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Market leaders in supplying specialty raw materials to Australian and New Zealand manufacturing industries.

Bringing value and transparency to the supply chain while maintaining a commitment to excellence in customer service.



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Ethics and Integrity

The International Sales & Marketing (ISM) group markets specialty raw materials to Australian and New Zealand manufacturing industries and has a reputation for excellence in an increasingly demanding marketplace.

Our highly experienced, motivated and focused professionals work closely with individual customers to develop cost-effective and sustainable solutions to critical supply chain problems.

The ISM group consists of 100% privately-owned companies, with all equity holders actively involved in the business.



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The ISM group creates supply chain value through professional management of our Principals' businesses across Australia and New Zealand.

We achieve this through a partnership approach, understanding our customers' specific requirements for technical input, inventory management and commercial outcomes, and enabling them to be innovative and successful in their markets.

We operate within a framework of ethical conduct, regulatory compliance and transparent consultation with all internal and external stakeholders.

Sustainability is critical to our operations and to our environment, ensuring success for our customers, safety for our employees and customers, and preservation of the world in which we live.





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Ethics and integrity are the cornerstones of the ISM group. We never accept transactions that would compromise the high levels of integrity practised within our business.

This governs the way we operate, both individually and as a company, and the way we interact with our stakeholders, including work colleagues, customers, service providers, Principals and the public.

All our employees have a role in developing, upholding and signing off on company policies that set the standards to which we operate.

Our Ethics Committee reports directly to the Board and provides a forum for all employees to discuss or debate any ethical issue that impacts on their work or the business in general.



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ISM provides a package of specialty additives, enabling you to manufacture world-class products and meet your customers' demands for improved performance and cost benefits.

Key Australian and New Zealand manufacturing sectors that we service include surface coatings and fluid technology, polymer additives, polyurethanes, building and construction, agriculture and gas treatment.

Underpinning all our activities is the ongoing pursuit of customer service excellence.


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ISM is a leader in sales and distribution of raw materials to the surface coatings industry across Australia and New Zealand.

Our complete range of raw materials includes resins, pigments, solvents and additives for all types of coatings and inks. As preferred supplier to all major Australian and New Zealand coatings and ink companies, we also represent global manufacturers whose specialty products add value to formulations.

The ISM product range includes:

- > Resins: pure acrylics, styrene acrylics, PVAs, alkyds, epoxies and silicone resins
- > Solvents: glycol ethers, epoxy diluents and amines
- > Pigments: TiO₂, fluorescent pigments, pearl pigments, metallic pigments, phosphorescent pigments, ultramarine blue pigments, organic pigments and mixed metal oxides
- > Additives: rheology modifiers, defoamers, wetting and dispersing additives, amines, substrate wetting additives, surface active agents and micronised waxes.



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ISM offers a wide range of additives to support the diverse Australian and New Zealand polymers and plastics industry in formulating innovative, high quality products.

Our range includes processing aids, slip agents, coupling agents, antioxidants, UV stabilisers, flame retardants, standard and special effects pigments, biocides, light weighting compounds and specialised additives such as conductive carbons and graphite.

All our products are underpinned by a strong focus on logistics and technology, through excellence in supply chain management, advice, technical support and new product development.



Polyurethanes



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ISM is a leader in provision of additives for the Australian and New Zealand polyurethane industries.

Our products include polyols, isocyanates, catalysts, silicone stabilisers, softeners, pigments and specialised, tailor-made products for specific applications. We stock a solution for every application and offer advice on all aspects of flexible, moulded, rigid and elastomeric polyurethanes.



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ISM provides support in four key adhesives and sealants product areas – specialty resins, solvents, pigments and additives.

Specialty resins include epoxy resins and hardeners, hydrocarbon resins for use as tackifiers in hot melt and pressure sensitive applications, synthetic liquid butyl rubbers and cross linked butyl pellets, and polyurethane polyols and isocyanates. A range of specialty solvents is available to reduce volatility in formulating.

Through a variety of pigments from world leading manufacturers, they offer many opportunities for differentiating products. And our extensive range of additives includes rheological additives, defoamers, dispersing agents, waxes and dispersions, antioxidants, flame retardants, light weighting agents and biocides.

All our products are underpinned by a strong focus on logistics and technology, through excellence in supply chain management, advice, technical support and new product developments.



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ISM offers a broad range of additives designed specifically for the rubber compounding and processing industry.

Our products include crumb and rubber reclaim, industrial and specialised waxes and processing aids, flame retardants and plasticisers, compatibilisers, specialty latexes and resins, antioxidants and conductive carbons and graphites, as well as commodity products for a wide variety of applications.



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ISM is actively involved in importing and distributing epoxy resins, hardeners, accelerators, reactive diluents and specialty additives into Australia and New Zealand from some of the world's leading producers.

Applications for these products include:

- > surface coatings for high build anti-corrosion coatings
- > adhesives, structural grouts and waterproofing sealants for the building and construction sectors
- > composite structures for the marine, automotive, industrial, civil and transport industries
- > electrical encapsulation
- > mining applications
- > tooling
- > concrete repair.



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ISM supplies products that can be incorporated into almost all base materials used in the construction process.

Within the broad range of cementitious applications, our products include:

- > admixtures: high strength, low water, plasticised, retarded, accelerated, waterproofed and aerated properties
- > tile adhesives: low sag, workable, and adjustable open time
- > masonry and pavers: low efflorescence and waterproof
- > precast: exceptional mould release, low surface defect and EH&S benefits
- > stencil crete: surface texture, fast set, waterproof and oilproof.

Other ISM construction applications include waterproofing membranes, clay bricks and pavers, adhesives, plasterboard and plaster jointing compounds, epoxy and polymer based systems (flooring, adhesives and coatings), grouts, fibreboards, shot crete, roof tiles, and insulation, soundproofing and fireproofing systems.





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The use of fluids and lubricants minimises wear and tear between metal surfaces by providing lubricity, corrosion resistance and heat transfer. ISM's product solutions include specialty chemicals and services that will improve product performance, increase productivity and assist new product development.

Our performance additives include:

- > fatty acids
- > fatty acid alkanolamides
- > non-ionic emulsifiers
- > antifoams and defoamers
- > polyether amines
- > polyoxyalkalene glycols
- > solubilisers
- > esters
- > tall oil derivatives
- > chelating agents
- > rheological modifiers.

Other ISM lubricant applications include:

- > engine oil additives
- > oil spreaders
- > textile lubricant additives
- > specialty additives for greases.



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Recognising that the treatment of water in industrial processes can be complex, ISM provides a range of solutions to suit various chemical requirements.

We offer chemicals that complex or chelate metal ions, assist in the agglomeration of particles, provide mechanisms to create conditions for sedimentation and condition the water for further use. We also stock a large range of water treatment formulator additives that will assist in generating the right solution.





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ISM focuses on the extractive side of mining, where ores of various kinds are processed to extract high value metal such as nickel, copper, gold or even uranium.

Our additives aid in processes such as:

- > beneficiation
- > milling
- > high pressure acid leaching
- > froth flotation
- > solvent extraction.

These additives increase rates of extraction, reduce energy requirements of milling, enable reduced operating temperatures and increase selectivity in flotation.



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ISM's extensive range of metallic pigments includes aluminium powder for pyrotechnics and explosives applications. Technical grade aluminium powders are also available, both for slurry based civil explosives and traditional chemical reaction purposes.

All grades are manufactured in Europe under the highest standard of quality control and are available in a wide selection of specifications suited to all situations, from ammunitions through to construction and mining applications.





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ISM offers a broad range of specialty additives that improve the performance of products utilised during the preparation, making and resurfacing of roads.

Bitumen can be modified by the addition of polymers to change stiffness, flexibility and viscosity properties, depending on the end application. For hotmix, it is imperative to reduce the loss of aggregate from the road to achieve good adhesion between the aggregate and the bitumen binder. And in emulsions, the emulsifier plays a critical role in modifying performance so that it is fit for purpose as a rapid setting seal, a slow setting dust suppressant or one of many other applications.

ISM can assist in product selection, new product development and the logistics of supplying raw materials.



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The broad range of raw materials included in refractory manufacture provide specific end application properties such as temperature and chemical resistance, or 'green' properties that allow refractory material to be applied unshaped (monolithic) via self-flow, casting, gunning, ramming or mortaring.

ISM's range assists in the production of shaped materials or preparation of monolithic materials, as well as key raw materials used to gain refractory properties. We also offer supply services to assist in providing larger volume raw materials to the local market.



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Due to unique mechanical and electrical properties, ceramic products find wide application in daily life, where their hard-wearing, waterproof and insulating properties are utilised.

ISM products are employed during the production process of ceramics to modify the properties of the 'green' mix, increase productivity, minimise water content and reduce breakages.

The final stage of production usually involves application of a glaze for surface gloss or effect. ISM products improve the glaze performance by improving wetting, adhesion, sag resistance (run), anti-settling, suspension control and defoaming.

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ISM works with industrial formulators to provide cost-effective cleaning solutions for specific applications, from simple industrial cleaners to complex biodegradable cleaning agents such as truck washes.

We provide a range of additives to assist with general cleaning requirements, including surfactants, corrosion inhibitors, foam boosters, complexing agents, chelating agents and the various solvents required to formulate a product and achieve a specific cleaning solution.

Also offered are additives for solventless cleaners, hard surface cleaners, metal cleaners and more specific applications such as products for automated car washes, which are attracting interest as the impacts of water restrictions are realised around the country.

Our product range includes:

- > surfactants
- > complexing agents
- > phosphonates
- > oil in water emulsifiers.
- > phosphates
- > organic acids
- > pigments



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ISM works with formulators, distributors and growers to provide cost-effective growing solutions for specific crops.

The ISM product range includes:

- > dispersants, rheology modifiers, solubilisers and compatibilisers for improving product performance
- > environmentally friendly solvents
- > super spreaders to provide application effectiveness at low water volumes
- > specialty surfactants.

Other ISM agricultural applications include process improvements for existing harvesting practices, soil conditioning to provide the best soil conditions for plant growth, control of deposits in drip irrigation lines and certified products for organic applications.



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ISM provides access to world-class stock feed additives that can target requirements for specific animals, from thoroughbred horses to rabbits.

We work with feed manufacturers, nutritionists and mill owners to provide specific stock feed composition solutions. And to ensure consistency is achieved, we offer solutions to pelleted stock feed producers. Our additives aid in the production of strong, durable pellets and are of particular assistance when difficult to process additives are used.

Our range includes:

- > products for the control of bacteria and other pathogens
- > fibre supplements
- > starch
- > vitamins
- > minerals
- > performance proteins.



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ISM products assist in the manufacture of feed materials for various aquaculture applications.

Typically, many feeds are high in oils and provide processing challenges. And when the feed is exposed to water it must withstand degradation long enough for the animal to consume the feed.

Our additives provide improved processability and increased water contact time, leading to higher operating efficiencies, increased rates of feed utilisation and, ultimately, reduced operating costs.



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ISM has the skills, people, and diligence to manage all aspects of the supply chain, enabling us to offer solutions of value to your business.

We customise solutions to meet your company's specific needs. Our services include liaison with regulatory bodies to ensure legal importation of products; communication with production planners on appropriate lead times to ensure supply continuity; coordination of shipments to meet exact delivery requirements; currency control to offer local or alternate currency invoicing; organisation of local storage and deliveries; and facilitation of required paperwork.

Offering supply chain cost optimisation that is underpinned by customer service excellence and a high degree of professionalism sets us apart from our competitors and ensures that your business benefits.





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The quality of our storage facilities is unmatched. All our sites adhere to hazardous and dangerous storage requirements, are signatories to the Australian and New Zealand Responsible Care program and are ISO certified.

To preserve this high standard, our staff consistently perform warehouse audits for labelling, stock condition and Responsible Care compliance.

We tailor distribution to our customers' requirements, and ex-stock deliveries against customer forecasts are our specialty. Drivers making ISM deliveries are appropriately licensed and highly responsible. All stock is thoroughly inspected before delivery for verification of product, quantity, packing and labelling, and to ensure prevention of breakages.

Through constant surveillance and attention, our rates are maintained at a competitive level. And all distribution is regularly audited to ensure the highest possible level of customer satisfaction.





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We are justifiably proud of our excellence in logistics. Our Logistics Department organises the sea and air transport of goods from all parts of the world, utilising every method, from bulk shipments to consolidations, with complete professionalism.

Through expert management, use of our worldwide networks and extensive market knowledge, we reduce costs while constantly meeting our customers' needs. Our logistics staff fulfil all regulatory standards including labelling, packaging, and hazardous and dangerous requirements.

Our excellent relationship with customs specialists and attention to detail with documents, tariffs and quarantine requirements has set us apart from our competitors. And our priority is to consistently provide fast and effective clearance so our products can be where they are needed most – with our customers.

Waste Disposal



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Waste management is an important consideration for every company in the manufacturing and supply industries. ISM works closely with our Principals to choose packaging that maximises efficiency in use and assists our customers to reduce waste.

Many of our Principals have well-developed programs for new technologies that reduce waste of products at markets and we actively promote these initiatives. Reuse and recycling of waste packaging is also a primary consideration and we work closely with customers to advise on the most appropriate method to reduce waste and dispose of it appropriately while meeting all local requirements.

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ISM maintains full support for products through the provision of a 24-hour Emergency Response contact for product and transport emergencies.



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ISM's reputation for excellence is based on an unmatched commitment to superior customer service, quality across all activities and strict attention to all government and industry compliance requirements.

As a committed member of Responsible Care, we provide our local and overseas customers with safe and secure raw material selection as well as corporate image and governance protection.


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ISM maintains high standards for Regulatory Affairs through a commitment to industry programs such as Responsible Care and Product Stewardship.

Responsible Care encompasses our commitment to product and process safety, community liaison, transport safety and environmental management. Product Stewardship is a fundamental component of ISM ethics and practices, ensuring that every aspect of a product lifecycle is considered.

Many of the products that we use in our daily lives must undergo a stringent review of health, safety and environmental performance. It is our role to ensure that these reviews have been undertaken prior to the product being introduced into Australia and New Zealand. Once introduced, we work with our customers to ensure that the appropriate controls are in place to safely manage, use and dispose of the products and packaging.

We offer a full range of regulatory affairs services, including product notification and registration, labelling, MSDS preparation and management, government liaison, and hazard and risk management.

Product Stewardship



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Product Stewardship within ISM is both a philosophy and an operating practice. We fully understand and respect that member companies of Responsible Care through Product Stewardship must earn the right to operate in our community, from both a workplace safety and an environmental protection perspective.

Through Product Stewardship, we openly communicate our operating policies (both internally and externally) and the risks associated with the importation, handling, storage, distribution and disposal of our products.

On behalf of our Principals, we ensure that we understand the application for which a product is destined, that customers have the appropriate storage and handling facilities, and that disposal is strictly in accordance with local and state regulations.

Through Community Right to Know, we welcome interest in our company from stakeholders. We are happy to demonstrate that we abide by all local regulations, and hold all necessary licences and approvals to import and distribute the range of products we handle.

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ISM is a quality driven company. We first obtained ISO certification through SGS International Certification Services in April 1996 and are currently accredited against the ISO 9001:2000 standard.

Focusing on continual improvement and optimum customer satisfaction, we have constantly satisfied and exceeded certification requirements. Regular internal and external audits are conducted to ensure our systems are maintained at a consistently high level and offer improved efficiencies using the latest technology.

Our employees enjoy working in a friendly atmosphere, which is the foundation of excellent teamwork and ultimately results in provision of superior customer service.

Supported by a team of qualified internal auditors, we continually strive for process improvements to ensure that we offer the best service available.

Industry Associations



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ISM fully supports industry associations and values their role in supporting members, influencing regulatory standards, lobbying governments for positive change and providing networking opportunities.

Our company is active within industry and is a corporate member of a select number of industry associations. Our representatives hold key positions on Industry Councils and working groups of the Plastics and Chemical Industry Association (PACIA), the peak industry body in Australia.

PACIA: <http://www.pacia.org.au/>
Surface Coatings Association Australia Inc: <http://www.scaa.asn.au/>

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All ISM staff are experts in the provision of specialty additives to the Australian and New Zealand manufacturing industries and are committed to providing excellent customer service.

We offer you individually tailored solutions to meet the increasingly complex technical and environmental problems facing Australian and New Zealand manufacturers today.

Contact ISM staff at any of our locations for assistance.

Office Locations



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