

**ASSOCIATED
TECHNOLOGIES**

**Beyond
Chemicals**

**Above
Expectations**

At Buckman, we know great ideas have a chemistry all of their own.

With stricter regulatory requirements and increased operating costs in the region, it's more important than ever to optimise every process and target every opportunity to improve operations and increase profitability. That takes a lot more than chemicals. It takes the chemistry of ideas, people and technology working together. That's why Buckman brings you a full range of advanced analytical monitoring technologies, hands-on expertise in the plant, and strategic troubleshooting and consulting services. It's in a chemical's nature to be reactive. It's in our nature to be proactive. Here are just some of the ways we go beyond chemicals and above expectations.



Testing boundaries. Exploring possibilities.

Analytical and Pre-Treatment Services

Buckman puts water, processes and performance to the test with a full range of analytical and water pre-treatment services. We offer extensive laboratory testing capabilities, instrumentation expertise and state-of-the-art analyses to assess the current

conditions of your systems, troubleshoot problems, and customize solutions that boost plant performance. To ensure you get the most out of each solution, we also provide valuable training for your operators.

Our services include:

- Plant audits
- Water analyses
- Deposit analyses
- Defect analysis
- Microbiological testing
- Metallurgy
- RO membrane autopsy
- Residual actives analysis
- Product analysis
- Coatings and plastics analysis (ASTM Standard methods)
- Training



Gaining insight. Eliminating guesswork.

Advanced Tools

Buckman takes the guesswork out of water treatment with proprietary technology that gives operators greater insight into water quality, equipment performance, dosing accuracy and more.

Process Counselor

With Deposit Accumulation Testing System (DATSTM) capabilities, the Buckman Process Counselor measures process temperatures and flow rates related to your exchangers and tracks them over time. It allows you to assess transfer performance, measure the

presence of microbiological fouling and know exactly where fouling is taking place. Even better, by comparing information with broader plant performance data you can see how our efforts enhance the efficiency and total cost of plant operation.

EZe Monitor®

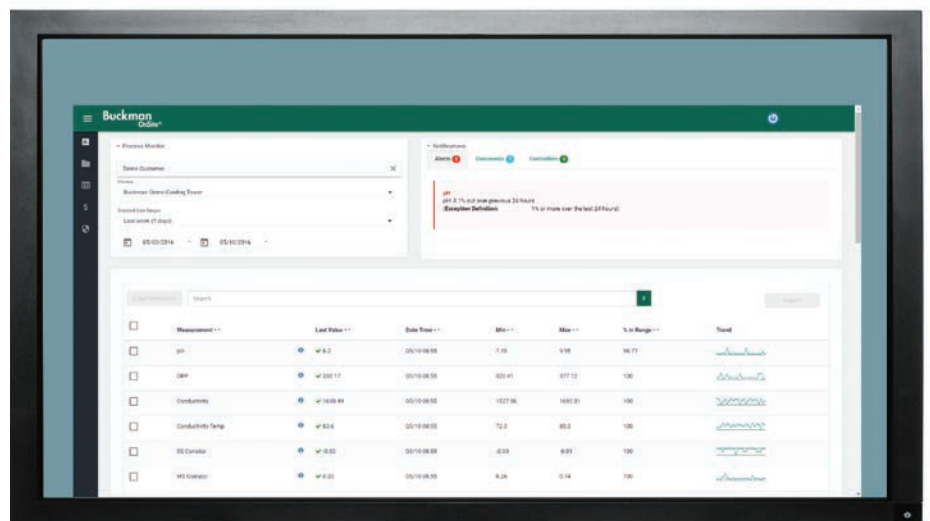
EZe Monitor is a comprehensive online plant system that accurately tracks all water quality parameters—pH, ORP, corrosion rate, and conductivity—as well as chemical treatment levels. It automatically adjusts the feed of treatment chemical accordingly. Real time

assessment and control improves operational efficiency and helps reduce environmental impact. In addition, EZe Monitor can be accessed remotely and it can be linked with Buckman OnSite®, our customer portal and data dashboard.

Buckman OnSite®

Our cloud-based customer portal and data dashboard interface gives customers and their service representatives access to vital information about customer operations—manual and automated controller data updates, safety data sheets and more. For Buckman, it saves valuable time typically spent by service representatives compiling customer service reports. For you, it offers a new level of visibility into your own processes, putting data and documentation at your fingertips, no matter where you are. Just as importantly, being able to see your

operation's data on demand allows you to not only monitor your success, but also see more clearly the value that Buckman brings to it.



Buckman OnSite dashboard interface provides quick access to continuous reporting and valuable insight into the customer's internal processes.



Green Toolbox

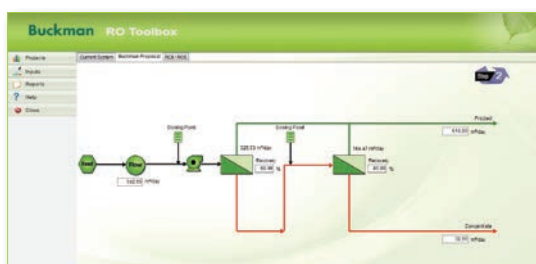
For our customers and us, return on investment (ROI) is only part of the goal. We also look for return on environment (ROE). The Green Toolbox is a computer program that allows the user to accurately calculate ROE based on measurable factors, including:

- Economics
- Water use
- Energy use
- Waste
- Risk
- Social impact
- Competitive advantage

The program then calculates a value for each project.

The Green Toolbox, in conjunction with our monitoring technologies, allows us to:

- Predict problematic species and identify the areas they threaten
- Identify re-use streams and align your system with your water use strategy
- Optimize operational conditions
- Increase your profitability and decrease your environmental impact



Complete Control

Heat Exchanger Management

Fouled heat exchangers reduce production, create flare losses and increase fuel costs—damaging both your bottom line and your environmental footprint. That's why Buckman offers comprehensive heat exchanger management. By using advanced preventive monitoring technology, we are able to anticipate fouling before it becomes a problem. We can then put together a customized treatment

program that includes fast recovery dosing of shell and tube heat exchangers and a unique fin fan cleaning solution. All so you can:

- Reduce production lost due to poor cooling
- Increase plant stability, reliability and availability
- Decrease maintenance and cleaning costs
- Decrease chemical usage
- Optimize process efficiency

Bioplant Monitoring

Buckman provides in-plant process engineering capabilities to monitor and control your activated sludge unit processes from beginning to end. Operators are informed of mass and water balance parameters, so they can adjust for optimal efficiency, and we make sure every Buckman application is aligned with your plant's operations.

Buckman continuously strives to improve our value offering for our bioplant customers and become your preferred solution partner by converting your plant and process data into an efficient knowledge management system.

Providing inspired advice, unwavering support

Account Management Programs

Continuous Improvement is our ultimate goal for all of our clients. That's why we implement account management programs that will

ensure you we provide the best people and the best service to enhance efficiency, safety and performance.

Transition & Service Plan Workshops

New and different can be stressful, which is why at Buckman we strive to remove the worry that change brings, and replace it with confidence and assurance. We do that through our Transition Workshop. Before we pump a single drop of our product into a new client's facility, we bring in our team. We ask questions, consulting not only the managers, but also the operators on the floor, the guys working the docks—everyone who may be affected by a transition to Buckman's chemicals and services. We find out what their

expectations and concerns are, and only once these are addressed do we deliver.

Once the transition is complete, we turn to the Service Plan Workshop where we document our interviews, confirm expectations, and determine how we will measure results for you. We create an in-depth implementation plan. From that plan, we know, going forward, how to avoid problems, meet mutually agreed-upon goals, and pave the way to continuous improvement.

Joint Problem-Solving Workshop

You run complex operations that call for solutions that streamline, simplify, and strengthen. Once again, Buckman turns to its proven workshop format to help solve the difficult problems customers face and avoid others before they can occur. Our Joint Problem-Solving Workshop

builds consensus between people and establishes a carefully wrought plan for initiating and managing positive change. Once the plan is implemented, the benefits and improvements are traced over time to help measure ROI and ensure continued success.

The Customer Satisfaction Survey

Satisfaction comes from a job well done. It grows out of achievement and improvement. It is measured both in emotional and financial terms. Buckman seeks your satisfaction at every level. At the heart of this quest is the Customer Satisfaction Survey, because we know that customer input yields customer satisfaction. It

allows us to know where we have succeeded and where we need to improve, and it helps us to identify new goals to pursue. It takes only five minutes to complete, but creates lasting improvements that benefit everybody and strengthens the relationship between our customers and us.

Customer Service and Sales Training

To help you realize continuous improvement, we at Buckman are training our own people constantly to provide the leadership you need. In fact, we employ dozens of specialised trainers

who keep us at the top of our game. On-going training ensures industry-specific problem solving, sustainability improvements, and value optimisation throughout the plant.

Equipping you for success and for the future

The best chemicals in the world will fail if they are not applied correctly. Buckman's in-house engineering department designs and manufactures safe, state-of-the-art chemistry application equipment that perfectly

complements our products, reduces waste, increases reliability, and meets your plants' specific challenges and requirements. At Buckman, we believe feed equipment should feed your bottom line.

Learn more

Today, there are more tools and more technologies than ever to help you save money, protect the environment and enhance your company's image. Ultimately, we do not produce just chemicals, we create reactions. Our success and, moreover, our customers' success depends on this. Buckman Associated Technologies give

you a level of confidence that can only come from cutting edge innovation, global leadership and local support.

Speak with a Buckman representative, or visit buckman.com. Together, we can keep your systems running more efficiently and increase your return on investment.





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