

Company Profile



About Trades Group Pty Ltd

Business name	Trades Group Pty Ltd
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Trades Group is a building services company that works with insurance companies and local councils that require repair, renovation and maintenance services for client or community properties, including emergency and after-hours services.

We help them to do this by providing a comprehensive array of property-related services, from emergency make-safes through to full renovation and rebuilding, that restore homes, buildings and facilities to their full functional capacity.

Organisations we work with enjoy an expertly managed and implemented property service that requires only one point of contact to coordinate all the trades required to get the job done to quality standards.

One stop for all your trades service requirements

Trades Group offers its services through six integrated divisions that draw on the expertise, skills, experience and synergy that exist between them.



Division head: Jarrod Hennig (qualified roofer)

- 24/7 emergency response service for residential, business and community properties.
- Make safe damage caused by burglary, rain, flooding, fire, wind, storm, vandalism, vehicle intrusion, etc.
- Making a premises secure (broken windows, damaged doors, missing roof tiles, etc.).
- Making a premises safe (broken glass, structural support, debris, asbestos, etc.).
- Halting water leaks in structures/roofs (damaged tiles, silicon, special-purpose tarpaulins).
- Fencing an unsafe structure and erecting warning signs.
- Emergency plumbing services for major problems.
- Emergency electrical services for major problems.
- Removal of a tree/tree branches.
- Replacement of broken/damaged items (e.g. windows, locks).



Division heads: Anthony Baccega (qualified painter) David Lister (qualified carpenter and plasterer) and Paul Athinis (qualified carpenter and builder)

- Repairs, restorations and renovations required to a property after it has incurred damage.
- Recovery from flood, water or storm damage (e.g. drying, remove damaged contents, replace building materials, plastering, painting, plumbing, electrical, cabinet replacement, etc.).
- Recovery from fire damage (e.g. demolition, asbestos removal, full design and construction service to rebuild, etc.).
- Repairs, restorations and renovations required as part of planned upgrades.
- Regular maintenance of all types required by community facilities.



Division head: Jarrod Hennig

- Works in concert with Trades MakeSafe and Trades Restoration to provide whatever extra equipment may be needed to complete a make-safe or restoration task.
- Access to a full array of equipment, from small plant, to scaffolding, acrow props (steel), tarps, lights, fencing, scissor lifts, dryers and dehumidifiers, etc.



Division head: Luke Waddington (qualified welder)

- Can fabricate any metal item be needed as part of a new building or office renovation, custom furniture design, gates and fencing, etc.
- Metal inserts for brick fences (e.g. Victorian, Federation).
- Pergolas in all metal or metal and wood.
- Full-metal gates or metal-and-wood gates.
- Ornate balustrades, window grilles, handrails, shutters.
- Metal components of custom-designed furniture
- Steel beams used for structural strength.
- Sculptures.



Division head: Luke Debono (experienced concreter)

- Undertakes large-scale concreting work as part of small-to-medium building projects and concrete repairs.
- Large flooring/parking/garage areas.
- Precast factory walls.
- Large outdoor areas around buildings.
- Driveways, pathways, steps and retaining walls.
- Outdoor entertainment areas.
- Housing/garage slabs.
- Kerbs around garden beds as part of a concreted area.
- Footings for brick fences (done in conjunction with Trades Restoration).
- Any other concrete-related project around the business premises.
- Variety of finishes, colours, aggregates and decorative stencils.



Division head: Jarrod Hennig

- Undertakes new building works such as extensions, residential homes and blocks of units or townhouses.
- Provides a complete end-to-end service, from design and planning, through to building, to the final landscaping.

A trades group owned and run by tradespeople

Trades Group is owned by Jarrod Hennig, who is also operations manager. Although Trades Group is a young company, Mr Hennig and his team are skilled and experienced tradesmen who have worked together for more than eight years.

Trades Group is run as a business that wants to meet and exceed its clients' expectations and build long-term relationships. We understand that first and foremost, we are a service business. That means we need to provide a first-class experience for our clients and their customers, to whom we often deliver the end services.

Our operations are based on the values of professionalism, first-class customer service, top-quality workmanship and excellent communication.

We work to Australian Standards as a minimum. Jobs are quoted based on a fair estimation of what it will take to complete the task to a quality standard using materials of the type and quality required for an excellent outcome.

Shortcuts and inferior-quality materials have no place in Trades Group and will not be used to lower our quote price to win work.

Company fundamentals

Our workforce

Trades Group's subcontractor workforce comprises fully qualified tradespeople who are ready to respond to urgent situations 24/7 or to take on small jobs, medium or large projects or regular maintenance schedules.

Every subcontractor has at least three years' experience (and usually a lot more) in building-related trades and is a registered business in its own right with current insurances.

Trades Group checks each subcontractor's references and inspects and assesses their recent work before they officially become part of the group. They are inducted into our methods of operation and asked to sign up to our Code of Conduct.

Quality management

Trades Group takes pride in the quality of its work. We assure quality among our subcontractor workforce through:

- before and after photographs for every job
- use of quality checklists to ensure a job has been completed to quality standards
- issuing of safety/compliance certificates by relevant trades
- spot/progress/final inspections of major jobs by division heads
- a seven-year guarantee on workmanship.

Health and safety

Trades Group's subcontractors are taken through an OHS and compliance checklist as part of their induction to our workforce.

Trades Group is committed to protecting the health and safety of its subcontractors and members of the public who come into contact with our work sites.

We require our subcontractors, as part of working with us, to:

- work according to the OHS Act and regulations
- have a workplace health and safety system in place that includes the use of Safe Work Method Statements
- provide certificates of currency for the correct insurances (WorkCover and public liability as a minimum)
- have all the correct personal protective equipment for their work
- report any unsafe conditions on site
- report any accidents or near misses
- provide documentation on the safety of all plant used on site
- have at least one first aid trained worker on site.

On larger projects, the operations manager or the relevant division head will carry out unannounced inspections to reinforce good OHS practices among our subcontractors.

Environment

Trades Group understands and supports the need to protect the environment and eliminate practices in our work that could cause harm. Trades Group subcontractors will:

- thoroughly clean up their worksite at the completion of a job
- dispose of waste in the correct manner, i.e. through recycling or into the correct waste bin or landfill
- recycle any cardboard or other recyclable packaging
- carry a spill kit if they use any hazardous or polluting liquids, and dispose of a used kit in an approved manner
- offer options (if suitable) for use of environmentally friendly or ecologically sustainable products and materials.

Achievements for our clients

Trades Group's division heads have 10-20 years of successfully completed work in the building services industry and have worked together for the past eight years. Although we are a young company, we are building a track record of success with our clients.

Our achievements with our clients include:

Claim Central – Hailstorms around Melbourne on Christmas Day 2012, which caused extensive damage. Trades Group attended to more than 30 claims over the following weeks, undertaking more than \$300,000 in repair work.

Johns Lyng Group – The 2012 Christmas Day hailstorms. A team of six Trades Group tradespeople completed more than 100 make-safe jobs over three days.

Johns Lyng Group – Bundaberg, Queensland, floods in January-February 2013. Johns Lyng Group sent six Trades Group tradespeople to Bundaberg to assist with make-safes on properties affected by floods caused by Cyclone Oswald.

Other ways Trades Group adds value

Teams of tradespeople for disaster areas

Trades Group can quickly form single trade or multi-trade teams for work in regional Victoria or anywhere in Australia to assist insurers or councils with disaster-related repairs and renovations.

Jarrold Hennig has recruited and led trades teams for work in the aftermath of the 2008 Sydney hailstorms (30 qualified roofers, completed 198 repair jobs valued at \$1.7 million over five months), and the 2011 Rochester floods (six tradesmen to rebuild three badly damaged houses over two months).

Free advice and information service

Trades Group provides free, no-obligation advice and information to assist its clients in making decisions about repair and renovation issues on their properties.

Benefits of working with Trades Group

Our clients tell us that they enjoy working with us because:

- our work quality is excellent and they have no complaints from their customers
- we are reliable in our arrival on site and ring ahead if we are running late
- their customers are kept well informed of our work progress and schedule
- we clean up properly after our work on a site
- we never say 'no' to a job
- our paperwork/electronic records are lodged promptly and our record keeping is up to date
- we understand how to meet the range of requirements that comprise good customer service.