



Welcome to our "summer" edition, although given we have seen little summer to date maybe we should

drop the seasons and stick to numbers!

There have been several highlights since our last newsletter. The great emphasis has been on getting to know our customers better to ensure our service standards meet the excellent product standards from the DORMA stable. Running training sessions for distributors set a benchmark for other manufacturers in NZ to follow. I'm sure we all agree our industry lacks knowledge, and DORMA is happy to invest in our distributors' people to increase this knowledge base. Investing in the knowledge of our own people is also highlighted through this issue.

Receiving feedback from customers through survey results has also been enlightening, giving us clear direction for improvements we need to make in our business from what we believe is already a very solid base.

And without our people we could not deliver on your expectations, so welcome to Raewyn and congratulations to Maggie on her promotion: read more about these valuable staff members in the pages that follow.

Finally, I'm sure you will be interested in our move into Wellington, and through this we take a position of market leadership in the Movable Walls sector. As we progress we will highlight the facility Wellington will offer to strengthen our national presence.

So I hope you enjoy this "Edition 13". From our perspective it makes very positive reading, once again.

Geoff Cope
General Manager

innovative

DORMA performs sky high

The breathtaking views from Rotorua's Skyline Skyrides have now got even better thanks to new automatic doors from DORMA.

The entranceways at this popular gondola ride - which travels 487 metres up the side of Mt Ngongotaha - are controlled by DORMA automatic door operators. The bottom terminal features striking new glass doors while the top terminal has aluminium framed doors that cater for strong winds and extreme conditions expected at such a height.

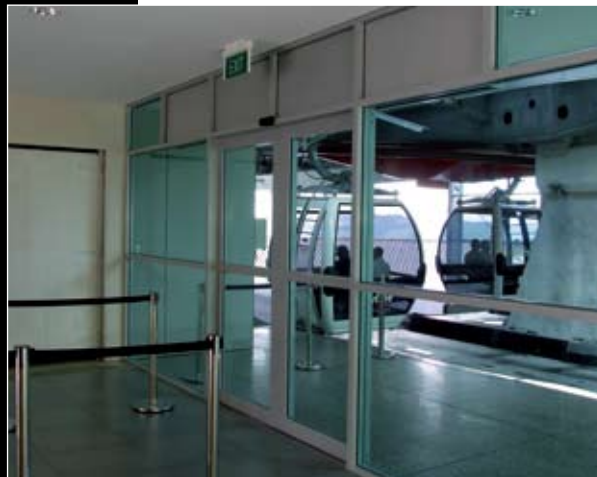
Kyle Openshaw, Sales Consultant at DORMA, describes how these entranceways have been transformed: "Previously, there were heavy wooden doors that shut out light and gave a dark and dingy appearance to the gondola's arrival

and departure area. Now, the clear frameless glass doors allow light to flood in, giving the whole area a contemporary-looking facelift. The stylish doors enable visitors to better enjoy the beautiful surroundings from indoors."

DORMA was chosen by fabricator Beamish Aluminium because of its "excellent products and high service standards." The two teams worked closely to solve the challenges that came with a unique installation such as this.

Kyle explains the positioning of the operators: "In the lower terminal entrance, three bi-parting operators are mounted on a steel structure above the glass line into one extrusion, providing a seamless view right across the entire door opening, while the top terminal operators are mounted on to an aluminium framework."

Keeping up with the demands of Skyline Skyride's 500,000 annual visitors, DORMA's service division will ensure the automatic doors perform smoothly well into the future.



Strong and striking: the new DORMA automatic doors atop Rotorua's Skyline Skyride gondola are an aesthetic improvement while withstanding tough weather conditions.

Service with a smile

Next time you call DORMA's service division, listen out for the friendly and helpful voice of Maggie Cox – DORMA's recently promoted Operations Administrator.

Although Maggie is new to the role, she's no stranger to the business: for the past nine years, Maggie has handled all the office admin and accounts for the company (previously known as ABM).

To prepare her for her new position, Maggie travelled to DORMA's Brisbane service centre where she completed intensive training. She says, "I learnt so much. It's a bigger office there, with excellent policies and procedures in place. The great thing is that I can take the best of what I learnt in Brisbane and apply it here at DORMA's New Zealand office."

A month into her new role, Maggie describes what it's like: "I'm the first point of contact for service enquiries. These can vary from organising the repair of a shop door that's been vandalised to scheduling the next maintenance call for a school. My job is to ensure I ask the right questions, capture the correct information,



Callers into DORMA's Service Centre will now be greeted with Maggie's friendly, helpful manner.

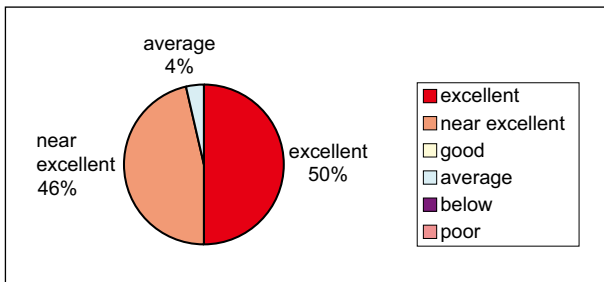
and then pass this on to the relevant DORMA service technician."

DORMA's service department operates throughout New Zealand for all types of door systems including automatic, sliding, hinge, pivot, smoke-stop, fuseable link and maintaining and repairing movable walls and more. "No matter what time of day or night it is, clients will always be able to contact us," explains Maggie.

Customer feedback

In order to continually improve the services and products we provide, DORMA recently undertook market research to gauge customer feedback. Approximately 500 clients were contacted and asked their opinions regarding a variety of areas, including quality of DORMA's products, value for money, perception of the DORMA brand and more.

Quality of DORMA products

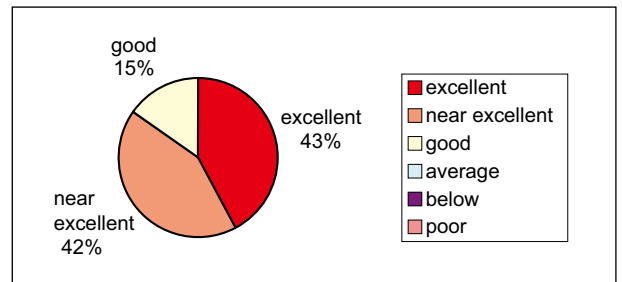


96% of survey respondents stated the quality of DORMA's products as being excellent or near excellent.

pioneering

According to these findings, DORMA is highly regarded in all its key markets of door control, automatic doors, movable walls, glass fixtures and fittings and service. DORMA ranked very high compared to our competitors in areas such as reliability and quality.

Reliability of DORMA products



100% of survey respondents stated that reliability of DORMA's products as being either good, near excellent or excellent.

Congratulations to Warren and Mahoney architect – Phil Grey – who was one of five winners of a \$200 Dick Smith voucher for participating in the DORMA survey.

Moving more walls with new Wellington office

DORMA has further expanded its movable wall business with the acquisition of Wellington-based Operable Walls New Zealand – the local agent for premium brand HÜEPE. This exciting development enables DORMA to complement its existing range of Modernfold movable walls – a popular choice featured in many public buildings – with a superior quality brand such as HÜEPE.

Geoff Cope, General Manager at DORMA, says: "This is a significant step forward for the company. It means we offer two market-leading movable wall brands as well as having permanent representation in Wellington – a thriving region which offers huge potential for the entire DORMA product range."

Since 1988, Lower-Hutt based Operable Walls New Zealand has installed and distributed HÜEPE movable walls into locations such as hotels, conference centres and universities. HÜEPE's interesting design comprises suspended wall panels connected to self-adjusting rollers, meaning there's no hazardous floor track to comply with. In addition, the brand is highly versatile: wall sizes are available from 2 – 14.5 metres; irregular room sizes can be accommodated; and a vast range of fabric and material finishes are available. One of

its stand-out features is its sound-proofing capability: Hueppe offers 42 to 58 decibel reduction in sound control.

Robert Line, the previous manager of Operable Walls New Zealand and now the Operations manager – Movable Walls – at DORMA is equally pleased at the announcement, believing clients will directly benefit from the merger: "Now, we're able to offer clients two great wall options from a central location."

As a well-respected industry professional, Robert brings a vast amount of knowledge to the DORMA team. Career highlights include several high-profile projects including the installation of HÜEPE walls into Sky City's Convention Centre, plus a number of government building upgrades where sound insulation and ease-of-use have been priority.

Robert adds, "I've enjoyed marketing the HÜEPE brand for many years. Having said that, I'm looking forward to working with the Modernfold product as it is a quality and reliable alternative."



Robert Line

Tomorrow's functions for the architecture of today



The TS 93
in Contur
design

Coming soon is the stylish new look for one of DORMA's most popular ranges: TS91, TS92 and TS93 door closers.

From March 2007, these advanced door closer systems with cam action technology will feature the 'Contur' design – a smarter, sleeker appearance for covers, end caps and slide channels. This updated design matches the current TS97 and CD80 swing door products.

For more information on the new Contur design or other door control products, contact Steve Piner on 09 573 1999 or email stephen.piner@dorma.co.nz

functional

Introducing Raewyn



Raewyn Mack

DORMA Door Control has appointed Raewyn Mack to support and develop its distributor network.

Raewyn joins the team as an Architectural Consultant,

providing a primary point of contact for all distributor enquiries and technical support. She will be working closely with David Gorny in Customer Services and Senior Sales Consultant, Stephen Piner.

Steve says: "Having Raewyn in this distributor focused role enables DORMA to further develop and expand existing relationships, and continue to provide a consistently high level of service."

Raewyn's experience in the waste management service industry is certainly different to door control, but she says the fundamentals of customer service remain the same.

"My role is to listen to and support the distributors, bringing information back to DORMA so we can improve these relationships and continually better the products and services we offer into the market," says Raewyn.

"Customer needs are always a high priority, and I am able to bring that perspective to my new position."

Since joining the team in October, Raewyn has already met with a number of distributor clients in the upper North Island and plans to meet with architects in her region soon.

A recent training trip to DORMA in Melbourne proved a great learning experience for Raewyn, who met with top Australian door control specialists and DORMA distributors.

adding value



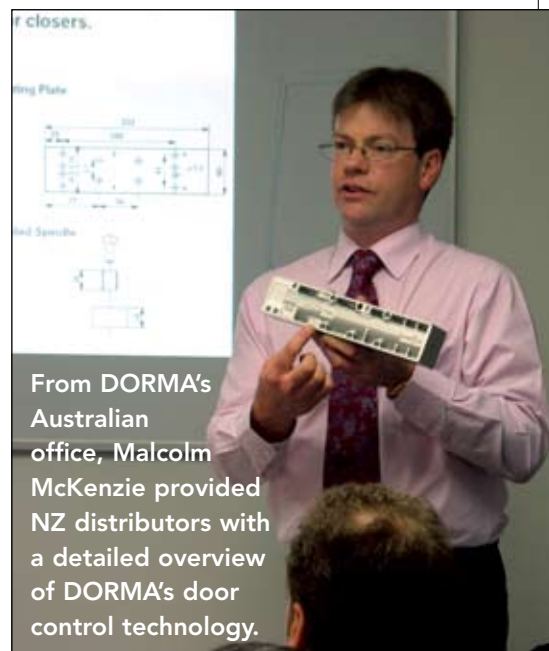
Distributor network benefits from training seminar

Distributors from across the country converged on DORMA's headquarters in Mt Wellington recently for a two day seminar presented by Senior Sales Consultant, Steve Piner and Australian DORMA Door Control Product Marketing Manager, Malcolm McKenzie.

"This is the first training seminar of such depth from any Door Control manufacturer in New Zealand," explains Steve. "Our aim is to educate all our distributors about DORMA's market leading products so they can relay correct and useful information onto potential buyers."

Malcolm has eight years experience in the Australian Door Control industry. "He has an intimate knowledge of DORMA products. Clients were able to pick his brains on the intricacies of some of these, and find out more about the range of new products introduced in the last 12 months," explains Steve.

28 distributors from across New Zealand attended the training. For those who did not attend, DORMA is keen to provide further training opportunities. Contact Steve Piner for more details.



From DORMA's Australian office, Malcolm McKenzie provided NZ distributors with a detailed overview of DORMA's door control technology.

Winning walls

There's a number of exciting new projects underway over the next few months where DORMA's movable walls are being installed. These include the luxurious five star Rendezvous Hotel in Auckland's CBD; the contemporary Marlborough Convention Centre in Blenheim; and the stunning Sebel Trinity Wharf Hotel in Tauranga. Look out for details of these high profile installations in future DORMA newsletters.

DORMA New Zealand Limited

20 Sylvia Park Road
Mt Wellington, Auckland
Phone 09 573 1999

Service: 09 827 1265
Wellington: 04 577 1453
Christchurch: 03 341 5540

reliable



Door Control



Automatics



Glass Fittings and Accessories



Movable Walls