



AUSTRALIA | MAY 2018

FLUID

PEOPLE PRODUCTS SERVICES SYSTEMS LEISURE

THE PIRTEK CUSTOMER EXPERIENCE

**PIRTEK
WACOL**
FRANCHISE OF
THE YEAR

**GROWING THE
FOOTPRINT**
NATIONAL EXPANSION
HIGH ON THE AGENDA

INSIGHTS & HAPPENINGS AT PIRTEK

Education | History | Global | Corporate | Community



OUR PROMISE TO YOU

1

ENVIRONMENT & SAFETY

Our highest priority is the safety of our staff & customers.

2

RESPECT

Treating our staff & customers as we would wish to be treated.

3

HONESTY & INTEGRITY

To operate with honesty & integrity in all our business dealings.

4

ACCESSIBILITY & RESPONSE

Prompt service & ongoing communication guaranteed.

5

CUSTOMER SERVICE

Superior customer service, communication & reliability.

6

PRODUCTS

Consistently improving products & services, adding value for our clients.

7

KNOWLEDGE

Continually providing knowledge & innovative solutions to our clients.

8

IMAGE & PRESENTATION

Uphold professionalism & be a proud ambassador of a global organisation.



INFORMATION + SPEED + ACCURACY = RESULTS

- **IMPROVED QUALITY OF SERVICE**

- **GREATER PRODUCTIVITY**

All Mobile Service Technicians have tools, materials & information to eliminate downtime.

- **DEEPER BUSINESS RELATIONSHIPS**

Having information at our technician's fingertips helps response times. Information when they need it, where they need it.

- **COMPETITIVE ADVANTAGE**

The ability to deliver real-time information on-the-spot to customers.

- **ACCURATE DATA CAPTURE**

Mobile ERP software makes it easy for Mobile Service Technicians to enter all relevant data accurately as they gather it in the field without re-keying the data into back end systems.

- **SPECIFIC PAYBACKS BY pMOBILE**

- Maintain business disciplines & process - 24/7
- Safety - compulsory TAKE 5
- Pricing after hours
- Supply Agreements & Contract Pricing live
- Real time work order & invoicing
- Live inventory management
- Photo capability
- Electronic timesheets
- Approvals on the go
- Signature capture (proof of delivery)
- Time saver

**"Get the mobile edge...
Anywhere, Anytime"**



MAY

EXPLORE 05

Welcome

CEO Stephen Dutton introduces Fluid Magazine and the Pirtek company that now spans the globe.

06

Franchise of the Year

An inside look into what it takes to be recognised as the Number 1 Centre in Australia.



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Community

Meet the people of Pirtek - customers, franchisees, their teams and the National Support Team.

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New Products

Spotlight on new products, key supply partners and what's hot in the range.

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New Locations

With expansion a focus globally, we take a look at the recent additions to the Australian landscape.

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Services

Explore the wide range of Services that Pirtek offer and how they are supporting business across Australia.

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Systems

With leading edge technology across the business, Pirtek aims to lead the industry in customer support and franchise management.

18

Sponsorship

Aligning ourselves with premier sports and giving back to the community is what we're about.



21

Calendar

Keep up to date with the busy year ahead and never miss a thing.



Pirtek Fishing Challenge

Our annual charity event, The Pirtek Fishing Challenge was run on a beautiful sunny day on the 18th March, 2018.

Nearly 9,000 participants registered on the big day with lots of photos taken, bragging rights earned, and lots of prizes won over the event.

As a result, on behalf of our network and support office, Pirtek will donate \$70,000 split evenly between the Prostate Cancer Foundation of Australia and the Peter Duncan Neurosciences Research Unit at St Vincent's Hospital.

This brings the total contribution to the charities to just under \$1million over the 10 years of the event.



<https://www.facebook.com/Pirtek/>



[pirtekaus](https://www.instagram.com/pirtekaus)



[@PirtekAUS](https://twitter.com/PirtekAUS)



[youtube.com/pirtekmedia](https://www.youtube.com/pirtekmedia)



[Pirtek Fluid Systems Pty Ltd](https://www.linkedin.com/company/Pirtek-Fluid-Systems-Pty-Ltd)

WELCOME



Welcome to the new edition of the Australian Fluid Magazine. This is a brief snapshot of life in & around Pirtek and as you will see it is a busy place.

We have had a strong start to 2018 as the broad based recovery appears to roll on. Growth seems evenly spread across the states and across a range of industries. We appear to have strengthening global conditions along with public sector spending all helping the Pirtek business grow.

We've recently added new Centres in Cobar, Dubbo & Tullamarine. There are several greenfield locations on the drawing board along with the changing of hands of several Centres. It certainly is an exciting time for the group.

The Supercars season has kicked off and we are immensely proud to be the Official Hose Supplier to the premier motorsport in the country. Our relationship with DJR Team Penske continues both on & off the track and we are certainly hoping they can bring home the trophy after such a strong year in 2017.

We have innovative product like the new non-skived H-fittings, our new customer information app used by our Mobile Service Techs – pMOBILE & the Pirtek Clean Seal system to make sure you have the ultimate in contamination free product.

We look forward to you enjoying the Pirtek experience & the superior customer service delivered by our people.

Thank you for your interest in Pirtek & remember, our purpose is to keep you operating 24 hours a day, 7 days a week.

Stephen Dutton
CEO
Pirtek Fluid Systems

ABOUT PIRTEK



THE WORLD'S LEADING SUPPLIER

Since 1980, Pirtek has led the market in providing our diverse group of customers with an equally diverse portfolio of fluid transfer solution products and services.



Through our highly awarded franchise network and international expansion, we have built the broadest local and international footprint in the industry.

Today, Pirtek is the world's leading supplier of premium fluid transfer solutions. So no matter the job, Pirtek will have someone there to help you.

AROUND THE WORLD



USA UPDATE

The construction at the soon-to-be new US corporate office & distribution centre is well underway! There are walls up, structural beams and the roof has been installed.

The framing and stud walls of the offices are being erected, along with the duct work and HVAC system.

Daily progress is being made to make the grand opening date of Autumn 2018. As evident from the photos, the building has grown substantially over the last few months.



FRANCHISE OF THE YEAR

WE RECOGNISE HIGH ACHIEVEMENT WITH FRANCHISE OF THE YEAR 2016/17 – PIRTEK WACOL, GRAEME TIPPET & TEAM.

Pirtek has honoured Graeme Tippet of Pirtek Wacol as its top achieving franchise for last financial year.

In order to receive this award Pirtek Wacol led the network from a performance matrix covering sales, business development, quality control, administration, inventory management & centre presentation.

Graeme credits his team for helping him maintain the high standard. "Our guys go over & above for our customers to ensure we support their requirements.

"With a diverse industry base the team has to adjust quickly to their different demands and they are always looking for solutions to the challenges they face on a daily basis.

"Customer satisfaction is key for us as a happy customer keeps coming back. There are always operational difficulties that can pop up but we work closely with the Pirtek National Support Office to find a solution quick smart.

"Working as a team not only with the National Office & the team here at Wacol but also with other franchisees in the network provides us with hundreds of years of experience to fall back on.

"The team has also concentrated on expanding the range of product that we keep on the shelf to provide a one stop solution & a quick response.

"Thank you for all whom contributed to Wacol receiving this award and we look forward to continue our high level of service for our valued customer base."



Finally...our Regional winners.....

"We wish to congratulate the many people in our network whom strived to win this award," said Stephen Dutton, CEO Pirtek Australia.

"They make us very proud. The network is pivotal in keeping our customers operating 24 hours a day, 7 days a week. Great job."

Winner of the rounds & final receive awards & prizes.

FRANCHISE OF THE YEAR 2016/17

Winner - Wacol

Runner Up

• Welshpool

State Winners

• Singleton • Bendigo • Wacol
• Welshpool



IN THE COMMUNITY

At Pirtek we encourage our people to participate & engage with their community.

One such team member doing a great job is John Baker – Area Sales Manager Western Australia. In addition to looking after an enormous region & group of customers, John commits what little spare time he has to the local Soccer Club, Yanchep United.

John is responsible for the development of the Short sided, Mini-roo & Junior players, focusing on skills development through SAP & Little Shooters programs and also the coordination and development of all Coaches.



JOHN BAKER Pirtek Area Sales Manager Western Australia



CUSTOMER PROFILE

KOMATSU

Like many Pirtek clients we've held a long term contractual arrangement with earthmoving equipment giant Komatsu for many years.

We work very closely with Komatsu with both companies headquartered in Western Sydney and both considered innovators in their respective fields.

The partnership sees Pirtek provide field service support to Komatsu via its 96 strong national Service and Supply network and 350+ mobile fleet. Additionally, 14 Pirtek Service and Supply Centres strategically located around Australia are accredited and specifically geared to supply genuine Komatsu Engineered Standard hoses and assemblies.

Pirtek and Komatsu Australia have been working together for nearly 15 years and more formally via our partnership since 2009.

This gives our service and supply centres throughout Australia and New Zealand great pride that they can be associated with a market leading organisation such as Komatsu who, like Pirtek are at the forefront of innovative technologies in their field.

It is also a win for business in Western Sydney, with two major businesses like Pirtek and Komatsu - that have their headquarters in close proximity - able to work hand in glove.



ABOUT KOMATSU

- 127 Branches
- Komatsu invests over \$800million pa R&D
- KOMATSU founded in 1921
- Employees 3033
- 70% of staff in technical roles
- Coverage across Australia, Indonesia, New Zealand & New Caledonia
- Three Distribution Centres - Sydney, Brisbane & Perth supported by local warehouses
- Remanufactured centres in, Brisbane & Perth
- Assembly facilities in Sydney, Melbourne, Perth, Brisbane, Hunter Valley & Mackay
- Emergency freight via Toll with 50+ aircraft on standby
- Komatsu Training Academy is a Registered Training Organisation (RTO) specifically developed for construction, quarry and mining customers by delivering nationally recognised and customised training.
- Application engineers to fine tune your product needs
- Full range provider, offering new and used equipment, parts, rental & finance



LOOKING FOR A CAREER CHANGE? OPPORTUNITIES NOW AVAILABLE AT PIRTEK

For more information on careers with Pirtek, visit our careers page at www.pirtek.com.au/careers



OUR PROMISE TO YOU

At Pirtek we think & act in a manner that sets us apart from the competition, making us the partner of choice of our customers.

At the Pirtek National Conference held in the Hunter Valley in 2015, a session was conducted covering the topic of Pirtek Values and Promises both from internal and external perspective. There were multiple ideas and comments that were gleaned from that session. The most accepted and prominent values were collated and circulated to the franchise group via an on-line survey in order to establish the values and principles that we hold dear in our franchise network and ultimately for you, the customer.

The result of the survey is a statement of the 8 most popular guiding principles that will assist us, our teams and our customers to understand what sets Pirtek apart from the competition. **See inside front cover.**

Using these values we educate our teams and our customers on the high standard of business methods and practices they can expect when dealing with Pirtek.

OUR PROMISE COMPETITION

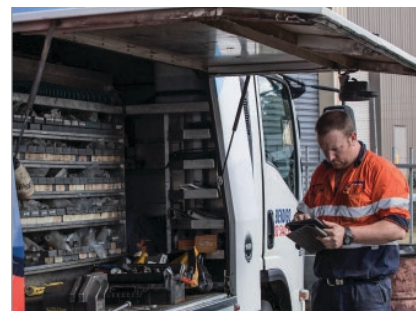
We are running a competition for the nomination of a Pirtek Team Member whom has best demonstrated most effectively one of the guiding principles within this Charter.

We would like you to nominate that person on the website link below explaining what they did to receive your nomination.

The winning team member will receive a \$100 Visa voucher & all people nominating that person will

also go into the draw to win a **\$100 Visa voucher.**

Nominations must be received by COB 11th May, 2018 & winners will be published in the next edition of Fluid. To nominate, email info@pirtek.com.au



PIRTEK ON AN EXPANSION PATH

Pirtek has identified approximately 20 locations in Australia that it feels would make ideal locations to set up customer support immediately.

Whether that be a simple one man Mobile Service only location or a full blown Centre may be up to prospective entrepreneurs wanting to join the market leading group.

With retail sales strong and support requests coming from National customers, Pirtek is keen to establish operations as soon as possible.

The Operations team can provide detailed plans to support prospects and assist them in assessing their suitability to join the group.

Immediate opportunities exist in all states but regional Victoria & NSW are hot spots given the government spending on infrastructure.

The Mobile Service Only (Tier 2) is a great way for entry to your own business as it limits outlay to a Mobile Service Unit (ute, van or truck) and the inventory to stock it. It's also quick to set up so you will be on the road earning in no time.

If you're interested in working for yourself but not by yourself contact the team at info@pirtek.com.au



MARINE



X-STAR BAR ELECTRIC PRESSURE WASHER

- 1750 psi @6 l/min
- AR Pump with aluminium head
- Made in Italy

\$299



PIRG1LP PIRTEK PROTECT 1LT GREASE PAIL

- Ideal as water resistant, anti corrosive underwater & general purpose grease
- Nut & thread anti-seize
- Protects metal, timber, rubber, vinyl, plastics

\$39



VALVOLINE OUTBOARD OIL 2 STROKE & 4 STROKE

- For use in high-speed, high-load and high engine temperature conditions
- Vapour phase corrosion inhibitors to protect engine internals A7 in storage

\$29



ME1ABE MEGAFIRE 1KG COMPACT DRY CHEMICAL POWDER TYPE EXTINGUISHER

- Comes with wrap around bracket
- Perfect for the boat
- Steel construction

\$29

ENSK-15H HYDROCARBON SPILL KIT

- Heavy duty plastic spill kit bag
- Great for most spilled liquids
- Absorbent pads repel water & can float indefinitely



\$49



VEP2-450-B LITHIUM COMPLEX GREASE

- Contains rust & corrosion inhibitors
- Great in marine applications
- Recommended for ball, roller and slow speed, heavily loaded plain bearings

\$9⁹⁰

Prices are net & exclude GST. For a limited time only - while stocks last.

WHEN INTEGRITY IS EVERYTHING!

Non Skive Hydraulic Fittings H Series

-20, -24 & -32 sizes
(1-1/4" thru 2")

Structural integrity of the hose remains whole as the weather proofing external rubber is untouched in the assembly process reducing the effect of environmental corrosion.

- Mild steel & stainless
- Straight, 45° & 90°
- Male & female threads plus flange termination
- Faster assembly times & less cleanup
- No skiving required so hose & fitting are ready to assemble
- Lock connections between shell and reinforcement assures safe and leak-free long service life
- Teeth of shell bite down onto wire providing metal-to-metal grip



HEAVY DUTY TEETH

H SERIES

6 WIRE SPIRAL

HEAVY DUTY TEETH

ATTRIBUTES

STANDARD MATERIAL

TRIVALENT CHROMIUM

THREAD TYPES

BSP	JIC
NPT MALE	ORFS
DKS METRIC	SAE CODE 61
SAE CODE 62	LE TORNEAU
CAT®	KOMATSU



BIO-SORB

Pirtek Bio-Sorb Premium Absorbent is a floor sweep capable of quickly absorbing a wide variety of liquids. Manufactured from a special selection of organic cellulose products, Bio-Sorb Premium absorbs such liquids as petroleum, oils, fuels, cooking oils, sewage, and other messy liquids that could contaminate the environment.



The strong wicking effect helps to reduce leach-back, and allows Bio-Sorb Premium to meet stringent liquid release standards. Once absorbed, a selection of inoculated microbes go to work to 'eat and digest' oils and many types of hydrocarbons.

Application: Recommended for hard surfaces such as tar and concrete. Spread over the spill and work back and forth with a stiff broom until the surface is dry and no slick remains. No secondary detergents or solvent washes are necessary.



YouTube Watch Video <https://youtu.be/f6CFYCV0pBo>

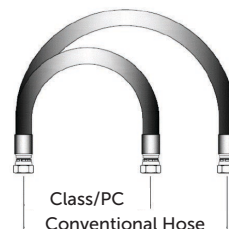
SUPPLY PARTNER



PIRTEK CHOOSES TO PARTNER BRIDGESTONE

Pirtek chooses to partner with Bridgestone Hose because

- Japanese engineered product
- Abrasion resistance 6 times better than ISO 18752 standard nominates
- Compact Outer Diameter (OD) for ease of routing and handling
- Smaller bending radius, more flexible than conventional standard hoses which results in shorter hydraulic hose assemblies, more compact hydraulic circuits and speedy installation



- Wire Alignment, the superior wire alignment found in Bridgestone hoses provides excellent structural uniformity along the whole length of hose. This assures a high level of flexibility and durability
- Class and PC range based on isobaric system allowing the working pressures to remain constant, with the construction method adapting with the size, thus reducing hose inventory
- Flame resistance approval according to MSHA and FRAS approved (Fire Resistance Anti-Static (electrical resistance))- Australian approval
- Class & PC range meet/exceed SAE 100R specifications

NEW LOCATIONS

COBAR



Operating out of the Orange facility & managed by franchisee Phil Wilkin, our new mobile service location at Cobar has a full service Mobile unit available to respond 24/7.

This has been a fantastic addition for our national customers in the area as we strengthen the national footprint for them. Also the local operators have been impressed with the quick turn around and skill set now available in their local region.

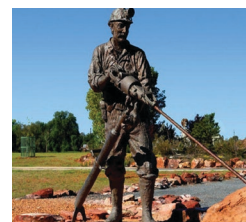
Cobar is a town in central western New South Wales whose economy is based mainly around copper mining. Gold, silver, lead & zinc are other commodities supporting the growth of the region. The town is 712 km (442 mi) northwest of the state capital, Sydney. It is at the crossroads of the Kidman Way (to Queensland) and Barrier Highway

(to South Australia). The town and Shire, are on the eastern edge of the outback with a population of approximately 4,700 and an area of 44,065 square kilometres (17,014 sq mi)—about two-thirds the size of Tasmania.

Agriculture is also an important industry serviced by Pirtek with not only hydraulic & industrial hose applications but also lubrication, fire suppression & spill control products to name a few.

Rail & timber are also important businesses in town.

To contact the team at Cobar call on 0409 909 250



TULLAMARINE

We now have a new Centre at Tullamarine in Victoria. Operating at 94 Lambeck Drive this is a full service centre offering all the support Pirtek has available. Currently managed by franchisee Joe Erougian from our Laverton Centre.

With the growing industry in the Tullamarine area it was a quick decision by Joe & his team to set up a new location to support our customers.

Tullamarine is a suburb of Melbourne, Victoria, 17 km north-west of Melbourne's central business district & has a population of 6,605.

The suburb is a collection of recent housing estates and light industry with

its most notable feature, the nearby Melbourne Airport. There is also rail industry in the area along with significant road infrastructure given this is a major corridor into & around the city.

Other famous residents include the head office of Schweppes.

To contact Pirtek Tullamarine call on 03 9335 2777



MACKAY UNDER NEW MANAGEMENT



Systems employee Stan Holloway and his wife Julia.

Stan has been Pirtek GM-Mining Products & Services for nearly 14 years and he will bring a wealth of knowledge and experience to the business.

Mackay is a city and region on the eastern coast of Queensland. It is located about 970 kilometres (603 mi) north of Brisbane, on the Pioneer River. Mackay is nicknamed the sugar capital of Australia because its region produces more than a third of Australia's cane sugar.

After an incredible 20 years of service previous Pirtek Mackay Centre owners Norm Hargreaves and John Clark have moved on to new ventures & handed the reins to long time Pirtek Fluid

The region is also one of Australia's largest mining belts & this has overtaken sugar as the major driver of its economy. It is the single largest coal reserve in Australia, with 34 operational coal mines extracting more than 100 million tonnes annually. While much of this is used in Australia, Japan and China are the largest export recipients.

Along with tourism, the marine industry in Mackay is small but has a lot of potential. Mackay is well situated to become a major service centre for the marine industry, being in immediate proximity to the Whitsundays, and located halfway between Brisbane and Cairns.

To contact Stan & the team at Mackay call on 07 4952 3677





KEEP YOUR BUSINESS MOVING WITH PREVENTATIVE MAINTENANCE



Equipment powered by hydraulic systems are essential to all of our customers to run their business. Unfortunately, all these pieces of equipment have a similar vulnerability, they are only as reliable as the hoses running them.

PIRTEK is the leading supplier of Hydraulic Hose Replacement and repair and is available 24/7, 365 days, on call, to keep your machines working properly.

We are here to repair, replace and maintain your hydraulic equipment. Getting your machines on a routine preventative maintenance schedule is key to keeping them running properly, efficiently and worry free.

HOW ARE WE DIFFERENT? PIRTEK HOSE TAGGING SYSTEM

PIRTEK offers a simple to use barcoded hose tag which highlights how and when the hose was assembled and the components used, enabling the customer to initiate a preventative maintenance program specifically designed for their hoses and pipe work.

PIRTEK is here to offer the service, ON SITE, so that your equipment is never down and production can continue as planned.

MINING

ON-SITE HOSE MANAGEMENT SOLUTIONS & CONTAINERS

Pirtek provides and maintains many on site workshops for large sites & remote locations. The Container workshops include hose assembly and fitment, vendor managed stock, can be used for surveys of plant and equipment and in house training of personnel on key aspects of maximising hose life.

Other uses include field assembly, maintenance and certification. They can come with a complete set of assembly and testing equipment, provide storage for hose reels and components & are suitable for use in a safe zone.

This can save a mine thousands of dollars per event in time & money.

PIRTEK – WE’LL KEEP YOU OPERATING!

For all inquires regarding a Pirtek onsite container please call us on 134-222 or email us at info@pirtek.com.au





Established in 2009, BPI Technologies is a 100% Australian owned company dedicated to providing industries, both locally and internationally with premium quality testing, certification and analysis services.

Our NATA Accreditation, coupled with our third party ISO 9001:2008 Quality Management System certification provides our client base with a wide range of testing services meeting all relevant Australian and international standards. The flexibility of our system also allows for testing to meet individual client specifications if required. Our state of the art laboratory has a wide range of testing equipment catering to a vast range of industries including:

- Automotive
- Engineering
- Manufacturing
- OEM
- Pharmaceutical
- Defence
- Food & Beverage
- Mining
- Oil & Gas

With our experienced and skilled team, BPI Technologies also offer:

- Test Reports
- Cause Analysis Reports – internal NDT inspections (colour photos and video available) can be conducted with a Borescope
- Assessment of conformity with specifications
- Assistance with research and development and interpretation of results

For more information on the services offered by BPI Technologies visit www.bpитеchnologies.com.au



OEM

YOUR SUPPORT MECHANISM

Pirtek OEM Pty Ltd was established in 2006 and operates as a fully owned and supported business unit of Pirtek Fluid Systems.

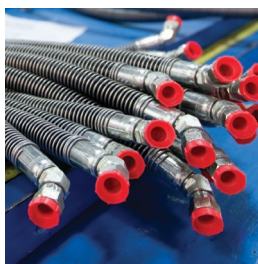
This provides a support mechanism for the Pirtek network. The areas such as large volume hose requirements or specialised hoses can be undertaken within the OEM department thus reducing the burden on the franchises' day-to-day business activity.

Our OEM workshop provides a team of fully trained staff along with the industry's highest quality machinery to ensure quality assurance is maintained. Pirtek's staff are available with technical advice to provide day-to-day assistance to all our customers.

The capabilities range from:

- Specialty Hose Construction
- Bulk Assembly Requirements
- Assembly of Food Grade Hoses

For more information call 134-222 or email us at info@pirtek.com.au



OIL & GAS



Proudly and uniquely Australian, Pirtek are the market leader in providing our diverse group of customers with a comprehensive portfolio of fluid transfer solution products and services in the hydraulic and industrial hose market place. Both locally and internationally, the Pirtek Network has earned an enviable reputation of providing its customers with high quality products and superior standards of customer service and support.

The formation of Pirtek Oil & Gas as a specialised supplier of low, high & ultra-high pressure hose assemblies will enhance Pirtek's total offering by providing state of the art specialist products and services with more than 30 years combined experience specifically in the oil and gas industry.

For more information call 134-222 or email us at info@pirtek.com.au



SETTING US APART FROM THE COMPETITION

When you buy a hose assembly for your valuable equipment and machinery, you can be confident that the process at each & every Pirtek Centre will provide you with the highest quality product on the market.

We understand the importance to keep you up & running 24 hours a day, 7 days a week when & where you need it.

This approach to quality & contamination control technology is what sets Pirtek apart from the competition.

You'll receive contamination free hoses all the time, every time. We'll keep you operating.

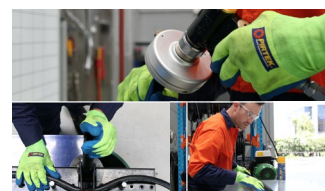
Pirtek Centres are renowned for cleanliness and hose safety meeting guidelines for storage, temperature, hydraulic testing, cutting, and assembly methods. This is evident through the articulation of their six-step process followed by each Centre when providing a hose assembly for a customer.

As part of the Quality Experience that every customer enjoys upon a visit to their local Service & Supply Centre, Pirtek are pleased to launch the Ultra Clean Hose Capping programme which will become the final step in the process to significantly reduce the risk of contamination when shipping.

For more information call
134-222. National Service 24 hours - 7 days.
www.pirtek.com.au



1. Identify Application



2. Measure, Cut & Pellet Application



3. Depth Measurement



4. Pirtek Crimp



5. Seal & Cap



6. Tag & Record



PIRTEK TRAINING

With continuous improvement a major part of the Pirtek business, Training programmes are a critical piece to the ongoing development of our teams.

Currently we are conducting courses in:

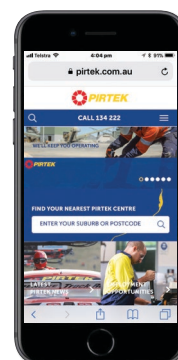
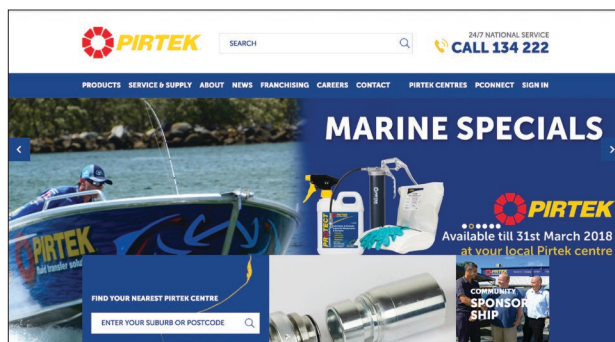
- Fire Suppression Certification
- Hydraulics 101 Training
- Hose Assembly & Installation
- Certificate II in Engineering Online
- Certificate II in Engineering (Practical)

Correct training & procedures goes a long way in keeping people safe & equipment up & running.

It also saves significant cost through teaching preventative maintenance strategies.

For more information please contact Iliya Vrankovic, Manager Technical & Learning on (02) 8822 9000.

NEW PIRTEK WEBSITE



Pirtek is proud to announce the Stage 1 launch of our new website. With fantastic visuals & new technology, our new site will really lift the Customer Experience to another level.

Whether you are on a desktop or mobile, our new site will optimise the interface size to make search, buttons & video easy to read & use.

The more you use our site, the more we will learn about you, which is your preferred Centre, and what products you want information on, such as how to get in touch quickly if you need help with a breakdown.

The site constantly reviews itself & our visitors to make sure we are optimising the search terms that our customers enter when dealing with Pirtek. This all makes the job of finding information on what you need so much easier.

The Stage 1 site has lots of video & animation to explain the benefits of our products, what we do & how to do it, promotions, news & events, electronic contact forms & most importantly where to find us & call us.

Stage 2 to be launched later in 2018 will include detailed product information that's easy to download or email.

This will also be cross referenced to industry so you can see the latest Pirtek products & services that are applicable to you.

Subscribe to our newsletter to make sure you're aware of all the great events & promotions that are happening at Pirtek and feel free to send us any feedback that may help us improve your experience with us.

We look forward to your visit. www.pirtek.com.au

UNIFORM LAUNCH

May sees the launch of the new 2018 Pirtek Uniform ranges for the team. The garments reinforce the Pirtek brand by reflecting our values & attitude.

The new range is premium quality, highly functional & introduces innovative concepts. There is also a range of promotional products & clothing for our valued customers.

We are sure that the new range will again set the bar for professional presentation within the industry.

Contact your local Centre for more information.





PIRTEK HELPS COMPANIES TAKE A MORE INTEGRATED APPROACH TO MANAGE RISK

As a proud partner of SAI Global, Pirtek recognises the demand by our customers that suppliers provide systems for governance, risk & compliance. This allows us to identify new opportunities, improve operational efficiencies and meet compliance requirements.

From planning and strategy, through to goal setting and decision-making, the guidelines we use help to equip Pirtek with the tools to proactively manage uncertainties and variability across a wide range of activities.

These areas include:

- Risk & Compliance
- Learning
- Standards & Legislation
- Auditing

This structure delivers confidence & a vastly improved customer interaction between us.

Through regular internal auditing and visits by the GLOBAL team we can identify gaps and create a plan to address anything that may be learnt through those reviews.

We continue to expand its use across the business to support a wide range of Governance, Risk & compliance situations.

At Pirtek, we will review strategies & systems looking for ways to continuously improve what we do. That's how we'll keep you operating.

www.pirtek.com.au





WE'LL KEEP YOU OPERATING

Pirtek understands how critical it is to keep you operating under extreme conditions.

That's why Pirtek is here for you 24/7 in over 96 centres with over 350 Mobile Service units.



Official Hose Supplier
of the Supercars





SUPERCARS – OFFICIAL HOSE SUPPLIER & PIRTEK ENDURO CUP

The 2018 Virgin Australia Supercars Championship season is off to a huge start with the first five rounds and twelve races already completed. The competition is fierce this year with every team giving their all each race for that coveted podium finish.

The Pirtek sponsored DJR Team Penske had a tough start to the season with both cars striking trouble in Adelaide only to come back with podium finishes for both drivers in the Coates Hire Melbourne 400 and has since had great success with Scott McLaughlin celebrating clean sweeps in both Phillip Island and Perth, achieving first place for Races 9, 10, 11 & 12!

The Championship now moves to the Winton SuperSprint which will see the fifth round of the Pirtek Pitstop Challenge and give the teams another chance to show who has the quickest crew team in pit lane.

The Shell V- Power Racing Team was dominant last year, finishing first and second, with Fabian Coulthard's #12 crew finishing just ahead of team-mate Scott McLaughlin's #17 outfit.

The final was broadcast live across Australia on FOX SPORTS during coverage of the Supercheap Auto Bathurst 1000.

This year, the competition expands from six events to eight. The competition works with times recorded from pit stops, where it is compulsory for all drivers to stop for



a minimum two-tyre change. The fastest crews at each event receives a score of 26 points, while the slowest team receives a score of one point.



Pirtek Adelaide was on hand at the Adelaide 500 to help out with the On-Track Entertainment acting as the support unit to Darren Morgan's Top Fueler.

TEAM JOHNSON



As part of our relationship with DJR Team Penske, 2018 sees our association extend across to the 2017 Championship winning Touring Car Master team- Team Johnson.

Managed by the iconic Dick Johnson & driven by his championship winning team, this relationship puts some muscle into the partnership.

Using many of Pirtek's high performance automotive parts, Steven Johnson backed up his victory in race four of the season with two further starring performances at Symmons Plains, in the first clean-sweep by any driver of a three-race weekend since 2015.

In tricky conditions he pulled away from Ryan Hansford and John Bowe – who were battling for second – in the Sunday morning race while the afternoon's finale was a more emphatic performance as he led home Bowe and Adam Bressington.

The finale was maximum-attack racing from both Johnson and Bowe as they ran close to the lap record across the 15-lap duration.

After such a frustrating end to his Adelaide weekend, Johnson said he was pleased to bounce back emphatically in Tasmania after three hard and fast races.

Johnson climbed from fourth to second in the TCM standings following his successful weekend and now sits just 39 behind Bowe heading into the next round, at Winton.

ROUND RESULTS: PRO MASTER

Steven Johnson	230
John Bowe	219
Jason Gomersall	167

OVERALL STANDINGS

John Bowe	415
Steve Johnson	376
Jason Gomersall	280
Adam Bressington	257
Mark King	222
Gavin Bullas	122
Jim Richards	0

DJR TEAM PENSKE

The DJR Team Penske relationship rolls on with the team taking the no.1 garage on Pit Lane after their Teams Championship winning effort in 2017.

Our Fuel delivery hose & air hose for the rattle guns is now sitting front & centre at the top of the lane ready to perform at all time & in all conditions. The team has had a rough start to the year but they have bounced back and managed to achieve multiple podium finishes for both drivers and some exceptional wins for Scott McLaughlin, celebrating four wins for the last four races and now sitting on top of the Championship leader board.

FABIAN COULTHARD | No. 12 | Shell V-Power Racing Ford

COULTHARD QUOTE: "I got a good start and then something happened at turn five, the field checked up and I got taken out from behind. Then it was exit stage left, and I was on the dirt. That took me back to last, I got past a few and then got pushed off by Lowndes, and went back to last, and then double-stacked in the pit-stop and went back to last. So 16th, I think given the circumstances we did the best we could with what were handed. We've had so much bad luck this year, but the package is there for success, we've just got to put it together."

SCOTT MCLAUGHLIN | No. 17 | Shell V-Power Racing Ford

MCLAUGHLIN QUOTE: "It's like a footy team that's 60 points down at half time. You've just got to rally, you've still got two quarters left and you've just got to get on with it. First to 19th, the two Bulls on the front row. it was a bit daunting. Our aim heading in was a top-five, and that a podium would be exceptional. Pretty much everything went our way in that race. It's the best team effort that I've been involved with, I think. One of my best races ever."

DRIVERS' CHAMPIONSHIP POINTS

1. Scott McLaughlin	1247
2. Shane Van Gisbergen	1089
3. David Reynolds	1079
4. Craig Lowndes	1053
5. Jamie Whincup	979
6. Scott Pye	874
7. James Courtney	864
8. Chaz Mostert	845
9. Fabian Coulthard	809
10. Tim Slade	800

TEAMS' CHAMPIONSHIP POINTS

1. Triple Eight Race Engineering	2068
(Whincup/SVG)	
2. Shell V-Power Racing Team	2056
3. Walkinshaw Andretti United	1738
4. Tickford Racing	1612
(Mostert/Winterbottom)	
5. Brad Jones Racing	1578
6. Erebus Motorsport	1573
7. Nissan Motorsport	1266
(Kelly/Heimgartner)	
8. Garry Rogers Motorsport	1082
9. Triple Eight Race Engineering	
(Lowndes)	1053
10. NISMO (Caruso/De Silvestro)	1052

To see the Pirtek fuel hose in action go to:

<https://www.pirtek.com.au/about/communitysupport/djr-team-penske>





RODEO PIRTEK MOUNT ISA



PIRTEK FRANCHISEE - DARREN CAMPI

Now internationally recognised and the pride of Mount Isa and the Australian rodeo circuit, Mount Isa Mines Rotary Rodeo is a major event for Queensland having won Australian tourism awards for the past two years.

Pirtek Mount Isa Franchisee – Darren Campi is the current President of the Rodeo committee having served for several years.

Now the largest in the Southern Hemisphere, the Isa Rodeo celebrates its Diamond Jubilee 60th Anniversary rodeo from 9-12 August. It has grown to a week-long festival including three days of world-class rodeo competition, concerts, a free street festival, horse racing and more.

Darren sponsors a chute & provides work & support vehicles over the event – another critical support piece to keep them operating.



MAY NEW PIRTEK WEBSITE

Introducing an improved channel of communication, our Stage 1 website launch will dramatically improve the customer experience & make finding information streamlined & simplified.

News, Product Catalogues & Centre contact details all dynamic and easy to access.



MAY WINTON SUPERSPRINT 18-20 MAY

The Virgin Australia Supercars Championship returns to "The Nation's Action Track" for the 2018 edition of the Winton SuperSprint.

2018 Support categories will be the always entertaining Kuhmo V8 Touring Car Series, Touring Car Masters, SuperUtes and the little pocket rocket Aussie Racing Cars.

Also in 2018 the Saturday Night Live Concert will fire up with Mastin, Andrew Wishart and SMAC playing in trade alley 5-10pm.

Tickets on sale now, all camping, grandstand and corporate tickets are to be purchased by calling the Winton Raceway office on 03 5760 7100.



PIRTEK NEW UNIFORM

The new 2018 Uniform & Merchandise range reinforces the Pirtek brand by reflecting our values & attitude.

The new range is premium quality & has innovative concepts.

The range keeps our team looking professional & ready to go.

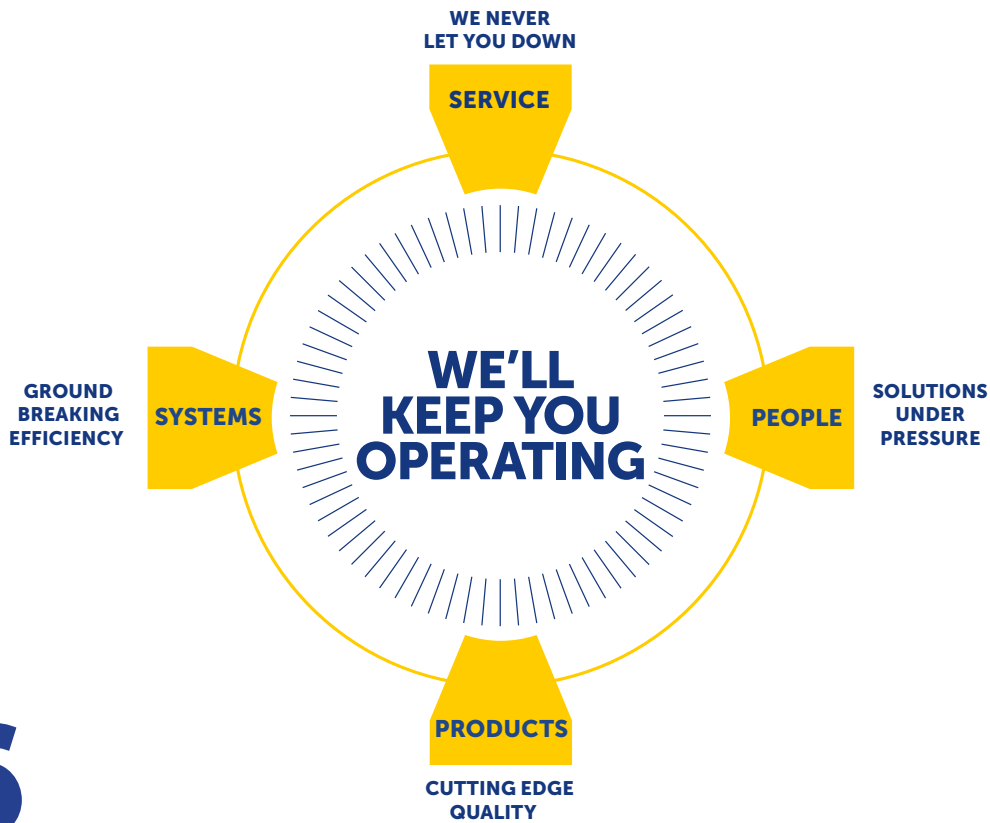


SEPTEMBER 14 SEPT - 21 OCTOBER

The PIRTEK Enduro Cup is the prize awarded to the most-consistent Supercars driver and co-driver pairing across Australia's iconic endurance events.

For the fifth consecutive year, the Sandown 500 in September, the Supercheap Auto Bathurst 1000 and the Vodafone Gold Coast 600 in October offer THREE opportunities for each of the pairings to score points, and step towards the PIRTEK Enduro Cup.





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LOCATIONS NATIONALLY AUSTRALIAN SERVICE & SUPPLY CENTRES

NEW SOUTH WALES

Blacktown	Mascot	Shoalhaven
Campbelltown	Milperra	Singleton
Central Coast	Mudgee	Smithfield
Cobar	Muswellbrook	Southern Highlands
Coffs Harbour	Newcastle	Sydney Central
Dubbo	North Sydney	Tamworth
Goulburn	Orange	Taree
Gunnedah	Peakhurst	Ulladulla
Illawarra (Wollongong)	Penrith	Wagga Wagga
Lithgow	Port Macquarie	Windsor
Maitland	Prestons	

VICTORIA

Albury/Wodonga	Laverton
Ballarat	Melbourne Central
Bayswater	Moorabbin
Bendigo	Springvale
Dandenong	Thomastown
Geelong North	Tullamarine
Latrobe Valley	

SOUTH AUSTRALIA

Adelaide	Roxby Downs
Elizabeth	South Adelaide
Mt Gambier	Whyalla

TASMANIA

Hobart
Launceston
North West

ACT

Canberra

NT

Darwin



WESTERN AUSTRALIA

Bunbury	Malaga
Canningvale	Midland
Fremantle	Newman
Geraldton	Port Hedland
Kalgoorlie	Welshpool
Karratha	

QUEENSLAND

Bayside	Chinchilla	Glenden	North Brisbane	Sunshine Coast
Beauresert	Cloncurry	Gold Coast	Port of Brisbane	Toowoomba
Biloela	Dysart	Ipswich	Rockhampton	Townsville
Blackwater	Emerald	Mackay	Rocklea	Wacol
Cairns	Fraser Coast	Moranbah	Springwood	Yatala
Charters Towers	Gladstone	Mt Isa	Strathpine	



134-222

National Service 24 hours - 7 days
www.pirtek.com.au