="list-style-type: none"> <li>Implemented and sustained effective COVID infection prevention controls across all workplaces.</li> <li>Continued implementation of targeted injury risk reduction plans across priority sites and business areas that have accounted for most injuries in recent years.</li> <li>Delivered mental health awareness programs for leaders and employees.</li> </ul>
<b>All</b>	<ul style="list-style-type: none"> <li>Continued implementation of targeted culture improvement plans at priority sites following completion of specialist safety culture surveys in prior years.</li> <li>Continued a multi-year improvement program focused on best practice task risk management (risk assessments, operating procedures, competency).</li> </ul>

## 2020 PERFORMANCE

• **Fatality prevention:** Serious near misses (Category 3 and 4) involving fatality risks decreased 29% to our lowest level on record since our focus on near miss reporting and fatality prevention commenced. Our levels of total hazard and near miss reporting (Total General Learning Incidents) increased 31% to a positive, record high of 6.3 per employee.



• **Injury prevention:** Serious recordable cases (Category 3 injuries), involving more than 10 days of lost and/or restricted time, decreased 14% to 31 injuries. These injuries primarily involved manual handling strains. The Recordable Case Rate, or total number of employee and contractor injuries requiring time off work, restricted duties, or medical treatment (per 200,000 hours), decreased 23% to 1.66 (representing 67 recordable injuries, versus 86 in 2019). There were no recordable illnesses associated with workplace COVID infection.



• **Compensation Claims:** Claim numbers decreased 8% to a historic low level.

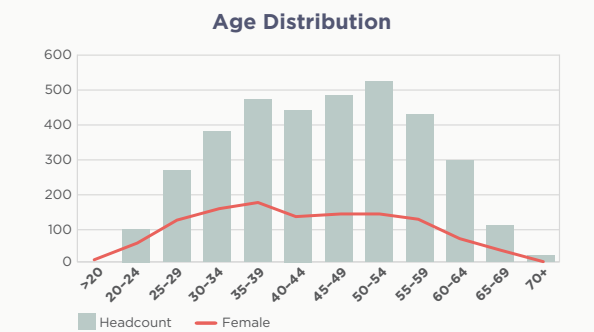
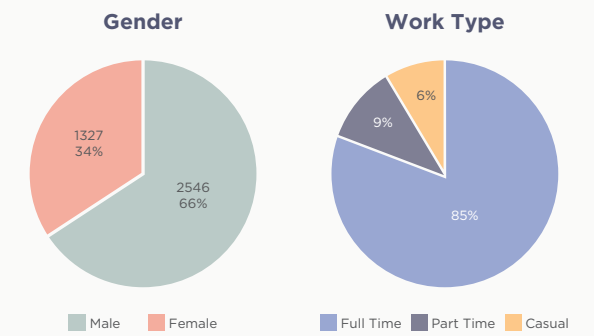
• **Compliance:** No regulatory prosecutions or prohibition notices were received during the year, consistent with the last three years.

## OUR PEOPLE AT A GLANCE



At DuluxGroup, we know that a motivated, skilled and diverse workforce is the key to our continued success, and we pride ourselves on:

- Creating a culture in which our people can thrive
- Enabling continuous learning and building capability
- Providing opportunities for development and career progression
- Recognising and rewarding performance
- Fostering diversity and equality, and
- Empowering our employees to make a difference in the community



## OUR VALUES AND BEHAVIOURS

Our Values & Behaviours are integral not just to *what* we do, but *how* we do things at DuluxGroup. They empower us to “Imagine a Better Place” while ensuring that we make fair, balanced and ethical decisions along the way. They are reflected and reinforced through our leadership programs, recognition and reward structure, and the actions of our senior leaders.

Specifically, our Values drive our people to:

1. Be consumer driven, customer focused
2. Unleash your imagination
3. Value people, work safely and respect the environment
4. Run the business as your own

During the COVID-19 pandemic, we lived our values by keeping our people safe and their jobs secure, with a \$1,000 special bonus being awarded to all of our employees in recognition of their contributions during such an unprecedented and challenging year.

Our 2020 “Imagine a Better Place” awards also allowed our employees to nominate their peers whose contributions truly exemplified our values and purpose. We share the story of one of our 2020 award winners on the following page.

**Be consumer driven, customer focused.**

- Work in the shoes of our consumers & customers
- Ask, listen, learn and act
- Help your customers win
- Use and understand our products
- Think like tomorrow's consumer

**Unleash your imagination.**

- Challenge the status quo - Imagine what if?
- Seek, encourage and support new ideas
- Fight for great ideas and don't give up
- Embrace change and get on board
- Be brave - make it happen

**Value people, work safely and respect the environment.**

- Protect yourself and others - work safe, home safe
- Work as a team, help us learn the DuluxGroup way
- Partner with respect and integrity, embrace diversity
- Lead, recognize, help others succeed
- Share to have our environment better than we found it
- Participate in our communities

**Run the business as your own.**

- Make your time be accountable & efficient
- Take a leadership approach to work
- Own your business, not yours
- Make contributions that add value to the business

DuluxGroup **imagine** a better place



## LEARNING & DEVELOPMENT

We want our people to unleash their imaginations and imagine “what if.” We support this through a range of comprehensive learning and development programs, all of which were uniquely positioned to meet the needs of a remote workforce when various COVID-19 related restrictions were introduced in 2020.

### DULUXGROUP LEARNING FESTIVAL

A wide array of virtual learning offerings was deployed to our employees throughout 2020, but the highlight was undoubtedly our three-day annual learning extravaganza, aptly named the “Learning Festival”.

The 2020 Learning Festival consisted of more than 30 targeted virtual sessions run by both internal and external experts. With an expansive range of personal wellbeing and knowledge uplift topics, as well as several workshops on provocative and “dangerous ideas”, the Festival epitomised DuluxGroup’s continual focus on learning and capability.

Some examples of highly sought-after topics included “Bouncing Forward - Developing Resilience”, “Strategy 101”, “Finance Fundamentals” and “Top 10 tips to create a winning social media strategy”.

With nearly 1000 employees attending one or more sessions, the annual DuluxGroup Learning Festival continues to go from strength to strength.

### B&D STEPS UP THE CARE



The B&D Care Team recently developed CARE, a program of tools to support our leaders with having personal conversations with employees. CARE is an acronym for **C**onnect, **A**sk open questions, **R**equest action and **E**valuate.

It guides leaders in conversations which are focused on employee needs and development, and to broach sometimes difficult subjects such as transition to retirement, job flexibility, safety, return to work and mental health and wellbeing.

It’s a part of the overall cultural journey that B&D Group has been on for the last four years, and already yielding positive results. The role of leaders has changed, employees are now more actively engaged in personal conversations and every employee now has a CARE Development plan. Importantly, an already low level of workplace injuries has declined a further 50%.

The determination of the B&D Care team to make a difference earned them the 2020 Imagine a Better Place Award for “Value People, Work Safely and Respect the Environment”





## DULUXGROUP GRADUATE PROGRAM - THE TOOLS FOR A FULFILLING CAREER

Each year, the DuluxGroup Graduate Program places our graduates in real jobs, while offering them a comprehensive development curriculum over three structured years. The program includes an intensive focus on:

- Building business awareness and commercial acumen
- Exposure to senior leaders
- Professional skills development (communication, project management, presentation skills, influencing, managing conflict, managing productivity and more)
- Hands-on projects and a highly regarded business simulation directed at building leadership skills and strategic capability

In 2020, the graduate program went completely virtual for the first time in its 10+ year history. Our graduates were offered unique growth opportunities from a safe remote environment, pushing the boundaries of what it means to participate in a graduate program from the safety of one's own home.

"I found the summation of the 2020 graduate program via the business simulation to be one of the steepest learning curves I have experienced so far in my career," says DuluxGroup Graduate Program participant Trevor Spiteri.

"The facilitators created a safe platform for us grads to go out and rigorously test all of the knowledge we had picked up throughout the three-year program. It was invaluable to receive immediate feedback from the 'steering committees', this helped us sharpen our approach moving into each new session. After the business simulation we were encouraged to digest what had happened. A short time later we had a formal feedback session with our line manager and the program facilitator. This session measured us against the program's objectives and provided inciteful feedback on our perceived strengths and potential areas for further personal development.

"From the program I take away a more rounded view of the DuluxGroup businesses. My network of colleagues has extended far beyond the people I work closely with and I have a lot more tools in my toolbox to help me navigate through the multitude of business interactions I face both internally and externally."

Fellow graduate Merridy Leonard remarked that: "The DuluxGroup Graduate Program gave me an opportunity to interact with employees from other functions that I don't often work with in my day to day role. It helped our cohort to develop a greater understanding of the role and context each function of the business plays. I've been able to connect with a wonderful network of talented people from the graduates right up to the senior leaders of the business who dedicate their time to this program."



**"From the program I take away a more rounded view of the DuluxGroup businesses. My network of colleagues has extended far beyond the people I work closely with and I have a lot more tools in my toolbox to help me navigate through the multitude of business interactions I face both internally and externally."**

Merridy Leonard

## LEADERSHIP DEVELOPMENT



A core focus of our learning curriculum involves developing our leaders through an array of targeted and interactive programs uniquely structured to address their leadership challenges. In 2020, more than 120 of our leaders participated in formal leadership programs.

### HARVARD BUSINESS PUBLISHING COMMERCIAL ACUMEN PROGRAM

Every company needs leaders with expertise in understanding and driving profitability, growing market share, and making decisions which lead to sustainable advantages to the business. We were thrilled to partner with Harvard Business Publishing in 2020 to offer our leaders a new, cutting-edge development program called 'Operating with a Commercial Mindset.'

Fifty leaders undertook the virtual program, with a combination of self-study, online group collaboration, virtual lectures, and a business simulation, providing our leaders with access to world-leading content aimed at enabling them to fully step into their roles "growth leaders". The program will continue in 2021.

Feedback from participants on the program was very positive, with comments including:

**"Relevant, practical information delivered by an expert educator"**

**"This program is great at demystifying the financial statements that businesses use and some of the tools to find value"**

**"The course was challenging, and the content was highly beneficial"**

### BUSINESS SIMULATION CHALLENGES AND DEVELOPS

At DuluxGroup, the development of strategic thinking in our leaders is critical to our continued success. Accordingly, each year we offer some of our leaders the opportunity to participate in our renowned business simulation. Leaders are placed into small teams, and each team is asked to run a fictional company, competing against other teams' companies for profitable revenue growth, market share, and share price gains.

The 2020 simulation was once again an enormous success, with participants consistently remarking upon the significant impact it had upon their professional development. According to one of our leaders who participated in the program,

"Having the opportunity to learn and hone a plethora of business fundamentals - as well as influencing others and pivoting on strategies - was truly invaluable. I'm a true believer in learning by doing, and the Business Simulation provided a fabulous chance to do just that, in a safe, encouraging environment," said Stephanie Paul, Marketing Manager, Cabot's Premium Woodcare Brands.





## FLEXIBILITY

Throughout the year, and in the midst of social distancing restrictions, many of our new starters and existing employees challenged the status quo by finding unique ways to manage their work, family and lifestyle responsibilities. We share some of their stories below.



**“DuluxGroup’s wholehearted support of flexible working meant that I was not only able to find my role during lockdown, but also start it and feel right at home in my wonderful team, all while working entirely remotely.”**

Jade Calle-Warwick

### ‘REMOTE START’ TO NEW ROLE NO PROBLEM FOR JADE

Jade Calle-Warwick, successfully secured and commenced her new job as a Product Manager for Dulux Protective Coatings in the midst of Melbourne’s COVID-19 lockdowns. While an unusual way to start, Jade has found the move to be surprisingly easy to navigate.

“DuluxGroup’s wholehearted support of flexible working meant that I was not only able to find my role during lockdown, but also start it and feel right at home in my wonderful team, all while working entirely remotely. DuluxGroup’s commitment to safe working practices meant my working from home set up and experience has been as comfortable as in the office.

“Moreover, due to the nature of my role, I often liaise with interstate teams. The culture of accommodation and understanding at DuluxGroup has ensured I have flexible working hours to accommodate for these time differences and am able to comfortably perform my role. The embrace of technology and safe working set ups has meant I’ve had my most seamless job commencement in my career to date, despite beginning entirely remotely!”



### BEST OF BOTH WORLDS FOR KEVIN

Being open to possibilities also worked well for both DuluxGroup and Kevin Smerdon.

Kevin, a Territory Manager for the Victorian Dulux Trade Team, has worked in the paint industry for more than 43 years. Although Kevin considered retirement in 2020, his wealth of knowledge and passion for the industry made remaining with Dulux simply too enticing - for both parties. At the same time, Kevin wanted to spend more time with family and at his farm. As a result, Kevin entered into a flexible arrangement whereby he would work for Dulux four days per week, allowing him more time for his other passions. An ideal solution for both Kevin and Dulux.



## INCLUSION

**Building a diverse and inclusive workforce is also of critical importance to DuluxGroup. We know that diversity of gender, culture and age, as well as experience, skills and thinking truly enriches our culture.**

### PARENTAL LEAVE AND CAREER PROGRESSION GO HAND-IN-HAND

It is an unfortunate fact that some female employees who embark on parental leave often experience a degree of detachment and career stagnation as a result. In order to tackle and overcome this issue, DuluxGroup has implemented several measures to enable and empower our employees on parental leave. According to Amelia Lutz, Channel Sales Manager,

“Utilising ‘keeping in touch’ days were a pivotal tool for me to stay connected with the business both on a social and intellectual level. My manager was very accepting of me using these days to:

- Attend leadership team meetings
- Complete training (in person or online)
- Continue my mentor relationship
- Network (via phone & in person) with other DuluxGroup businesses with the goal of finding project work upon my return to the office.

Spacing out the staying in touch days across a few hours each week in the last three months of parental leave allowed for a smooth transition back into the office.”

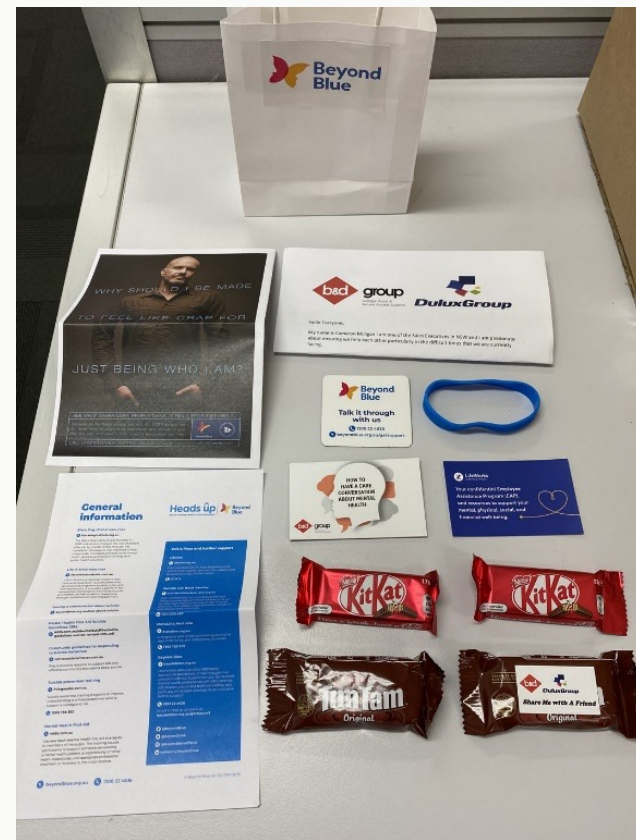


## SUPPORTING OUR PEOPLE IN THE COMMUNITY



### CAMERON ROLLS-OUT CARE PACKAGES TO B&D WORKMATES

Cameron Milligan, Internal Sales Executive for B&D Group, created a Mental Health Awareness Care Package for NSW & VIC-based B&D Group employees, in order to encourage awareness and help those seeking assistance with direction to resources where they can find help. These Care Packages were broadly distributed to employees and were very well received.



Cameron's mental health awareness care package

**“Valuing people, working safely and respecting the environment” is one of our key values. This was truly reflected in the wide array of impactful initiatives we ran throughout 2020.**

Throughout the year, a wide array of new and helpful resources were deployed to DuluxGroup employees, granting them an unparalleled level of support during the height of the pandemic.

In particular, the DuluxGroup “Employee Hub” was launched, granting employees access to a plethora of resources on staying healthy, with a focus on healthy bodies, healthy minds, healthy families, and healthy relationships. In addition to this, the “Hub” serves as a comprehensive resource on all things important to our employees – learning and development, flexibility, benefits and rewards, and more.



### EMPLOYEES HELP DELIVER THE CHRISTMAS HAM

In keeping with our core purpose of imagining a better place, many of our employees in 2020 played a tangible in supporting our communities during the pandemic

For example, the DuluxGroup businesses in Hilton, South Australia (Dulux, Selleys, Cabot's and Yates) all pulled together to assist our community by donating \$2,500 worth of hams to needy families via the Salvation Army, which equated to 41 Hams. Our employees also donated their time to assist with the sorting of presents, the unpacking of more than 1,000 toys, and the creation of 150 food hampers.



DuluxGroup South Australia Employees sorting Christmas hampers

### SUPPORTING OUR CFA VOLUNTEERS

The summer of 2020 marked a crisis point for Australia, experiencing the worst bushfire season on record. Participating in our communities has always been a deeply held value at DuluxGroup and one that is of the upmost importance to Ray Ben, National Sales Manager:

“Many years ago when I was looking for ways to give back to my community I decided to volunteer at my local CFA branch, and 19 years later in the leadership role of 1st Lieutenant for my brigade I am still as committed as ever.

“New Year's Eve saw me and my crew of five deployed to Mallacoota. That deployment turned out to be far more challenging than I could have foreseen.

“In the midst of all of this I was also meant to return to work. Reaching out to my line manager I was overwhelmed by

how accommodating DuluxGroup was. My own manager was incredibly supportive, I was told to put all thoughts of work out of my head, to just do what I had to do and do it safely. Part of the support I received was an assurance that DuluxGroup offers uncapped emergency services leave. Not only that but my manager also arranged for my annual leave to be reinstated to me and instead changed the leave to be recognised as emergency services leave including a day home, after my deployment, to recover and spend precious time with my family.

“I am proud to serve my community and this year sees me receiving my 20-year service award from the CFA. I am also a proud DuluxGroup employee, most especially for the way they enable their employees to truly participate in their communities.”



# OUR COMMUNITIES



## OUR COMMUNITIES



### 2020 AT A GLANCE

**\$570,000** in cash contributions including direct donations, employee fundraising and targeted program funding

**650** employee volunteer hours

**37,620** paint litres donated

**\$775,000** in products donated (paint, accessories, garden & other products)

**Duluxgroup aims to be a welcome and positive participant in all of the communities in which we operate.** This means creating products and services in a sustainable way to help our consumers to 'Imagine a Better Place' and contributing to our local communities. **We do this by:**



GIVING BACK TO OUR LOCAL COMMUNITIES TO HELP THEM THRIVE BY DONATING PRODUCTS, FUNDS AND EMPLOYEE VOLUNTEER HOURS



MANUFACTURING LOCALLY, EMPLOYING THOUSANDS OF LOCAL PEOPLE AND SUPPORTING THOUSANDS OF LOCAL BUSINESSES THROUGHOUT OUR OPERATIONS AND SUPPLY CHAIN



ENSURING THAT OUR PRODUCTS AND OPERATIONS CAUSE NO HARM



CONTRIBUTING POSITIVELY TO PUBLIC POLICY DEBATE TO BEST REPRESENT THE INTERESTS OF OUR CUSTOMERS, EMPLOYEES AND COMMUNITY



SUPPORTING THE DEVELOPMENT OF SCIENCE AND INNOVATION THROUGH COLLABORATION AND INVESTMENT



PAYING OUR FAIR SHARE OF TAXES IN ALL REGIONS IN WHICH WE OPERATE.

### 2020 PERFORMANCE

During 2020, our businesses and employees helped more than 170 local community organisations through fundraising, volunteering, provision of products and direct donations.

Some of the organisations that benefited during the year were:  
Pet Refuge New Zealand

- Mogo Wildlife Park
- Red Cross Australia
- The Inclusion Foundation
- Noosa Sea Scouts
- Kangaroo Island Garden Regrowth Project
- Queensland Maritime Museum
- Cobb & Co Museum Queensland
- Camp Quality



## STRONG COMMUNITY PARTNERSHIPS



Alongside supporting the tremendous community work that our employees are encouraged and empowered to undertake at their own initiative, DuluxGroup's businesses have formal partnerships to support community organisations. These include:

- The Dulux Colour Awards, which celebrate the most creative and considered use of colour in residential, commercial and student architecture and interior design. Over 33 years these highly coveted awards have grown in prestige, and in 2020 again attracted a high number of entries.
- The Dulux Study Tour, which supports Australia's next generation of talented architects
- Dulux is helping to paint every Surf Life Saving Club in Australia and New Zealand – helping to protect the assets that protect and support our community.
- Yates partners with Life Education Australia to develop a program with Healthy Harold school curriculum content promoting good gardens and good habits. This year, 50,000 school children throughout Australia participated.
- In addition, during 2020, Yates and Life Education Australia provided grants to 10 schools, childcare centres and youth & community groups across Australia demonstrated plans and ideas for a garden that encourages a passion for growing and learning healthier habits through gardening.
- Dulux provides paint to help the National Gallery of Victoria showcase permanent and temporary exhibitions in colour perfect surroundings.
- Dulux New Zealand sponsors the Department of Conservation walking trail huts throughout New Zealand, ensuring they are restored and protected in Dulux Weathershield using the 'Colours of New Zealand' colour range.
- Every year Yates donates a generous amount of growing media and seeds to the wonderful initiative sponsored by the Royal Botanic Gardens Sydney – called Community Greening. This program is taken around Sydney suburbs and many communities are united in their love and passion for gardening. With more than 100,000 participants each year it is embraced by kids, parents, seniors and all to start communal gardens and develop new friendships.
- Araluen Botanic Park, in Roleystone Western Australia, is a unique botanic park that attracts tens of thousands of visitors each year and allows people to enjoy beautiful gardens in a bushland setting. For the past 28 years, Yates has supported Araluen's spring events ('Yates Springtime at Araluen'), which includes a spectacular tulip festival.

### PROTECTING THOSE WHO SAFEGUARD US

Since 2012, Dulux has partnered with Surf Life Saving Australia (SLSA) to paint surf clubs around the country with Dulux Weathershield, which is formulated to withstand tough coastal conditions. Dulux is proud to support SLSA and the thousands of volunteers who play a critical role in keeping our beaches and waterways safe.

Following the success of the Australian partnership, Dulux New Zealand this year has teamed up with Surf Life Saving New Zealand, which has 74 clubs across the country, to provide the paints and coatings required to protect and decorate these important community assets.



The 2020 Dulux Study Tour winners Tahnee Sullivan, Keith Westbrook, Bek Verrier, Sam McQueeney and Ksenia Totoeva (Image: Tatjana Plitt, ArchitectureAU.com)

### SUPPORTING OUR NEXT GENERATION OF ARCHITECTS

The Dulux Study Tour is a coveted award offered by Dulux in partnership with the Australian Institute of Architects. The Tour inspires Australia's next generation of architects by exposing some of the world's most brilliant architecture and most innovative architecture practices. This year's five participants were selected by a panel of esteemed architects and, while the 2020 tour was postponed due to ongoing travel restrictions resulting from the COVID-19 pandemic, participants can look forward to an inspiring tour when next possible.

"The jury was impressed by the winners' depth of skill, engagement and dedication to their profession," said Clare Cousins, the Institute's national president and jury chair. "The Institute's Dulux Study Tour is one of our most coveted awards that celebrates the importance of experiencing architecture firsthand by our most promising emerging practitioners."

Dulux is proud to continue supporting our emerging architectural 'stars' with an opportunity to see and experience a wide variety of leading practice to inspire them in meeting the current and future challenges of their industry.



## COLLABORATION HELPS CREATE A GREAT COMMUNITY SPACE

The team from Dulux Australia has worked with Rotary Australia, Country Fire Authority and Men's Shed to restore one of Melbourne's famous 'W-Class' Trams for use by the local community as a social enterprise café and gathering space for the local community. The Tram will provide employment opportunities for people from disadvantaged backgrounds and space for community groups to host fundraising events. Dulux donated the paints and wood coatings for the entire project and employees joined other community volunteers to help with the building of a beautiful community gathering space.



## YATES AND LIFE EDUCATION HELPING KIDS TO 'GROW GOOD GARDENS'

During the year, Yates continued its partnership with Life Education Australia, providing grants to 10 schools, childcare centres and youth & community groups across Australia who demonstrated plans and ideas for a garden that encourages a passion for growing and learning healthier habits through gardening.

Yates was pleased to be helping to celebrate Life Education's 40th anniversary. Alongside Yates's 'Healthy Harold', Yates is taking a pro-active role in encouraging children to get out in the garden to grow and learn. This partnership allows Yates to reach over 50,000 Australian students each year.

Yates is working with Life Education Australia to help children develop a love of gardening and healthy eating



## DULUX PARTNERS WITH PET REFUGE NEW ZEALAND

Pet Refuge is a charitable trust established to provide temporary shelter for pets affected by domestic violence, so that their owners can escape abuse at home.

The 2018 Women's Refuge New Zealand survey of women whose pets were abused as part of domestic violence found that 53% delayed leaving family violence out of fear for their pet's safety and 73% would have found it easier to leave if there was a shelter offering temporary accommodation for their pets.

"We know having animals can make it significantly harder for people to remove themselves and their children from violent households," says Dr Ang Jury - CEO Women's Refuge New Zealand.

With support from Dulux, Pet Refuge has built a specially designed shelter, the first of its kind in New Zealand, and has plans to build more around the country in key locations.

Most women's refuges don't have facilities to house pets, so this creates a barrier for people wanting to leave, as they can't face leaving their pets behind. By providing a shelter that works alongside Women's Refuge, victims can leave with their pets, knowing there will be a safe place for them to go, and can be reunited once longer-term plans are in place.

Dulux New Zealand donated all of the paints and coatings for the new shelter, along with technical and interior design expertise.

"We are really proud to be supporting this greatly needed support service," says Dulux New Zealand General Manager Natalie Ruuska.

"We have used the Dulux Colours of New Zealand® throughout the shelter to create a sense of calm, harmony and optimism for both the animals and the people that work there. A really special element is the beautiful mural created by well-known designer and Dulux colour ambassador Evie Kemp which celebrates the pets we love in the colours we love."

Dulux has also sponsored a 'virtual brick' in the names of each of its NZ employees, and will continue to provide donations for future support and, with the help of the Dulux Dog, will continue to raise awareness for Pet Refuge and assist in future fundraising activities.







## HANGAR FOR SURF LIFE SAVING AUSTRALIA RESCUE CHOPPER IS LOOKING GREAT

In November 2020, the team from Dulux Trade in NSW spent two days ensuring that the hangar which houses the Westpac Surf Life Saving Australia rescue helicopter at La Perouse in Sydney had a perfect, hard wearing new floor. A team of 35 from Dulux used specified products from Dulux Protective Coatings range applied over two full days. The result is a floor coated to withstand the heavy wear & tear meted out by the hard-working chopper and its crews. Dulux donated all of the products and labour to get the job done for this vital community service, which rescues hundreds of people across the coasts and waterways of Australia.



## HELPING MOGO WILDLIFE PARK DO WHAT IT DOES BEST

In early January, the south coast of NSW experienced life-threatening bushfires. Mogo Wildlife Park protects, cares for and researches animals to improve their sustainability and wellbeing. The surrounding areas of the Park were affected by the fires, resulting in thousands of injured wildlife.

Dulux local trade representative Darren Lalor, who is based in nearby Batemans Bay, saw news reports that the Army had put a temporary roof on parts of the Park and he knew they would need more help. So, he asked the Park what extra help they needed and, not long after, Dulux assembled its own army to help the zoo complete the building of their new surgery, which would help treat and rehabilitate native wildlife in the area, including those affected by the fires.

In late February, a team of 12 from Dulux headed to Mogo to assist with internal and external painting of the surgery, waterproofing the adjoining Gorilla enclosure, applying a new epoxy floor and refreshing the tigers' pools. Dulux provided paints and other products, while Dulux employees contributed hundreds of hours in labour and introduced other local trades to complete the project.



## THE HOUSE BUILT BY MANY HANDS

In early 2020, the Dulux team on the Sunshine Coast in Queensland, Australia, were pleased to be part of an incredible initiative to help build a home to support families with loved ones nearby in hospital. Working with 130 other generous suppliers and our Dulux accredited painters, the team contributed paints and their technical skills to the six-bedroom home built by Ausmar homes.

"It was a privilege to be involved in this project with our Accredited painters. To see more than 100 construction industry suppliers come together for such a great cause is terrific. I hope it makes a positive difference to families going through a difficult time," said Sunshine Coast Dulux Trade Sales Representative Jared Prvinic.

By year's end the home had already hosted more than 60 families with an average stay of five days.







**BUSHFIRES  
FUND  
RAISING**

**DONATIONS HELP  
COMMUNITIES TO REBUILD**

In addition to providing products and practical help for individual projects such as Mogo Zoo, DuluxGroup and Nippon Paint Group donated \$170,000 to organisations including Red Cross Australia to help our communities on the east coast of Australia to recover from devastating bushfires earlier in the year. The donation also included the tremendous fundraising efforts of our employees.

**SAFE HAVENS TO  
LIVE BETTER LIVES**

Dulux New Zealand has long partnered with Habitat for Humanity, donating all of the paints and accessories Habitat for Humanity needs to build and repair homes for people in need throughout the country.



“Habitat for Humanity builds brighter futures, stronger foundations, healthier and more resilient families.”

Habitat for Humanity







[duluxgroup.com.au](https://duluxgroup.com.au)

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