



Jotun Protects Property

Jotun A/S

The Role of the Coating Advisor

Jotun Official Policy, Education Requirements, Team No. 1
Training, Continuing Education

TSS Corporate
8/6/2012

Contents

The role of the Jotun Coating Advisor	3
What makes a first class Coating Advisor?.....	4
As a first class Professional Coating Advisor you will: -.....	4
You need to have the right equipment and right attitude	5
What do I need to Know to be a competent Coating Advisor?.....	6
I need to always present myself with confidence	7
How can I protect Jotun's interests?	7
How do I obtain a good paint job?.....	9
Offer Sound Technical Advice	9
Continuing Education	11

The Roles and Services of the Jotun Technical Service Coating Advisor

As a major worldwide manufacturer of high quality marine and protective coatings, Jotun actively engages in customer service by taking our involvement with our customers past the point of the actual sale of our products into the shipyard, dry dock, construction site and workshops to assist our customers obtain the required coating finish and to conform to the project coating specification.

Jotun achieves this in field service by employing a group of suitably qualified and dedicated staff who are known as Jotun Coating Advisors.

Jotun has a world-wide network of more than 900 Coating Advisors. Many of our Coating Advisors are permanently located in the work sites of major fabricators and yards. When the need arises, or when our customers request our assistance for large projects, we can place Coating Advisors into project sites.

The role of the Coating Advisor

The Jotun Coating Advisor role is to observe; measure, and make recommendations to our direct customers on the correct methods of surface preparation, mixing and application of our products in the correct weather conditions to meet the project coating specification. The recommendations and observations we make are recorded to Jotun documentation which is passed to our customer's responsible person so that changes and adjustments can be made. Jotun do not have the authority to insist on any changes or stop work, unless otherwise contractually agreed in writing.

We do record any non-conformance to relevant standards and practices as may affect the performance of Jotun coatings. These records that contain information such as prevailing weather, batch numbers, applied thickness and observed defects not repaired etc. are all important should a problem with the coating system develop in the future, or if we receive a complaint about an applied system, as the records allow us to trace the product back to the application date and the date of manufacture. Jotun coating advisors cannot be expected to replace a project owners QC/QA team.

Availability of Jotun's coating advisor:

Jotun Coating Advisors are located in most of the markets where Jotun is promoting and selling our products. The coating advisor will usually be a part of the local technical service team and report to the local Technical Service Manager. The availability of coating advisors will vary from country to country and regions within that country.

Who is Jotun's customer?

Jotun have direct and indirect customers. Our direct customers are those companies and individuals who purchase our coating products and who pay us for the goods we sell. Our indirect customers are the asset owner's and specification houses who acknowledge the quality, performance and experience we offer them by specifying that Jotun coatings be used for the corrosion protection of their property. Jotun aims to meet the requirements of both direct and indirect customers, to achieve an optimum result for the investment.

What makes a first class Coating Advisor?

As a first class Professional Coating Advisor you will:-

- Be one of the best assets a company can have in terms of promoting its products and services;
- Be polite and respectful, calm and firm, reliable and honest, and represent his employer in a diplomatic way;
- Communicate extensively with all parties to a project;
- Perform his/her duties in such a way that he/she contributes to constructive measures to be taken, instead of taking an indifferent (or negative) approach (i.e. seek a solution);
- Whenever circumstances force compromises to be the only solution, he/she ensures that this is properly authorised, recorded and reported; and,
- Be specifically requested by clients to take care of their projects

When a customer specifically asks Jotun that YOU are present on their job, this is the best compliment YOU can earn for your good work.



A first class Coating Advisor should be able to communicate well, create relationship with the clients and be a team player

If a Coating Advisor master this, success in this business is guaranteed

You need to have the right equipment and right attitude



Make sure that Coating Advisors have the right and updated / calibrated equipment

Neglecting the above could compromise the end result of any given job

The Coating Advisor can be asked to take on a variety of roles, especially as your experience increases and your reputation grows.

At all times you must remember that you work for Jotun and your first duty is to Jotun and your fellow Penguins.

At the site / yard the Coating Advisor may be seen by the customer as:

- Advisor or Consultant
- Mediator or Arbitrator
- "Policeman"
- Paint seller

It is important that you do not take over others work unless you have written consent from your Manager. Be careful not to assume the role of: -

- The customer / owner's representative;
- The yard representative;
- The contractor / sub-contractor; and,
- The classification society (DnV, ABS etc.)

You may be capable of doing some of these roles but they are not your role and it is important to stay as neutral as possible, and not to forget to protect Jotun's interests

What do I need to Know to be a competent Coating Advisor?

- Know and understand the coating specification for the job you are working on;
- Know what pre-preparation and surface preparation methods are specified for the surfaces to be coated;
- Know and understand the various tools that will be used for pre-treatment and surface preparation and understand the limitations of each tool;
- Read and understand the various standards that are quoted in the Coating Specification;
- Read and understand the Technical Data Sheets (TDS) Application Guides (AG) and Safety Data Sheets for all coatings and thinners to be used on the job;
- Know and understand the Jotun products that are named in the specification and how to store, handle, mix and apply the coatings as well as know the correct thinner and the maximum thinning allowed per litre of mixed paint per coat;
- Know the structure to be painted. Identify any areas where only brush application can be used, all areas that need to be stripe coated and locations where different coating specifications are to be used;
- Know and understand all relevant inspection methods and how to use inspection tools;
- Know and understand Jotun's internal rules and guidelines for the particular job, that you are working on and meet the sales staff responsible for the customer and the coating sales.
- Know and understand how to protect Jotun's interests; and,
- As the structure comes together, know how to navigate around the structure and understand the various engineering terms used to describe each section, such as the positions on a new ship. This information will help to keep you SAFE.

When you know all of this, you will present yourself with authority when working on a site.

I need to always present myself with confidence



- You are working for Jotun, and all decisions made when executing your work will influence the company, one way or another;
- It is important to understand the principles behind Jotun's values;
- It is important that in all matters you protect the interests of Jotun and your fellow Penguins.

How can I protect Jotun's interests?

- ✓ Understand Jotun's contractual agreement in a project. Are we only the Coating Supplier or have we been appointed as the owner's representative, QA/QC, or official Coating Inspector? These roles can only be undertaken by you when you have that authority in writing from your Manager;
- ✓ Be in attendance during all meetings called for coating work and attend all daily coating inspection and be punctual;
- ✓ Produce accurate / concise reports in time and make sure you forward them to the people Jotun has agreed to at the start of the work;
- ✓ If, when you do your inspection you find work that does not conform to the specification and it has not been repaired to bring it to the specification standard you can then issue a non-conformance report. A non-conformance report is a serious matter so always only issue a non-conformance when your earlier advice and requests for change have not been met. Consider the consequences of issuing a non-conformance;
- ✓ Never sign documentation without permission from the technical manager nor accept liability for **any possible** coating problem;
- ✓ Never issue non-standard specifications, without approval from TSS;
- ✓ Operate in a fair and impartial manner, remembering that you represent Jotun, not the client or the yard;

- ✓ Try and anticipate potential claims;
- ✓ Always use your PPE while working at site. Make sure the PPE is clean and filters are changed as needed. When gloves and other PPE is worn, have them replaced. It is important to use the proper PPE
- ✓ Give positive feedback and share your experiences with your fellow Penguins in the yard and office so that the knowledge you gain can be shared with the whole Penguin family; and,
- ✓ Be careful about accepting favours or gifts from anyone! If in doubt, check with your Manager as in some countries it is considered bad manners to refuse a small gift. However, always check before accepting the gift.



The earlier you spot potential problems with a coating job and REACT on that risk, the higher chance there is for a successful job and lower risk of future claims

If I know all the facts of the Specification, Surface Preparation, Coatings to be used, how to inspect them and I am clear on my role, how do I get a quality job on my project?

- You must attend a pre-start meeting so that the type of inspection, frequency, required outcomes and your role are again made clear and are acceptable to you so that you can do your job representing Jotun;
- You must understand the objective of the inspection and the allowable range of the coating thickness. As an example, Barrier Zinc primer should be applied from 25 to 40 microns with a maximum of 90 microns allowed. What will the owner accept for this project? Will it be a range from 50 to 90 microns? You need to get this confirmed at the pre-start meeting for all coatings in the specification. By doing this, you will not hold up the work later by having to check the acceptable dry film thickness for each coating or system used.;
- You must have at the site (normally the site office) all required documentation that applies to the work you are doing such as the Jotspec, TDS, SDS, AG, International Standards, etc.)

- You must consistently inspect all structures to be painted on a daily basis and complete your daily report forms and submit them to the agreed people;
- You should ensure that all specified requirements are met and if you cannot get the work to meet the coating specification after advice, consultation and meetings with the contractor or owner, issue non-conformance and only issue a clearance after the work is re-done to meet the specification;
- You should assist the painters to use the coatings by instruction them on mixing and thinning and tip selection and hose length etc. to ensure the successful outcome of the paint application;
- Always submit your reports on time and to the agreed people;
- Always act, behave and present yourself to protect Jotun from a Claim.

How do I obtain a good paint job?

- Liaise and communicate effectively with all parties concerned i.e. Owner's representative, main contractor / yard, applicator, etc.;
- Ensure the coating specification is adhered to and that short cuts are not allowed;
- Carry out all inspections thoroughly, do not allow sub-standard work for
 - Surface preparation
 - Environmental monitoring
 - Paint application
- Develop good working relationships with the painters, supervisors and the yard's and owners representatives in the various disciplines of Quality, Welding etc.;
- Communicate clearly and with authority. Remember, you represent Jotun and we make the paint so we alone know it the best of all people at the site;
- Instil confidence in the painters so they like to apply Jotun coatings; and,
- Be a problem solver.

Offer Sound Technical Advice

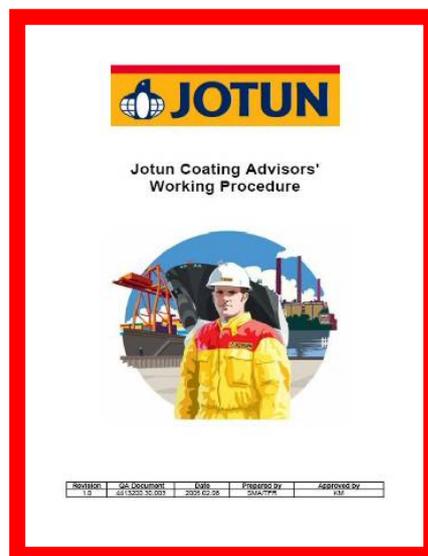
- Advise on surface preparation - extent, degree and type.
- Only amend a specification to match the actual conditions of the object after you have sought the advice of TSS in consultation with your manager and the SAR;
- Advise the Client / Yard / Contractor on best use of Products.
- Understand and advise on overcoating intervals when matched to air and substrate temperatures;
- Advise and make sure the correct type of thinner is used and that it is not OVER USED!

Be flexible and helpful



Being a CA, often requires that you need to be flexible. Many projects start early in the morning and end late at night and in weekends as well.

Remember to support each other out there !



Finally, Remember to: -

- Regularly check Team No.1 homepage and TSS homepage on JOIN
- Study and follow Jotun Coating Advisor's Working Procedure
- Study and follow Jotun Coating Advisor's HSE Procedure
- Both are available on JOIN / TSS homepage
- Always make sure that you have updated TDS, SDS and AG's available.

Continuing Education

The technology of the Marine and Protective Coatings world is constantly changing and being developed. Jotun is constantly reviewing, updating and innovating new products in response to the market, new industrial processes and owner's requirements for longer durability of coatings on their assets.

Jotun has developed a standardised global training program which is offered to all Coating Advisors as well as other employees who wish to take the training course.

The Jotun training course is called Team No. 1. Below is a summary sheet of the various levels of the course and specialty courses available to you once you have completed the first two levels.

We encourage you to undertake as many of these courses as you can because while a training course is no substitute for on the job experience and training, these courses will supply you with the background information and technology that will make your on the job learning easier and better understood.

After Team No. 1 comes either NACE or FROSIO Coating Inspector courses and the opportunity to also undertake some specialty application courses from SSPC.

When you are invited to commence your Team No. 1 training we not only encourage you to study hard and do well but to also enjoy the training in the knowledge that this course is especially developed for you, our Jotun Coating Advisor.

Team No. 1 Competence Levels



Competence:	Level 1	Level 2	Level 3	Level 4
Compulsory for following TS position:	Junior Coating Advisor	Coating Advisor	Senior Coating Advisor	Corporate Coating Advisor
Condition for participation:	Registered participant	Completed Level 1	Completed Level 2	Completed Level 3
Participants:	Open to all employees	Open to all employees	Open to all employees	By invitation only
Modules:	1.01 Technical Documentation	2.01 Complaint Handling	3.01 FROSIO / NACE 2 Certification	Individualised training, including training periods at the laboratory and at other relevant departments
	1.02 The Role of the Coating Advisor	2.02 Guarantees	... 3.01 plus: A) Holders of Level 2 Version 1: Complete latest version of modules 2.01, 2.02, 2.03 & 2.07 plus min. three Dedicated Modules, see C)	
	1.03 Basic 1 (Paint Technology)	2.03 Commerce and Jotun	B) Holders of Level 2 Version 2012: Complete minimum six Dedicated Modules, see C)	
	1.04 Basic 2 (Corrosion, Preparation, Application)	2.04 Coating Survey	C) Level 3 competence: Protective Competence: Minimum three of the Dedicated Modules shall be (P)	
	1.05 Basic 3 (Inspection, Coating Breakdown)	2.05 Advanced Product Knowledge	Marine Competence: Minimum three of the Dedicated Modules shall be (M)	
	1.06 Health & Safety	2.06 CA Pre-certification	Both Marine & Protective: Number of Dedicated Modules: Minimum 3 shall be (P) Minimum 3 shall be (M) Minimum 2 shall be (G)	
	1.07 First Aid by qualified First Aider (no module)	2.07 Standards for Coatings & Inspection	<u>Total min. 8 Dedicated Modules</u>	
	1.08 Fire Fighting by qualified Fire Fighter (no module)			

Dedicated Modules

Each of these modules can be taken independently of other modules
or as part of Level 3 competence

Completed Level 1

Open to all employees

5.01 (G) Shop primers	5.11 (P) Infrastructure Concept <i>(on hold)</i>	5.21 (P) (provisional) HPI / Offshore Fire Protection
5.02 (M) Fouling Release Coatings / SeaLion	5.12 (P) Building Fire Protection Concept	5.22 (M) (provisional) Hull Performance Solutions Concept
5.03 (P) Tank lining	5.13 (P) Concrete Concept	5.23 (P) (provisional) Pipecoating
5.04 (G) Baltoflake & Chemflake	5.14 (G) Colour / MCI	5.24 (P) (provisional) Nuclear
5.05 (G) Water-born coatings	5.15 (G) Mega Yacht Concept	5.25 (G) (provisional) Zinc-coatings
5.06 (P) Concrete floor coating	5.16 (M) New building Concept	5.26 (G) (provisional) Cathodic Protection
5.07 (M) Tank coating Concept	5.17 (M) Docking Concept	5.27 (G) (provisional) Cleaning before application
5.08 (P) Energy Concept	5.18 (M) Seastock Concept <i>(on hold)</i>	5.28 (G) (provisional) Spray equipment
5.09 (P) Offshore Concept	5.19 (M) WBT	5.29 (G) (provisional) Paint production
5.10 (P) HPI Concept	5.20 (M) Antifoulings	5.30 (G) (provisional) Report writing

Qualification of a Jotun Coating Advisor

Jotun has for more than 30 years had technical service personnel, in Jotun language known as the Jotun Coating advisor.

In 2007 the Team No.1 JOTUN Coating Advisor Academy was launched. This is compulsory training for all technical service personnel in JOTUN's global organization. The training includes theory lessons, module tests and exams at different levels. In doing this we can ensure that all technical service personnel acquire the same level of knowledge and follow company-standard procedures wherever they are in the world, thus ensuring that JOTUN provides the highest standard of service for our customers.

As a mandatory part of the training our people are also trained in first-aid and fire-fighting. FROSIO Coating Inspection certification or NACE Coating Inspection certification is included as one of the 36 training-modules in this academy. In addition to the standard courses Jotun also offer our Coating Advisor's specialized courses with focus on specific segments such as tank coating, offshore, bridge work, ballast tank inspections, among others.

Global Training Program: As the Team No. 1 Coating advisor Academy is taught world wide by certified trainers we obtain uniform knowledge and competence for our people. This provides the organization with flexibility which is particularly valuable when working on multi-national projects. In addition to the Team No. 1 Academy training, all personnel also receive a yearly technical training update to ensure that their competence remains current. Furthermore Jotun issues internal information letters ensuring that new knowledge is shared concerning safety, new products, test methods, inspection equipment, routines, standards, association rules,

Standardised: All service aspects of Team No. 1 such as tools, reports, boiler-suits and inspection process' are standardized. All technical service personnel have standardised tool-kits and are wearing the easy recognizable red and yellow boiler-suits which are manufactured from fire-retardant and static grounding fabrics.

Global service: JOTUN is represented all over the world. We have in the excess of 900 coating advisors, and they all bring with them the same high standards of knowledge and education to our customers. Jotun Coating Advisors are located in most of the markets where Jotun is promoting and selling our products. The coating advisor will usually be a part of the local technical service team and report to the local Technical Service Manager. The availability of coating advisors will vary from country to country and regions within that country.