

Coates

INDUSTRIAL SOLUTIONS

Capability statement FY25



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Welcome to Coates
Industrial Solutions

Coates

INDUSTRIAL SOLUTIONS

Specialists in site maintenance and construction support



Well-planned and executed industrial events are critical to your operations. With extensive experience supporting industrial, maintenance and construction projects for a range of industry sectors across the country, Coates Industrial Solutions can help your business achieve its safety, environmental, budgetary and compliance targets during these challenging, high-pressure projects.

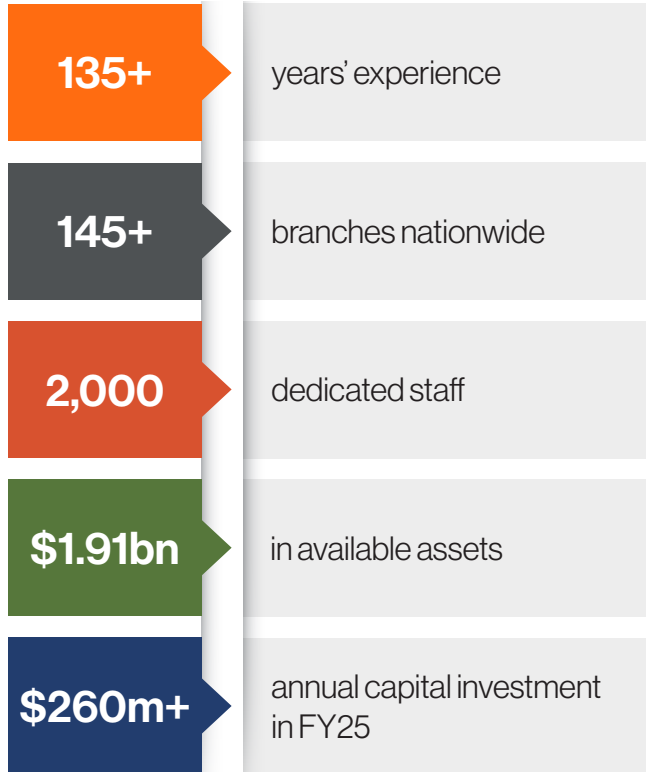


Scan QR code to watch
our brand in action

Coates: An industry leader

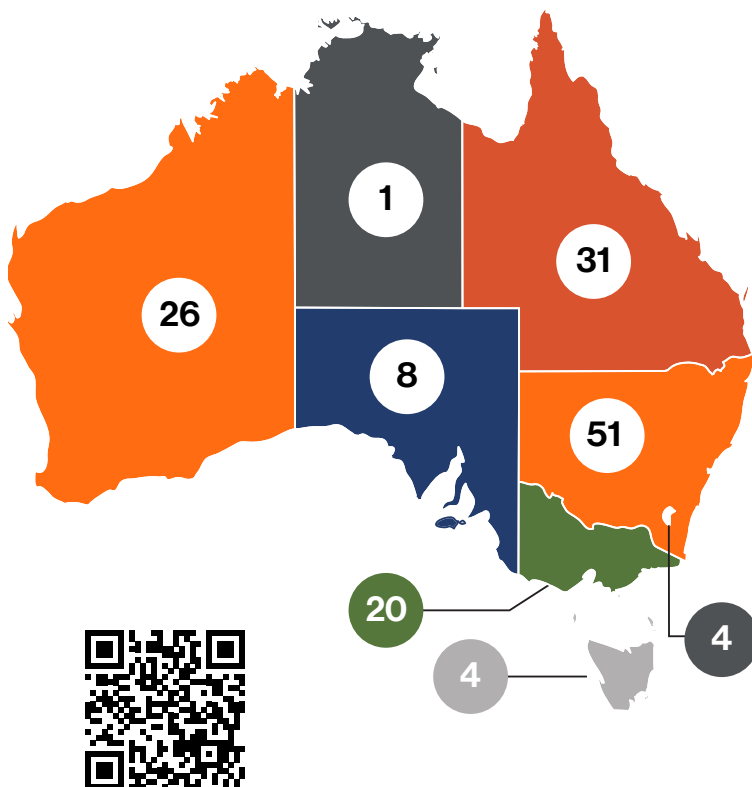
Coates Industrial Solutions is part of Coates, Australia's leading equipment hire and solutions company, which provides end-to-end solutions across five key areas:

- Equipment Hire
- Industrial Solutions
- Engineering Solutions
- Power & HVAC



“
Our vision is to be the market leader in safe, smart and sustainable equipment solutions

National branch network



Scan QR code to see
our full branch network

As at September 2023

Proudly Australian-owned

SGH | Industrial Services, Media,
Energy and Investments



BORAL

ALLIGHT

SGH | Energy





About us

Expertise you can rely on

A strategic partner who adds value at every stage

Working with Coates isn't like working with other providers of equipment hire and industrial services. Here are just some of the reasons why our customers turn to us, time and time again.

	Deep industry experience	From Shutdown Managers and Tool Store Controllers to Product Specialists, our team bring extensive knowledge, passion and expertise across multiple market sectors.
	Industry-leading equipment	Coates' hire fleet is three times larger than our nearest competitor. We're investing \$1 billion over five years to refresh and grow our fleet, so you can be assured of the latest equipment.
	Scalable, customised support	Backed by Australia's largest fleet and over 145 branches nationwide, we can scale up or down to deliver when you need it most and provide tailored support 24/7, 365 days a year.
	Service reliability	Coates equipment is regularly serviced by our own maintenance teams to ensure it runs efficiently and is safe to operate. For urgent repairs, field service teams are available 24/7 across Australia.
	Power of one provider	Why manage multiple suppliers when you can partner with an end-to-end solutions provider? Enjoy the convenience, accountability and peace of mind of working with an experienced one-stop shop.
	Innovative technology	Market-leading digital technologies such as SitelQ and Coates Connect help you make data-driven decisions about current and future operations to maximise the value of your rental equipment.

“The Coates team are just good at what they do. They know how to optimise our processes, and where to find efficiencies. Coates also brings intelligence and best practice to our tool store operations.

Mark Fitzgerald, Pilbara Area Manager, Monadelphous



Industry sectors

Industry-specific solutions

From short maintenance projects to supporting the largest shutdowns in Australia, we know the general tooling and equipment requirements for each industry we serve.

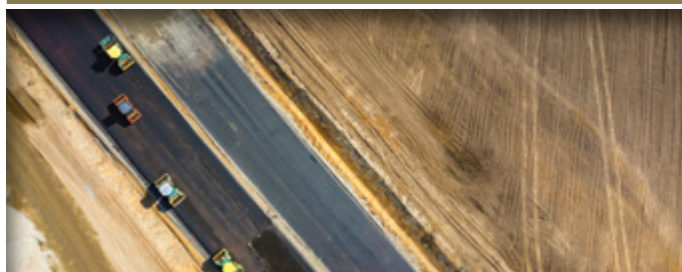
We'll then identify the speciality tooling and assets you need to deliver a safe, efficient and cost-effective event, and provide data and insights to inform current and future projects.



Mining & Metals



Oil & Gas



Government & Infrastructure



Construction



Power



Ports & Shipyards



Rail



Heavy & Light Manufacturing



Chemicals



Pulp & Paper

Safety and compliance

Safety first, zero harm

Care deeply is a core value at Coates. Underpinned by our 10 Lifesaving Commitments and aligned with our HSEQ Policy, we strive to ensure all stakeholders go to work and return home safely to their families and communities.

Safety-driven processes

- Pre-start meetings
- Take 5 risk assessments
- Itemised maintenance checklists
- Equipment logbooks
- Transport logbooks
- Load restraint guidelines

LTIFR

ZERO

Coates Industrial Solutions' Lost Time Injury Frequency Rate (LTIFR) per million hours worked in FY24

TRIFR

ZERO

Coates Industrial Solutions' Total Recordable Injury Frequency Rate (TRIFR) per million hours worked in FY24

Full compliance support

We'll support your team to complete site-specific WHS Management Plans by providing all safety documentation, such as risk assessments, certifications, service history and equipment specifications.

Safety performance and reporting

We monitor and report safety performance via lead and lag KPIs, and provide intervention initiatives to ensure the safety of our people and customers.

HSEQ certification

Compliant with top-tier and government standards, our HSEQ system is third-party certified at five key sites: Mascot, Moorebank, Kingston, Dandenong and Belmont.





Our core
capabilities

Site Management

Partnering with Coates means your industrial event will be meticulously scoped, planned, optimised and executed. This lets you focus on the bigger picture, rather than day-to-day management and compliance of critical tooling and support services.

Scoping

During scoping, we'll review your previous events for equipment gaps and inefficiencies, and objectively assess whether the right type and specification of tools and equipment was achieved.

Drawing on decades of industry experience, we'll recommend the general tooling and assets required for your project, and work with your team to identify speciality tooling and asset requirements.

This detailed process ensures you commission the optimal mix of equipment and support services and allows any future scheduled works to be completed in the most efficient and cost-effective way to reduce downtime.

Planning & Optimisation

By embedding our experienced shutdown specialists in your project planning team, we can help shape your approach and enhance your project outcomes. We do this by combining deep industry experience and lessons learned with data and insights sourced during scoping.

We'll also help to optimise your event long before you start on site by reviewing past projects, incorporating modernisation techniques and smart tech solutions, and sharing customer and industry insights.

Execution

When it's time to mobilise your site, Coates has a range of equipment solutions and support services so you can focus on critical operation tasks, rather than everyday equipment needs.

We can support your team to safely, efficiently and cost-effectively deliver complex industrial events with:

- Detailed scoping and planning to ensure all equipment needs are addressed
- Managing tools, equipment, consumables and services via our SitelQ asset management system
- Experienced tool store controllers to continually optimise equipment hire
- Proactive cleaning and maintenance to keep tools in safe working order



Reviewing & Reporting

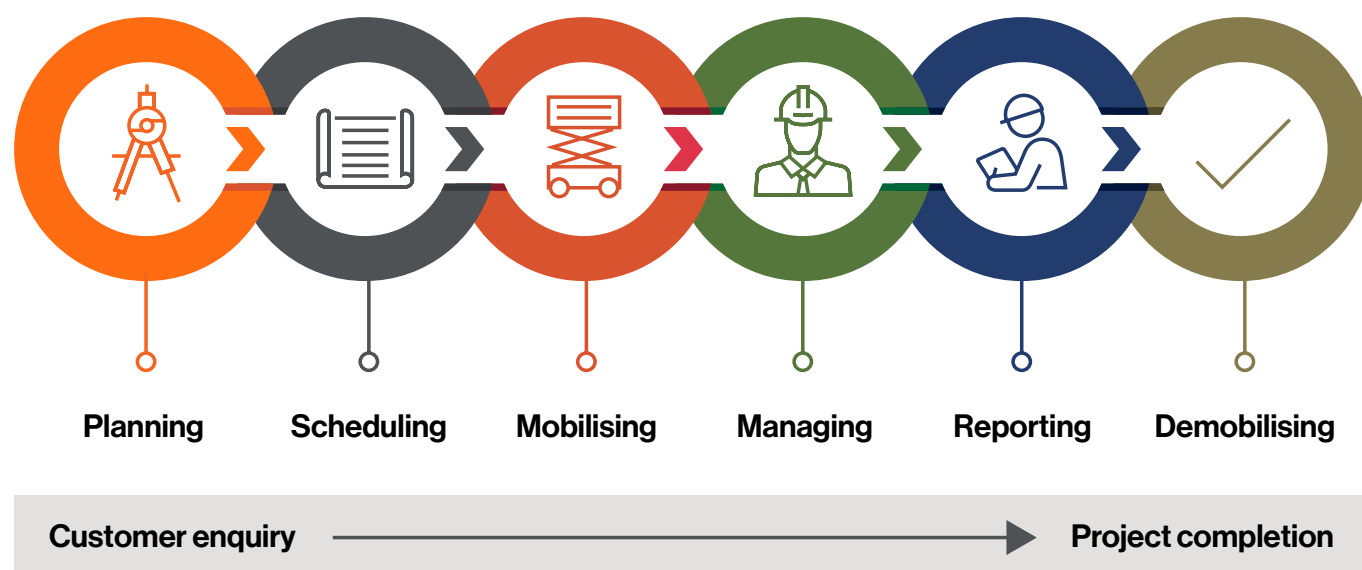
We understand the value that information can bring to industrial maintenance events.

SiteIQ, our proprietary asset management system, provides fully customised reports for any project element (for example, who used what tool and when). At event close out, we combine lessons learned with holistic event reporting and review to inform your future planning cycle.

Access to deep industry experience and critical tooling and equipment data allows you to:

- Quickly scale up the hire of tools and equipment when event requirements change
- Continuously review tool and equipment utilisation to prevent over-hiring
- Calibrate and maintain only the equipment that you need
- Draw on detailed reporting and lessons learned to inform future planning cycle

Complete project support



Equipment & Services

Establishing a site facility

Coates Industrial Solutions provides comprehensive support for complex industrial events, including equipment hire, tool store management, site facilities and services, across all industry sectors.

General equipment

- Lighting towers, access, welding, generators, air compressors, etc

Specialist equipment

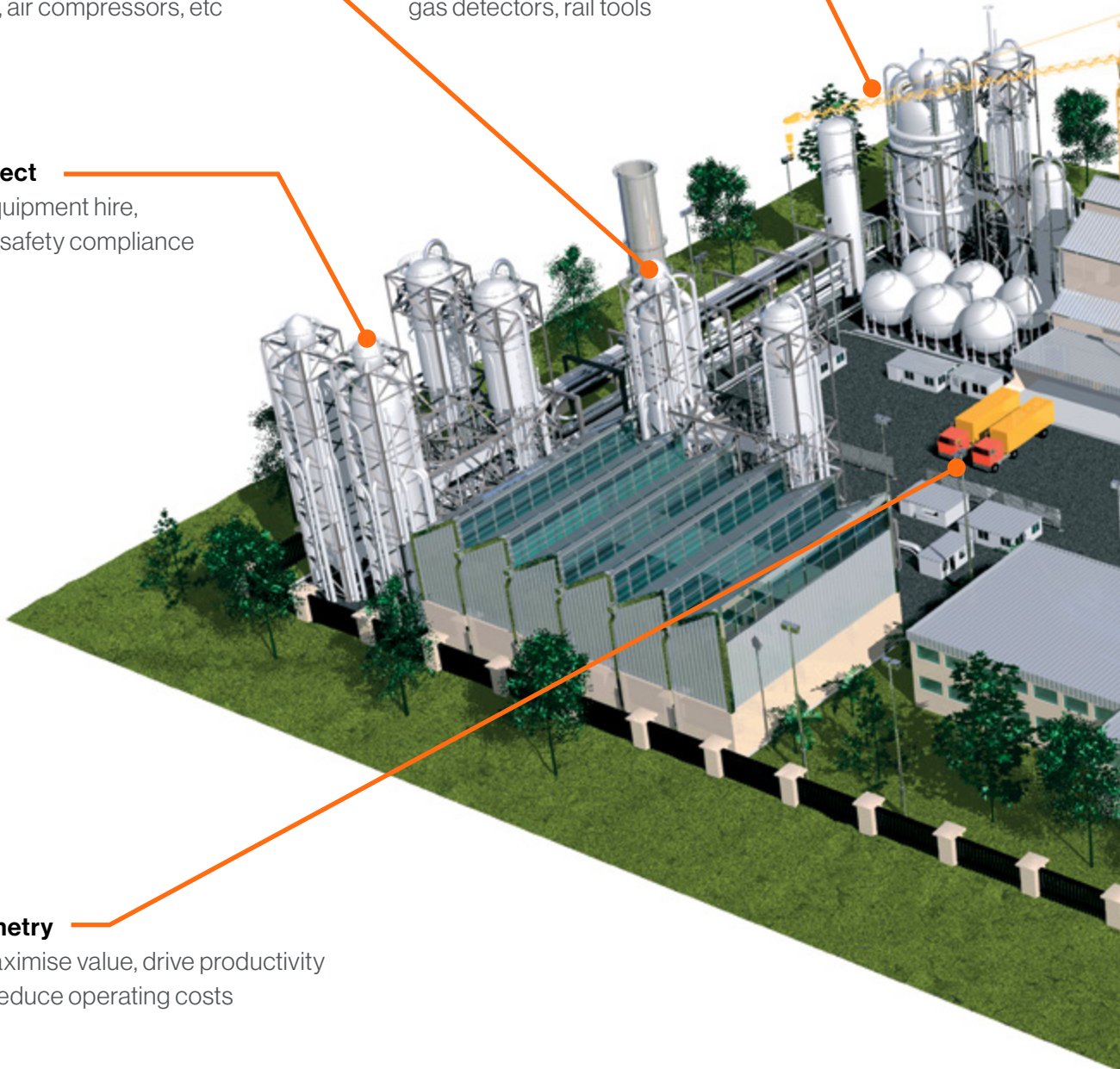
- Torque equipment, two-way radios, gas detectors, rail tools

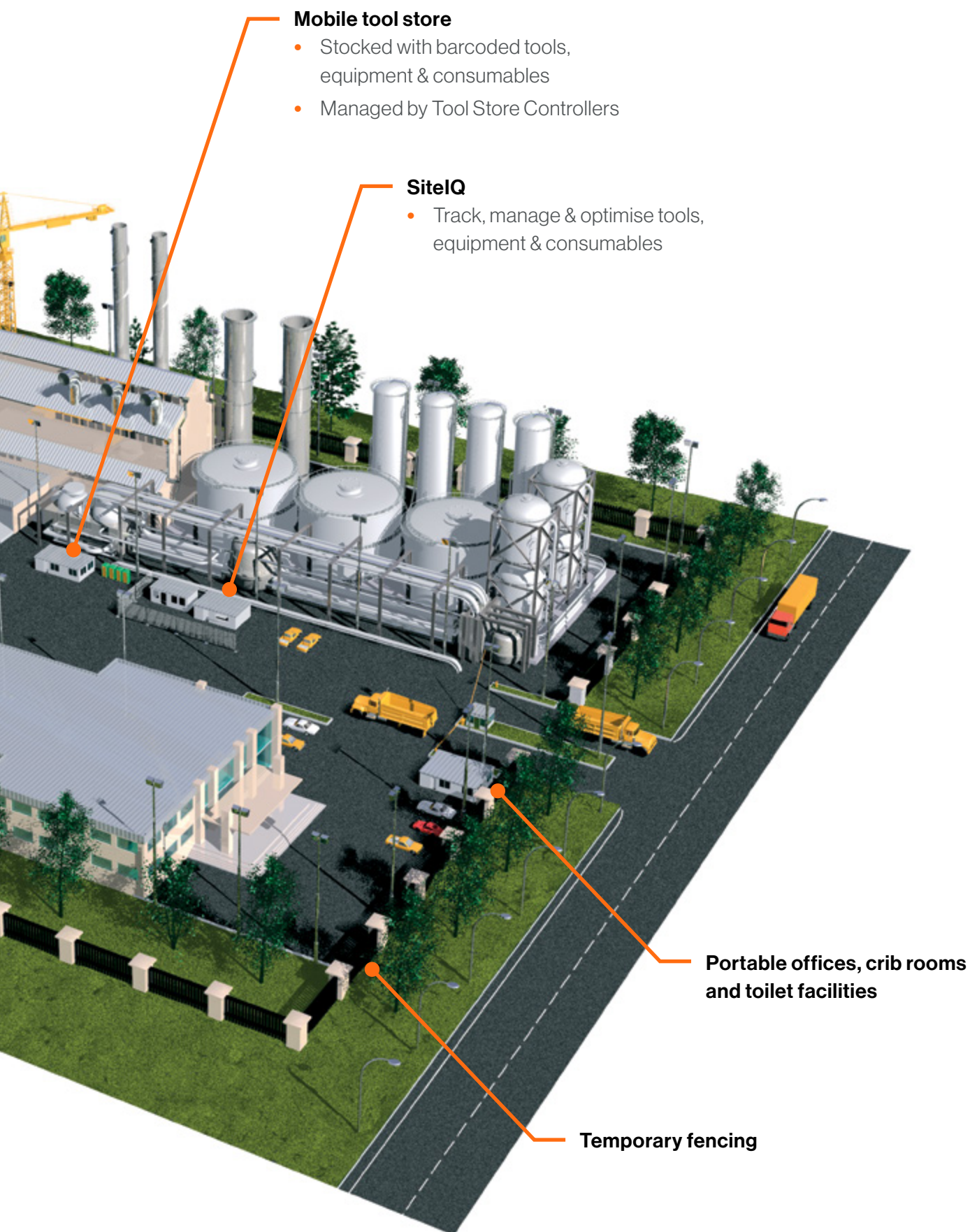
Coates Connect

- Manage equipment hire, invoicing & safety compliance

Telemetry

- Maximise value, drive productivity & reduce operating costs





Mobile tool store

- Stocked with barcoded tools, equipment & consumables
- Managed by Tool Store Controllers

SiteIQ

- Track, manage & optimise tools, equipment & consumables

**Portable offices, crib rooms
and toilet facilities**

Temporary fencing



Equipment & Services

Tool Stores

Quick and easy access to the right tools and equipment is vital for keeping your industrial or construction project on track. Let Coates manage all your site needs with a fully stocked, flexible tool store solution.

Staffed by our experienced Tool Store Controllers, we'll track, manage and optimise all hired and/or owned tools, equipment, consumables and services via SitelQ, our proprietary asset management system.

- Mobile or permanent tool stores; tool store compounds; tool trailers
- Detailed scoping and planning to determine tooling and equipment needs
- Tool and equipment hire (240V, cordless and diesel)
- Specialist equipment hire (eg. gas detectors, two-way radios, rail equipment)
- Consumables procurement and/or management (including customer-owned)
- Tool Store Controllers, specialist trades and 24/7 tool store operation
- Site-based services (cleaning, test and tagging, maintenance, refuelling)
- WHS compliance management (equipment certifications and VOC)
- Customised reporting via SitelQ
- Site-based services such as refuelling, transport and logistics

Consumables

As part of an on-site tool store solution, Coates can supply and manage consumables – or simply manage your own stock – via our SitelQ asset management system, saving you time and money during planning and at site, too.

Partnering with Coates Industrial Solutions allows you to take advantage of our industry experience, buying power and proprietary asset management technology to reduce costs, improve productivity and deliver a safe event.

Our wide range of consumable products includes:

- Tool components – such as drill bits, grinding disks, burrs
- PPE & safety equipment – gloves, safety glasses, hardhats, etc
- Welding & gas – including TIG, MIG, Plasma spares kits
- Fasteners & fixings – rivets, nails and more
- Lubricants & chemicals – engine oil, air tool oil, degreaser, adhesives
- Trade-specific gear – electrical tape, cable ties, caulking guns, etc
- Cleaning & crib amenities – hand sanitiser, tea and coffee, etc

Equipment & Services

General hire range

Home to Australia's largest fleet, you'll find an unmatched range of general plant and equipment, regularly serviced and ready to hire. This includes our Stop the Drops™ range, which features special tether attachments designed to minimise the risk of falling tools and equipment on construction and industrial sites.

Specialist tools & equipment

In addition to general hire, Coates offers a wide range of specialist and trade-specific tooling and equipment, such as gas detectors, electrical, welding, hydraulic, torque gear, rigging and other specialised equipment.

Rail tools & equipment

Coates also has a range of specialised rail tools and equipment to keep your planned rail maintenance and construction works on track. Our range includes welding, grinding and clipping equipment, possession limit boards, rail handling A-frames, hydraulic track jacks, rail rollers, mobile tool trailers and more.

Site facilities

To ensure the health, safety and comfort of your workers, Coates has a huge fleet of increasingly eco-efficient temporary site facilities to accommodate projects and workforces of all size.

Ranging from a single 3.6m x 2.4m standard shell right up to large-scale compounds, our modular units can be configured to suit your site requirements, including plumbed and accessible toilets; shower and ablution blocks; breakout and lunchroom facilities; first aid buildings; and site storage solutions.

We offer turnkey packages that include services such as consumables management, customised onsite reporting and additional peripheral services.



Equipment & Services

Equipment categories



Tools & Equipment

Extensive range of electric and battery power tools, HVAC, height safety, plumbing and spray-painting equipment.



Site Accommodation

Portable toilets, single unit site offices, large-scale office complexes and equipment storage containers.



Lighting

LED trailerised mining and metro lighting towers, solar-powered lighting, portable light stands and a range of small lighting options.



Generators & Power Distribution

Portable generators from 650 watt to 1250kVA, hybrid power systems, distribution boards, transfer switches and accessories.



Traffic Management

Concrete, steel and plastic road barriers, electronic message signs, portable traffic lights, truck attenuators, fencing and steel road plates.



Air & Air Accessories

Engine or electric compressors, air tools and a wide range of accessories.



Industrial Tools & Equipment

Confined space entry equipment including gas detectors, rescue davits and a wide range of bolting tools, flange aligners and other tooling for shutdowns.



Materials Handling

Forklifts and telescopic handlers.



Welding

Electric and engine-driven welders, gas equipment, wire feeders and a range of accessories.



Access

Fleet includes scissor lifts, self-propelled boom lifts, trailer-mounted booms and personnel lifts.

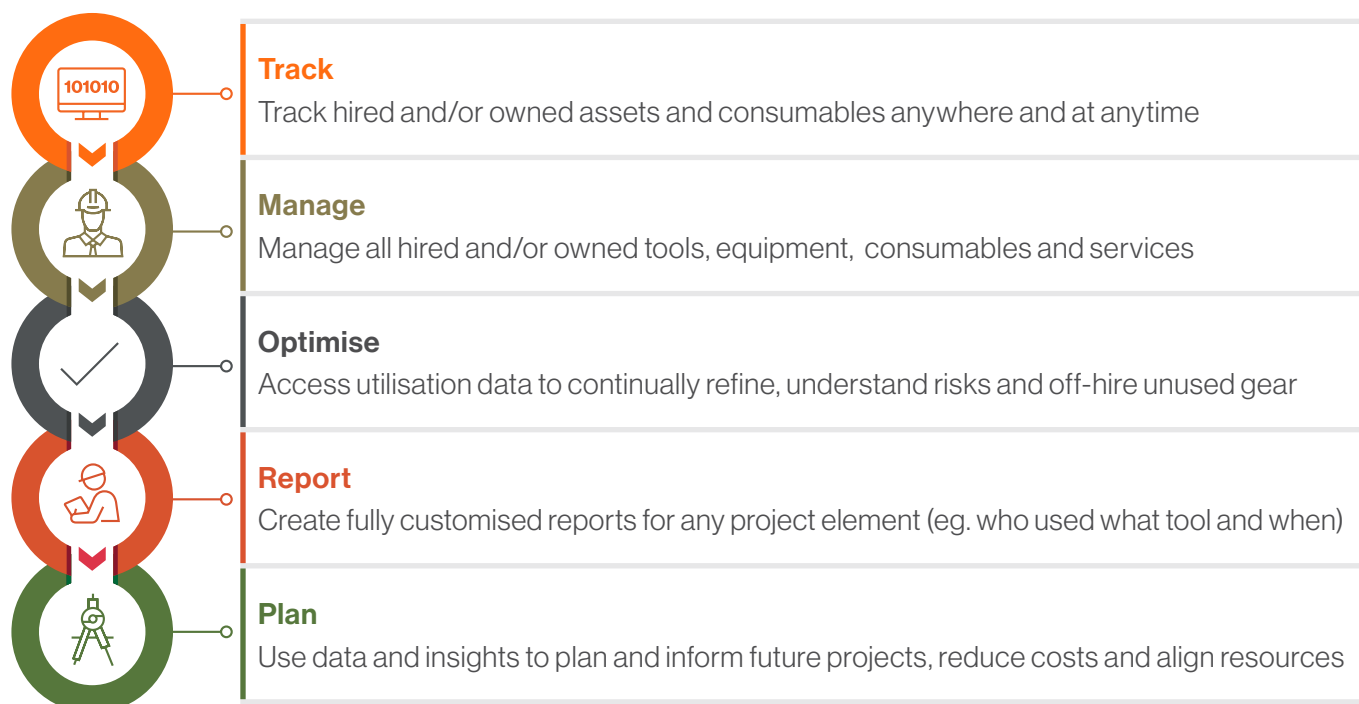
Technology & Innovation

Smart technologies to drive shutdown efficiency

To help manage your industrial assets, boost productivity and cut costs, Coates customers have exclusive access to market-leading tracking and reporting tools.

SiteIQ

Used in conjunction with a tool store, SiteIQ is Coates' next-gen proprietary asset management system. It provides faster real-time management of customer-owned and hired tools, equipment, consumables and services. Our experienced Tool Store Controllers will track, manage and optimise assets, with customised reporting to drive tool efficiency and inform decision-making.



SiteIQ vs standard systems

	SiteIQ	Standard systems
Tags and tracks rental equipment and third parties	✓	✗
Tags and tracks sold equipment	✓	✓
Tags and tracks consumables	✓	✓
Project-by-project reporting (hourly / daily / annually)	✓	✗
Certifications on all equipment (owned and rented)	✓	✗
Ability to track assets and consumables by project	✓	✗
Blocks unauthorised personnel from using assets and consumables	✓	✗
Online or offline functionality	✓	✗

Technology & Innovation

Coates Connect

Our free customer portal provides a convenient way for you to manage equipment hire and expenditure, invoicing and safety compliance. In fact, customers typically save between 3% - 10% on hire expenditure using Coates Connect.

With its user-friendly dashboards and handy traffic light system, you can easily monitor off-hire dates, request a hire extension, view invoices, access safety information and export formatted reports (eg. for equipment currently on hire or plant recently delivered) – all in one place.

Benefits

- ✓ Greater visibility
- ✓ Better equipment utilisation
- ✓ Tighter cost control
- ✓ Increased payment efficiency
- ✓ Improved safety management

Telemetry

Telemetry data gained through IoT, such as location and equipment utilisation, feeds into Coates Connect to maximise the value of your rental equipment, drive productivity and reduce operating costs. Our universal system is compatible with telemetry devices fitted by Coates, OEMs and customers.

Active management by a dedicated Coates data analyst provides the opportunity for high-volume customers to significantly reduce rental costs. See how we helped one major customer save 9.1% on their monthly equipment hire spend.

Benefits

- ✓ Locate equipment faster
- ✓ Reduce operating costs
- ✓ Improve site safety
- ✓ Inform future hire needs





Case studies

Partnering for success

Coates Industrial Solutions help manage hundreds of industrial events and construction projects of all sizes across Australia each year. Here's a snapshot of three challenging projects.

EnergyAustralia | \$80 million power turbine upgrade

Challenges:

- Project scale – largest upgrade in the plant's history
- Dynamic environment – one turbine offline; second operational throughout
- Large temporary workforce – 1,000 extra contractors per day; COVID-19 restrictions

Solutions:

- 24/7 manned tool store – hired tools and equipment plus customer-owned consumables
- Coates asset management system – daily reporting
- COVID-safe tool store design and specialist equipment (eg. UV cabinets) for sterilising tools
- Equipment hire – Access, Materials Handling, Power & HVAC, Site Facilities

Impact

- Coates data improved tool time efficiency by 80% and informed planning for Phase 2 outage

WA Mining & Refinery customer | Long-term equipment hire contract

Challenges:

- Remote site in Western Australia
- Equipment underutilisation – wastage and high operating costs

Solutions:

- Telemetry, Coates Connect and dedicated Coates data analyst
- Provides visibility of equipment and data on where, when and how it's being utilised
- Data analyst off-hired idle equipment, reallocated equipment to different operation centres and prevented unnecessary hires

Impact:

- Customer saved 9.1% on monthly equipment spend and reduced total operating costs

Monadelphous | Customer-owned tool stores in WA's Pilbara

Challenges:

- Manual tool store processes, paper-based system and ad-hoc maintenance
- Poor visibility and availability of tools and equipment
- Lost and damaged assets, increased costs

Solutions:

- Audit of all Monadelphous tool store operations
- Coates Tool Store Controllers are now managing customer-owned stores
- Coates asset management system – assets are test/tagged, barcoded, scanned and optimised; daily reporting to manage certification and maintenance audits

Impact:

"We've been able to reduce costs and gain confidence that everything is certified, fit for use and available when we need it."

Mark Fitzgerald, Pilbara Area
Manager, Monadelphous



Scan to read more
case studies or visit
coates.com.au/customer-stories





Sustainability

Coates

A partner for positive change

Towards sustainability

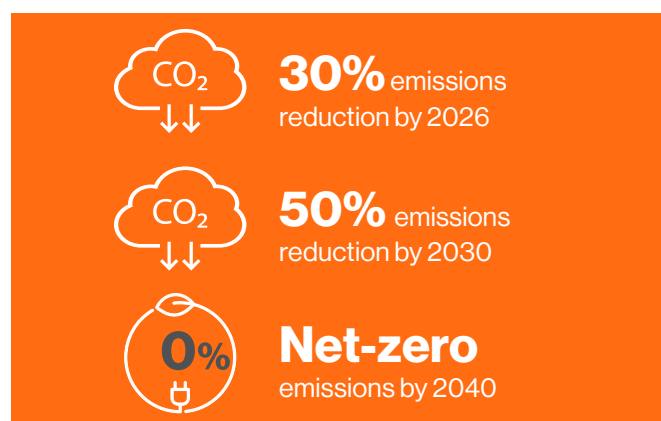
We know you want a partner who shares your values. That's why we've committed to net-zero targets and established a sustainability framework to help drive positive change for our stakeholders and wider society.

Our Sustainability framework includes five key pillars:

- Eco-efficiency
- Greener Choices
- Our People
- Our Communities
- Resilience

This is underpinned by the circular economy concept, which aims to extend product lifecycles through practices like reuse, maintenance, refurbishment and recycling, while minimising waste. Hiring equipment instead of buying it aligns with circular principles and is cost-effective, resource-efficient and environmentally friendly.

There are challenges ahead, but by working together, we can turn shared vision into meaningful action.



Providing Greener Choices

As you look for ways to improve the sustainability of your projects and organisation, we're responding by providing a range of more sustainable equipment and solutions to help you reach your green goals.

Our Greener Choices range includes battery electric, hybrid, solar, low pollutant engines and biofuel blend compatible equipment across categories including Access, Materials Handling, Lighting, Site Accommodation, General Hire Tools, Traffic Management and Solutions.

Supporting our communities

Coates is extremely proud of the role we play across Australia, supporting not only our customers, but also providing a helping hand when communities need us. Here's how we make a difference:

- **Local communities:** Each year, Coates supports local communities with access to equipment and services for sporting activities and events.
- **Emergency services:** For over a decade, we've worked with the NSW Rural Fire Service (RFS) to deliver critical temporary infrastructure and project support for communities in distress.
- **Coates Foundation:** Launched in 2021, the Foundation allows our business and our people to meaningfully contribute to positive social impact. Since 2021, we've contributed \$1.6 million to our selected charity partners. Meanwhile, in FY24, our employees contributed more than 2000 volunteer hours, up from 600 hours in FY23.

Supporting reconciliation

As an Australian-owned business, we're proud to be on the path to reconciliation and are committed to working with your organisation to help close the gap.

Having completed our 'Reflect' Reconciliation Action Plan (RAP) in 2021 and largely fulfilled our 'Innovate' RAP commitments in 2024, we're turning good intentions into measurable actions. Key reconciliation achievements include:

- ✓ Established formal partnerships with Indigenous chambers of commerce NSWICC, Noongar, Kinaway and GABC
- ✓ Created partnerships with Aboriginal and Torres Strait Islander businesses, which often supports the growth and expansion of their capabilities.
- ✓ **500% increase** in Aboriginal and Torres Strait Islander employee participation rate since our first RAP
- ✓ Provided all employees with an opportunity to engage in Cultural Awareness training
- ✓ Donated equipment and services to Aboriginal and Torres Strait Islander businesses and communities

Targets for Aboriginal and Torres Strait Islander representation

- 10% of apprentices by 2025
- 2.5% of employees by 2025
- 5% annual spend for two procurement categories by 2025



Partnering with the Clontarf Foundation

Our partnership with Clontarf helps support 150 academies across Australia, with more than 11,500 students enrolled. In 2024, Coates renewed the three-year partnership for another three years.

Key highlights of the partnership to date include:

- ✓ Employment of 15 Clontarf graduates at Coates
- ✓ Over 1,000 Clontarf students have participated in work site visits or work experience with Coates nationwide
- ✓ Coates staff have participated in more than 200 activities per year on average, including carnivals, morning trainings, employment forums and awards nights.

Championing diversity and inclusion

Coates is committed to promoting and encouraging female participation in the construction industry, aiming for 25% representation of women in leadership roles by 2025. Key milestones achieved over the past four years include:

- ✓ Winner of the Crystal Vision Awards at NSW National Association of Women in Construction (NAWIC) Awards for Excellence 2023
- ✓ Elevated female representation across all roles, including 78 leadership positions. As at May 2024, 23.1% of roles and 23.7% of leadership roles are filled by women – well ahead of the industry average
- ✓ Empowered 85 women through four cohorts of our Leadership, Excellence and Performance (LEAP) program
- ✓ Improved policy and procedures around parental leave
- ✓ Launched women's development and networking workshops
- ✓ Enhanced hiring practices to promote inclusivity.

Click to read more about our
Sustainability commitments or visit
coates.com.au/sustainability



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Contact us

For more information,
contact our experts today.

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