

Issues Briefing

Technical Support

Recently, Borax surveyed its customers, as well as leaders from our communities, our governments, the news media and academia to measure your opinions of our company, as well as to learn more about your interests.

This issue briefing has been developed in direct response to your request for more information about Borax's technical support for its customers.

World Class Technology

Borax's most valuable assets include its mineral and human resources. Among its 1,500 employees worldwide, Borax counts acknowledged world leaders in the handling, processing and use of borates, as well as original research on borate properties and applications. Working at research facilities and pilot plants in the United States and Europe, these experts are dedicated to:

- > Providing technical knowledge and collaborative research to support our customers' existing operations
- > Working as partners to raise productivity, environmental and product quality standards
- > Developing new borate process technology at our own operations to increase efficiency and product quality

Proactive Technical Support

Borax technical experts routinely visit customers' operations to help identify and eliminate potential problems. Borax also maintains multi-disciplinary technical support teams, deployed for immediate assistance in critical situations.

To facilitate long-range planning, Borax counsels customers on the optimal borate product to meet manufacturing parameters and efficiency goals – and to reduce emissions and energy usage.

The company also maintains the world's largest technical data base on borates, an unparalleled resource to customers and research partners.

Advanced Process Technology

Most of the operational processes that set the standard for borate production and distribution were developed or first adopted by Borax. Recent process technology advances include improvements in grinding, filtering and product handling practices.

The company recently installed new packing lines in the United States and Europe to accommodate recyclable packaging, and constructed more efficient storage facilities at operations on both continents.

Collaborative Research and Development

Borax collaborates with universities and research institutes – and conducts independent research – to advance society’s understanding of boron’s properties and potential. Some of the most promising results of these research efforts include:

- > new plant micronutrient products to help increase yields and quality in major crops
- > adding borates to ceramic tile bodies to lower energy usage and emissions, and to increase tile body strength
- > new wood treatment products to create a safe, effective and durable barrier to wood destroying organisms
- > adding borates to stainless steel slags to facilitate recycling this waste into construction material
- > new zinc borate applications for polymers and textiles to increase their flame retardancy
- > adding borates to the paper manufacturing process to replace harsher chemicals and reduce energy usage
- > new technology that features borates acting as a hydrogen carrier in safe, clean-burning fuel cells, built to power automobiles and batteries

For more information on Borax’s technical support for customers, please contact your local Borax office.

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