

**James Walker®**

## Global Contracts for Sealing Products & Services



Cost-effective fluid sealing  
for your sites worldwide

- Supply of all seals, gaskets & related products
- Custom-designed products
- Top level technical services
- All backed by e-business systems

High Performance Sealing Technology



## Introducing Global Contracts



### James Walker worldwide

James Walker is a global group of companies that manufactures and distributes a vast range of standard and specialised products and services to virtually every industry sector.

We provide world class expertise and capabilities in:

- High performance fluid sealing technology.
- Materials technology — with particular emphasis on elastomers, polymers and engineering plastics.
- Bolting and fastener technology.
- Engineering design and application.

Our services embrace the complete industrial cycle, from research, development and manufacture, to product application, maintenance and equipment refurbishment.

With these activities at our command, we help to keep industry across the globe running safely, efficiently, with minimal downtime and improved environmental performance, year-in and year-out.

In the following pages, we outline the benefits of our Global Contracts service, and how we can improve the cost-efficiency of your own operations on a worldwide basis.

## Serving industry worldwide



### Global service to meet local needs

Over a century of experience in the supply of sealing products and services around the world has shown that the most effective approach for the majority of industrial operations is:

#### Think global and act local

Our successful Global Contracts business is based around this philosophy. We have developed an international strategy that helps industrial corporations of all sizes and complexities to obtain the very best value in fluid sealing and associated products on a worldwide basis.

A significant proportion of our business is concentrated in partnering deals and contracts to service efficiently the local needs of industrial and process plants operated by multinational concerns.

Our list of major contracts covers the requirements of industry sectors such as chemical, metallurgical, power generation, pharmaceutical... Please contact us for detailed information.

For major international players in these, and many other processing and manufacturing areas, James Walker is their one-stop-shop for all fluid sealing related advice and products.

### One-stop shop portfolio

Our product ranges are vast — over 250,000 items — and cover virtually every fluid sealing requirement of modern (and older) plant or equipment. Here is a synopsis:

- Hydraulic sealing products for the largest presses and jacks down to small actuators and instruments.
- Rotary lip seals in 10,000 type/size combinations.
- Soft cut gaskets, metallic gaskets and ring joints for all flange sealing duties.
- Compression packings for valves, pumps and mixers, including TA-Luft certified grades for fugitive emission control to IPPC.
- 'O' rings in over 100 elastomer grades including rapid gas decompression (RGD) resistant.
- Expansion joints and bellows — for giant high-temperature exhaust ducts to high-pressure chemical lines.
- Tension control fasteners for reliable bolted connections.
- Mechanical seals and cartridge units for the highest integrity rotary applications.
- Pipework support and machinery mounts.

When the specific product you require is not a standard on our range, we will custom-design and manufacture, or factor approved items for you from another high quality supplier whose product integrity we trust.

## Global operations

### Wherever you are, we can supply

Our role as a high technology sealing group, servicing Global Contracts, demands an international manufacturing base, plus highly efficient sales and distribution operations.

A closely-integrated network of James Walker companies and official distributors supplies our products and services to over 100 countries. This network is supported by 50 production, distribution, engineering and customer support sites worldwide.

We currently manufacture at locations across Europe, as well as in North America, Australasia and Asia.

Most standard items will be readily available for swift supply from your nearest James Walker company or for same-day despatch via courier from one of our manufacturing plants. We can also arrange for customer-specific stocks to be held locally to your sites.

### Industry-specific services

When it comes to technical advice and problem solving, James Walker has some of the most active teams of globetrotting specialists in the fluid sealing industry — ready to help you.

Our teams are allocated to specific industry sectors, where they are experts in your plant and processes together with the related fluid sealing applications and requirements. The global industries we serve this way include:

- Chemical and petrochemical.
- Pharmaceutical and bioprocessing.
- Metallurgical and mineral extraction.
- Conventional power generation and renewable energy.
- Nuclear power and processing.
- Food and beverage processing.
- Semiconductor and electronics manufacture.
- Defence and aerospace.
- Water and waste.
- Engineering and manufacturing.
- Oil and gas.
- Marine.

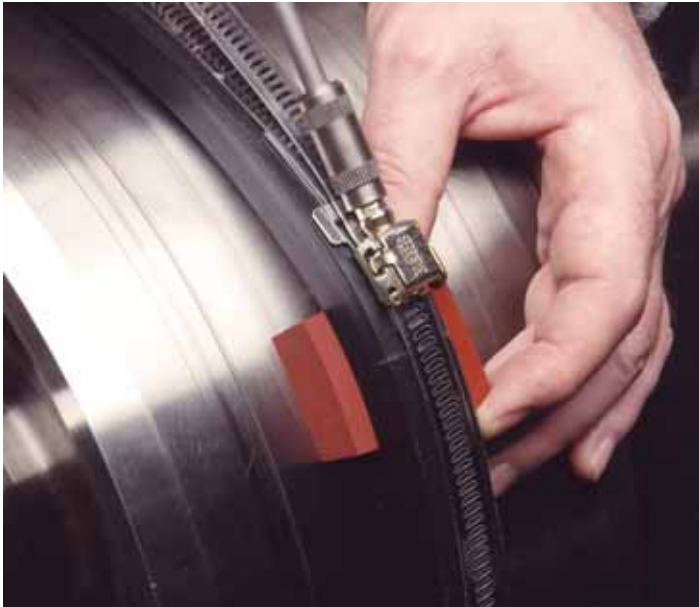


### From plant design to site maintenance

This wide spread of capabilities enables us to work with you at different levels. We will:

- Supply products, services and engineered sealing solutions to your plant operators, on-site maintenance teams and external maintenance contractors on a global basis.
- Work alongside your plant designers to ensure that the correct sealing systems are specified.
- Liaise with OEMs to make certain the fluid seals they fit are suitable for your purposes and offer best value benefits to your operation.

## How we operate — the business



### Global Contract management

Your Global Contract will be administered by an account manager dedicated to servicing your needs. This senior executive will be backed by teams of specialists to work on your behalf.

- With this structure we can fully support your corporate management and your sites at a local level.
- Progress is accurately monitored from contract initiation stage onwards. Regular reviews are undertaken with your management to assess performance, provide follow-up and examine key performance indicators.
- A report covering all products and services provided to each of your sites is submitted on a annual basis, or more frequently.

### Cost savings

The aim of a Global Contract is to help you keep your plants running safely and efficiently, and to offer you significant cost savings based on:

- Sealing products and associated components supplied at highly competitive market prices.
- Value added services — technical advice, problem solving, Total Cost of Ownership (TCO) programme, etc.
- Stock standardisation and rationalisation — especially where your plants use many different products for identical duties.
- Efficient order processing, logistics, stockholding and IT support for e-supply — to help you meet JIT requirements and reduce plant downtime.

### World-class technical services

When you enter a Global Contract with James Walker you get the very best technical support and assistance that is available within the fluid sealing industry.

- Our highly skilled industry support teams and field sales executives will provide you with on-site support anywhere in the world on a 24/7 basis.
- They have the fluid sealing expertise and technical ability to advise on the specifications and suitability of all James Walker's products and how they relate to your specific applications.
- We will also provide technical support to your maintenance sub-contractors and refurbishment suppliers to ensure that the correct fluid sealing products are used on your plant and equipment.
- In close co-operation with your own technical and operating staff, we will advise on the redesign of existing fluid sealing systems to enable you to improve plant efficiency, Health & Safety regimes and environmental performance.
- For this we provide the services of the James Walker Technology Centre — our world-leading team of fluid sealing technologists and materials scientists with the R&D, design and laboratory facilities to solve virtually any relevant problem.
- The resulting custom-designed systems and products will be manufactured precisely to meet your specific requirements.

## How we operate — the logistics



### Logistics network

Our highly developed and efficient logistics network supplies all James Walker products on a global basis. This has the inherent flexibility to be tailored to meet the precise demands of your Global Contract.

- Our warehouses hold over five million sealing items, ready for immediate despatch. Items not in stock are swiftly manufactured to meet market demands.
- Stockholding levels at James Walker companies local to your sites worldwide will be tailored to meet your specific requirements with regard to products and JIT delivery regimes.
- When required, customer-specific stocks will be held in bonded stores on your sites or at local warehouses, on immediate call to meet urgent maintenance demands.
- Similar arrangements can be made to service the needs of your maintenance sub-contractors, OEM suppliers and equipment refurbishment contractors.

### Information technology

A reliable and secure worldwide IT network links all James Walker's facilities and a number of major customers. Based on the Oracle® operating system, this enables approved personnel anywhere in the world to:

- Check our stock levels globally.
- Obtain on-line technical information and quotations.
- Place orders with our warehouses and production cells.
- Obtain accurate on-site delivery schedules and prices.

### E-business services

James Walker's e-procurement system enhances the efficiency of our global service by providing customers with:

- Cost reduction throughout the supply chain.
- Reliability at all levels, plus reduced procurement cycle times.
- Increased contract compliance and fulfilment.
- E-catalogue content management — with items classified to match your stock ordering systems to our equivalent product. We have e-business catalogues already generated in English and several other languages.
- Efficient electronic invoicing and fund transfer.

## How we operate — our policies



### Continuous improvement

James Walker is committed to innovation and the provision of engineered sealing solutions to improve plant efficiency. On Global Contracts the following value added services are offered:

- We hold technical clinics where groups of your plant engineers and managers can be briefed on the latest fluid sealing products, and can discuss fluid sealing problems in their areas of responsibility.
- We provide you with cost-savings plans based on TCO (Total Cost of Ownership) and ROI (Return on Investment) that qualify the potential economies to be made at your sites.
- We train your plant engineers in the correct procedures for fitting seals and gaskets to achieve maximum integrity and operational life to match your planned maintenance schedules.
- We work with your operational staff to introduce new fluid sealing systems and products that improve your Health & Safety regimes and your working environment.

### Environmental excellence

It is James Walker policy to develop products and services that help our customers meet increasing stringent environmental targets by the reduction of fugitive emissions from plant and improved energy efficiency. Here are a few examples:

- Supagraf® Control and Supagraf® Premier valve packings, and Metaflex® spiral wound and Metakamm® Kammprofile gaskets, are TA-Luft certified to demonstrate Best Available Technique under the European Union's IPPC directive 96/61/EC.
- Through our Joint Integrity Programme, we provide expertly engineered solutions that reduce leaks, minimise product loss and improve industry's operational efficiency.
- Our world-leading ranges of rapid gas decompression (RGD) resistant elastomers and seals significantly reduce the potential severity of leakages during oil and gas exploration and production operations.
- Industry's energy efficiency is enhanced by the use of our lower friction sealing products including Walkersele® Ultraglide rotary lip seals, Supagraf® expanded graphite and PTFE-based gland packings, plus hydraulic seals with instant response to pressure variations.
- Energy efficiency is also enhanced by improvements in sealing technology in general, as energy-expensive processed products are no longer lost so readily as fugitive emissions or spills.

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